

# Quality Control Information For Claimants

- **What is it?**

Quality Control is designed to prevent both error and fraud in the Unemployment Compensation program. It is an audit of the records of a random sample of claimants who are either approved for benefits or denied for benefits.

- **What does it include?**

We review employer payroll and personnel records, agency records, and information from the claimant. In other words we look at:

- Eligibility
- Payroll records
- Work search records
- All records and actions of the employment security division relative to each particular selected claimant.

- **How is it done?**

- Former employers are contacted to certify payroll records and the reason for unemployment.
- Work search contacts specified by the selected claimants are contacted to verify job search.

- **How are cases selected for audit?**

- Each week sample claimant records are chosen at random by computer.
- Selections are made from among both paid and denied claims and anyone who has filed for unemployment benefits may be selected.
- On rare occasions a claim may be audited more than once as the selection is a random sample chosen week by week.

- **How will you know if you are selected?**

- You will be notified that a particular week has been selected after that week has passed and you have either been paid benefits or you have been denied benefits. The audit does not indicate that there is any particular problem with your claim.
- You will be sent a letter and questionnaire regarding either your payment or your denial. You are required to participate in the audit, especially if you are being paid benefits.

- **Why is the audit being made?**

- The audit makes certain that you are either being paid properly or the decision to deny you benefits were proper. If your payment was improper and you should receive less or more than your original payment an adjustment will be made. If you were denied benefits improperly the award of benefits will be reviewed.
- Results of the audit provide administrators of the Employment Security Division with information to use in determining the accuracy of the Unemployment Compensation Program.