

U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION UI
	CORRESPONDENCE SYMBOL OWS/DUIO
	DATE May 9, 2001

DIRECTIVE: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO.30-01

TO: ALL STATE EMPLOYMENT SECURITY AGENCIES

FROM: GRACE A. KILBANE 
 Administrator
 Office of Workforce Security

SUBJECT: State Readiness For Potential Workload Increases

1. Purpose. To assist States in capacity building and planning for potential workload increases.
2. Background. After a decade of economic prosperity, recent data indicate a slowdown in economic activity which has been accompanied by higher initial claims for unemployment benefits across the country. Because unemployment has been so low for so long, gearing up for higher workloads is a real challenge.

Since the last recession, states have taken advantage of available technology to make their systems more efficient and improve the delivery of UI services. Many of these technologies have not been tested in a cyclical slowdown, and their complexity makes planning for workload increases more complicated than in the past.

3. Management Readiness Checklist for Workload increases. Conversations between ETA Regional Office staff and state agencies earlier this year about readiness for higher workloads resulted in lots of good suggestions for “things to think about” in assessing system capacity and preparing for higher claims levels. We compiled many of those ideas into the attached “Management Readiness Checklist for Workload Increases” in order to give all states access to each other’s ideas.

RESCISSIONS None	EXPIRATION DATE May 31, 2002
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We hope that you will find the checklist helpful in identifying all the important considerations that must be taken into account as you assess your system's capacity and prepare for higher workloads.

4. Action Required. All State Employment Security Agencies are requested to ensure that a copy of the attached document is made available to appropriate staff.
5. Inquiries. Questions and comments concerning this UIPL should be directed to the appropriate Regional Office.
6. Attachment. *Management Readiness Checklist For Workload Increases*.