

MINUTES OF THE UNEMPLOYMENT INSURANCE BOARD ANNUAL MEETING  
JUNE 6, 2007  
INDIANA GOVERNMENT CENTER SOUTH  
10 N. SENATE AVENUE, ROOM 301A  
INDIANAPOLIS, IN 46204

Members present were Brent Schoolcraft, President; Barry Baer (via phone), Tom Hargrove (via phone), Dave Thomas, Joe Evans, Randy Maxwell and Kevin Tully . It was acknowledged that there was a quorum present. Also in attendance were Scott Sanders, Chief Financial Officer; Teresa Voors, Chief Counsel and Director of Policy; Will McCoskey, Deputy Commissioner Employment Growth, John Ruckelshaus, Deputy Commissioner of Government Affairs and Pam Grenard, UIM Project Manager.

The guests present were new Deputy Commissioner of Customer Solutions, Dale Wengler, Robyn Whalen, Director of Human Resources, resignation effective June 30, 2007, and Mary Johnson, the new Director of Human Resources.

The meeting was called to order by Brent Schoolcraft at 10:02 am.

**COMMISSIONER'S REPORT:**

Teresa Voors gave an update in Commissioner Penca's absence. The Commissioner is working on Major Opportunities which intends to spend \$2,000,000 a year for apprenticeship training initiatives. He is working to sell that initiative around the State. He is also in process of going into the second year of the Strategic Skills Initiative, funding money into regions to fill skill gaps. There is a new Career Guide which the agency has published, a copy of which was given to each board member present and emailed to Mr. Baer and Mr. Hargrove. Mrs. Voors mentioned how important skill sets are.

Mrs. Voors also told the Board that she is in the process of hiring a new staff attorney, possibly two. The hope is that we will be able to introduce someone in the coming months.

Mrs. Voors went on to introduce the newest Deputy Commissioner of Customer Solutions, Dale Wengler. Mr. Wengler came back to Indiana from Maine. He will have oversight of the local WorkOne offices. Mr. Wengler interjected a brief background of himself.

Robyn Whalen, Director of Human Resources, informed the board that she would be leaving the end of June and she introduced Mary Johnson as the new Director of Human Resources. Ms. Johnson is very excited to be joining the agency.

Mr. Schoolcraft asked each of the Deputy Commissioner's to introduce themselves to the new board members. Mr. Schoolcraft then welcomed the new board members and asked

them to introduce themselves. Mr. Tully is a Labor Representative that has worked with steel workers for 17 years and has been a business representative for a year. Mr. Evans is also a Labor Representative and is on the Indiana Kentucky Regional Counsel of Carpenters and Construction Workers. Mr. Maxwell is a Small Employer Representative and comes from a small family construction and real estate development company in southeastern Indiana.

#### **OLD BUSINESS:**

A motion was made by Mr. Thomas to accept the minutes from the May 2, 2007 meeting, which was seconded by Mr. Baer and unanimously approved.

Mr. McCoskey asked the board for a motion to approve the UI Board's Annual Report. A motion was made by Mr. Thomas to approve said Annual Report, said motion carried and the Unemployment Insurance Board's 2005-2006 Annual Report is approved. Mrs. Voors reported that there would be hard copies printed of the Report and electronic copies would be sent to the legislators. Mr. Baer questioned whether it should be given to the press. Mrs. Voors will contact Joe DiLaura, Press Secretary, regarding protocol on whether a press release would be in order.

#### **NEW BUSINESS:**

Mr. McCoskey gave an update on the Employment Growth Reorganization chart. Laura Merrion, new Director of UI Tax, provides updates on collection efforts. Sarah Dixon, UI Benefits, comes from being UI Policy Director. Diana Gushrowski, UI Customer Service, came from UI Integrity. Customer service is one of the top issues of this agency and of the Governor. It was important to have a separate Director in this area. Kristy Musall, UI Policy Director is also acting Director of UI Appeals. She continues to report to Mrs. Voors in Legal and she will be reporting to Mr. McCoskey. Ed Henze was Director of UI Benefits, so he understands how the system works, and is now UI Special Projects Director. Mr. Henze advises the team and works with Pam Grenard on the Unemployment Insurance Modernization Project. These changes in leadership are being made in order to enhance customer service and improve efficiencies.

The UIM update was given by Pam Grenard. Mrs. Grenard gave a presentation explaining the new Uplink System. It features an Employer Homepage which allows employers to get a summary overview of their account or records within the agency. There are Smart Links where the employer can get any information that might be needed. This is the first time our employers have been able to have communication available at any time.

There is also a Claimant Homepage which also features Smart Links to all specific claimant information. There are Jump Links that allow a claimant to see what information is needed from them. We are trying to get as much data as we can at first interface with each claimant. The Uplink Employer Self Service Part 2 began in January and Claimant Self Service which began roll-out to local offices in January and February.

Joe DiLaura is working on a press release to get this information out. The plan is to get the Adjudication process online this summer with Appeals to follow in the winter.

Mrs. Grenard opened the floor to questions. Mr. Baer questioned whether there was adequate funding to finish this project. Mr. Sanders interjected that funding for UIM initially came from legislation and is not known at this time whether there will be a need for additional funds.

Mrs. Voors asked that the board members go back out to their respective regions and talk to employers and claimants about the Uplink System and its features.

Mrs. Grenard reported that there is a large scale layoff packet available now. It will be made available to the board members through the UI Board Clerk, Cindy George.

Mr. Baer questioned what interface DWD has with the IEDC. Discussion ensued regarding work that has been done with Honda to help in their hiring process. DWD is partnering with IEDC and local business leaders through the Indiana Humanities Council on Leadership as to what they can get from DWD.

Mr. Schoolcraft asked for an update from Mrs. Voors on the summer ALJ program. Mrs. Voors informed the board that they had 5 students in the program and they have finished their training.

**PRIVILEGE OF THE FLOOR:** Mr. Schoolcraft concluded agency items.

Next board meeting will be July 5, 2007.

**ADJOURNMENT:** Mr. Schoolcraft opened the floor and asked for motion to adjourn. Mr. Thomas moved to adjourn at 11:15 am and said motion was seconded and approved.