

# UI PERFORMS

## CY 1999 Annual Report

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U.S. Department of Labor  
Employment and Training Administration  
Office of Workforce Security

August 2000



# **UI PERFORMS CY 1999 Annual Report**

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August 2000

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## **UI PERFORMS ANNUAL REPORT CY 1999**

### **INTRODUCTION**

**T**his CY 1999 report is the third comprehensive UI PERFORMS Annual Report. It is intended to give a representative overview of Unemployment Insurance operational performance during the 12 months ending December 31, 1999. Thus, it presents the results of key indicators of the full range of UI operational performance—benefits, appeals, tax and cash management. At various times, the Department may supplement this report with reports in greater depth on individual areas, or present the same material using a different format.

#### ***UI PERFORMS***

UI PERFORMS is the umbrella term adopted to designate the Department's closed-loop system for promoting continuous improvement in UI operational performance. The goal of UI PERFORMS is to ensure that the system's ultimate customers—UI beneficiaries and subject employers—receive ever-increasing quality of services. Key elements of the enhanced system are a revised set of performance objectives, developed in partnership with the States, for which the Department and the States will be held accountable; increased validation of data reported; and revitalized performance planning and improvement processes. In 1996, UIS began efforts to revise and enhance the various components of this closed-loop system as part of the UI PERFORMS initiative. The Department realized it would take several years to implement all changes envisioned; therefore, it phased in changes to the various components as they were completed. Most initial efforts focused on implementing or changing the system's three principal performance measurement modules. These are the Tax Performance System (TPS) which assesses the timeliness, accuracy, and sometimes the completeness of the major tax functions; the Benefit Accuracy Measurement (BAM) program which assesses accuracy of benefit payments and eventually decisions to deny; and Benefits Timeliness and Quality (BTQ) which embraces measurements of the timeliness and quality of benefit claims, payment and appeals operations. The performance indicators in this report are drawn from those systems plus the report on Benefit Payment Control activities.

To assess the state of performance and promote continuous improvement, the two advisory groups which have developed and guided the implementation of the UI PERFORMS system identified over 50 key performance measures. They designated ten of the most important of these as "Tier I" measures and instructed the Department to establish uniform national criteria for them representing minimally acceptable performance. States performing below a criterion would be required to include a corrective action plan in their annual State Quality Service Plan. Persistent performance below a criterion could result in various actions by the Department including the withholding of administrative grants. Because these measures have national criteria, the Tier I measures must be measured consistently and have comparable meanings in all States.

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In the fall of 1998 the Department asked the UI system and its stakeholders to comment on nine of the original ten measures, and the national criteria identifying minimally acceptable performance. (See Unemployment Insurance Program Letter (UIPL) 4-99 and Federal Register Notice 63 FR 63544, November 20, 1998). The Department deferred seeking comment on the tenth measure, timeliness of depositing tax contributions into the Clearing Account, until some States could resolve measurement inconsistencies. In the spring of 1999, the Department promulgated the final Tier I measures and their associated criteria by UIPL and Federal Register Notice. Table 1, on page 5, lists the measures, their criteria, and when they become effective. The Tier I measures, and how they are calculated, are also listed in Appendix B. This report includes every State's performance on all nine Tier I measures.

For a variety of reasons, the new measures and criteria become effective at various times between the date of issuance of the UIPL and FY 2005. The measures and criteria now used to implement the Secretary's Standards for Initial Claims timeliness and Lower Authority Appeals timeliness cannot be changed until the new UI PERFORMS regulation supersedes the regulations in which they are embodied. Some criteria are being delayed to give States time to raise performance, which is now considerably below the criteria in many States, or to work out measurement irregularities.

The UIPL which implements the new UI PERFORMS Tier I measures also identifies the so-called Tier II performance measures. Although many Tier II measures cover dimensions of performance as significant as Tier I measures, States may differ enough in these areas that the measures have varying meanings from one State to another. Thus, the Department will issue no national criteria for these measures. Instead, the States and the ETA Regional Offices will negotiate performance targets for those being emphasized in the current State Quality Service Plan (SQSP). Many of the performance measures included in this report are Tier II measures. Appendix C lists the complete set of Tier II measures, and how they are calculated. This report includes State performance on about a third of the Tier II measures.

### ***THE MAIN UNEMPLOYMENT INSURANCE MEASUREMENT SYSTEMS***

Most of the UI performance measures use data from one of three measurement subsystems: Benefits Timeliness and Quality, Benefit Accuracy Measurement, and Tax Performance System. These were all developed to give a fuller view of State performance and thus better to permit the Department to exercise its role as a partner in ensuring that claimants and employers receive high-quality UI services.

The Department of Labor, Employment and Training Administration (ETA), Office of Workforce Security (OWS) has the responsibility by law, as mandated in Title III of the

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## INTRODUCTION

<b>TABLE 1 TIER I MEASURES</b>	Criterion		
	Present	FY 2002 SQSP or New Reg	FY 2005
<b>First Payment Timeliness</b>			
% of 1st Payments within 14/21 days: IntraState UI, full weeks	87		
% of 1st Payments within 35 days: IntraState UI, full weeks	93		
% of 1st Payments within 14/21 days: InterState UI, full weeks	70		
% of 1st Payments within 35 days: InterState UI, full weeks	78		
% of 1st Payments within 14/21 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		90	90
% of 1st Payments within 35 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		95	95
<b>Nonmonetary Determinations</b>			
% of Separation Issues determined within 21 days of Detection Date (Intra + Inter State UI, UCFE, UCX)		80	80
% of Nonseparation Issues determined within 14 days of Detection Date (Intra + Inter State UI, UCFE, UCX)		80	80
% of Separation and Nonseparation Determinations with Quality Scores >80 points		75	75
<b>Appeals</b>			
% of Lower Authority Appeals decided within 30 Days of Filing	60	60	60
% of Lower Authority Appeals decided within 45 Days of Filing	80	85	85
% of Lower Authority Appeals decided within 90 Days of Filing		95	95
% of Higher Authority Appeals decided within 45 Days of Filing	50	50	50
% of Higher Authority Appeals decided within 75 Days of Filing	80	80	80
% of Higher Authority Appeals decided within 150 Days of Filing	95	95	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points	80	80	80
<b>Tax/Cash Management</b>			
% of New Status Determinations within 90 days of Quarter End Date	60	60	60
% of New Status Determinations within 180 days of Quarter End Date	80	80	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases		Pass	Pass
Days' Worth of Deposits in Clearing Account before Transfer to UTF	≤ 2		
Ratio of average daily loanable balance in Clearing Account to Avg. daily Transfer to UT		≤ 1.75	≤ 1.0

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Social Security Act, for assuring that State Employment Security Agencies (SESAs) operate an effective and efficient unemployment insurance program. Various provisions of Federal law require that certain UI activities be performed promptly and accurately. Section 303(a)(1) of the Social Security Act requires, as a condition of a State's receiving UI administrative grants, “[s]uch methods of administration. . .as are found by the Secretary of Labor to be reasonably calculated to insure full payment of unemployment compensation when due.”

The UI PERFORMS measures computed using data from the BTQ, BAM, TPS and other administrative data systems represent the Department’s continuing effort to provide ever more accurate and useful information on the functioning of all UI program activities. These systems are designed and managed with certain considerations in mind, primarily:

- ☛ *Uniformity.* Performance data are a major vehicle for program oversight. Thus the Department tries to ensure that all States adhere to standard methodologies and definitions so that results are statistically valid, comparable from one State to another where possible, and present a consistent picture of State performance over time.
  
- ☛ *State and Federal Responsibilities.* The States have the primary responsibility not only for conducting UI operations but also for efficiently implementing and administering measurement systems. The Federal responsibility is to ensure data integrity and consistency through the establishment of definitions and procedures; approve any changes in methodology; establish monitoring procedures and operations; review the samples of cases investigated by the States; provide assistance and training to States; provide standard formats for data release; and evaluate results. The Federal responsibility also includes the analysis of data to diagnose problems with national implications or remedies and maintenance of a national database. The Federal partner provides technical assistance to States in case investigations, statistical theory, data analysis and use of applications software.
  
- ☛ *Program Improvement Orientation.* The major value of performance data is their usefulness in improving UI operations. They are designed to support State program improvement strategies and help States evaluate the effects of previous attempts to improve operations by identifying where and why errors occur, and their extent. State staff are trained in data analysis for this purpose. Reported data frequently need to be supplemented by other information if program improvements are to be structured. For this reason, the Department has encouraged States to undertake program improvement studies--analyses and/or data gathering studies intended to lead to program improvement actions. The recent reductions in BAM sample sizes were intended to free resources for further studies and improvements.



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### INTRODUCTION

#### ***Benefit Accuracy Measurement***

The UI Benefit Accuracy Measurement (BAM) program, formerly Benefits Quality Control (BQC), became mandatory in the fifty States, the District of Columbia, and Puerto Rico on October 5, 1987, for operation in calendar year (CY) 1988. This is the eleventh year for which calendar year data from the program have been published.

BAM is a diagnostic tool used to identify payment errors and measure the effect of previously initiated corrective actions. BAM is based on random samples of UI payments. The sampling procedures are designed to produce samples that are representative of a State's universe of paid UI claims. Each sample represents one compensated week of benefits. Each case in the sample is thoroughly reviewed for compliance with the State's UI laws, regulations, policies, and operating procedures. BAM's premise is that dollars overpaid and underpaid can be estimated by projecting the results from a State's BAM sample to its entire population of payments. The BAM program gathers information to assist States in developing program improvement plans to correct problems in their UI benefit payment systems and to enable them to measure the effects of implementing those plans. States also use this information in implementing policies to ensure accurate administration of their laws, regulations, and operating procedures.

The Department has one overriding goal for BAM: to ensure that the UI program operates with the highest degree of accuracy attainable within available administrative resources. The BAM methodology is a sound means for measuring the accuracy of State UI administration, and thus, BAM is an integral part of the Secretary's oversight system. It is the major vehicle by which the Department oversees the accuracy of State UI benefit payments.

***Readers are strongly cautioned that it may be misleading to compare one State's BAM overpayment and underpayment rates with those of other States. No two States' written laws, regulations, or policies specifying eligibility conditions are identical, and differences in these conditions influence the potential for error. States with stringent, complex provisions will tend to have higher overpayment rates than those with simpler, more straightforward provisions, for example.***

*Program Development.* The basic concept of intensive investigations of small but representative samples of cases was first applied to UI in the late 1970s. A National Commission on Unemployment Compensation (NCUC) study in six metropolitan areas revealed that the "true error rate" of UI payments in the test sites was several times higher than that reported by the measurement systems then in place. One important conclusion was that field verifications must supplement desk reviews to accurately estimate the UI payment error rate. The Department applied the approach, now called Random Audit (RA), at the State level and by 1984, 46 States operated RA programs.

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### **INTRODUCTION**

In the summer of 1983, an Interagency Benefit Payment Oversight Committee reviewed the findings from RA and other systems for measuring and correcting payment errors in the UI system and recommended that the Department establish a UI Quality Control program. After developmental work and policy review, most States began implementing the Benefits Quality Control (BQC) program on a voluntary basis in April 1986. The BQC program was established by regulation on September 3, 1987.

In July 1993, following a period of pilot testing, States were permitted to conduct certain portions of the field verifications by mail, telephone and fax instead of in person. In 1996, the Department began implementing other changes to BAM recommended by the Performance Enhancement Workgroup (PEWG). The program's name was changed to Benefit Accuracy Measurement from Benefits Quality Control, and States no longer were required to release their annual error rates to the public media. On January 1, 1997, allocated annual sample sizes were reduced to 360 in the ten smallest States and 480 in the rest, and States were given the option of conducting all aspects of verifications by mail, phone and fax. The Department also began designing a pilot test of the use of the BAM methodology to determine the accuracy of decisions denying eligibility.

*Program Scope.* BAM covers the three largest permanently authorized unemployment compensation (UC) programs: regular State UI (including benefits paid on the basis of combining wages), the federally-funded Unemployment Compensation for Federal Employees, and Unemployment Compensation for Ex-service members. Together, these programs accounted for 91.4% of benefit outlays in CY 1999. The BAM sample does not include UC benefits paid under Trade Adjustment Assistance, Disaster Unemployment Assistance, the interstate arrangement, or any Federal extended benefits program.

Although denied claims and appeals are not directly investigated, the BAM universe includes approximately 86.2% of all decisions. BAM covers monetary, separation, and nonmonetary/nonseparation issues which affect the claimant's eligibility for benefits but directly samples only those which the agency decided to pay. The BAM underpayment rate is based on payments which are less than the amount the claimant should have received. BAM underestimates the underpayment rate because erroneously denied claims are not identified. A successful 5-State pilot test of applying the BAM methodology to measuring denied claim accuracy (including claims filed on an interstate basis) concluded in September 1998. The Department intends to include some denial decisions in the BAM program in 2000. The quality, including the accuracy, of benefit appeal decisions is reviewed and assessed quarterly under the BTQ system. There is no plan to incorporate appeal decisions into BAM.

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*CY 1999 Sample Size.* The States received sufficient resources to investigate a total of 23,760 cases in CY 1999. Individual State sample sizes varied, with the ten smallest States receiving resources to investigate a sample of 360, and the 42 larger States receiving resources to investigate a sample of 480, cases per year. Some States chose to draw larger samples, and 25,766 cases were completed in CY 1999, an average of 496 cases per State.

*Data Collected.* BAM investigators compile a data record on each case consisting of up to 116 required elements and any additional elements defined and collected at each State's discretion. Since all States have computerized records on weeks compensated, many of the data elements can be transferred from the state's mainframe database directly to the BAM computer record at the time the case is selected for investigation. This both reduces coding time and minimizes coding and data entry errors.

Most elements pertain directly to UI eligibility, relating to the claimant's benefit history, base period work, monetary eligibility, reason for separation, ability to work, availability for work, and work search effort. Data on age, sex, and ethnic classification are gathered to verify the representativeness of the BAM samples. The data record concludes with elements related to error classification, including type of error (if any), amount of error, the responsible party, the cause, and the point of detection. Multiple errors can be detected in the course of one BAM case investigation and documented in the database.

The Department provides each State with computer hardware and software to store, retrieve, and analyze its own BAM data. States also have received remote terminals, printers, and modems so that outstationed investigators can enter case information directly in the BAM computer record.

*Data Collection Methodology.* The BAM investigator obtains information pertaining to the monetary, separation, and continuing eligibility issues for the payment selected, and various claimant characteristics. This is done through in-person and telephone contacts with the claimant, various employers, and third parties such as labor unions and employment agencies identified by the claimant. This information is compared to agency records to determine its impact on the accuracy of the payment received by the claimant. The BAM investigation also determines whether decisions conformed to State law, policy, and procedures.

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### INTRODUCTION

#### ***Benefits Timeliness and Quality***

*Development.* The existing Benefits Timeliness and Quality (BTQ) measurement suite is a lineal descendent of the Quality Appraisal measures. These were initially developed in 1975 by a Federal-State task force. It developed a comprehensive system called the *Performance Appraisal Package* after considering all existing performance and promptness measures.

The Performance Appraisal consisted of three measurement systems: “A Performance Based Quality Control Program for Nonmonetary Adjudication” (known as QPI), the Appeals Quality Package, and portions of a State UI Self Appraisal. The results of the new appraisals were reviewed by the National Office together with States and Regional Offices, and Desired Levels of Achievement (DLAs) were established for many of the activities reviewed. DLAs were first established for Fiscal Year 1978 and were revised along with the evaluation package, which was renamed “*UI Quality Appraisal*” in 1979. The DLAs were used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards are mandated in two areas: timeliness of processing lower authority appeals (20 CFR 650) and timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

The results of the UI Quality Appraisal of all major UI State program activities, reviewed by Regional and National Offices, were distributed to each State to be used in the State Annual Program and Budget Plan (PBP). The data also were published in a UI Quality Appraisal annual report. This mode of presentation served more than one purpose. It indicated levels of performance, absolutely and relative to other States, and by giving performance relative to Secretary's Standards or DLAs it also served as the document of record for determining whether corrective actions plans had to be included in the annual Program Budget Plan submitted by each State.

Because technological changes in SESA operations had made new systems of oversight both possible and necessary, the Department of Labor initiated the Performance Measurement Review (PMR) project in 1988 to review and improve the Quality Appraisal (QA) measures. The QA process had not been subjected to in-depth review since the mid-1970's. Increasing use of automated and electronic systems, and other operational changes, had transformed the delivery of UI services to the public.

PMR was designed and completed in three phases. The first phase consisted of the *analysis* of existing benefits time lapse and quality measures to determine their legislative basis and to identify gaps or overlaps in measurement areas, the *development* of new or revised measures, and the *design* for a field test of selected measures. State and Federal UI representatives carefully defined time lapse measures and quality measures covering benefit payments, nonmonetary determinations, and lower and higher authority appeals.

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In the second phase of the project, six States conducted a 15-month field test of reporting data for the time lapse and quality measures. The evaluation showed that the new measures and the software developed for analysis of results could yield meaningful and statistically valid information in a cost-effective manner.

The third phase involved nationwide implementation of the new benefits time lapse and quality measures as a part of the new closed-loop management system, **UI PERFORMS**, which was implemented in UI in 1996. The nonmonetary promptness measure, implemented using the detection date of an issue on a claim as the starting point, was not field tested, but was included for implementation at the recommendation of the State-Federal PEWG after completion of the field test.

The new measures were embodied in a new "9050" series of reports. These new reports required programming changes in every State to allow reporting of all the measures with their new definitions and new intervals. State implementation of BTQ began with the quality reviews of nonmonetary determinations and lower authority appeals. After creating the universes for sampling, they drew the first samples in October 1996 for the quarter ending September 30, 1996. In January 1997 States began collecting the data from which the timeliness measures are calculated.

*Changes in Reporting for Timeliness.* The new timeliness measures incorporate changes designed to improve performance measurement in several ways.

- Except for the implementation time lapse measurements for nonmonetary determinations and lower authority appeals, which are derived from the quality review instruments, all time lapse measures are based on universe data from automated records instead of samples.
- They measure the performance of a wider universe of UI activity than before. They now include timeliness of continued weeks paid, the age of pending appeals cases, and different measures for calculating the timeliness of nonmonetary adjudications.
- All of the new timeliness measures call for reporting of extended intervals to allow analysis of the distribution of benefit activities. SESAs will be able to use the new range of data for internal program assessment and to monitor their continuous performance improvement programs.

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*Changes in Quality Assessment.* Measures based on samples are used to track the quality of SESA nonmonetary determinations and lower authority appeals. The BTQ system made the following changes designed to improve overall assessment:

- The samples are drawn by computer from the time lapse universes of nonmonetary determinations and lower authority appeals, ensuring that the sampling process is completely random.
- The universe of determinations includes all issues with the potential to affect the claimant's present or future benefit eligibility, not just the major categories.
- The review instrument for assessing the quality of nonmonetary determinations was revised to give additional weight to the quality of the written determination. The instrument used to evaluate lower authority appeals was modified little and so scores will closely resemble those reported through the QA process.
- The new database for the quality scores is a micro database—enabling analysis of individual cases and individual quality elements.
- Nonmonetary adjudications are subjected to a tripartite review each quarter. In one review each year, two State reviewers and one Federal reviewer must be included to minimize subjectivity and improve consistency.
- The State automated system furnishes information about the records selected for review, including the date of the nonmonetary determination, the program, and the issue. The quality reviewer adds further information during the review process, including scores for quality criteria and the date that the result of the nonmonetary determination or appeal decision was applied to the claim. Completed review data is entered into the UI automated data base, which generates scores for individual records and overall scores for quarterly State performance.
- State sample sizes for nonmonetary determinations quality reviews are based on their nonmonetary activity levels reported in the preceding calendar quarter. States reporting fewer than 100,000 determinations draw quality samples of 60 each quarter; for others samples are 100 each quarter.

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#### ***Tax Performance System***

*Development.* The Department developed the Tax Performance System (TPS) to assist in exercising its general oversight responsibilities toward the UI program and to help meet its responsibility to protect and maintain the soundness of the Unemployment Trust Fund. At the time the Department began the development of the Benefits Quality Control (BQC) program in 1983, tax oversight consisted principally of review of data reported on the ETA 581 (Contribution Operations) report and periodic program reviews, and reviews of Trust Fund operations. The annual *Quality Appraisal Results* included indicators for which DLAs had been set: Status Determinations Promptness; Field Audit Penetration; Report Delinquency; Collections Promptness; Promptness of Deposit to the Clearing Account; and two Trust Fund deposit transfer timeliness measures. There was also a measure of field audit performance with no DLA. The long-term Quality Control program design envisioned a tax component.

In 1988 a Revenue Quality Control (RQC) Task Force comprising a small Federal staff assisted by State tax specialists was established to design a quality control program for tax operations. In 1990, the basic system, called Core RQC, was pretested in eight States. In the next two years, eight other States formally pilot tested the RQC approach. In 1993, 49 States began implementing the RQC design voluntarily. Mandatory implementation began in 1995 with changes to the form ETA 581, to obtain data needed for the new Computed Measures. All States implemented all aspects of RQC in January 1996. RQC was later renamed the Tax Performance System.

*Methodology.* The TPS approach divides tax operations into major functional components. For each function, it specifies key performance objectives based on three basic dimensions of quality: timeliness, accuracy, and completeness. There are performance indicators to measure the attainment of each objective. Measures and review techniques were selected to emphasize quality, cost-effectiveness, and reliance on data obtained as a by-product of ongoing program operations. Because TPS was designed to provide information which tax units can use directly to guide program improvement, it also seeks to gather and disseminate information on best practices in addition to methods for identifying weaknesses. The complete TPS “package” has three assessment components: (1) for timeliness and completeness, Computed Measures; (2) for accuracy, Program Reviews; and (3) to identify best practices, Methods Surveys.

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**TABLE 2  
REVIEW METHODOLOGIES**

TAX FUNCTION	COMPUTED MEASURES	PROGRAM REVIEW Sys Rev & Sampling	METHODS SURVEY
STATUS DETERMINATION	✓	✓	✓
CASHIERING		✓	
REPORT DELINQUENCY	✓	✓	✓
COLLECTIONS	✓	✓	✓
FIELD AUDIT	✓	✓	✓
ACCOUNT MAINTENANCE		✓	

Table 2 shows the methodologies used to review the various tax functions. The combination of Computed Measures, System Reviews, Acceptance Samples, and Methods Surveys is shown in detail to present a well-rounded assessment of each function.

*Timeliness and Completeness.* Most of the information on timeliness and completeness of UI tax functions were taken from program data obtained from the key tax report, ETA 581. These indices are termed “Computed Measures”. The ETA 581 report was revised to ensure that States collected the data for calculating the computed measures.

*Accuracy.* The BAM model for measuring accuracy—reviewing large samples of end products, was found to be expensive and difficult to apply in the tax environment. Instead, a two-step methodology based on financial and program audits was developed, which TPS terms Program Review.



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➤ Systems Review. Staff first review each tax function thoroughly to ensure that all internal controls are in place. Unless a problem is indicated, or a program change has been initiated, these reviews only take place once every four years.

➤ Acceptance Sample. To ensure that the internal controls are operating as intended to produce timely and accurate outputs, every year a sample of completed work is examined. The reviewer extracts a small “Acceptance Sample” of sixty cases of each tax functions' output and examines it for accuracy. Failure of three or more cases out of the sample will cause the entire sample to fail, leading to the conclusion that there is not “reasonable assurance” the function is operating with an acceptable level of accuracy.

The combination of a thorough front-end review and a small acceptance sample efficiently establishes a reasonable assurance of accuracy, directly identifies any areas of program weakness, and immediately indicates where program improvements are needed. If there is a need to know the actual level of a particular tax function's problem, the Acceptance Sample can be readily expanded into a much larger Estimation Sample.

*Best Practices*. To identify best practices in several tax functions, TPS has designed Methods Surveys. States are required to complete these every four years. Plans are underway to compile and distribute information on best practices to States and Regions.

This Tax Performance System section of the UI PERFORMS Annual Report for CY 1999 presents only data from the Computed Measures and Acceptance Samples because the System Reviews' examination of State internal controls contains too much detail to present in a brief format without distortion. In addition, Systems Reviews are intended largely to guide State program and Regional staff. Data from Methods Surveys will be compiled and analyzed later, as the necessary programming is delayed because of year 2000 priorities. However, the combination of Computed Measures and Acceptance Sample results provides a concise overview of the quality of State tax operations.

#### ***Benefit Payment Control***

The PMR initiative was originally intended to review Benefit Payment Control (BPC) measures, but they were deferred in Phase I. In 1996, a Federal-State workgroup developed 10 measures which were field-tested in three States. In 1998, the UIS circulated two of the tested measures for comment to the UI system but neither received strong support. Until revised measures are implemented, the Department will continue to report the BPC measures for which the Quality Appraisal system specified DLAs. These are the proportions of both fraud and nonfraud overpayments established in the current period which the agency collected.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

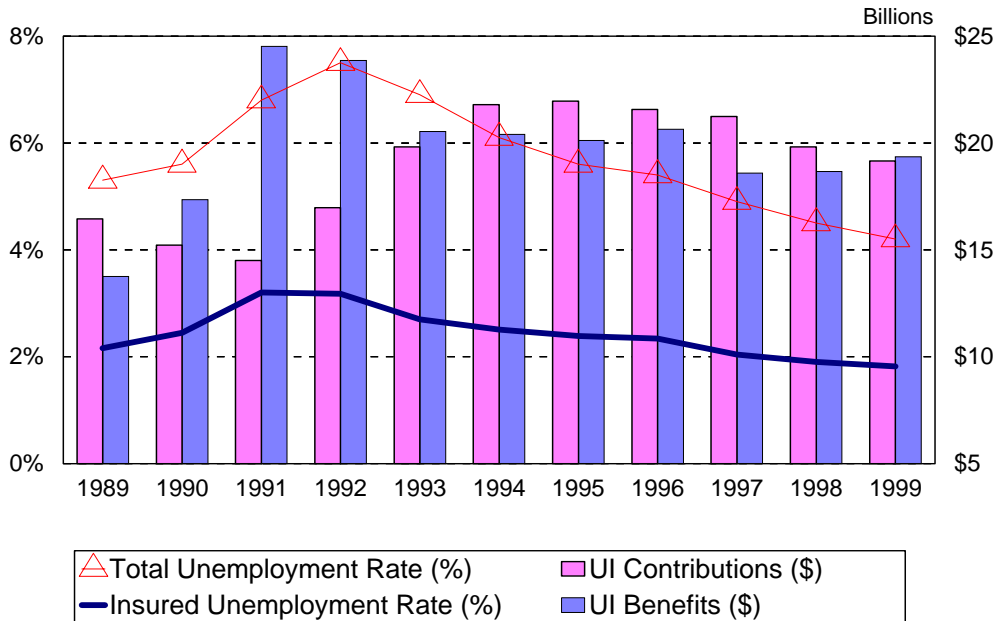
This chapter is divided into three main sections. The first section presents a brief overview of the recent economic conditions and the resultant movement in certain UI tax and benefit activities. The second shows the movement of major benefit payment activities and then reviews the national pattern of selected key benefit payment performance indicators. The third section approaches tax activities in the same way.

**ECONOMIC ACTIVITY AND MAJOR PROGRAM ACTIVITIES**

The labor market in 1999 achieved levels of tightness not seen for some three decades, as the total unemployment rate fell to an average of 4.2% and the insured unemployment rate (IUR) to 1.8%. The total unemployment rate has been declining steadily since the most recent recession high of 7.5% in 1992.

**ECONOMIC CONDITIONS**

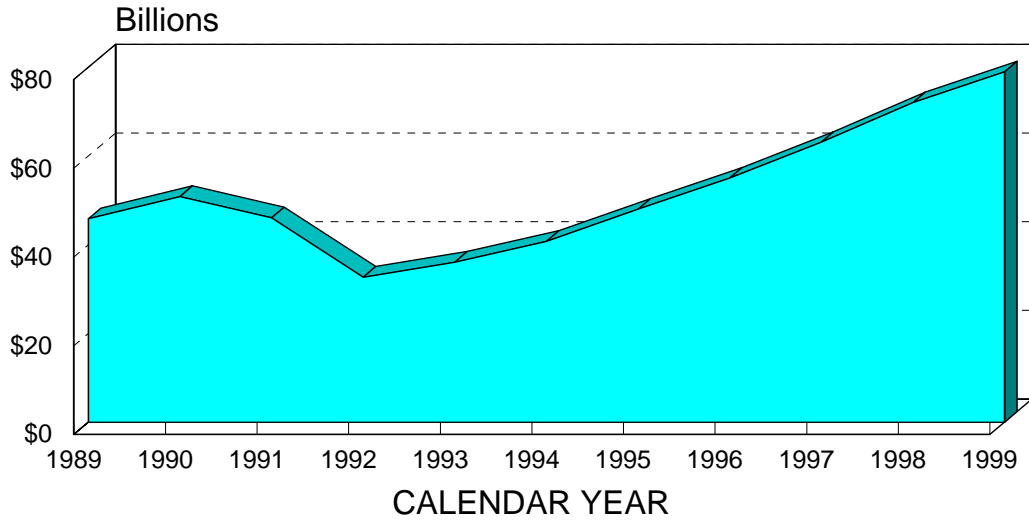
CYs 1989 - 1999



The movement in the IUR, which peaked in 1991, has been less pronounced. The peak in the IUR coincides with the peak in benefit payments in 1991 at nearly \$25 billion. Benefit payments have since fallen to about \$19 billion in 1999. Contributions, on the other hand, reached their 10-year low in 1991 at about \$14 billion and rose to a high of over \$22 billion in 1995 before dropping to under \$20 billion in 1999.

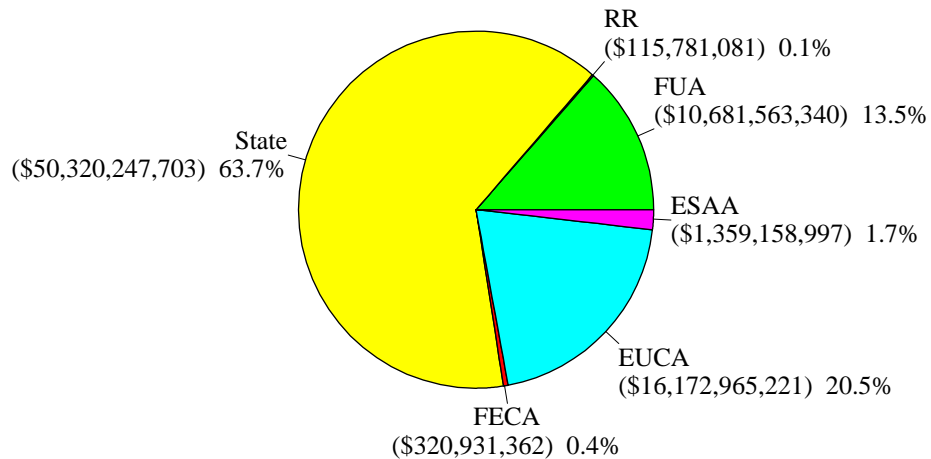
**UI PERFORMS ANNUAL REPORT CY 1999**  
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**END OF YEAR TRUST FUND BALANCE TOTAL**  
CYs 1989 - 1999



December 31 trust fund balances have risen steadily since their decade low in 1992 as States took advantage of improving conditions to replenish their funds. On December 31, 1999, balances in the UI trust fund reached \$79 Billion. Of this, State accounts constituted almost two thirds and the Extended Unemployment Compensation Account (EUCA) one fifth.

**END OF YEAR TRUST FUND BALANCES**  
As of December 31, 1999

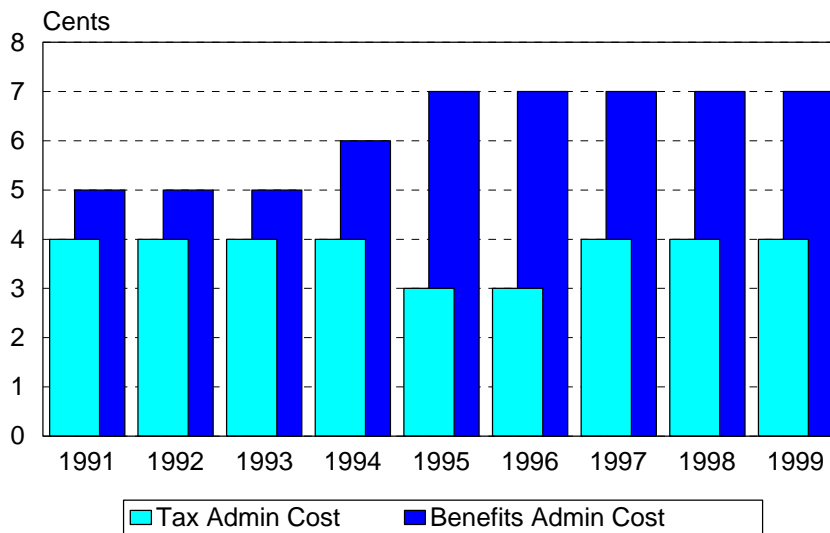


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The cost of administering the UI program is expressed as cents per dollar of benefits paid or of taxes collected. Tax activity tends to vary little over the business cycle and hence the cost is quite stable. Benefit payment levels fluctuate much more widely over the cycle than the funds States receive to administer them, causing the benefit cost to vary inversely with the economic cycle.

**ADMINISTRATIVE COST PER \$1 PAID**

FYs 1991 - 1999



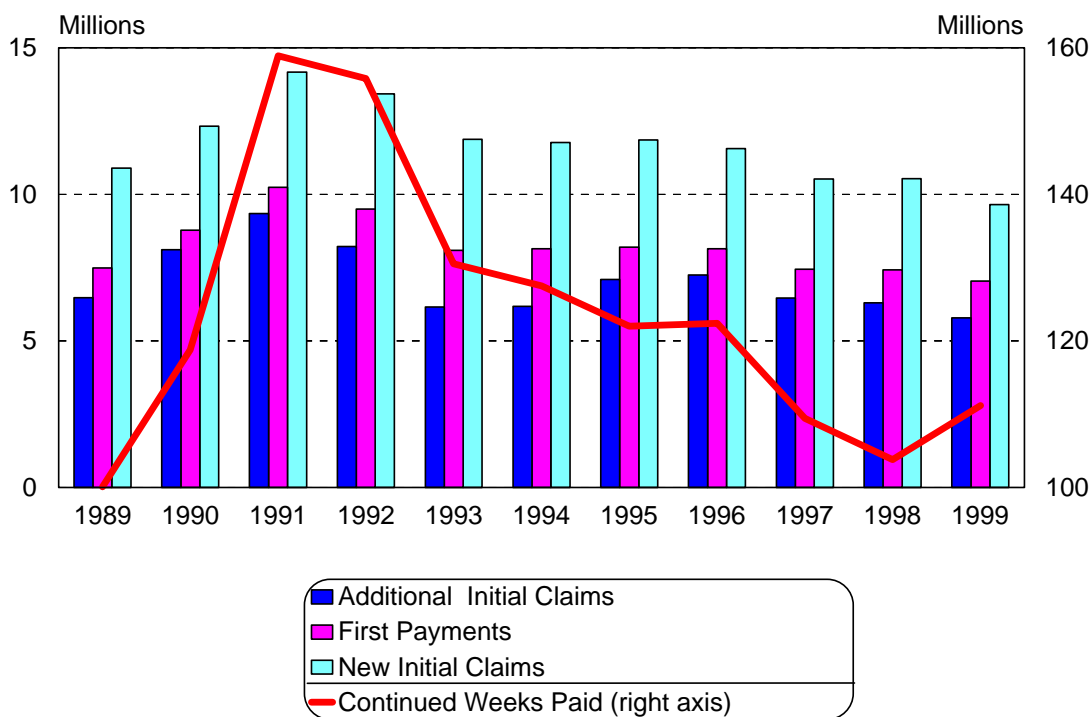
**BENEFIT PAYMENT ACTIVITY**

In 1999, unemployment insurance offices handled approximately 10.5 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 3.5 million claimants were determined to be ineligible for monetary or separation reasons, or found new jobs before filing a first week claimed, so that ultimately about 7 million claimants actually received a first payment. This compares with the 14 million new initial claims filed, and 9 million first payments made, in the recession year 1991. Additional initial claims, over the same period, track first payments closely because they represent occasions when claimants' benefit payment series were broken by intervening spells of employment. Each additional initial claim filed to resume benefit payments requires the agency to review the reason for separation (but not the monetary eligibility) and may lead to the identification and adjudication of a separation issue.

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More striking than the movement in initial claims has been the path of continued weeks claimed. Continued weeks claims depend both on the number of first payments and on the average number of claims filed per benefit year, a measure of average duration.

**CLAIMS ACTIVITY**  
CYs 1989 - 1999



Economic conditions drive both components of weeks claimed. After reaching a high of 160 million weeks during 1991, the number has fallen sharply to about 111 million in 1999. The great majority of claims filed, and payments made, in any year are intrastate made under the regular State UI program. Table 3 indicates the relative magnitudes of both first payment and continued weeks paid by program in 1998. Overall, interstate claims (State, UCFE, and UCX) constitute only about 3% of all first payments and about 4% of continued weeks paid.

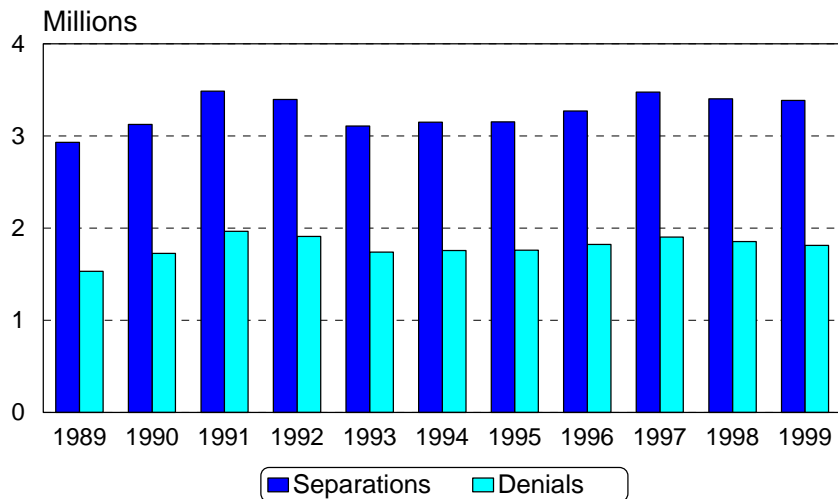
The regular State UI first payments are about 98.8% of the total, UCFE 0.6%, and UCX the remaining 0.6%. About 11% of first payments, and 8% of continued payments, were made for partial and part-total weeks claimed. These shares differ little from one year to the next.

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**NATIONAL REPORT**

TABLE 3	FIRST PAYMENTS WORKLOAD			CONTINUED WEEKS PAID WORKLOAD		
	FULL	PARTIAL	TOTAL	FULL	PARTIAL	TOTAL
<b>INTERSTATE</b>	<b>197,893</b>	<b>9,661</b>	<b>207,554</b>	<b>3,525,399</b>	<b>161,100</b>	<b>3,686,499</b>
- STATE UI	193,459	9,517	202,976	3,422,182	155,947	3,578,129
- UCFE	3,382	99	3,481	61,208	2,875	64,083
- UCX	1,052	45	1,097	42,009	2,278	44,287
<b>INTRASTATE</b>	<b>5,833,047</b>	<b>765,059</b>	<b>6,598,106</b>	<b>82,477,749</b>	<b>6,884,059</b>	<b>89,361,808</b>
- STATE UI	5,755,792	760,320	6,516,112	81,286,944	6,801,561	88,088,505
- UCFE	39,432	2,925	42,357	639,364	48,487	687,851
- UCX	37,823	1,814	39,637	551,441	34,011	585,452
<b>TOTALS</b>	<b>6,030,940</b>	<b>774,720</b>	<b>6,805,660</b>	<b>86,003,148</b>	<b>7,045,159</b>	<b>93,048,307</b>

Although separation and nonseparation determinations both follow economic conditions, the relationship to their underlying claims series is not constant. Separation determinations are driven by the combination of new and additional initial claims. Although those claims have fallen since 1995, the number of separation issues adjudicated was actually higher in 1999 than in 1995. The reason is probably to be found in the fact that in good economic times, “clean” lack-of-work claims are a smaller proportion of total claims than in recessions.

**SEPARATION DETERMINATIONS AND DENIALS**  
CYs 1989 - 1999

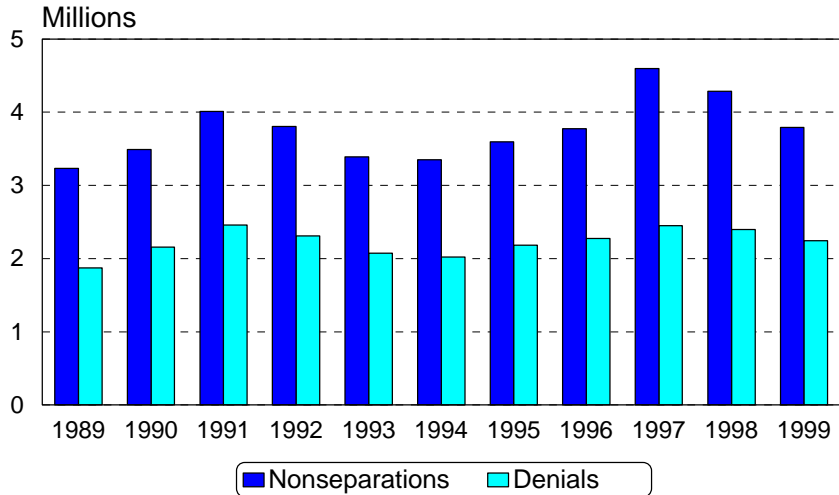


The same general pattern may be seen for nonseparation determinations, which depend on the number of weeks claimed. Nonseparation determinations declined along with continued weeks claimed from 1991 to 1994 but rose until they hit a peak of over 4.6 million in 1997 despite the continued declines in weeks claimed.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

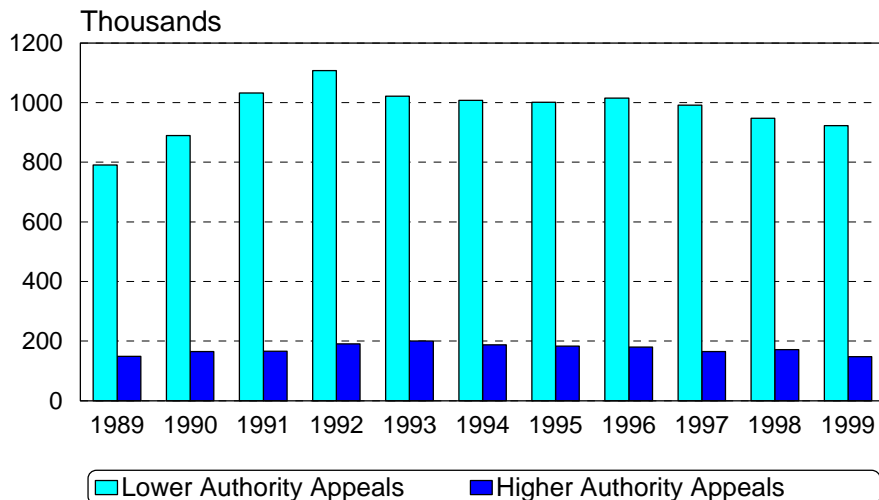
**NONSEPARATION DETERMINATIONS ACTIVITY**  
CYs 1989 - 1999

Buoyant economic times give claimants greater opportunities to work while claiming benefits, giving rise to a greater proportion of claims with nonseparation issues.



Most appeals are filed by claimants, upon receiving a denial for either separation or nonseparation reasons. Slightly over half of all nonmonetary determinations result in a denial. In 1999, about 4.1 million nonmonetary determinations, 56% of the total, were denied. About one in four (in 1999: 23%) went to a first level appeal, and of those about 16% went to a higher-authority appeal. Since 1991, the number of lower-authority appeals filed has remained quite constant, about one million a year, with only a slight increase to 1.1 million in the recession year 1992 and a slight drop to 923,000 in 1999. Higher authority appeals have displayed a gentle down trend since their peak in 1993.

