

A HIGHER SUCCESS RATE

THE VALUE OF OUR HEARINGS & DECISIONS TEAM

As one can imagine, unemployment hearings can be an intimidating experience. Especially when every hearing is unique, to include state specific provisions, requirements, processes, etc. So, how do we enable the success of our clients during the unemployment hearings process?

First, we educate our client on what is expected of them during the hearing process. By explaining the hearing procedures, we are building the clients' confidence in advance of the hearing and enabling them to present the best case possible. The Hearings and Decisions Department will review all documentation to ensure our client has the evidence needed to present a strong case. Additionally, we coordinate in-person representation should our clients, or the employer's witness, prefer this approach.

To best assist our clients, it is imperative that we stay on top of all state requirements and changes made to the unemployment procedures. Due to our 25 years of continuous service, T&C has established strong and lasting relationships with our state contacts. Having these state relationships is a significance benefit to T&C and, more importantly, to our clients. After all, the state is our partner and deserves an exceptional customer service experience.

Once the state issues their ruling on the case we continue the process by walking our clients through the details of the state's ruling. Unemployment hearings can be an emotional, and occasionally complex process. We value the opportunity to support and educate our clients on a case by case basis.

T&C's dedication to the details and vested interest in the client experience are keys to enabling success in the Hearings and Decisions Department.



Mike Martin getting some assistance from Anthony Gomez as they both know we are capable of more when unified as one.



Jessica Ralston and team reviewing documents and staying on top of all state requirements of the hearings process.

THANK YOU HEARINGS & DECISIONS

Your knowledge and willingness to always go above and beyond for our clients and each other is the true essence of 'Enabling Success.' Thank you for living out our Core Values and mitigating risk for our clients. You are greatly appreciated for all you do.