

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION UI Appeals
	CORRESPONDENCE SYMBOL OUI - DUIO
	DATE June 22, 2011

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 20-11

TO: STATE WORKFORCE AGENCIES

FROM: JANE OATES /s/
Assistant Secretary

SUBJECT: Revised Employment and Training (ET) Handbook No. 382, Handbook for Measuring Unemployment Insurance Lower Authority Appeals Quality

1. Purpose. To transmit the third edition of ET Handbook No, 382, Handbook for Measuring Unemployment Insurance (UI) Lower Authority Appeals Quality.

2. References. Social Security Act (SSA), Section 303(a)(3); Code of Federal Regulations (CFR), 20 CFR Part 650 – Standard for Appeals Promptness; *A Guide to Unemployment Insurance Benefit Appeals – Principles and Procedures*, USDOL, 1970; Unemployment Insurance Program Letter No. 26-90; *Requirement that UI Appeals Hearings Be Simple, Speedy, and Inexpensive*.

3. Background. Section 303(a)(3), SSA, requires state laws to provide for an opportunity for a fair hearing before an impartial tribunal for all individuals whose claims for UI are denied. ET Handbook No. 382 provides the Federal criteria used to measure the quality of appeal hearings conducted in the states.

4. OMB Approval. There are no reporting instructions in this Handbook; therefore, OMB approval is not required.

5. Action Requested. Administrators are requested to distribute this handbook to appropriate staff. This Handbook will be available electronically at: <http://wdr.doleta.gov/directives> under Employment and Training Handbooks.

6. Inquiries. Address all inquiries to the appropriate Regional Office.

7. Attachment(s). ET Handbook No. 382

RESCISSIONS None	EXPIRATION DATE Continuing
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