



February 27, 2013

Dear State Workforce Agency Administrators and UI Directors:

Over the last two years, we have provided information and sought your input for an exciting project, *UI Excellence in Action*, a peer-to-peer initiative to help states improve their performance and accountability in Unemployment Insurance (UI) benefit claims processing. As this project nears completion, we are pleased to provide you with an update on our work (attached) and announce the availability of products designed to help all states improve their UI business processes in Initial Claims, Adjudication, Continued Claims, and Appeals.

A data-driven nomination and review process supported by the UI Performance and Accountability Improvement Workgroup representing state administrators, UI directors and staff, NASWA/ITSC staff, and ETA UI national and regional staff identified a wide range of successful practices that states can put to immediate use. They range from simple business strategies to complex information technology initiatives. Summaries of these exemplary successful practices and detailed case studies are now available to all states via the UI Community of Practice (CoP) website. Existing users can log in using the following link – <http://ui.workforce3one.org/member/login>. If you do not have a UI CoP account, new users should use the same link and click on *Sign Up Here*.

You can search for information on the successful practices by 12 functional and 23 sub-functional areas, by state, and by keyword. In addition, the UI Successful Practices home page contains an Assessment Tool that can be accessed by clicking on the *Successful Practices Tool* text. This tool is designed to help a state match potential applicable practices based on feasibility, effectiveness, level of complexity, risk, and technology required. The assessment process can be a valuable first step to building a roadmap for the state's UI improvement program. Important instructions for using the tool can be found by clicking on the *Using the Successful Practice Tool* text.

This rich new material greatly enhances the content on the UI CoP, which we invite you to explore. Achieving our goal of making the UI CoP the "go to" site for the UI community to communicate, collaborate, and share knowledge depends upon your active participation. In the coming weeks we will be presenting webinars to introduce states to the site as well as the Assessment Tool. We encourage states to participate in the webinars as well as explore the site

on their own. Future webinars will highlight successful practices in each of the core areas. It is our belief that exposure and adoption of these successful practices will lead to improved performance by states individually as well as throughout the UI system as a whole.

A great deal of work has gone into producing this material. We want to thank all the states who have shared their time and expertise. Truly, states are already helping states. We hope that you will find the information helpful to you as you seek new ways to improve the performance and outcomes of your state UI program.

Regards,



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