

## Proposed Topics for Workshops

1. **Organizing and Managing Factfinding Process**
  - Have States describe how FF is done/ strengths and weaknesses
  - Work Flow - who does it ?
  - In person or Telephone ?
  - Predetermination FF Interviews
    - Separate Interview
    - Joint Interview / Conference Call
  
2. **Documentation in an Automated Environment**
  - Description of documentation requirements
  - Organizing Files - Setting up a system to meet requirements to facilitate quality adjudication
  
3. **Making sure your Telephone / Internet system can support quality adjudication**
  - Choosing the right telephone system to meet SESA needs
  - Have several states using telephone to describe how they designed their process - successes and pitfalls, hardware, etc.
  - Have states with Internet applications describe development pitfalls / successes
  
4. **Strategy for Increased Workloads**
  - Contingency plans for high volume workloads
  - Flexibility with current staff, Training new staff quickly, Facility space
  - Have State supervisors describe techniques & procedures
  
5. **Managing for Quality**
  - Developing and using a Corrective Action Plan
    - Measuring current performance
    - Plan for change
    - Actions necessary to carry out plan
    - Re-access performance
  
  - Coping with staff Problems
    - Getting and Keeping Good Staff
    - How to deal with burnout
    - Stress Management
    - Team Approach

6. **Analysis as a Management Tool**
  - How States use data analysis for corrective action
  - Process Reviews
    - Frequency
    - Using results to implement change
    - Positive Results
  
7. **Successful Practices by top performing States and/or States with dramatic improvement**
  - Have 3 top performers explain how they got there and how they stay in the top ten
  
  - Have 3 States who have shown at least 10 - 15 increase in past 1 - 2 years describe how they accomplished it.
  
8. **Training Approaches**
  - Have States with good training explain their approach, i.e. one-on-one vs group training
  
  - Have States demonstrate new and innovative ways of presenting basic FF and adjudication training
  
9. **Workshop with Appeals/Adjudication staff**
  - Relationship between nonmonetary process and Appeals
    - Have staff explain how they got together and how it has helped both processes
  
10. **Panel on Federal Requirements**
  - Recent UIPLs - Java Implementation, Contacting Employers, Prevailing Conditions of Work, etc.
  - Secretary Standards - Part 5
  - Handbook 301 - Reasonable Attempts
  
11. **Panel Discussion on Accounting, Reporting, Funding** (Federal Staff)
  - Define what is reportable/countable - HB 401. Explain regression analysis theory for funding of nonmons and how over/under reporting affects SESA and UI statistics
  
12. **Automation Demos**
  - Use either a "trade show" format or workshop to allow states to exhibit different types of labor saving ideas they have developed or implemented to make FF and

adjudication better, easier, faster.

- Expert Systems
- Automated FF Guides
- Automated Scheduling Systems
- Internet Applications