

UI PROGRAM IMPROVEMENT\* SUMMARY

Source: \_\_\_\_\_  
(State agency, Region)

Contact: \_\_\_\_\_ Tel. No. \_\_\_\_\_ / \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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A. Type of problem/error addressed. (Give specific, brief description.)

B. Action taken. Describe: (1) how SESA detected and analyzed situation, (2) UI staff or units involved, (3) specific action taken: procedural or operational changes, law or policy modifications, etc.

C. Problems encountered.

D. Results achieved. Describe before/after situations, including costs and effects, if feasible.

E. Resources applied (if any). If special resources were required, indicate program or function from which resources were taken.

F. Comments and remarks (e.g. reactions of staff, employers, claimants, etc.).

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\*Program improvement is defined as any specific action taken by UI management to ensure proper payments and error reduction.

Instructions:

1. Prepare each summary following the outline offered to the extent feasible.
2. Limit each summary to two-three pages.
3. Submit to Regional Office for transmittal to National Office (Attn.: TEUQI).

A Sample

UI Program Improvement Summary

Source: XXYYZZ, VIII  
(State, Region)

Contact: Albert Y. Zim

Tel. No.: 902 / 234 - 4567

Address: Dept. Employmt Security

Mountain Blvd., XXYYZZ  
98765

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**A. Type of Error Addressed** -- Inadequate detection of improper work search.

QC case investigation has revealed that work search documentation/verification has not been handled adequately at point of local claimstaking or during ERPs. Information in the records revealing improper or inadequate action by the claimant has been overlooked. At least 12% of all cases investigated have revealed work search inadequacies.

**B. Actions Taken** -- Director established new local office policy and procedures that include the following:

**1. During first periodic interview**

-Local offices are required to select randomly two job contacts listed by claimant and to telephone employers for verification.

-Claimant must maintain a list of employer contacts (2 per week) in personal folder.

-Worker will indicate on weekly claim card method of job/work search contacts reported.

**2. Weekly Certification**

This being a less-populous State, responsibility for work search certification has been moved from the local offices to the central office. (At local level, detection of improper work search is often made after the week has already been paid.) To facilitate

this change of responsibility, the following measures are required:

(a) Weekly certification (claim card) will require signature of employer contact and date of contact.

(b) Central office will spot-check claim cards (certifications) weekly for proper work search documentation.

(c) Certifications will be filed by Social Security numbers, by claim week.

#### C. Results Achieved

Before setting up tighter requirements for documentation (by claimant) and certification of work search (by central office), we found in case investigations that at least one out of nine claims paid was improper due to inadequate work search. Now, after only six months under the new requirements described above, we see a decided decrease in improper payments based on improper work search behavior. The monthly percentage of investigated cases containing such inadequacies has dropped almost 25% (from 12% to about 9% of all weeks investigated). We think this picture will improve further when certification changes are fully implemented by central office staff.

D. Special Resources Applied -- This effort was achieved through redistribution of SESA staff workloads and equipment.

4-05-88 - CST

UI/OC Project or Program Study  
UI PROGRAM IMPROVEMENT CLEARINGHOUSE

Source: \_\_\_\_\_  
(State agency, Region)

Contact: \_\_\_\_\_ Tel. No. \_\_\_\_\_ / \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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A. Project/Study Title: \_\_\_\_\_

B. Objectives: Describe the origin of this project/study and its stated objectives. Explain also its relationship to the Quality Control program, and/or other parts of UI operations.

C. Program Design: Spell out the structure and staffing of the project/study, and its scope and duration.

D. Program Implementation: Describe how the program was implemented, including any problems that may have been encountered. Explain how such problems were dealt with, and any modifications to the initial design that may have been made.

E. Completion Date (if still in progress.)

F. Program Results: Describe the results and findings of this program. Also, the potential impact upon Quality Control or other UI operations.

G. Resources Required: Describe staffing and special funding required for this program, and the source(s) of these resources.

Instructions:

1. Prepare each program summary following the outline above, to the extent feasible.

2. Please limit summary to three-five pages.

3. Submit to Regional Office for transmittal to National Office (Attn.: TEUQI).

Error Cause Codes  
UI PROGRAM IMPROVEMENT\* CLEARINGHOUSE

Each summary submitted to the UI Program Improvement Clearinghouse will be classified to identify the type of problem or error in UI benefit payment practices that is addressed. These codes will facilitate search of the Clearinghouse database (document file) for items addressed to the interests and needs of the user. They can also be used in sorting and listing summaries in the Clearinghouse directory.

BENEFIT YEAR

- 100 Unreported earnings or days/hours of work
- 110 Earnings or days/hours of work incorrectly estimated, reported, recorded, or deducted
- 120 Errors in reporting or unreported severance pay
- 130 Errors in reporting or unreported vacation pay
- 140 Errors in reporting or unreported Social Security or pension benefits
- 150 Other causes related to reporting or recording of earnings or days/hours of work

BASE PERIOD

- 200 Earnings or weeks/days/hours of work incorrectly estimated, reported, or recorded
- 210 One or more base period employers were not reported by the claimant
- 220 Other causes related to errors in reporting or recording earnings or weeks/days/hours of work for the base period

SEPARATION ISSUES

- 300 Voluntary quits
- 310 Discharge
- 320 Other issues related to separation

ELIGIBILITY ISSUES

- 400 Ability to work
- 410 Availability for work
- 420 Active work search
- 430 Refusal of suitable work
- 440 Self-employment
- 450 Illegal alien status
- 460 Other causes related to eligibility

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\*PROGRAM IMPROVEMENT definition: Any specific action taken by UI management to ensure proper payments and error reduction.

Error cause codes (cont.)

DEPENDENTS ALLOWANCES

500 Dependents information incorrectly reported or recorded or  
incorrectly calculated

510 Other causes related to dependents allowances

OTHER CAUSES

600 Benefits paid during a period of disqualification, even  
though a stop pay order was in effect

610 Redetermination (at deputy level) or reversal (appeal  
or higher authority)

620 Back pay award

630 All other causes

4-05-88 - CST