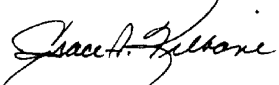


U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION OWS
	CORRESPONDENCE SYMBOL
	DATE June 15, 2001

DIRECTIVE : UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 36-01
TO : ALL STATE EMPLOYMENT SECURITY AGENCIES
FROM : GRACE A. KILBANE 
 Administrator
 Office of Workforce Security
SUBJECT : Professional Development Conference on Management Strategies
 to Promote Quality in Nonmonetary Determinations

1. **Purpose.** To announce the State of New York and the Office of Workforce Security will host a Professional Development Conference for State managers, supervisors, and other key State and Federal staff responsible for nonmonetary determination quality. The conference will be held August 21 - 23 in Buffalo, New York.

The meeting is designed to:

- ▶ provide a forum for discussion of effective practices developed by States following the implementation of the Benefit Timeliness and Quality (BTQ) measures for nonmonetary determinations;
- ▶ promote the exchange of information on new ideas and effective factfinding processes in the area of telephone and Internet claims;
- ▶ provide a panel discussion by Federal staff of recent Unemployment Insurance Program Letters (UIPLs) and their impact on the adjudication process;
- ▶ facilitate strategies and contingencies for high volume workloads;
- ▶ allow States to exchange ideas on new and effective training approaches for staff;
- ▶ include a panel discussion by Federal staff on reporting of nonmonetary determinations and the Federal funding process;

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- ▶ encourage the use of data analysis as a management tool; and
- ▶ provide a venue to review new automation software developed by or for States.

2. **References.** Employment and Training Administration Handbook 401, Employment and Training Administration Handbook 301, UIPL 10-96, UIPL 30-96, UIPL 10-97, UIPL 3-98, UIPL 04-01, and UIPL 15-01.

3. **Background.** This conference was requested by many States desiring an opportunity to exchange ideas and discuss new developments in all areas of the adjudication process.

4. **Conference Plans.** See Attachment A and Attachment B for details regarding the conference. Additional information regarding registration fees and a final agenda will be forthcoming.

5. **Action Required.** States Administrators are requested to:

- a) determine which management staff, supervisors and/or other key staff responsible for the nonmonetary determination process may attend the conference;
- b) consider additional ideas for workshops and/or staff participation in proposed workshops (see Attachment C) either as a presenter or moderator; and
- c) send the names and job titles of each participant along with additional ideas for workshops to the appropriate Regional Office by Friday, COB, June 22.

Questions should be directed to the appropriate Regional office.

Attachments

**Professional Development Conference on Management Strategies to
Promote Quality in Nonmonetary Determinations**

Conference Arrangements

Hyatt Regency Hotel
August 21 - 23
Buffalo, New York

The conference will be held at the Hyatt Regency Hotel, Two Fountain Plaza, Buffalo, New York, telephone number 1-800-233-1234 and web site www.buffalo.hyatt.com. The meeting will begin at 9:00 A.M. on August 21 and end about noon on August 23, 2001.

Registration will take place on Monday, August 20, from 3:00 - 5:00 P.M. and on Tuesday, August 21, from 8:00 - 9:00 A.M. Additional information concerning the conference and registration fees will be distributed to each State agency and Regional Office. Hotel room rates are \$78 (single or double) plus State tax of 13%. State and Federal employees will be exempt from the 13% State tax by showing a valid government identification and completing a tax exempt form upon check-in at the hotel. There is no charge for children (18 years and under) in the room. Group room rates will apply from August 18 to 25. Rooms are blocked under the name "U.S. Department of Labor - Professional Development Conference." Individual room reservations should be made by July 13. It is suggested that room reservations be made pending travel authorization. Reservations accepted after the cut-off date are subject to room availability and room charges at regular room rates.

Transportation is available from the airport for approximately \$11 one way or \$18 round trip per person.