



**OHIO UNEMPLOYMENT COMPENSATION
REVIEW COMMISSION**

John R. Kasich, Governor

Sylvester D. Patton, Chairman

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Media Contact: Kathryn Todd, (614) 644-7207, kathryn.todd@jfs.ohio.gov

Unemployment Compensation Review Commission Eliminates Backlog and Reduces Wait Time

COLUMBUS, OHIO – Ohio’s Unemployment Compensation Review Commission (UCRC) has eliminated a backlog of cases, reduced wait times for hearings and, for the first time in more than a decade, is meeting federal standards for promptness.

The UCRC hears appeals to unemployment compensation eligibility determinations made by the Ohio Department of Job and Family Services (ODJFS).

In January 2011, the UCRC had a backlog of more than 12,200 appeal cases, and individuals and businesses were forced to wait an average of 124 days for a decision. By May 2012, the UCRC had eliminated its backlog entirely and reduced the total caseload to slightly more than 2,300. The average wait time between filing an appeal and receiving a decision is now just 29 days.

“We are thrilled to announce these accomplishments,” said UCRC Commissioners Sylvester D. Patton and Tim Bainbridge. “The Executive Director and the entire staff have worked really hard to meet both our own goals and the performance standards set by the U.S. Department of Labor. We’re always trying to better meet the needs of employers and claimants alike, and these improvements will help us do just that.”

“The UCRC is a critical part of Ohio’s unemployment compensation system, and I commend them on this impressive improvement,” said ODJFS Director Michael Colbert. “Quick decisions from the UCRC help ODJFS pay unemployment claims more accurately and allow us to be more responsive to the individuals and businesses we serve.”

U.S. Department of Labor performance standards require that 60 percent of UCRC cases be closed within 30 days, and 80 percent of cases be closed within 45 days. As of March 2012, Ohio’s UCRC was closing 75 percent of cases within 30 days, and 89 percent of cases within 45 days.

The reduction in wait time is critical when it comes to saving state and federal funds. A faster decision by the UCRC saves the system money by preventing individuals from receiving unemployment compensation that later must be recouped. Alternatively, claimants who successfully appeal a denial of unemployment compensation will begin receiving compensation sooner.

The commission achieved these vast improvements through a number of changes, said UCRC Executive Director Kathryn Todd. The UCRC was restructured to improve efficiency, hearing officers were required to meet higher performance standards, and the commission hired a small number of temporary staff to help clear the backlog of cases. Also, a new computer system has helped improve case management without the need to hire additional permanent staff. In fact, eliminating the backlog enabled the UCRC to eliminate nine full-time administrative positions and 16 temporary positions.

“We pay close attention to the Department of Labor performance standards and give all our employees information regarding the performance goals,” Todd said. “The goal is to do quality work at a faster pace than we did previously.”