

TALX

Unemployment Cost Management

CPAAC

County Personnel Administrators Association of California



“Expertise and Results”



TALX CONTACTS

➤ **Current TALX Clients Please Contact:**

Jeffrey Burmeister, Assistant Director Client Relations

**TALX Corporation
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➤ **Non-Clients Interested in TALX Services Contact:**

Don Body, Senior Tax Manager

**TALX Corporation
(314) 214 7441
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don.body@talx.com**



Welcome & Introduction

Don Body, Senior Tax Manager

- *24 years of experience in Strategic Account Management – Series 7 Licensed. Focused on unemployment, employment tax, and tax credits and incentives. Located in our Corporate Headquarters - St. Louis, Missouri. Responsible for working with new and existing clients.*

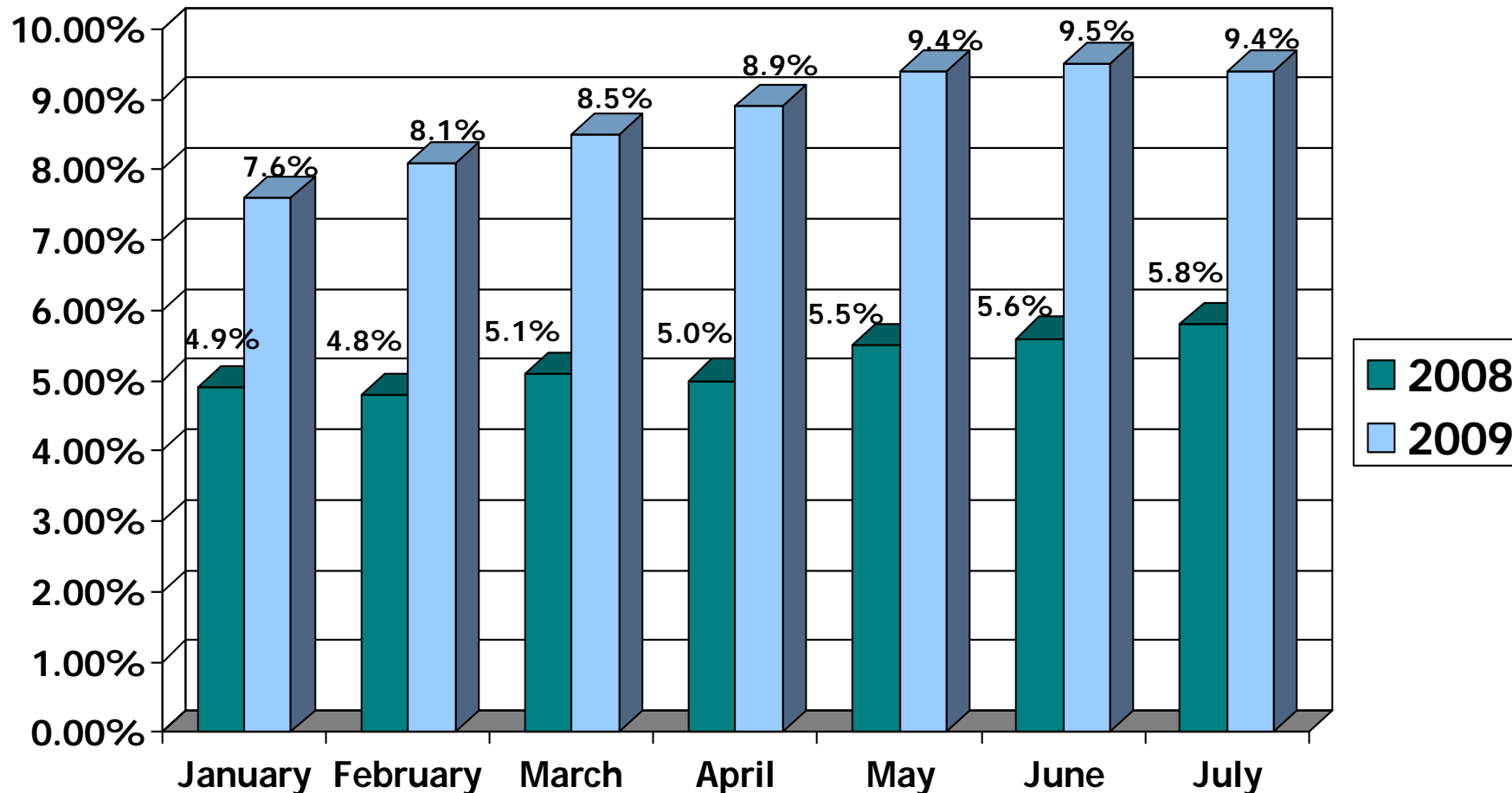
Jeffrey Burmeister, Assistant Director Client Relations

