

TRAINING AND EMPLOYMENT NOTICE	NO. 7-18
	DATE September 7, 2018

TO: STATE WORKFORCE AGENIES
UNEMPLOYMENT INSURANCE DIRECTORS
LOWER AUTHORITY APPEALS MANAGERS AND SUPERVISORS

FROM: ROSEMARY LAHASKY /s/
Deputy Assistant Secretary

SUBJECT: Availability of Unemployment Insurance (UI) Appeals Hearing Officer Training

1. **Purpose.** To announce the availability of UI appeals training for Hearing Officers and other UI staff responsible for conducting, reviewing, and evaluating hearings on unemployment insurance matters.
2. **Background.** The Employment and Training Administration's (ETA) Office of Unemployment Insurance (OUI) contracted with Mathematica Policy Research to conduct an assessment of each state's Lower Authority Appeals (LAA) operation, which was posted to the UI Community of Practice in 2014. During the study, states reported that one of the barriers to timely resolution of appeals cases was insufficient technical resources and training modules. To respond to this need, OUI contracted with the National Association of State Workforce Agencies' Center for Employment Security Education and Research (NASWA-CESER) to develop a training course to assist states in educating UI Appeals Hearing Officers.
3. **UI Appeals Hearing Officer Training.** This training course is designed for new and existing Hearing Officers, as well as any staff charged with reviewing and evaluating hearings as part of the quarterly Lower Authority Appeals Quality Review. The course includes lessons on Opening the Hearing, Handling Exhibits, Presenting and Examining Witnesses, Conducting Fair Hearings, Obtaining Available Evidence, Closing the Hearing, Decision Writing Standards and the Written Decision, and Cultural Awareness and Language Sensitivity. OUI recognizes that the volume of hearings for special programs, such as Disaster Unemployment Assistance and Trade Adjustment Assistance varies from state to state; therefore, this training also includes a lesson on the fundamentals of each of these special program areas. This course is accessible via the Information Technology Support Center's UI Learning Center located at <http://itsc.org/Pages/UI-Learning-Center.aspx>.
4. **Action Requested.** State Administrators are requested to provide this information to all staff responsible for conducting, reviewing, and evaluating Lower and Higher Authority appeal hearings.
5. **Inquiries.** Questions should be directed to the appropriate ETA Regional Office.