

**As Passed by the House**

**133rd General Assembly**

**Regular Session**

**2019-2020**

**Sub. H. B. No. 614**

**Representatives Fraizer, Richardson**

**Cosponsors: Representatives Merrin, Rogers, McClain, Roemer, Baldrige, Carfagna, Carruthers, Cupp, Cutrona, Edwards, Galonski, Ghanbari, Ginter, Green, Greenspan, Grendell, Hillyer, Holmes, A., Jones, Koehler, Lanese, LaRe, Liston, Patterson, Perales, Riedel, Robinson, Romanchuk, Scherer, Seitz, Stein, Stephens, Stoltzfus, Swearingen, Sweeney, Wilkin**

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**A BILL**

To amend sections 4141.13 and 4141.28 and to enact 1  
sections 4141.12 and 5101.04 of the Revised Code 2  
to create the Unemployment Compensation 3  
Modernization and Improvement Council, to revise 4  
the claims process and duties related to that 5  
process, to require the Auditor of State to 6  
examine and make recommendations on the 7  
efficiency of the process, and to require the 8  
Director of Job and Family Services to create a 9  
constituent referral system and a strategic 10  
staffing plan for employees who handle inquiries 11  
and claims for unemployment benefits. 12

**BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF OHIO:**

**Section 1.** That sections 4141.13 and 4141.28 be amended 13  
and sections 4141.12 and 5101.04 of the Revised Code be enacted 14  
to read as follows: 15

Sec. 4141.12. (A) (1) There is created the unemployment 16  
compensation modernization and improvement council. The council 17  
shall examine the process by which an individual files a claim 18  
for and receives benefits under this chapter, and any changes 19  
made to that process after the effective date of this section. 20  
The scope of the council's examination shall include, but not be 21  
limited to, all of the following: 22

(a) The technological infrastructure used to file claims 23  
and pay benefits and the experience had by individuals and 24  
employers participating in the process; 25

(b) Possible improvements that will maximize 26  
responsiveness for individuals and employers; 27

(c) Methods for sharing data across systems related to 28  
unemployment compensation to maximize efficiency; 29

(d) Methods for synergizing user experience across 30  
multiple programs administered or supervised by the director of 31  
job and family services. 32

(2) The council shall not examine the solvency of the 33  
unemployment compensation fund created in section 4141.09 of the 34  
Revised Code. 35

(B) (1) The council shall consist of eleven members 36  
appointed as follows: 37

(a) Two members who on account of their vocation, 38  
employment, or affiliations can be classed as representative of 39  
employers and two members who on account of their vocation, 40  
employment, or affiliation can be classed as representatives of 41  
employees appointed by the governor with the advice and consent 42  
of the senate; 43

(b) The chairpersons of the standing committees of the senate and the house of representatives to which legislation pertaining to Chapter 4141. of the Revised Code is customarily referred, as appointed by the president of the senate and the speaker of the house of representatives, respectively;

(c) Two members of the senate appointed by the president of the senate, one of whom is a member of the majority party and one of whom is a member of the minority party;

(d) Two members of the house of representatives appointed by the speaker of the house of representatives, one of whom is a member of the majority party and one of whom is a member of the minority party;

(e) The director of job and family services or a designee of the director who has administrative responsibilities with respect to the unemployment compensation system.

(2) All appointees under division (B)(1)(a) of this section shall be persons whose training and experience qualify them to deal with the difficult problems of unemployment compensation claims, particularly with respect to the process of filing a claim for benefits, customer service, and the social aspects of unemployment compensation.

(C) Members of the council appointed by the governor shall serve for a term of two years, each term ending on the same day as the date of their original appointment. Legislative members shall serve during the session of the general assembly in which they are appointed to the council and for as long as they are members of the general assembly. Vacancies shall be filled in the same manner as the original appointment but only for the unexpired part of a term.