- *18 years of experience in unemployment claims, hearing representation & account management. Located in Seattle, Washington. Responsible for the CPAAC-TALX relationship.*

Rose Mizak, Client Relationship Manager

- *28 years of experience in unemployment claims & account management. Located in Valencia, California. Directly responsible for many of the CPAAC accounts.*

National Unemployment Trend



Source: U.S. Department of Labor



California UI Benefits:

- Min weekly benefit amount \$40
- Max weekly benefit amount \$450
- 26 weeks x \$450 = \$11,700

Federal Extensions:

- EUC – 13 weeks (federally funded)
- EUC – 7 weeks (federally funded)
- EUC-X - 13 weeks (federally funded)
- FED-ED – 20 weeks (funded by Counties)



Department of Labor Data

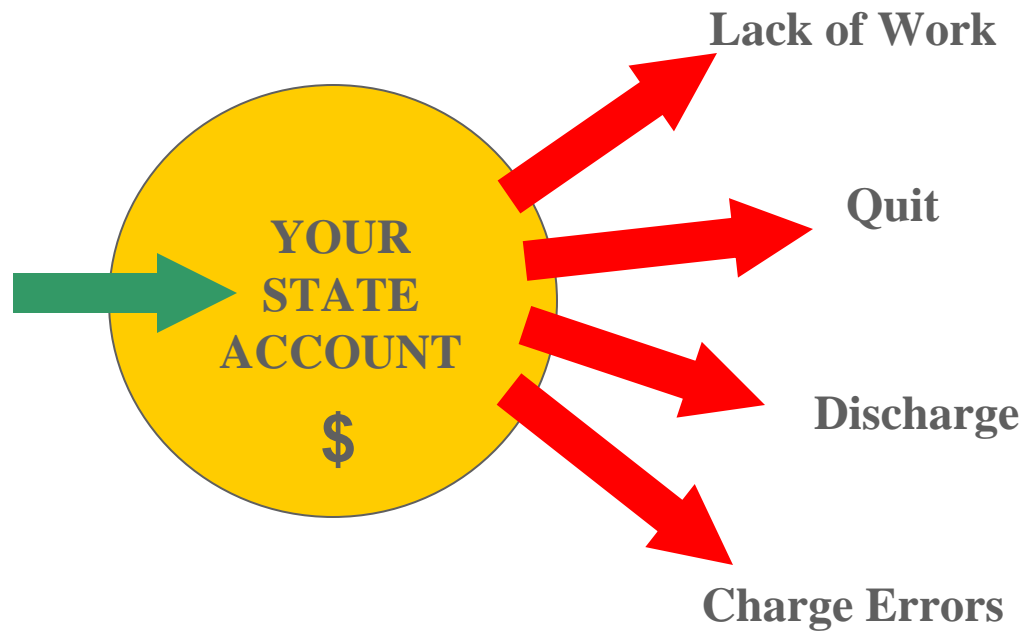
- **UI Data for CY 2009 – 1st Quarter**

- California average WBA \$297
- *National* average WBA \$307
- California average duration 16.7 weeks
- *National* average duration 14.9 weeks
- California exhaustion rate 52.5 %
- *National* exhaustion rate 45.6%

Employers who reimburse the State to fund their unemployment...

