



Unemployment Insurance (UI) Benefit Operations Self-Assessment Tool:

Lower Authority Appeals (LAA) and Higher Authority Appeals (HAA)

REVIEW PERIOD: **Begins**

Ends

Unless otherwise noted, all questions are applicable to the review period.

Enter your state's Appeals average age of Appeals and quality scores for each quarter of the review period.

Link to UI PERFORMS ALPs/Performance Criteria: [Acceptable Level of Performance](#)

- 1.** Average Age of Pending Lower Authority Appeals – 30 Days
1st Quarter: 2nd Quarter: 3rd Quarter: 4th Quarter:

- 2.** Average Age of Pending Higher Authority Appeals – 40 Days
1st Quarter: 2nd Quarter: 3rd Quarter: 4th Quarter:

- 3.** Lower Authority Appeals Quality – 80%
1st Quarter: % 2nd Quarter: % 3rd Quarter: % 4th Quarter: %

- 4.** Lower Authority Appeals Time Lapse – 30 Days
1st Quarter: % 2nd Quarter: % 3rd Quarter: % 4th Quarter: %

- 5.** Lower Authority Appeals Time Lapse – 45 Days
1st Quarter: % 2nd Quarter: % 3rd Quarter: % 4th Quarter: %

SECTION 1: Procedures, Policies, and Confidentiality

Resources may include manuals, handbooks, desk aids, computer help screens, training guides, organized collections of procedures or policies, or other readily accessible instructions which can help staff do their work correctly, including [ETA Handbook No. 382](#) for guidance regarding Lower Authority Appeals Quality. Instructions will normally include general information such as compilations of relevant laws and regulations, as well as detailed instructions for carrying out individual jobs in the agency. Reviewers may need to look in many places to examine all relevant instructions.

1. Does the state have written policies and procedures for its Appeals operations?

Lower Authority Appeals:

Higher Authority Appeals:

1a. If yes, were the policies and procedures updated or modified during the review period?

Lower Authority Appeals:

Higher Authority Appeals:

2. How are policies and procedures for Appeals made available to staff? (*check all that apply*)

Online:

LAA HAA

Hard-copy handbook:

LAA HAA

Training materials:

LAA HAA

Question 2 continues on next page

Other (*explain*):

LAA HAA

2a. Are all formats consistent and up-to-date?

Lower Authority Appeals:

Higher Authority Appeals:

2b. What practices does the state utilize to ensure all formats are consistent and up-to-date?

Lower Authority Appeals:

Higher Authority Appeals:

- 3.** Were there any law changes during the review period that affected the state's policies for Lower or Higher Authority Appeals?
 - 3a.** If yes, what law changes did the state implement, when were they implemented and what was the effect on the state's Appeals policies and procedures?
 - 3b.** If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?
 - 3c.** If no (to question 3b), explain.

- 4.** Were there any organizational changes during the review period that affected the state's Lower and Higher Authority Appeals policies and procedures?
 - 4a.** If yes, what organizational changes did the state implement, when were these changes implemented, and what was the effect on the state's Appeals policies and procedures?

4b. If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?

4c. If no (to question 4b), explain.

5. Were there any automation or technology upgrades or releases during the review period that affected the state's Lower or Higher Authority Appeals policies or procedures?

5a. If yes, what automation or technology changes did the state make that affected Lower or Higher Authority Appeals and when were they implemented?

5b. If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?

5c. If no (to question 5b), explain.

6. Do the state's policies and procedures provide for filing a Lower and Higher Authority Appeal in the following methods? (*check all that apply*)

Informal – signed statement indicating dissatisfaction with a determination or the individual's desire for its review:

LAA HAA

Formal – completion of an appeal notice or agency form through which the party makes a request for appeal:

LAA HAA

Filing by mail:

LAA HAA

Filing in-person:

LAA HAA

Filing by facsimile (fax):

LAA HAA

Internet filing:

LAA HAA

Appeal through an auto-scheduling tool:

LAA HAA

Other (*explain*):

LAA HAA

7. What unit(s) in the agency accept appeal requests?

Lower Authority Appeals:

Higher Authority Appeals:

8. Are filed Appeals reviewed for redetermination potential prior to docketing?

8a. If yes, what unit reviews the Appeals?

