

MINUTES OF THE UNEMPLOYMENT INSURANCE BOARD MEETING  
NOVEMBER 7, 2007  
INDIANA GOVERNMENT CENTER SOUTH  
10 N. SENATE AVENUE, ROOM 301A  
INDIANAPOLIS, IN 46204

Members present were Sam Schlosser, Vice-President; Barry Baer (via phone), Joe Evans, Randy Maxwell, Kevin Tully, and Kent Tolliver. It was acknowledged that there was a quorum present. Also in attendance was Marty Morrow, Chief Operating Officer and Scott Sanders, Chief Financial Officer.

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

**COMMISSIONER'S REPORT:**

Mr. Morrow gave the Commissioner's Report as Commissioner Voors is attending a Veteran's Job Fair in Greenwood this morning. Mr. Morrow began with an introduction of himself and his new role of Chief Operating Officer. He explained that his role, which was created by the Governor and his staff has an internal operations focus for the Agency's daily functions. Mr. Morrow also gave information regarding his background in the healthcare and bio-medical private sector.

Mr. Morrow then reported on the status of our Unemployment Insurance Modernization, which is a software update for our claimants and employees working in the UI Claims department. He asked that board members contact him if they have any questions.

Mr. Morrow also gave an overview of our Major Opportunities Program. This program is available to minorities in 5 major cities: South Bend, Indianapolis, Gary, Evansville, and Fort Wayne. The Major Opportunities Program is in the end of its first year and has had a graduation and placement rate of 150 students, of 5,000 that originally enrolled. The total amount spent on the 150 graduates was \$664,000. He stated that in planning for next year, the focus will be to grow the program by graduating more students while continuing to maintain the integrity and quality of the program. Mr. Baer questioned the whether the graduation and enrollment rate of 150 students outweighed the cost; discussion ensued. Mr. Morrow replied that the first year's goal was to begin with quality and place the students in jobs. Scott Sanders informed the board of the original payment points for students to be enrolled in the program, which will be handed out at the next board meeting. Randy Maxwell wanted a demographic breakdown of students who originally applied for the program. Mr. Morrow responded that it was based upon the five major cities that participated and their demand for skilled labor. Mr. Morrow reported that the average starting base pay for the students was \$10.00/hour and after completion of the Major Opportunities Program as risen to \$14.00/hour. Scott Sanders suggested that the next step for the program is to get larger firms looking for more employers. Marty Morrow discussed the partners for the program, which are Ivy Tech, ABC Construction, Aztec Construction, and Indiana Plan.

Mr. Baer asked what Mr. Morrow's background was before coming to the Agency. Mr. Morrow explained that he had spent 7 years at Eli Lilly in their sales and marketing department and when he left there he started his own business, which he then sold. He was appointed by the Governor as Chief Information Officer at this Agency a year ago and his responsibilities have grown from there. Mr. Baer was pleased in hearing that he had experience outside of the government agency.

Mr. Morrow exited the board meeting.

### **OLD BUSINESS:**

Mr. Schlosser asked if everyone had reviewed the prior meetings minutes and a motion was made by Mr. Evans to accept the minutes from the October 3, 2007 meeting, which was seconded by Mr. Tully and unanimously approved.

Mr. Sanders reported that the board vacancy had been filled. Paula Presnoples of Federal Express will be at the next meeting in December, which now gives us a full board.

### **NEW BUSINESS:**

Mr. Sanders reported on the UI Metrics measuring system. He is working with Mr. Morrow to put together a metrics score card for each department of the Agency. Mr. Schlosser interjected that he was glad to see the new Organization Chart that was given to them last month and that it bodes well for the whole agency.

Mr. Sanders referred to a handout on UI Data Summary which shows initial claims, continued claims, total claims, state and federal benefits and exhaustions. A copy of said Summary is attached. Mr. Sanders explained that the number 1 challenge is to put together programs to get people back in the workforce rather than on unemployment insurance. Mr. Schlosser asked if the state and federal benefits of almost \$12M is weekly. Mr. Sanders explained that it was and also noted that last year 37% of people that qualified for unemployment insurance were earning the maximum and discussion ensued. Mr. Sanders also reviewed graphs including Initial Claims, Continued Claims, Total Claims, Intrastate Exhaustions, and Percentage of Nonmonetary Determinations That Were Timely. These graphs were introduced last month and a copy of which is attached to these minutes. Mr. Sanders reviewed them with the board and also introduced a Dashboard of high level metrics for each area of the Agency, a copy of which is attached.

Mr. Sanders then reported on the status of the Unemployment Insurance Claims. The most recent number that was reported to the governor indicated the number of outstanding claims was less than 4,000. Commissioner Voors had previously guaranteed that the claims would be down from over 18,000 to 8,000 by November 2, 2007, a goal that was surpassed. Mr. Sanders also reported that with the number of claims dropping, we have had a subsequent drop in customer service phone calls and emails, with calls dropping by 12% and emails by 50%.

Mr. Sanders discussed the UI Trust Fund Balance, which was in 2001 over \$1.5 Billion, and has now dropped to \$365 Million (unreconciled) as of October 31, 2007. Prompted by a question from Kevin Tully, he then discussed the possible alternatives for generating a higher balance in the Trust Fund.

Mr. Sanders presented the State Rankings of Core Measurements for January 2005-June 2007, a copy of which is included in the minutes. He discussed Indiana's ranking with regards to the National Average, and stated that we had no where to go but up. Mr. Sanders then discussed the Department of Labor map which is included in the minutes. Its figures indicate that Indiana's Unemployment rate fell between 4.0% to 4.9% in September 2007.

Mr. Tully reported that he had been contacted by several people since his appointment to the board and asked who he could contact here at the Agency with questions. Mr. Sanders said that Diana Gushrowski and Gwen Winderlich would be the best contacts and he will have his assistant, Brianna Carvin get their contact information to the Board Members.

Mr. Schlosser asked if there was another place where employers can get the word out as to jobs they have available. Mr. Sanders proceeded to explain our Job Matching website, which has a target date of July 1, 2008. This website will be a place, where employees and employers alike can search for job and candidates to fill positions. This project is being spear-headed by Deputy Commissioner Dale Wengler.

Mr. Sanders reviewed a News Release, which is attached, regarding the September 2007 Indiana Employment Rate, which is going out today along with another release regarding the State urging employers to use our new online system for large scale layoffs.

The last graph to be presented by Mr. Sanders was of the call center statistics, a copy of which is included in the minutes. Data range from August 2007-October 2007 shows the largest average amount of call center issues come in on Monday and Tuesday. Mr. Sanders reported that based on this, 35% of the staff is working a 4-day week and he will be working with Mr. Ruckelshaus regarding changing hours of the Call Center as well. Another graph included explains the percentage of call volume from December 2006 to September 2007. Kevin Tully requested that for the next board meeting, we also include a list of the most frequently asked questions to the call center, so that claimants could prepare before calling. It was also suggested the information be added to [www.in.gov/dwd](http://www.in.gov/dwd).

#### **PRIVILEGE OF THE FLOOR:**

Mr. Schlosser opened this as an opportunity for all the board members to make comments, ask questions or raise issue. Mr. Baer again thanked Mr. Sanders for creating the DWD Dashboard and providing them with information regarding the current status of UI Claims. Mr. Schlosser commented that the Board will have to act on the state of the

UI Trust Fund soon, and that the focus should be on maintaining the integrity of the Trust Fund.

The next board meeting will be December 5, 2007.

**ADJOURNMENT:** Mr. Schlosser moved to adjourn at 11:09 am and it was approved.