**Pay NO
Unemployment
Taxes**

*Pay \$1.00 in charges
for every \$1.00 that
is paid in benefits*

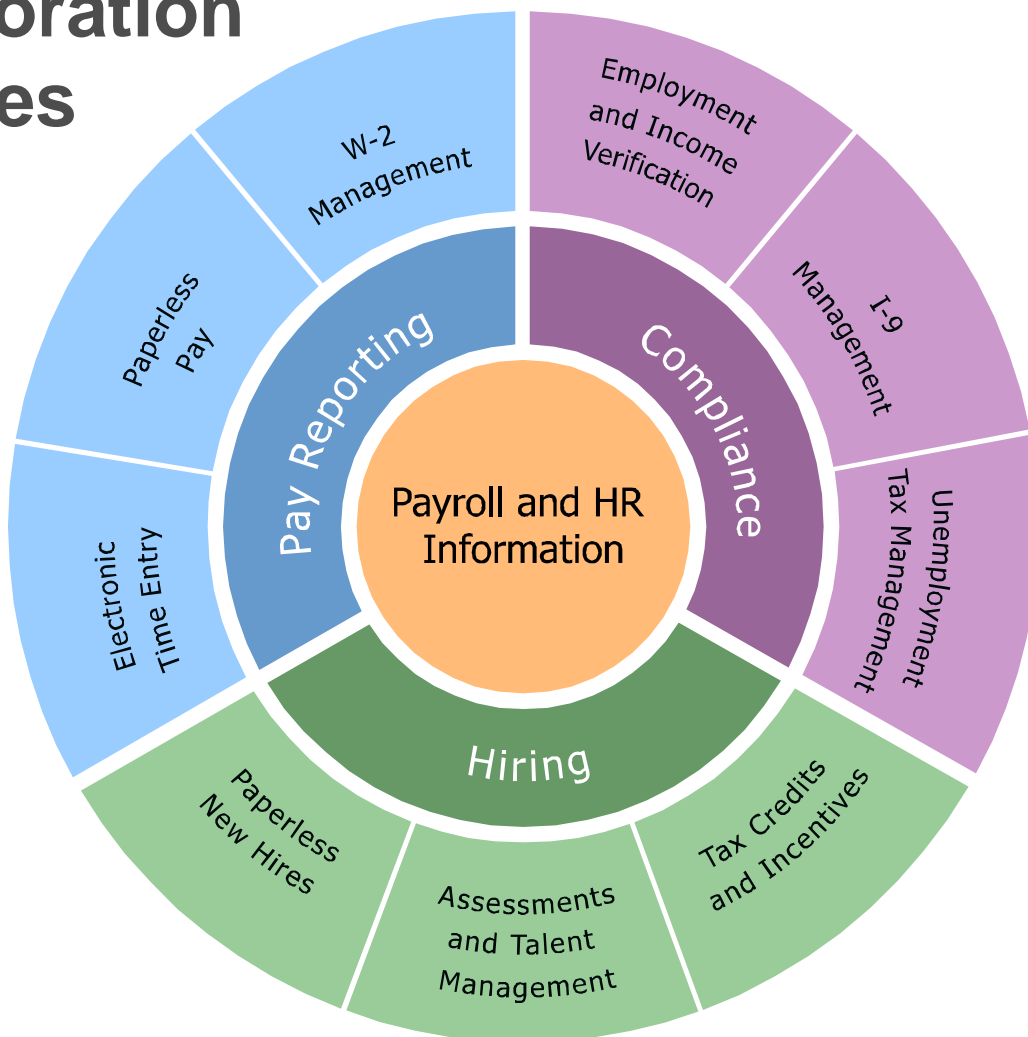


Risk – amount to pay each quarter is