Unemployment Compensation Board of Review: Leadership Workshop
October 17-19, 2017
$750 Tuition / $250 Conference Fee

The National Judicial College and Administrative Justice Institute invite you to attend a unique learning and agency development workshop on October 17-19, 2017. This workshop will give you the tools necessary to move your Board forward to meet your statutory and customer service requirements. The faculty, with more than 100 years of combined experience managing unemployment insurance appeals, will bring their knowledge and expertise to bear, along with colleagues from across the country, to help you reach specific goals and priorities.

The workshop will provide you with the knowledge you will need to improve your agency. The basics of management and administration will address personnel, budget, court interaction, public relations, customer relations, due process compliance, and IT integration.

You will identify one or more issues you wish to address during the workshop. Then you will develop a plan for addressing your specific issue(s). The faculty will assist and guide the discussion on how best to accomplish the participants’ goals and objectives. Peers will also provide realistic and helpful suggestions.

**Tuesday, October 17, 2017: What Do Boards Do?**
Faculty members will lead discussions on relevant topics and tools. See list below. They will explore how to bring the best practices to your agency. Participants will have the opportunity to question how different practices may improve the delivery of their statutorily required services. To provide focused attention to participants’ priorities, the faculty members may divide the class into focus groups around common priorities.

**Wednesday, October 18, 2017: What Do You Want to Improve?**
During Wednesday, the class will divide into small groups with common goals and issues. The small groups will apply the tools discussed on Tuesday to identify specific priorities that each participant wants to address. These groups will provide the opportunity for intensive study of each participant’s identified priorities related to processes such as personnel, internal training, structure, organization, and interaction and coordination with entities and customers outside the Board, among
other topics. The faculty experts will work in small groups to facilitate analysis of participant identified priorities.

**Thursday, October 19, 2017: How Can Your Improvements Be Made Most Effectively?**

During Thursday, participants will develop solutions to their specific priorities. Participants with common priorities can work together on their solutions. The faculty will work one-on-one to assist in developing the solutions. The participants will each present their goal(s) and solution(s) to the class. They will receive feedback from both the participants and the faculty members. This will allow the participant to leave the workshop with tested solutions that can be utilized in their states and delivered to appropriate entities, such as the Board members and staff, agency head, legislature, and customers.

**Primary Topics**

I. **Overview of Board of Review Purpose and Duties**
   a. Federal
   b. State
   c. Judicial
   d. Public

II. **Persons and entities involved in meeting the Board of Review Purpose and Duties and their contribution to the process**
   a. Customers
      i. Parties
      ii. Governmental Entities
      iii. Non-governmental entities
   b. Customer Service

III. **Areas to review in improving the Board’s function**
   a. Due Process requirement (382 Handbook)
      i. Bias
      ii. Due Process
      iii. Evidence
      iv. Leading Questions
      v. Decision Writing
Primary Topics (Cont.)

b. Federal and State Standards
   i. Budget
   ii. Performance

c. Workflow
   i. Receiving Cases
   ii. Processing Cases

d. Court Cases and Precedents

e. External Coordination
   i. Agency Management non-UC
      1. Personnel
      2. IT
      3. Budget unless this is done in the UC program
   ii. Agency Lower Authority and UC
   iii. Legislature
      1. Budget
      2. Statutory Changes
   iv. USDOL