

NEWS RELEASE

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IWD's Unemployment Appeals Section Dramatically Increases Performance
US DOL Monitors Extremely Pleased

DES MOINES – Iowa Workforce Development recently completed a US Department of Labor routine monitoring visit regarding the Unemployment Appeals process. The monitoring staff was very complimentary of the department's improvements and process changes.

"US DOL completed a 3 day visit last week and will be releasing a report that does not contain any negative findings, a first in a number of years," stated Iowa Workforce Development Director Teresa Wahlert. "The department expects to be released from the corrective action plan that was in place from the previous administration."

One of the primary measurements for the UI Appeals program is a 30 day timeliness data point. Since August 2013, Iowa has moved from the 47th lowest in the country to 12th place. This along with other process improvements within the unit has led to a better experience for our customers.

"I'm extremely proud of the administrative law judges and staff who have worked diligently and brought forth a number of innovative ideas to improve our process," indicated Wahlert.

Since August, the Appeals unit has implemented new training opportunities, introduced technologies that have decreased processing times and clarified rules that create a better understanding of the process for the customers. All of the improvements and increases in Iowa's standing nationally help to ensure the state receives continued federal funds to administer the Unemployment Insurance program.

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