unknown until receipt of bill from State

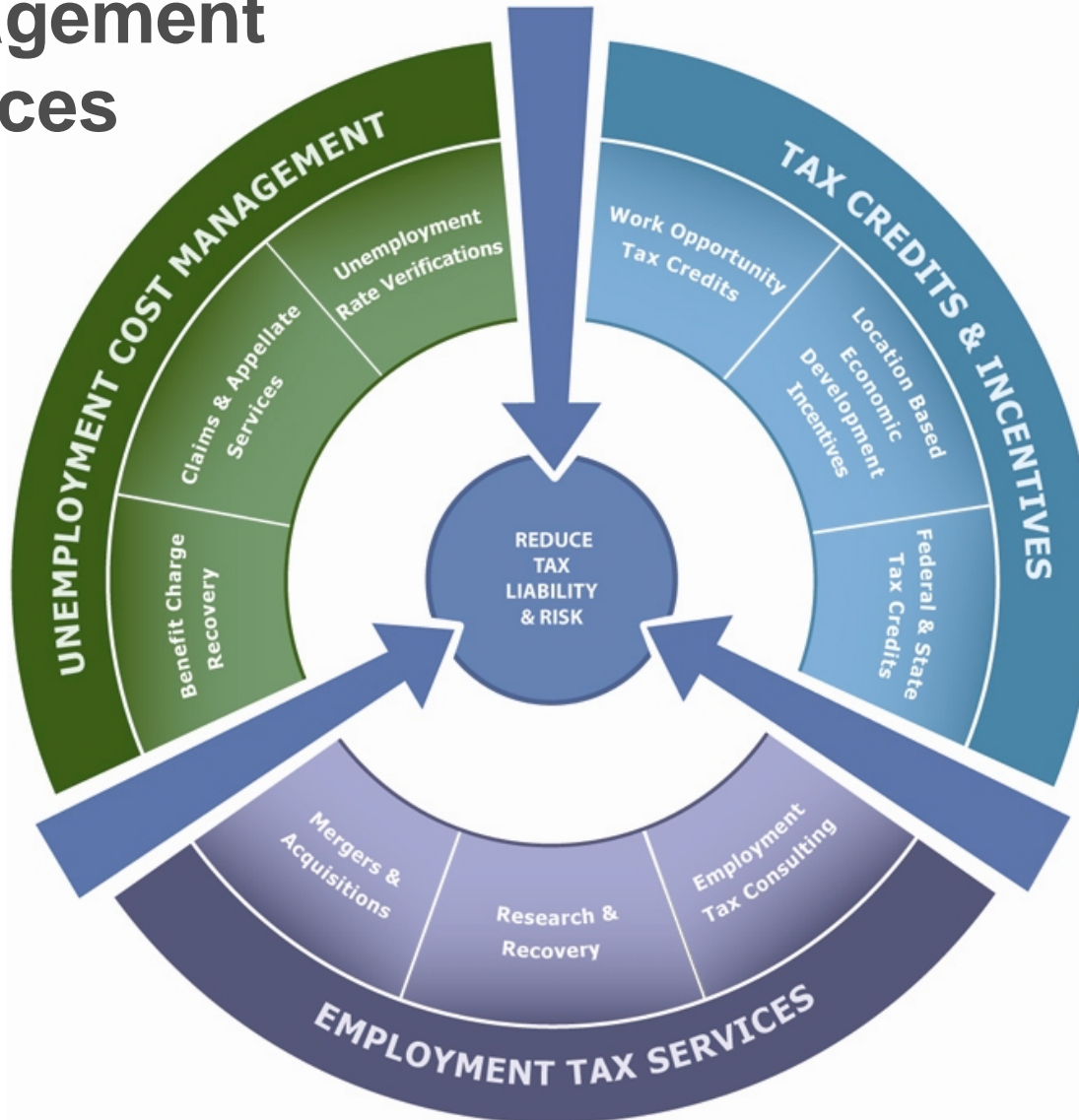
Once benefits are paid to former employee– State sends a bill to the employer to reimburse the State

