



The value in losing an unemployment claim.

Becoming an 'employer of results' sounds easy. It isn't. It necessitates giving incompetence nowhere to hide. It requires managing by using the simplicity that exists on the far side of complexity.

P. Anthony Burnham, Esq.

At UC Advantage, our average client prevails in 94% of their protestable unemployment claims. While this is an excellent number, an industry leading benchmark, there is unquestionable value in the analysis of the other 6% of claims that are lost. In fact, some of the most important work we do for our clients resides in analyzing and assessing the losses.

Unemployment claim losses are a source of very valuable information and often the tip of the iceberg in terms of litigious issues that an employer may ultimately deal with. How were employees treated at the end of their employment? How consistent and updated are the employer's procedures? How well did management document situations that caused the separation of an employee? Is the management team in need of updated training? These and other issues that are presented at the end of employment can be the first glimpse into processes that need to be remedied before more costly and damaging litigation presents itself.

Example: A fast growing start-up fails to have employees acknowledge and sign off that they understand and accept the policies and procedures of a company. Months later, the employer terminates an employee for violating an employer rule as it relates to safety concerns. The problem; the employer cannot substantiate through documentation that the employee ever knew of the rule, there is no signed acknowledgement. The employer in this case lost its unemployment claim and was threatened with a wrongful termination lawsuit which was ultimately settled.

This type of loss was valuable in that the employer understood that its policy manual was outdated and most of the original employees had not signed any documentation that is necessary upon hire. This employer remedied these issues and enjoys a much more defined and mutually comfortable relationship with its employees.

For more information regarding our unemployment claims processing services, please visit us at www.ucadvantage.net.

Jason E. Hynek

CEO, UC Advantage, Inc.