Lower Authority Appeals:

Question 8a continues on next page

Higher Authority Appeals:

9. What methods does the state utilize to provide Lower or Higher Authority Appeal information to its customers? (*check all that apply*)

Nonmonetary determination notice:

LAA HAA

Lower Authority Appeal Decision:

LAA HAA

Claimant handbook:

LAA HAA

Employer handbook:

LAA HAA

Agency website – Appeals web page:

LAA HAA

Agency website – Frequently Asked Questions:

LAA HAA

Other (*explain*):

LAA HAA

10. How does the state conduct its Lower Authority Appeal hearings? (*check all that apply*)

- In-person hearing
- Telephone hearings
- Other (*explain*)

11. Does the state's Lower Authority Appeal hearing notice contain the following elements? (*check all that apply*)

- Names of all parties to whom the hearing notice was mailed
- The calendar date and the specific time of the hearing
- The place of hearing—street address, floor, and designated room
- Contact telephone number and how parties should participate if hearing will be conducted by telephone
- The purpose of the hearing and a statement of the issues, including references to the applicable statute, rule, or regulation
- The necessity for attending the hearing and the consequences of failure to attend
- Such procedural rights as the right to present testimony and other evidence relative to the appeal
- The right to bring and to subpoena witnesses and records
- The right to be represented; to submit briefs; to present oral argument
- The right to challenge the appeal tribunal's interest
- Information concerning requests for postponement, continuation, and reopening of the hearing
- Information about how and where to obtain further assistance

12. Do the state's policies and procedures regarding Lower Authority Appeals provide guidance regarding the hearing officer's handling of the following hearing-related tasks? (*check all that apply*)

- Pre-hearing issuance of subpoena(s)
- Opening statement
- Swearing-in of parties to the hearing
- Order of testimony from each witness
- Taking testimony of both parties
- Opportunity to question own witness(es)
- Opportunity to offer rebuttal
- Confrontation
- Cross-examination
- Continuances

Question 12 check boxes continue on next page

- Explanation of decision and notification process
- Explanation of Higher Authority Appeal rights
- Acceptance and logging evidence
- Handling of witnesses
- Handling of exhibits
- Hearsay evidence
- Establishing burden of proof
- Policy on Agency representation

13. Does the state’s format for Lower and Higher Authority Appeal decisions contain the following elements? (*check all that apply*)

Names and identification of the parties:

LAA HAA

Appearances:

LAA HAA

Recital of jurisdiction of appeal tribunal:

LAA HAA

Decision number:

LAA HAA

Date of appeal:

LAA HAA

Place and date of hearing:

LAA HAA

Date of mailing decision:

LAA HAA

Authority making decision:

LAA HAA

Brief recital of the decision under review:

LAA HAA

A clear statement of the issue(s) involved, i.e., of the subject matter in controversy:

LAA HAA

The appeal tribunal’s findings of fact and conclusion of law:

LAA HAA

Question 13 check boxes continue on next page

A statement of rationale, explaining why the facts found lead to the conclusions of law which were reached:

LAA HAA

The administrative action taken, e.g., the extent to which benefits are allowed or disallowed, directions to the administrative agency for further proceedings, or other orders for disposition of the appeal:

LAA HAA

A statement (notice) of right to further appeal, including the time limit for filing an appeal; information as to the places and methods of filing the appeal; and, if state law permits extension of the appeal period for good cause, such information should be included:

LAA HAA

A statement concerning the importance of filing continued claims during the appeal process:

LAA HAA

14. Do the state's policies and procedures provide for the confidentiality of Lower Authority Appeal records in accordance with [20 CFR 603.5\(b\)](#)?

14a. Do the state's policies and procedures provide for the confidentiality of Higher Authority Appeal records in accordance with 20 CFR 603.5(b)?

15. Does the state have procedures to inform claimants that confidential information provided for the UI claim, including Appeals proceedings, may be requested and utilized for other governmental purposes including verification of eligibility under other governmental programs, in accordance with [20 CFR 603.11](#)?

15a. If yes, how and when is this information provided to the claimant?

16. Does the state have procedures to inform employers that wage information and other confidential information provided relating to an unemployment compensation claim, including Appeals proceedings, may be requested and utilized for other governmental purposes including verification of an individual's eligibility for other governmental programs in accordance with [20 CFR 603.11](#)?