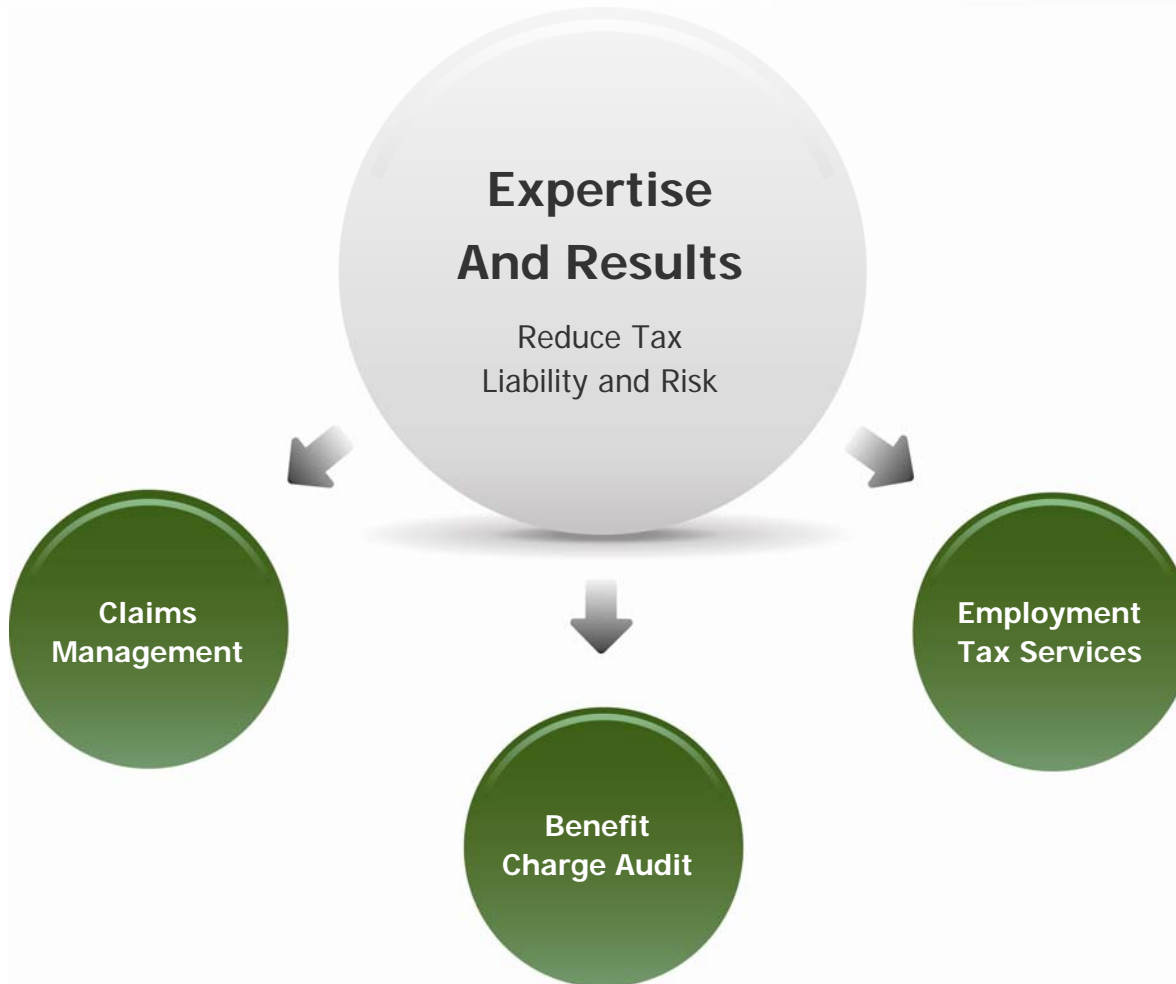
For profit employers are not allowed this unemployment funding option

TALX Corporation Services



Tax Management Services





Proven Results for CPAAC Members

- TALX has represented CPAAC members since 1996
- Currently TALX represents 45 CPAAC members

Key Performance Metrics Fiscal Year 2008

Claims Processed

16,842

Liability Savings (Successful Claims Protests)

