

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION UIPL
	CORRESPONDENCE SYMBOL OUI/DUIO
	DATE November 7, 2019

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 18-17,
Change 1

TO: STATE WORKFORCE AGENCIES

FROM: JOHN PALLASCH 
Assistant Secretary

SUBJECT: Announcing Next Steps in the Implementation of the Unemployment Insurance (UI) Benefit Operations State Self-Assessment Tool, Including Frequency of Future Reviews

1. **Purpose.** To announce the next steps for state implementation of the UI Benefits Operations State Self-Assessment Tool (State Self-Assessment Tool): The Employment and Training Administration (ETA) intends to refine the State Self-Assessment Tool and processes based on feedback from the states and ETA plans to move to a biennial or triennial review cycle for future State Self-Assessment reviews.
2. **Action Requested.** State Administrators should provide this information to all appropriate staff.
3. **Summary and Background.**
 - a. Summary — Upon completion of the state UI agencies' inaugural implementation and use of the State Self-Assessment Tool, ETA is announcing a new triennial review cycle for future State Self-Assessment reviews and ETA's intent to seek input from the state UI agencies on the tool and its processes to enable ETA to make improvements.
 - b. Background — Beginning in 2015, ETA initiated an effort to reengineer a variety of processes used by the federal-state UI system for UI benefit program accountability. Additional information about the reengineering effort is provided in Training and Employment Notice (TEN) No. 03-15 and TEN No. 08-14. An important outcome of this reengineering effort was the development of an evaluation tool to support states in conducting independent self-assessments of various functional and program areas of UI benefit operations. In collaboration with state UI agencies, ETA designed and developed the self-assessment tool to help ensure program integrity and quality performance with a focus on state UI benefits operations to identify operational issues that may adversely affect the proper administration of the UI program. ETA announced the UI Benefits Operations State Self-Assessment Tool in UI Program Letter (UIPL) No. 18-17, on July 28, 2017.

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The State Self-Assessment Tool assists states to routinely assess, monitor, and improve its own operations and performance. It assists ETA in its oversight and monitoring of the states' UI benefits operations and identifies areas requiring technical assistance. The federal-state UI partnership supports continuous program improvement and helps to strengthen and improve the overall operational performance and quality within the UI system.

ETA instructed state UI agencies to complete and submit their responses based on their first reviews using the Self-Assessment Tool by April 15, 2019.

4. **Improvements to the State Self-Assessment Tool and Processes.** ETA intends to refine the State Self-Assessment Tool and processes based on states' feedback regarding its experience in using the tool for the first time. ETA's Regional Offices will be reaching out to states for user feedback in the near future with the goal of identifying areas for improvement and making the State Self-Assessment Tool more user-friendly and valuable to the states.
5. **Change to the Frequency of the State Self-Assessment Review Cycles.** As provided in UIPL No. 18-17, ETA originally expected states to conduct annual reviews using the State Self-Assessment Tool following the first review cycle. However, during the inaugural review cycle and through feedback gathered during the quarterly check-ins with states and the recent feedback sessions with state UI Directors, ETA determined a different review cycle would better suit the goals of the State Self-Assessment. Based on the feedback, ETA intends to implement a new frequency for the review cycle. It will likely be a biennial or triennial review cycle, depending on the changes that will be made to the tool's structure and content. ETA is also considering whether to spread the review process over each year of the cycle. As a result, ETA no longer requires states to conduct the review on an annual basis as originally set out in UIPL No. 18-17.

Upon completion of revisions to the State Self-Assessment Tool, ETA will provide states additional guidance on the revised Tool and processes including implementation instructions and information on the frequency of the new review cycle.

6. **Inquiries.** Please direct inquiries to the appropriate ETA Regional Office.

7. **References.**

- Unemployment Insurance Program Letter No. 18-17, *Unemployment Insurance Benefits Operations Self-Assessment Tool*, (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=9282);
- UIPL No. 17-16, *Reengineering Unemployment Insurance (UI) Benefits Program Accountability Process: High Priority Designation of States with Sustained Poor Performance*, (https://wdr.doleta.gov/directives/corr_doc.cfm?docn=3910);

- UIPL No. 17-14, *Revised Employment and Training (ET) Handbook No. 336, 18th Edition: Unemployment Insurance (UI) State Quality Service Plan (SQSP) Planning and Reporting Guidelines*, (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=9690);
 - TEN No. 03-15, *Reengineering Unemployment Insurance (UI) Benefits Program Accountability Processes: Update on Implementation Progress and State Impacts* (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6837); and
 - TEN No. 08-14, *Reengineering Unemployment Insurance (UI) Benefits Program Accountability Processes*, (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=4692).
8. **Attachments.** Not Applicable.