16a. If yes, how and when is this information provided to employers?

17. Do the states policies and procedures regarding the content of Appeals hearing dockets restrict inclusion of confidential claimant and employer information to ensure compliance with [UIPL No. 3-15](#)?

17a. Are lists of upcoming hearings posted online or elsewhere?

17b. Do Appeals hearing dockets and notices contain any personally identifiable information?

17c. Are Lower Authority Appeal hearings open to the public?

17d. Do the state's policies and procedures allow a hearing officer to close the hearing either on his/her own motion or at the request of a party?

17e. Do the state's policies and procedures allow a hearing officer to approve a request for postponement?

17f. Do the state's policies and procedures allow a hearing officer to approve a request to reopen?

17g. Is the UI agency in compliance with [20 CFR 603.5\(b\)](#) in that only final decisions may be disclosed, and the records of hearings that led to those decisions?

18. How many members are on the Higher Authority Appeals panel?

19. Do the state's policies and procedures allow acceptance of new evidence for Higher Authority Appeals?

SECTION 1: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 2: Training

Managers/employees should possess and maintain a level of expertise which enables them to accomplish their assigned duties. Training systems should be sufficient to ensure that personnel understand and perform their duties properly. When reviewing training systems, reviewers must look for formal training procedures (e.g., the training is conducted using an established schedule and using set guidelines to make judgments about the quality of work being produced). There should be procedures for identifying general and specific training needs and for delivering training as needed.

1. Does the state have a dedicated training staff or unit to deliver training to Appeals unit staff and hearing officers on Lower Authority Appeals rules, policies, and procedures?
 - 1a. Does the state have a dedicated training staff or unit to deliver training to Appeals unit staff and hearing officers on Higher Authority Appeals rules, policies, and procedures?

2. Does the state have a formal training plan for new Appeals unit staff and hearing officers?
 - 2a. If yes, what is the total time devoted to the formal training?

Less than one week:		
	LAA	HAA
One to two weeks:		
	LAA	HAA
More than two weeks:		
	LAA	HAA
One month or more:		
	LAA	HAA
Other (<i>explain</i>):		

LAA HAA

3. Does the state have a training plan to provide “refresher” training to experienced Appeals staff?

3a. If yes, how often is the “refresher” training conducted?

LAA:

Monthly Quarterly Annually On an as-needed basis

Other (*explain*):

HAA:

Monthly Quarterly Annually On an as-needed basis

Other (*explain*):

4. How does the state deliver training to Appeals staff? (*check all that apply*)

Classroom setting:

LAA HAA

On-the-job training:

LAA HAA

Self-guided online course:

LAA HAA

One-on-one training:

LAA HAA

Question 4 check boxes continue on next page

Other (*explain*):

LAA HAA

5. Does the state use temporary Appeals staff to address workload increases?
 - 5a. If yes, how does the state train these temporary Appeals staff?

6. Provide the date(s) training was completed for Appeals staff for any technology or operational changes that were made during the review period that affected Lower or Higher Authority Appeals.

7. Provide the date(s) training was completed for Appeals staff for any new laws, program implementations, policy or procedural changes that occurred during the review period that affected Lower or Higher Authority Appeals.

8. Are Appeals reversals and remands monitored to identify training needs for Appeals hearing officers?

9. Is there a method used to obtain feedback from participants regarding the effectiveness of the training given?

9a. If yes, how is feedback obtained from participants?

10. Is there a means to obtain feedback from management staff on the effectiveness of the training, based upon staff performance following training?

10a. If yes, how is feedback obtained from management staff?

- 11.** Are program performance results used to determine training topics and content (e.g., Lower Authority Appeals Quality review results, case aging data, or Appeals time lapse)?
 - 11a.** What other means, if any, are used by the state to determine training needs for Appeals staff?

- 12.** Is there a standard process for Appeals staff to access appropriate program subject matter experts or other resources when questions arise regarding procedures, policies, laws, and regulations pertaining to Lower Authority Appeals?

- 13.** Does the state have a formal training program for new Higher Authority Appeals Review members?

- 14.** How are LAA and HAA agency employees (state employees and/or contractors) trained on the proper handling and safeguarding of confidential UC information and the penalties for unauthorized use of confidential UC information?