(D) Members of the council shall serve without 73  
compensation but shall be reimbursed for their actual and 74  
necessary expenses while engaged in the performance of their 75  
duties as members of the council, which shall be paid from funds 76  
allocated to pay the expenses of the council pursuant to this 77  
section. 78

(E) The council shall organize itself and select a 79  
chairperson or co-chairpersons and other officers and committees 80  
as it considers necessary. Six members constitute a quorum and 81  
the council may act only on the affirmative vote of six members. 82  
The council shall meet at least once every two weeks but it may 83  
meet more often as the council considers necessary or at the 84  
request of the chairperson. 85

(F) The director shall furnish the council with office and 86  
meeting space as requested by the council. 87

(G) The director shall pay the operating expenses of the 88  
council from moneys in the unemployment compensation special 89  
administrative fund established in section 4141.11 of the 90  
Revised Code. 91

(H) The council shall have access to only the records of 92  
the department of job and family services that are necessary for 93  
the administration of this chapter and to the reasonable 94  
services of the employees of the department. It may request the 95  
director, or any of the employees appointed by the director, or 96  
any employer or employee subject to this chapter, to appear 97  
before it and to testify to relevant matters. At least once a 98  
year, the council shall allow members of the public to appear 99  
before it to testify to relevant matters. 100

Not later than the date that is six months after the 101

effective date of this section, the council shall issue an 102  
initial report that, at minimum, describes the state of the 103  
process by which an individual files a claim for and receives 104  
benefits under this chapter at the time the report is issued, as 105  
well as any planned improvements to the process. The council 106  
shall include in the initial report findings on issues that 107  
individuals and employers are facing, including issues with user 108  
experience, and the measures being taken to address those 109  
issues. The council shall review and, if necessary, update the 110  
initial report every six months after the initial report is 111  
issued. 112

The council may conduct additional research of its own, 113  
make and publish additional reports, and recommend to the 114  
director, the unemployment compensation review commission, the 115  
governor, or the general assembly needed changes in this 116  
chapter, or in the rules of the department as it considers 117  
necessary. The director shall post any testimony, report, or 118  
recommendation published or received in accordance with this 119  
division on a publicly viewable web site maintained by the 120  
director. 121

(I) The director shall notify the members of the council 122  
of any unauthorized access to or acquisition of records 123  
maintained by the department of job and family services that are 124  
necessary for the administration of this chapter. The director 125  
shall provide the notice not more than twenty-four hours after 126  
the director discovers or is notified of the unauthorized access 127  
or acquisition. If the director determines that the unauthorized 128  
access or acquisition of records is ongoing, or that public 129  
disclosure will result in additional unauthorized access or 130  
acquisition, the director may notify the members of the council 131  
in a manner that maintains confidentiality, including during an 132

executive session of the council. The notice provided by the 133  
director is not a public record available under section 149.43 134  
of the Revised Code until the director determines that the cause 135  
of the unauthorized access or acquisition has been addressed. 136

(J) The director shall notify the members of the council 137  
of any substantial disruption in the process by which 138  
applications for determination of benefit rights and claims for 139  
benefits are filed with the director. The council shall adopt 140  
and periodically review a definition of a substantial disruption 141  
that must be reported in accordance with this division. 142

**Sec. 4141.13.** (A) In addition to all other duties imposed 143  
on the director of job and family services and powers granted by 144  
this chapter, the director may: 145

~~(A)~~ (1) Adopt and enforce reasonable rules relative to the 146  
exercise of the director's powers and authority, and proper 147  
rules to govern the director's proceedings and to regulate the 148  
mode and manner of all investigations and hearings; 149

~~(B)~~ (2) Prescribe the time, place, and manner of making 150  
claims for benefits under such sections, the kind and character 151  
of notices required thereunder, the procedure for investigating, 152  
hearing, and deciding claims, the nature and extent of the 153  
proofs and evidence and the method of furnishing and taking such 154  
proofs and evidence to establish the right to benefits, and the 155  
method and time within which adjudication and awards shall be 156  
made; 157

~~(C)~~ (3) Adopt rules with respect to the collection, 158  
maintenance, and disbursement of the unemployment and 159  
administrative funds; 160

~~(D)~~ (4) Amend and modify any of the director's rules from 161

time to time in such respects as the director finds necessary or desirable;	162 163
<del>(E)</del> <u>(5)</u> Authorize a designee to hold or undertake an investigation, inquiry, or hearing that the director is authorized to hold or undertake. An order of a designee authorized pursuant to this section is the order of the director.	164 165 166 167 168
<del>(F)</del> <u>(6)</u> Appoint advisors or advisory employment committees, by local districts or by industries, who shall, without compensation but with reimbursements for necessary expenses, assist the director in the execution of the director's duties;	169 170 171 172 173
<del>(G)</del> <u>(7)</u> Require all employers, including employers not otherwise subject to this chapter, to furnish to the director information concerning the amount of wages paid, the number of employees employed and the regularity of their employment, the number of employees hired, laid off, and discharged from time to time and the reasons therefor and the numbers that quit voluntarily, and other and further information respecting any other facts required for the proper administration of this chapter;	174 175 176 177 178 179 180 181 182
<del>(H)</del> <u>(8)</u> Classify generally industries, businesses, occupations, and employments, and employers individually, as to the hazard of unemployment in each business, industry, occupation, or employment, and as to the particular hazard of each employer, having special reference to the conditions of regularity and irregularity of the employment provided by such employer and of the fluctuations in payrolls of such employer;	183 184 185 186 187 188 189
<del>(I)</del> <u>(9)</u> Determine the contribution rates upon employers	190

