

STATE OF IOWA

Unemployment Compensation Cost Control Guide

ATTN: MANAGERS AND SUPERVISORS

This guide has been designed to help us better control our unemployment costs. Keep this guide available at your fingertips to use when unemployment inquiries are made.

WHAT IS UNEMPLOYMENT?

Unemployment compensation is a program designed to provide partial wage replacement income to individuals who are unemployed through no fault of their own and who are seeking further employment. Unfortunately, this concept has eroded to the point unemployment benefits could be paid to persons who voluntarily quit, have been discharged for cause, or no longer desire to be employed.

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The State of Iowa's various departments and TALX are partners in managing and administering our unemployment compensation program. TALX provides the State of Iowa with highly trained personnel who utilize a sophisticated computer system to provide the State of Iowa with a proactive rather than a reactive approach to controlling unemployment compensation expense.

In the process of contesting a claim there are times TALX must contact State of Iowa department contacts to obtain detailed information regarding a termination. This information should be given to the TALX at the time of the call, fax or e-mail. If requested, all documentation that supports your position in the termination should also be forwarded to TALX immediately.

HOW CAN I HELP CONTROL OUR UNEMPLOYMENT COSTS?

Our goal is to keep unemployment costs to a minimum and, in turn, better control our expense.

The manager and supervisors responsibilities include:

- Having all evaluations and counseling documented, and then placed in the personnel file. Timely and accurate documentation related to hiring, evaluating and counseling an employee must be maintained. Copies of the separation information should be faxed to TALX once a claim is filed and TALX requests separation information.
- Preparing all documentation related to the termination in a timely manner. When terminations occur, complete and accurate documentation will support our position in contesting unwarranted unemployment claims.
- Providing timely responses to any requests from TALX for separation information or other related documentation.

HOW DO UNEMPLOYMENT COSTS AFFECT MY DEPARTMENT?

Federal and state governments do not pay unemployment costs: 100% of the benefits are paid by employers.

ACTION REQUIRED SHOULD YOU RECEIVE A CLAIM, DETERMINATION OR NOTICE OF HEARING

When an unemployment claim is filed, Iowa Workforce Development will send most of the documents related to that claim directly to TALX. In some instances, however, these documents are forwarded to the former work location.

Should you receive any unemployment-related correspondence at your location, you should immediately fax the documents to TALX (refer to the fax number listed below).

NOTE: All unemployment-related documents have strict time limits in which to respond. These time limits must be observed or we will lose our appeal rights for contesting benefits to undeserving claimants.

HEARING PROCEDURES

If a claim or decision is appealed, Iowa Workforce Development schedules a hearing before a hearing officer for the State of Iowa and the claimant. TALX works with us to compile information needed for the hearing and together we determine which witnesses represent the State's best interest with first-hand knowledge of the situation.

Before the hearing, TALX representatives view the former employee's file with State of Iowa witnesses and prepare them for the hearing. TALX will also provide representation to attend hearings with you upon your request.

CONTACT TALX FOR HELP

Claims Service Coordinator:	Amy Thomas
Telephone:	800-846-9215 x 2712
Fax:	877-760-5890
Email:	Amy.Thomas@talx.com

Appeals Service Coordinator:	Ruth Koch
Telephone:	800-846-9215 x 2722
Fax:	866-515-8479
Email:	rkoch@talx.com

CLAIMS SUPERVISOR:	Toni McColl
Telephone:	(800)846-9215 x 2711
Email:	tlapaglia@talx.com

TALX Mailing Address:
1850 Borman Court
St. Louis, MO 63146

Our unemployment program has been developed to help make your job simple and efficient in relation to unemployment compensation. However, timing is most important and all tasks should be completed as soon as possible to help reduce our costs.

Any time you have a question regarding time limits or procedures for handling unemployment compensation, call TALX. TALX acts as your Unemployment Compensation Department whose specialists are ready to resolve any concerns regarding unemployment compensation.

Should you have any concerns or procedural questions, you should contact John Ras, our TALX Client Relationship Manager, at (913)829-2928 or by email to jras@talx.com. John encourages you to contact him with any service related question.