SECTION 2: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 3: Workload Analysis / Management Controls

The state’s ability to manage Appeals workloads, particularly through periods of unforeseen spikes in Appeals cases, is analyzed. Methods used to mitigate backlogs, when they occur, substantially affect the state’s ability to provide timely appeal hearings and decisions, which impact unemployment benefit payments to claimants. Reviewers will address process-improvement initiatives aimed at minimizing appeal backlogs.

1. Does the state have a method for tracking workload backlogs of Lower and Higher Authority Appeals?

Lower Authority Appeals:

Higher Authority Appeals:

- 1a. If yes, is the data collection automated?

Lower Authority Appeals:

Higher Authority Appeals:

- 1b. If yes, are the backlogs identified by category? (e.g., separations, non-separations, charge issues, by hearing officer, etc.)

2. If the state tracks Lower and Higher Authority Appeals backlogs, how often are these reports generated?

LAA:

Real-time	Daily	Weekly	Monthly	Quarterly	As needed	N/A
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HAA:

Real-time	Daily	Weekly	Monthly	Quarterly	As needed	N/A
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3. Does the state use a case aging methodology to monitor undecided Lower and Higher Authority Appeals?

Lower Authority Appeals:

Higher Authority Appeals:

- 3a. If yes, is this data compilation automated?

4. During the review period, was there a non-seasonal increase in backlogs or case aging?

4a. If yes, were any of the following mitigation efforts taken to address this increase?
(check all that apply)

Hire additional temporary staff:

LAA HAA

Assign qualified staff from different units:

LAA HAA

Overtime:

LAA HAA

Adjusted work schedules, including extended and weekend hours:

LAA HAA

Adjustments to the appeal processing and docketing methods:

LAA HAA

Temporary adjustments to appeal hearing methods (*explain*):

LAA HAA

Other (*explain*):

LAA HAA

5. Did the state experience a backlog in Lower and/or Higher Authority Appeals during the review period?

5a. If yes, what was the cause of the backlog(s)? *(check all that apply)*

LAA:

Seasonal workload increases *(explain)*

Operational issues related to facilities, budget, or staffing *(explain)*

Information Technology hardware or software issues *(explain)*

Economic downturn, localized or statewide *(explain)*

Question 5a continues on next page

Law or policy changes (*explain*)

Extended benefit programs (both permanent EB and any temporary program (*explain*))

Postponements or continuances (*explain*)

Other (*explain*)

Question 5a continues on next page

HAA:

Seasonal workload increases (*explain*)

Operational issues related to facilities, budget, or staffing (*explain*)

Information Technology hardware or software issues (*explain*)

Economic downturn, localized or statewide (*explain*)

Question 5a continues on next page

Law or policy changes (*explain*)

Extended benefit programs (both permanent EB and any temporary program (*explain*))

Postponements or continuances (*explain*)

Other (*explain*)

6. Does the state monitor its Lower and Higher Authority Appeals workloads to identify potential problem areas?

6a. If yes, is this monitoring process automated or manual?

LAA:

Automated Manual

HAA:

Automated Manual

7. What practices does the state utilize to mitigate Higher Authority Appeals workload increases? (*explain*)

8. Do the state's laws, regulations, or policies require that hearing officers be attorneys?

9. Do the state's laws, regulations, or policies require that any of the Higher Authority Appeals panel members be attorneys?

9a. If yes, which HAA members must be attorneys?

10. During the review period, did the state conduct any business process analysis to improve Lower and Higher Authority Appeals processes and increase efficiency?

10a. If yes, what changes have been made and what was the result of those changes?

10b. If yes, were there any changes recommended that were not implemented? (*explain why*)

11. Does the state utilize any automation in its Lower Authority Appeals docketing, assembling case files, or hearings?

11a. If yes, what processes are automated?

11b. Does the state utilize any automation in its Higher Authority Appeals docketing, assembling case files, or hearings?

11c. If yes, what processes are automated?

SECTION 3: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 4: Performance Management

The state's practices for monitoring program performance and compliance with Federal and state law and regulations is examined. Preparation and monitoring of corrective action plans are necessary functions to further program performance improvements.