**APPEALS ACTIVITY**  
Number of Single and Multi-Claimant Appeals Filed  
CYs 1989 - 1999



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

**BENEFIT PAYMENT PERFORMANCE**

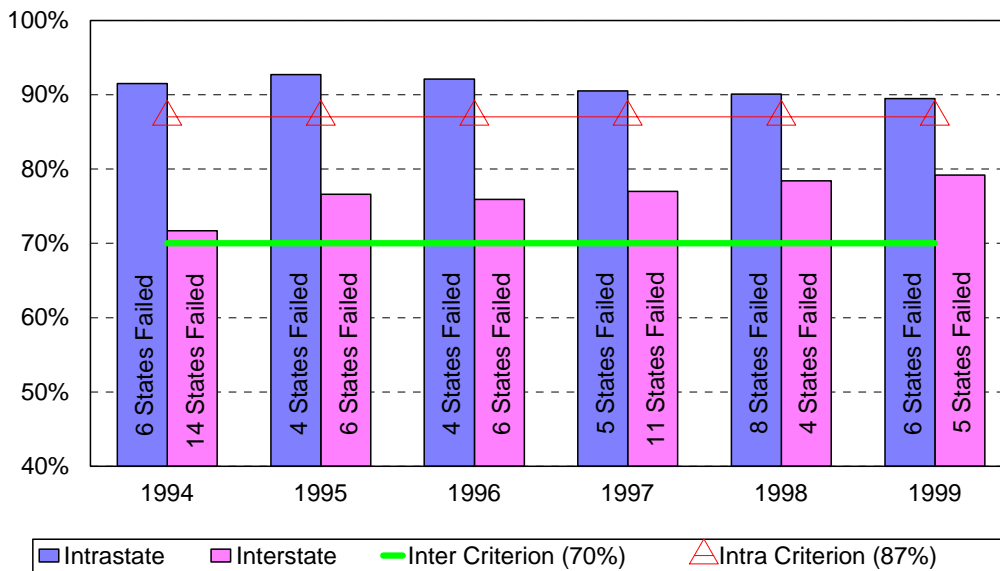
*First Payment Timeliness*

One of the UI system's flagship measures is first payment time lapse. Criteria, set on a measure of the timeliness of full weeks of unemployment only, have been established to implement the Secretary's Standards for first payments made within 14/21 days and 35 days for both intrastate and interstate payments since 1978. At the 14/21 day level, aggregate timeliness performance reached its peak in 1995 and has drifted down slightly since for intrastate payments, while interstate performance has trended upward.

The charts show that the aggregate performance can be a misleading indicator of the number of States failing to meet the Secretary's criteria. The number of States missing the criteria fluctuates much more widely than the aggregate.

**FIRST PAYMENT TIMELINESS**

14/21 Days, Full Weeks  
National Aggregate



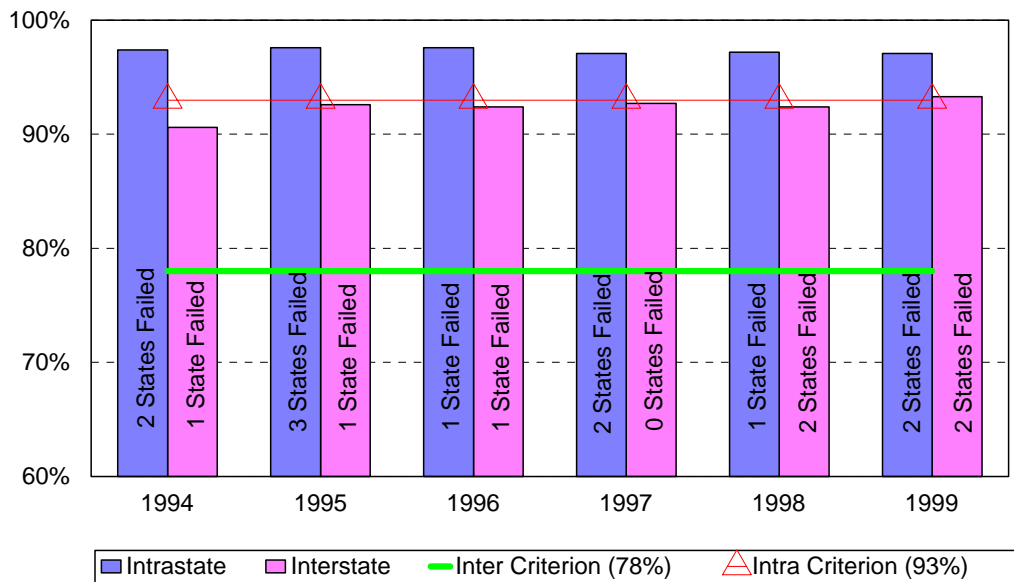


**UI PERFORMS ANNUAL REPORT CY 1999**  
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For 35-day performance, the overall pattern is the same, with intrastate performance trending down slightly since 1995; interstate performance jumped up from 1994 to 1995 and continues to trend upward. At both levels, aggregate performance is comfortably above the criteria and few States fail to attain the criteria.

### FIRST PAYMENT TIMELINESS

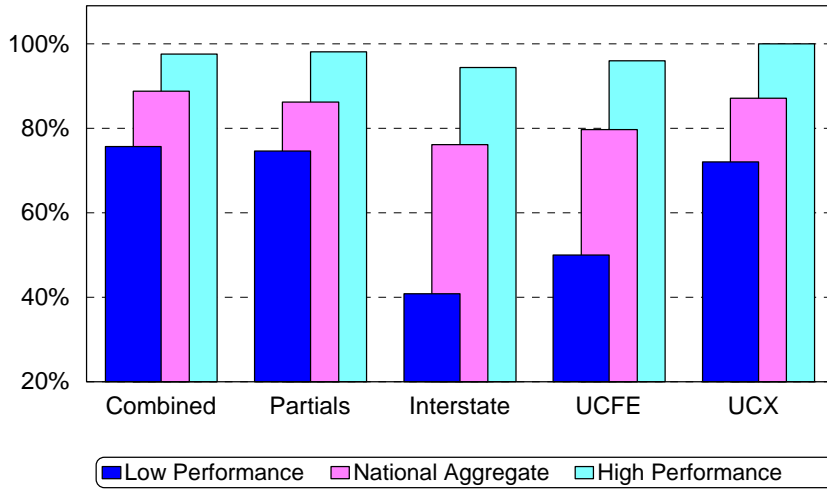
35 Days, Full Weeks  
National Aggregate



In July 1999 the Department issued the new the UI PERFORMS performance criteria (see introduction for the criteria and their effective dates). New 14/21-day and 35-day criteria based on a combined measure will replace the old criteria illustrated above when the new UI PERFORMS regulation becomes effective. The new measure will combine all first payments for partial as well as full weeks, intrastate and interstate payments, and payments made under the UCFE and UCX programs as well as State UI. The next two charts show 1999 performance under this combined measure, and illustrate the performance of the combined measure's various components other than the dominant intrastate, full weeks, State UI element.

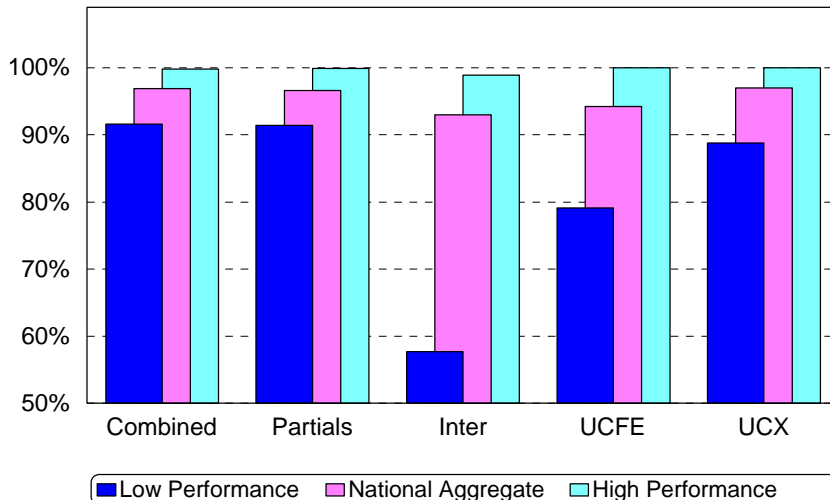
**UI PERFORMS ANNUAL REPORT CY 1999**  
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**FIRST PAYMENT TIMELINESS**  
CY 1999 - 14/21 Days



In 1999, aggregate performance under the combined measure fell just below the 14/21 day criterion of 90%, pulled down by its new components. However, at 35 days the aggregate performance under the combined measure exceeded the criterion of 95%, as did the performance for three of its five components.

**FIRST PAYMENT TIMELINESS**  
CY 1999 - 35 Days



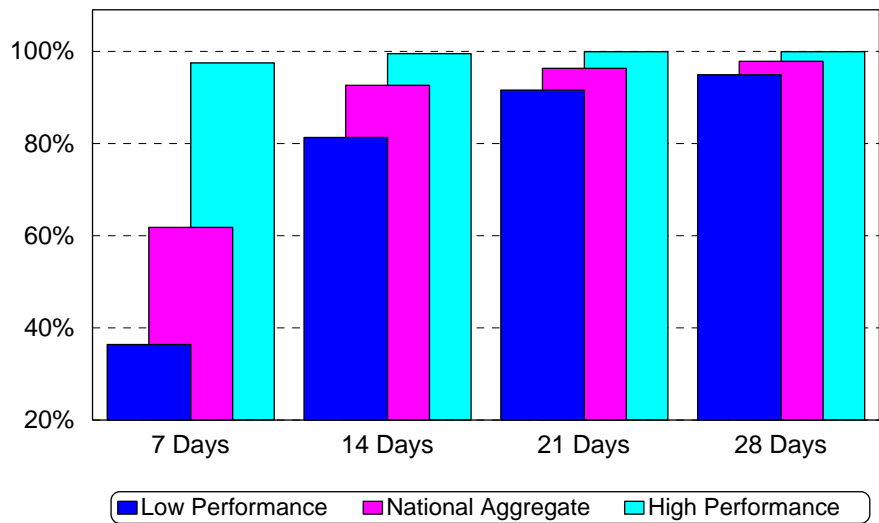
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Continued Weeks Timeliness*

Overall, States paid about 62% of continued claims within 7 days in 1999, and about 93% within two weeks. Average performance at 7 and 14 days for partial weeks has run about 6 percentage points below the aggregate for the last three years.

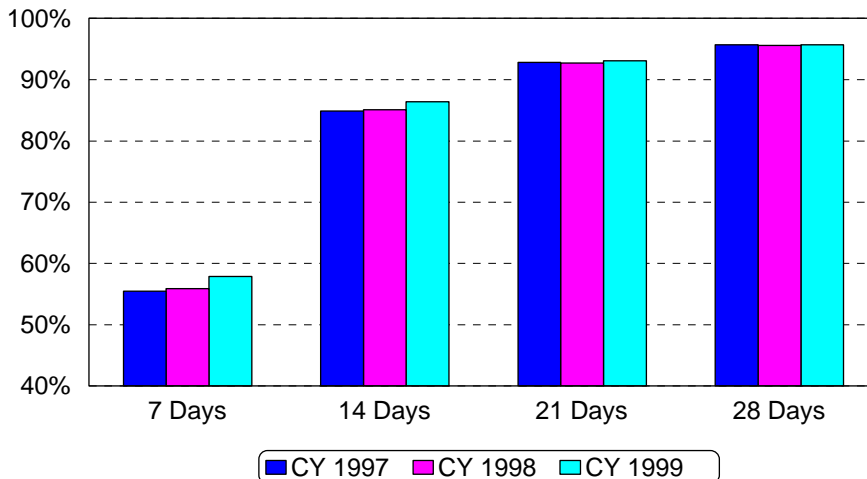
**CONTINUED PAYMENT TIMELINESS**

All Weeks - CY 1999



**CONTINUED PAYMENT TIMELINESS**

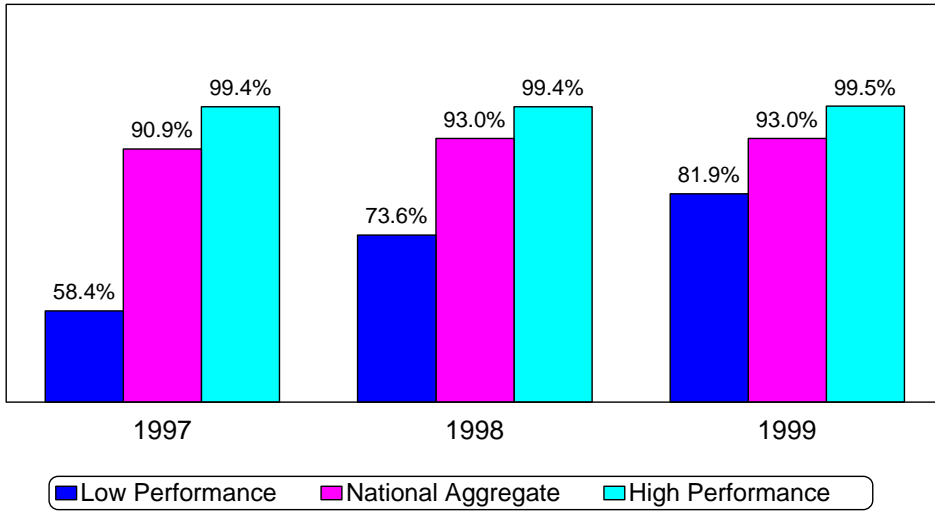
All Partial Weeks - CY 1997 to CY 1999



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**NATIONAL REPORT**

**CONTINUED PAYMENT TIMELINESS**

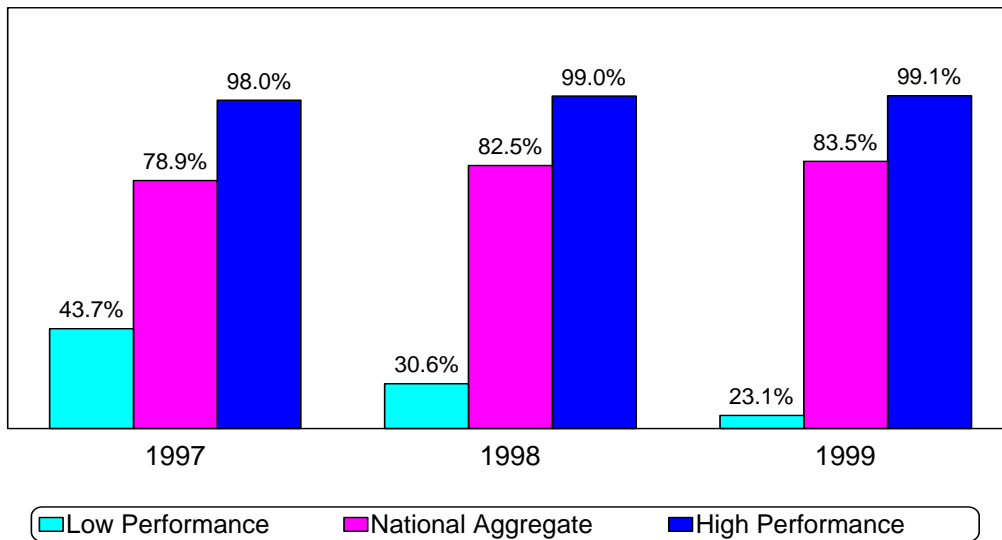
Intrastate - 14 Days



Aggregate time lapse performance for both intrastate and interstate payments exhibited a gentle upward trend from 1997 to 1999.

**CONTINUED PAYMENT TIMELINESS**

Interstate - 14 Days



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*Nonmonetary Determinations Timeliness*

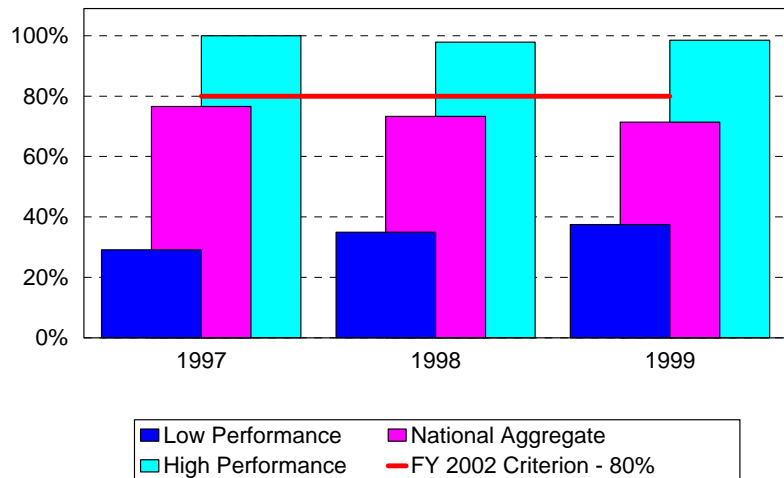
The new UI PERFORMS system includes separate national criteria for aggregates of nonmonetary decision time lapse. There are separate criteria for the timeliness of separation and nonseparation determinations (also called adjudications), measured from the date an issue was detected to the date of the decision. In both cases, the measures include nonmons detected on State, UCFE and UCX claims, both intrastate and interstate.

Aggregate separation performance--the percent of separation determinations made within 21 days of the date the State detected an issue--lay below the 80% criterion which will go into effect in FY 2002.

Aggregate performance has declined each year since 1997. However, performance in the worst state has improved.

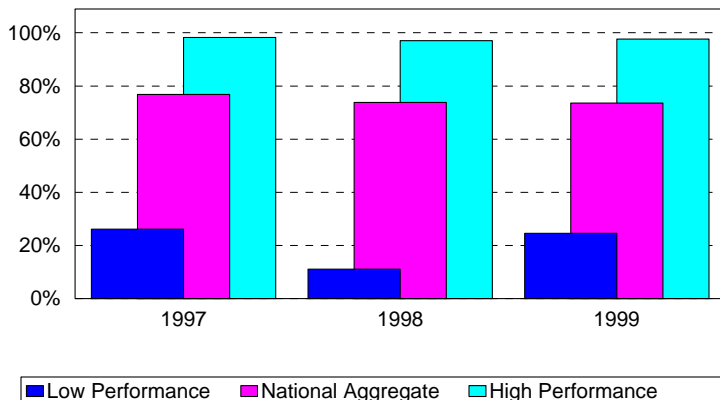
**NONMONETARY DETERMINATIONS TIMELINESS**

Separations - 21 Days  
Detection Date to Determination Date



**NONMONETARY DETERMINATIONS TIMELINESS**

Interstate Separations - 21 Days  
Detection Date to Determination Date



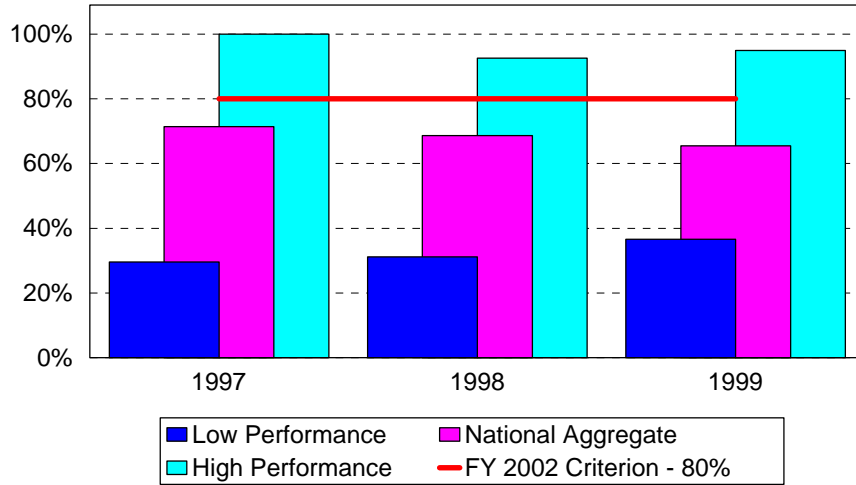
Aggregate performance on the interstate component--interstate performance is traditionally lower than intrastate for most measures--is quite similar to the criterioned aggregate measure, except for the worst-performing State, where it is noticeably lower than the aggregate.

**UI PERFORMS ANNUAL REPORT CY 1999**  
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For nonseparation determinations, aggregate performance has run about 12 percentage points below the 80% within 14-day criterion for all three years. Like separation time lapse, it has also worsened slightly since 1997. In 1999, there is about a 60-point difference in performance between the best- and worst-performing State.

**NONMONETARY DETERMINATIONS TIMELINESS**

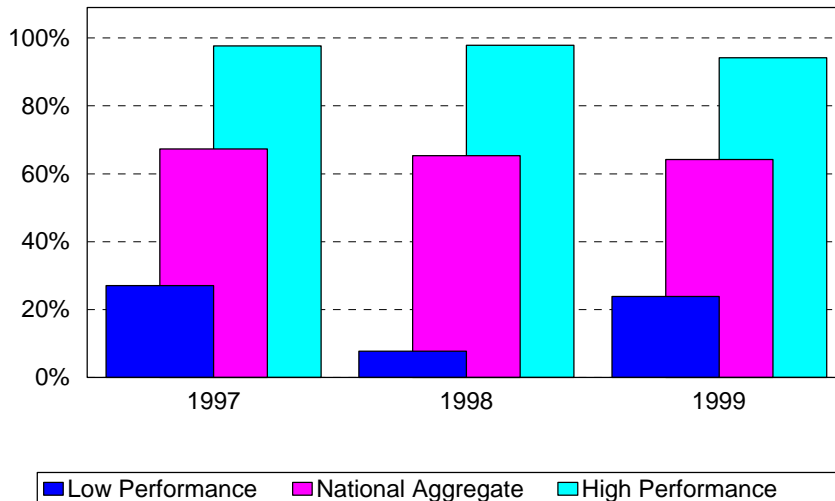
Nonseparations - 14 Days  
Detection Date to Determination Date



As with separations, the performance on interstate nonseparation determinations has declined slightly from 1997 to 1999 and lies about three percentage points below the aggregate measure.

**NONMONETARY DETERMINATIONS TIMELINESS**

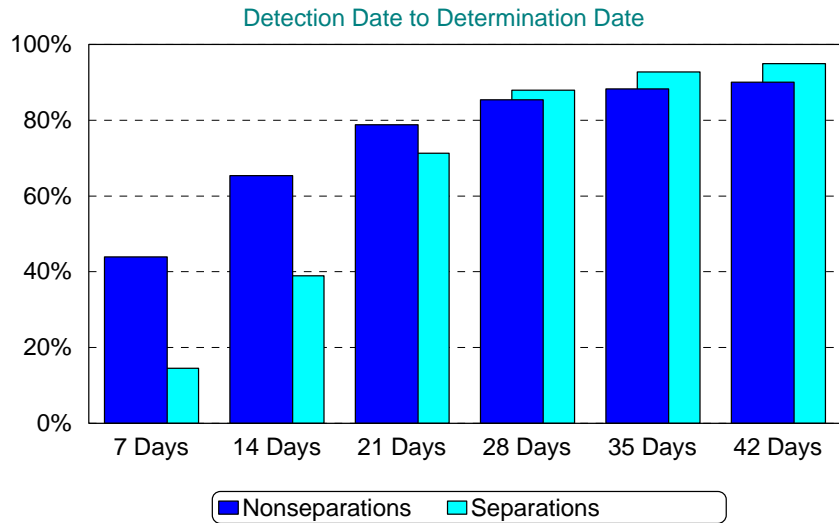
Interstate Nonseparations - 14 Days  
Detection Date to Determination Date



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**NATIONAL REPORT**

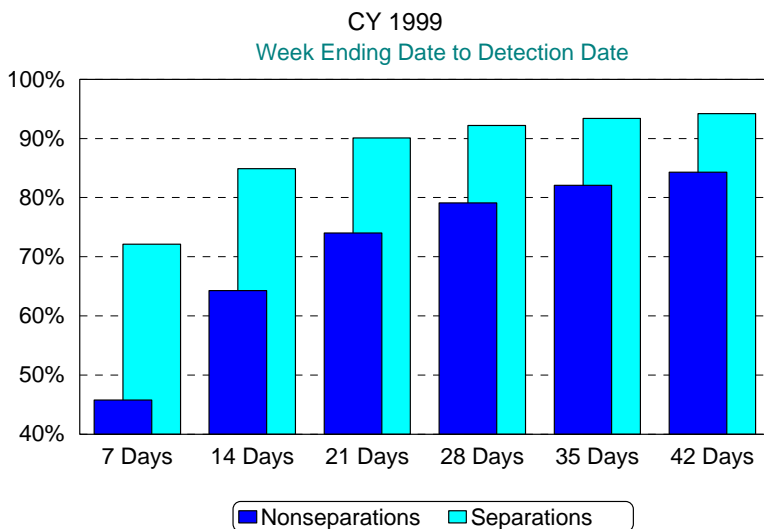
The adjacent chart shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 1999. Forty-four percent of nonseparation issues were decided within the first week after detection, versus only 15% of separations (nearly all

**NONMONETARY DETERMINATIONS TIMELINESS**  
CY 1999



separations require obtaining information from employers). The percentage of nonseparation determinations exceeded those for separations at the 14-day interval (the nonsep criterion interval) and 21-day interval (the separation criterion interval). At 28 days and longer, States had issued a higher percentage of separations than nonseparation. By 42 days, they had made at least 90% of both kinds of determinations.

**NONMONETARY DETERMINATIONS TIMELINESS**



States reported that they detected separation issues much earlier than nonseparation issues in 1999. Over 90% of separation issues were detected within 21 days, whereas by 42 days, they had detected less than 85% of nonseparation issues.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Appeals Timeliness*

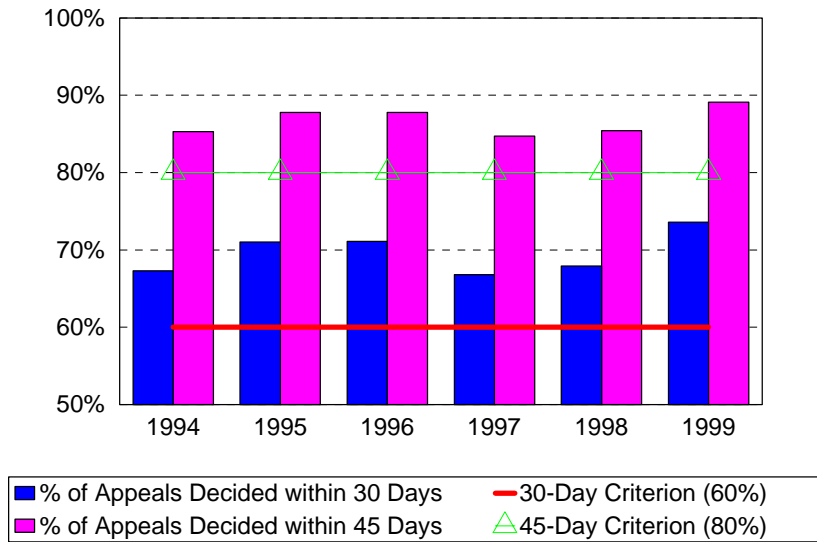
Appeals performance is one of the most cyclically sensitive UI activities and thus has benefited from the decline in unemployment rates. However, the improvement has been reflected much more in the number of States passing the criteria than in the aggregate performance.

Throughout the past six years, the aggregate percentage of appeals decided within 30 days rose from 67% in 1994 to about 71% in both 1995 and 1996, then dropped to below 68% in 1997 and 1998, before rising to 74% in 1999. The percentage of appeals decided within 45 days followed the same pattern so that both series show no trend.

The number of States failing the Secretary's criteria shows a down trend more in keeping with the improvement in economic conditions.

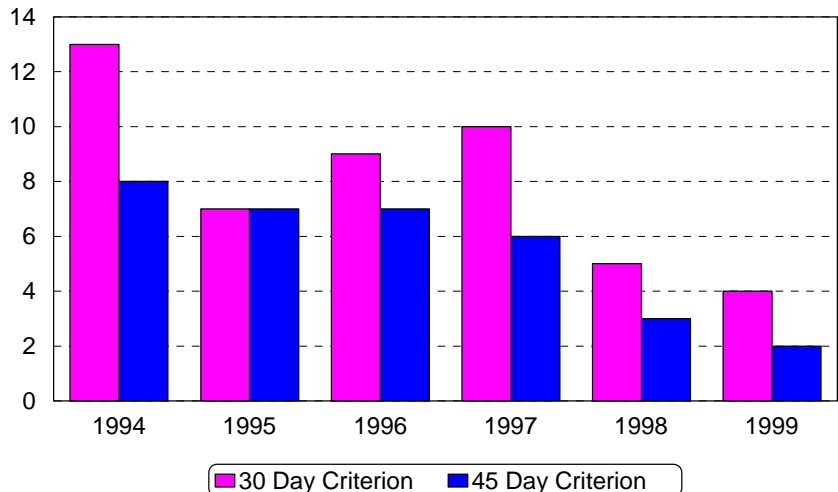
**LOWER AUTHORITY APPEALS TIMELINESS**

CYs 1994 - 1999



**LOWER AUTHORITY APPEALS TIMELINESS**

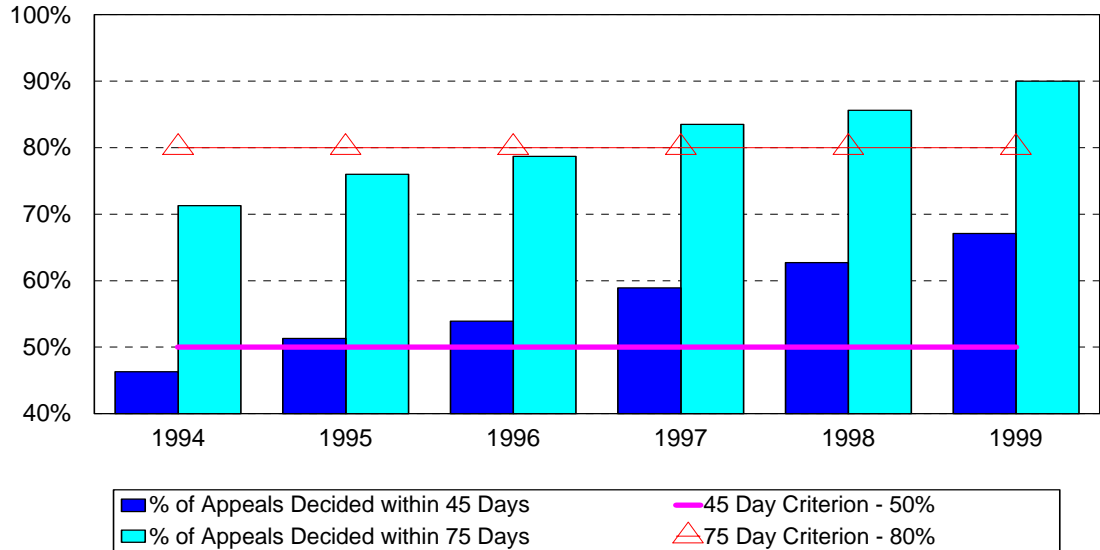
Number of States Failing to Meet Criterion





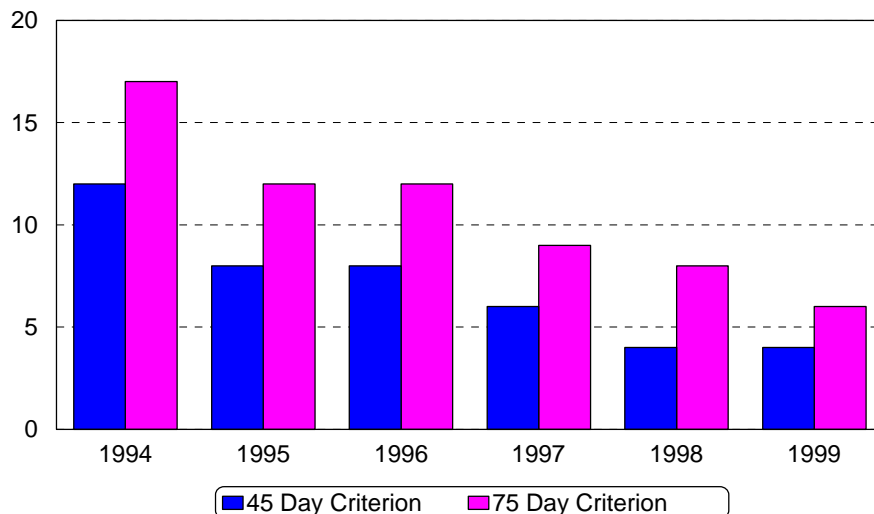
**UI PERFORMS ANNUAL REPORT CY 1999**  
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**HIGHER AUTHORITY APPEALS TIMELINESS**  
CYs 1994-1999



The past five years have also seen regular improvement in Higher Authority time lapse. The rise in aggregate time lapse has been accompanied by regular declines in the number of States that would have failed to meet the new Tier I criteria established in 1999.

**HIGHER AUTHORITY APPEALS TIMELINESS**  
Number of States Failing to Meet Criterion



**UI PERFORMS ANNUAL REPORT CY 1999**

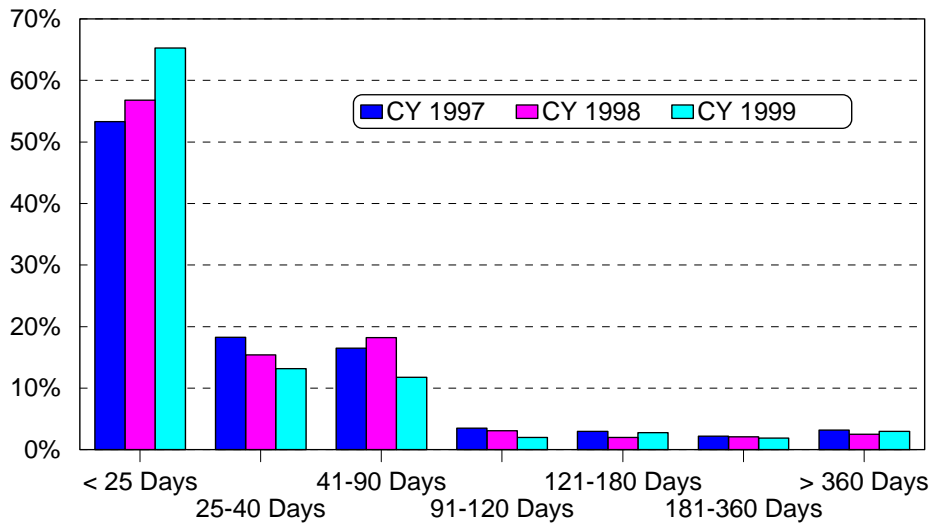
Supplementing the measures of how quickly States decide appeals is the age of undecided or pending appeals at the end of the year. The chart below shows that at the end of 1999, 65% of all undecided Lower Authority appeals had been filed less than 25 days ago (and hence were still likely to be decided within the first time lapse interval of 30 days).

Further, this was an improvement over the 53% less than 25 days old at the end of 1997. The percentages of very old (91+ days) undecided appeals also declined slightly between 1997 and 1999.

The share of Higher Authority Appeals still able to meet time lapse rose from 52% in 1997 to 64% in 1999, with corresponding declines in the shares at all longer age categories except for the last one of >360 days.

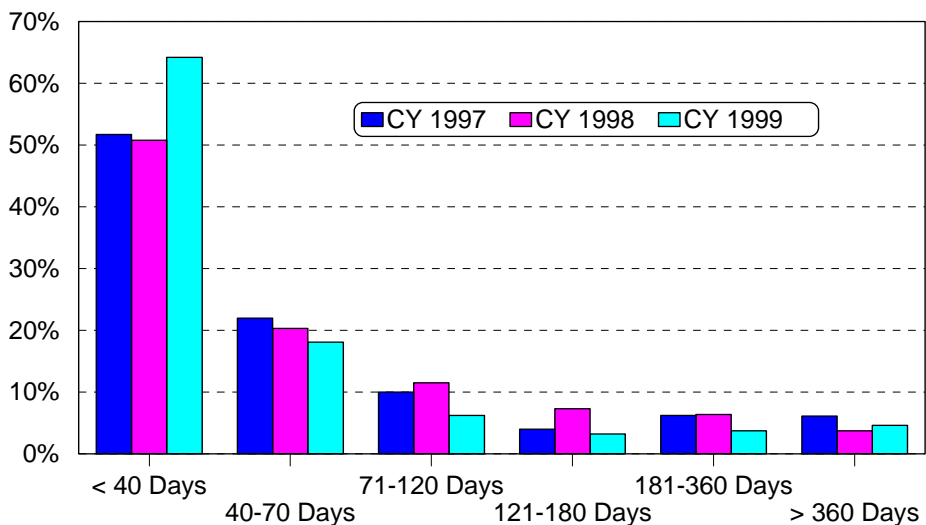
**LOWER AUTHORITY APPEALS CASE AGING**

Age of Appeals Pending at End of Calendar Year



**HIGHER AUTHORITY APPEALS CASE AGING**

Age of Appeals Pending at End of Calendar Year

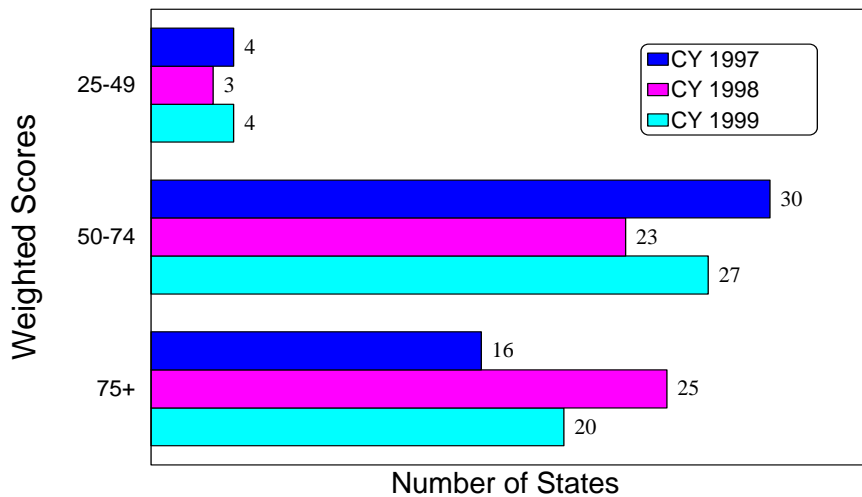


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*Nonmonetary Determinations Quality*

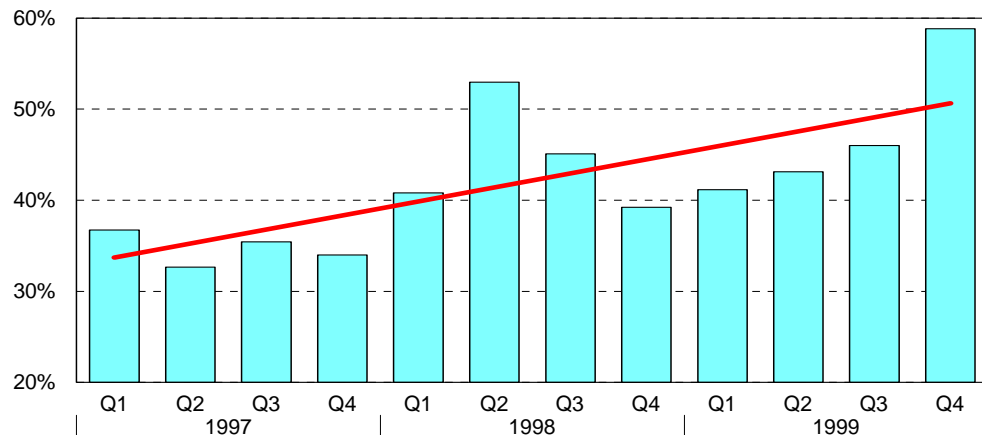
The chart below shows that nonmon quality improved considerably between 1997 and 1998, but then fell somewhat in 1999. The number of States meeting the new Tier I criterion (75% or more of their cases have scores over 80 points) dropped from 25 in 1998 to 20 in 1999.

**NONMONETARY DETERMINATION QUALITY**  
Distribution of Annualized Weighted Scores  
CY 1997 - CY 1999



The percentage of States that would have passed each quarter has trended upward since the first quarter of 1997. A comparison of the annualized and quarterly pass rates suggest, though, that many States' performance is inconsistent from quarter to quarter.

**NONMONETARY DETERMINATION QUALITY**  
Percent of States Passing Nonmonetary Determination Quality  
First Quarter of 1997 to Fourth Quarter of 1999



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Lower Authority Appeals Quality*

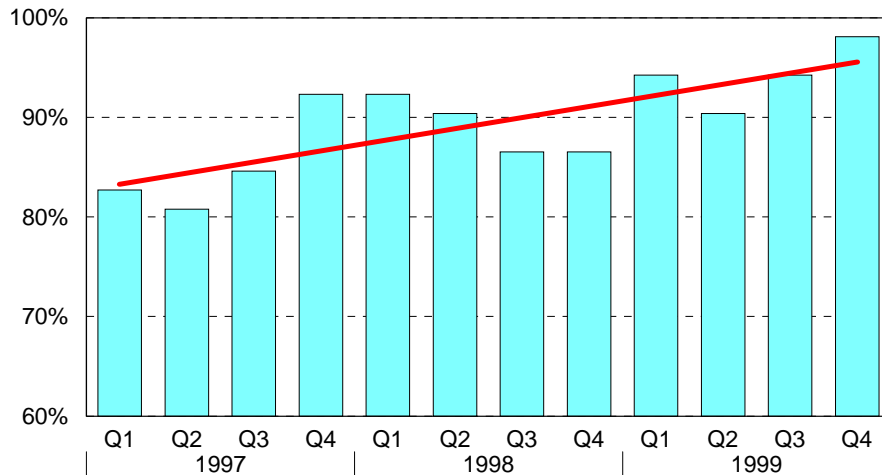
UI PERFORMS established a new Tier I performance criterion for appeals quality: 80 percent of appeals must pass with at least 85% of potential points. The chart below shows a general upward trend in the percent of States passing Lower Authority Appeals quality.

The scores of the due process subset of rating elements are also tabulated. For a case to pass the due process evaluation every element must be scored satisfactory.

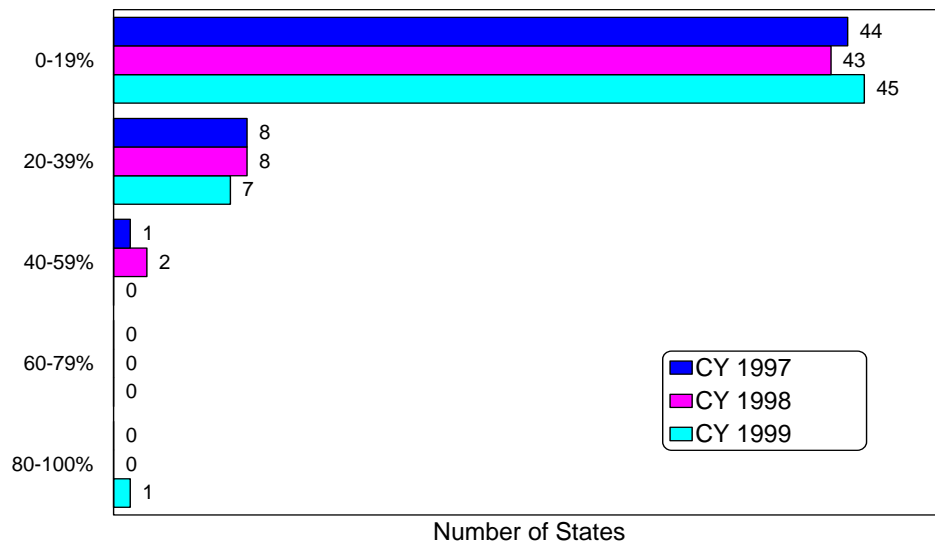
The lower chart shows the number of States grouped by the percentage of cases failing due process.

**LOWER AUTHORITY APPEALS**

Percent of States Passing Quality  
 First Quarter of 1997 to Fourth Quarter of 1999



**DISTRIBUTION OF THE PERCENT OF LOWER AUTHORITY APPEALS FAILING DUE PROCESS**  
 CY 1997 - CY 1999



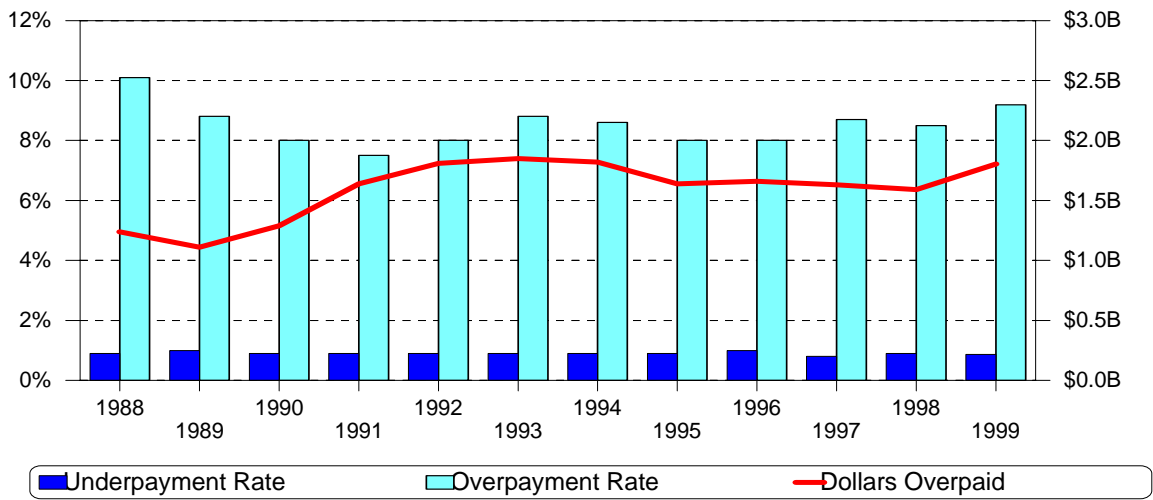
**UI PERFORMS ANNUAL REPORT CY 1999**  
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*Benefit Accuracy Measurement Error Rates*

In CY 1999, the weighted BAM overpayment rate was 9.2%, and the underpayment rate was 0.9%, of benefits paid. When first reported, for 1988, the rate exceeded 10%; it declined regularly to 7.5% in 1991, then stayed in the narrow range of 8% to 8.8% until 1999 when it exceeded 9%. Underpayments have been approximately 0.9% of benefits every year. Dollars overpaid, reflecting the rise in the overpayment rate, rose to \$1.8 B in 1999.