subject to this chapter, and provide for the levy and collection	191
of the contributions from such employers;	192
<del>(J)</del> <u>(10)</u> Receive, hear, and decide claims for unemployment	193
benefits, and provide for the payment of such claims as are	194
allowed;	195
<del>(K)</del> <u>(11)</u> Promote the regularization of employment and the	196
prevention of unemployment;	197
<del>(I)</del> <u>(12)</u> Encourage and assist in the adoption of practical	198
methods of vocational training, retraining, and vocational	199
guidance;	200
<del>(M)</del> <u>(13)</u> Investigate, recommend, and advise and assist in	201
the establishment and operation by municipal corporations,	202
counties, school districts, and the state of prosperity reserves	203
of public work to be prosecuted in times of business depression	204
and unemployment;	205
<del>(N)</del> <u>(14)</u> Promote the re-employment of unemployed workers	206
throughout the state in any other way that may be feasible, and	207
take all appropriate steps within the director's means to reduce	208
and prevent unemployment;	209
<del>(O)</del> <u>(15)</u> Carry on and publish the results of any	210
investigations and research that the director deems relevant;	211
<del>(P)</del> <u>(16)</u> Make such reports to the proper agency of the	212
United States created by the "Social Security Act" as that	213
agency requires, and comply with such provisions as the agency	214
finds necessary to assure the correctness and verification of	215
such reports;	216
<del>(Q)</del> <u>(17)</u> Make available upon request to any agency of the	217
United States charged with the administration of public works or	218

assistance through public employment the name, address, ordinary 219  
occupation, and employment status of each recipient of 220  
unemployment benefits under this chapter, and a statement of 221  
such recipient's rights to further benefits under this chapter; 222

~~(R)~~ (18) Make such investigations, secure and transmit 223  
such information, make available such services and facilities, 224  
and exercise such of the other powers provided by this section 225  
with respect to the administration of this chapter, as the 226  
director deems necessary or appropriate to facilitate the 227  
administration of the unemployment compensation law or public 228  
employment service laws of this state and of other states and 229  
the United States, and in like manner accept and utilize 230  
information, services, and facilities made available to this 231  
state by the agency charged with the administration of any such 232  
other unemployment compensation or public employment service 233  
laws; 234

~~(S)~~ (19) Enter into or cooperate in arrangements whereby 235  
facilities and services provided under the unemployment 236  
compensation law of Canada may be utilized for the taking of 237  
claims and the payment of benefits under the unemployment 238  
compensation law of this state or under a similar law of Canada; 239

~~(T)~~ (20) Transfer surplus computers and computer equipment 240  
directly to a chartered public school within the state, 241  
notwithstanding sections 125.12 to 125.14 of the Revised Code. 242  
The computers and computer equipment may be repaired or 243  
refurbished prior to the transfer, and the public school may be 244  
charged a service fee not to exceed the direct cost of repair or 245  
refurbishing. 246

(B) (1) The director shall do all of the following: 247

<u>(a) Develop a written strategic staffing plan to be</u>	248
<u>implemented whenever there is an increase or decrease in the</u>	249
<u>number of inquiries or claims for benefits and review the plan</u>	250
<u>in accordance with division (B) (3) of this section;</u>	251
<u>(b) Create, in a single place on the web site maintained</u>	252
<u>by the director, a list of all of the points of contact through</u>	253
<u>which an applicant for or a recipient of benefits under this</u>	254
<u>chapter or an employer may submit inquiries related to this</u>	255
<u>chapter;</u>	256
<u>(c) Adopt rules creating a uniform process through which</u>	257
<u>an applicant for or a recipient of benefits under this chapter</u>	258
<u>or an employer may submit a complaint related to the service the</u>	259
<u>applicant, recipient, or employer received.</u>	260
<u>(2) The director shall include all of the following in the</u>	261
<u>plan required under division (B) (1) (a) of this section:</u>	262
<u>(a) An explanation of how, if at all, the director will</u>	263
<u>utilize employees employed by the director who do not ordinarily</u>	264
<u>perform services related to unemployment compensation;</u>	265
<u>(b) An explanation of how, if at all, the director will</u>	266
<u>utilize employees employed by other state agencies;</u>	267
<u>(c) An explanation of how, if at all, the director will</u>	268
<u>utilize employees provided by private entities.</u>	269
<u>(3) For purposes of division (B) (1) (a) of this section,</u>	270
<u>the director shall develop the initial plan required under that</u>	271
<u>division and, not later than the date that is six months after</u>	272
<u>the effective date of this amendment, provide it to the</u>	273
<u>unemployment compensation modernization and improvement council,</u>	274
<u>the president of the senate, the speaker of the house of</u>	275
<u>representatives, and the governor. The director shall review the</u>	276

