## Short-Time Compensation QSAP

### Introduction

**The Short-Time Compensation (STC) Quick Start Action Planner (QSAP)** is a fillable assessment tool designed to help states implement new or enhance existing STC (also known as Workshare or Shared Work) programs. The QSAP will help identify areas of strength and focused areas for STC program improvement. We encourage states to add additional indicators that reflect their unique characteristics.

The QSAP can be completed by any individual or group in the UI and/or Workforce agencies that is knowledgeable about the state’s STC program and operations. Completing the QSAP and holding a team discussion on the results will help states develop a common understanding the status of their STC programs and develop plans to address opportunities for action. For those implementing an STC program for the first time, this QSAP can serve as a “checklist” of implementation activities.

The QSAP invites states to reflect on a robust set of indicators in five categories :

* Operational Policies, Procedures, and Forms
* Staff Capacity and Training
* Program Functions
* Business Outreach
* Reporting, Evaluation, and Continuous Improvement

### Instructions

Each section includes a brief description and a list of indicators to consider when planning and preparing for administering and implementing a state STC program.

For each of the indicators, states should evaluate their readiness on a five-point scale, with 1 indicating “no work has been done on this item” and 5 indicating “we have fully addressed or implemented this item.” The QSAP includes a place for notes and/or action steps. See sample table below.

### Sample Table

|  |  |  |
| --- | --- | --- |
| Indicator | Rating | Notes |
| Our system has a policy for intake for employers and workers. | 4 | We have a set of policies & forms for intake but we need to ensure that we review these policies annually.  |

### Operational Policies, Procedures, and Forms

The indicators in this section focus on the policies, procedures, and forms that are important in administering and implementing a state STC program.

| Indicator | Rating | Notes |
| --- | --- | --- |
| Policies |  |  |
| The state has developed STC policies and/or procedures (if applicable) in the following areas:  |  |  |
| * + Claimant/worker eligibility
 |  |  |
| * + Employer eligibility
 |  |  |
| * + Worker application
 |  |  |
| * + Employer application
 |  |  |
| * + Initial and continued claims-taking and processing
 |  |  |
| * + Monitoring to ensure prompt and proper payments
 |  |  |
| * + Approval Process, including a process to approve/disapprove, modify and revoke (if necessary) employer plans
 |  |  |
| * + Employer Appeals Process (connected to Approval Process above and related to plans that have been denied or revoked)
 |  |  |
| * + How the state will ensure timely and accurate reporting in accordance with USDOL’s guidance
 |  |  |
| * + How the state will gauge the effectiveness of its STC program, the data that needs to be gathered, who will evaluate the data and how frequently.
 |  |  |
| Procedures |  |  |
| The state has integrated STC processes (filing claims, reporting hours, submitting benefit payments) into the state’s computer system. |  |  |
| The state has identified key data measures it would like to capture (e.g., number of participating employers, the number of employees covered under employer plans, the number of jobs saved, and the total STC benefits paid) and has automated its system to capture the data and produce the reports. |  |  |
| Participating partners have negotiated and executed a Memorandum of Understanding (MOU) that outlines the parties providing services and their roles, process for collaboration, and the provision of feedback.  |  |  |
| Forms |  |  |
| The state has developed a comprehensive employer guide, application form and instructions for completing the application. |  |  |
| The state has developed a worker application form, based on the regular UI application, and instructions for completing the application. |  |  |
| The state has developed a continued claims form and instructions for completing the form. |  |  |

### Staff Capacity and Training

The indicators in this section focus on the staff capacity and training activities that are important in administering and implementing a state STC program.

| Indicator | Rating | Notes |
| --- | --- | --- |
| Staff Capacity |  |  |
| The state has sufficient dedicated staff to implement, operate, and monitor the STC program. |  |  |
| STC staff demonstrate a thorough knowledge and understanding of STC operations. |  |  |
| STC staff have excellent communications skills and the ability to convey complicated concepts in a clear and concise manner. |  |  |
| Staff Training |  |  |
| The state has developed a comprehensive training curriculum for staff that, at a minimum, covers: |  |  |
| * + The overall value of the STC program
 |  |  |
| * + The STC process (and the value it plays within the broader UI framework)
 |  |  |
| * + Program requirements
 |  |  |
| * + Responsibilities of the employers and workers
 |  |  |
| * + The benefits for employers participating in STC including the potential impact that participation in the STC program might have on employers, such as effect on the employer’s UI tax rate
 |  |  |
| * + The benefits for workers participating in STC including the potential impact that participation in the STC program might have on workers, such as the effect of STC receipt on their remaining UI benefits during the benefit year, should they become unemployed.
 |  |  |
| * + Instructions for completing applications and weekly certification forms
 |  |  |
| * + Specific operational strategies that target unique employer situations
 |  |  |
| * + Changes to state laws or policies
 |  |  |
| * + Strategies for effective communication and relationship building with employers
 |  |  |
| Partner Training & Continuous Improvement  |  |  |
| State STC staff receive the comprehensive training when hired (or moved into the unit) and refresher/updated training in regular intervals going forward. |  |  |
| STC staff have developed and delivered a modified STC training for partner agency staff to support collaboration across programs and agencies. |  |  |

