

FUNCTIONAL/PROGRAM AREAS and OPERATIONAL ELEMENTS CHART

Functional/Program Areas	Operational Elements								
	Procedures, Policies and Confidentiality	Training	Workload Analysis/Management Controls	Performance Management	Information Technology	Claimant and Employer Access and Communication	Operational Efficiency/Resource Allocation	Staffing and Merit Staffing	Fiscal Management
Overarching Operational Matters (Program Wide)									
Intake - Initial Claims and Monetary Dets.									
CWC									
UCFE									
UCX									
Adjudication/BTQ									
Continued Claims/Eligibility Review									
Appeals (LAA & HAA)									
BPC									
Internal Security									
DUA									
Reemployment									
Data Validation									
TRA									
STC									

Cell Descriptors

Not Applicable