plan at least once a year. If, after reviewing the plan, the 277  
director determines that the plan should be revised, the 278  
director shall revise the plan. After each review of the plan 279  
required under this division, the director shall provide the 280  
most recent version of the plan to the council, the president of 281  
the senate, the speaker of the house of representatives, and the 282  
governor. The director shall post the most recent version of the 283  
plan on a publicly viewable web site maintained by the director. 284

(4) For purposes of division (B)(1)(b) of this section, 285  
the director shall include both of the following in the list 286  
required under that division: 287

(a) Electronic mail addresses, telephone numbers, 288  
facsimile numbers, and any other method of communication the 289  
director uses to communicate with applicants, recipients, and 290  
employers; 291

(b) A brief description of the types of inquiries that may 292  
be submitted to each point of contact. 293

(5) Division (B)(1)(b) of this section does not prohibit 294  
the director from maintaining contact information in more than 295  
one place. 296

**Sec. 4141.28.** 297

BENEFITS 298

(A) FILINGS 299

Applications for determination of benefit rights and 300  
claims for benefits shall be filed with the director of job and 301  
family services. Such applications and claims also may be filed 302  
with an employee of another state or federal agency charged with 303  
the duty of accepting applications and claims for unemployment 304

benefits or with an employee of the unemployment insurance 305  
commission of Canada. 306

When an unemployed individual files an application for 307  
determination of benefit rights, the director shall furnish the 308  
individual with an explanation of the individual's appeal 309  
rights. The explanation shall describe clearly the different 310  
levels of appeal and explain where and when each appeal must be 311  
filed. 312

(B) APPLICATION FOR DETERMINATION OF BENEFIT RIGHTS 313

In filing an application, an individual shall furnish the 314  
director with the name and address of the individual's most 315  
recent separating employer and the individual's statement of the 316  
reason for separation from the employer. The director shall 317  
promptly notify the individual's most recent separating employer 318  
of the filing and request the reason for the individual's 319  
unemployment, unless that notice is not necessary under 320  
conditions the director establishes by rule. The director may 321  
request from the individual or any employer information 322  
necessary for the determination of the individual's right to 323  
benefits. The employer shall provide the information requested 324  
within ten working days after the request is sent. If necessary 325  
to ensure prompt determination and payment of benefits, the 326  
director shall base the determination on the information that is 327  
available. 328

An individual filing an application for determination of 329  
benefit rights shall disclose, at the time of filing, whether or 330  
not the individual owes child support obligations. 331

(C) MASS LAYOFFS 332

An employer who lays off or separates within any seven-day 333

period fifty or more individuals because of lack of work shall 334  
furnish notice to the director of the dates of layoff or 335  
separation and the approximate number of individuals being laid 336  
off or separated. The notice shall be furnished at least three 337  
working days prior to the date of the first day of such layoff 338  
or separation. In addition, at the time of the layoff or 339  
separation the employer shall furnish to the individual and to 340  
the director information necessary to determine the individual's 341  
eligibility for unemployment compensation. 342

(D) DETERMINATION OF BENEFIT RIGHTS 343

The director shall promptly examine any application for 344  
determination of benefit rights. On the basis of the information 345  
available to the director under this chapter, the director shall 346  
determine whether or not the application is valid, and if valid, 347  
the date on which the benefit year shall commence and the weekly 348  
benefit amount. The director shall promptly notify the 349  
applicant, employers in the applicant's base period, and any 350  
other interested parties of the determination and the reasons 351  
for it. In addition, the determination issued to the claimant 352  
shall include the total amount of benefits payable. The 353  
determination issued to each chargeable base period employer 354  
shall include the total amount of benefits that may be charged 355  
to the employer's account. 356