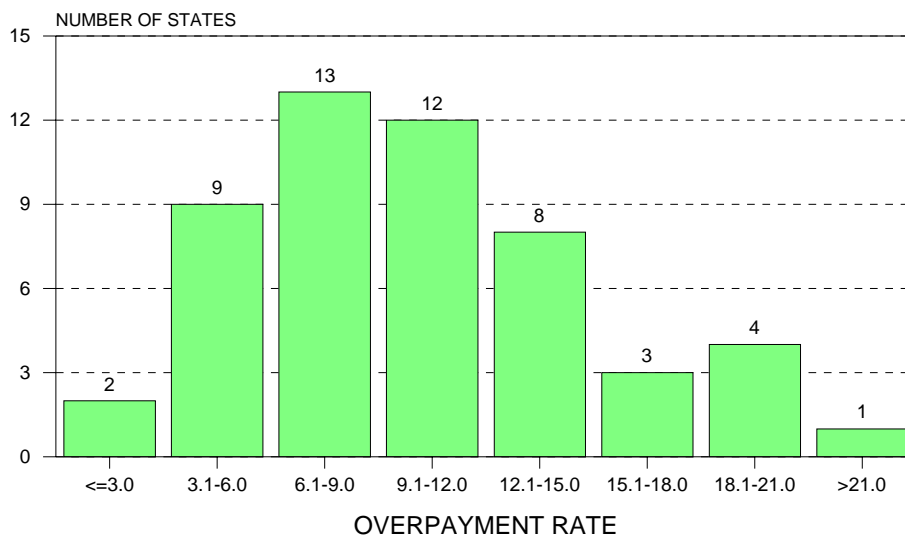
**BENEFIT ACCURACY MEASUREMENT**

National Estimates  
CY 1988 to CY 1999



**DISTRIBUTION OF BAM OVERPAYMENT RATES**

CY 1999

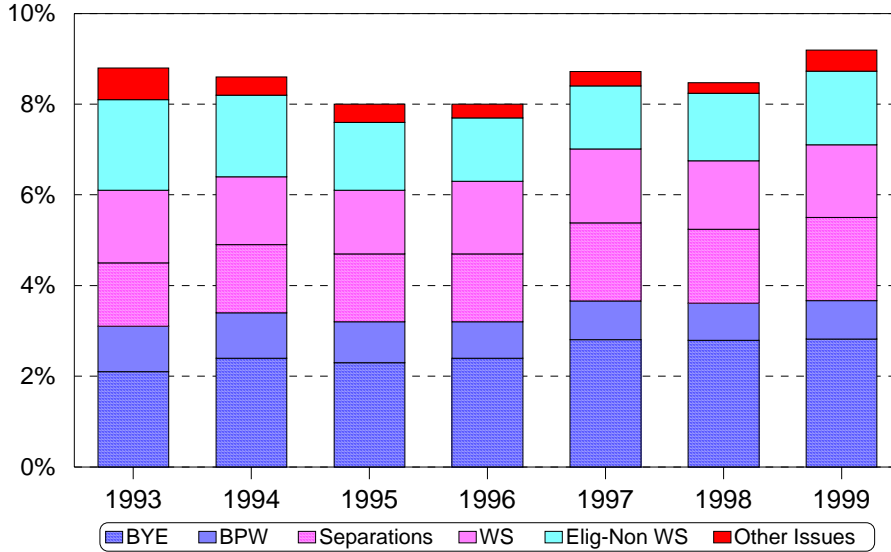


In 1999, two States reported overpayment rates of 3% or less and five over 18%.

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**BAM OVERPAYMENTS BY CAUSE**

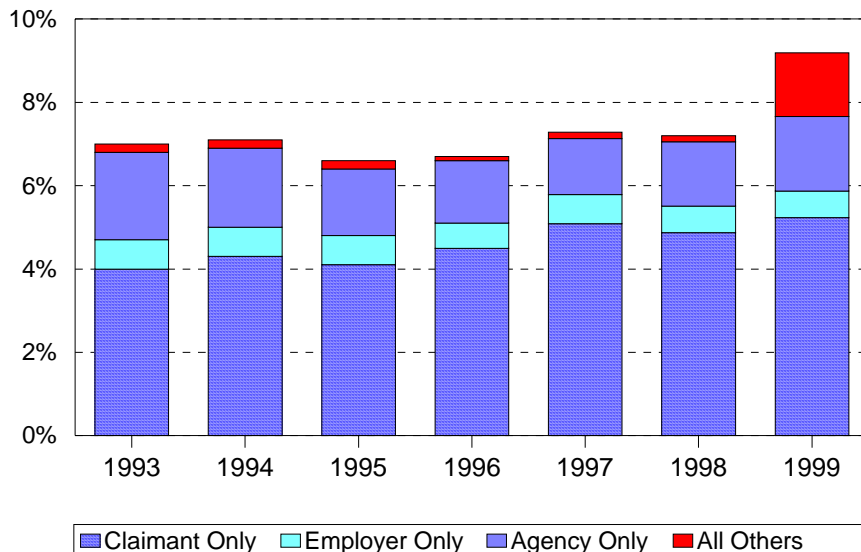
As a Percent of Dollars Paid



The largest cause of dollars overpaid in 1999 was Benefit Year Earnings violations-- failing to report all or part of moneys earned while claiming benefits during the key week--followed by separations and then non work search eligibility violations. Claimant errors were responsible for about 57%, agency errors were responsible for 20% and employers were responsible for 7% of overpayment errors. The remaining 16% of overpayment errors resulted from actions, or inactions, of the parties in combination.

**BAM OVERPAYMENT RATES BY RESPONSIBILITY**

As a Percent of Dollars Paid



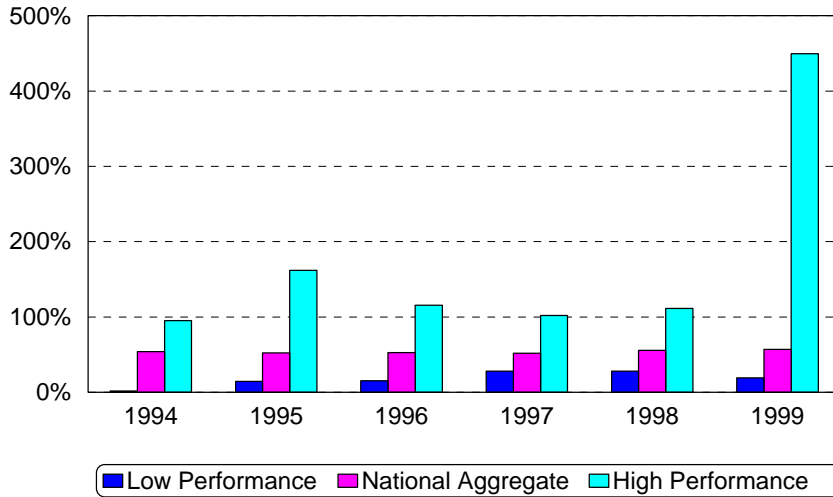
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Benefit Payment Control Recovery Performance*

States reported that they recovered approximately 54% of the fraud overpayments they established in 1999, and about 57% of the nonfraud overpayments established. The aggregate recovery rate has been quite steady since 1994 for both fraud and nonfraud cases, in spite of the wild fluctuations reported by high-performing States.

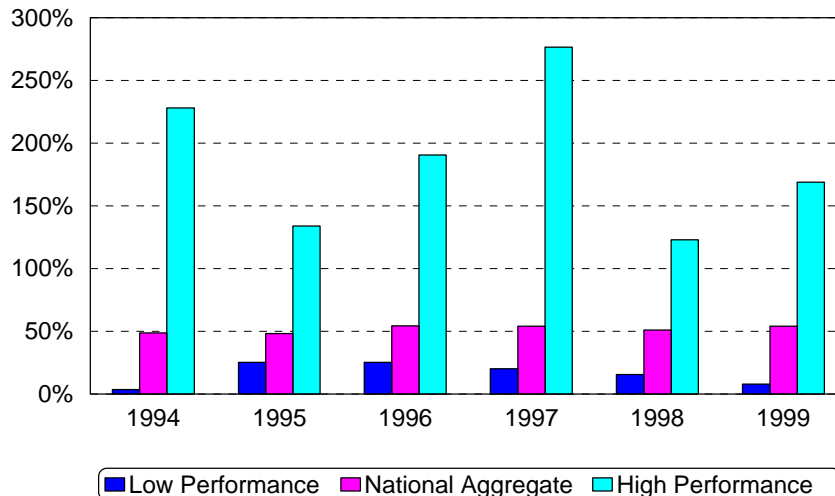
**BENEFIT PAYMENT CONTROL**

Nonfraud Recovery Rates



**BENEFIT PAYMENT CONTROL**

Fraud Recovery Rates



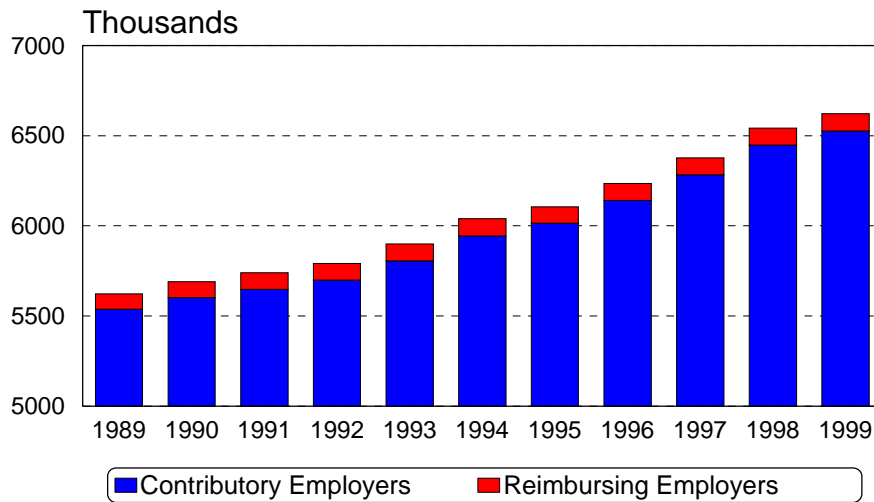
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

**TAX PROGRAM ACTIVITY AND PERFORMANCE**

The number of subject employers has grown fairly steadily at a rate of about 1.6% a year since 1989 to a total of 6.6 million in 1999. Of these, about 6.3 million, or 98%, were contributory.

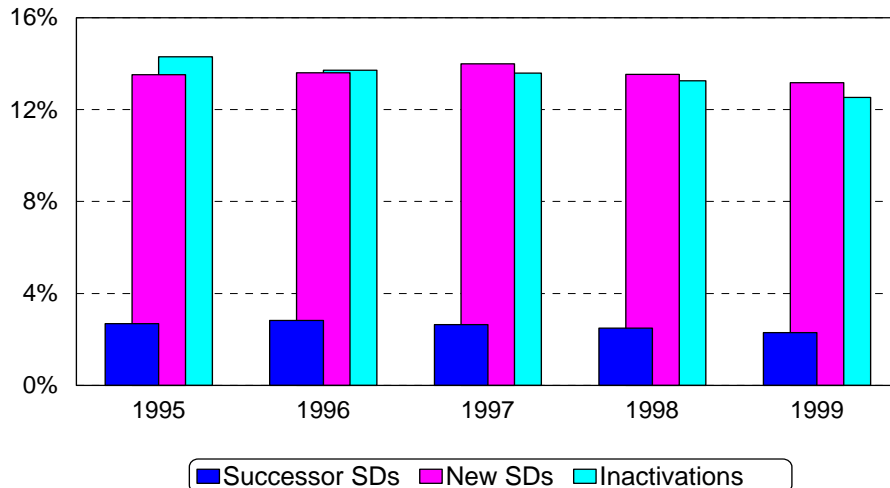
**NUMBER OF SUBJECT EMPLOYERS**  
CYs 1989 - 1999

The slow, steady annual growth in the number of subject employers conceals considerable turnover. Measured by status determination activity, turnover is quite high.



**TURNOVER IN EMPLOYER POPULATION**  
Status Determinations (SDs) as % of Subject Employers  
CYs 1995 - 1999

Each year since 1994, new accounts and inactivations/terminations each amounted to about 14% of liable employers, and successorships close to 3%.





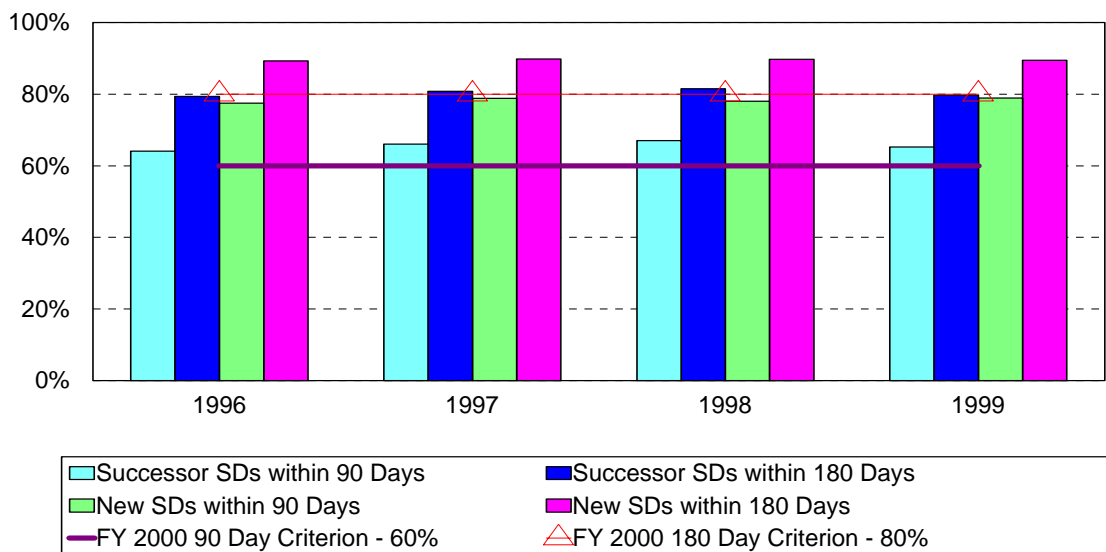
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Status Determinations*

State performance on both new and successor status determinations has remained quite stable since 1996. Nationally, nearly 80% of new determinations are made within 90 days, well above the new criterion of 60%, and about 90% within 180 days, also well over the new 180-day criterion.

**TIMELINESS OF STATUS DETERMINATIONS**

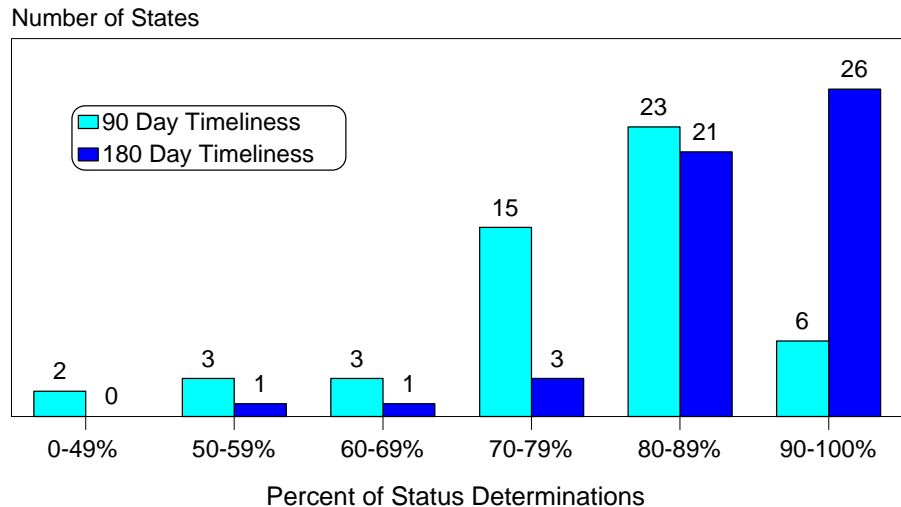
CYs 1996 - 1999



However, five States would have failed to meet the 90-day criterion, and five the 180-day mark, in 1999, while three out of five States made at least 90% of new determinations within 180 days.

**TIMELINESS OF STATUS DETERMINATIONS**

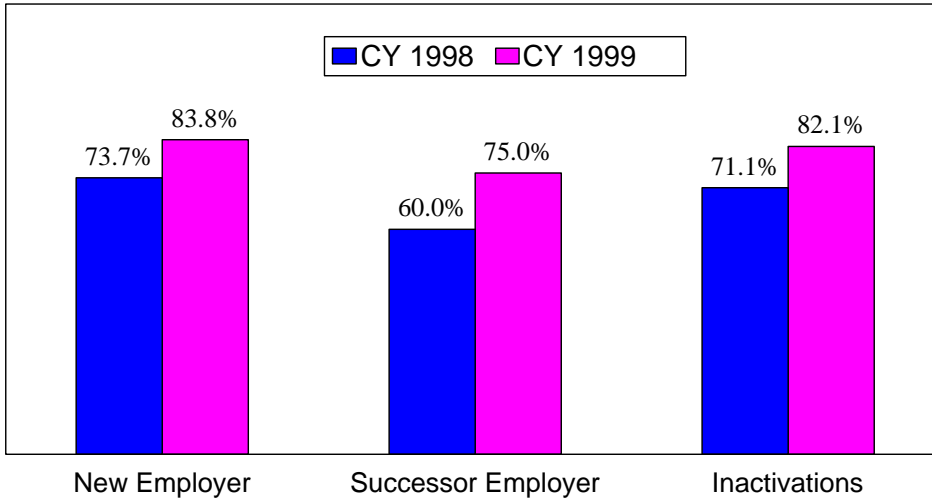
New Employers - CY 1999



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

**ACCURACY OF STATUS DETERMINATIONS**

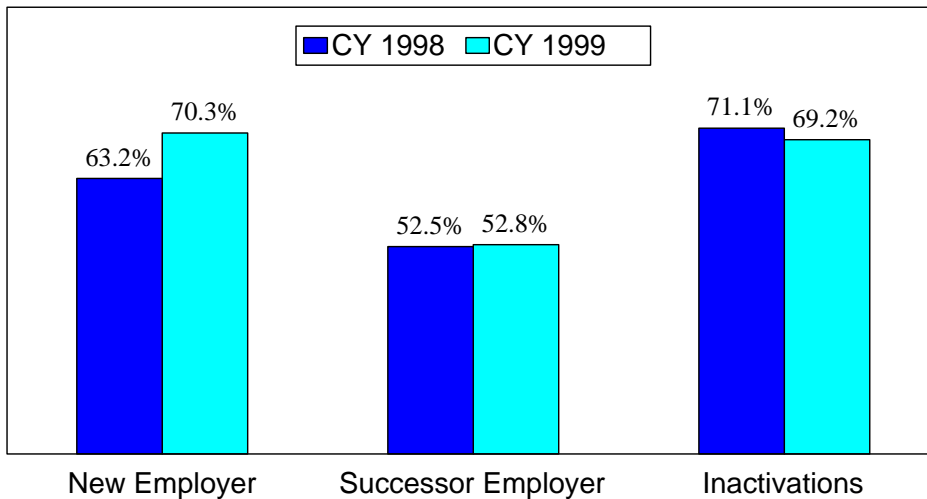
Percent of States Passing



States have greatly improved the accuracy of their status determinations since 1998. The percent of States passing the new, successor, and terminations/activations acceptance samples rose an average of 12%. The accuracy of new and successor postings also improved; however, accuracy in the postings of inactivations declined slightly.

**ACCURACY OF POSTINGS**

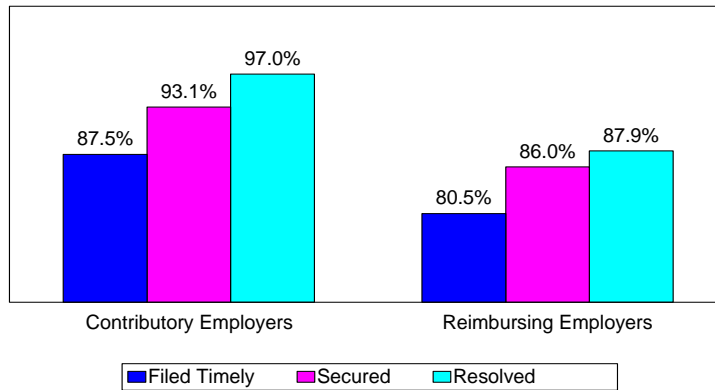
Percent of States Passing



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

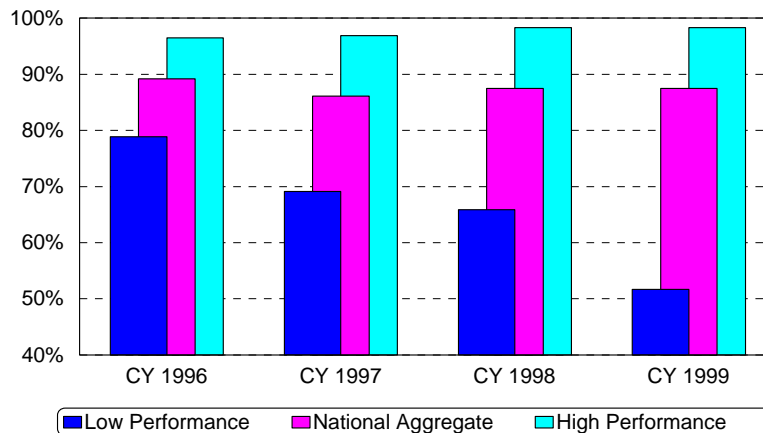
*Report Delinquency*

**REPORT DELINQUENCY ACTIVITY**  
CY 1999



States receive more reports on time, and secure or resolve more delinquent reports, from contributory employers than from reimbursing. Over the last four years, there has been no noticeable pattern of improvement or decline in average timely reporting among contributory employers, although the performance of the best State has improved and that of the worst-performing State has worsened.

**REPORTS FILED TIMELY**  
Contributory Employers  
CYs 1996 - 1999

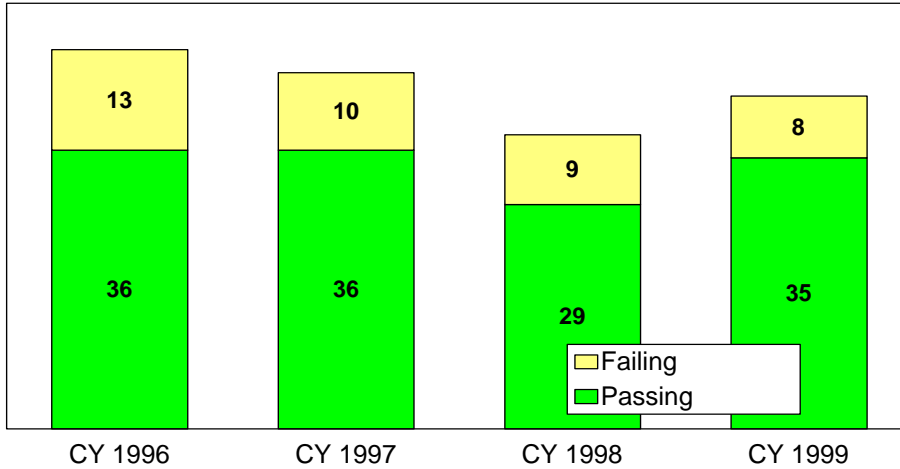


**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

The number of States failing the acceptance sample for quality in delinquent reports operations continues to decline since the high in 1996.

**RESOLUTION OF REPORT DELINQUENCIES**

Number of States Passing/Failing Acceptance Sample



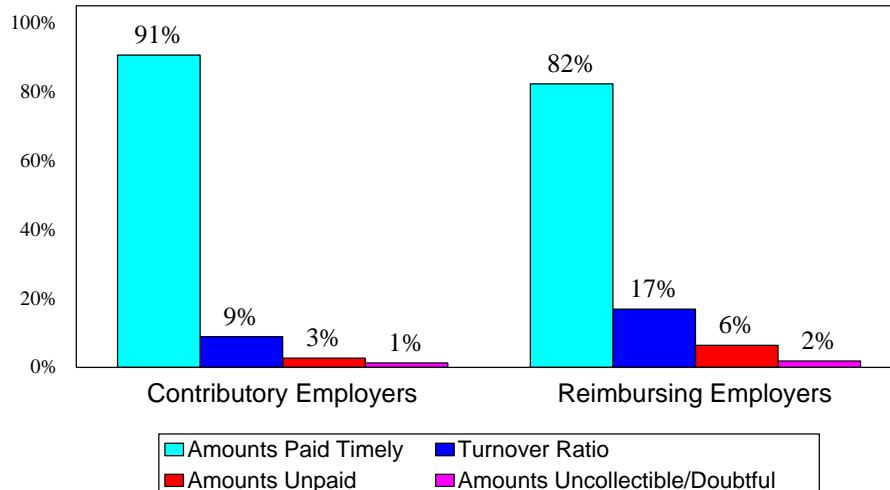
*Collections*

Just as with reporting, contributory employers are considerably more likely (91% to 82%) to pay due amounts on time than reimbursing. Although States write off, or declare doubtful, about the same

proportions of unpaid amounts for reimbursing employers as contributory, the rates of turnover of delinquent amounts for reimbursing employers is more than twice that of contributory employers.

**COLLECTION ACTIVITIES**

CY 1999

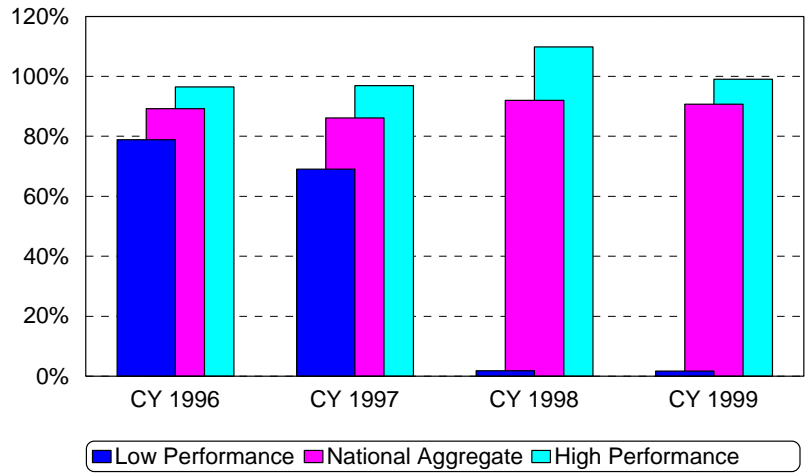


**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

The proportion of total contributory employers taxes due paid timely was slightly lower in 1999 than in 1998, but still higher than in earlier years. Only half the States passed the acceptance sample for quality operation of the collections function in 1999.

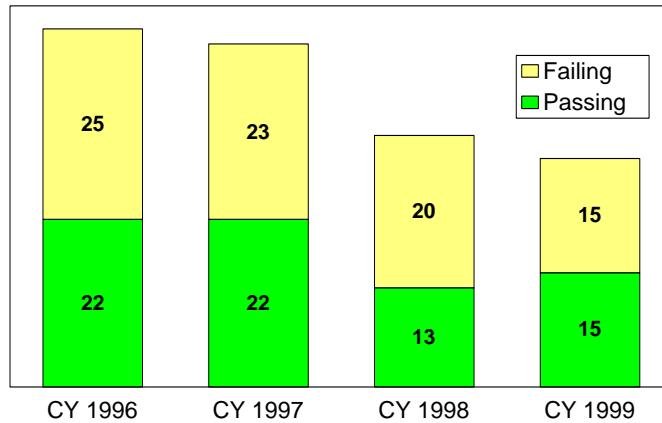
**AMOUNTS PAID TIMELY**

Contributory Employers  
CYs 1996 - 1999



**COLLECTION OF TAXES DUE**

Number of States Passing/Failing Acceptance Sample



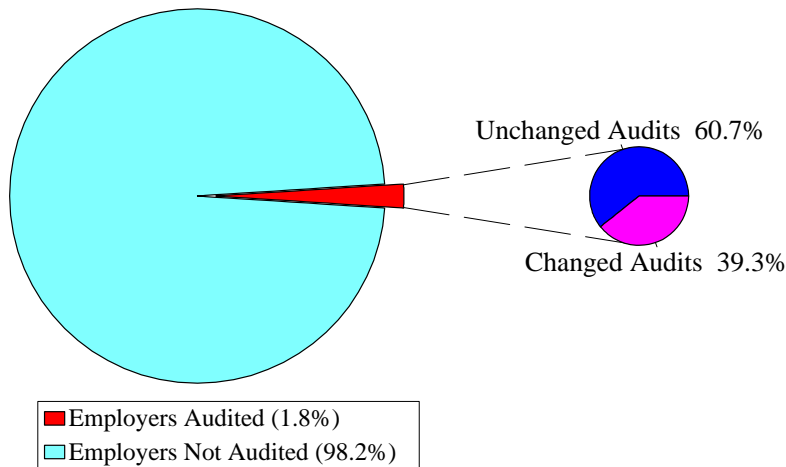
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Field Audit*

In 1999, States audited about 1.8% of contributory employers. About two in five resulted in some change in the audited employer's liability or taxes due. The aggregate penetration of wages is slightly lower than of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

**FIELD AUDIT PENETRATION AND CHANGE**

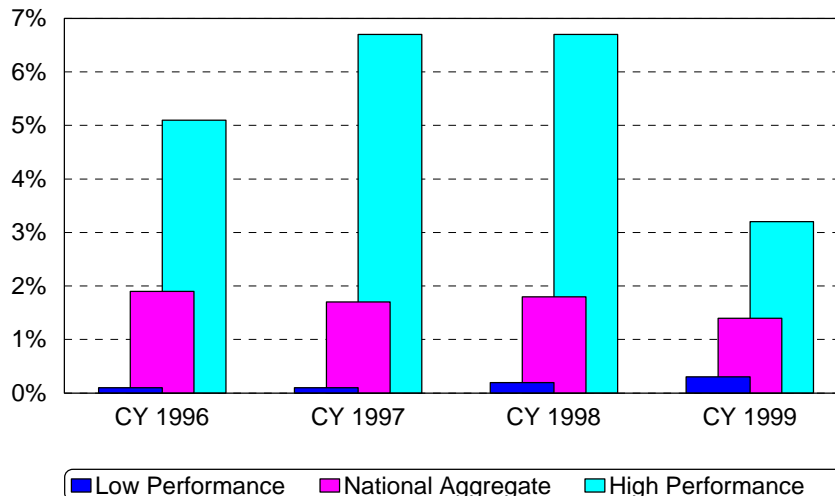
CY 1999



**FIELD AUDIT RESULTS**

Annualized Percent of Total Wages Audited  
CYs 1996 - 1999

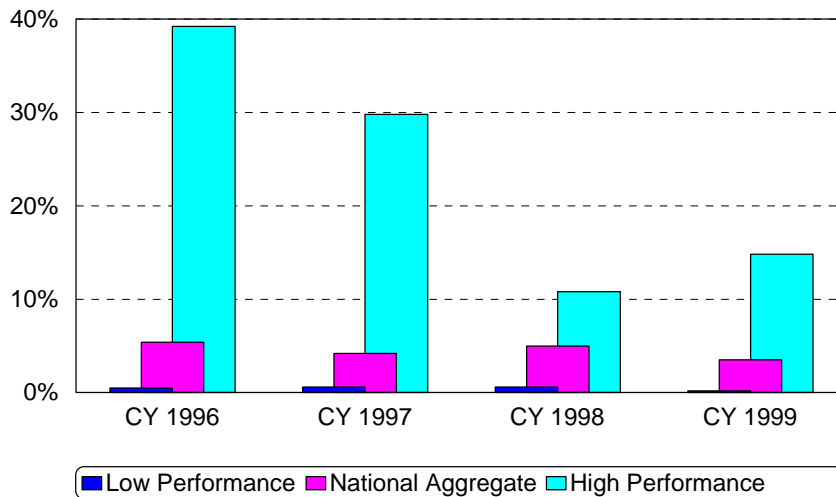
State performance in audit penetration varies considerably: the high State attains a penetration rate of wages which is from two to three times the national aggregate, and the low State averages one tenth of the aggregate.



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

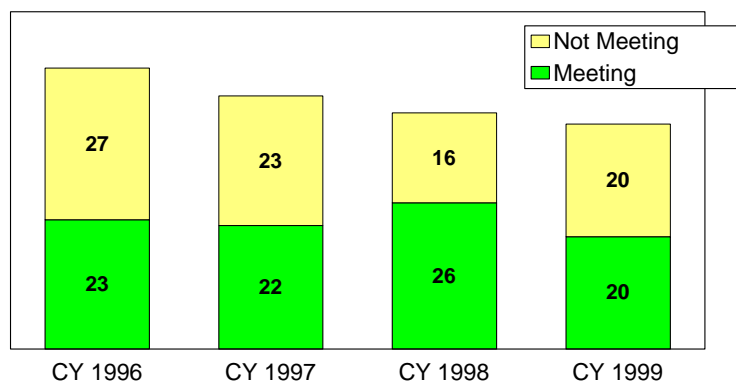
For the country as a whole, these audits resulted in a change of about 3.5% in aggregate wages in 1999, lower than the results in the three previous years. As with wage penetration, the range among States has always been considerable, from the lowest State reporting less than 1% of wages changed due to audits to the highest of about 15% in 1999. The reported range was much greater in 1996 and 1997, because of changes reported by the highest-change States.

**FIELD AUDIT RESULTS**  
Percent Change in Total Wages Resulting From Audit  
CYs 1996 - 1999



Field audit acceptance sample results improved in 1998, only to fall again in 1999. In 1999, only 50% passed the acceptance sample for satisfaction of Employment Security Manual audit requirements.

**QUALITY OF FIELD AUDITS**  
Number of States Meeting/Not Meeting ESM Requirement Criterion



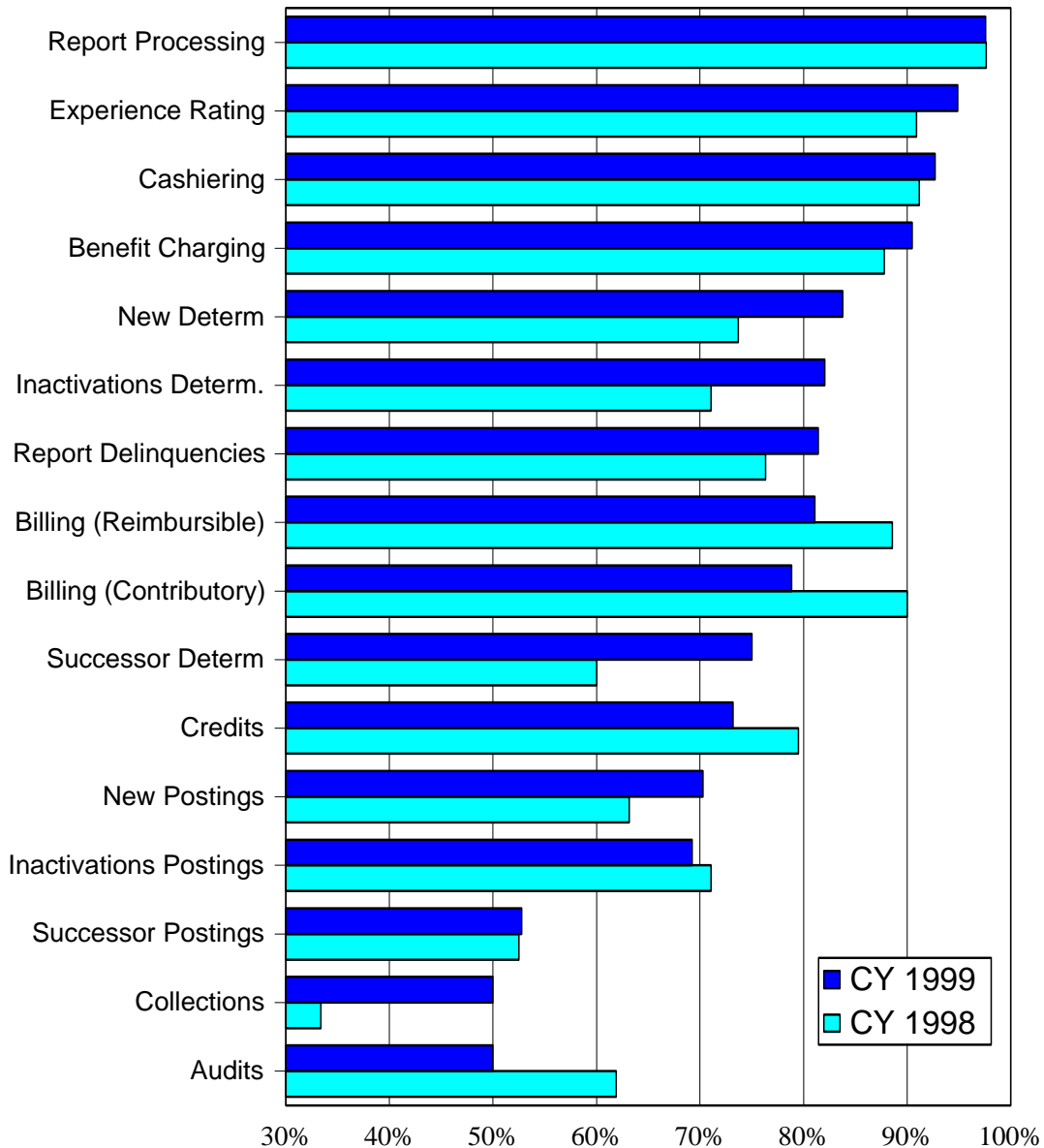
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NATIONAL REPORT**

*Account Maintenance*

CY 1999 acceptance sample results show improving performance in the accuracy of most tax functions. The accuracy of billings, credits, and field audits declined significantly from 1998.

## ACCEPTANCE SAMPLE RESULTS

Percent of States Passing





**UI PERFORMS ANNUAL REPORT CY 1999**  
**STATE REPORTS**

The CY 1999 UI PERFORMS results, including data from the Benefit Accuracy Measurement, Benefits Timeliness and Quality, and the Tax Performance System programs, are displayed in a four-page format, individually, for each state. The display includes all Tier I measures and many Tier II measures. The corresponding national data is given as a means of comparison. Additionally, nonmonetary and lower authority appeals quality, and new status determination timeliness are displayed graphically.

The following symbols are used in the State reports:

- \* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample), or
- \* State did not report data as of 5/4/2000 (date of record for BTQ).
- ^ State did not participate in the program.
- + State does not have higher authority appeals.
- ++ State does not require reimbursing employers to report.
- P** State passed acceptance sample.
- F** State failed acceptance sample.

A description of the footnotes referred to in the Benefit Accuracy Measurement section of the tabular display can be found in Appendix A.

