

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