

## PROGRAM DESCRIPTION

Department of Labor and Industrial Relations

HB Section(s): 07.875

Program Name: Unemployment Insurance Programs (Appeals)

Program is found in the following core budget(s): Employment Security Administration

### 1a. What strategic priority does this program address?

Growth: Foster a business environment to support economic growth.

Decide unemployment appeals to ensure proper taxation of employers and payment of claims.

### 1b. What does this program do?

- Receives and processes all requested claimant and employer appeals to provide an opportunity for a fair hearing, before an impartial tribunal, for all individuals whose claims for Unemployment Insurance (UI) compensation are denied.
- Conducts evidentiary hearings and issues written decisions in order to ensure consistent application of unemployment laws and allow timely appeal for higher authority review by the Labor and Industrial Relations Commission (LIRC).

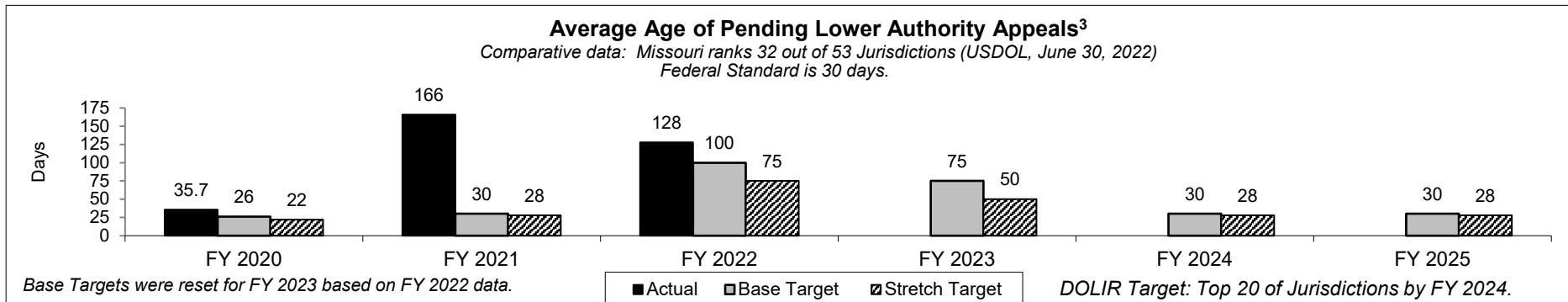
### 2a. Provide an activity measure(s) for the program.

	FY 2020		FY 2021		FY 2022		FY 2023	FY 2024	FY 2025
	Projected	Actual <sup>1</sup>	Projected	Actual <sup>1</sup>	Projected <sup>2</sup>	Actual	Projected <sup>2</sup>	Projected	Projected
Number of UI Appeals Received	17,500	41,040	25,000	68,262	40,000	23,207	20,000	20,000	20,000
Number of UI Appeals Disposed	17,500	20,014	45,000	40,053	65,000	44,200	30,000	20,000	20,000

<sup>1</sup> The increase in appeals received and disposed of in FY 2020 and FY 2021 is attributed to the unprecedented number of unemployment claims received as a result of the COVID-19 pandemic. With more people filing for unemployment, more appeals are filed should a party disagree with the Division's determination.

<sup>2</sup> The increase in projected number of UI Appeals Disposed in FY 2022 is due to the current Appeals backlog. The agency is taking the necessary steps to mitigate this backlog and anticipates that it will be resolved in FY 2023. The increase in appeals was a direct result of the additional pandemic related programs as each type of program applicable to each individual is treated as a different appeal increasing the total number of appeals.

### 2b. Provide a measure(s) of the program's quality.



<sup>3</sup> The increase in the Actual Average Age of Pending Lower Authority Appeals in FY 2021 and FY 2022 is due to the current Appeals backlog that resulted from the COVID-19 pandemic. The agency is taking the necessary steps to mitigate this backlog and has adjusted its FY 2023 projections to reflect the anticipated increase in appeals. It is anticipated that this issue will be resolved in FY 2023.