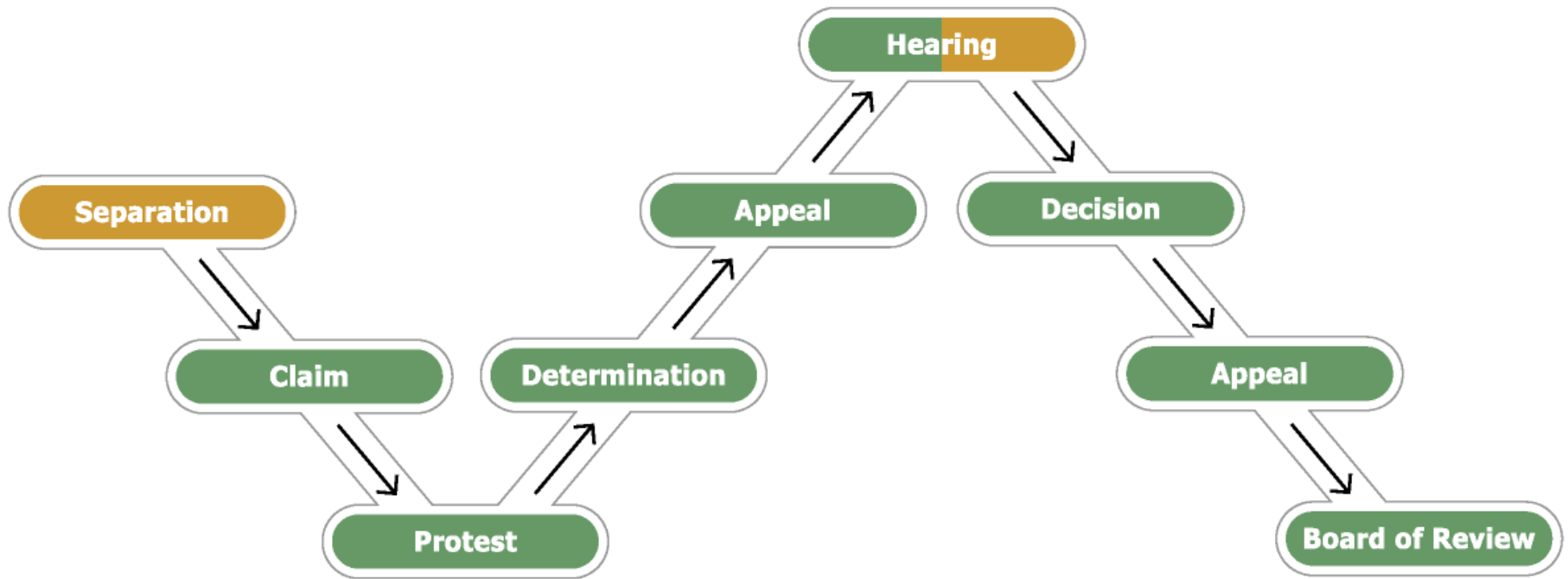
\$2,237,334

Charge Credits (Successful Audit Protests)

