

UCFE

UNEMPLOYMENT GUIDE

ATTENTION PERSONNEL OFFICER

This guide has been designed to help us better control our unemployment costs. Keep this guide available, at your fingertips, to use when unemployment claim 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 seeking further employment. Unfortunately, this concept has eroded to the point where unemployment benefits could be paid to persons who voluntarily quit, have been discharged for cause, or no longer desire to be employed. 100% of these benefits are charged back to our agency by the Department of Labor.

TALX UC EXPRESS

We have contracted with TALX UC eXpress to manage and administer our unemployment compensation program. Their highly trained personnel, utilizing a comprehensive computer system, provide us with a proactive rather than a reactive approach to controlling unemployment compensation expense.

TALX UC eXpress' system is continuously updated with Federal agencies' separation and payroll data. This information allows UC eXpress to respond immediately to our unemployment claims.

In the process of contesting a claim, at times UC eXpress must contact the work location for detailed information regarding a termination. This information should be given to UC eXpress at the time of the telephone call. All documentation that supports your position in the termination should also be forwarded to UC eXpress immediately. The U.S. Department of Labor has determined that the Privacy Act of 1974 does not pertain to disclosure of wage and separation information for the purpose of adjudicating UCFE claims.

HOW CAN I HELP CONTROL OUR UNEMPLOYMENT COST

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

It is the Personnel Officer's responsibility to:

- Have all evaluations and counselings documented, then placed in the personnel file. Timely and accurate documentation related to hiring, evaluating, and counseling an employee must be maintained.
- Prepare all documentation related to a termination in a timely manner. When terminations occur, complete the Standard Form (SF) 8 to give to the separated employee. This form explains the employee's rights regarding filing for unemployment benefits and provides the Federal agency name and mailing address to the State in case an unemployment claim is filed. Use TALX UC eXpress' address as the mailing address on the SF-8.
- Either input the separation on the www.ucexpress.com website or complete the UC eXpress Separation Form (FSF) which allows a "checkoff" of the type of termination and solicits necessary details for protesting unwarranted claims. The separation reason should reflect the actual reason for termination. ***It should not be completed by the employee. Fax and/or mail this form with any supporting documentation to TALX UC eXpress immediately.*** Retain a copy in your files as well.

ACTION REQUIRED SHOULD YOU RECEIVE UNEMPLOYMENT FORMS FROM THE STATE AGENCIES

When an unemployment claim is filed, the state should send most of the documents related to that claim directly to TALX UC eXpress. Some states, however, will forward these documents to the work location.

Should you receive any unemployment related correspondence at your location, you should call or fax the information to TALX UC eXpress immediately. If you call, have the personnel file and the unemployment document available, ready to discuss. Samples of unemployment documents may include:

- ES-931 - Request For Wage and Separation Information
- ES-931A - Request For Separation Information For Additional Information
- Notice of Determinations (Form names and numbers vary by State)
- Notice of Hearings (Form names and numbers vary by State)

If you receive any other forms from the State agencies with which you're unfamiliar, call or fax them to TALX UC eXpress. They will advise you what action is needed.

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 benefit payments to undeserving claimants.

HEARING PROCEDURES

If a claim or decision is appealed, the state schedules a hearing before a referee for our agency and the claimant. UC eXpress works with us to compile the information needed for the hearing, and together we determine which witnesses represent the agency's best interest with firsthand knowledge about the situation. It is imperative these witnesses attend the hearing.

Before the hearing, UC eXpress representatives review the former associate's file with agency witnesses and prepare them for the hearing.

TO CONTACT UC EXPRESS

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