- 1.** Was the state required to complete a Corrective Action Plan(s) (CAP) related to Appeals during the review period?
 - 1a.** If yes, what performance areas required a CAP?
 - Core Measures:
 - Average Age of Pending Lower Authority Appeals
 - Average Age of Pending Higher Authority Appeals
 - Lower Authority Appeals Quality
 - Secretary's Standards:
 - Lower Authority Appeals: Decided within 30 days of filing
 - Lower Authority Appeals: Decided within 45 days of filing
- 2.** If the state was required to submit CAP(s) during the review period, did the state meet their milestones for its CAP(s) during each quarter of the review period?
 - 2a.** If no, explain which milestones were not met and why.
- 3.** If the state has submitted multi-year CAP(s), identify the areas covered by the multi-year CAP(s).

3a. What progress has the state made in addressing the issue(s) that resulted in the multi-year CAP?

4. What unit or office is responsible for monitoring the performance of the state's Lower Authority Appeals operations?

4a. What unit or office is responsible for monitoring the performance of the state's Higher Authority Appeals operations?

4b. What methods are used to monitor the Appeals operations to ensure the program is operated in accordance with Federal and state law and regulations?

5. Does the state monitor Appeals program activity and performance in addition to monitoring set out in Federal requirements?

5a. If yes, explain what areas are monitored and the methods used.

6. Are Appeals workload, time lapse, and case aging reports compiled automatically with computer system programs or manually by Appeals staff?

6a. If these reporting data are compiled manually, what unit is responsible for preparing these reports?

6b. If these reports are not prepared by the Chief of Appeals, does the Chief review the report data to identify deficient performance?

6c. Are these reports used to identify training needs?

7. Are the Appeals performance reports passing Data Validation?

7a. If no, in what areas are they failing Data Validation?

SECTION 4: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 5: Information Technology (IT)

The state's IT projects relating to UI Appeals completed during the review period and planned for the future are addressed. The reviewer will assess the state's IT department's delivery of programming and technical support to the UI Appeals Section. Having a disaster recovery plan as well as contingency planning to implement emergency UI programs with a short lead time is vital to continued operations under extreme conditions.

- 1.** During the review period, were there any IT projects that impacted the Lower or Higher Authority Appeals system?
 - 1a.** If yes, what were the projects, are they completed or on-going? If on-going, what is the expected completion date for each?

- 2.** During the review period, were there IT needs for the Appeals systems that were not met that affected program performance?
 - 2a.** If yes, describe what IT needs were not met, the reason they were not met, the effect it had on the program, and the state's plans to meet these needs.

- 3.** Does the state's computer system allow for shifting telephone appeal hearings between offices for load-balancing purposes?

4. Does the state use a “Smart Scheduler” or some other tool for scheduling appeal hearings with employers and claimants?

5. Does the state use any of the following technology solutions in its Appeals processes?
(check all that apply)

Digital recording system

Document management system

Speech recognition dictation software

N/A

6. Does the state have a Continuity of Operations Plan that will ensure continued operations of the Lower and Higher Authority Appeals system in the event of a natural disaster or pandemic incident?

Lower Authority Appeals:

Higher Authority Appeals:

6a. If yes, has it tested the plan, what is the most recent test date, and what were the results of the test, if applicable?

7. Describe the measures that the UI agency has in place to ensure that only the claimant or someone authorized by the claimant can access claim information online or via phone (e.g., passwords, codes, Personal Identification Number (PIN), etc.)?

SECTION 5: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 6: Claimant / Employer Access & Communication

The reviewer will provide basic information regarding the appeal unit's system functionality. Compliance with accessibility standards will also be reviewed. If the state conducts in-person appeal hearings, accommodations for claimants and employers with limited-English proficiency must be made. Telephonic technology used by the state for conducting appeal hearings by phone must comply with accessibility standards set forth in Federal law.

1. What is the state's primary method of conducting Lower Authority Appeal hearings?

In-person hearings

Telephone hearings

Other (*explain*)

1a. Provide the percentage of the state's Lower Authority Appeal hearings conducted:

In-person: %

By telephone: %

Other (*explain*): %

2. Are claimants and employers provided a means to provide feedback about the Lower Authority Appeals process?

- 3.** Is the state's Appeals unit centralized in a single location?
 - 3a.** If no, how many locations does the Appeals unit maintain throughout the state?