\$293,157



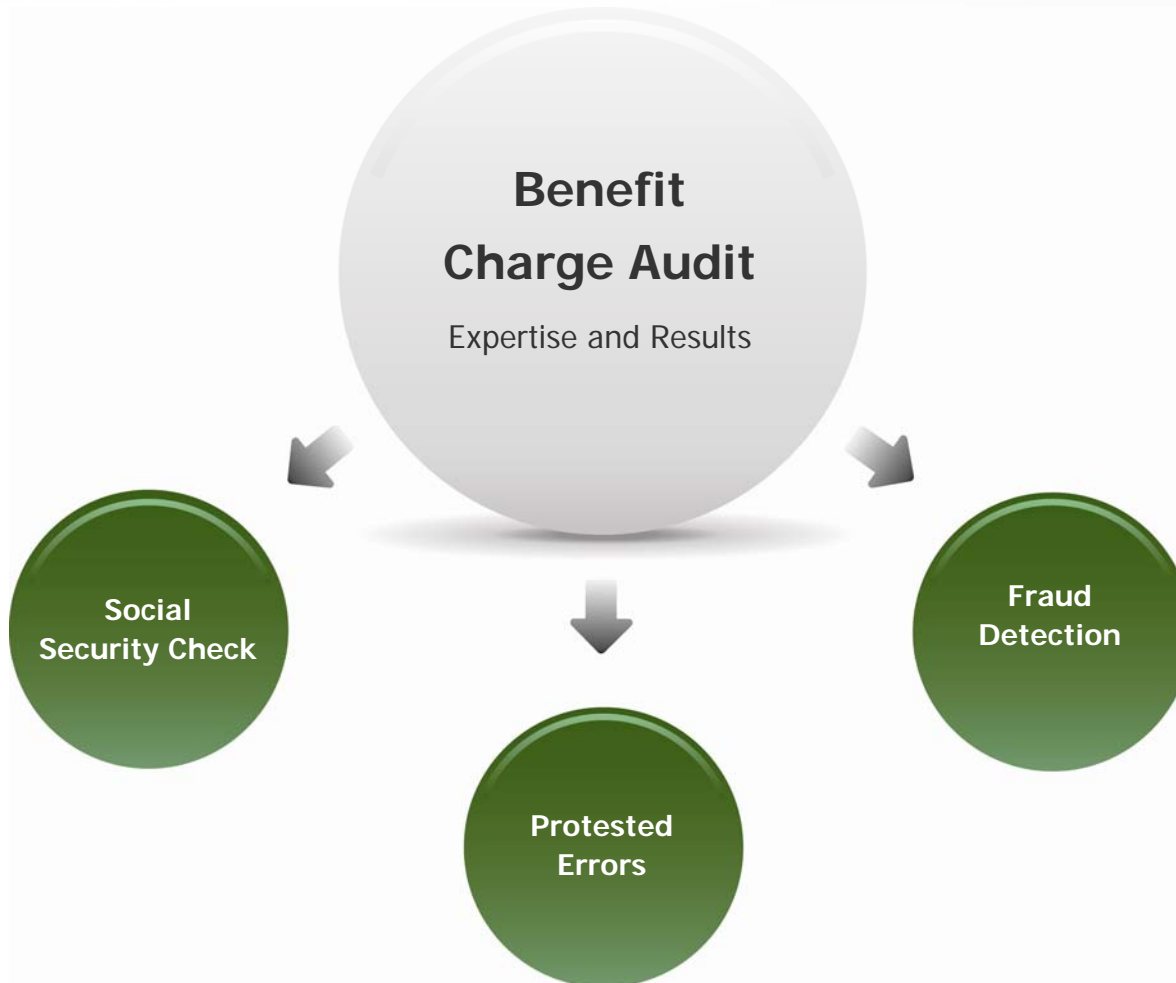
Claims





Support Resources

- **Implementation:**
 - Work in partnership to create a plan and integrate client procedures
 - Manage all administration and transition requirements
 - Define and help implement Payroll feed
- **Training:**
 - Integral to success
 - Delivered to the extended client team based on client objectives
 - Multiple delivery methodologies
- **Government Relations:**
 - State agency relationships provide access and insight – Associations and Boards
 - Increases client awareness of legislative changes and the potential business impact
 - Identifies administrative and technology process improvements
 - Current connectivity expedites claim processing
- **Security:**
 - Physical and data security in place – SAS 70 Type II
 - Business continuity processes and procedures audited – SAS 70 Type II
 - Dedicated security and business continuity Manager on staff – SAS 70 Type II
- **Reporting – Measures – Actionable Information:**
 - Web-based - configurable, exportable, efficient, and highly flexible
 - Contains defined metrics and business intelligence
 - Provides transparency





Benefit Charge Audit

- **USDOL Published State Error Rate - 10% or \$3 Billion**
 - Audit by SSN requires resources, technology, and expertise
 - Employers pay roughly \$1.65 in tax for every \$1.00 of benefit
- **Common state errors detected by audit**
 - Winning decision but the employer is still being charged
 - Employee drawing wages and benefits simultaneously
 - Pending decision – claimant receives benefits – employer wins decision – state does not credit the employer
- **TALX audit system integrates claims, wages, and charge data:**
 - Ensures potential credits are not missed
 - Saves time and meets deadlines
 - Increases credits to employers
- **Approximately \$400M in Client Benefit Charges obtained by TALX (validate # and timeframe)**
 - Objective is to validate and reduce our client's future tax liability and rate



Fraud Detection

- Wages and benefits paid simultaneously
 - TALX checks wages and benefits paid by the last employer
 - Confirms if the employee is rehired that they are not collecting benefits
 - Provide state and employer notification
- Wages and benefits paid by ALL employers on our database
 - Maximizes the amount of credits due to fraud
 - Increases the check frequency
 - Able to utilize weekly and bi-weekly payroll feeds from our clients



Why TALX?

- **Focus** – leaders in the industry
- **Proven Success** – privileged to serve 10,000 clients
- **True National Presence** – local care
- **Government Relations Team** – invest in partnerships
- **Integration** – from claim filing to closure
- **Security** – confidence that your information is safe
- **Transparency** – full visibility into our efforts
- **Expertise** – strive for flawless execution on your behalf
- **Results** – we deliver what our clients expect!