

<b>U.S. DEPARTMENT OF LABOR</b> <b>Employment and Training Administration</b> <b>Washington, D. C. 20210</b>	<b>CLASSIFICATION</b> OWS
	<b>CORRESPONDENCE SYMBOL</b>
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<b>RESCISSIONS</b> None	<b>EXPIRATION DATE</b> June 30, 2002

**DIRECTIVE : UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 36-01**

**TO : ALL STATE EMPLOYMENT SECURITY AGENCIES**

**FROM : GRACE A. KILBANE**  
**Administrator**  
**Office of Workforce Security**

**SUBJECT : Professional Development Conference on Management Strategies to Promote Quality in Nonmonetary Determinations**

1. **Purpose.** To announce the State of New York and the Office of Workforce Security will host a Professional Development Conference for State managers, supervisors, and other key State and Federal staff responsible for nonmonetary determination quality. The conference will be held August 21 - 23 in Buffalo, New York.

The meeting is designed to:

- provide a forum for discussion of effective practices developed by States following the implementation of the Benefit Timeliness and Quality (BTQ) measures for nonmonetary determinations;
  - promote the exchange of information on new ideas and effective factfinding processes in the area of telephone and Internet claims;
  - provide a panel discussion by Federal staff of recent Unemployment Insurance Program Letters (UIPLs) and their impact on the adjudication process;
  - facilitate strategies and contingencies for high volume workloads;
  - allow States to exchange ideas on new and effective training approaches for staff;
  - include a panel discussion by Federal staff on reporting of nonmonetary determinations and the Federal funding process;
  - encourage the use of data analysis as a management tool; and
  - provide a venue to review new automation software developed by or for States.
2. **References.** [Employment and Training Administration Handbook 401](#), [Employment and Training](#)

[Administration Handbook 301](#), [UIPL 10-96](#), [UIPL 30-96](#), [UIPL 10-97](#), [UIPL 3-98](#), [UIPL 04-01](#), and [UIPL 15-01](#).

3. **Background.** This conference was requested by many States desiring an opportunity to exchange ideas and discuss new developments in all areas of the adjudication process.
4. **Conference Plans.** See Attachment A and Attachment B for details regarding the conference. Additional information regarding registration fees and a final agenda will be forthcoming.
5. **Action Required.** States Administrators are requested to:
  1. determine which management staff, supervisors and/or other key staff responsible for the nonmonetary determination process may attend the conference;
  2. consider additional ideas for workshops and/or staff participation in proposed workshops (see Attachment C) either as a presenter or moderator; and
  3. send the names and job titles of each participant along with additional ideas for workshops to the appropriate Regional Office by Friday, COB, June 22.

Questions should be directed to the appropriate Regional office.

#### Attachments

- A. [Conference Arrangements](#)
- B. [Draft Agenda](#)
- C. [Proposed Topics for Workshops](#)

**Professional Development Conference on Management Strategies to  
Promote Quality in Nonmonetary Determinations**

**Conference Arrangements**

Hyatt Regency Hotel  
August 21 - 23  
Buffalo, New York

The conference will be held at the Hyatt Regency Hotel, Two Fountain Plaza, Buffalo, New York, telephone number 1-800-233-1234 and web site [www.buffalo.hyatt.com](http://www.buffalo.hyatt.com) . The meeting will begin at 9:00 A.M. on August 21 and end about noon on August 23, 2001.

Registration will take place on Monday, August 20, from 3:00 - 5:00 P.M. and on Tuesday, August 21, from 8:00 - 9:00 A.M. Additional information concerning the conference and registration fees will be distributed to each State agency and Regional Office. Hotel room rates are \$78 (single or double) plus State tax of 13%. State and Federal employees will be exempt from the 13% State tax by showing a valid government identification and completing a tax exempt form upon check-in at the hotel. There is no charge for children (18 years and under) in the room. Group room rates will apply from August 18 to 25. Rooms are blocked under the name "U.S. Department of Labor - Professional Development Conference." Individual room reservations should be made by July 13. It is suggested that room reservations be made pending travel authorization. Reservations accepted after the cut-off date are subject to room availability and room charges at regular room rates.

Transportation is available from the airport for approximately \$11 one way or \$18 round trip per person.

