UI PROGRAM IMPROVEMENT SUMMARY

Source:

Contact: (State agency, Region)
Address:
Tel. No.

A. Type of problem/error addressed. (Give specific, brief description.)
B. Action taken. Describe: (l) how SESA detected and analyzed situation, (2) UI staff & units involved, (3) specific action taken: procedural or operational changes, law & policy modifications, etc.
C. Problems encountered.
D. Results achieved. Describe before/after situations, including costs and effects, if feasible.
E. Resources applied (if any) If special resources were required, indicate program or function from which resources were taken.
F. Comments and remarks (e.g. reactions of staff, employers, claimants, etc.).
G. Program improvement is defined as any specific action taken by UI management to ensure proper payments and error reduction.

Instructions:
• Prepare each summary following the outline offered to the extent feasible.
• Limit each summary to two-three pages.
• Submit to Regional Office for transmittal to National Office (Attn; TEUQI).