



For Immediate Release

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Idaho Department of Labor and TALX Hold Joint Meetings to Improve Unemployment Insurance Processes

St. Louis, May 25, 2010 – The Idaho Department of Labor and TALX have announced a number of key initiatives resulting from joint meetings held in St. Louis, May 24 and 25, 2010.

The meetings were in response to a letter from Mr. Roger Madsen, Director Idaho Department of Labor, outlining concerns about the role of TALX in the unemployment insurance system.

“We were very pleased to meet with the executive team from TALX to review our relationship as we work together to process the unemployment claims in the state of Idaho,” said Mr. Madsen. The group identified a number of key action items to improve the system including:

- Collaboration on training for Idaho employers on the state unemployment insurance system;
- Modification of documents used by both TALX and the state in the unemployment claims process;
- Development of performance expectations subject to ongoing review and analysis; and
- Continuation of dialogue with a follow-up meeting scheduled for July in Idaho.

Madsen continued “The state of Idaho and TALX have made excellent progress toward resolving outstanding concerns, and we have concluded that TALX has no reason or intent to delay benefits to those eligible under Idaho Employment Security Law.”

“TALX would like to thank Mr. Madsen for contacting us regarding our relationship with the state of Idaho and we were honored to host him and two of his colleagues,” said Joyce Dear, Senior Vice President and General Manager, TALX.

Dear continued, "Our meetings underscored our commitment to a strong relationship and will allow us to better achieve our common goals. We especially value Idaho's input as it has been recognized for excellence."

The Idaho Department of Labor received the 2007 Pinnacle award from the US Department of Labor which recognized the agency for outstanding performance in unemployment insurance administration.

Both Madsen and Dear said, "A successful collaboration between Idaho's Department of Labor and TALX can serve as a model for partnerships with other state workforce agencies."

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