

# Quality Control Program

- **What is it?**

Quality Control is a management information system that helps control fraud, abuse and errors in the Unemployment Compensation program. The system provides valid information on the types, causes and numbers of overpayment and underpayments in the benefit system. The results of this type of audit are:

- better detection methods,
- prevention of improper payment
- collection of improper payments.

- **How does it work?**

Each week throughout the year a number of approved and denied claims are randomly selected for the audit process. Each selected issue is investigated to determine if the approval or denial decision was proper following UI regulations. The procedure is to obtain information from both claimant and employer regarding the original issue, this information may include payroll records, separation reasons, vacation and severance payments, etc. After a careful review of all this information a determination is made as whether the issue was properly approved or denied. If the decision was improper it must be determined whether the claimant, agency or employer made the error and the reason for the improper decision is documented.

- **Why are employers contacted?**

Employer information is an integral part of the audit. Among essential areas the Quality Control staff must consider to determine if the claimant was properly paid or denied are:

- The right to collect benefits is based on wages earned in the base period.
- To qualify for unemployment benefits, a person must have become unemployed or must be working reduced hours through no fault of his/her own.

This information is only available from employers. Employers are **mandated** to comply with our request to provide the following information: past or present wages of the claimant filing for benefits and to verify the reason for separation or reduction in hours.

- **Who contacts the employers?**

Auditors from this unit receive specific training for reviewing these issues and have a thorough knowledge of unemployment laws, rules and regulations. Employers can help by supplying the requested information in a timely manner.

- **Will employers benefit from the program?**

Yes, over the long run better detection, prevention and collection of improper unemployment benefits will reduce improper benefit payments which will have a direct impact on employer taxes.