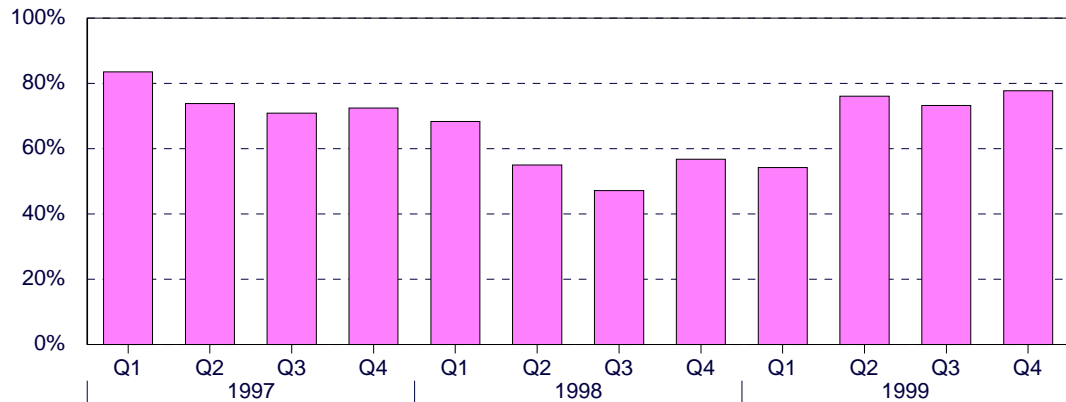
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALABAMA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	101,014	95.8%	89.5%	87%
Intrastate UI, full weeks - 35 Days	101,014	98.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,638	88.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,638	96.1%	93.3%	78%
All First Payments - 14/21 Days	115,567	95.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	115,567	98.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	105,128	78.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	39,749	60.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	105,128	76.9%	64.3%	none
Separation Issues within 21 Days	39,749	95.3%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	11,896	85.5%	73.6%	60%
Decisions within 45 Days of Filing	11,896	97.4%	89.1%	80%
Decisions within 90 Days of Filing	11,896	99.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,159	75.6%	67.1%	50%
Decisions within 75 Days of Filing	2,159	87.6%	90.0%	80%
Decisions within 150 Days of Filing	2,159	99.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,827	87.7%	74.2%	none
Wage Transfers Made within 14 Days	9,827	97.9%	96.5%	none
Billing Made within 45 Days	191	74.3%	94.3%	none
Reimbursements Made within 45 Days	134	90.3%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,101,519	89.0%	61.8%	none
Payments Made within 14 Days	1,101,519	97.3%	92.6%	none
Payments Made within 21 Days	1,101,519	98.9%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	394	67.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	73	97.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,135,241	76.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	4,282,501	70.6%	57.3%	none

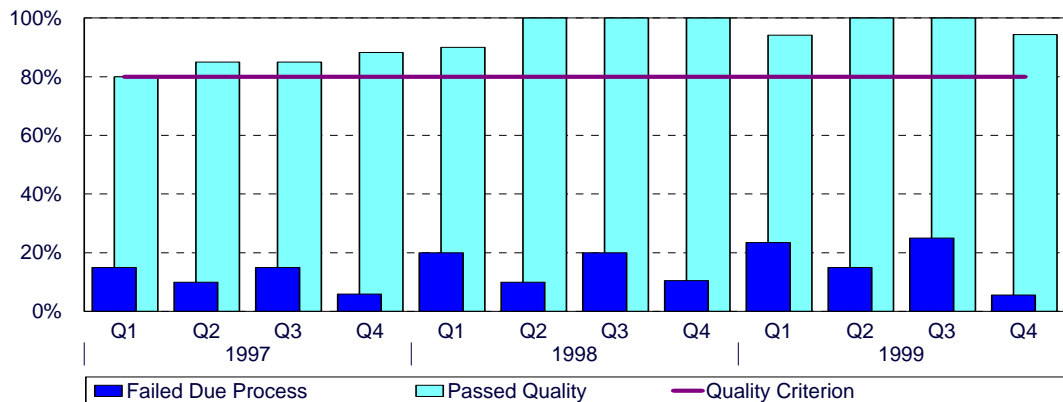
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALABAMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.9	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.45	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$178,470,902	\$19.6 B	none
Sample Size	488	25,766	none
Proper Payment Rate	90.9% +/- 2.7	90.8%	none
Overpayment Rate	9.1% +/- 2.7	9.2%	none
Underpayment Rate	0.3% +/- 0.2	0.9%	none
Footnotes:	#3	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALABAMA**

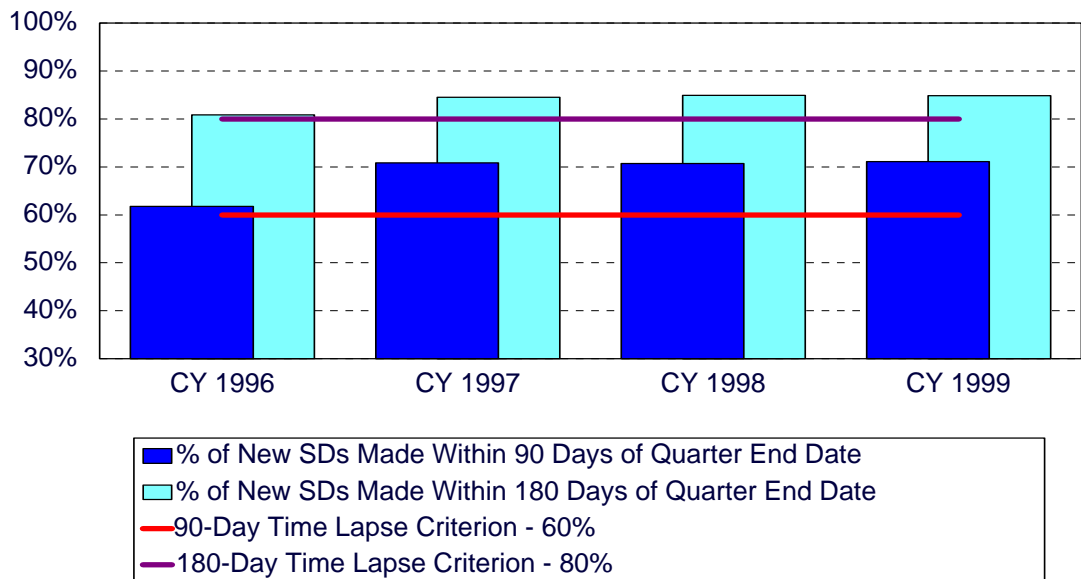
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	71.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	84.9%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	61.7%	65.2%
Percentage Made Within 180 Days	81.9%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.0%	87.1%
Percentage Secured	96.8%	92.7%
Percentage Resolved	98.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.1%	80.3%
Percentage Secured	92.9%	85.9%
Percentage Resolved	90.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.1%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	82.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.6%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	4.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALABAMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	F	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.6%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



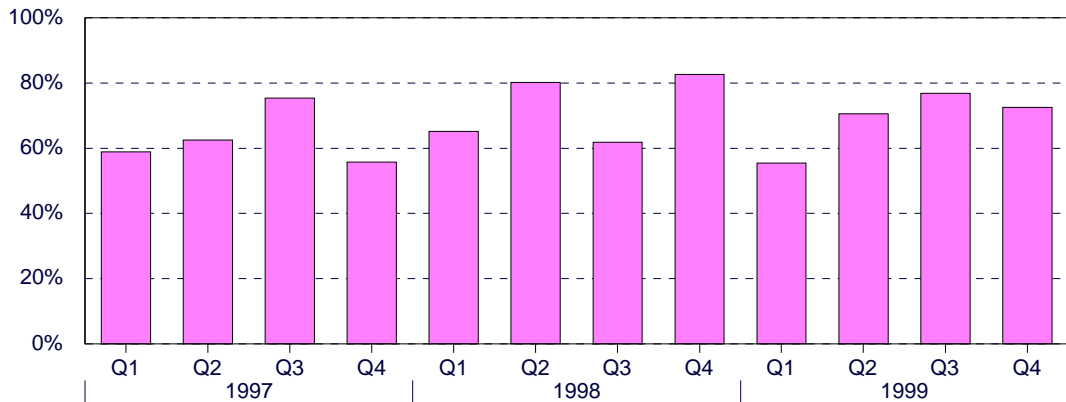
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALASKA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	29,199	91.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	29,199	97.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	12,961	88.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	12,961	97.4%	93.3%	78%
All First Payments - 14/21 Days	47,085	90.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	47,085	97.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	29,570	89.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	14,302	94.0%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	29,570	79.1%	64.3%	none
Separation Issues within 21 Days	14,302	48.4%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	2,448	77.5%	73.6%	60%
Decisions within 45 Days of Filing	2,448	94.2%	89.1%	80%
Decisions within 90 Days of Filing	2,448	99.7%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	162	51.9%	67.1%	50%
Decisions within 75 Days of Filing	162	85.8%	90.0%	80%
Decisions within 150 Days of Filing	162	98.1%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,291	41.1%	74.2%	none
Wage Transfers Made within 14 Days	6,291	95.7%	96.5%	none
Billing Made within 45 Days	196	100.0%	94.3%	none
Reimbursements Made within 45 Days	172	90.1%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	667,190	45.1%	61.8%	none
Payments Made within 14 Days	667,190	92.9%	92.6%	none
Payments Made within 21 Days	667,190	97.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	69.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	75	93.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	998,107	63.3%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,699,801	59.7%	57.3%	none

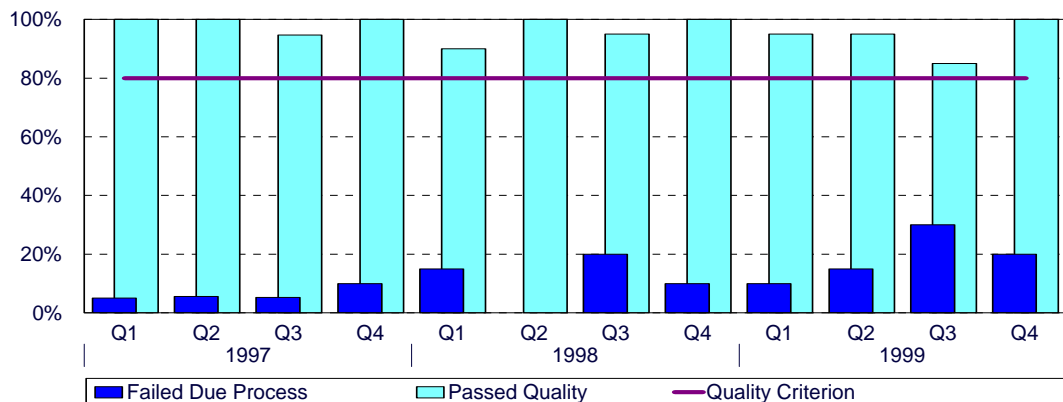
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.31	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$106,689,555	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	91.9% +/- 2.4	90.8%	none
Overpayment Rate	8.1% +/- 2.4	9.2%	none
Underpayment Rate	1.0% +/- 0.4	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	83.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.9%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.0%	65.2%
Percentage Made Within 180 Days	84.1%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.1%	87.1%
Percentage Secured	95.8%	92.7%
Percentage Resolved	99.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.9%	80.3%
Percentage Secured	98.3%	85.9%
Percentage Resolved	99.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.8%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.5%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.2%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

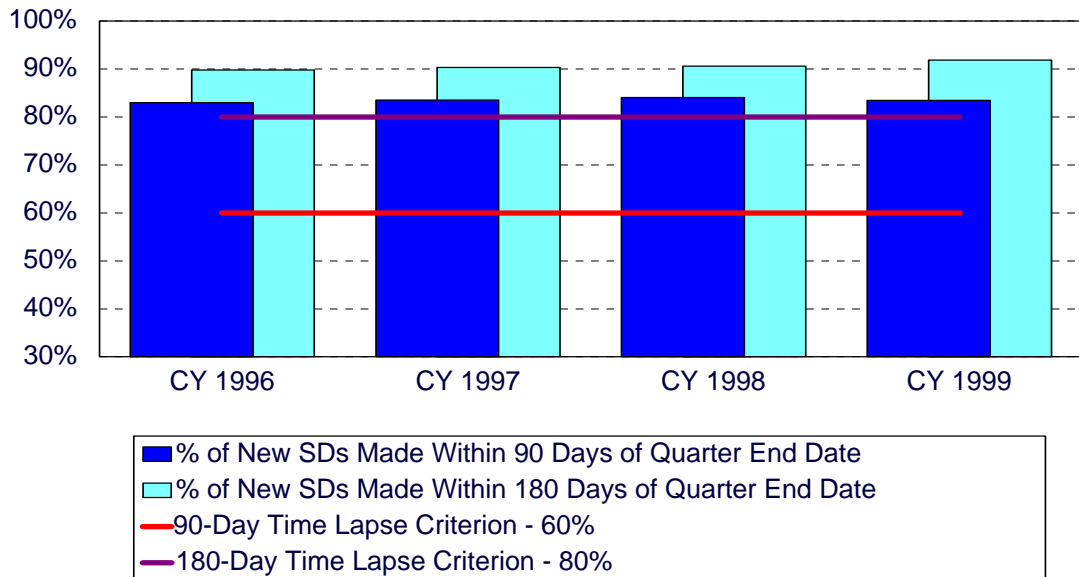
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.3%	5.8%
Percentage Of Contributory Employers Audited	2.3%	1.8%
Annualized Percentage Of Total Wages Audited	2.1%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	F	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



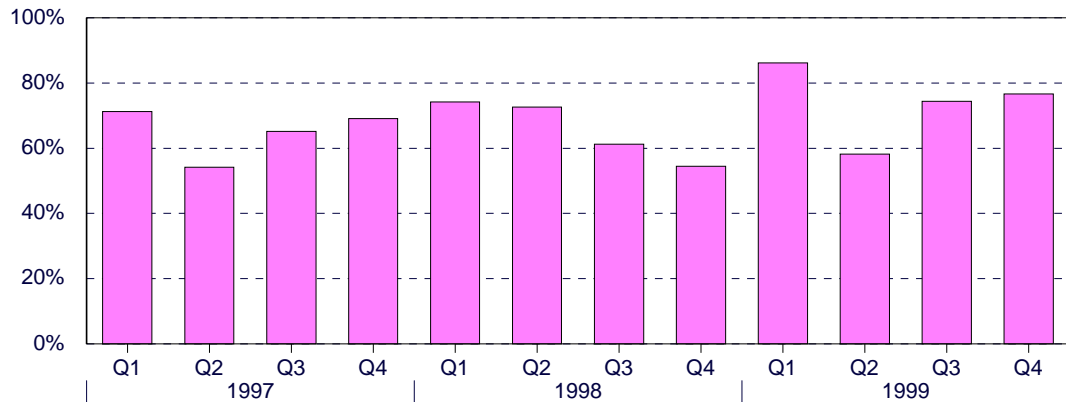
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARIZONA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	56,549	95.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	56,549	98.3%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,769	79.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,769	93.7%	93.3%	78%
All First Payments - 14/21 Days	63,375	95.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	63,375	98.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	43,897	79.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	46,408	95.1%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	43,897	86.4%	64.3%	none
Separation Issues within 21 Days	46,408	95.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	12,233	81.5%	73.6%	60%
Decisions within 45 Days of Filing	12,233	95.4%	89.1%	80%
Decisions within 90 Days of Filing	12,233	98.8%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,457	89.2%	67.1%	50%
Decisions within 75 Days of Filing	1,457	97.0%	90.0%	80%
Decisions within 150 Days of Filing	1,457	98.8%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	11,020	22.3%	74.2%	none
Wage Transfers Made within 14 Days	11,020	99.8%	96.5%	none
Billing Made within 45 Days	50	100.0%	94.3%	none
Reimbursements Made within 45 Days	50	90.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	960,407	94.9%	61.8%	none
Payments Made within 14 Days	960,407	98.2%	92.6%	none
Payments Made within 21 Days	960,407	99.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	278	73.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	77	97.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,539,091	101.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	2,274,284	63.0%	57.3%	none

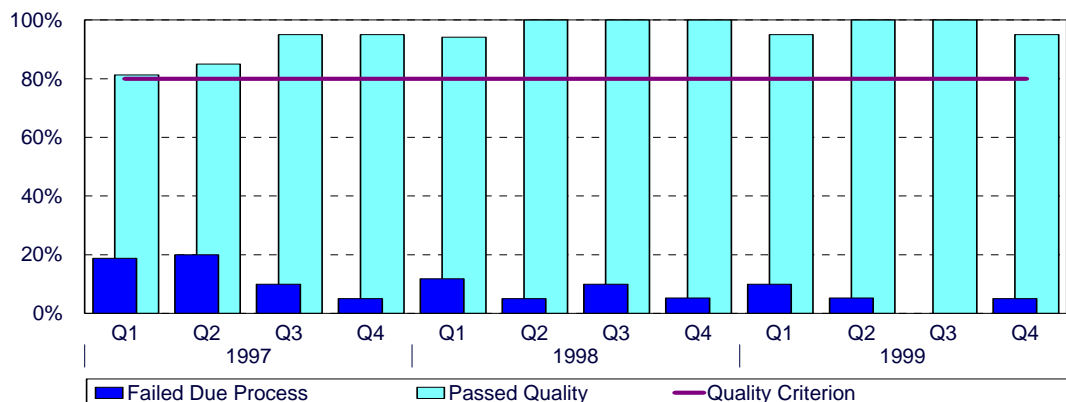
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARIZONA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.3	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.62	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$155,863,849	\$19.6 B	none
Sample Size	460	25,766	none
Proper Payment Rate	90.0% +/- 2.9	90.8%	none
Overpayment Rate	10.0% +/- 2.9	9.2%	none
Underpayment Rate	0.4% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARIZONA**

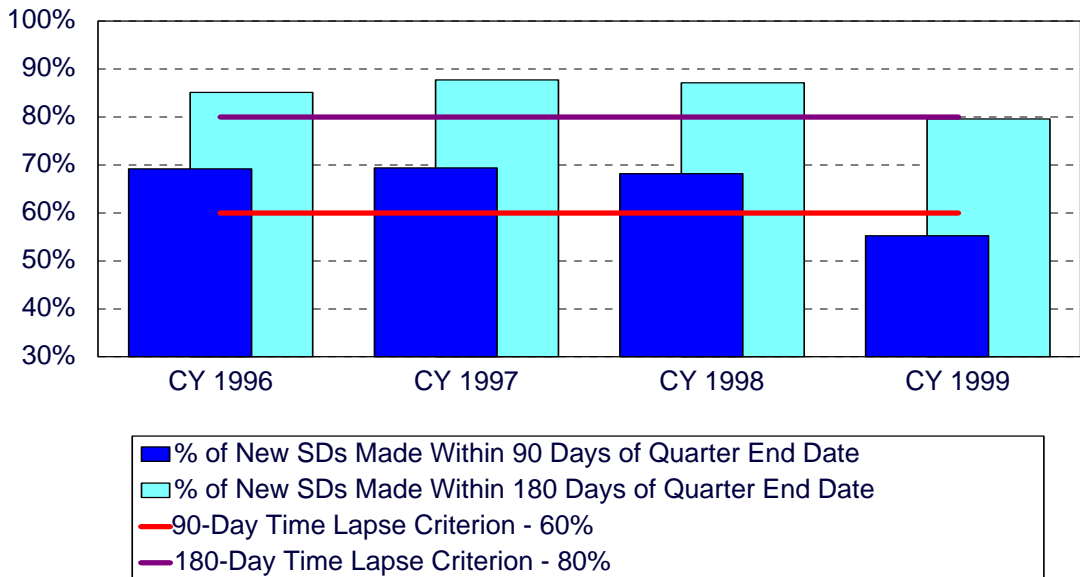
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	55.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	79.6%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	55%	65.2%
Percentage Made Within 180 Days	76%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.6%	87.1%
Percentage Secured	96.5%	92.7%
Percentage Resolved	102.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.1%	80.3%
Percentage Secured	98.1%	85.9%
Percentage Resolved	100.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.6%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.4%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARIZONA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.4%	5.8%
Percentage Of Contributory Employers Audited	2.3%	1.8%
Annualized Percentage Of Total Wages Audited	1.5%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



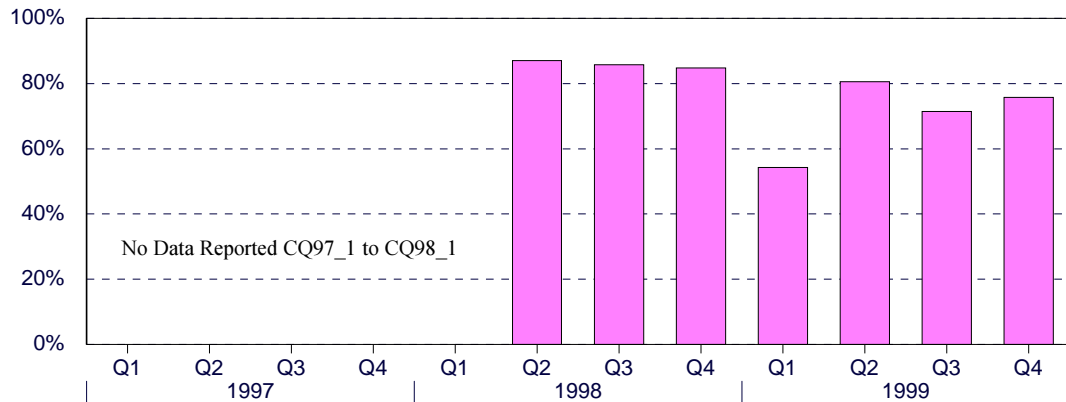
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARKANSAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	54,916	88.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	54,916	96.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,010	70.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,010	92.7%	93.3%	78%
All First Payments - 14/21 Days	74,513	88.4%	88.7%	90% (FY '02)
All First Payments - 35 Days	74,513	96.6%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,302	60.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	34,319	56.8%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	22,302	72.0%	64.3%	none
Separation Issues within 21 Days	34,319	82.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	9,474	97.0%	73.6%	60%
Decisions within 45 Days of Filing	9,474	99.4%	89.1%	80%
Decisions within 90 Days of Filing	9,474	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,814	89.1%	67.1%	50%
Decisions within 75 Days of Filing	1,814	96.1%	90.0%	80%
Decisions within 150 Days of Filing	1,814	98.8%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	5,339	21.9%	74.2%	none
Wage Transfers Made within 14 Days	5,339	76.2%	96.5%	none
Billing Made within 45 Days	198	100.0%	94.3%	none
Reimbursements Made within 45 Days	196	95.9%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	930,919	83.4%	61.8%	none
Payments Made within 14 Days	930,919	96.1%	92.6%	none
Payments Made within 21 Days	930,919	98.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	69.9%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	96.2%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,002,876	26.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,639,412	32.2%	57.3%	none

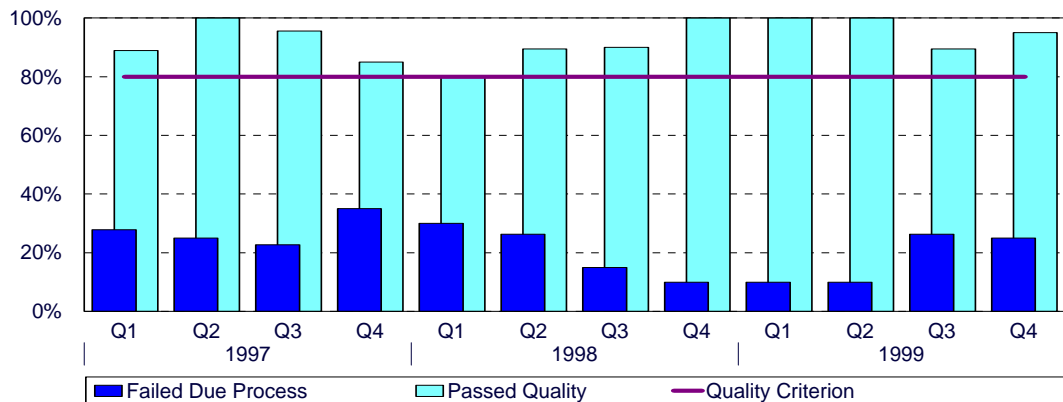
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARKANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.94	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$179,471,773	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	89.3% +/- 2.5	90.8%	none
Overpayment Rate	10.7% +/- 2.5	9.2%	none
Underpayment Rate	0.8% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARKANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	71.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	85.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	62.2%	65.2%
Percentage Made Within 180 Days	83.2%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.0%	87.1%
Percentage Secured	95.0%	92.7%
Percentage Resolved	98.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.8%	80.3%
Percentage Secured	98.6%	85.9%
Percentage Resolved	99.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	66.6%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	31.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.9%
Accounts Receivable As A Percentage Of Tax Due	3.8%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

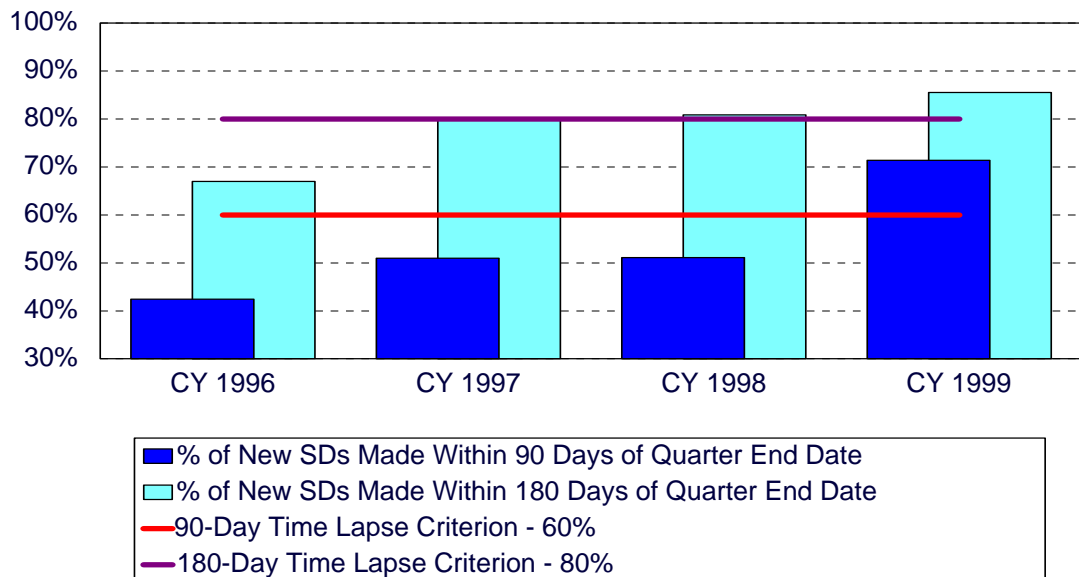
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ARKANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	5.6%	5.8%
Percentage Of Contributory Employers Audited	1.7%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



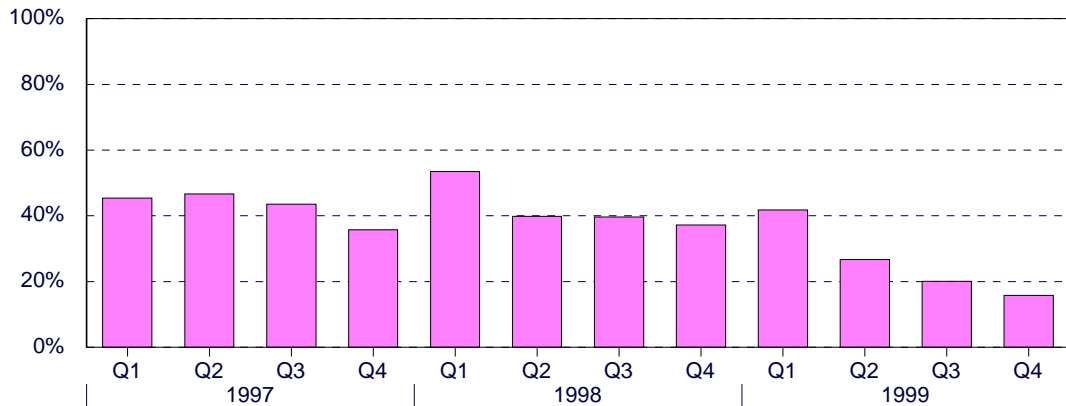
**UI PERFORMS ANNUAL REPORT CY 1999**  
**CALIFORNIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	965,636	87.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	965,636	97.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	19,145	75.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	19,145	94.2%	93.3%	78%
All First Payments - 14/21 Days	1,058,999	86.4%	88.7%	90% (FY '02)
All First Payments - 35 Days	1,058,999	96.9%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	1,168,428	68.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	564,928	86.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	1,138,608	52.4%	64.3%	none
Separation Issues within 21 Days	557,661	89.9%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	156,299	66.3%	73.6%	60%
Decisions within 45 Days of Filing	156,299	83.8%	89.1%	80%
Decisions within 90 Days of Filing	156,299	94.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	15,382	53.2%	67.1%	50%
Decisions within 75 Days of Filing	15,382	78.2%	90.0%	80%
Decisions within 150 Days of Filing	15,382	98.4%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	26,491	92.2%	74.2%	none
Wage Transfers Made within 14 Days	26,491	99.8%	96.5%	none
Billing Made within 45 Days	208	100.0%	94.3%	none
Reimbursements Made within 45 Days	196	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	16,363,706	40.1%	61.8%	none
Payments Made within 14 Days	16,363,706	86.1%	92.6%	none
Payments Made within 21 Days	16,363,706	94.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	376	27.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	134	88.2%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	84,793,261	57.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	12,419,029	48.0%	57.3%	none

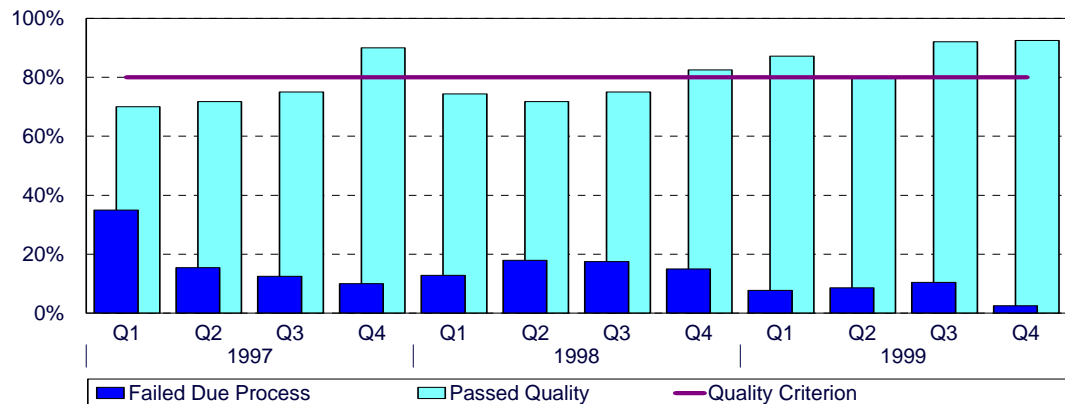
**UI PERFORMS ANNUAL REPORT CY 1999  
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.9	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.73	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$2,662,727,035	\$19.6 B	none
Sample Size	1,731	25,766	none
Proper Payment Rate	94.1% +/- 1.1	90.8%	none
Overpayment Rate	5.9% +/- 1.1	9.2%	none
Underpayment Rate	0.6% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**CALIFORNIA**

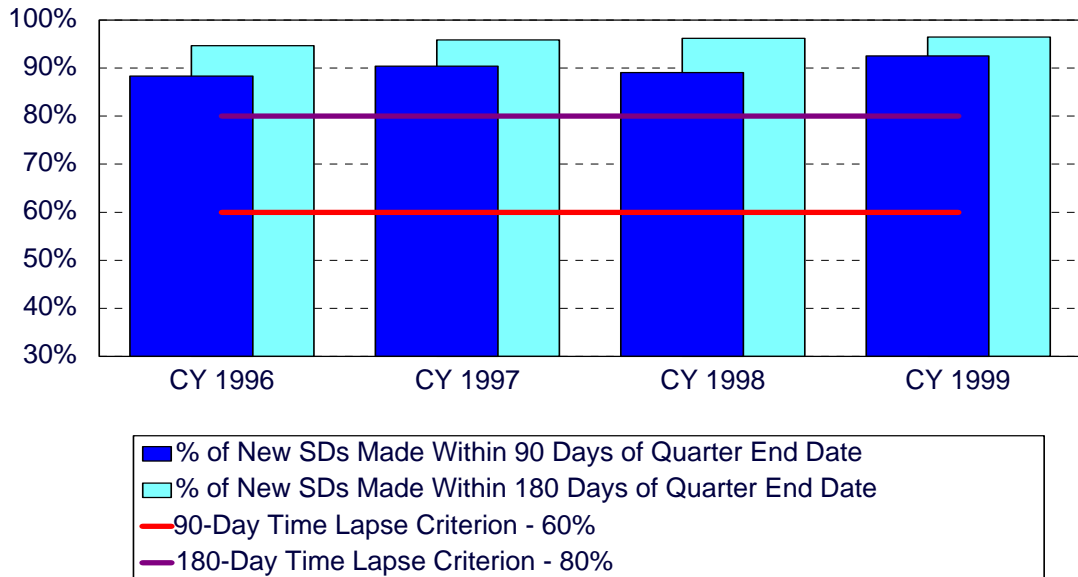
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	92.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	96.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	32.6%	65.2%
Percentage Made Within 180 Days	45.6%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.0%	87.1%
Percentage Secured	87.0%	92.7%
Percentage Resolved	90.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	99.2%	80.3%
Percentage Secured	99.2%	85.9%
Percentage Resolved	98.1%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.6%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999  
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	*	5.8%
Percentage Of Contributory Employers Audited	0.1%	1.8%
Annualized Percentage Of Total Wages Audited	*	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

**New Status Determinations Time Lapse**



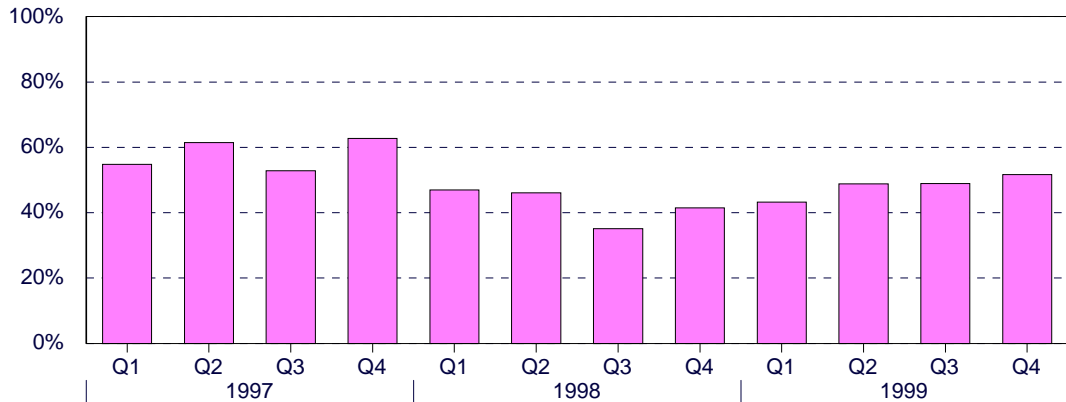
**UI PERFORMS ANNUAL REPORT CY 1999**  
**COLORADO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	36,035	91.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	36,035	96.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,679	86.7%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,679	95.4%	93.3%	78%
All First Payments - 14/21 Days	41,650	90.9%	88.7%	90% (FY '02)
All First Payments - 35 Days	41,650	96.9%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	49,994	59.0%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	76,370	37.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	49,994	79.5%	64.3%	none
Separation Issues within 21 Days	76,370	97.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,100	83.8%	73.6%	60%
Decisions within 45 Days of Filing	14,100	94.1%	89.1%	80%
Decisions within 90 Days of Filing	14,100	99.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,484	53.4%	67.1%	50%
Decisions within 75 Days of Filing	1,484	96.2%	90.0%	80%
Decisions within 150 Days of Filing	1,484	99.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	10,187	91.8%	74.2%	none
Wage Transfers Made within 14 Days	10,187	100.0%	96.5%	none
Billing Made within 45 Days	196	100.0%	94.3%	none
Reimbursements Made within 45 Days	203	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	588,320	46.0%	61.8%	none
Payments Made within 14 Days	588,320	95.3%	92.6%	none
Payments Made within 21 Days	588,320	97.7%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	400	48.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	79	100.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,453,871	52.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	3,547,484	74.2%	57.3%	none

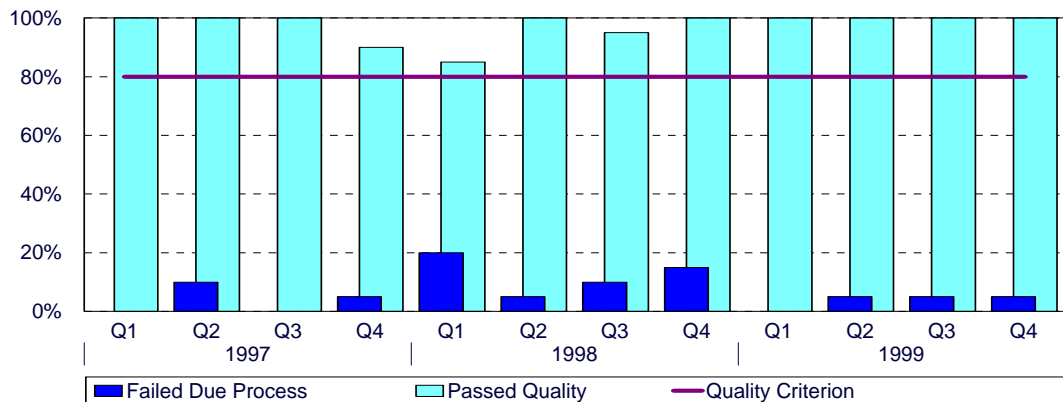
**UI PERFORMS ANNUAL REPORT CY 1999**  
**COLORADO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.88	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$147,085,909	\$19.6 B	none
Sample Size	481	25,766	none
Proper Payment Rate	82.1% +/- 3.4	90.8%	none
Overpayment Rate	17.9% +/- 3.4	9.2%	none
Underpayment Rate	1.1% +/- 0.6	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**COLORADO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	95.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	97.7%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	78.7%	65.2%
Percentage Made Within 180 Days	92.6%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.1%	87.1%
Percentage Secured	92.3%	92.7%
Percentage Resolved	96.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.4%	80.3%
Percentage Secured	97.3%	85.9%
Percentage Resolved	100.0%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	1.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	98.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	122.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	121.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	5.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

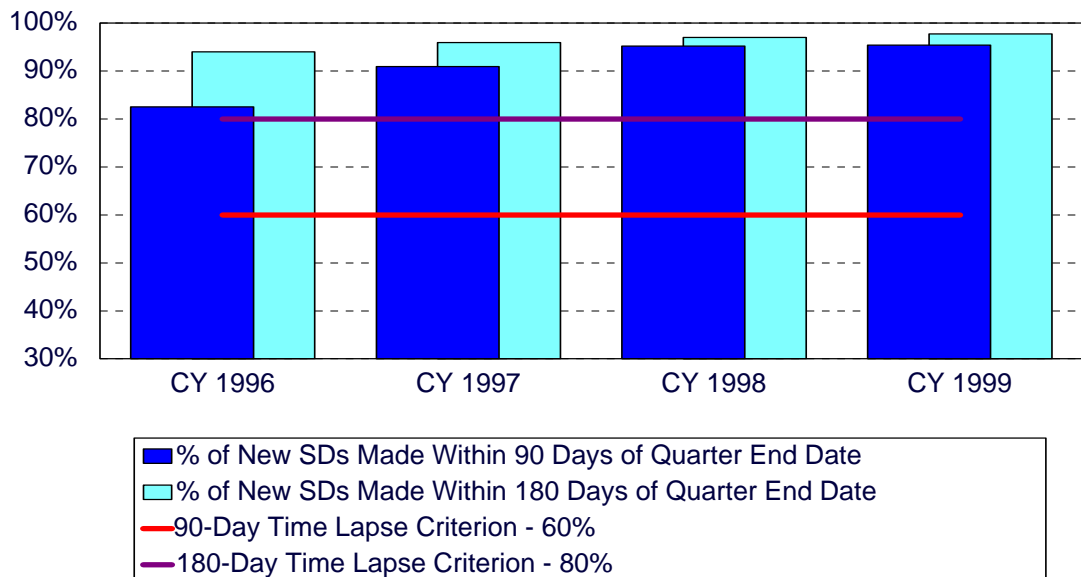
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**COLORADO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.8%	5.8%
Percentage Of Contributory Employers Audited	2.4%	1.8%
Annualized Percentage Of Total Wages Audited	1.1%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



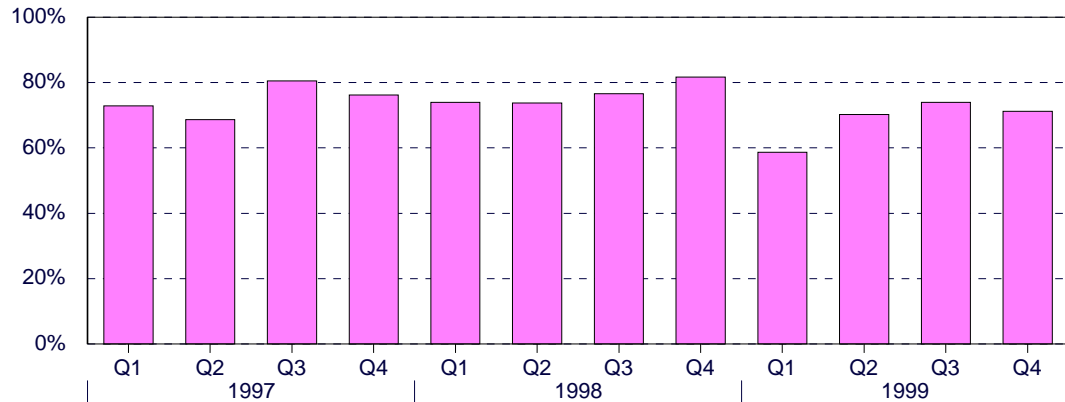
**UI PERFORMS ANNUAL REPORT CY 1999**  
**CONNECTICUT**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	83,533	95.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	83,533	97.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,101	73.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,101	87.0%	93.3%	78%
All First Payments - 14/21 Days	111,746	92.7%	88.7%	90% (FY '02)
All First Payments - 35 Days	111,746	96.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	35,612	67.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	45,692	90.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	35,612	89.1%	64.3%	none
Separation Issues within 21 Days	45,692	96.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,482	76.6%	73.6%	60%
Decisions within 45 Days of Filing	14,482	90.5%	89.1%	80%
Decisions within 90 Days of Filing	14,482	96.4%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,858	79.6%	67.1%	50%
Decisions within 75 Days of Filing	1,858	94.5%	90.0%	80%
Decisions within 150 Days of Filing	1,858	98.4%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,419	58.5%	74.2%	none
Wage Transfers Made within 14 Days	6,419	88.0%	96.5%	none
Billing Made within 45 Days	194	100.0%	94.3%	none
Reimbursements Made within 45 Days	180	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,505,548	92.9%	61.8%	none
Payments Made within 14 Days	1,505,548	96.7%	92.6%	none
Payments Made within 21 Days	1,505,548	98.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	280	68.8%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	68	85.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	4,644,714	58.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	2,051,031	75.6%	57.3%	none

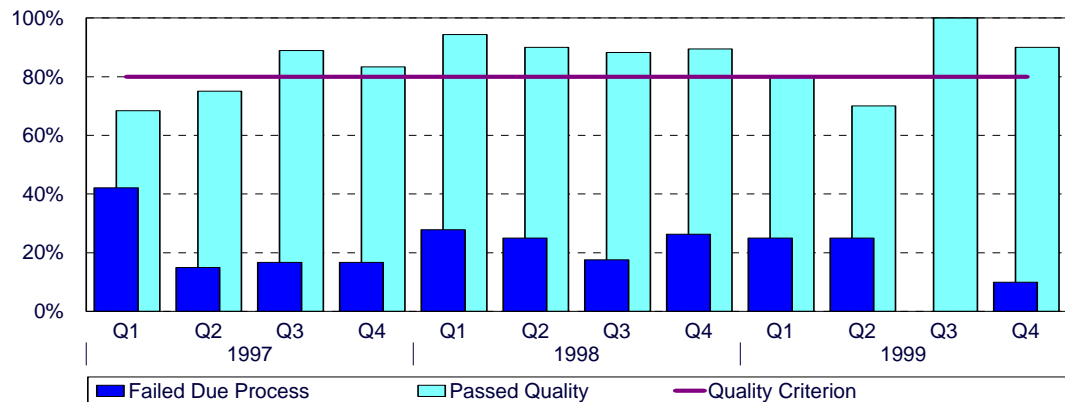
**UI PERFORMS ANNUAL REPORT CY 1999**  
**CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.72	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$346,687,839	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	96.3% +/- 1.7	90.8%	none
Overpayment Rate	3.7% +/- 1.7	9.2%	none
Underpayment Rate	0.6% +/- 0.3	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**CONNECTICUT**

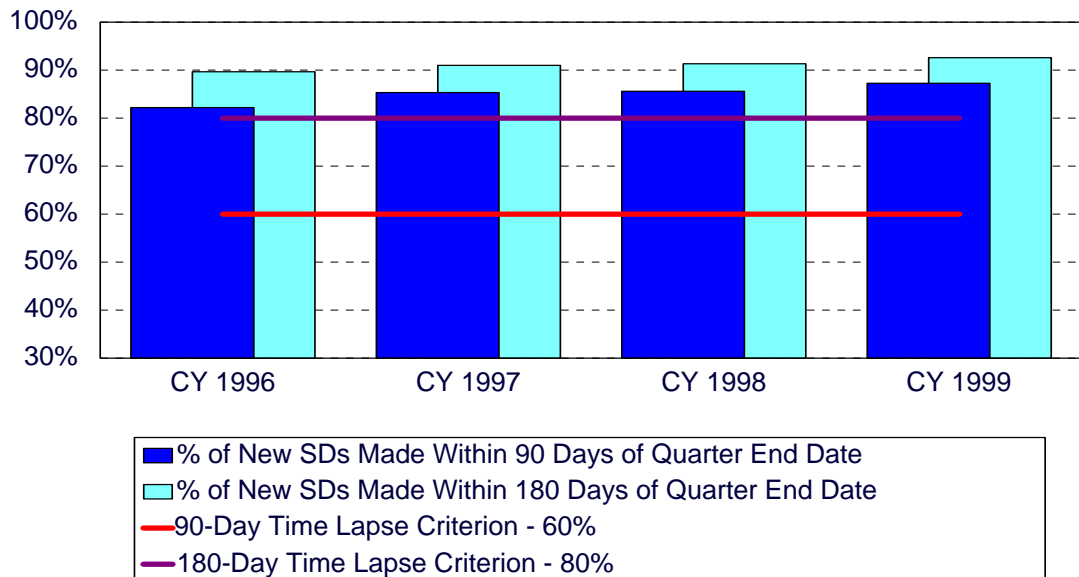
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.6%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.1%	65.2%
Percentage Made Within 180 Days	80.8%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.9%	87.1%
Percentage Secured	93.3%	92.7%
Percentage Resolved	97.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	84.8%	80.3%
Percentage Secured	91.4%	85.9%
Percentage Resolved	96.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.4%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.1%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	58.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	39.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.6%	1.9%
Accounts Receivable As A Percentage Of Tax Due	8.6%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	5.3%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.2%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



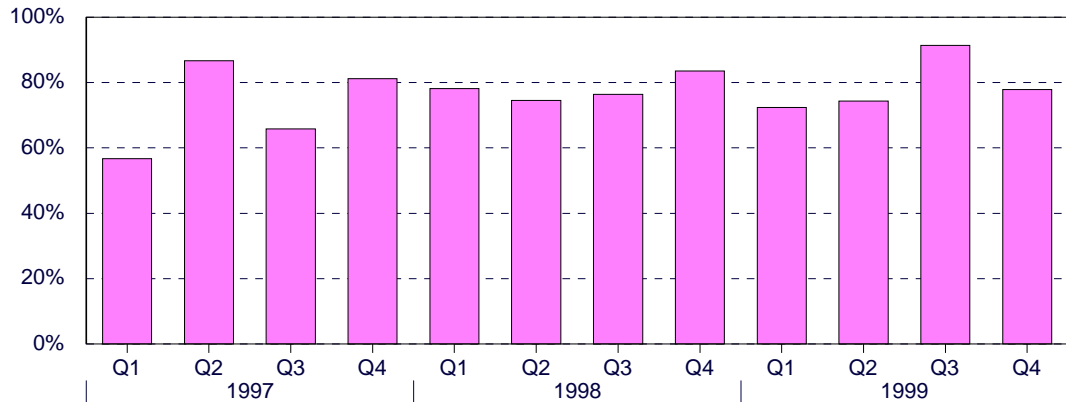
**UI PERFORMS ANNUAL REPORT CY 1999**  
**DELAWARE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	16,935	94.4%	89.5%	87%
Intrastate UI, full weeks - 35 Days	16,935	97.2%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,730	70.5%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,730	86.5%	93.3%	78%
All First Payments - 14/21 Days	23,932	92.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	23,932	96.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	1,500	61.3%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	5,147	80.4%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	1,501	72.6%	64.3%	none
Separation Issues within 21 Days	5,147	94.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	2,458	75.7%	73.6%	60%
Decisions within 45 Days of Filing	2,458	99.4%	89.1%	80%
Decisions within 90 Days of Filing	2,458	99.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	497	66.8%	67.1%	50%
Decisions within 75 Days of Filing	497	89.7%	90.0%	80%
Decisions within 150 Days of Filing	497	97.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,251	95.4%	74.2%	none
Wage Transfers Made within 14 Days	4,251	100.0%	96.5%	none
Billing Made within 45 Days	105	100.0%	94.3%	none
Reimbursements Made within 45 Days	115	99.1%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	263,534	80.9%	61.8%	none
Payments Made within 14 Days	263,534	93.1%	92.6%	none
Payments Made within 21 Days	263,534	96.5%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	79.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	70	88.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	453,893	36.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	980,430	84.2%	57.3%	none

