BUREAU OF PROGRAM SERVICES

Who We Are

The bureau is responsible for the coordination of the accounting, legal, and reporting requirements of state and federal law. The bureau manages the US Department of Labor grants for the unemployment program, reemployment services and related activities. The bureau handles the following functions for the Office of UC: audits, budgeting, rules review, legislative review, tax appeals, labor dispute hearings and determinations, seasonal determinations, internal security, information sharing, delinquent collections and publications coordination. The bureau provides the necessary program support to the other two primary functions of UC; benefit payment and tax collection.

Unemployment Compensation Advisory Council (UCAC)

The Unemployment Compensation Advisory Council is appointed by the Governor and the leadership of the Ohio General Assembly. The UCAC reviews unemployment compensation legislation and rules, recommends law changes to the Governor, the Ohio General Assembly and the Director of ODJFS and approves the use of the Special Administrative Fund. The Program Services bureau provides administrative and professional support for the UCAC in the analysis of law and rules as well as the source of research requested by the UCAC in the development of amendments to law and rules.

Unemployment Compensation Legislation and Administrative Rules

The bureau is responsible for tracking federal and state legislation related to the unemployment compensation program, to assure that state UC law meets the requirements of federal law and to develop amendments to state and federal law and administrative rules.

Unemployment Compensation Program Budget

The bureau serves as the budget coordinator for the federal unemployment insurance administrative grant and related funds supporting administration of the unemployment compensation program. In this role, the bureau is the liaison to the ODJFS Office of Fiscal Services and other offices within ODJFS with respect to the use and budgeting of unemployment compensation program funds.

Disclosure of Confidential Wage, Claim and Employer Information

The bureau serves as the gate keeper to assure that information furnished to or maintained in the administration of the unemployment compensation program is confidential and available only for the administration of the program and employment and training functions as permitted by law.

In this capacity, the bureau is the designated contact to all researchers, public agencies and research organizations for the purpose of determining whether access to confidential information is permitted. The information sharing coordinator will develop information sharing agreements to assure that costs are recovered and confidentiality is maintained.

Unemployment Compensation Program Internal Security

The UC program is required by federal and state law to assure that information used in the administration of the program is secure and used only for proper administration of the program. The bureau is responsible for investigation of violations of security policy and to assist in the discipline and potential removal and prosecution of ODJFS employees and others disclosing information or accessing the system for use in unauthorized manner.

Employer Tax Appeals

The bureau is responsible for the review and rendering of reconsideration decisions with respect to unemployment insurance tax determinations under Ohio law. In addition, the bureau represents the agency in appeals of tax reconsideration decisions when they are appealed to the Unemployment Compensation Review Commission.

Employer Seasonal Status Determinations

Ohio law provides for the determination of certain employers as seasonal employers within seasonal industries. Seasonal employers who request seasonal status may be determined to operate in a seasonal period during which unemployment compensation benefits may be paid to their seasonal employees, but outside of which the individuals may not be eligible for benefits. The bureau is responsible for the determination of whether an employer meets the requirements of state law to be determined to be seasonal.

Determinations of Unemployment Compensation Benefit Eligibility During Labor Disputes

Ohio law provides for an expedited hearing process in cases involving labor disputes. This special process is administered by the bureau in determining whether the unemployment of individuals who have become unemployed due to the labor dispute is to be disqualified for the duration of the dispute. The bureau identifies labor dispute cases, schedules and conducts the required hearings and renders decisions that are appealable to the Unemployment Compensation Review Commission.

Liaison with the Unemployment Compensation Review Commission

Ohio law provides for appeals of unemployment tax and benefit determinations to the Unemployment Compensation Review Commission. The bureau serves as the liaison to the commission to assure that there is a common understanding of unemployment compensation law and policy in administration of the unemployment compensation program.

Liaison with the Attorney General

The bureau acts as the program liaison with the Ohio Attorney General for the purposes of case development, appeal approval, collections of delinquent taxes and recovery of overpaid benefits.

Data Validation Section

The Data Validation Section is responsible for compiling, analyzing, and submitting data for various US Department of Labor mandated reports that are used to measure Ohio's unemployment insurance performance and determine funding, and ensuring that the data submitted is accurate. The section is also responsible for oversight of the UC's business contracts, the Tax Performance System (TPS) audit of Ohio tax operations, and data analysis and reporting as it relates to trust fund solvency. Finally, the section coordinates and tracks to completion inquiries received from the Governor's Office, the Office of Legislation and the public.

Finance Section

The Program Services Finance Section is comprised of four units: Accounting, Revenue Recovery, Support and Trust Fund. The primary responsibilities of the section are to account for and report all unemployment insurance benefit expenditures and tax receipts, answer inquiries concerning benefit charging to employers, and the collection of delinquent employer taxes due prior to certification to the Attorney General.

Benefit Accuracy Measures (BAM) Unit

The Benefit Accuracy Measures (BAM) unit in the Bureau of Program Services, Performance & Reporting Section is responsible for the coordination of the accounting, legal and reporting requirements of state and federal laws. BAM is a program designed to identify the Unemployment Insurance (UI) Program's processing trends that cause erroneous UI benefit payments or denials. The BAM program is administered for the U.S. Department of Labor by all 50 states to assist state and federal UI programs with identifying error and abuse in UI programs. BAM investigations are a review of the records of a sample group of claimants, selected each week at random, to test the accuracy of UI decisions to issue or deny the payment of UI benefits for a key week. Causes of erroneous payments or denials may include administrative oversight, and misrepresentation or errors by claimants and/or employers. Detecting and preventing improper UI benefit payments results in decreased UI benefit outlays. This results in decreased UI tax rates.

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