



Follow-Up Report

Claimant Services

Unemployment Insurance Agency (UIA) Department of Labor and Economic Opportunity (LEO)

**Report Number:
641-0318-14F**

**Released:
February 2020**

We conducted this follow-up to determine whether UIA had taken appropriate corrective measures in response to the one material condition and four of the reportable conditions noted in our April 2016 audit report.

Effective August 11, 2019, Executive Order No. 2019-13 abolished the Talent Investment Agency and transferred UIA to LEO, formerly the Department of Talent and Economic Development.

Prior Audit Information
<p>Finding #1 - Material condition</p> <p>Improvement needed for adjudicating issues with potentially false or misleading information.</p> <p>Agency agreed.</p>
<p>Finding #2 - Reportable condition</p> <p>Continued enhancements needed for communicating with current and prospective unemployment insurance claimants.</p> <p>Agency agreed.</p>

Follow-Up Results		
Conclusion	Finding	Agency Preliminary Response
Complied	Not applicable	
Partially complied	Reportable condition still exists. See <u>Finding #2.</u>	Agrees

Prior Audit Information (Continued)
<p>Finding #6 - Reportable condition</p> <p>Improvements needed to consistently meet federal performance standards related to initial benefit payments, nonmonetary determination processing, and appeals processing.</p> <p>Improvements needed for separation-related nonmonetary determinations.</p> <p>Agency agreed.</p>
<p>Finding #7 - Reportable condition</p> <p>Evaluation of the Worker Profiling and Reemployment Services system needed.</p> <p>Periodic review and update of profiling model needed.</p> <p>Agency agreed.</p>
<p>Finding #8 - Reportable condition</p> <p>Improvement needed to ensure that claimants are referred to reemployment services.</p> <p>Improvement needed to help ensure participation in reemployment services.</p> <p>Agency agreed.</p>

Follow-Up Results		
Conclusion	Finding	Agency Preliminary Response
Partially complied	Reportable condition still exists. See <u>Finding #6</u> .	Agrees
Complied	Not applicable	Not applicable
Not complied	Reportable condition still exists. See <u>Finding #7</u> .	Agrees
Complied	Not applicable	Not applicable
Not complied	Reportable condition still exists. See <u>Finding #8</u> .	Agrees
Complied	Not applicable	Not applicable

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