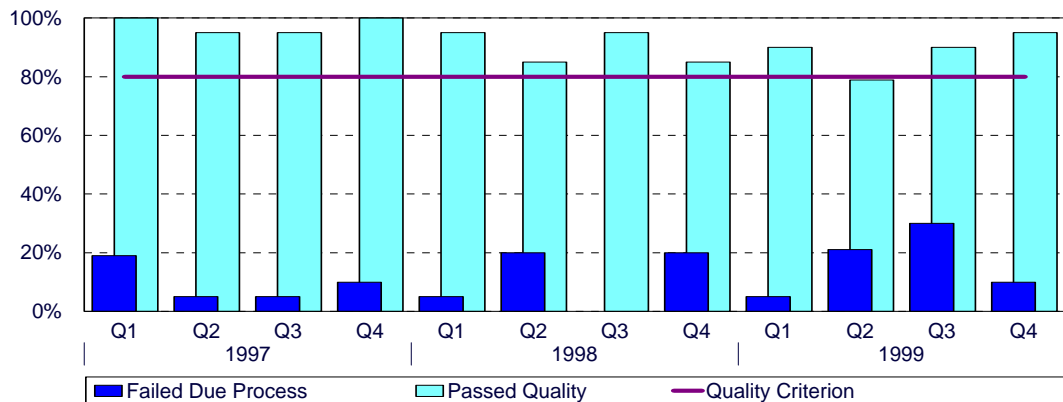
**UI PERFORMS ANNUAL REPORT CY 1999  
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.36	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$52,252,300	\$19.6 B	none
Sample Size	400	25,766	none
Proper Payment Rate	85.9% +/- 3.7	90.8%	none
Overpayment Rate	14.1% +/- 3.7	9.2%	none
Underpayment Rate	1.5% +/- 0.9	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	78.9%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.6%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	75.9%	65.2%
Percentage Made Within 180 Days	90%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.6%	87.1%
Percentage Secured	92.0%	92.7%
Percentage Resolved	96.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	0.0%	80.3%
Percentage Secured	0.0%	85.9%
Percentage Resolved	0.0%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	86.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	8.7%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	78.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	15.9%	1.9%
Accounts Receivable As A Percentage Of Tax Due		6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

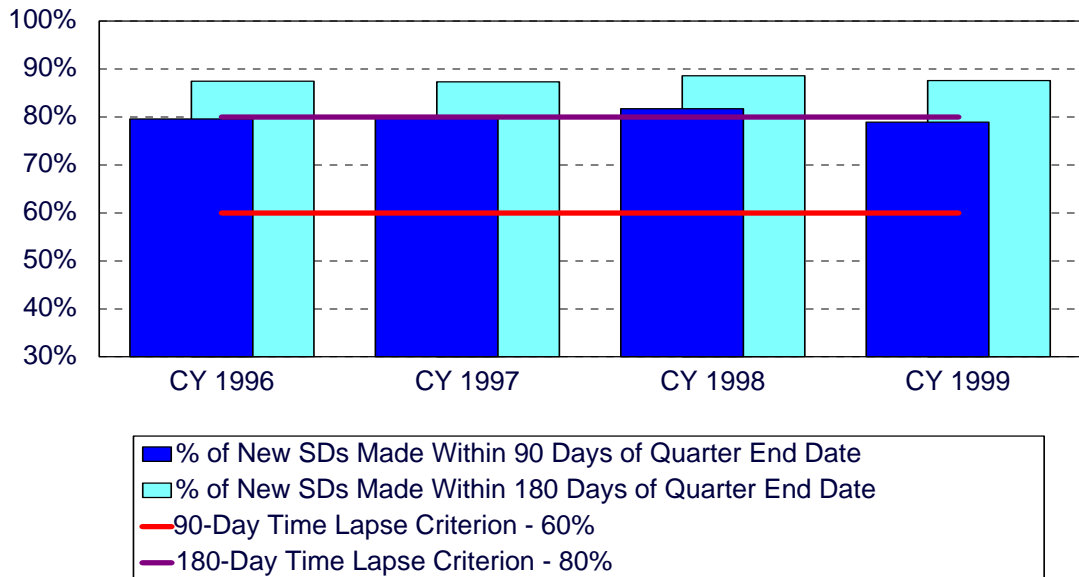
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999  
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.8%	5.8%
Percentage Of Contributory Employers Audited	1.4%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



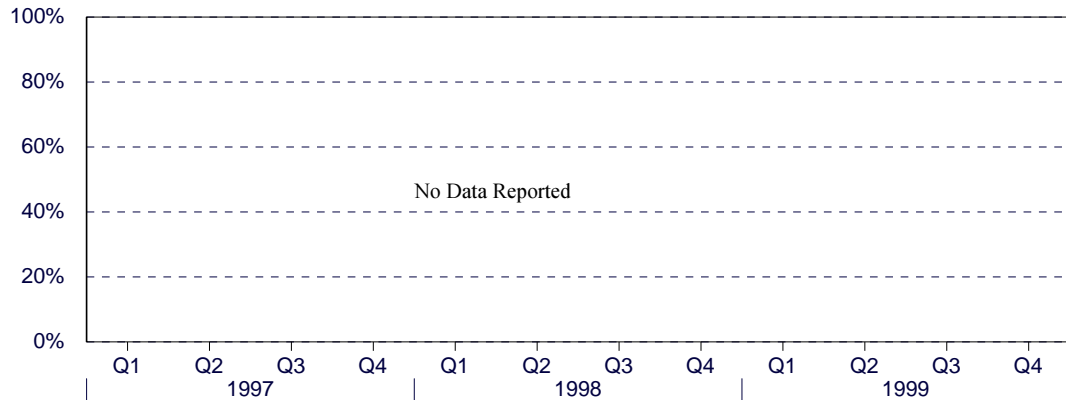
**UI PERFORMS ANNUAL REPORT CY 1999**  
**DISTRICT OF COLUMBIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	10,883	86.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	10,883	92.6%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,947	77.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,947	90.1%	93.3%	78%
All First Payments - 14/21 Days	16,731	83.9%	88.7%	90% (FY '02)
All First Payments - 35 Days	16,731	92.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	422	57.1%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	2,119	60.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	22	59.1%	64.3%	none
Separation Issues within 21 Days	191	72.3%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,126	66.8%	73.6%	60%
Decisions within 45 Days of Filing	3,126	87.6%	89.1%	80%
Decisions within 90 Days of Filing	3,126	96.6%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	696	77.7%	67.1%	50%
Decisions within 75 Days of Filing	696	92.4%	90.0%	80%
Decisions within 150 Days of Filing	696	99.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	3,272	83.3%	74.2%	none
Wage Transfers Made within 14 Days	3,272	92.9%	96.5%	none
Billing Made within 45 Days	97	100.0%	94.3%	none
Reimbursements Made within 45 Days	87	88.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	325,825	39.3%	61.8%	none
Payments Made within 14 Days	325,825	86.9%	92.6%	none
Payments Made within 21 Days	325,825	95.4%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	*	*	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	95.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	553,673	80.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	808,538	45.4%	57.3%	none

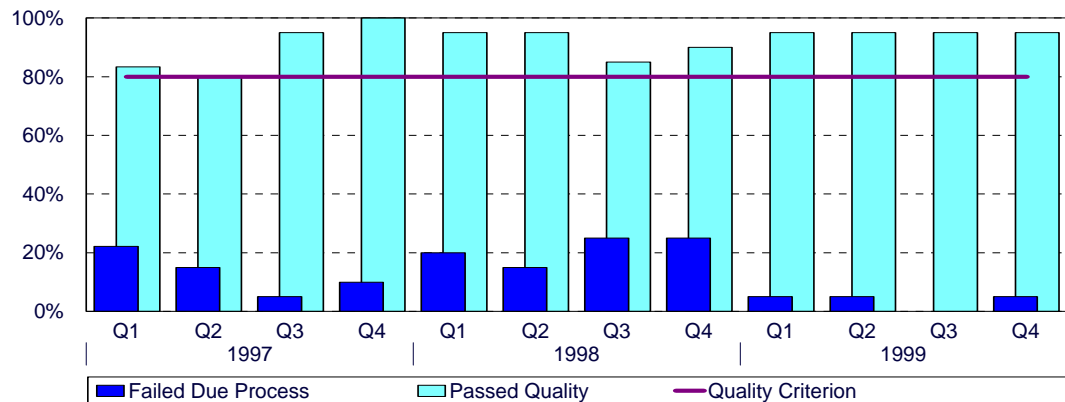
**UI PERFORMS ANNUAL REPORT CY 1999**  
**DISTRICT OF COLUMBIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	5.4	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	5.58	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$54,425,349	\$19.6 B	none
Sample Size	360	25,766	none
Proper Payment Rate	88.8% +/- 3.3	90.8%	none
Overpayment Rate	11.2% +/- 3.3	9.2%	none
Underpayment Rate	1.2% +/- 0.7	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**DISTRICT OF COLUMBIA**

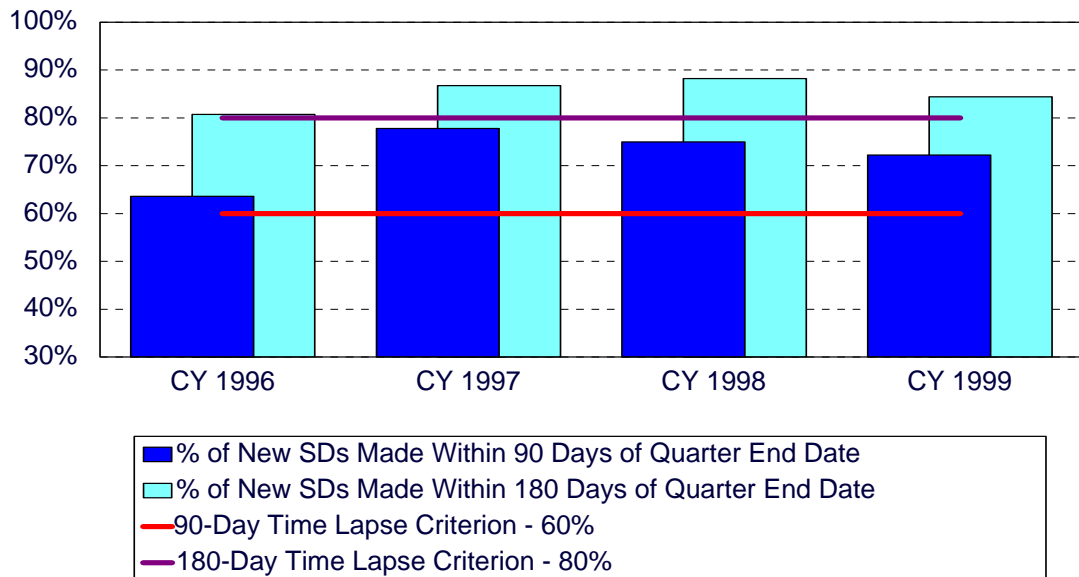
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	72.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	84.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	^	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	^	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	97.5%	65.2%
Percentage Made Within 180 Days	100.0%	79.7%
Accuracy In Determinations?	^	75.0% Pass
Accuracy In Postings?	^	52.8% Pass
Inactivations:		
Accuracy In Determinations?	^	82.1% Pass
Accuracy In Postings?	^	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.4%	87.1%
Percentage Secured	84.6%	92.7%
Percentage Resolved	88.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	44.3%	80.3%
Percentage Secured	45.0%	85.9%
Percentage Resolved	30.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	^	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	*	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.3%
Accounts Receivable As A Percentage Of Tax Due	*	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	*	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.9%
Accounts Receivable As A Percentage Of Tax Due	*	6.5%
Appropriate Actions Taken To Collect Tax Due?	^	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**DISTRICT OF COLUMBIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	^	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.2%	5.8%
Percentage Of Contributory Employers Audited	0.3%	1.8%
Annualized Percentage Of Total Wages Audited	0.3%	1.2%
Audits Meet Employment Security Manual Requirements?	^	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	^	97.6% Pass
Accuracy In Contributory Employer Billing?	^	75.6% Pass
Accuracy In Reimbursing Employer Billings?	^	81.1% Pass
Accuracy In Credits/Refunds?	^	73.2% Pass
Accuracy In Benefit Charging?	^	90.5% Pass
Accuracy In Experience Rating?	^	94.9% Pass

### New Status Determinations Time Lapse



^ DC did not participate in the review of the Tax Performance System Acceptance Samples.

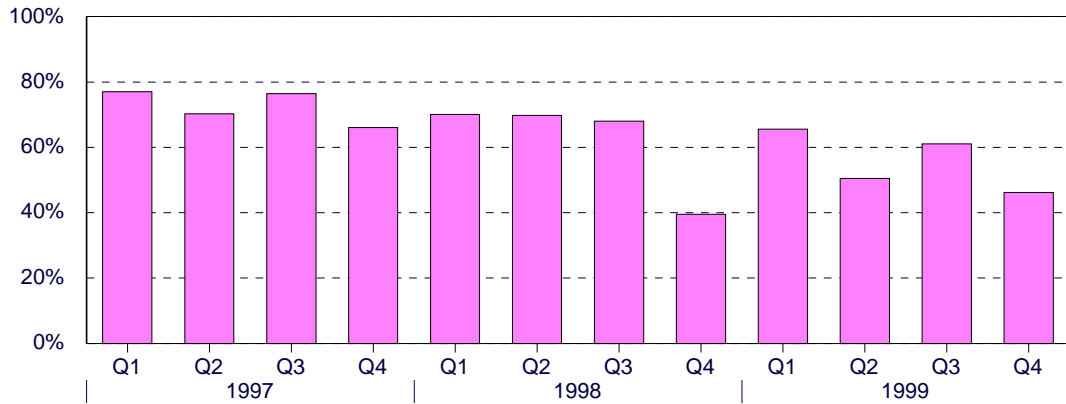
**UI PERFORMS ANNUAL REPORT CY 1999**  
**FLORIDA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	209,222	88.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	209,222	96.2%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	6,928	82.7%	79.2%	70%
Interstate UI, full weeks - 35 Days	6,928	94.8%	93.3%	78%
All First Payments - 14/21 Days	228,527	87.7%	88.7%	90% (FY '02)
All First Payments - 35 Days	228,527	96.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	45,395	49.3%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	120,176	68.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	45,395	71.2%	64.3%	none
Separation Issues within 21 Days	120,176	90.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	45,114	74.5%	73.6%	60%
Decisions within 45 Days of Filing	45,114	90.6%	89.1%	80%
Decisions within 90 Days of Filing	45,114	95.3%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	7,147	59.4%	67.1%	50%
Decisions within 75 Days of Filing	7,147	94.7%	90.0%	80%
Decisions within 150 Days of Filing	7,147	99.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	16,602	94.8%	74.2%	none
Wage Transfers Made within 14 Days	16,602	98.2%	96.5%	none
Billing Made within 45 Days	208	100.0%	94.3%	none
Reimbursements Made within 45 Days	199	88.4%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,949,913	42.8%	61.8%	none
Payments Made within 14 Days	2,949,913	90.5%	92.6%	none
Payments Made within 21 Days	2,949,913	95.8%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	361	56.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	136	88.9%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,843,107	56.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	11,330,723	39.7%	57.3%	none

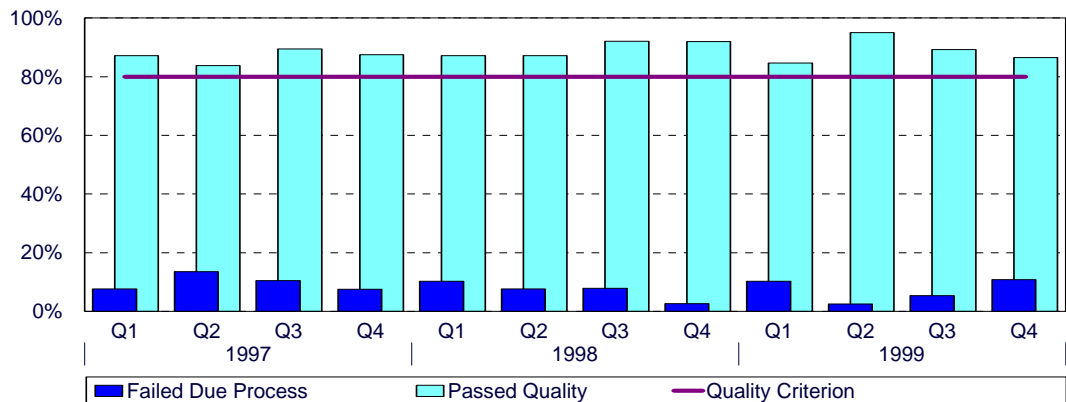
**UI PERFORMS ANNUAL REPORT CY 1999**  
**FLORIDA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.00	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$618,851,099	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	92.9% +/- 2.3	90.8%	none
Overpayment Rate	7.1% +/- 2.3	9.2%	none
Underpayment Rate	0.3% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**FLORIDA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	72.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.5%	65.2%
Percentage Made Within 180 Days	88.9%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	86.5%	87.1%
Percentage Secured	88.8%	92.7%
Percentage Resolved	101.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.6%	80.3%
Percentage Secured	95.4%	85.9%
Percentage Resolved	98.3%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	84.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	19.4%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.9%
Accounts Receivable As A Percentage Of Tax Due	6.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

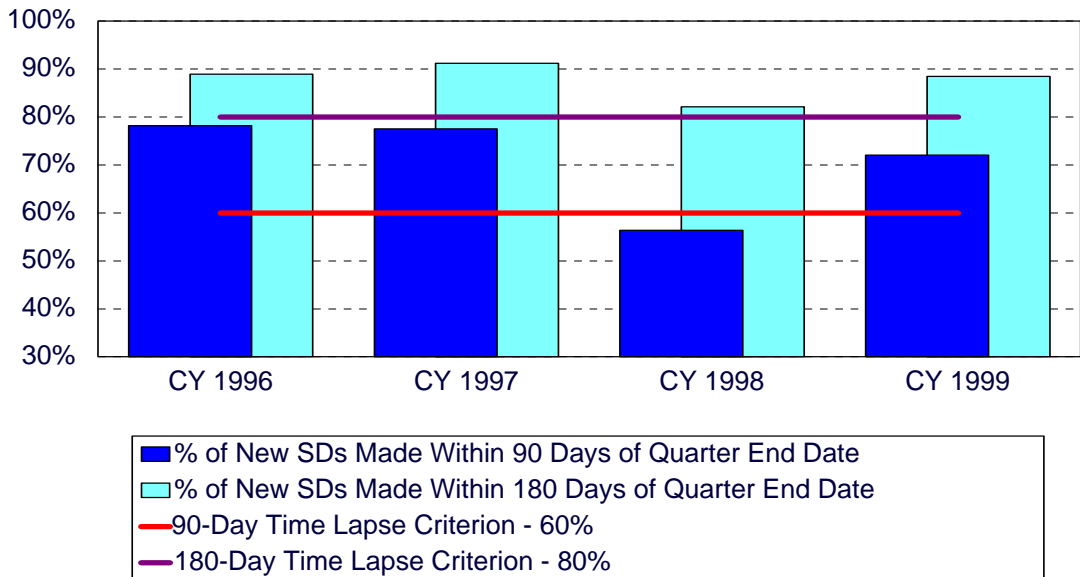
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**FLORIDA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.0%	5.8%
Percentage Of Contributory Employers Audited	1.1%	1.8%
Annualized Percentage Of Total Wages Audited	0.0%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



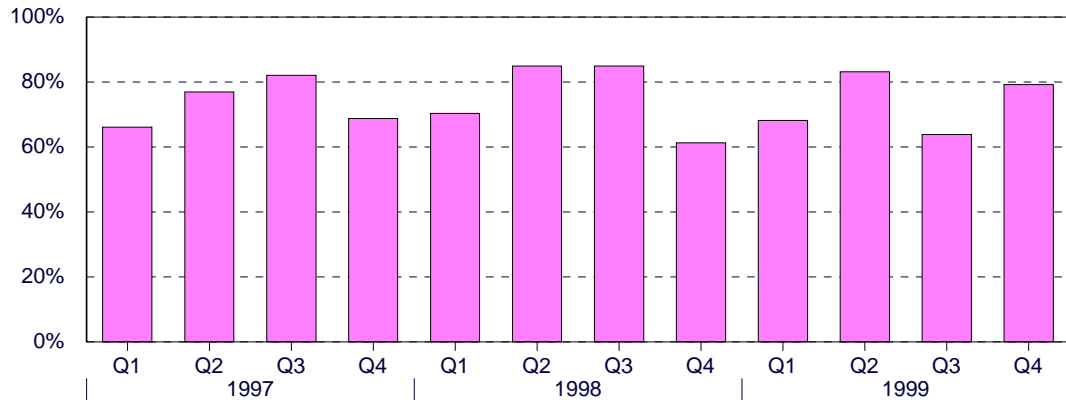
**UI PERFORMS ANNUAL REPORT CY 1999**  
**GEORGIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	105,868	93.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	105,868	96.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,781	84.5%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,781	92.2%	93.3%	78%
All First Payments - 14/21 Days	155,904	91.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	155,904	96.0%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	25,930	69.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	74,559	92.1%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	25,930	92.2%	64.3%	none
Separation Issues within 21 Days	74,559	99.3%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	22,392	87.2%	73.6%	60%
Decisions within 45 Days of Filing	22,392	97.0%	89.1%	80%
Decisions within 90 Days of Filing	22,392	99.7%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,628	92.7%	67.1%	50%
Decisions within 75 Days of Filing	3,628	99.7%	90.0%	80%
Decisions within 150 Days of Filing	3,628	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,677	93.6%	74.2%	none
Wage Transfers Made within 14 Days	13,677	98.5%	96.5%	none
Billing Made within 45 Days	119	100.0%	94.3%	none
Reimbursements Made within 45 Days	207	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,376,391	87.1%	61.8%	none
Payments Made within 14 Days	1,376,391	94.9%	92.6%	none
Payments Made within 21 Days	1,376,391	97.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	279	73.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,351,040	54.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	4,450,251	44.7%	57.3%	none

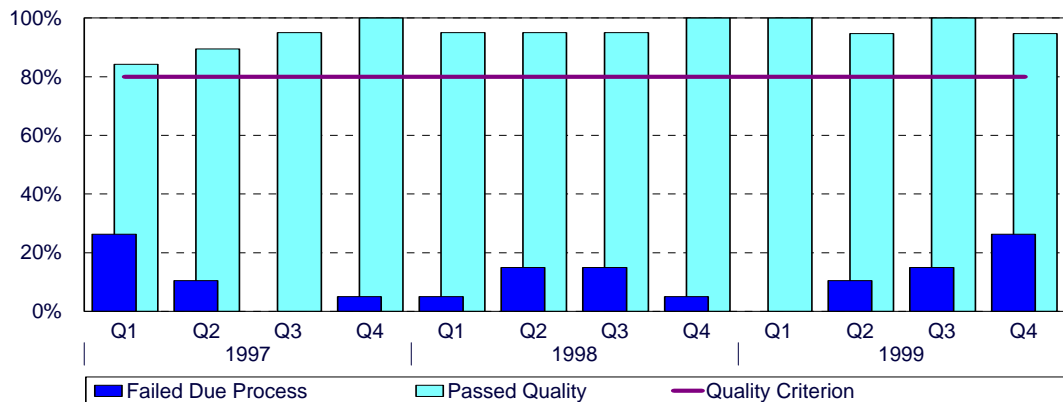
**UI PERFORMS ANNUAL REPORT CY 1999**  
**GEORGIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.7	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	7.17	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$256,789,164	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	96.7% +/- 1.7	90.8%	none
Overpayment Rate	3.3% +/- 1.7	9.2%	none
Underpayment Rate	0.5% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**GEORGIA**

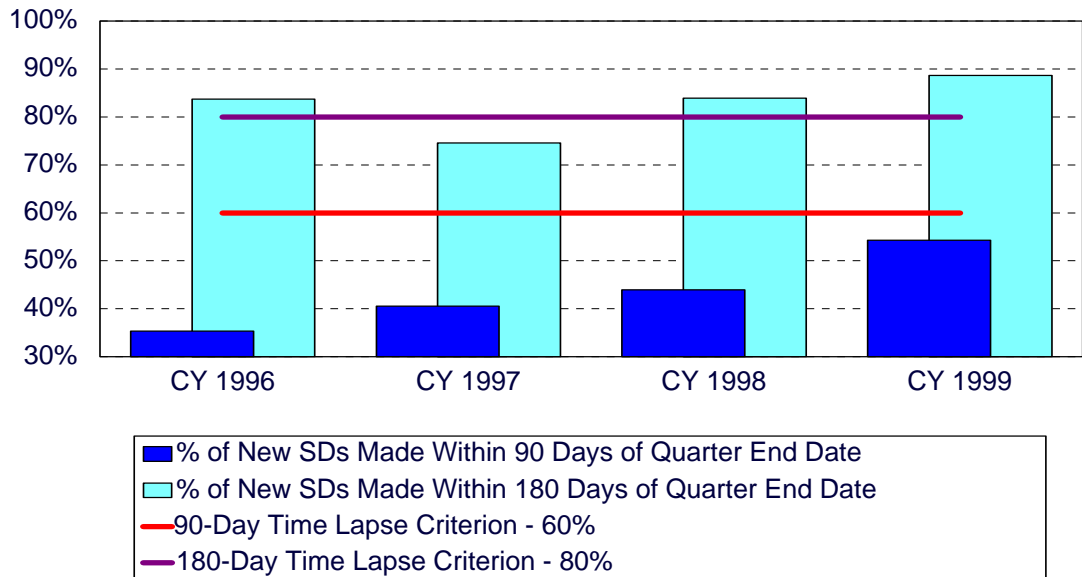
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	54.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.6%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.3%	65.2%
Percentage Made Within 180 Days	80.9%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.5%	87.1%
Percentage Secured	93.3%	92.7%
Percentage Resolved	101.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.7%	80.3%
Percentage Secured	95.8%	85.9%
Percentage Resolved	100.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	87.6%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.3%
Accounts Receivable As A Percentage Of Tax Due	4.7%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	76.3%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	33.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	3.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**GEORGIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.6%	5.8%
Percentage Of Contributory Employers Audited	2.3%	1.8%
Annualized Percentage Of Total Wages Audited	0.8%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



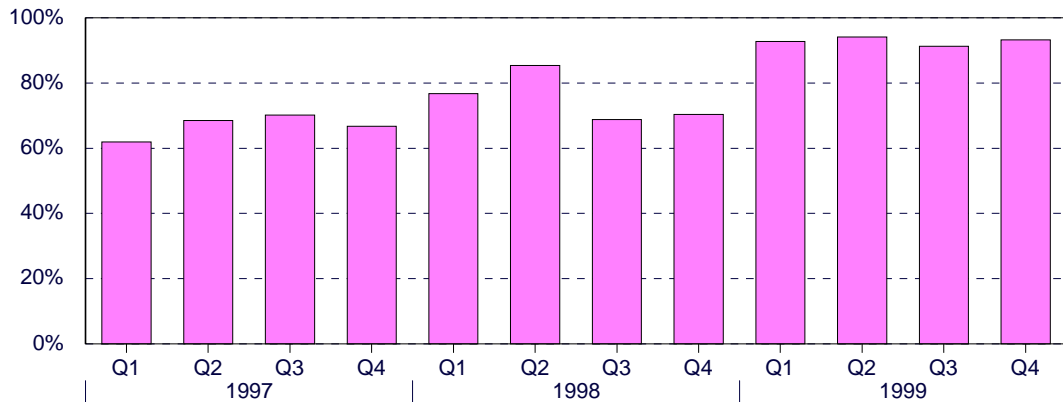
**UI PERFORMS ANNUAL REPORT CY 1999**  
**HAWAII**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	24,103	89.8%	89.5%	87%
Intrastate UI, full weeks - 35 Days	24,103	97.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,659	74.7%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,659	94.9%	93.3%	78%
All First Payments - 14/21 Days	31,998	87.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	31,998	97.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	23,734	78.0%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	14,922	79.3%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	23,734	40.3%	64.3%	none
Separation Issues within 21 Days	14,922	55.4%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,467	73.7%	73.6%	60%
Decisions within 45 Days of Filing	3,467	88.1%	89.1%	80%
Decisions within 90 Days of Filing	3,467	97.2%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	67.1%	50%
Decisions within 75 Days of Filing	+	+	90.0%	80%
Decisions within 150 Days of Filing	+	+	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	1,191	95.8%	74.2%	none
Wage Transfers Made within 14 Days	1,191	100.0%	96.5%	none
Billing Made within 45 Days	168	100.0%	94.3%	none
Reimbursements Made within 45 Days	151	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	496,746	40.1%	61.8%	none
Payments Made within 14 Days	496,746	83.2%	92.6%	none
Payments Made within 21 Days	496,746	95.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	92.9%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	69	88.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	260,638	66.3%	54.2%	none
Nonfraud Overpayment Recovery Rate	613,643	53.6%	57.3%	none

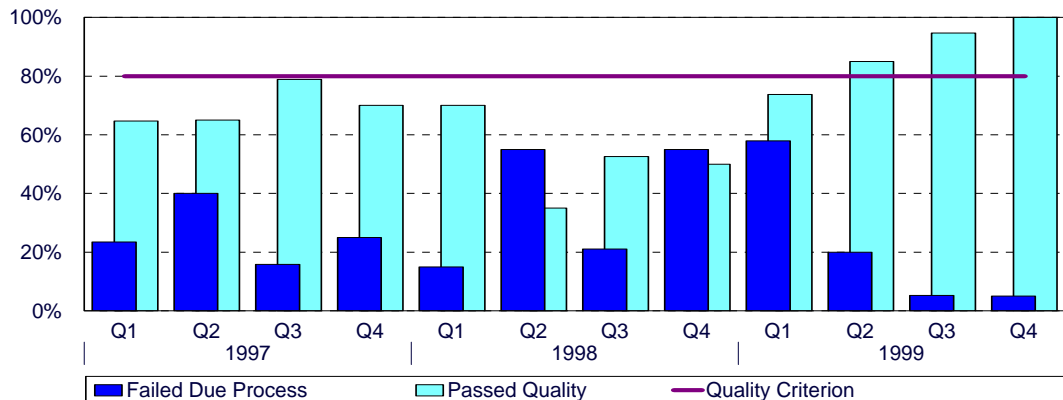
**UI PERFORMS ANNUAL REPORT CY 1999**  
**HAWAII**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.9	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.40	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$126,602,984	\$19.6 B	none
Sample Size	481	25,766	none
Proper Payment Rate	95.9% +/- 1.7	90.8%	none
Overpayment Rate	4.1% +/- 1.7	9.2%	none
Underpayment Rate	0.7% +/- 0.3	0.9%	none
Footnotes:	#5	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



+ Hawaii does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**HAWAII**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.9%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.0%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	69.1%	65.2%
Percentage Made Within 180 Days	86.6%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.6%	87.1%
Percentage Secured	91.9%	92.7%
Percentage Resolved	96.1%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	87.0%	80.3%
Percentage Secured	91.9%	85.9%
Percentage Resolved	96.1%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.7%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	76.0%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	24.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.1%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

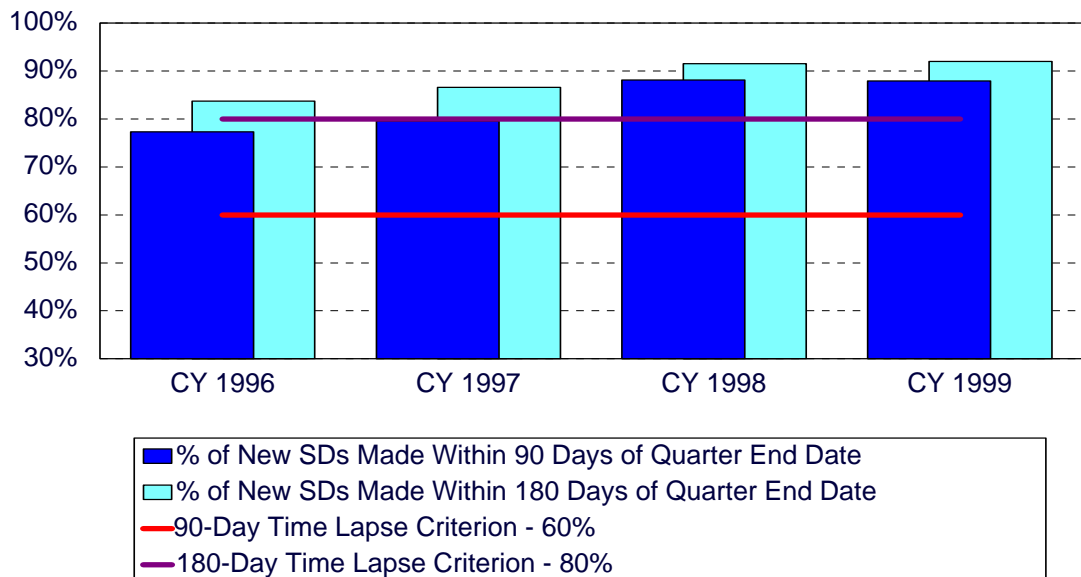
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**HAWAII**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	14.8%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	0.6%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



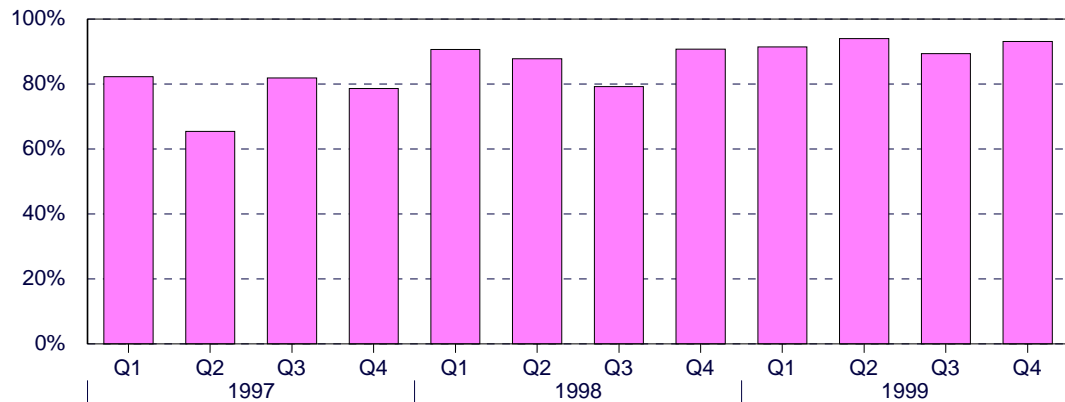
**UI PERFORMS ANNUAL REPORT CY 1999**  
**IDAHO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	33,317	96.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	33,317	99.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	825	89.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	825	96.4%	93.3%	78%
All First Payments - 14/21 Days	41,158	96.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	41,158	99.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	27,550	86.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	14,724	81.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	27,550	84.4%	64.3%	none
Separation Issues within 21 Days	14,724	96.3%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,702	73.9%	73.6%	60%
Decisions within 45 Days of Filing	3,702	96.8%	89.1%	80%
Decisions within 90 Days of Filing	3,702	99.8%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	666	69.1%	67.1%	50%
Decisions within 75 Days of Filing	666	76.7%	90.0%	80%
Decisions within 150 Days of Filing	666	81.7%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,122	100.0%	74.2%	none
Wage Transfers Made within 14 Days	6,122	100.0%	96.5%	none
Billing Made within 45 Days	187	100.0%	94.3%	none
Reimbursements Made within 45 Days	168	92.3%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	515,291	91.5%	61.8%	none
Payments Made within 14 Days	515,291	98.6%	92.6%	none
Payments Made within 21 Days	515,291	99.4%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	238	92.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	69	88.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,707,844	44.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,209,904	64.5%	57.3%	none

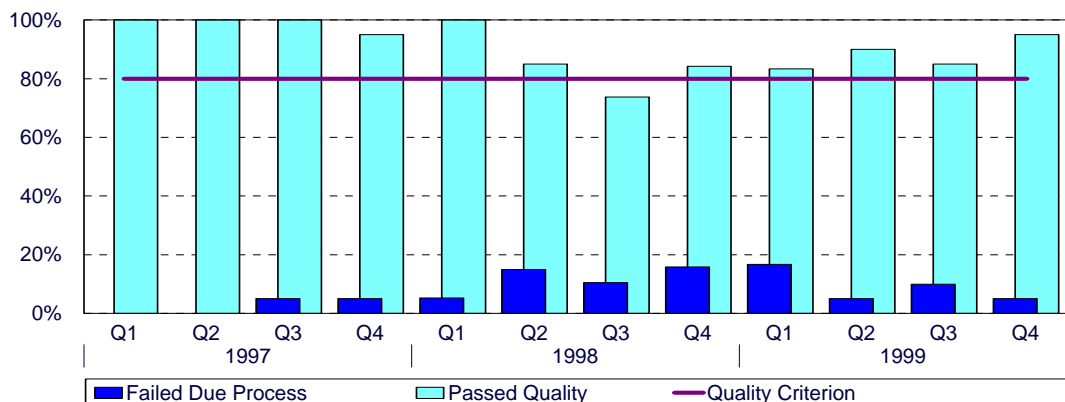
**UI PERFORMS ANNUAL REPORT CY 1999**  
**IDAHO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.8	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.43	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$101,687,678	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	86.2% +/- 3.1	90.8%	none
Overpayment Rate	13.8% +/- 3.1	9.2%	none
Underpayment Rate	0.7% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**IDAHO**

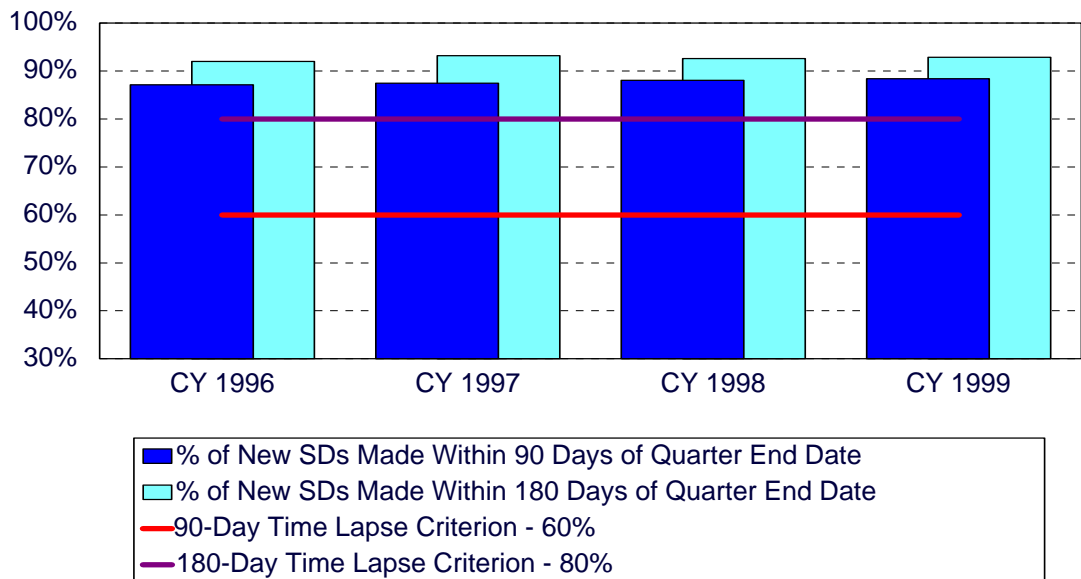
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.9%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.7%	65.2%
Percentage Made Within 180 Days	96.7%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.5%	87.1%
Percentage Secured	96.1%	92.7%
Percentage Resolved	99.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.0%	80.3%
Percentage Secured	97.8%	85.9%
Percentage Resolved	100.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.2%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.7%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.4%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.9%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**IDAHO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	5.0%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	1.5%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



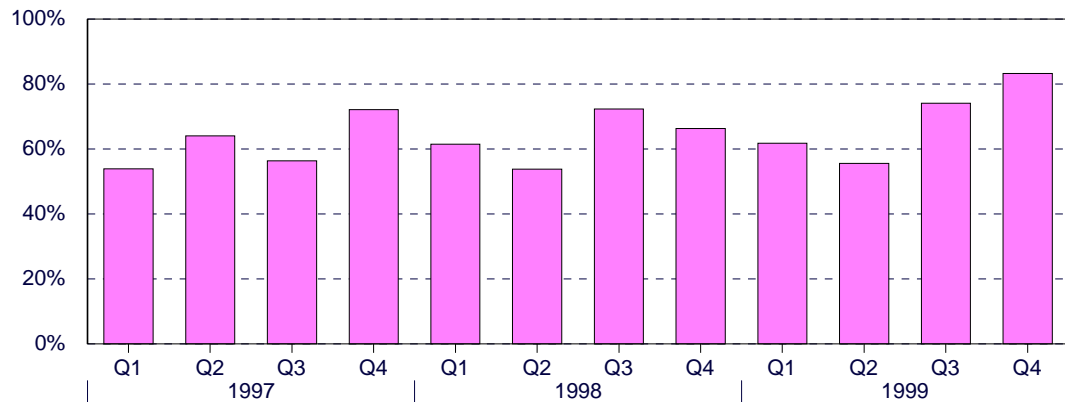
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ILLINOIS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	256,338	92.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	256,338	97.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	8,428	85.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	8,428	94.8%	93.3%	78%
All First Payments - 14/21 Days	272,795	91.9%	88.7%	90% (FY '02)
All First Payments - 35 Days	272,795	97.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	137,915	68.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	152,841	88.0%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	137,915	63.6%	64.3%	none
Separation Issues within 21 Days	152,841	95.0%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	50,511	75.1%	73.6%	60%
Decisions within 45 Days of Filing	50,511	93.2%	89.1%	80%
Decisions within 90 Days of Filing	50,511	98.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	12,136	30.3%	67.1%	50%
Decisions within 75 Days of Filing	12,136	86.5%	90.0%	80%
Decisions within 150 Days of Filing	12,136	99.1%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,831	37.5%	74.2%	none
Wage Transfers Made within 14 Days	13,831	97.6%	96.5%	none
Billing Made within 45 Days	103	100.0%	94.3%	none
Reimbursements Made within 45 Days	96	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	4,633,341	45.8%	61.8%	none
Payments Made within 14 Days	4,633,341	96.7%	92.6%	none
Payments Made within 21 Days	4,633,341	98.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	395	69.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	144	96.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	26,844,732	23.3%	54.2%	none
Nonfraud Overpayment Recovery Rate	34,783,954	44.6%	57.3%	none

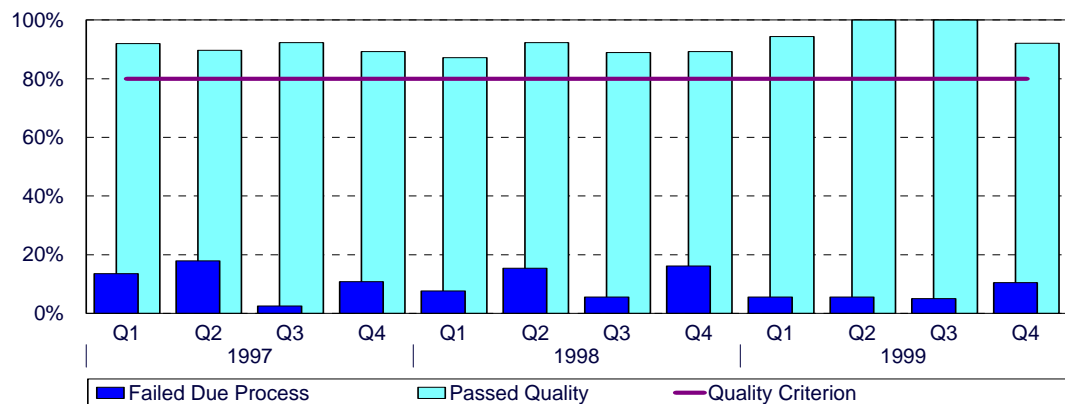
**UI PERFORMS ANNUAL REPORT CY 1999**  
**ILLINOIS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	7.74	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$1,150,954,141	\$19.6 B	none
Sample Size	638	25,766	none
Proper Payment Rate	88.8% +/- 2.5	90.8%	none
Overpayment Rate	11.2% +/- 2.5	9.2%	none
Underpayment Rate	1.0% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ILLINOIS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	72.6%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.6%	65.2%
Percentage Made Within 180 Days	93.4%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	87.1%
Percentage Secured	93.5%	92.7%
Percentage Resolved	98.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.5%	80.3%
Percentage Secured	98.5%	85.9%
Percentage Resolved	100.3%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.6%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.1%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.7%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