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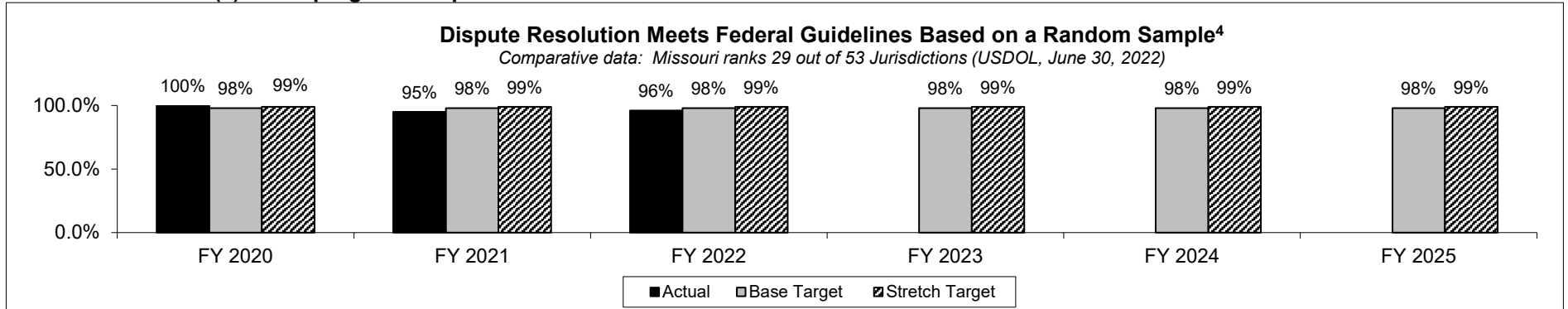
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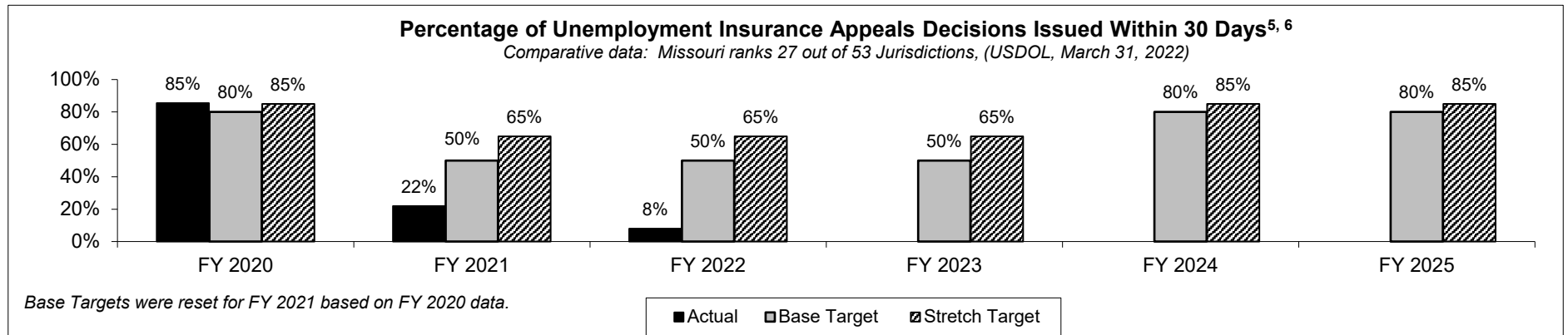
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### 2c. Provide a measure(s) of the program's impact.



<sup>4</sup> To measure the quality of the state's Unemployment Insurance appellate processes, the USDOL established thirty-three criteria. The criteria ensures an appeal process that is fair and provides procedural due process to all interested parties. Missouri must conduct a quarterly review of a randomly selected sample of appeals cases. To pass the evaluation, a case must receive at least 85% of the possible points and at least 80% of the scored cases must receive a passing score.

### 2d. Provide a measure(s) of the program's efficiency.



<sup>5</sup> The issuance of appeals decisions within 30 days allows beneficiaries, who are deemed eligible after the appeal process, to collect unemployment benefits to which they are entitled to in a timely manner. If a claimant is deemed ineligible after the appeals process it will prevent payments to claimants, decreasing the amount of overpaid benefits.

<sup>6</sup> The FY 2022 and FY 2023 targets reflect an anticipated backlog of appeals as a result of the COVID-19 pandemic. The result was a severe decrease in our actual percentage of unemployment appeals decision issued within 30 days for FY 2022. The agency is taking the necessary steps to mitigate this backlog and anticipates it will be resolved in FY 2023.

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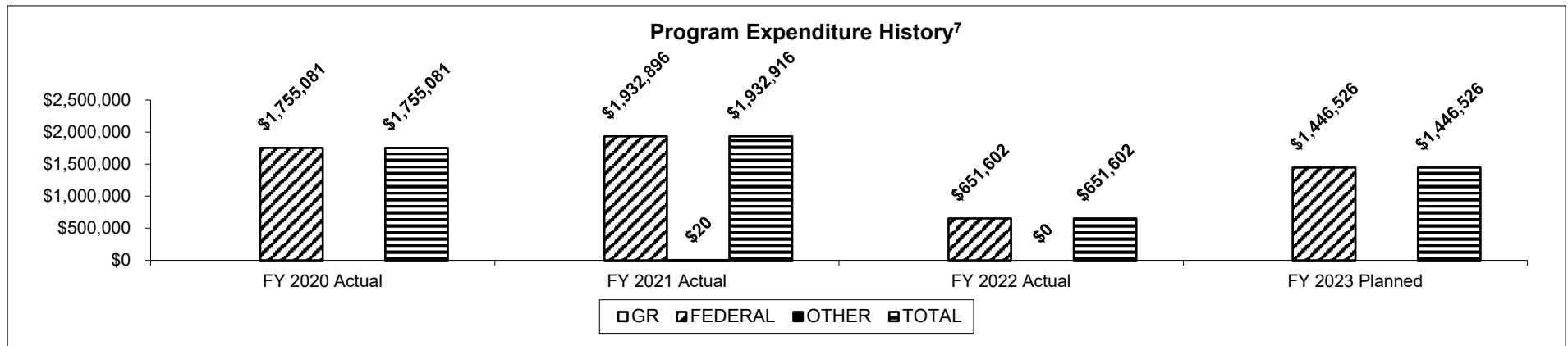
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**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



<sup>7</sup> FY 2023 planned expenditures are based on a 3 year average of prior years in which FY 2022 actuals were lowered due to multiple grant program expenditures.

**4. What are the sources of the "Other " funds?**

N/A

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Title III of the Social Security Act and Chapter 288, RSMo.

**6. Are there federal matching requirements? If yes, please explain.**

No.

**7. Is this a federally mandated program? If yes, please explain.**

Yes. In order to receive Federal funding, this program is required. The program is 100% Federally funded.