

**NEWS RELEASE**

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For Immediate Release.  
Date: June 17, 2014

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**Iowa Workforce Development Receives Outstanding Review of the  
Unemployment Insurance Program**  
*Process and Quality Improvements rank Iowa 3<sup>rd</sup> in the Country*

DES MOINES – The US Department of Labor once again recognized the tremendous strides Iowa Workforce Development has achieved through process improvements in the Unemployment Insurance Program. A new report was released detailing the high level of quality and timeliness in claims processing the department has demonstrated over the last year.

“Iowa Workforce Development has achieved a level of quality in processing claims that has only taken place two other times in the last ten years,” stated Iowa Workforce Development Director Teresa Wahlert.

The department’s streamlined processing procedures places the department in line to achieve the same status over the next two quarters. Achieving six quarters of excellence in a row hasn’t occurred since 1996.

“The dedication and innovative ideas put forth by the Unemployment Insurance team have led to this success,” said Wahlert.

Quality and timeliness of unemployment insurance claims payments are a priority for Iowa Workforce Development. The U.S. Department of Labor (US DOL) requires that 75 percent of the first level fact finding decisions reviewed for quality must pass with a score of 95 percent or greater. In other words, 75 percent of all fact finding decisions must pass a rigorous 24 point evaluation requiring that the determination be nearly perfect in form and content. As well, 80 percent of the decisions must be made within 21 days from the date IWD became aware of the issue to meet the US DOL acceptable level of performance for the timely issuance of a fact finding decision.

Although challenged by federal budget reductions and unprecedented workloads from the recession, Iowa ranks third in the nation for timely issuance of decisions. Our success is due to this administration’s commitment to education, process improvement, and investment in technology.

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