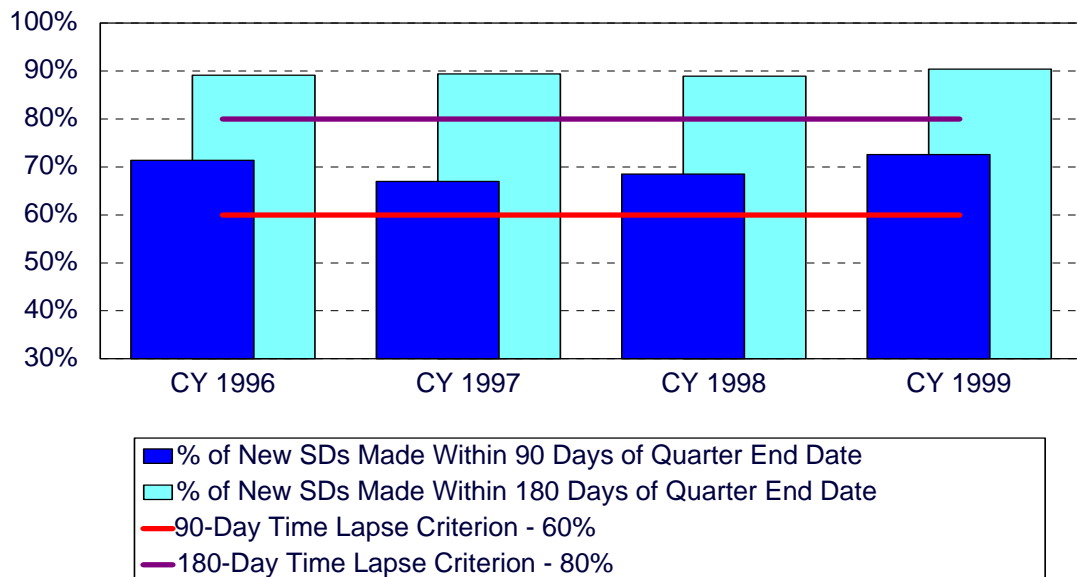
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**ILLINOIS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	9.9%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	1.5%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



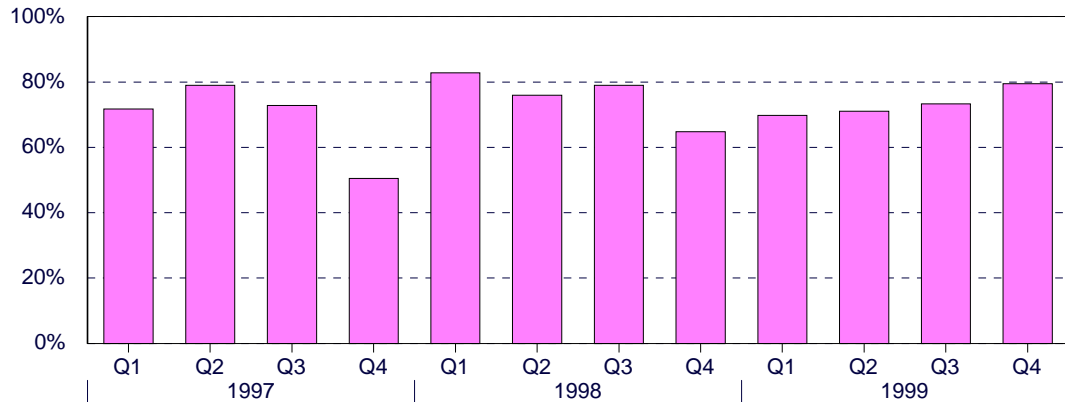
**UI PERFORMS ANNUAL REPORT CY 1999**  
**INDIANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	92,497	88.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	92,497	96.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,367	71.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,367	89.2%	93.3%	78%
All First Payments - 14/21 Days	101,279	87.7%	88.7%	90% (FY '02)
All First Payments - 35 Days	101,279	96.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	35,258	65.7%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	112,366	72.6%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	35,258	89.4%	64.3%	none
Separation Issues within 21 Days	112,366	97.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	23,154	63.0%	73.6%	60%
Decisions within 45 Days of Filing	23,154	82.6%	89.1%	80%
Decisions within 90 Days of Filing	23,154	97.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,451	68.0%	67.1%	50%
Decisions within 75 Days of Filing	2,451	78.1%	90.0%	80%
Decisions within 150 Days of Filing	2,451	86.3%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	14,437	86.7%	74.2%	none
Wage Transfers Made within 14 Days	14,437	95.7%	96.5%	none
Billing Made within 45 Days	286	83.6%	94.3%	none
Reimbursements Made within 45 Days	256	98.8%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,169,972	77.7%	61.8%	none
Payments Made within 14 Days	1,169,972	91.9%	92.6%	none
Payments Made within 21 Days	1,169,972	96.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	398	73.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	77	100.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,699,893	56.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	5,104,416	62.1%	57.3%	none

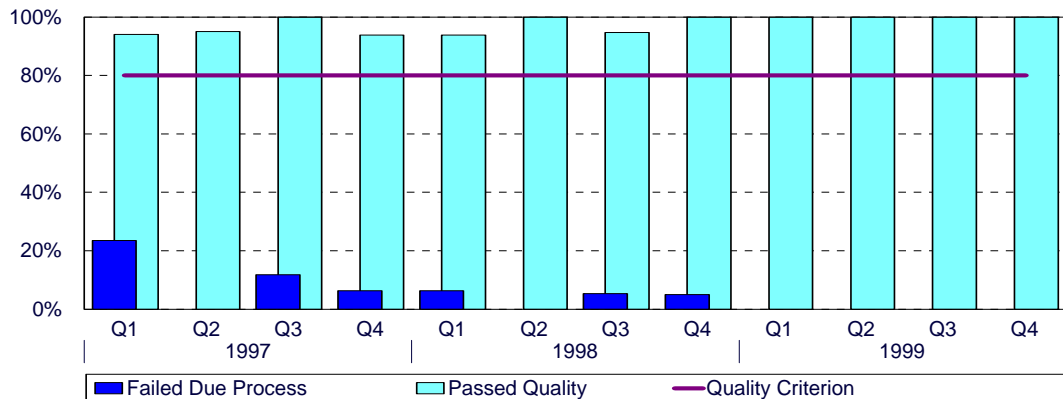
**UI PERFORMS ANNUAL REPORT CY 1999**  
**INDIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.10	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$256,549,025	\$19.6 B	none
Sample Size	630	25,766	none
Proper Payment Rate	87.1% +/- 2.7	90.8%	none
Overpayment Rate	12.9% +/- 2.7	9.2%	none
Underpayment Rate	0.2% +/- 0.1	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**INDIANA**

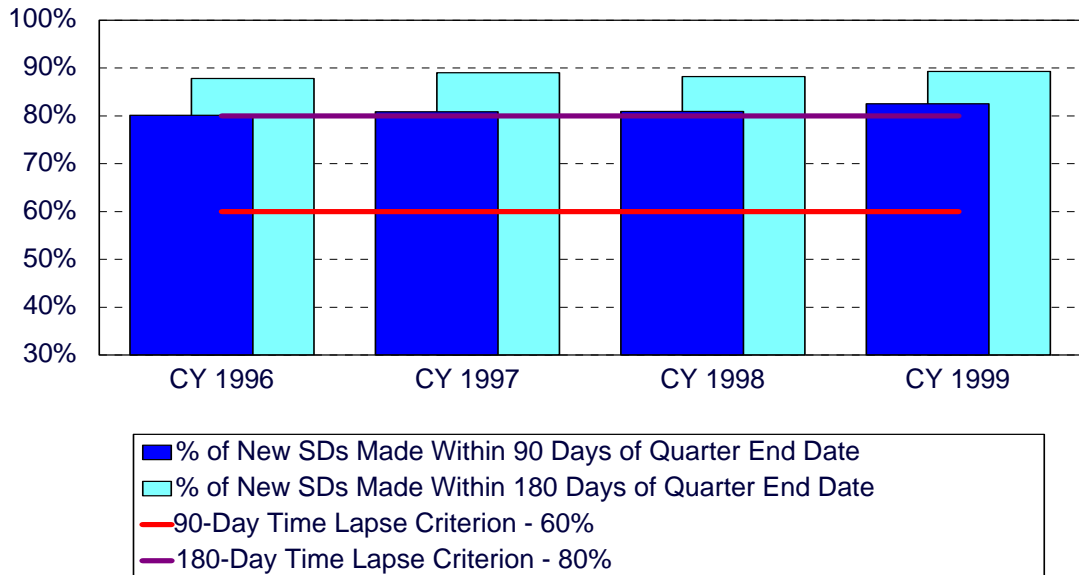
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	82.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	62.4%	65.2%
Percentage Made Within 180 Days	66.8%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.7%	87.1%
Percentage Secured	93.8%	92.7%
Percentage Resolved	94.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.6%	80.3%
Percentage Secured	95.6%	85.9%
Percentage Resolved	97.0%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.0%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	21.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	3.1%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**INDIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	2.0%	5.8%
Percentage Of Contributory Employers Audited	2.4%	1.8%
Annualized Percentage Of Total Wages Audited	1.6%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 1999**

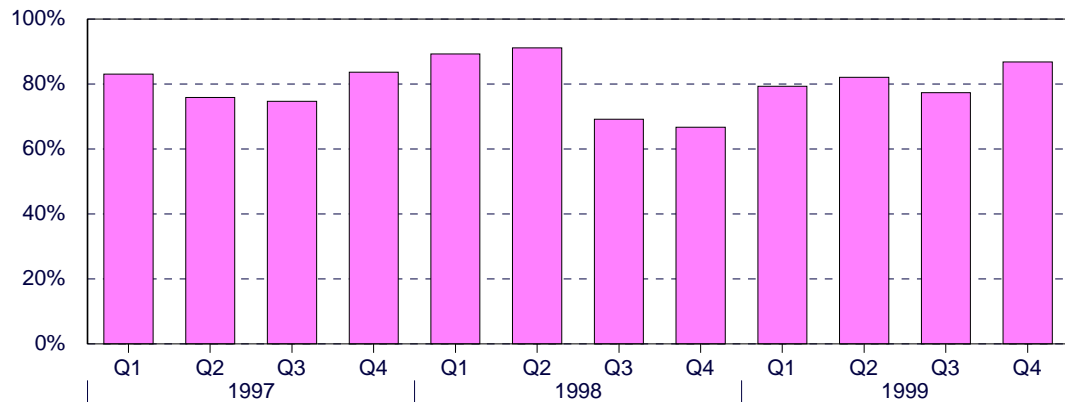
**IOWA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	54,346	92.1%	89.5%	87%
Intrastate UI, full weeks - 35 Days	54,346	97.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,471	80.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,471	91.8%	93.3%	78%
All First Payments - 14/21 Days	75,631	91.2%	88.7%	90% (FY '02)
All First Payments - 35 Days	75,631	97.2%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,327	79.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	29,544	52.4%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	22,327	70.1%	64.3%	none
Separation Issues within 21 Days	29,544	89.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	8,744	85.7%	73.6%	60%
Decisions within 45 Days of Filing	8,744	92.7%	89.1%	80%
Decisions within 90 Days of Filing	8,744	97.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,639	78.5%	67.1%	50%
Decisions within 75 Days of Filing	1,639	99.1%	90.0%	80%
Decisions within 150 Days of Filing	1,639	99.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	8,510	96.4%	74.2%	none
Wage Transfers Made within 14 Days	8,510	98.9%	96.5%	none
Billing Made within 45 Days	191	100.0%	94.3%	none
Reimbursements Made within 45 Days	187	99.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	819,784	72.2%	61.8%	none
Payments Made within 14 Days	819,784	96.8%	92.6%	none
Payments Made within 21 Days	819,784	98.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	238	81.2%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	75	96.2%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,685,856	78.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	3,865,495	77.3%	57.3%	none

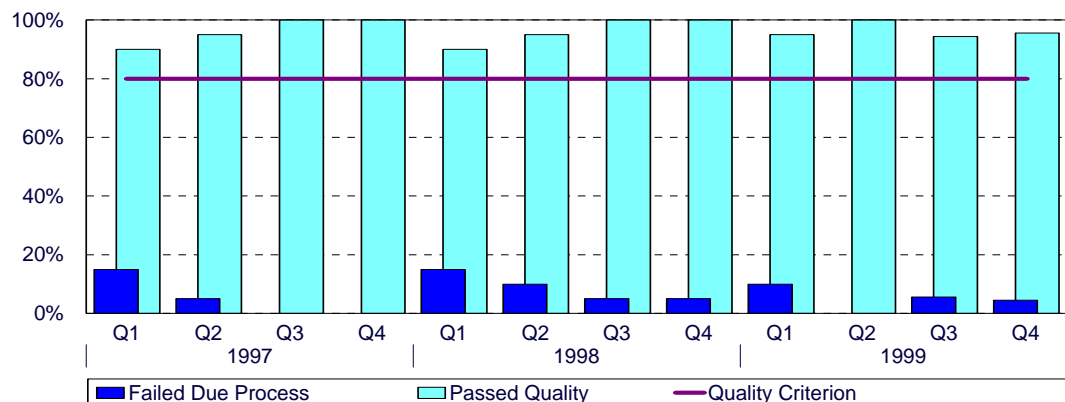
**UI PERFORMS ANNUAL REPORT CY 1999**  
**IOWA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.3	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.37	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$161,372,099	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	91.4% +/- 2.6	90.8%	none
Overpayment Rate	8.6% +/- 2.6	9.2%	none
Underpayment Rate	1.2% +/- 0.6	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**

**IOWA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	63.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	80.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.7%	65.2%
Percentage Made Within 180 Days	84.0%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.8%	87.1%
Percentage Secured	96.4%	92.7%
Percentage Resolved	98.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.6%	80.3%
Percentage Secured	98.9%	85.9%
Percentage Resolved	99.5%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.1%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.2%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

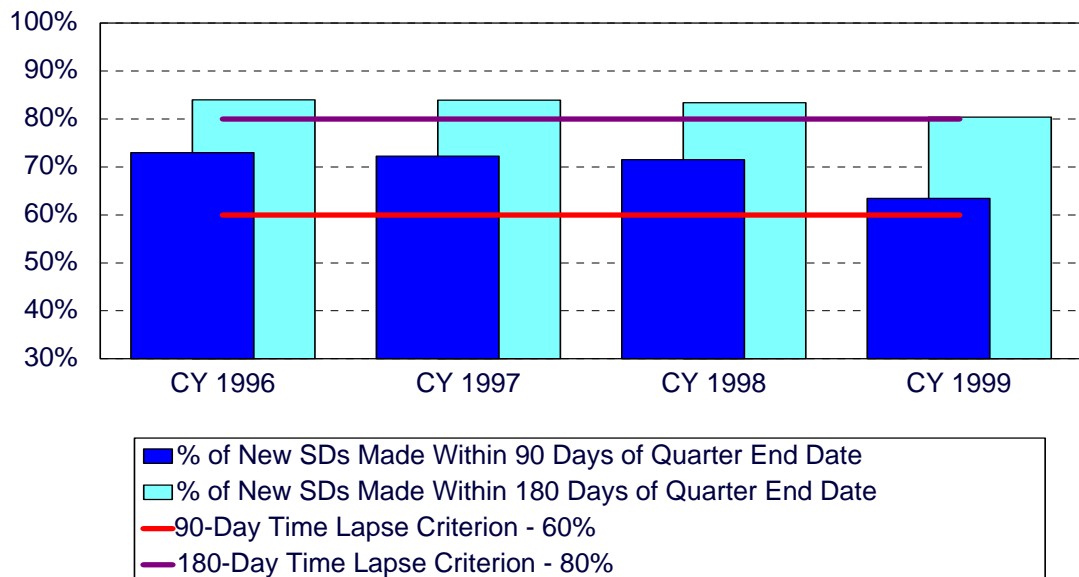
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**IOWA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	8.3%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	1.0%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



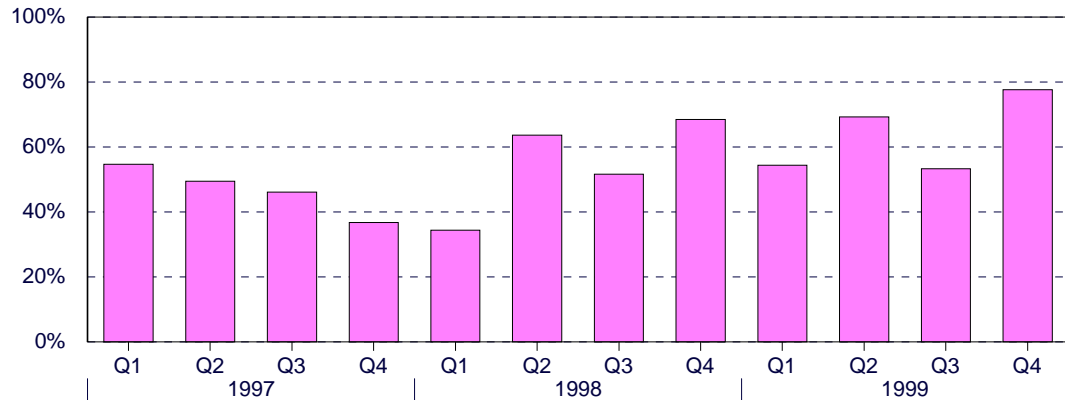
**UI PERFORMS ANNUAL REPORT CY 1999**  
**KANSAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	42,978	82.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	42,978	96.1%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,772	73.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,772	93.4%	93.3%	78%
All First Payments - 14/21 Days	51,925	82.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	51,925	96.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	28,017	52.7%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	31,777	60.6%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	28,017	76.8%	64.3%	none
Separation Issues within 21 Days	31,777	99.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	9,055	83.9%	73.6%	60%
Decisions within 45 Days of Filing	9,055	94.2%	89.1%	80%
Decisions within 90 Days of Filing	9,055	99.6%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,545	86.5%	67.1%	50%
Decisions within 75 Days of Filing	1,545	99.1%	90.0%	80%
Decisions within 150 Days of Filing	1,545	99.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,491	95.1%	74.2%	none
Wage Transfers Made within 14 Days	6,491	100.0%	96.5%	none
Billing Made within 45 Days	186	49.5%	94.3%	none
Reimbursements Made within 45 Days	190	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	641,803	90.6%	61.8%	none
Payments Made within 14 Days	641,803	95.9%	92.6%	none
Payments Made within 21 Days	641,803	97.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	234	63.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,525,864	56.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	2,533,277	74.8%	57.3%	none

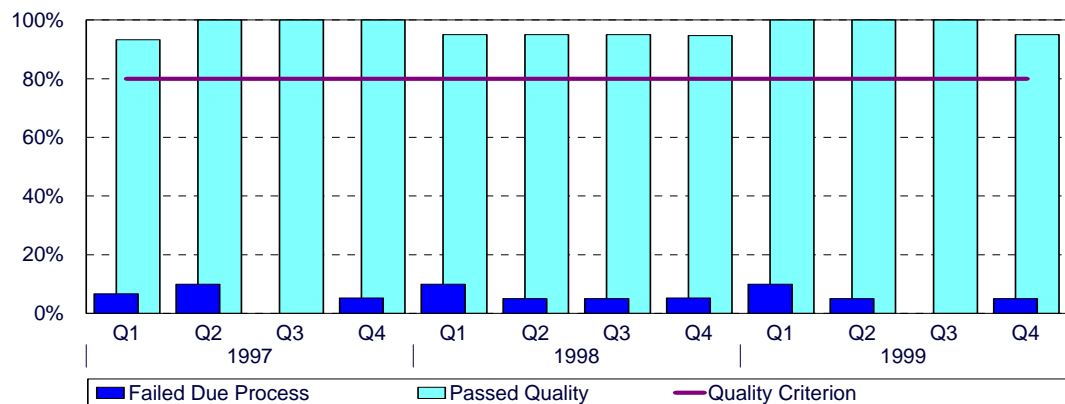
**UI PERFORMS ANNUAL REPORT CY 1999**  
**KANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.43	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$147,635,640	\$19.6 B	none
Sample Size	523	25,766	none
Proper Payment Rate	80.0% +/- 3.5	90.8%	none
Overpayment Rate	20.0% +/- 3.5	9.2%	none
Underpayment Rate	0.1% +/- 0.1	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**KANSAS**

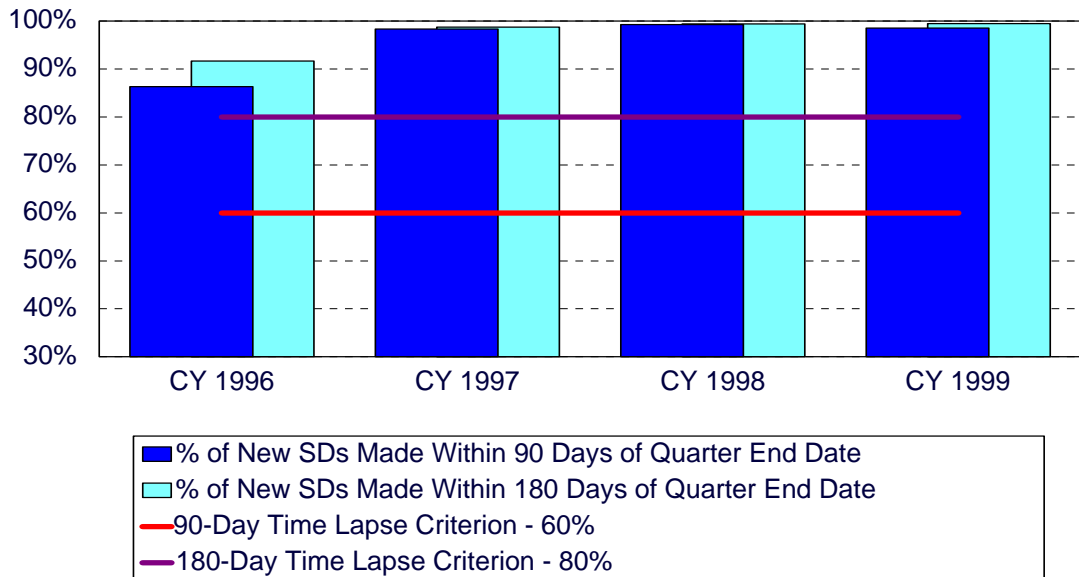
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	98.6%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	99.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.3%	65.2%
Percentage Made Within 180 Days	95.1%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.3%	87.1%
Percentage Secured	97.0%	92.7%
Percentage Resolved	102.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.7%	80.3%
Percentage Secured	99.3%	85.9%
Percentage Resolved	107.3%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.5%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.2%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.9%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.1%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**KANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	F	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.5%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	0.6%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



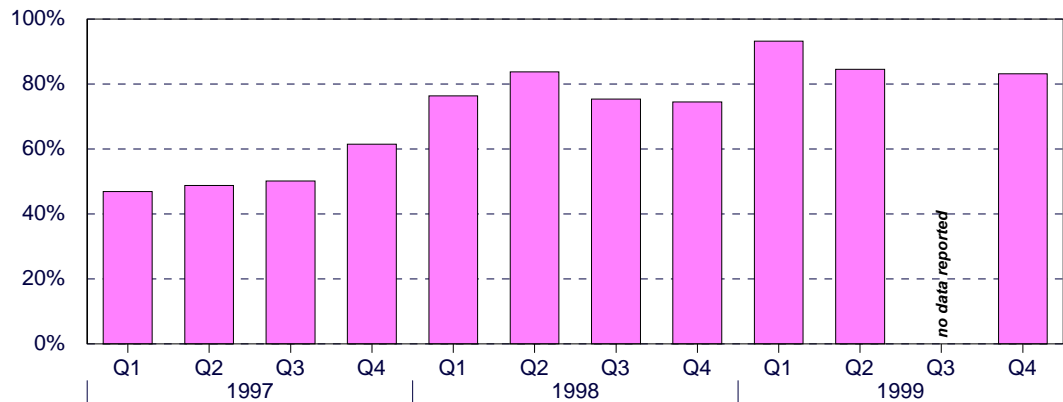
**UI PERFORMS ANNUAL REPORT CY 1999**  
**KENTUCKY**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	69,862	93.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	69,862	98.1%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,267	74.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,267	89.4%	93.3%	78%
All First Payments - 14/21 Days	105,790	93.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	105,790	98.0%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	6,981	79.0%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	27,670	86.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	6,986	70.3%	64.3%	none
Separation Issues within 21 Days	27,660	92.8%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	6,743	55.1%	73.6%	60%
Decisions within 45 Days of Filing	6,743	82.1%	89.1%	80%
Decisions within 90 Days of Filing	6,743	97.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,343	69.5%	67.1%	50%
Decisions within 75 Days of Filing	1,343	95.5%	90.0%	80%
Decisions within 150 Days of Filing	1,343	99.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	11,135	69.2%	74.2%	none
Wage Transfers Made within 14 Days	11,135	98.7%	96.5%	none
Billing Made within 45 Days	188	100.0%	94.3%	none
Reimbursements Made within 45 Days	198	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,184,546	44.2%	61.8%	none
Payments Made within 14 Days	1,184,546	90.8%	92.6%	none
Payments Made within 21 Days	1,184,546	96.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	173	87.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	71	98.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,169,068	73.3%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,537,322	80.1%	57.3%	none

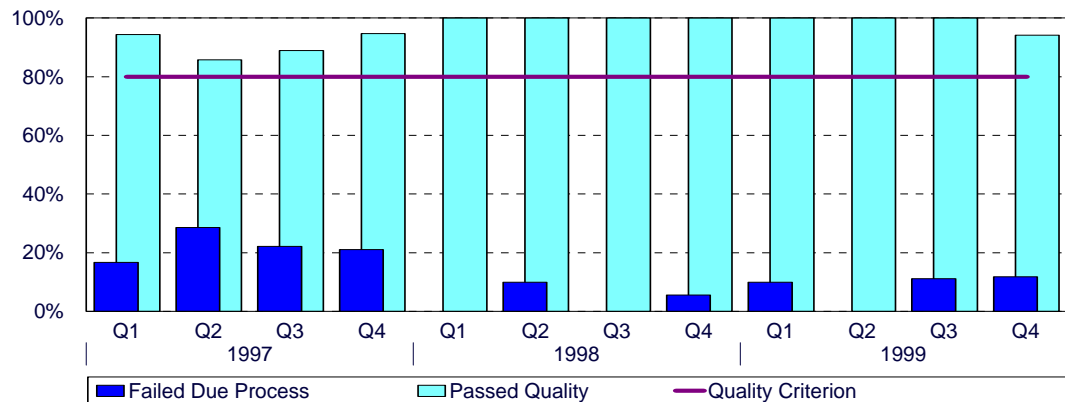
**UI PERFORMS ANNUAL REPORT CY 1999**  
**KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.35	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$229,578,851	\$19.6 B	none
Sample Size	486	25,766	none
Proper Payment Rate	93.9% +/- 2.3	90.8%	none
Overpayment Rate	6.1% +/- 2.3	9.2%	none
Underpayment Rate	0.7% +/- 0.4	0.9%	none
Footnotes:	#5	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.6%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	58.7%	65.2%
Percentage Made Within 180 Days	73.1%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	83.6%	87.1%
Percentage Secured	88.8%	92.7%
Percentage Resolved	94.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	64.7%	80.3%
Percentage Secured	71.7%	85.9%
Percentage Resolved	97.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	90.0%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	6.1%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.6%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.9%
Accounts Receivable As A Percentage Of Tax Due	9.4%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

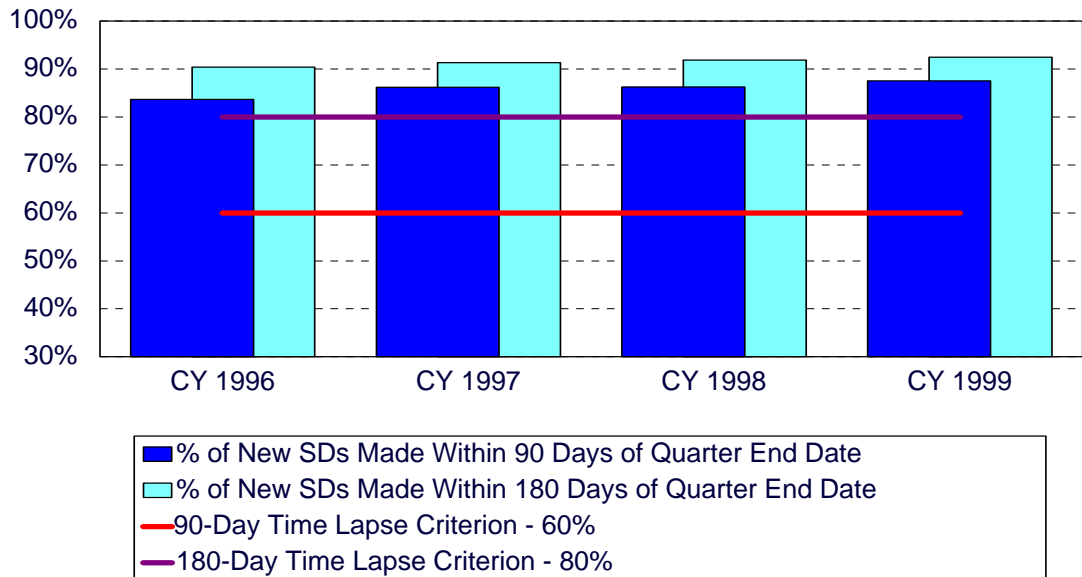
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.7%	5.8%
Percentage Of Contributory Employers Audited	1.3%	1.8%
Annualized Percentage Of Total Wages Audited	0.8%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	F	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



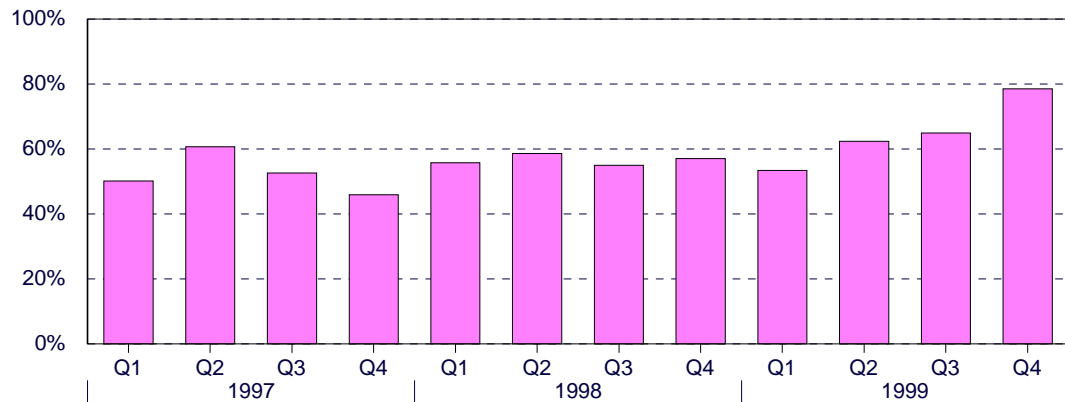
**UI PERFORMS ANNUAL REPORT CY 1999**  
**LOUISIANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	61,590	85.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	61,590	95.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,140	78.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,140	93.3%	93.3%	78%
All First Payments - 14/21 Days	68,105	84.9%	88.7%	90% (FY '02)
All First Payments - 35 Days	68,105	95.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	39,285	36.6%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	75,134	42.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	39,285	86.1%	64.3%	none
Separation Issues within 21 Days	75,134	96.5%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	17,377	68.1%	73.6%	60%
Decisions within 45 Days of Filing	17,377	88.1%	89.1%	80%
Decisions within 90 Days of Filing	17,377	98.5%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,372	90.7%	67.1%	50%
Decisions within 75 Days of Filing	2,372	98.3%	90.0%	80%
Decisions within 150 Days of Filing	2,372	99.8%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	12,052	100.0%	74.2%	none
Wage Transfers Made within 14 Days	12,052	100.0%	96.5%	none
Billing Made within 45 Days	204	75.5%	94.3%	none
Reimbursements Made within 45 Days	192	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,077,983	94.5%	61.8%	none
Payments Made within 14 Days	1,077,983	96.9%	92.6%	none
Payments Made within 21 Days	1,077,983	97.9%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	391	63.9%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	80	97.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,264,101	43.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	4,271,427	45.5%	57.3%	none

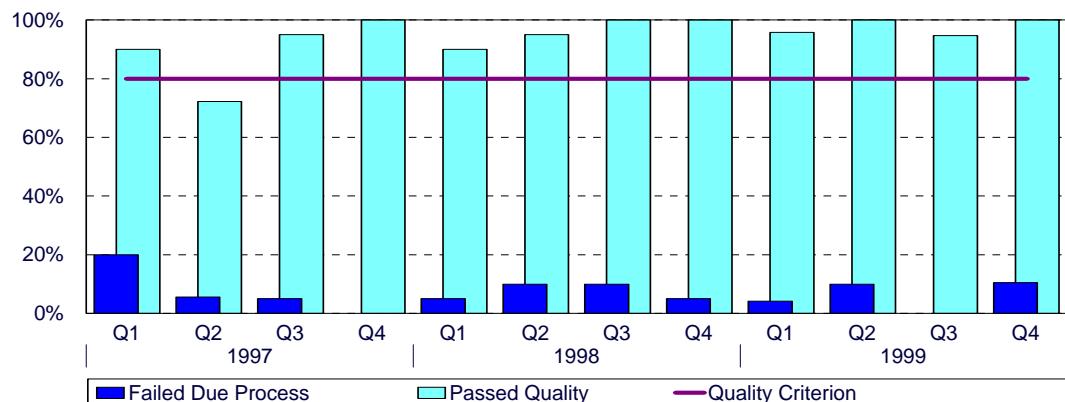
**UI PERFORMS ANNUAL REPORT CY 1999**  
**LOUISIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.73	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$172,851,974	\$19.6 B	none
Sample Size	520	25,766	none
Proper Payment Rate	90.9% +/- 2.6	90.8%	none
Overpayment Rate	9.1% +/- 2.6	9.2%	none
Underpayment Rate	1.0% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**LOUISIANA**

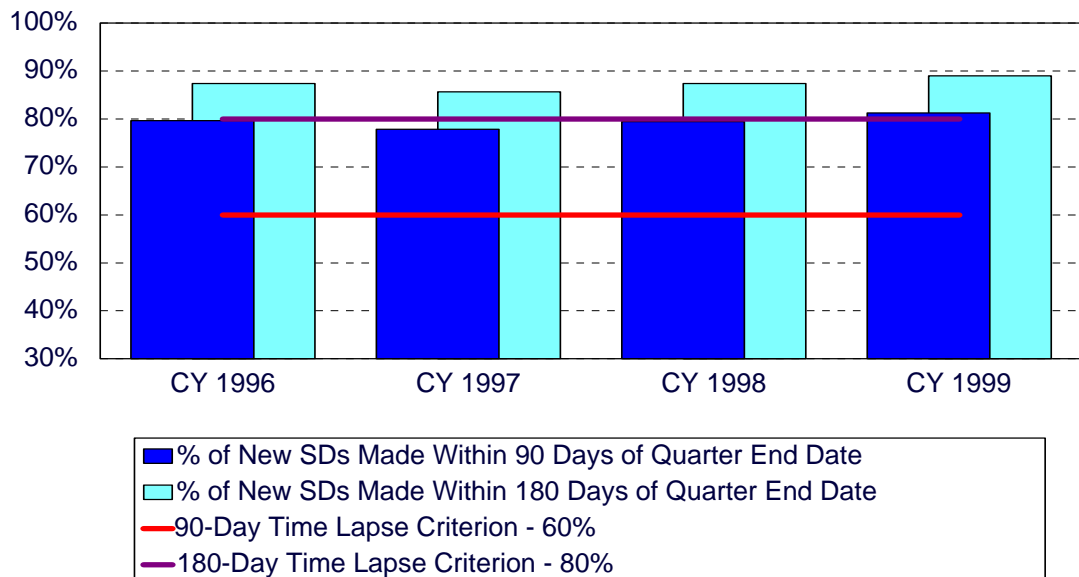
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	81.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.0%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	53.1%	65.2%
Percentage Made Within 180 Days	79.5%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	78.5%	87.1%
Percentage Secured	85.8%	92.7%
Percentage Resolved	92.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	73.9%	80.3%
Percentage Secured	75.4%	85.9%
Percentage Resolved	85.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	82.6%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	15.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	78.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.9%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**LOUISIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	F	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.8%	5.8%
Percentage Of Contributory Employers Audited	1.8%	1.8%
Annualized Percentage Of Total Wages Audited	0.8%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 1999**

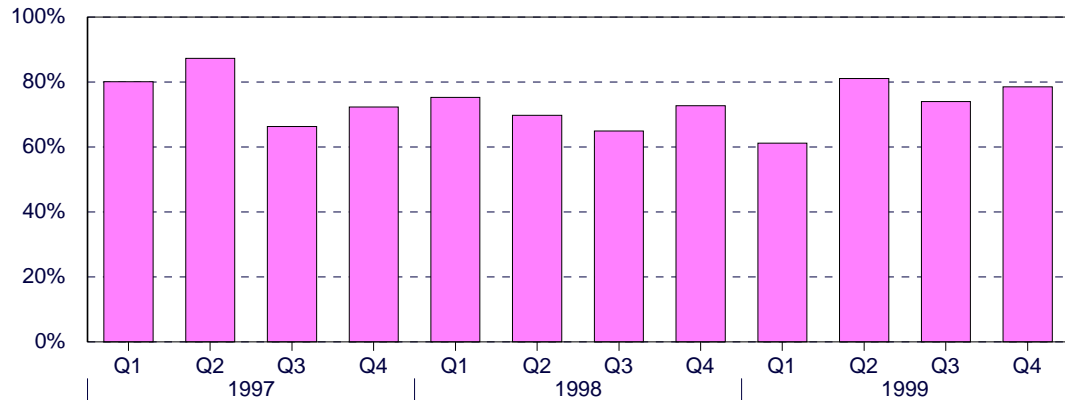
**MAINE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	25,998	86.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	25,998	97.2%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,084	56.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,084	91.3%	93.3%	78%
All First Payments - 14/21 Days	32,869	83.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	32,869	97.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	27,701	66.6%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	8,508	69.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	27,701	46.8%	64.3%	none
Separation Issues within 21 Days	8,499	72.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,743	68.8%	73.6%	60%
Decisions within 45 Days of Filing	4,743	88.9%	89.1%	80%
Decisions within 90 Days of Filing	4,743	98.4%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	540	54.4%	67.1%	50%
Decisions within 75 Days of Filing	540	93.3%	90.0%	80%
Decisions within 150 Days of Filing	540	99.6%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	3,111	93.8%	74.2%	none
Wage Transfers Made within 14 Days	3,111	99.6%	96.5%	none
Billing Made within 45 Days	121	90.9%	94.3%	none
Reimbursements Made within 45 Days	124	54.8%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	403,405	79.3%	61.8%	none
Payments Made within 14 Days	403,405	93.3%	92.6%	none
Payments Made within 21 Days	403,405	97.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	237	72.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	100.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	221,518	168.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	817,879	141.2%	57.3%	none

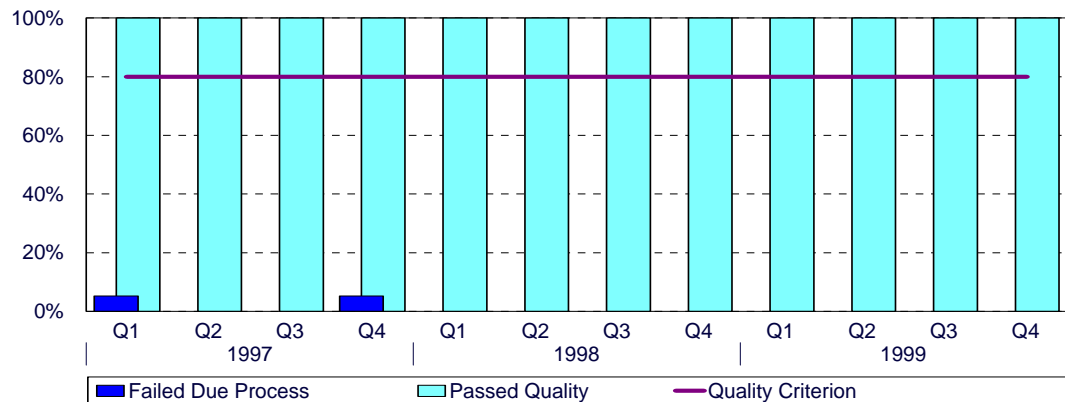
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MAINE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.78	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$71,735,069	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	75.5% +/- 4.6	90.8%	none
Overpayment Rate	24.5% +/- 4.6	9.2%	none
Underpayment Rate	0.5% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**

**MAINE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	81.0%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.7%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.3%	65.2%
Percentage Made Within 180 Days	84.4%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.4%	87.1%
Percentage Secured	94.8%	92.7%
Percentage Resolved	98.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.8%	80.3%
Percentage Secured	96.5%	85.9%
Percentage Resolved	98.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	26.1%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	75.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	73.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	26.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.4%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

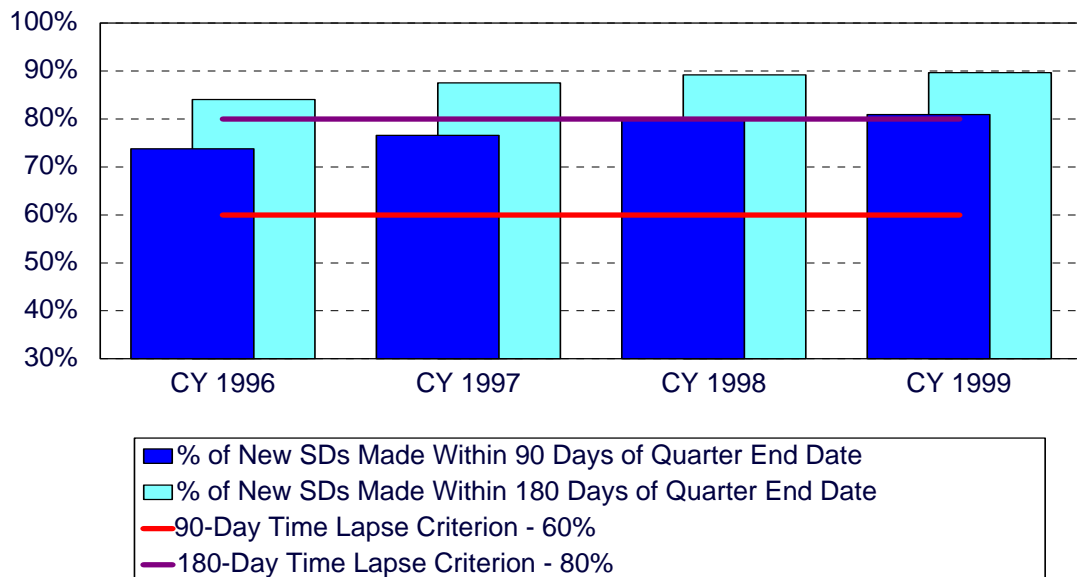
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MAINE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.0%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.4%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	F	94.9% Pass

### New Status Determinations Time Lapse



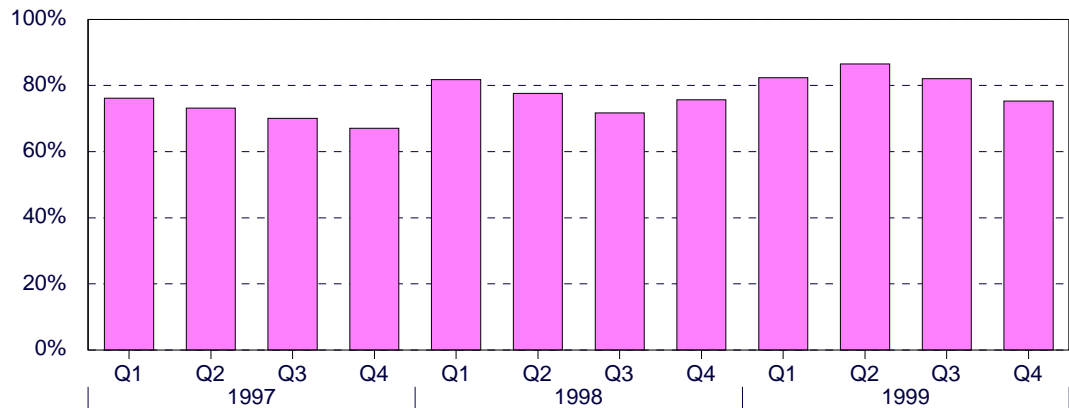
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MARYLAND**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	76,219	93.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	76,219	96.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,061	77.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,061	90.1%	93.3%	78%
All First Payments - 14/21 Days	81,484	92.4%	88.7%	90% (FY '02)
All First Payments - 35 Days	81,484	96.3%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	64,860	86.1%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	79,107	90.4%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	64,963	62.2%	64.3%	none
Separation Issues within 21 Days	79,372	86.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	21,482	86.9%	73.6%	60%
Decisions within 45 Days of Filing	21,482	95.9%	89.1%	80%
Decisions within 90 Days of Filing	21,482	99.5%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,140	58.9%	67.1%	50%
Decisions within 75 Days of Filing	3,140	89.1%	90.0%	80%
Decisions within 150 Days of Filing	3,140	97.7%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	14,379	92.8%	74.2%	none
Wage Transfers Made within 14 Days	14,379	94.9%	96.5%	none
Billing Made within 45 Days	189	99.5%	94.3%	none
Reimbursements Made within 45 Days	187	85.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,441,961	44.0%	61.8%	none
Payments Made within 14 Days	1,441,961	91.6%	92.6%	none
Payments Made within 21 Days	1,441,961	96.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	396	81.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	71	95.9%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,910,734	47.2%	54.2%	none
Nonfraud Overpayment Recovery Rate	7,421,293	59.1%	57.3%	none