(E) CLAIM FOR BENEFITS 357

The director shall examine the first claim and any 358  
additional claim for benefits. On the basis of the information 359  
available, the director shall determine whether the claimant's 360  
most recent separation and, to the extent necessary, prior 361  
separations from work, allow the claimant to qualify for 362  
benefits. Written notice of the determination granting or 363

denying benefits shall be sent to the claimant, the most recent 364  
separating employer, and any other employer involved in the 365  
determination, except that written notice is not required to be 366  
sent to the claimant if the reason for separation is lack of 367  
work and the claim is allowed. 368

If the director identifies an eligibility issue, the 369  
director shall immediately send notice to the claimant of the 370  
issue identified ~~and~~, specify the week or weeks involved, and 371  
identify what the claimant must do to address the issue or who 372  
the claimant may contact for more information. The claimant has 373  
a minimum of five business days after the notice is sent to 374  
respond to the information included in the notice, and after the 375  
time allowed as determined by the director, the director shall 376  
make a determination. The claimant's response may include a 377  
request for a fact-finding interview when the eligibility issue 378  
is raised by an informant or source other than the claimant, or 379  
when the eligibility issue, if determined adversely, 380  
disqualifies the claimant for the duration of the claimant's 381  
period of unemployment. 382

When the determination of a continued claim for benefits 383  
results in a disallowed claim, the director shall notify the 384  
claimant of the disallowance and the reasons for it. 385

(F) ELIGIBILITY NOTICE 386

Any base period or subsequent employer of a claimant who 387  
has knowledge of specific facts affecting the claimant's right 388  
to receive benefits for any week may notify the director in 389  
writing of those facts. The director shall prescribe a form for 390  
such eligibility notice, but failure to use the form shall not 391  
preclude the director's examination of any notice. 392

To be considered valid, an eligibility notice must: 393  
contain in writing, a statement that identifies either a source 394  
who has firsthand knowledge of the information or an informant 395  
who can identify the source; provide specific and detailed 396  
information that may potentially disqualify the claimant; 397  
provide the name and address of the source or the informant; and 398  
appear to the director to be reliable and credible. 399

An eligibility notice is timely filed if received or 400  
postmarked prior to or within forty-five calendar days after the 401  
end of the week with respect to which a claim for benefits is 402  
filed by the claimant. An employer who timely files a valid 403  
eligibility notice shall be an interested party to the claim for 404  
benefits which is the subject of the notice. 405

The director shall consider the information contained in 406  
the eligibility notice, together with other available 407  
information. After giving the claimant notice and an opportunity 408  
to respond, the director shall make a determination and inform 409  
the notifying employer, the claimant, and other interested 410  
parties of the determination. 411

(G) CORRECTED DETERMINATION 412

If the director finds within the fifty-two calendar weeks 413  
beginning with the Sunday of the week during which an 414  
application for benefit rights was filed or within the benefit 415  
year that a determination made by the director was erroneous due 416  
to an error in an employer's report or any typographical or 417  
clerical error in the director's determination, or as shown by 418  
correct remuneration information received by the director, the 419  
director shall issue a corrected determination to all interested 420  
parties. The corrected determination shall take precedence over 421  
and void the prior determination of the director. The director 422

shall not issue a corrected determination when the commission or 423  
a court has jurisdiction with respect to that determination. 424

(H) EFFECT OF COMMISSION DECISIONS 425

In making determinations, the director shall follow 426  
decisions of the unemployment compensation review commission 427  
which have become final with respect to claimants similarly 428  
situated. 429

(I) PROMPT PAYMENTS 430

If benefits are allowed by the director, a hearing 431  
officer, the commission, or a court, the director shall pay 432  
benefits promptly, notwithstanding any further appeal, provided 433  
that if benefits are denied on appeal, of which the parties have 434  
notice and an opportunity to be heard, the director shall 435  
withhold payment of benefits pending a decision on any further 436  
appeal. 437

Sec. 5101.04. Notwithstanding any provision of Chapter 438  
102. of the Revised Code to the contrary, the director of job 439  
and family services shall, in accordance with Chapter 119. of 440  
the Revised Code, adopt rules creating a uniform process through 441  
which members of the general assembly may submit constituent 442  
inquiries to the director related to any program the director 443  
administers or any matter over which the director exercises 444  
supervision or control. 445

