

ET HANDBOOK NO. 336

18th Edition

APPENDIX III

PERFORMANCE MEASURES

UI Performs Core Measures

Core Measures	Acceptable Levels of Performance
Benefits Measures	
<i>First Payment Promptness</i> : % of all 1 st payments within 14/21 days after the compensable week (excludes workshare, DUA, retroactive payments)	87
<i>Nonmonetary Determination Time Lapse</i> : % of Separations and Nonseparations within 21 days of Detection Date	80 (combined score)
<i>Nonmonetary Determination Quality- Nonseparations</i> : % of <i>Nonseparation</i> Determinations with Quality Scores equal to or greater than 95 points	75
<i>Nonmonetary Determination Quality- Separations</i> : % of <i>Separation</i> Determinations with Quality Scores equal to or greater than 95 points	75
Overpayment Measure	
<i>Detection of Overpayments</i> : % of detectable/recoverable overpayments established for recovery	50
Appeals Measures	
<i>Average Age of Pending Lower Authority Appeals</i> :	TBD
<i>Average Age of Pending Higher Authority Appeals</i> :	TBD
<i>Lower Authority Appeals Quality</i> : % of Lower Authority Appeals with Quality Scores at least 85% of potential points	80
Tax Measures	
<i>New Employer Status Determinations Time Lapse</i> : % of New Status Determinations within 90 days of Quarter End Date	70
<i>Tax Quality</i> : assessment of the accuracy and completeness of the tax program	No more than 3 tax functions failing TPS in a year
	The same tax function cannot fail for 3 consecutive years
Reemployment Measure	
<i>Facilitate Reemployment</i> : % of UI claimants who are reemployed within the quarter following their first UI payment	TBD

Secretary Standards in Regulation

<i>First Payment Promptness (Regulation)</i> : % of 1 st Payments within 14/21 days: IntraState UI, full weeks	87
<i>First Payment Promptness (Regulation)</i> : % of 1 st Payments within 35 days: IntraState UI, full weeks	93
<i>First Payment Promptness (Regulation)</i> : % of 1 st Payments within 14/21 days: InterState UI, full weeks	70
<i>First Payment Promptness (Regulation)</i> : % of 1 st Payments within 35 days: InterState UI, full weeks	78
<i>Lower Authority Appeals (Regulation)</i> : % decided within 30 days of filing	60
<i>Lower Authority Appeals (Regulation)</i> : % decided within 45 days of filing	80

UI Performs Management Information Measures

Secretary's Standards

1. First Payments Intrastate full weeks, within 14/21 days
2. First Payments Intrastate full weeks, within 35 days
3. First Payments Interstate full weeks, within 14/21 days
4. First Payments Interstate full weeks, within 35 days
5. Lower Authority Appeals Timeliness – 30 Days
6. Lower Authority Appeals Timeliness – 45 Days

Tax Measures

1. New Status Determination Timeliness (within 180 days of Quarter Ending Date)
2. Successor Status Determination Timeliness (within 90 days of Quarter Ending Date)
3. Successor Status Determination Timeliness (within 180 days of Quarter Ending Date)
4. Contributory Employer Report Filing Timeliness
5. Reimbursing Employer Report Filing Timeliness
6. Secured Delinquent Contributory Reports Timeliness
7. Secured Delinquent Reimbursing Reports Timeliness
8. Resolved Delinquent Contributory Reports Timeliness
9. Resolved Delinquent Reimbursing Reports Timeliness
10. Contributory Employer Payments Timeliness
11. Reimbursing Employer Payments Timeliness
12. Percent of Contributory Employer Tax Due Declared Uncollectible
13. Percent of Reimbursing Employer Receivables Due Declared Uncollectible
14. Percent of Contributory Employer Accounts Receivable At End of Report Period to Tax Due
15. Percent of Reimbursing Employer Accounts Receivable At End of Report Period to Tax Due
16. Percent of Change in Total Wages Resulting from Audit
17. Percent of Contributory Employers Audited
18. Percent of Total Wages Audited (Annualized)
19. Accuracy of New Status Determination
20. Accuracy of Successor Determination
21. Accuracy of Status Inactivations
22. Timeliness of Cashiering
23. Accurate Identification and Resolution of Report Delinquency
24. Accurate Identification and Resolution of Accounts Receivable
25. Audits to Meet ESM Requirements
26. Accuracy of Contribution Report Processing
27. Accuracy of Debits and Billings of Contributory Employers
28. Accuracy of Debits and Billings of Reimbursing Employers

29. Accuracy of Credits and Refunds
30. Accuracy of Benefit Charging
31. Accuracy of Experience Rating

Cash Management Measures

1. Average Days on Deposit
2. Timeliness of transfer from clearing account to Trust Fund

Benefits Measures

Timeliness of Payments and Nonmonetary Determinations

1. First Payments Intrastate full weeks
2. First Payments Interstate full weeks
3. First Payments Intrastate, all weeks
4. First Payments Interstate, all weeks
5. First Payments, partial weeks
6. First Payments, UCFE
7. First Payments, UCX
8. First Payments, workshare
9. Continued Weeks Payment, all weeks
10. Continued Weeks Payment, partial weeks
11. Continued Weeks Payments, workshare
12. Intrastate Separation Determinations
13. Intrastate Nonseparation Determinations
14. Interstate Separation Determinations
15. Interstate Nonseparation Determinations

Combined Wage Claims Timeliness Measures

1. Combined Wage Claim Wage Transfer
2. Combined Wage Claim Billing
3. Combined Wage Claim Reimbursements

Benefits Accuracy Measures

1. Paid Claim Accuracy
2. Denied Claim Accuracy
3. Operational Overpayment Rates

Benefit Payment Control Measures

1. Fraud Overpayment Recovery Rate
2. Nonfraud Overpayment Recovery Rate

Appeals Measures

Appeals Timeliness Measures and Case Aging Measures

1. Lower Authority Appeals Timeliness
2. Higher Authority Appeals Timeliness
3. Lower Authority Appeals, Case Aging
4. Higher Authority Appeals, Case Aging

Appeals Quality Measure

1. Lower Authority Appeals Quality - Due Process

Macroeconomic Stabilization Measures

1. Reciprocity Rates
2. Exhaustion Rates

Unemployment Insurance Programs

1. Unemployment Compensation for Federal Employees (UCFE)
2. Unemployment Compensation for ex-Service Members (UCX)
3. Benefit Payment Control (BPC)
4. Internal Security (IS)
5. UI Automation Support Account (UIASA)
6. State Audits
7. Benefit Accuracy Measurement (BAM)
8. Tax Performance System (TPS)
9. Data Validation (DV)
10. Benefits, Timeliness, and Quality (BTQ)