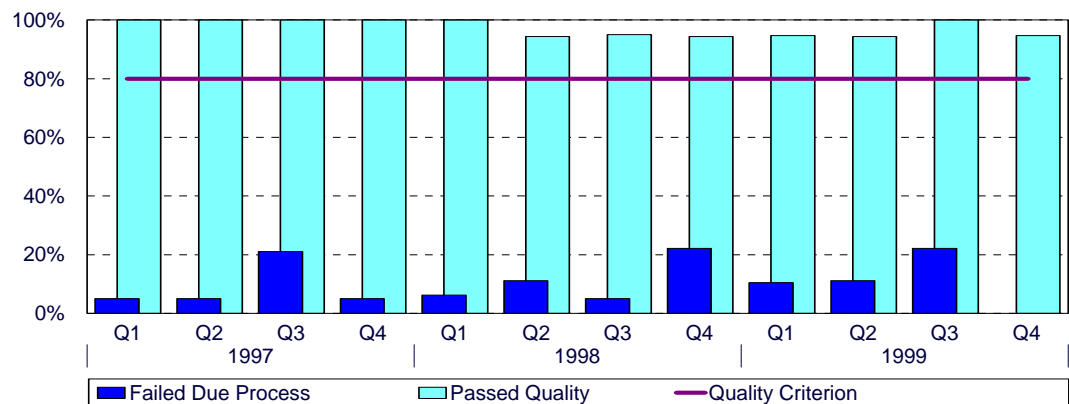
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MARYLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.12	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$261,010,011	\$19.6 B	none
Sample Size	481	25,766	none
Proper Payment Rate	79.8% +/- 3.9	90.8%	none
Overpayment Rate	20.2% +/- 3.9	9.2%	none
Underpayment Rate	0.3% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MARYLAND**

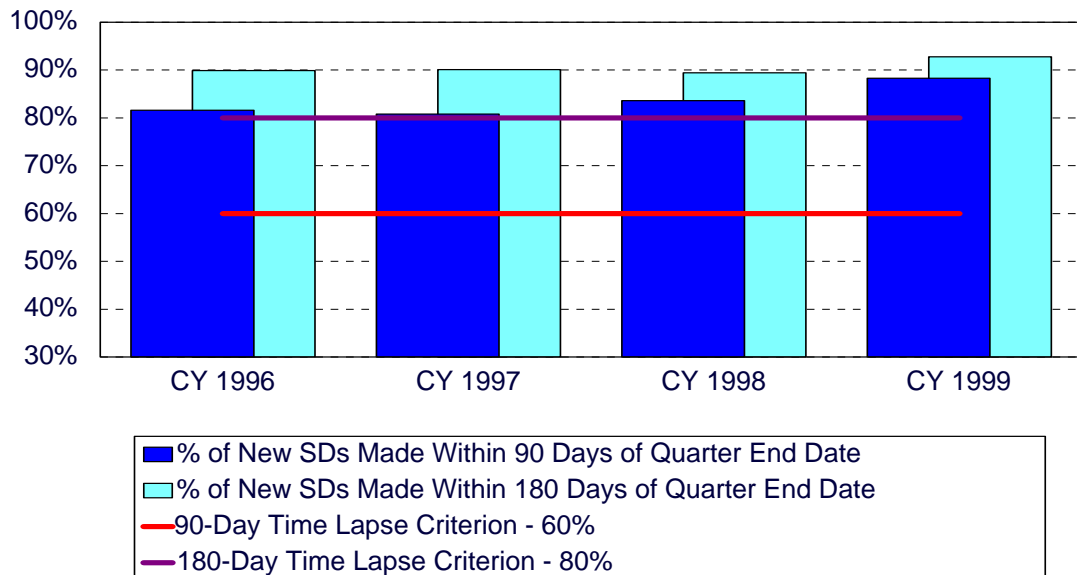
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.2%	65.2%
Percentage Made Within 180 Days	94.9%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	84.0%	87.1%
Percentage Secured	93.5%	92.7%
Percentage Resolved	99.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	75.6%	80.3%
Percentage Secured	97.7%	85.9%
Percentage Resolved	99.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	82.9%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	6.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	73.4%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	26.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.9%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**MARYLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	3.0%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	2.5%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



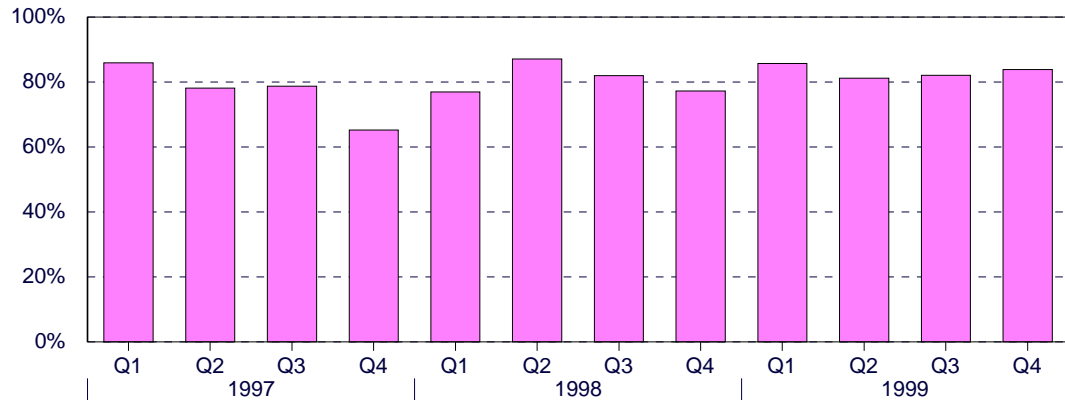
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MASSACHUSETTS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	150,014	89.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	150,014	96.6%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,020	79.5%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,020	92.6%	93.3%	78%
All First Payments - 14/21 Days	170,170	88.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	170,170	96.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	111,959	48.1%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	62,878	57.0%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	111,955	68.6%	64.3%	none
Separation Issues within 21 Days	62,878	94.5%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	18,823	82.8%	73.6%	60%
Decisions within 45 Days of Filing	18,823	95.0%	89.1%	80%
Decisions within 90 Days of Filing	18,823	99.4%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,037	85.4%	67.1%	50%
Decisions within 75 Days of Filing	3,037	90.3%	90.0%	80%
Decisions within 150 Days of Filing	3,037	97.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,922	82.0%	74.2%	none
Wage Transfers Made within 14 Days	7,922	96.4%	96.5%	none
Billing Made within 45 Days	207	100.0%	94.3%	none
Reimbursements Made within 45 Days	207	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,938,406	44.5%	61.8%	none
Payments Made within 14 Days	2,938,406	91.7%	92.6%	none
Payments Made within 21 Days	2,938,406	95.9%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	397	83.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	69	88.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	4,565,446	89.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	4,601,038	72.4%	57.3%	none

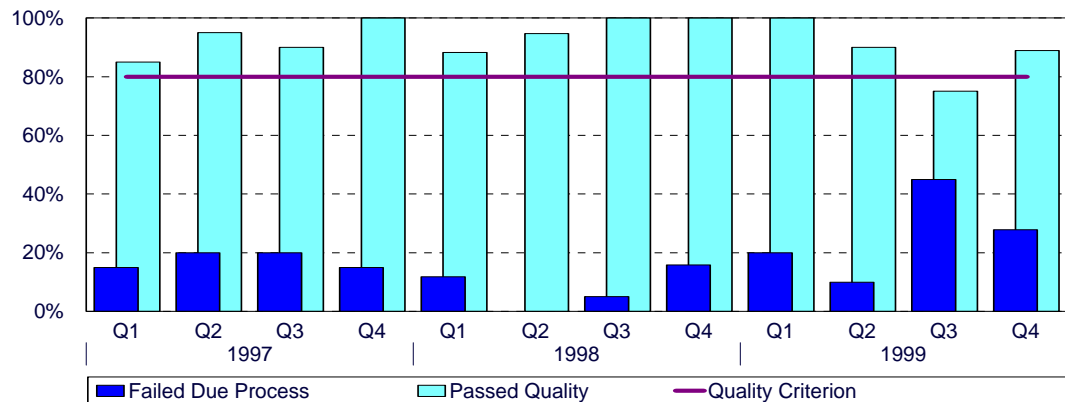
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.07	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$812,809,814	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	94.5% +/- 1.9	90.8%	none
Overpayment Rate	5.5% +/- 1.9	9.2%	none
Underpayment Rate	1.3% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	73.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	86.7%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.1%	65.2%
Percentage Made Within 180 Days	87.1%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.9%	87.1%
Percentage Secured	97.1%	92.7%
Percentage Resolved	100.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	++	80.3%
Percentage Secured	++	85.9%
Percentage Resolved	++	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	71.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.9%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.9%
Accounts Receivable As A Percentage Of Tax Due	8.9%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

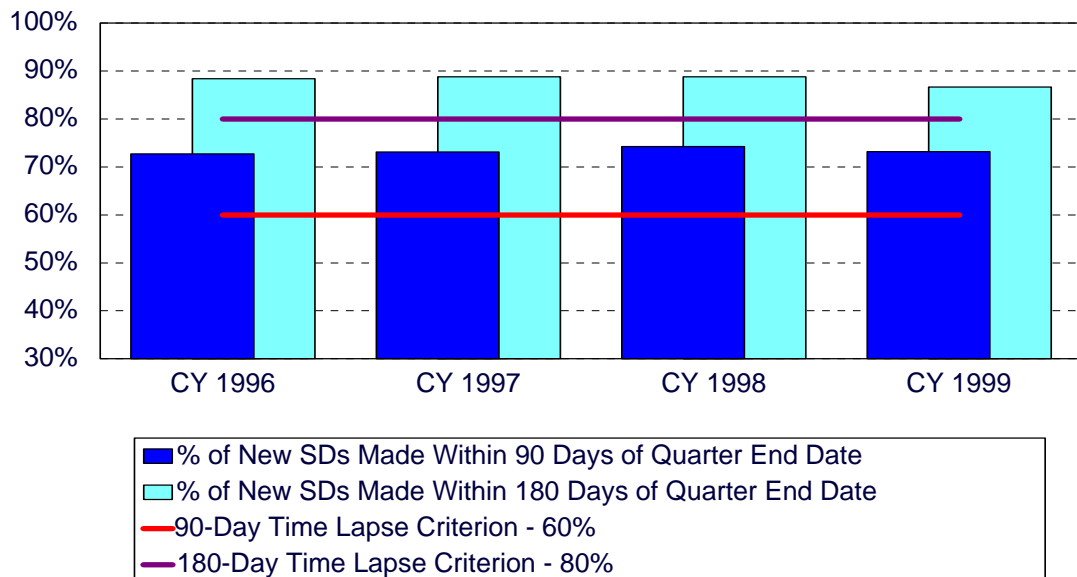
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.5%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	1.2%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



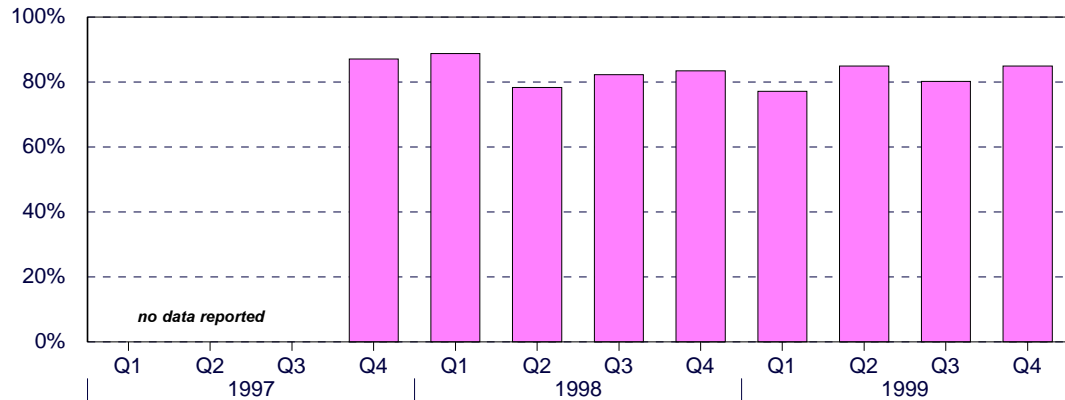
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MICHIGAN**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	292,318	86.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	292,318	97.6%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,177	61.7%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,177	91.7%	93.3%	78%
All First Payments - 14/21 Days	325,734	85.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	325,734	97.2%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	88,117	61.1%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	118,831	56.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	88,117	40.6%	64.3%	none
Separation Issues within 21 Days	118,831	80.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,686	81.5%	73.6%	60%
Decisions within 45 Days of Filing	14,686	93.1%	89.1%	80%
Decisions within 90 Days of Filing	14,686	98.1%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	4,418	45.7%	67.1%	50%
Decisions within 75 Days of Filing	4,418	79.2%	90.0%	80%
Decisions within 150 Days of Filing	4,418	91.3%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	10,534	0.1%	74.2%	none
Wage Transfers Made within 14 Days	10,534	99.7%	96.5%	none
Billing Made within 45 Days	152	100.0%	94.3%	none
Reimbursements Made within 45 Days	199	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,088,997	83.4%	61.8%	none
Payments Made within 14 Days	2,088,997	95.5%	92.6%	none
Payments Made within 21 Days	2,088,997	96.5%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	397	81.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	78	97.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	6,003,152	31.6%	54.2%	none
Nonfraud Overpayment Recovery Rate	12,069,777	56.8%	57.3%	none

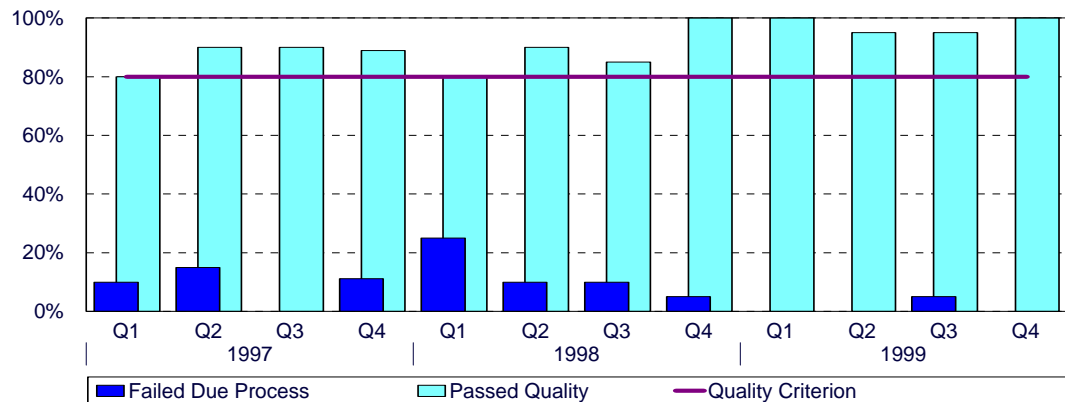
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MICHIGAN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	8.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	9.56	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$842,590,058	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	89.0% +/- 3.1	90.8%	none
Overpayment Rate	11.0% +/- 3.1	9.2%	none
Underpayment Rate	1.8% +/- 0.6	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MICHIGAN**

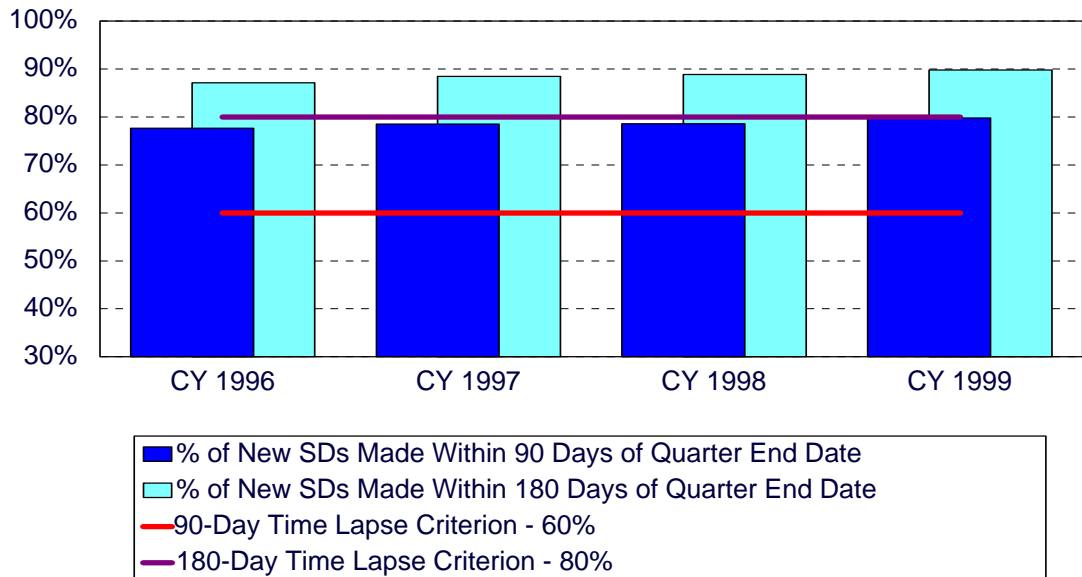
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	79.8%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	58.8%	65.2%
Percentage Made Within 180 Days	77.1%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	77.8%	87.1%
Percentage Secured	87.8%	92.7%
Percentage Resolved	89.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	++	80.3%
Percentage Secured	++	85.9%
Percentage Resolved	++	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.1%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.9%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	75.1%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.8%	1.9%
Accounts Receivable As A Percentage Of Tax Due	5.8%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**MICHIGAN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.4%	5.8%
Percentage Of Contributory Employers Audited	1.2%	1.8%
Annualized Percentage Of Total Wages Audited	2.1%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



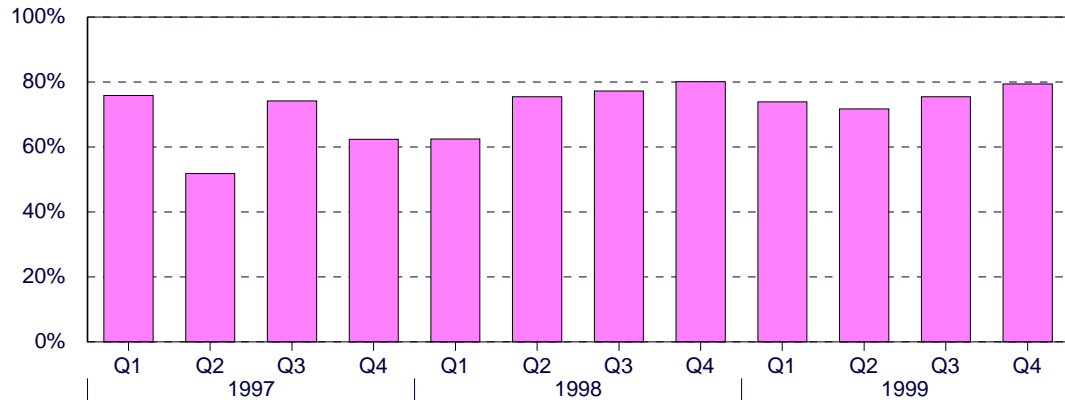
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MINNESOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	90,183	90.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	90,183	98.4%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,241	77.8%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,241	95.3%	93.3%	78%
All First Payments - 14/21 Days	101,880	90.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	101,880	98.3%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	30,008	70.3%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	36,468	72.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	30,008	79.5%	64.3%	none
Separation Issues within 21 Days	36,468	63.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	9,073	51.7%	73.6%	60%
Decisions within 45 Days of Filing	9,073	83.4%	89.1%	80%
Decisions within 90 Days of Filing	9,073	97.1%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,998	93.7%	67.1%	50%
Decisions within 75 Days of Filing	1,998	99.3%	90.0%	80%
Decisions within 150 Days of Filing	1,998	99.8%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,758	85.1%	74.2%	none
Wage Transfers Made within 14 Days	7,758	96.9%	96.5%	none
Billing Made within 45 Days	50	100.0%	94.3%	none
Reimbursements Made within 45 Days	46	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,321,804	46.3%	61.8%	none
Payments Made within 14 Days	1,321,804	95.9%	92.6%	none
Payments Made within 21 Days	1,321,804	98.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	486	75.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	87	98.9%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	3,001,507	94.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	5,320,155	94.6%	57.3%	none

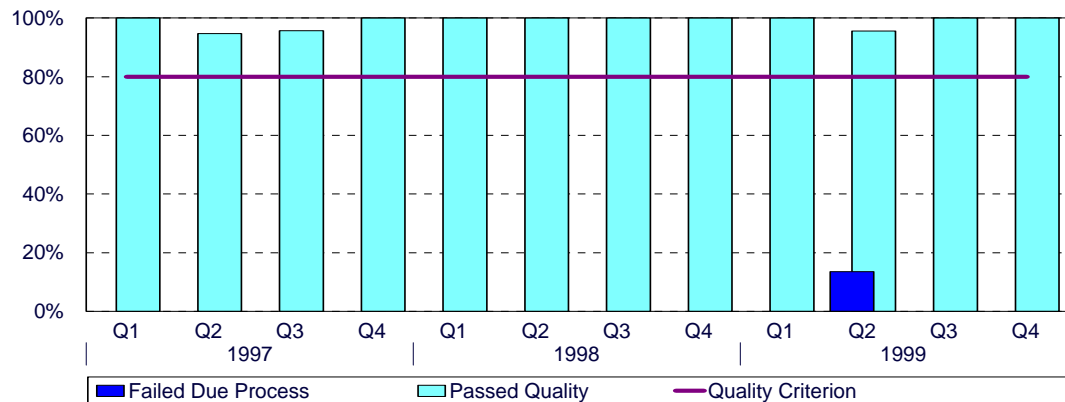
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	13.4	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	17.60	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$353,897,700	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	88.7% +/- 3.0	90.8%	none
Overpayment Rate	11.3% +/- 3.0	9.2%	none
Underpayment Rate	1.2% +/- 0.5	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	79.7%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.0%	65.2%
Percentage Made Within 180 Days	91.7%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.7%	87.1%
Percentage Secured	95.6%	92.7%
Percentage Resolved	100.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	61.6%	80.3%
Percentage Secured	94.2%	85.9%
Percentage Resolved	96.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.4%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.5%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.1%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

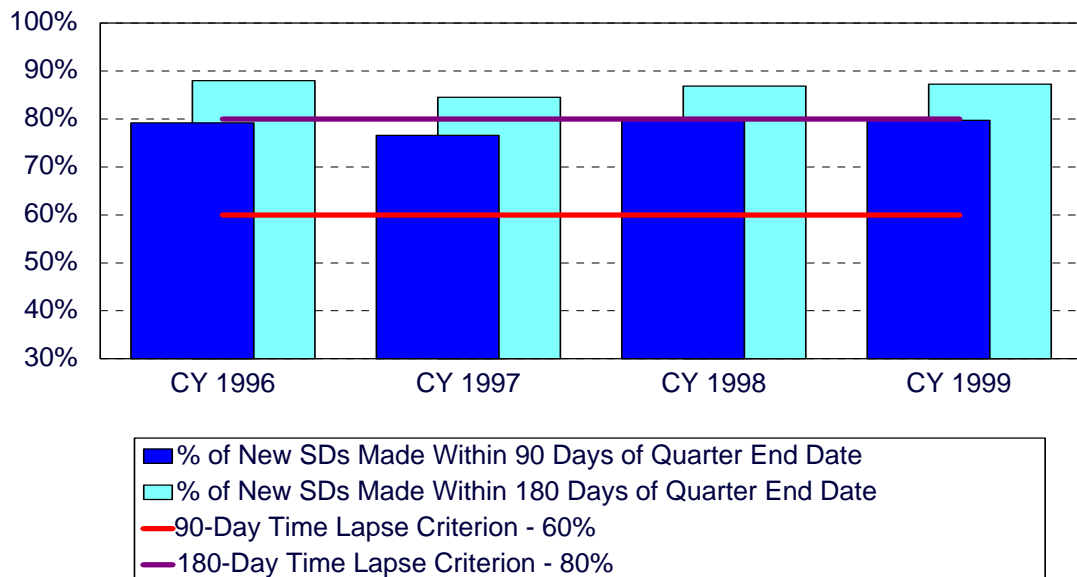
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.2%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	3.2%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



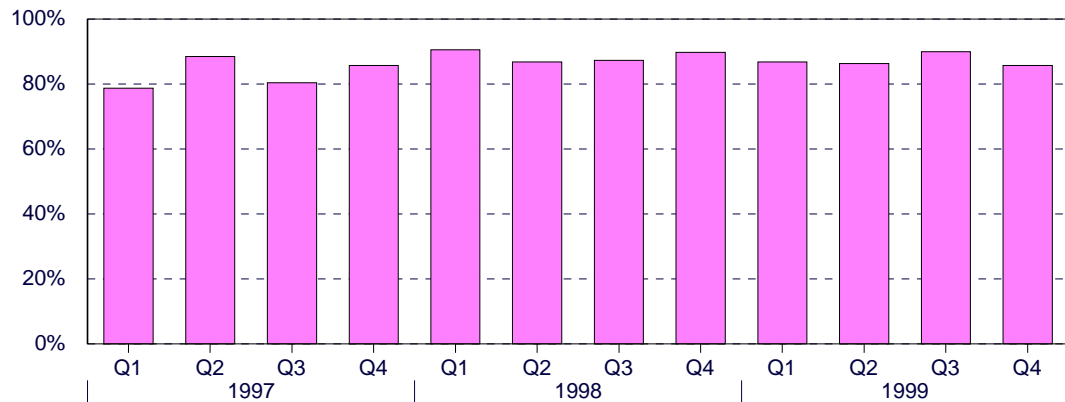
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSISSIPPI**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	46,270	94.1%	89.5%	87%
Intrastate UI, full weeks - 35 Days	46,270	97.3%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,910	77.2%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,910	94.4%	93.3%	78%
All First Payments - 14/21 Days	55,472	93.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	55,472	97.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	29,503	74.4%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	38,012	83.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	29,503	85.0%	64.3%	none
Separation Issues within 21 Days	38,012	97.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	11,160	84.0%	73.6%	60%
Decisions within 45 Days of Filing	11,160	95.8%	89.1%	80%
Decisions within 90 Days of Filing	11,160	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,179	94.9%	67.1%	50%
Decisions within 75 Days of Filing	2,179	98.9%	90.0%	80%
Decisions within 150 Days of Filing	2,179	99.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,799	88.3%	74.2%	none
Wage Transfers Made within 14 Days	9,799	94.3%	96.5%	none
Billing Made within 45 Days	188	100.0%	94.3%	none
Reimbursements Made within 45 Days	181	88.4%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	704,291	93.4%	61.8%	none
Payments Made within 14 Days	704,291	97.8%	92.6%	none
Payments Made within 21 Days	704,291	98.7%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	237	87.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	78	98.7%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,006,959	65.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,311,154	53.5%	57.3%	none

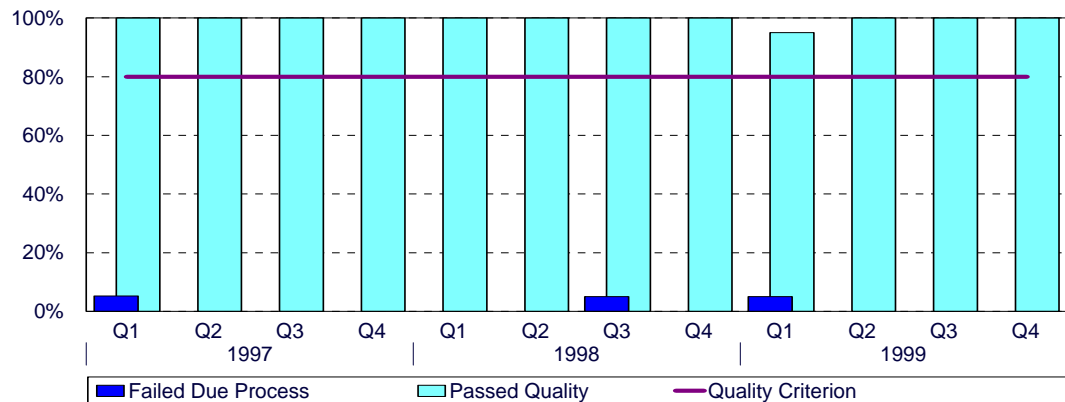
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSISSIPPI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.28	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$107,213,189	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	87.5% +/- 3.1	90.8%	none
Overpayment Rate	12.5% +/- 3.1	9.2%	none
Underpayment Rate	0.6% +/- 0.3	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSISSIPPI**

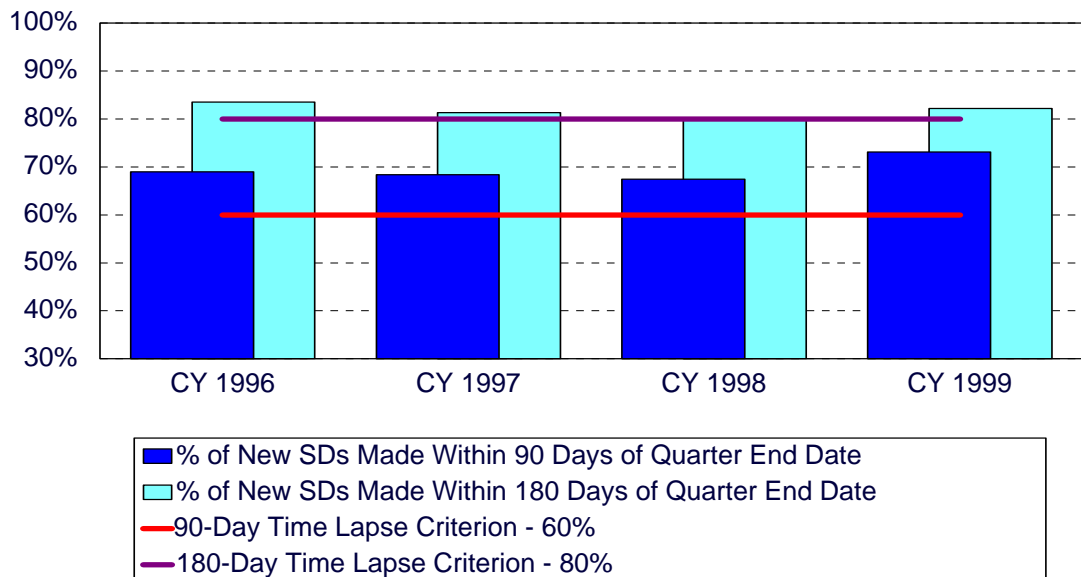
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	73.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	82.2%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.8%	65.2%
Percentage Made Within 180 Days	85.9%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.6%	87.1%
Percentage Secured	93.8%	92.7%
Percentage Resolved	99.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	85.0%	80.3%
Percentage Secured	95.7%	85.9%
Percentage Resolved	97.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	4.0%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	23.1%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	74.7%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	3.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSISSIPPI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.6%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	1.0%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



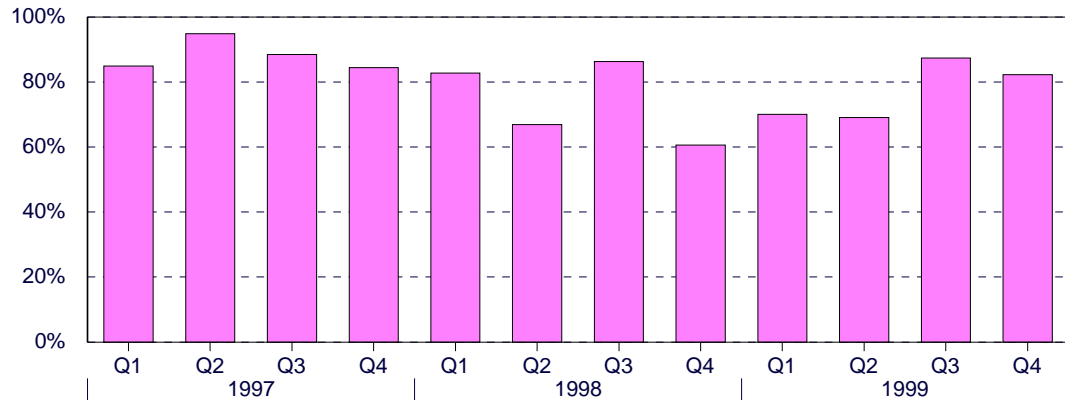
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSOURI**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	119,070	88.8%	89.5%	87%
Intrastate UI, full weeks - 35 Days	119,070	97.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	2,553	82.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	2,553	95.4%	93.3%	78%
All First Payments - 14/21 Days	136,169	88.6%	88.7%	90% (FY '02)
All First Payments - 35 Days	136,169	97.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	97,055	86.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	103,574	66.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	97,055	91.6%	64.3%	none
Separation Issues within 21 Days	103,574	94.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	21,863	75.5%	73.6%	60%
Decisions within 45 Days of Filing	21,863	94.0%	89.1%	80%
Decisions within 90 Days of Filing	21,863	99.5%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,397	53.0%	67.1%	50%
Decisions within 75 Days of Filing	2,397	88.6%	90.0%	80%
Decisions within 150 Days of Filing	2,397	99.2%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	14,832	87.1%	74.2%	none
Wage Transfers Made within 14 Days	14,832	99.1%	96.5%	none
Billing Made within 45 Days	194	100.0%	94.3%	none
Reimbursements Made within 45 Days	194	84.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,547,130	88.4%	61.8%	none
Payments Made within 14 Days	1,547,130	96.6%	92.6%	none
Payments Made within 21 Days	1,547,130	98.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	400	77.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	7,364,319	41.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,728,475	68.1%	57.3%	none

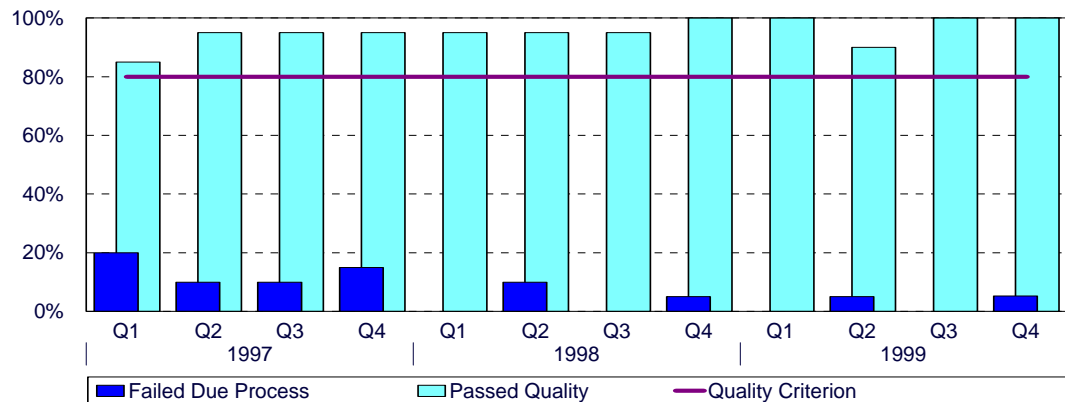
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSOURI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.4	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.17	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$265,144,712	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	92.9% +/- 2.3	90.8%	none
Overpayment Rate	7.1% +/- 2.3	9.2%	none
Underpayment Rate	0.1% +/- 0.1	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSOURI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	67.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	82.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	64.4%	65.2%
Percentage Made Within 180 Days	83.8%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.6%	87.1%
Percentage Secured	97.5%	92.7%
Percentage Resolved	101.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	74.0%	80.3%
Percentage Secured	99.3%	85.9%
Percentage Resolved	100.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	55.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	41.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	7.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

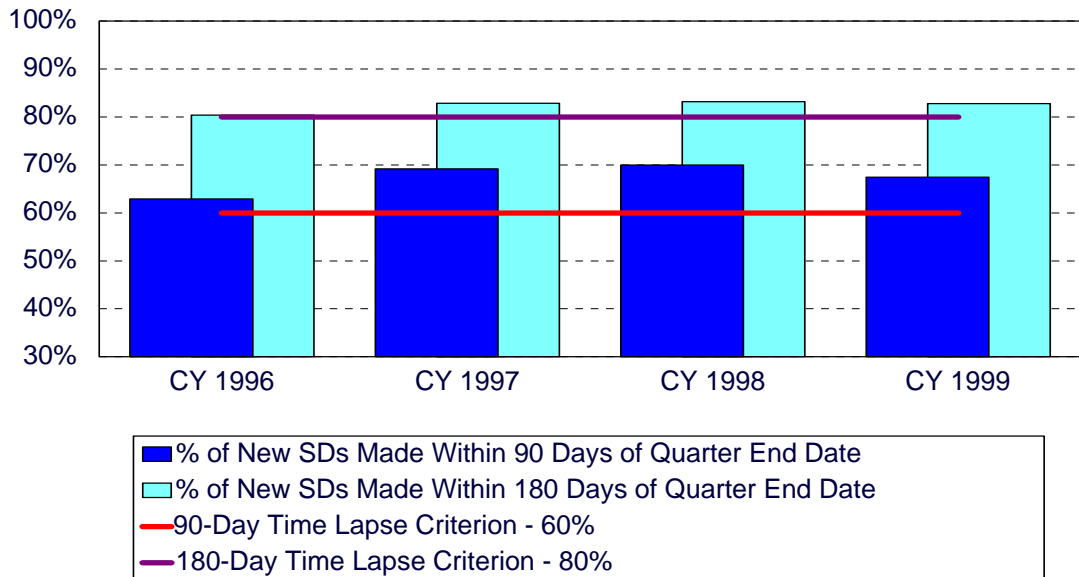
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MISSOURI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.4%	5.8%
Percentage Of Contributory Employers Audited	2.4%	1.8%
Annualized Percentage Of Total Wages Audited	2.2%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



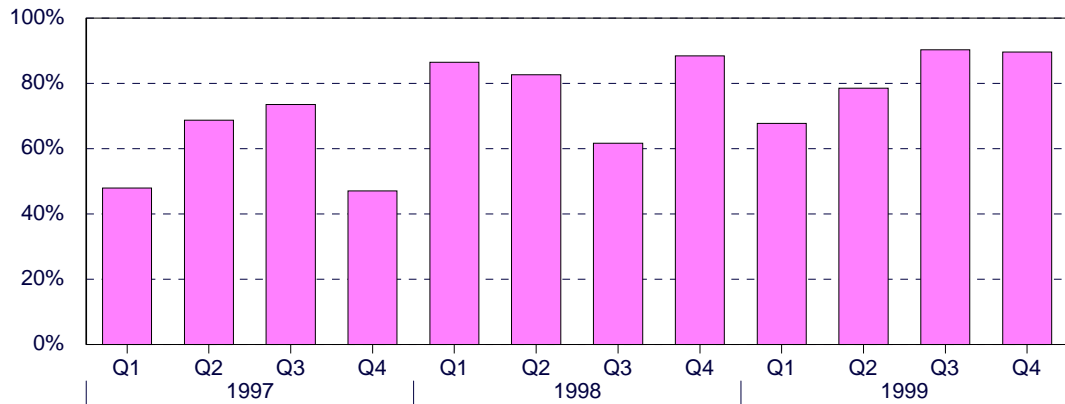
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MONTANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	18,548	92.8%	89.5%	87%
Intrastate UI, full weeks - 35 Days	18,548	98.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	501	78.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	501	94.4%	93.3%	78%
All First Payments - 14/21 Days	25,135	92.4%	88.7%	90% (FY '02)
All First Payments - 35 Days	25,135	98.0%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	9,140	66.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	9,515	72.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	9,140	82.0%	64.3%	none
Separation Issues within 21 Days	9,515	96.0%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,107	78.5%	73.6%	60%
Decisions within 45 Days of Filing	1,107	94.7%	89.1%	80%
Decisions within 90 Days of Filing	1,107	99.3%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	296	45.9%	67.1%	50%
Decisions within 75 Days of Filing	296	94.6%	90.0%	80%
Decisions within 150 Days of Filing	296	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,535	100.0%	74.2%	none
Wage Transfers Made within 14 Days	2,535	100.0%	96.5%	none
Billing Made within 45 Days	0	NA	94.3%	none
Reimbursements Made within 45 Days	0	NA	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	319,796	46.1%	61.8%	none
Payments Made within 14 Days	319,796	96.0%	92.6%	none
Payments Made within 21 Days	319,796	98.7%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	81.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	57	98.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	363,774	39.2%	54.2%	none
Nonfraud Overpayment Recovery Rate	462,241	80.7%	57.3%	none

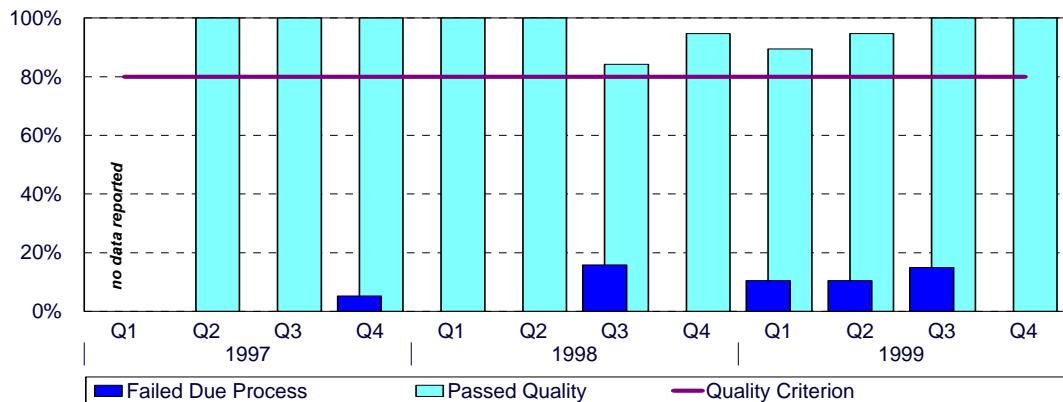
**UI PERFORMS ANNUAL REPORT CY 1999**  
**MONTANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.3	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.22	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$54,950,786	\$19.6 B	none
Sample Size	360	25,766	none
Proper Payment Rate	83.6% +/- 3.7	90.8%	none
Overpayment Rate	16.4% +/- 3.7	9.2%	none
Underpayment Rate	1.0% +/- 0.7	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**MONTANA**

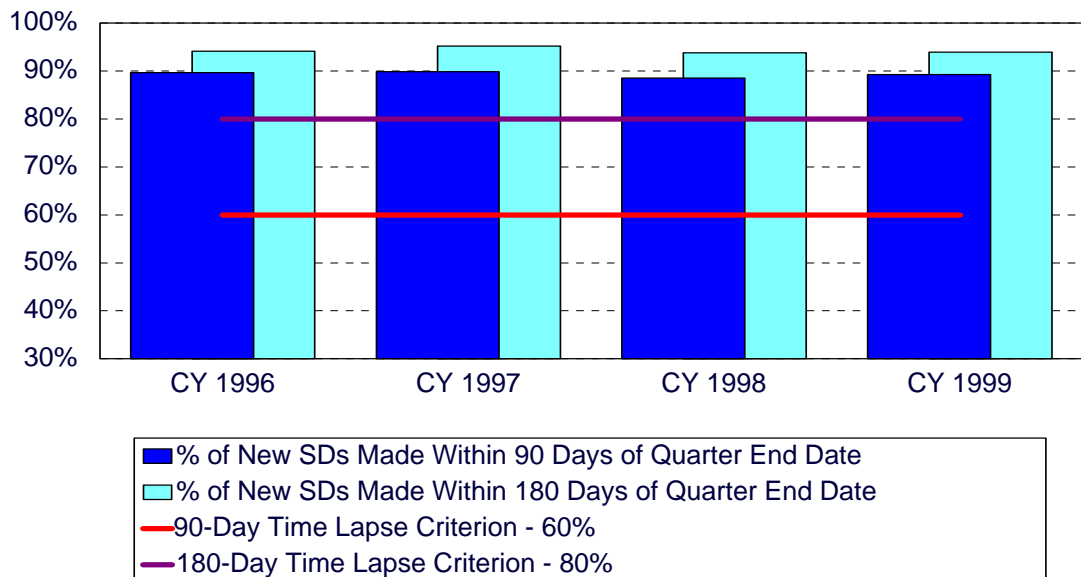
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	89.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.9%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	90.6%	65.2%
Percentage Made Within 180 Days	95.6%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.4%	87.1%
Percentage Secured	98.9%	92.7%
Percentage Resolved	101.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.4%	80.3%
Percentage Secured	100.7%	85.9%
Percentage Resolved	102.3%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.9%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**MONTANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.0%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.9%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



