

State: \_\_\_\_\_

OPERATIONAL FUNCTIONS CHART

Review Period: \_\_\_\_\_

Functional Areas	Operational Elements								
	Procedures, Policies and Confidentiality	Training	Workload Analysis/Management Controls	Performance Management	Information Technology	Customer Access and Communication	Operational Efficiency Resource Allocation	Staffing and Merit Staffing	Fiscal Management
Overarching Operational Matters (Program Wide)									
Intake - Regular UI, Intrastate and Interstate									
CWC									
UCFE									
UCX									
Monetary Determinations									
Adjudication/BTQ									
Continued Claims/Eligibility Review									
Appeals									
BPC									
Internal Security									
DUA									
Reemployment									
Data Validation									
STC									

V= All areas verified

R= Area of Risk, TBD

Cell Descriptors

 Episodic

 Not Applicable