- 4.** Did any location where Appeals hearings are conducted experience downtime during the review period which caused delays or backlogs in holding appeal hearings?
 - 4a.** If yes, when did the downtime occur, how many days/hours was the Appeals unit down, and what was the cause of the downtime?

- 5.** Does the state provide claimants and employers a general information service line for Appeals inquiries?
 - 5a.** If yes, does the state utilize a "virtual hold" system that provides a caller the option to leave a message and set a callback when staff is available?

- 6.** Do the state's appeal hearing procedures and technology solutions used in its Appeals operations meet accessibility standards in accordance with Section 508 of the Rehabilitation Act ([29 U.S.C. 794d](#)), [UIPL 30-11](#), [UIPL 02-16](#) and the state's accessibility standards, if different?

SECTION 6: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

6. Does the state utilize customer (claimant/employer) surveys or focus groups to gather input on the Appeals processes, to identify efficiencies or operational improvements that could be made?

Surveys:

Focus Groups:

SECTION 7: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 8: Staffing

Staffing levels and organizational changes all can affect the state’s ability to manage its Appeals workload and meet Appeals timeliness and quality standards.

1. What is the percentage of state staff that is allotted (FTE allocation) for Appeals staff?

Support Staff

Lower Authority Appeals: %
Higher Authority Appeals: %

Hearing Officers

Lower Authority Appeals: %

2. How many FTEs were budgeted and dedicated for Appeals support staff and hearing officers during the review period?

Support Staff

Budgeted: Dedicated:

Hearing Officers

Budgeted: Dedicated:

3. If the state has a Higher Authority Appeals system, does support staff in the Appeals unit provide clerical support to the Higher Authority Appeals?

3a. If yes, how many staff-hours per month do support staff work for the Higher Authority Appeals?

3b. Does the agency’s legal department provide legal support to the Higher Authority Appeals?

3c. If yes, how many staff-hours per month does legal staff provide to the Higher Authority Appeals?

4. Did personnel actions occur that affected staffing levels of Appeals staff during the review period?
(check all that apply)

LAA

Hiring freeze(s)
Temporary or permanent staff reductions

Question 4 check boxes continue on next page

Retirement/buyouts
Other (*explain*)

N/A

HAA

Hiring freeze(s)
Temporary or permanent staff reductions
Retirement/buyouts
Other (*explain*)

N/A

4a. If the state implemented a hiring freeze, when did it occur and how long did it last?

4b. What, if any, negative impact did the hiring freeze have on Appeals operations?

4c. If the state underwent temporary or permanent staff reductions, how many Appeals staff were affected, when did the action occur, and how long did it last?

4d. If the state experienced retirements in its Appeals staff or had a retirement buyout during the review period:

Provide the number of support staff that left due to retirement:

What percentage of the overall support staff does this represent? %

Provide the number of hearing officers that left due to retirement:

What percentage of the overall hearing officers does this represent? %

4e. If the state experienced turnover of Appeals staff, what percentage of the Appeals positions remain vacant? %

SECTION 8: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 9: Concluding Summary Comments for Lower and Higher Authority Appeals

For the following sets of questions, consider the overall operations related to Lower and Higher Authority Appeals. This is an opportunity to identify successful practices and/or any needed corrective action measures along with any other general comments or observations concerning this functional area of UI Benefits. Additional space for comments and reviewer notes is available on pages [51](#) and [52](#).

1. Provide any observations of good and/or exemplary performance in the state's Lower and Higher Authority Appeals policies, procedures, and confidentiality and other operations that would constitute successful practices to share with other states.

2. Document any issues detected in the Lower and Higher Authority Appeals operations that adversely affects the state's performance, its ability to meet performance standards/measures, or customer service. Identify any corrective action measures that should be taken to improve the state's performance in regards to any weaknesses identified.

3. Add any additional comments, concerns, or observations regarding the state's performance or operations in this area that have not been addressed elsewhere and should be noted.

Additional Comments and Reviewer Notes:

Reviewer Information:

REVIEWER

Name:

Title:

Email:

Phone No.:

ADDITIONAL REVIEW TEAM MEMBER

Name:

Title:

Email:

Phone No.: