

U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION UIS/SQSP
	CORRESPONDENCE SYMBOL TEUPR
	DATE

DIRECTIVE : ET HANDBOOK NO. XXX

TO : ALL STATE EMPLOYMENT SECURITY AGENCIES

FROM : DAVID HENSON
 Director
 Office of Regional Management

SUBJECT : Employment and Training Handbook No.
 State Employment Security Agency (SESA) State
 Quality Service Plans (SQSPs) for Unemployment
 Insurance (UI) Operations

1. **Content.** Planning and reporting guidelines for SESA UI SQSPs.
2. **OMB Approval.** The Office of Management and Budget (OMB) has approved ET Handbook No. XXX for use through XXXX, under the Paperwork Reduction Act of 1995, under OMB No. XXX.
3. **SQSP.** The SQSP represents a new approach to the Unemployment Insurance performance management and planning process, while leaving the budget reporting process (Chapter II) unchanged from prior years. At the request of stakeholders, it allows for an exchange of information between the Federal and State partners to enhance the ability of the program to reflect their joint commitment to continuous improvement and a client centered product, while insuring that key program administration criteria are met.
4. **SQSP Handbook.** This document is designed as a permanent instruction for the annual planning and budget process in each SESA. It will be supplemented each year with an Unemployment Insurance Program Letter (UIPL) which will serve as a "call memo" and initiate the annual process. The annual UIPL will contain any specific information needed for the planning process in that fiscal year. The SQSP Handbook is made available to SESAs via the Information Technology Support Center (ITSC) UI Electronic Bulletin Board System.

5. **Deadline for Submittal of SQSP.** The deadline for SESAs to submit their signed SQSPs to the Regional Office will be set by each Regional Office.

6. **Estimated Burden.** Public reporting burden for collecting this information is estimated to be very similar to that for the planning and budget document it replaces. On average, that amounts to 40 hours per State, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Unemployment Insurance Service, Employment and Training Administration, U.S. Department of Labor, Room S-4231, 200 Constitution Avenue, N.W., Washington, D.C. 20210, attention: William N. Coyne.

7. **Action Required.** SESAs should prepare their SQSPs according to planning and reporting instructions contained in Chapters I and II of this Handbook.

8. **Attachment.** ET Handbook No. XXX, First Edition, Chapters I and II.

9. **Instructions for Handbook Maintenance.**

Remove and Destroy:

ET HANDBOOK NO. 336
15TH EDITION

Insert:

ET HANDBOOK NO. XXX
FIRST EDITION