

**NEWS RELEASE**

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**For Immediate Release**  
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**IWD Receives UI Appeals Monitoring Report, US Department of Labor Pleased with Progress Since August 2013**

DES MOINES – Iowa Workforce Development received the official monitoring report from the review conducted in March. For the first time since fiscal year 2009 no findings or areas of concern were identified.

“I’m extremely pleased that the hard work of the entire UI Appeals team. The process improvements made since August 2013 has resulted in dramatic progress that is formally recognized in the report from the Department of Labor,” stated Iowa Workforce Development Director, Teresa Wahlert.

The UI Appeals program is measured on the percent of cases with decisions issued within 30 days and a metric called case aging. The report specifically notes that the department has been meeting the measurements since October and August 2013 respectively. Iowans are no longer waiting an excessive period of time to receive a decision regarding their unemployment benefits.

Since August, the Appeals unit has implemented new training opportunities, introduced technologies that have decreased processing times and clarified rules that create a better understanding of the process for the customers. All of the improvements and increases in Iowa’s standing nationally help to ensure the state receives continued federal funds to administer the Unemployment Insurance program.

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