

MINUTES OF THE UNEMPLOYMENT INSURANCE BOARD MEETING  
JANUARY 7, 2009  
INDIANA GOVERNMENT CENTER SOUTH  
10 N. SENATE AVENUE – ROOM 301A  
INDIANAPOLIS, IN 46204

Members present were Samuel Schlosser, President; Dave Thomas (via phone), David Collins; Kevin Tully; Joe Evans; Kent Tolliver; Randy Maxwell; and Paula Presnoples. Also in attendance from the Indiana Department of Workforce Development were Teresa Voors, Commissioner; Scott Sanders, Chief Financial Officer; Dustin Stohler, Deputy Commissioner of Legal Affairs and Administration; Karen Weber, Director of Legal and Human Resources; Randy Gillespie, Director of Budget and Grant Accounting; and Kristy Musall, Staff Attorney.

The meeting was called to order by Mr. Schlosser at 10:00 am.

Mr. Sanders introduces Deputy Commissioner of Communications, Michelle Marshel, Deputy Commissioner of Unemployment Insurance, Mary Johnson and guest George Raymond, Indiana Chamber of Commerce.

**COMMISSIONER'S REPORT:**

Commissioner Voors referenced the updated organizational chart for DWD (Department of Workforce Development). This shows our new members to Indiana's Department of Workforce Development; Gina DelSanto, Senior Deputy Commissioner of Agency Policy and Performance, Greg Vollmer, Deputy Commissioner of Field Operations, Mary Johnson, Deputy Commissioner of Unemployment and Michelle Marshel, Deputy Commissioner of Communications. She gave a short summary of Michelle and Mary's background and a brief description of their current roles and welcomed them to the board.

Commissioner Voors directed everyone's attention to the handout from Mr. Sanders titled State Unemployment Insurance Claims Filed. This handout shows the number of initial claims and continued claims filed per week in 2008 versus 2007. She stated that the agency saw some initial signs of the increase and began to take the appropriate measures to address the increase. We launched extended memory in our database to ensure the claims filing system would run adequately with the increase in claims. We continued to provide an adequate level of service despite the large increase in volume. At this time she turned it over to Mr. Sanders who explained the handout in more detail.

Mr. Sanders addressed the fact that we have had a major increase in paper vouchers with often contain mistakes on them or is not legible and need to be returned which prolongs the claimant getting paid. We are encouraging our claimants to file online versus on paper to help speed up the process of payment to them.

Commissioner Voors states that we will be keeping a scorecard that will be presented in next months meeting that will better identify the amount of claims coming in and the percentage at which they are being completed. Mrs. Presnoples suggest that we keep track of the Federal Extended Unemployment Compensation (EUC) numbers versus the State Unemployment Insurance claims numbers on the score card.

### **OLD BUSINESS:**

Mr. Schlosser asked if all Board members had reviewed the previous meetings minutes. A motion was made by Mr. Schlosser to accept the December 3, 2008 minutes, which was seconded by Mrs. Presnoples and unanimously approved.

### **OPERATIONAL UPDATE:**

Mr. Sanders began with an update on performance metrics which continued from previous discussion regarding the spreadsheet of the State Unemployment Insurance Claims Filed. He then discussed reutilizing the claims task force to stay ahead of the incoming claims. There will be two more adjudicators assigned to each Work One office, which adds 75 in the field with full authority, to assist with the walk-in claims processing issues.

Mr. Sanders passed out articles on unemployment insurance claims issues in Ohio and New York showing their claims systems overwhelmed. This article shows that other states are experiencing an increase in claims that have resulted in their computer systems crashing or unavailable for hours at a time. The agency has stayed on top of this issue by increasing our system memory and adjusting our batch time so our website stays active and available for Hoosiers to file their claims.

Mr. Sanders directed attention to the Unemployment Rates Map for November. The state of Michigan has the highest unemployment rate in the nation which was 9.6%. Indiana currently holds a 7.1% unemployment rate which is lower than surrounding states of Illinois and Ohio.

Mr. Sanders moved on to discuss the Trust Fund. He started with the Preliminary Analyst handout. We will be keeping a daily reconciliation with the Federal Government of our line of credit to pay claims. This will help to keep our interest expense to a minimum when it is time for us to pay the loan back. We have made appropriate assumptions due to the decline in the economy to predict the loan balance needed.

Attention then directed to the next handout which is the Trust Fund Loans for all states. This sheet gives an idea of other states trust funds and how they are deteriorating as well. Within the next six month other states will be faced with the same situation as Indiana is.

**NEW BUSINESS:**

At this time, Mr. Schlosser asked if there was any new business. Mr. Gillespie recommended the Board proposed a resolution for \$60,000 to cover the expenses associated with the Unemployment Insurance Board meetings related to the monthly stipend and travel expenses. Mr. Evans then proposed the resolution and Mr. Evans approval and Mr. Collins seconded. It was passed unanimously.

**PRIVILEGE OF THE FLOOR:**

The next board meeting will be February 4, 2009.

**ADJOURNMENT:** Mr. Schlosser moved to adjourn at 10:46 am, and it was approved.