**Section 2.** That existing sections 4141.13 and 4141.28 of 446  
the Revised Code are hereby repealed. 447

**Section 3.** (A) As used in this section, "additional 448  
claim," "benefits," and "claim for benefits," have the same 449  
meanings as in section 4141.01 of the Revised Code. 450

(B) The Auditor of State shall examine the process by which an individual files a claim for and receives benefits under Chapter 4141. of the Revised Code and any rules and procedures adopted by the Director of Job and Family Services implementing the process. The Auditor of State shall prepare a report of the examination that does all of the following:

(1) Creates a breakdown of revenues and expenditures illustrating how funding for administering claims for benefits is received and spent;

(2) Compares administrative funding and cost distributions to states that process a similar number of claims, on average, as this state;

(3) Reviews trends in federal funding provided for administering claims for benefits over a period of time established by the Auditor of State;

(4) Compares provided federal funding to the total cost of administering claims for benefits over the same period of time established by the Auditor of State under division (A) (3) of this section;

(5) Identifies the amount of state funds necessary to supplement federal funding for the purpose of administering claims for benefits;

(6) Calculates the average amount of time that elapses between the date an application for a determination of benefit rights is filed and the determination on the validity of the application is made as required under division (D) of section 4141.28 of the Revised Code;

(7) Calculates the average amount of time that elapses between the date a first claim or any additional claim for

benefits is filed and the determination on the claim required 480  
under division (E) of section 4141.28 of the Revised Code is 481  
made; 482

(8) Calculates the average amount of time that elapses 483  
between the Director allowing benefits and the payment of the 484  
allowed benefits under division (I) of section 4141.28 of the 485  
Revised Code; 486

(9) Compares the average times calculated under divisions 487  
(B) (6) to (8) of this section to the average amount of time the 488  
administrators of the unemployment compensation acts of states 489  
that process a similar number of claims, on average, as this 490  
state take to make determinations similar to the determinations 491  
described in divisions (B) (6) and (7) of this section and the 492  
time those administrators take to pay allowed benefits as 493  
described in division (B) (8) of this section; 494

(10) Provides an overview of federal and state laws 495  
governing the process by which claims for benefits are filed and 496  
the impact of those laws on the process; 497

(11) Identifies any provisions of Chapter 4141. of the 498  
Revised Code that could be repealed or amended to increase 499  
efficiency or improve claim processing while maintaining 500  
compliance with the "Federal Unemployment Tax Act," 26 U.S.C. 501  
3301 to 3311; 502

(12) Identifies improvements that can be made to the 503  
system used to process a claim for benefits that is in place on 504  
the effective date of this section or any new system scheduled 505  
to be implemented on or after the effective date of this 506  
section, including improvements to individual and employer 507  
access or experience and improvements from the automation of 508

certain decision making processes;	509
(13) Identifies the advantages, if any, of implementing an alternative system for filing a claim for benefits, including a system in which an individual who wishes to file a claim by telephone could leave contact information and receive a return telephone call;	510 511 512 513 514
(14) Identifies any improvements that could be made to the web site that an individual uses to file a claim for benefits online;	515 516 517
(15) Describes the organization and staffing levels used to administer claims for benefits and compares those to the organization and staffing levels in states that process a similar number of claims, on average, as this state;	518 519 520 521
(16) Identifies any improvements that could be realized through changes in staffing levels;	522 523
(17) Identifies the best practices from other states' unemployment compensation acts that could be implemented in this state;	524 525 526
(18) Identifies the most common complaints and problems applicants for or recipients of benefits identify when interacting with the Director's staff, including any complaints or problems with personal identification numbers, mismatched social security numbers, name changes through marriage or misspellings, and wait times.	527 528 529 530 531 532
(C) In addition to the findings and recommendations required in division (B) of this section, the Auditor of State shall make recommendations in the report on any additional matter discovered during the examination that the Auditor of State believes will improve the process by which claims for	533 534 535 536 537

benefits are filed and benefits are paid. 538

(D) The Director shall cooperate promptly and fully with 539  
any request the Auditor of State makes that relates to the 540  
examination required by this section. 541

(E) Not later than the date that is six months after the 542  
effective date of this section, the Auditor of State shall 543  
publish the report required under division (B) of this section 544  
and submit it to the Speaker of the House of Representatives, 545  
the President of the Senate, the Governor, the Director of Job 546  
and Family Services, the Legislative Service Commission, and the 547  
Unemployment Compensation Modernization and Improvement Council. 548