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Dear State Workforce Agency Administrators and UI Directors:

In partnership with the US Department of Labor (USDOL), Employment Training Administration (ETA), the National Association of State Workforce Agencies' (NASWA) Information Technology Support Center (ITSC) is launching the **UI Excellence in Action: States Helping States Move Forward** initiative. UI Excellence in Action will identify, document and provide access to states of successful UI claims business practices" in key functional areas of UI claims processing. This initial nomination process covers four functional areas: Intake or Initial Claims, Adjudication, Continued Claims and Lower Level and Higher Level Appeals.

The goal of UI Excellence in Action is to enable states to help states improve UI claims processing performance. We are seeking your help to identify, through a self-nomination process, successful UI claims processing business practices in the four functional areas listed above. These state nominated practices will be evaluated, cataloged and made available to all states through a searchable online database.

### **Why are we doing this?**

Across the country, state workforce agencies are continuously looking for ways to improve accuracy and timeliness of UI Claims Processing. Many have innovated and retooled processes to meet demands more efficiently, while others have struggled to meet performance standards and are looking for ways to restore program integrity. The goal of UI Excellence in Action is to develop an environment and online repository where states can support each other and build on shared successes.

### **What's in this for you?**

Participating states have the opportunity for their successful practices and innovations to be recognized nationally. In addition, they also have an opportunity to:

- Share and review their successes;
- Gain recognition for their system innovations and gain insights on how they might improve performance;
- Be endorsed by key national and state leaders;
- Contribute descriptions of their innovations and efficiencies to the nation's successful practices; and
- Engage and share information with their peers and access successful practices as identified by participating state systems

### **How to participate:**

Participation in this initiative begins with a nomination process. Nominations may be submitted in one of four ways:

- States may choose to self-nominate by identifying practices they believe are successful and completing the online nomination form;
- States may nominate other states that they know are innovating;

- States may be nominated by their USDOL Regional Office (Regional administrators are aware and involved in this project and serve as members of the project workgroup.); and
- States may be nominated based on an analysis of their UI performance data

### How does this work?

UI Excellence in Action uses a three-phase approach to identify and catalog successful practices.

1. **Nomination** - Using an online application, participants nominate successful practices in their state or nominate practices of other states
2. **Telephone Interview** – Nominated practices will be validated through a telephone interview. Prior to the telephone interview nominees will receive a list of questions in preparation for the interview. The information gathered during the telephone interview will be used to identify states to participate in an onsite observation process.
3. **Onsite Observation** – As the final step in the validation process, a team will go to selected states screened through the telephone interview process to conduct onsite observations and document the successful practice candidates. Site observations will be conducted over a two-and -half-day period.

### Where do we start?

Here is a link to the electronic nomination form: [www.apqc.org/uipapi](http://www.apqc.org/uipapi). The nomination form is simple, concise and focuses on four primary functional areas of the UI Claims Processing; Intake or Initial Claims, Adjudication, Continued Claims and Appeals. A link on the nomination form provides a detailed description of the UI Claims Process Framework outlining the four functional areas for nomination of successful practices.

### Submission Deadline:

Nominations of Successful Practices are due no later than **5:00pm EDT. Friday, September 9, 2011.**

### More Information:

For more information on UI Excellence in Action Initiative please contact NASWA/ITSC Project Manager **Sean Floyd** at [sfloyd@naswa.org](mailto:sfloyd@naswa.org) or by phone at **202-650-5154**, or review FAQ's link on the nomination form.

We look forward to your participation!

Regards,

Nan Thomas  
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Washington State  
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Bonnie Elsey  
NASWA President  
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