Proposed Topics for Workshops

1. **Organizing and Managing Factfinding Process**
   Have States describe how FF is done/ strengths and weaknesses
   - Work Flow - who does it ?
   - In person or Telephone ?
   - Predetermination FF Interviews
     - Separate Interview
     - Joint Interview / Conference Call

2. **Documentation in an Automated Environment**
   Description of documentation requirements
   Organizing Files - Setting up a system to meet requirements to facilitate quality adjudication

3. **Making sure your Telephone / Internet system can support quality adjudication**
   Choosing the right telephone system to meet SESA needs
   Have several states using telephone to describe how they designed their process - successes and pitfalls, hardware, etc.
   Have states with Internet applications describe development pitfalls / successes

4. **Strategy for Increased Workloads**
   Contingency plans for high volume workloads
   Flexibility with current staff, Training new staff quickly, Facility space
   Have State supervisors describe techniques & procedures

5. **Managing for Quality**
   Developing and using a Corrective Action Plan
   - Measuring current performance
   - Plan for change
   - Actions necessary to carry out plan
   - Re-access performance
   Coping with staff Problems
   - Getting and Keeping Good Staff
   - How to deal with burnout
   - Stress Management
   - Team Approach
6. **Analysis as a Management Tool**
   How States use data analysis for corrective action
   Process Reviews
   - Frequency
   - Using results to implement change
   - Positive Results

7. **Successful Practices by top performing States and/or States with dramatic improvement**
   Have 3 top performers explain how they got there and how they stay in the top ten
   Have 3 States who have shown at least 10 - 15 increase in past 1 - 2 years describe how they accomplished it.

8. **Training Approaches**
   Have States with good training explain their approach, i.e. one-on-one vs group training
   Have States demonstrate new and innovative ways of presenting basic FF and adjudication training

9. **Workshop with Appeals/Adjudication staff**
   Relationship between nonmonetary process and Appeals
   Have staff explain how they got together and how it has helped both processes

10. **Panel on Federal Requirements**
    Recent UIPLs - Java Implementation, Contacting Employers, Prevailing Conditions of Work, etc.
    Secretary Standards - Part 5
    Handbook 301 - Reasonable Attempts

11. **Panel Discussion on Accounting, Reporting, Funding** (Federal Staff)
    Define what is reportable/countable - HB 401. Explain regression analysis theory for funding of nonmons and how over/under reporting affects SESA and UI statistics

12. **Automation Demos**
    Use either a “trade show” format or workshop to allow states to exhibit different types of labor saving ideas they have developed or implemented to make FF and
adjudication better, easier, faster.
- Expert Systems
- Automated FF Guides
- Automated Scheduling Systems
- Internet Applications