

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	<b>CLASSIFICATION</b> Unemployment Insurance
	<b>CORRESPONDENCE SYMBOL</b> OUI /DPM
	<b>DATE</b> July 7, 2014

**ADVISORY:** UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 17-14

**TO:** STATE WORKFORCE AGENCIES

**FROM:** PORTIA WU /s/  
Assistant Secretary

**SUBJECT:** Revised Employment and Training (ET) Handbook No. 336, 18<sup>th</sup> Edition:  
“Unemployment Insurance (UI) State Quality Service Plan (SQSP)  
Planning and Reporting Guidelines”

- 1. Purpose.** To provide State Workforce Agencies (SWAs) with Change 3 of ET Handbook No. 336, 18<sup>th</sup> Edition.
- 2. References.** ET Handbook No. 336, 18<sup>th</sup> Edition, “Unemployment Insurance (UI) State Quality Service Plan (SQSP) Planning and Reporting Guidelines”
- 3. Background.** The SQSP is the state UI performance management and service plan. With a focus on continuous improvement, it is also the grant document through which states receives Federal UI administrative funding. General instructions for the SQSP are contained in ET Handbook No. 336. The handbook is designed as a permanent instruction for the annual planning and budget process in each state and provides states with planning guidelines and instructions for reporting UI financial and staff year information.

As part of UI Performs, a comprehensive performance management system for the UI program, the SQSP is the principal vehicle that the state UI programs use to plan, record and manage improvement efforts as they strive for excellence in service. To ensure a viable SQSP and improve its quality, the Employment and Training Administration (ETA) is moving the states to a biennial SQSP cycle beginning with the FY 2015 SQSP. This biennial SQSP planning cycle provides a 24-month window for states to adequately plan and implement performance improvement efforts.

The new SQSP process provides for two types of submittals i.e. a formal two-year plan and an off-year SQSP *Lite* submittal.

The formal two-year plan consists of a complete SQSP package, including the State Plan Narrative, corrective action plans (CAPs), the Integrity Action Plan (IAP), budget

<b>RESCISSIONS</b> None	<b>EXPIRATION DATE</b> Continuing
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worksheets/forms, assurances, organizational charts, and other required administrative documents as requested.

The SQSP *Lite* submittal consists of items included in the state's request for Federal UI administrative funding, as well as *ad hoc* modifications to SQSPs. Since states and Regional Offices (RO) will continue to review reported performance data, monitor program performance, and initiate corrective actions when warranted, the SQSP *Lite* submittal will require states to submit new CAPs and IAPs to describe, for example:

- Corrective actions the state will take based on findings made in RO performance reviews; and
- New performance deficiencies identified in RO reviews of state performance data during the most recent performance year

States will be required to modify the State Plan Narrative, existing CAPs, and IAPs to include, for example:

- Missed milestones; and
- New strategies for performance improvement

Implementation for the new SQSP planning cycle will occur in phases. Using the FY 2015 SQSP as a baseline, one half of the states in each region will submit a complete SQSP package with two-year plans. The remaining states will submit a complete SQSP package with one-year plans. Starting in FY 2016, all states will be placed on a two-year plan cycle – that is, states that submitted an FY 2015 two-year SQSP will continue to submit two-year plans, and states that submitted an FY 2015 one-year plan will submit two-year plans starting in FY 2016. This means all states will submit two-year plans going forward, but on alternating cycles. ROs will include submission requirements in their annual instructions to the states in their regions.

The schedule, significant activities, and dates relating to the submittal and approval of the SQSP are outlined in Change 3 of ET Handbook No. 336, 18<sup>th</sup> Edition.

#### 4. **Handbook Modifications Summary.**

- **Introduction:** Modifications have been made to all references regarding the submittal of SQSPs to reflect the new biennial submittal of the formal SQSP.
- **Chapter I:** This chapter explains the planning process for the SQSP. Modifications have been made to incorporate the description and the process for the submittal of the formal SQSP. Additionally, modifications to this chapter specify the content of the biennial (formal) SQSP and the annual (SQSP *Lite*) submittal of the SQSP.
- **Appendix I:** The sample CAP format has been modified to allow for performance targets and milestones to reflect the 2-year planning cycle.

In addition to the changes summarized above, editorial changes were made to other chapters and appendices of the Handbook to clarify existing instructions. Also, changes have been made throughout the Handbook to reflect current OMB expiration dates.

5. **OMB Approval.** On May 14, 2014, The Office of Management and Budget approved the change request to ET Handbook No. 336, 18<sup>th</sup> Edition, in accordance with the Paperwork Reduction Act of 1995. The approval number is OMB No. 1205-0132. The public reporting burden for this collection of information has decreased.
6. **Effective Date.** The contents of the Handbook are effective with the preparation of the FY 2015 SQSP.
7. **Action Requested.** Copies of the attachment should be distributed to all holders of Handbook No. 336. States should review these changes and adjust their procedures as necessary.
8. **Handbook Maintenance.** Replace ET Handbook No. 336, 18<sup>th</sup> Edition, in its entirety, with the revised Handbook, dated April 2014.
9. **Inquiries.** Questions should be addressed to the appropriate RO.
10. **Attachment.** ET Handbook No. 336, 18<sup>th</sup> Edition.