



Virginia Employment Commission  
**Study of Claims  
Adjudication by  
Deputies**

Coleman Walsh,  
Chief Administrative Law Judge

**Commission on Unemployment  
Compensation**

August 9, 2010

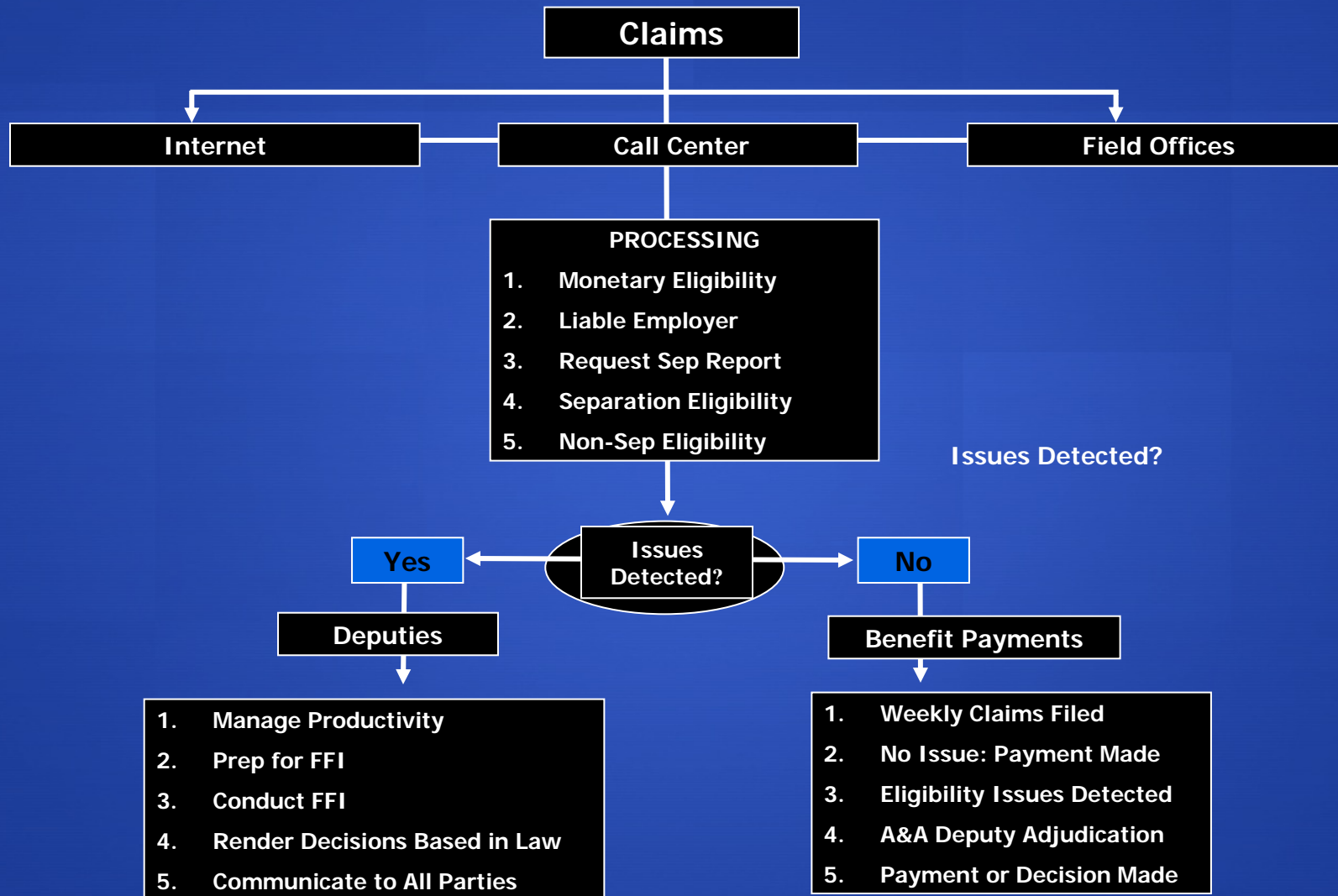
# Background

- Agency had been reviewing and evaluating claims adjudication process during 2009 and early 2010
- Introduction of HJ 23 brought additional momentum to that review
- Launched a comprehensive self-study

# Adjudication Study

- The agency's study of its claims adjudication system focuses on these areas
  - Organizational design
  - Business processes and workflow
  - Staffing
  - Training
  - Best practices from other states

# Overview of Claims & Adjudication Processes



# Report

- Staff will be visiting the Maryland this week to observe their processes
- Preliminary report will be completed this summer
- Final report will be completed by the Fall
- Final report will be shared with U. C. Commission and other stakeholders