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UIPL 36-01 Attachment B

## **DRAFT AGENDA**

# **Professional Development Conference on Management Strategies to Promote Quality in Nonmonetary Determinations**

**Hyatt Regency Hotel  
August 21 - 23  
Buffalo, New York**

### **Monday, August 20, 2001**

Early Registration 3:00 p.m. – 5:00 p.m.

### **Tuesday, August 21, 2001**

Registration and Continental breakfast 7:30 a.m. – 9:00 a.m.

Opening Plenary Session 9:00 a.m. – 12:00 noon

Presiding\Opening Remarks Betty Castillo

Welcome State of New York

Speaker Cheryl Atkinson

Speaker or Panel TBA

Lunch

Concurrent Workshops 1:00 p.m. – 4:30 p.m.

Dinner at Niagara Falls TBA

**Wednesday, August 22, 2001**

Continental Breakfast	7:30 a.m. – 8:30 a.m.
Concurrent Workshops	8:30 a.m. – 12:00 noon
Lunch	
Concurrent Workshops	1:30 p.m. - 5:00 p.m.

**Thursday, August 23, 2001**

Continental Breakfast	7:30 a.m. – 9:00 a.m.
Closing Plenary Session	9:00 a.m. – 12:00 noon
Panel Discussion on Federal Requirements	Federal / State Staff
Panel Discussion on Funding, Required Reporting	Federal Staff
Closing Remarks	TBA

**ADJOURN**

## **Proposed Topics for Workshops**

1. **Organizing and Managing Factfinding Process**
  - Have States describe how FF is done/ strengths and weaknesses
  - Work Flow - who does it ?
  - In person or Telephone ?
  - Predetermination FF Interviews
    - Separate Interview
    - Joint Interview / Conference Call
  
2. **Documentation in an Automated Environment**
  - Description of documentation requirements
  - Organizing Files - Setting up a system to meet requirements to facilitate quality adjudication
  
3. **Making sure your Telephone / Internet system can support quality adjudication**
  - Choosing the right telephone system to meet SESA needs
  - Have several states using telephone to describe how they designed their process - successes and pitfalls, hardware, etc.
  - Have states with Internet applications describe development pitfalls / successes
  
4. **Strategy for Increased Workloads**
  - Contingency plans for high volume workloads
  - Flexibility with current staff, Training new staff quickly, Facility space
  - Have State supervisors describe techniques & procedures
  
5. **Managing for Quality**
  - Developing and using a Corrective Action Plan
    - Measuring current performance
    - Plan for change
    - Actions necessary to carry out plan
    - Re-access performance
  
  - Coping with staff Problems
    - Getting and Keeping Good Staff
    - How to deal with burnout
    - Stress Management
    - Team Approach

6. **Analysis as a Management Tool**
  - How States use data analysis for corrective action
  - Process Reviews
    - Frequency
    - Using results to implement change
    - Positive Results
  
7. **Successful Practices by top performing States and/or States with dramatic improvement**
  - Have 3 top performers explain how they got there and how they stay in the top ten
  
  - Have 3 States who have shown at least 10 - 15 increase in past 1 - 2 years describe how they accomplished it.
  
8. **Training Approaches**
  - Have States with good training explain their approach, i.e. one-on-one vs group training
  
  - Have States demonstrate new and innovative ways of presenting basic FF and adjudication training
  
9. **Workshop with Appeals/Adjudication staff**
  - Relationship between nonmonetary process and Appeals
    - Have staff explain how they got together and how it has helped both processes
  
10. **Panel on Federal Requirements**
  - Recent UIPLs - Java Implementation, Contacting Employers, Prevailing Conditions of Work, etc.
  - Secretary Standards - Part 5
  - Handbook 301 - Reasonable Attempts
  
11. **Panel Discussion on Accounting, Reporting, Funding** (Federal Staff)
  - Define what is reportable/countable - HB 401. Explain regression analysis theory for funding of nonmons and how over/under reporting affects SESA and UI statistics
  
12. **Automation Demos**
  - Use either a "trade show" format or workshop to allow states to exhibit different types of labor saving ideas they have developed or implemented to make FF and

adjudication better, easier, faster.

- Expert Systems
- Automated FF Guides
- Automated Scheduling Systems
- Internet Applications