

The Unemployment Insurance Appeals Program

United States Department of Labor
Office of Unemployment Insurance

Appeals Oversight

- * The U.S. Department of Labor (USDOL), Employment and Training Administration (ETA), Office of Unemployment Insurance (OUI) has the responsibility by law (Title III of the Social Security Act) for ensuring that States operate an effective and efficient unemployment compensation (UC) appellate process. The legal basis for monitoring Unemployment Insurance (UI) programs can be found at Section 303(a)(1) of the Social Security Act.

UC Program Challenges

- * Constrained administrative resources
- * Major staff turnover
- * Aging legacy systems
- * Achieving performance standards
- * Maintaining integrity

UC Reengineering Initiative

- * Develop and deploy tools to enhance technical support to states in identifying and resolving operational challenges
- * Identify, train and deploy Federal and State talent to the greatest extent possible
- * Promote data driven accountability in State and Federal monitoring
- * Support modernization and operational efficiency efforts

Major Reengineering Goals

- * Develop processes that ensure program integrity
- * Maximize the use of specific program expertise within the UI system, build staff capacity and skills
- * Eliminate duplication where feasible
- * Identify processes that support comprehensive UI operations review, identify and resolve challenges that lead to poor performance
- * Support automation and modernization efforts

Appeals Reengineering

- * Changes the frequency of the annual appeals review from an annual to a triennial review process
- * Revises and updates the ET Handbook No. 382, *Handbook for Measuring Unemployment Insurance Lower Authority Appeals Quality*
- * Automates submission of case reviews
- * Updates and develops the Online Hearing Officer Training
- * Creates national appeals training conferences

Federal-State Collaboration

- * Revise ET HB No. 382
- * Develop secure web based platform for electronic upload of cases for remote monitoring and national reviews
- * Develop enhancements to the Hearing Officer Online Course
- * Plan and implement national training venues

Questions?

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