

Dale Ziegler

Managing Director of Government Relations



YOUR **UI** KNOWLEDGE NETWORK™



Notable UI Distinctions

- » Former Deputy Administrator for the USDOL.
- » Directed a Business Process Re-engineering study of the State of Washington's UI program creating the foundation for a three year strategic plan that significantly improved performance and efficiency for the State of Washington's UI program.
- » Driving force behind the state-employer effort to design, develop and implement the State Information Data Exchange System (SIDES).

EXPERIENCE

Mr. Ziegler has 27 years of experience in the UI program on both the state and federal level. His responsibilities have included both policy establishment and oversight, and program operations. Prior to his retirement in 2012, he worked with the U.S. Department of Labor (USDOL), the State of Washington's Employment Security Department, and the Maryland Department of Economic & Employment Development. While at the USDOL, he served as Deputy Administrator, functioning as the Chief Operating Officer where he oversaw all of the federal-state unemployment insurance (UI) programs. Annually, UI programs serve 7-10 million beneficiaries, pay \$30-\$50 billion in unemployment benefits (depending on economic conditions), and collect about \$40 billion in unemployment taxes. In that capacity he was responsible for overseeing 53 states and territories that administer federal-state UI programs. This included managing the Offices of UI Operations, and Fiscal & Actuarial Services that was responsible for managing and allocating more than \$2.6 billion in state administrative grants, UI operations, performance management, and legislation. Prior to that, he served as Assistant Commissioner for UI at the Washington Employment Security Department where he managed four primary operating divisions: UI Claims Processing and Adjudication, Tax Administration, Fiscal Administration, and Technology Systems. During his tenure at the Maryland Department of Economic & Employment Development he served as Deputy Assistant Secretary, co-directing the daily operations of the multi-unit division responsible for implementing policy and administering Maryland's UI administration, workforce training programs, UI administration, and employment service.

EDUCATION

Mr. Ziegler received his MA in Human Resources from Antioch University and his BS in Business Administration from Portland State University.

UI PROJECT EXPERIENCE

State Workforce Agency	Product Implementation	Other Services
Maryland Dept. of Economic & Employment Dev.		Implemented an Interactive Voice Response Information System

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State Workforce Agency	Product Implementation	Other Services
U.S. Department of Labor		Reemployment and Eligibility Assessment program implementation
U.S. Department of Labor		SUTA Dumping software development and deployment to states
U.S. Department of Labor		Treasury Off-Set Program (TOP) development of implementation guidance.
U.S. Department of Labor		Secured cooperative agreement for states to crossmatch against Social Security databases.
U.S. Department of Labor		National Implementation of states crossmatching against the National Directory of News Hires
U.S. Department of Labor		Benefits/Tax Consortia Initiative
U.S. Department of Labor		Design, development and implementation of SIDES
Washington Employment Security Dept.		Process Re-engineering Study
Washington Employment Security Dept.		Implemented an Interactive Voice Response Continued Claims System
Washington Employment Security Dept.		Design, development and implementation of the Washington State Automated Benefits System
Washington Employment Security Dept.		Implementation of a wage records and tax collection imaging system