



SOUTH CAROLINA  
Department of Employment and Workforce  
Interoffice Communication

TO: SCDEW Area Directors, Staff Managers and UI Supervisors

FROM: Laura Robinson & Dennis King  
Assistant Executive Directors, UI & ES

DATE: June 14, 2012

SUBJECT: **Critical failure in federal performance standards**

We have failed to meet the minimum standard of federal performance for first payment time lapse. We have failed to meet the minimum standard for the month of May 2012, and for every month preceding May for the last three years. This failure has become so extreme that we are being placed in the "Marginally At Risk" category by the United States Department of Labor.

This failure has to stop now. Not next week, not next month, now.

1. Beginning immediately, each local office Claims Supervisor will be required to sign off daily that the Error and Issue report has been worked. You will be supplied with a spreadsheet to record this data. You will need to identify the number of issues you have resolved each and every day. This information must be submitted to Erin Minihan in UI Tech by 5:00 p.m. every day. The Supervisor must also counsel each employee who worked on the claims that appear on the Error and Issue report. Moreover, the Supervisor must meet with the entire team to review the errors and issues at the end of every week so that all employees will have the benefit of learning from each other's work. We are missing too many simple issues (29, 35, etc.) and everyone in the office needs to understand why and how not to let those mistakes happen again.
2. Attached to this memo you will find another copy of the policy issued on May 8, 2012 which is designed to accelerate the payment time on claims that are most likely to be found eligible. This policy provides you with a simple tool that can have an immediate impact on your office's performance, yet very few offices have even used it at all. Fact findings that meet any one of the four characteristics identified in the policy should be marked "PE" for potentially

eligible so that the benefits department can get these adjudicated with haste. Beginning immediately, each local office Claims Supervisor must submit a list of the claims designated as "PE" to Erin Minihan in UI Tech by 5:00 p.m. every day.

3. We do not have the luxury of waiting 10 days to contact employers who have not yet responded to our initial requests for separation information. Beginning immediately, all local offices are required to contact employers who have not responded within seven (7) days of being notified of the claim. The remaining requirements for follow-up attempts and documenting those attempts must be adhered to as well. The only difference is moving up the time period from 10 days to 7 days. And, 7 days is the maximum. To the extent humanly possible, DEW should contact employers who have not yet responded within 3 to 5 days after notice of the claim.
4. Beginning immediately, each local office must come together as a team to study and make recommendations as to how that office can improve its first payment time lapse performance. Each office must identify its weakest link, Achilles' heel, most frequent cause of delay and anything else it can point to as a factor that is contributing to the failure to meet the minimum standards. This report must be signed by the UI Supervisors, DEW Staff Managers and Area Directors and it must be submitted to Erin Minihan in UI Tech by 5:00 p.m. on Friday, June 15, 2012.
5. As a reminder, all fact findings must be reviewed by the UI Claims Supervisor or a senior adjudicator with whom the Supervisor has decided to share that responsibility. Fact findings should be reviewed with the utmost scrutiny to avoid having them returned. Every day counts!

The UI Tech and Benefits Departments are analyzing the detailed time lapse reports for every local office, and we will review those findings with you over the next few days. In the meantime, you should be doing that same thing. This team is also working with IT and Executive Management on ways to improve things beyond your control such as Alternate Base period claims and Employer filed claims.

We need everyone to get on board to pull us out of this pattern of failure. If we all work together toward the same goal, we will be able to reach and exceed the minimum standard for the month of June and beyond. This is not just something that we would like to do, but rather it is something that we have to do to fulfill our duties to the taxpayers of this state. Remember that our mission is to put South Carolinians back to work. Let's make sure we are doing everything we can to deliver timely payments to our claimants so they can get back on their feet and get back to work.

Attachments:

Potentially Eligible policy

May 2012 1<sup>st</sup> Payment Time Lapse Summary Report (individual reports sent separately)

Comparison chart of local offices with 2011 & 2012 averages and monthly scores