### STC Program Functions

The indicators in this section focus on the program functions and activities that are important in administering and implementing a state STC program.

| Indicator | Rating | Notes |
| --- | --- | --- |
| The state is effectively implementing the following functions in accordance with its policies and procedures: |  |  |
| * + Determining employer and claimant eligibility for STC
 |  |  |
| * + Processing initial and continued claims
 |  |  |
| * + Reviewing, approving, or denying employer STC plan applications
 |  |  |
| * + Administering STC plans with employers
 |  |  |
| * + Processing determinations, including approval/denial of employer plans, modifications to plans, revocation of plan approval, claimant eligibility issues, etc.
 |  |  |
| * + Processing employer appeals related to determinations above
 |  |  |
| * + Monitoring payments
 |  |  |
| * + Reporting STC activities to the USDOL as required (and to state leadership and other stakeholders)
 |  |  |
| * + Using performance data and customer feedback to improve the STC program
 |  |  |

### STC Business Outreach

The indicators in this section focus on the business outreach activities that are important in administering and implementing a state STC program.

| Indicator | Rating | Notes |
| --- | --- | --- |
| The state developed and has implemented an STC “launch” that announced implementation of the program to the employer community and the public. |  |  |
| The state has developed a business outreach plan based on an analysis of the state’s economy and designed to target industries likely to use STC while still reaching all potential STC users. |  |  |
| This business outreach plan reflects a coordinated enrollment and outreach strategy across potential state partners such as Rapid Response teams, American Job Centers (One-Stop Career Centers), Business Services representatives, and Labor Organizations. |  |  |
| This business outreach plan includes a multi-faceted approach to program promotion through a variety of means such as news and social media, presentations to key groups, direct mail campaigns, representation at community events, leveraging the Governor’s and/or UI communications office, etc. |  |  |
| The state has developed a comprehensive set of business outreach materials to maximize their reach to employers including tools like employer brochures, employer and employee presentations and fact sheets for business. |  |  |
| The outreach materials incorporate positive feedback from employers who have used or are presently using the STC program. |  |  |
| The state has developed and launched an STC presence on its website (either on its existing UI website or a website dedicated to STC). |  |  |
| This website includes key information and resources such as a “Getting Started” packet for employers with key forms and instructions, desk aids for participating employers to assist with their administration of their plan, a claimant packet for employees that describes what they can expect and their responsibilities, and access to training opportunities and materials for employer representatives. |  |  |
| The state is fully carrying out its STC program business outreach plan and modifying it as new ideas or strategies emerge. |  |  |

### Reporting, Evaluation, and Continuous Improvement

The indicators in this section focus on the reporting, evaluation, and continuous improvement activities that are important in administering and implementing a state STC program.

| Indicator | Rating | Notes |
| --- | --- | --- |
| Required Reporting |  |  |
| The state is using USDOL/ETA’s Employment and Training Handbook No. 401 to guide reporting activities. |  |  |
| The state submits the following reports timely and accurately: |  |  |
| * + Monthly reporting of claims and payments activities
 |  |  |
| * + Weekly reporting of initial and continuing claims, as well as equivalents
 |  |  |
| * + Monthly reporting of time lapse for first payments
 |  |  |
| * + Monthly reporting of time lapse for continued weeks
 |  |  |
| * + Weeks compensated time lapse
 |  |  |
| * + Monthly reporting of UI financial transactions
 |  |  |
| * + STC benefits paid for using regular state UTF monies
 |  |  |
| Other Reporting |  |  |
| The state has identified specific goals or other indicators of success or progress that are important to its STC stakeholder and reports out on achievement of those measures. (e.g., cycle time on reviewing/approving applications, impact on targeted industries, customer satisfaction, etc.) |  |  |
| The state incorporates performance and outcome data into its ongoing outreach strategy. |  |  |
| Evaluation and Continuous Improvement |  |  |
| The state uses a variety of surveying methods to gather feedback from employers and employees on the STC program. |  |  |
| The state uses that feedback to drive legislative and policy changes (e.g., increased flexibility in approved employer plans, increased # of weeks during which benefits can be paid, reduction in the minimum # of employees per unit to qualify for STC benefits, etc.) |  |  |
| The state provides documentation to demonstrate and validate program accomplishments to its State Legislature, State and Local Workforce Development Boards, and to organizations representing business such as local Chambers of Commerce. |  |  |
| State and local partners use STC data, such as the number and type of participating employers, and the number of layoffs averted)to help them develop staff training and layoff aversion strategies. |  |  |
| The state uses information gathered to look for ways to continuously improve the administration, operation, and performance of its STC program. |  |  |

### More Information

For more information around state STC programs, please visit the [STC Community of Practice](https://stc.workforcegps.org/). There are resources, tools, links to examples from states, and contact information.