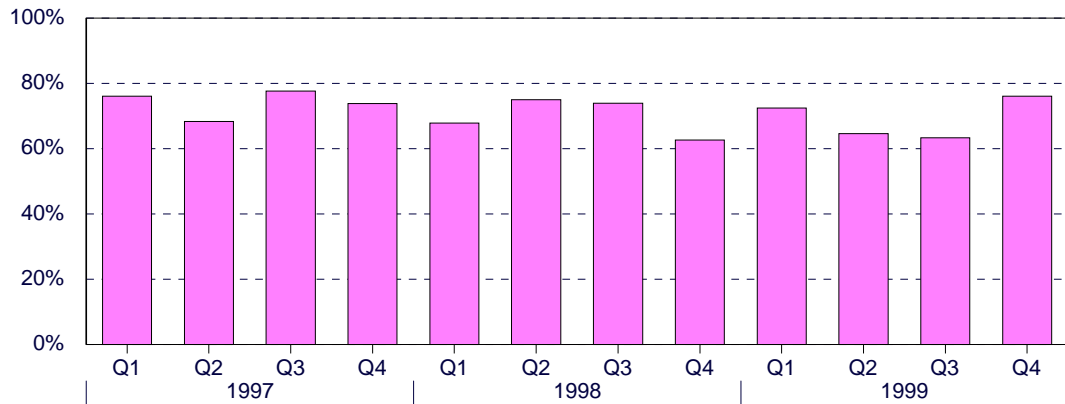
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEBRASKA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	23,065	95.4%	89.5%	87%
Intrastate UI, full weeks - 35 Days	23,065	99.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,641	80.6%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,641	97.3%	93.3%	78%
All First Payments - 14/21 Days	25,979	94.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	25,979	99.3%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	15,197	77.2%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	48,418	67.8%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	13,364	85.9%	64.3%	none
Separation Issues within 21 Days	48,418	97.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	2,263	99.6%	73.6%	60%
Decisions within 45 Days of Filing	2,263	99.8%	89.1%	80%
Decisions within 90 Days of Filing	2,263	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	67.1%	50%
Decisions within 75 Days of Filing	+	+	90.0%	80%
Decisions within 150 Days of Filing	+	+	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,496	67.3%	74.2%	none
Wage Transfers Made within 14 Days	4,496	100.0%	96.5%	none
Billing Made within 45 Days	155	100.0%	94.3%	none
Reimbursements Made within 45 Days	192	96.4%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	288,420	95.0%	61.8%	none
Payments Made within 14 Days	288,420	98.6%	92.6%	none
Payments Made within 21 Days	288,420	99.4%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	237	69.2%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	716,394	66.6%	54.2%	none
Nonfraud Overpayment Recovery Rate	650,539	98.7%	57.3%	none

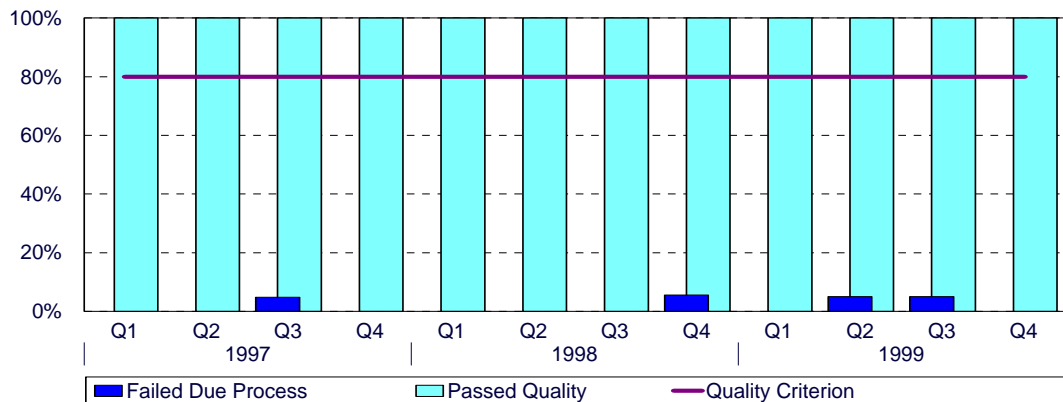
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEBRASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.55	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$48,743,654	\$19.6 B	none
Sample Size	368	25,766	none
Proper Payment Rate	93.8% +/- 2.4	90.8%	none
Overpayment Rate	6.2% +/- 2.4	9.2%	none
Underpayment Rate	0.3% +/- 0.3	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



+ Nebraska does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEBRASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.0%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	94.1%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	86.1%	65.2%
Percentage Made Within 180 Days	92.5%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.9%	87.1%
Percentage Secured	98.6%	92.7%
Percentage Resolved	100.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.1%	80.3%
Percentage Secured	99.3%	85.9%
Percentage Resolved	99.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.6%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.5%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.3%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	Discarded	50.0% Pass

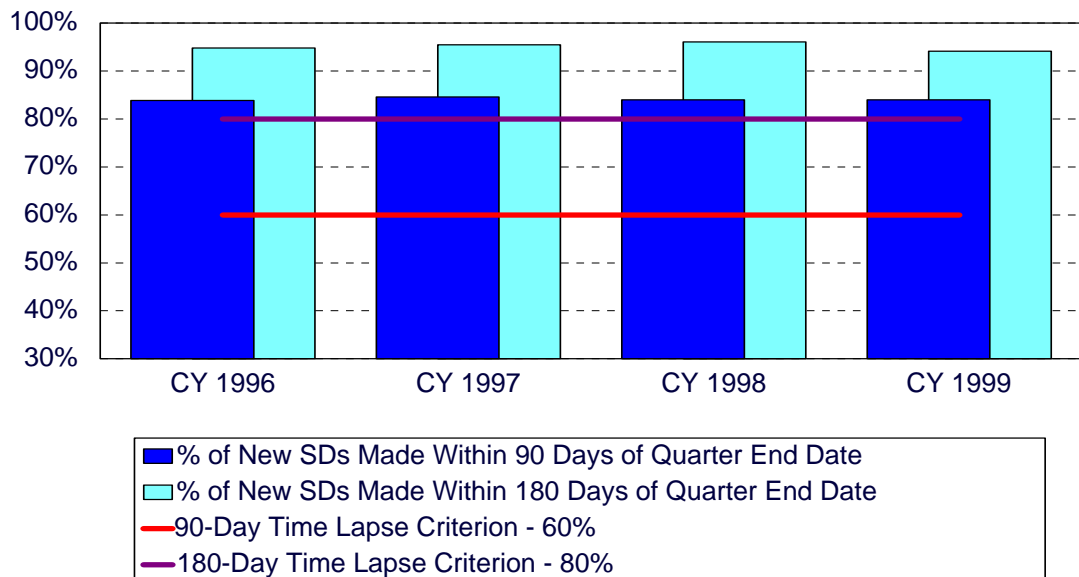
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEBRASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	0.6%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	2.2%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



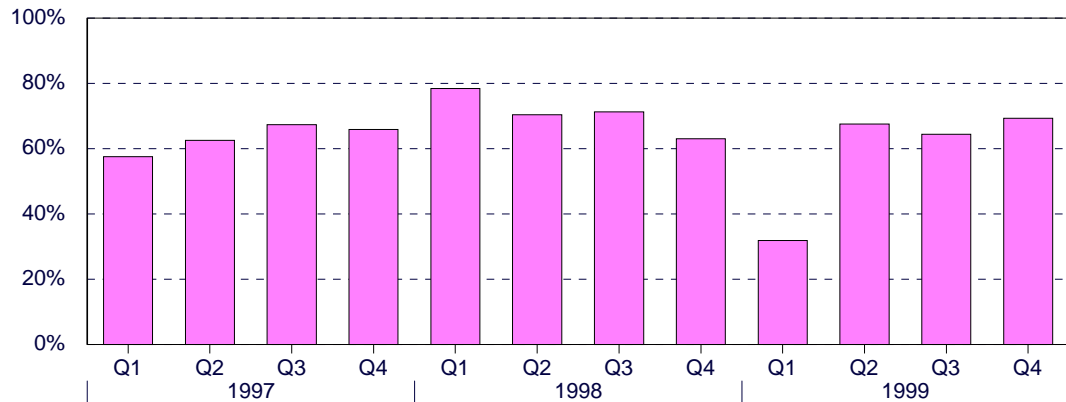
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEVADA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	51,652	90.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	51,652	96.8%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,509	70.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,509	87.0%	93.3%	78%
All First Payments - 14/21 Days	65,521	89.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	65,521	96.0%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	17,025	54.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	45,651	63.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	17,025	78.1%	64.3%	none
Separation Issues within 21 Days	45,651	96.8%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	7,644	83.6%	73.6%	60%
Decisions within 45 Days of Filing	7,644	95.6%	89.1%	80%
Decisions within 90 Days of Filing	7,644	99.6%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,268	73.7%	67.1%	50%
Decisions within 75 Days of Filing	1,268	96.3%	90.0%	80%
Decisions within 150 Days of Filing	1,268	99.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	8,182	65.9%	74.2%	none
Wage Transfers Made within 14 Days	8,182	95.1%	96.5%	none
Billing Made within 45 Days	123	100.0%	94.3%	none
Reimbursements Made within 45 Days	150	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	907,590	80.7%	61.8%	none
Payments Made within 14 Days	907,590	92.6%	92.6%	none
Payments Made within 21 Days	907,590	96.4%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	237	58.6%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	74	96.1%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	471,900	8.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,892,555	19.3%	57.3%	none

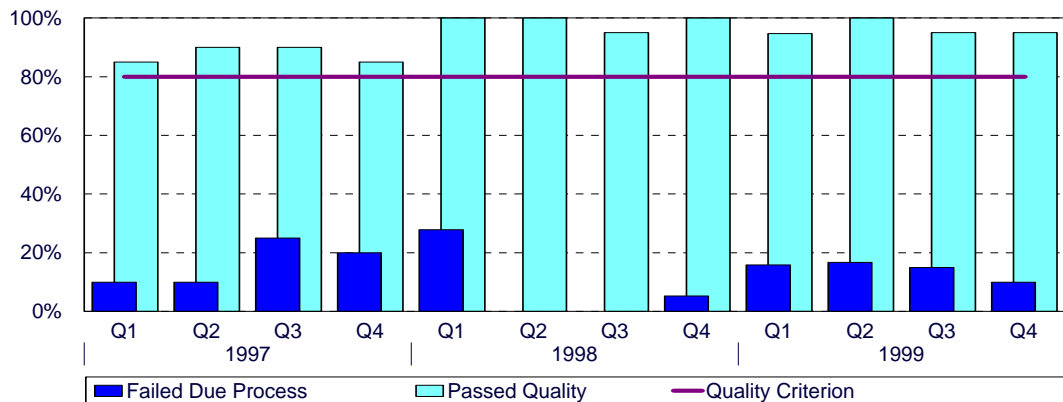
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEVADA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.81	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$180,037,895	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	86.5% +/- 3.2	90.8%	none
Overpayment Rate	13.5% +/- 3.2	9.2%	none
Underpayment Rate	0.4% +/- 0.2	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEVADA**

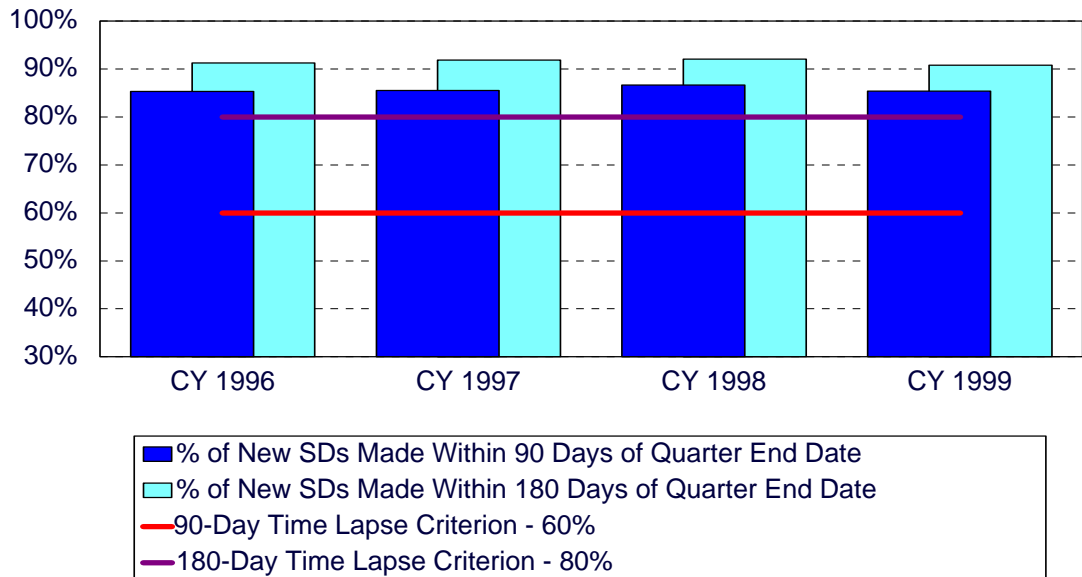
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	85.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.4%	65.2%
Percentage Made Within 180 Days	74.4%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.5%	87.1%
Percentage Secured	96.4%	92.7%
Percentage Resolved	100.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.7%	80.3%
Percentage Secured	96.8%	85.9%
Percentage Resolved	99.0%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	19.5%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	3.1%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEVADA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.4%	5.8%
Percentage Of Contributory Employers Audited	2.2%	1.8%
Annualized Percentage Of Total Wages Audited	2.2%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



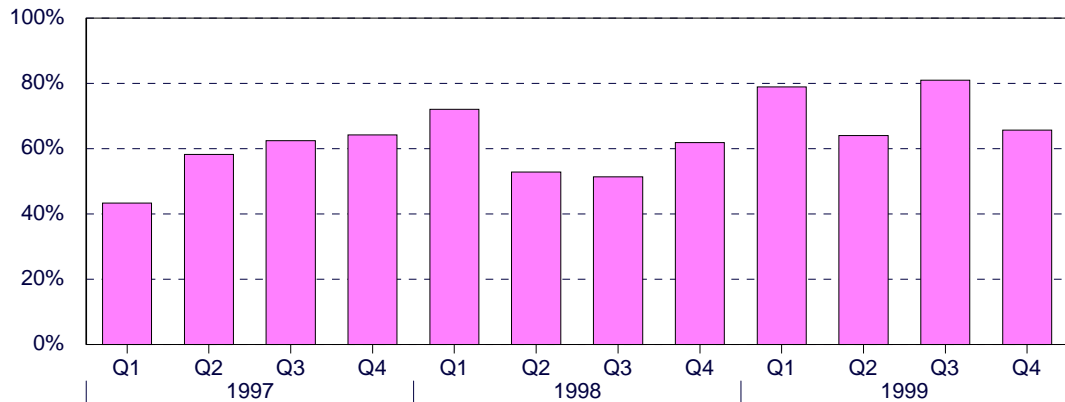
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW HAMPSHIRE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	11,722	90.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	11,722	97.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	470	70.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	470	90.0%	93.3%	78%
All First Payments - 14/21 Days	15,406	88.9%	88.7%	90% (FY '02)
All First Payments - 35 Days	15,406	96.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	10,065	48.2%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	7,258	60.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	10,065	73.7%	64.3%	none
Separation Issues within 21 Days	7,258	96.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,611	60.1%	73.6%	60%
Decisions within 45 Days of Filing	1,611	84.7%	89.1%	80%
Decisions within 90 Days of Filing	1,611	97.8%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	177	78.0%	67.1%	50%
Decisions within 75 Days of Filing	177	94.4%	90.0%	80%
Decisions within 150 Days of Filing	177	98.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,845	94.2%	74.2%	none
Wage Transfers Made within 14 Days	2,845	97.9%	96.5%	none
Billing Made within 45 Days	171	21.6%	94.3%	none
Reimbursements Made within 45 Days	183	94.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	132,787	36.4%	61.8%	none
Payments Made within 14 Days	132,787	82.6%	92.6%	none
Payments Made within 21 Days	132,787	94.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	72.8%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	72	93.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	308,287	45.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	420,567	53.8%	57.3%	none

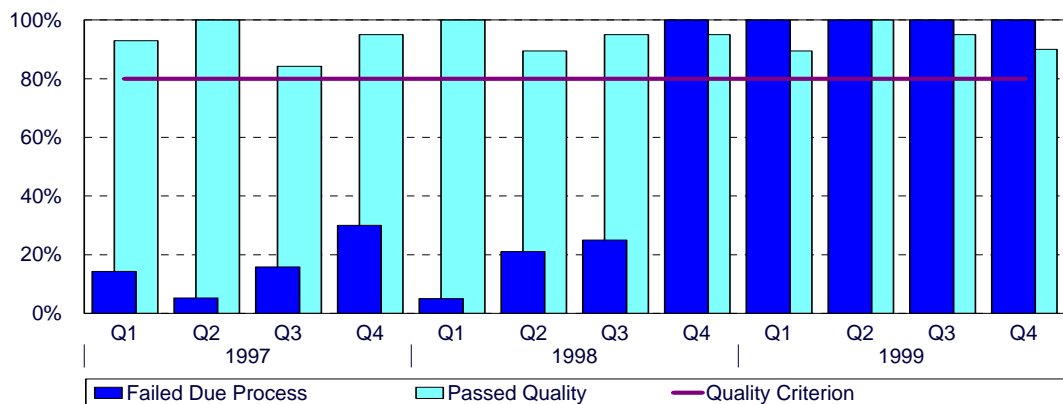
**UI PERFORMS ANNUAL REPORT CY 1999  
NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.6	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.15	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$23,979,910	\$19.6 B	none
Sample Size	395	25,766	none
Proper Payment Rate	94.1% +/- 2.4	90.8%	none
Overpayment Rate	5.9% +/- 2.4	9.2%	none
Underpayment Rate	1.1% +/- 0.6	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.7%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.5%	65.2%
Percentage Made Within 180 Days	88.0%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.5%	87.1%
Percentage Secured	94.9%	92.7%
Percentage Resolved	98.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.6%	80.3%
Percentage Secured	98.6%	85.9%
Percentage Resolved	75.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.4%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	94.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.7%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

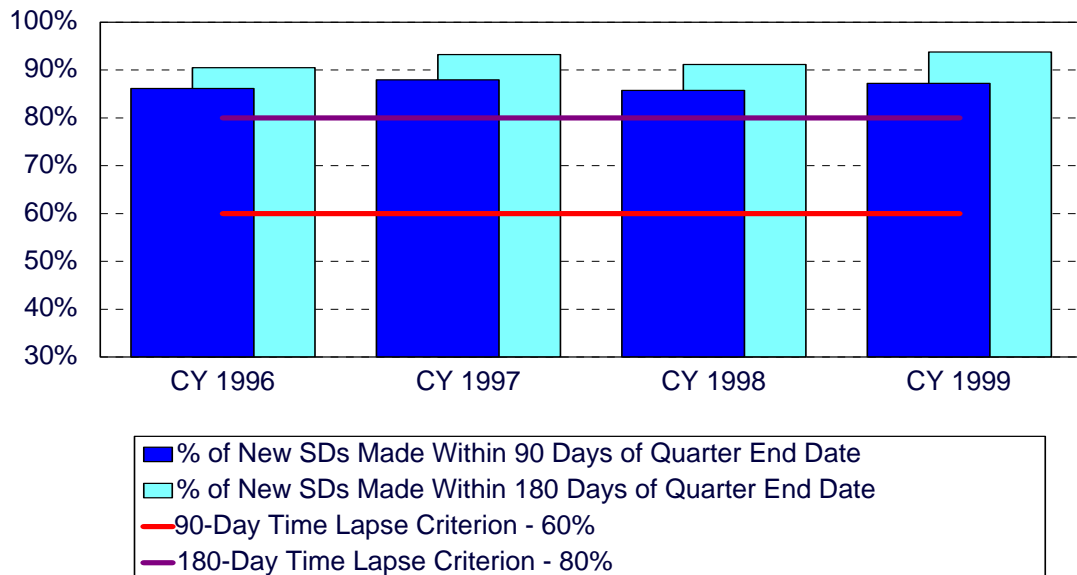
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	4.4%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.6%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



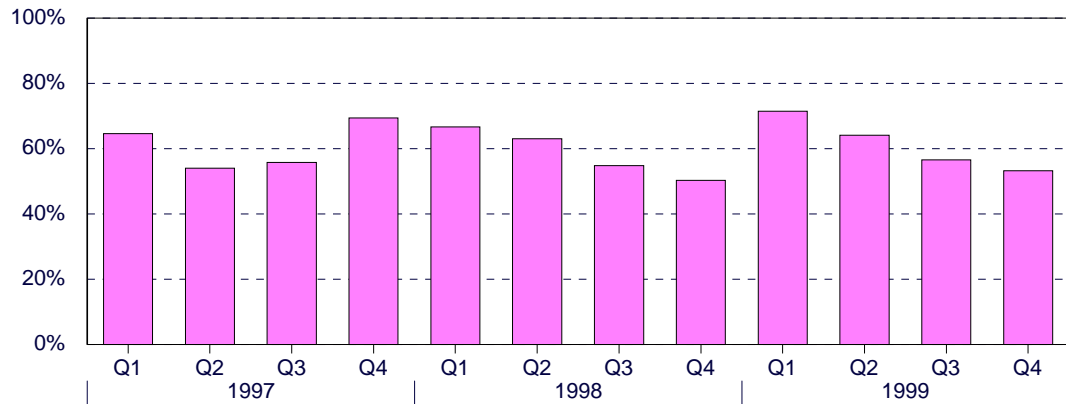
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW JERSEY**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	229,098	91.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	229,098	98.1%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	9,474	72.0%	79.2%	70%
Interstate UI, full weeks - 35 Days	9,474	89.1%	93.3%	78%
All First Payments - 14/21 Days	257,689	90.4%	88.7%	90% (FY '02)
All First Payments - 35 Days	257,689	97.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	87,109	61.3%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	85,400	78.3%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	87,109	77.3%	64.3%	none
Separation Issues within 21 Days	85,400	67.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	30,112	80.0%	73.6%	60%
Decisions within 45 Days of Filing	30,112	89.5%	89.1%	80%
Decisions within 90 Days of Filing	30,112	97.3%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	5,467	72.2%	67.1%	50%
Decisions within 75 Days of Filing	5,467	92.2%	90.0%	80%
Decisions within 150 Days of Filing	5,467	99.3%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	15,183	84.9%	74.2%	none
Wage Transfers Made within 14 Days	15,183	99.3%	96.5%	none
Billing Made within 45 Days	153	100.0%	94.3%	none
Reimbursements Made within 45 Days	237	73.4%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	3,979,303	47.9%	61.8%	none
Payments Made within 14 Days	3,979,303	94.0%	92.6%	none
Payments Made within 21 Days	3,979,303	97.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	393	61.4%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	72	92.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	7,342,108	77.3%	54.2%	none
Nonfraud Overpayment Recovery Rate	17,505,913	78.2%	57.3%	none

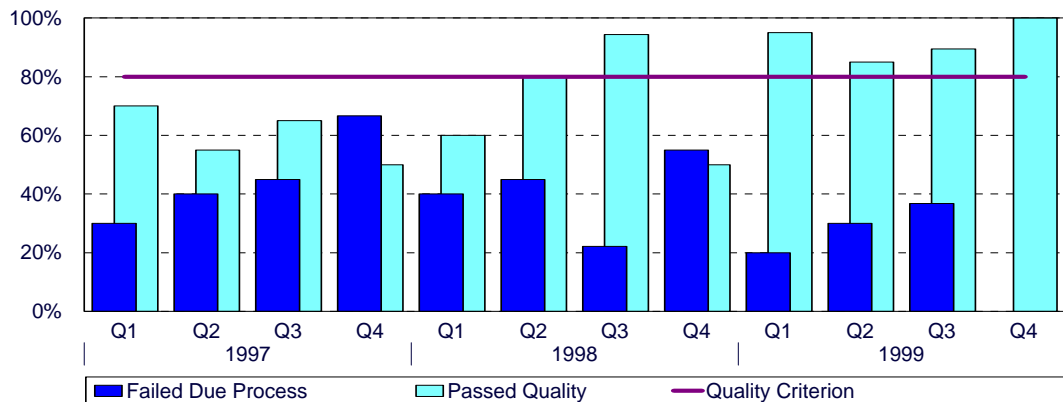
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.04	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$1,116,688,443	\$19.6 B	none
Sample Size	554	25,766	none
Proper Payment Rate	90.3% +/- 2.3	90.8%	none
Overpayment Rate	9.7% +/- 2.3	9.2%	none
Underpayment Rate	1.8% +/- 0.6	0.9%	none
Footnotes:	#5	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW JERSEY**

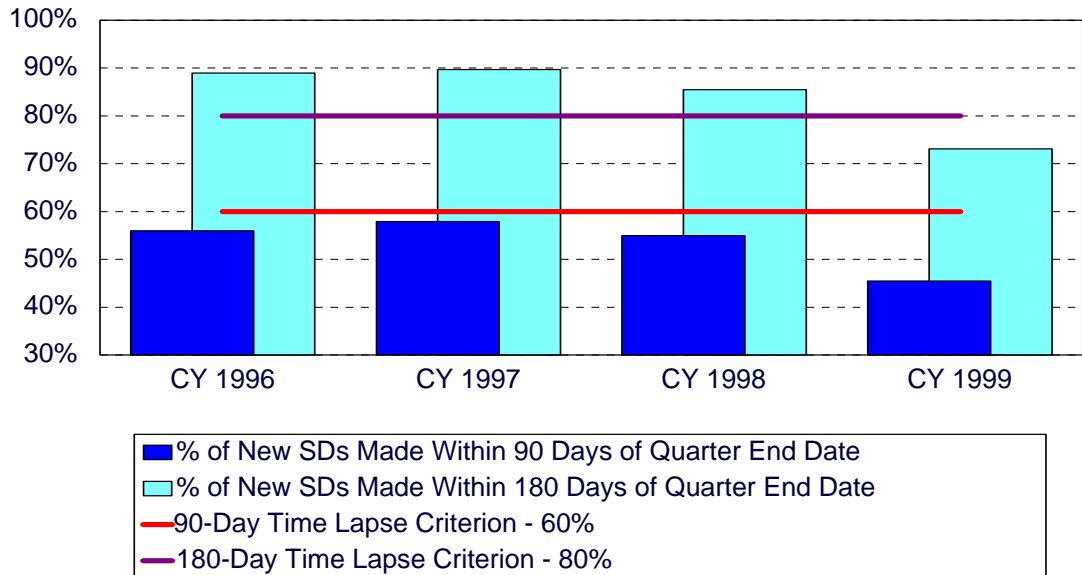
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	45.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	73.1%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	7.7%	65.2%
Percentage Made Within 180 Days	29.9%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	78.0%	87.1%
Percentage Secured	83.0%	92.7%
Percentage Resolved	86.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.0%	80.3%
Percentage Secured	94.5%	85.9%
Percentage Resolved	94.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?		81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	78.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	6.5%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	114.6%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	267.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	151.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	138.9%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	4.4%	5.8%
Percentage Of Contributory Employers Audited	3.1%	1.8%
Annualized Percentage Of Total Wages Audited	3.0%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



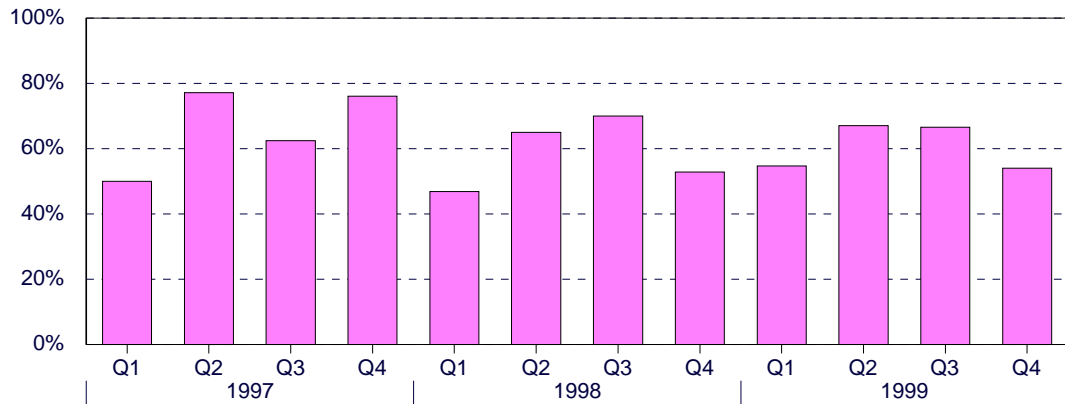
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW MEXICO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	28,047	88.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	28,047	96.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,176	77.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,176	93.5%	93.3%	78%
All First Payments - 14/21 Days	30,879	88.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	30,879	96.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,621	42.4%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	12,925	59.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	8,621	41.6%	64.3%	none
Separation Issues within 21 Days	12,925	74.8%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	5,990	80.8%	73.6%	60%
Decisions within 45 Days of Filing	5,990	91.3%	89.1%	80%
Decisions within 90 Days of Filing	5,990	98.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	844	94.4%	67.1%	50%
Decisions within 75 Days of Filing	844	99.5%	90.0%	80%
Decisions within 150 Days of Filing	844	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,500	91.6%	74.2%	none
Wage Transfers Made within 14 Days	4,500	100.0%	96.5%	none
Billing Made within 45 Days	188	100.0%	94.3%	none
Reimbursements Made within 45 Days	179	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	499,934	54.9%	61.8%	none
Payments Made within 14 Days	499,934	92.9%	92.6%	none
Payments Made within 21 Days	499,934	97.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	237	60.8%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	73	91.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,000,595	73.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,190,546	57.7%	57.3%	none

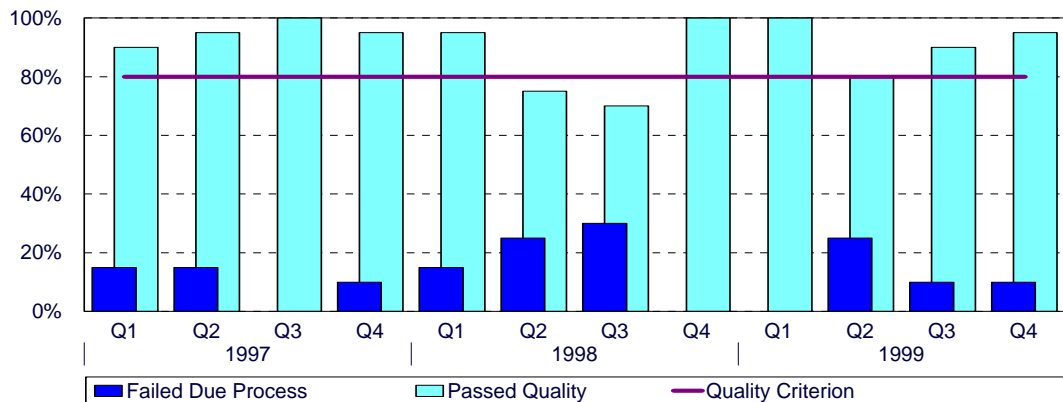
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW MEXICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.7	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	-0.79	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$79,457,252	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	90.3% +/- 2.9	90.8%	none
Overpayment Rate	9.7% +/- 2.9	9.2%	none
Underpayment Rate	0.3% +/- 0.2	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW MEXICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	86.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.1%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	Discarded	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	Discarded	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.7%	65.2%
Percentage Made Within 180 Days	85.6%	79.7%
Accuracy In Determinations?	Discarded	75.0% Pass
Accuracy In Postings?	Discarded	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	87.1%
Percentage Secured	92.5%	92.7%
Percentage Resolved	94.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.0%	80.3%
Percentage Secured	99.0%	85.9%
Percentage Resolved	99.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.4%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.1%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.0%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	Discarded	50.0% Pass

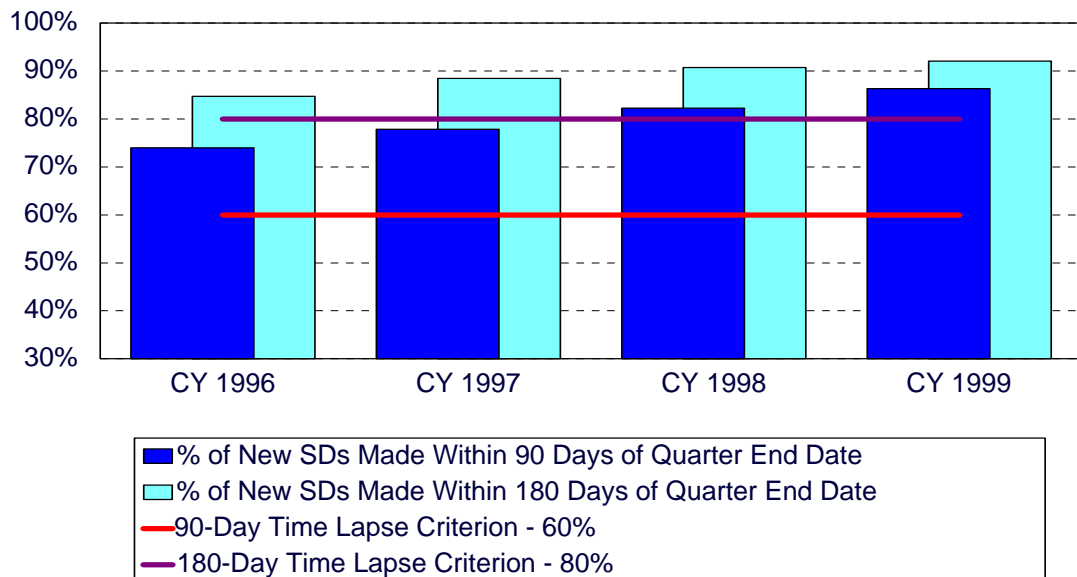
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999  
NEW MEXICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.8%	5.8%
Percentage Of Contributory Employers Audited	1.7%	1.8%
Annualized Percentage Of Total Wages Audited	1.2%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	Discarded	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



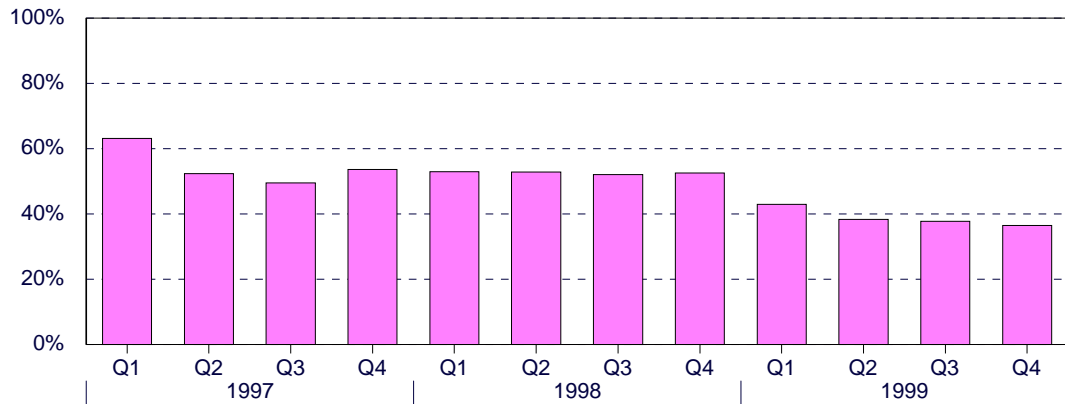
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW YORK**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	346,328	76.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	346,328	91.8%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	9,348	68.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	9,348	86.1%	93.3%	78%
All First Payments - 14/21 Days	420,813	75.7%	88.7%	90% (FY '02)
All First Payments - 35 Days	420,813	91.6%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	186,420	52.6%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	127,386	43.3%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	186,420	60.3%	64.3%	none
Separation Issues within 21 Days	127,386	82.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	35,484	77.3%	73.6%	60%
Decisions within 45 Days of Filing	35,484	87.7%	89.1%	80%
Decisions within 90 Days of Filing	35,484	96.1%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	6,097	54.6%	67.1%	50%
Decisions within 75 Days of Filing	6,097	86.6%	90.0%	80%
Decisions within 150 Days of Filing	6,097	94.7%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	11,997	66.7%	74.2%	none
Wage Transfers Made within 14 Days	11,997	100.0%	96.5%	none
Billing Made within 45 Days	206	100.0%	94.3%	none
Reimbursements Made within 45 Days	201	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	6,883,356	82.5%	61.8%	none
Payments Made within 14 Days	6,883,356	89.8%	92.6%	none
Payments Made within 21 Days	6,883,356	93.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	394	38.9%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	142	91.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	26,648,663	60.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	14,291,849	52.0%	57.3%	none

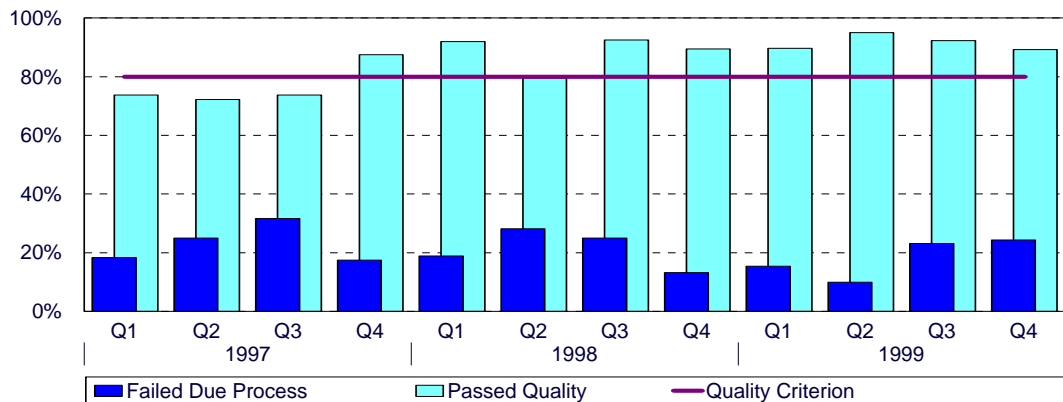
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.7	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.16	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$1,642,882,208	\$19.6 B	none
Sample Size	496	25,766	none
Proper Payment Rate	95.4% +/- 1.5	90.8%	none
Overpayment Rate	4.6% +/- 1.5	9.2%	none
Underpayment Rate	1.2% +/- 0.4	0.9%	none
Footnotes:	#1	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW YORK**

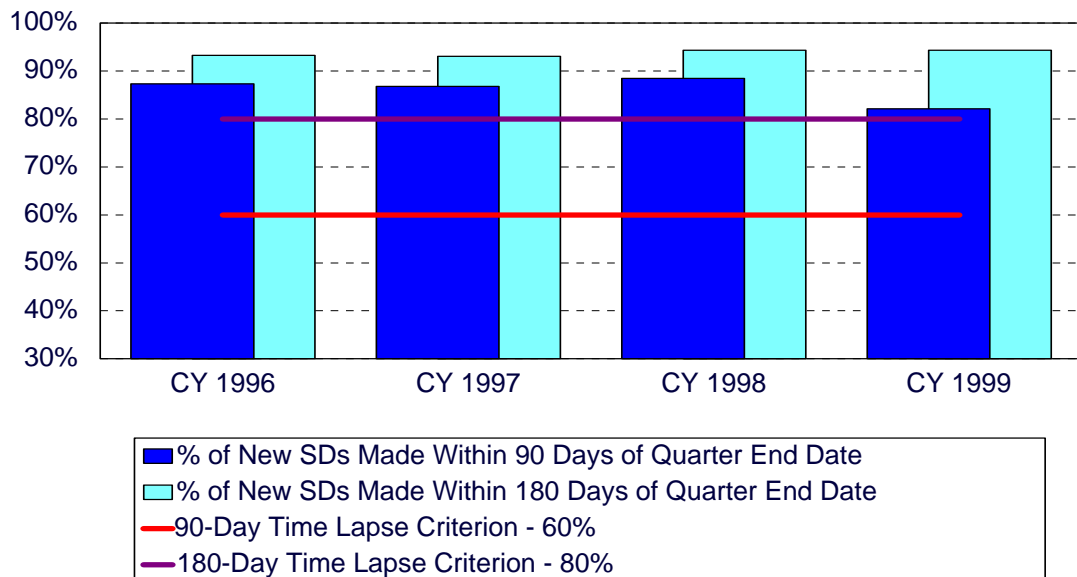
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	82.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	94.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.3%	65.2%
Percentage Made Within 180 Days	88.9%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	77.3%	87.1%
Percentage Secured	94.3%	92.7%
Percentage Resolved	97.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	67.3%	80.3%
Percentage Secured	79.6%	85.9%
Percentage Resolved	80.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	79.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	19.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	4.4%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.0%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.8%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	4.8%	5.8%
Percentage Of Contributory Employers Audited	1.9%	1.8%
Annualized Percentage Of Total Wages Audited	1.5%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



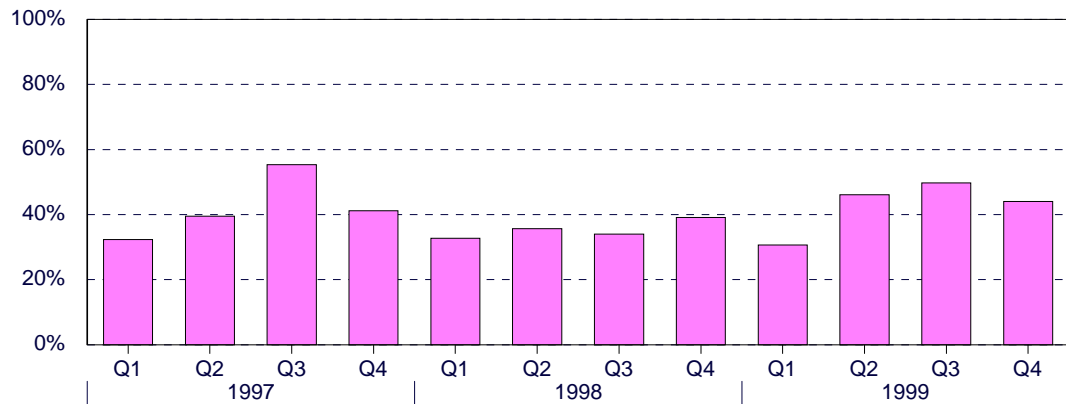
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH CAROLINA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	149,594	88.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	149,594	96.6%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,355	76.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,355	91.3%	93.3%	78%
All First Payments - 14/21 Days	218,032	88.2%	88.7%	90% (FY '02)
All First Payments - 35 Days	218,032	96.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	80,310	56.4%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	92,275	43.8%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	80,310	69.0%	64.3%	none
Separation Issues within 21 Days	92,275	98.9%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	26,282	70.9%	73.6%	60%
Decisions within 45 Days of Filing	26,282	88.6%	89.1%	80%
Decisions within 90 Days of Filing	26,282	98.5%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	4,995	74.2%	67.1%	50%
Decisions within 75 Days of Filing	4,995	90.2%	90.0%	80%
Decisions within 150 Days of Filing	4,995	99.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	12,585	94.2%	74.2%	none
Wage Transfers Made within 14 Days	12,585	98.8%	96.5%	none
Billing Made within 45 Days	209	100.0%	94.3%	none
Reimbursements Made within 45 Days	203	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,976,770	90.7%	61.8%	none
Payments Made within 14 Days	1,976,770	96.5%	92.6%	none
Payments Made within 21 Days	1,976,770	98.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	382	42.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	71	98.6%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,842,184	82.1%	54.2%	none
Nonfraud Overpayment Recovery Rate	6,014,240	67.8%	57.3%	none

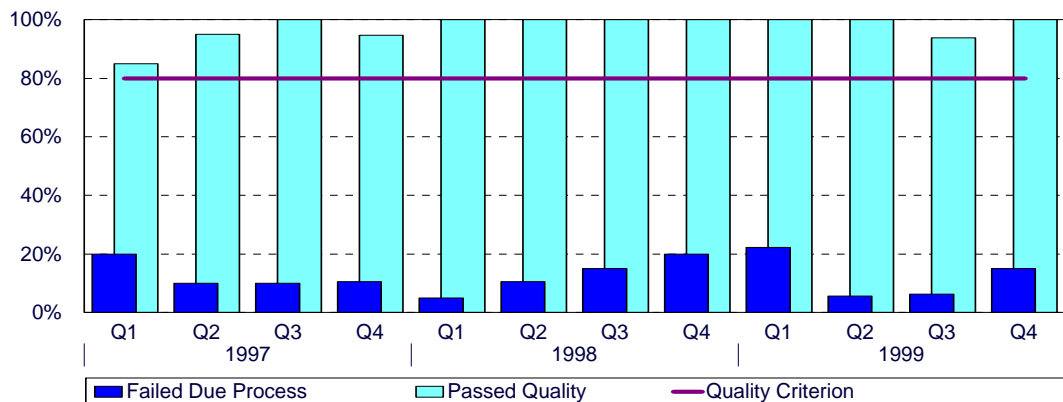
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	-0.20	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$429,069,631	\$19.6 B	none
Sample Size	520	25,766	none
Proper Payment Rate	87.5% +/- 2.8	90.8%	none
Overpayment Rate	12.5% +/- 2.8	9.2%	none
Underpayment Rate	0.6% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	78.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	60.0%	65.2%
Percentage Made Within 180 Days	80.5%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.0%	87.1%
Percentage Secured	97.0%	92.7%
Percentage Resolved	103.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.4%	80.3%
Percentage Secured	99.3%	85.9%
Percentage Resolved	100.1%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.8%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	82.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

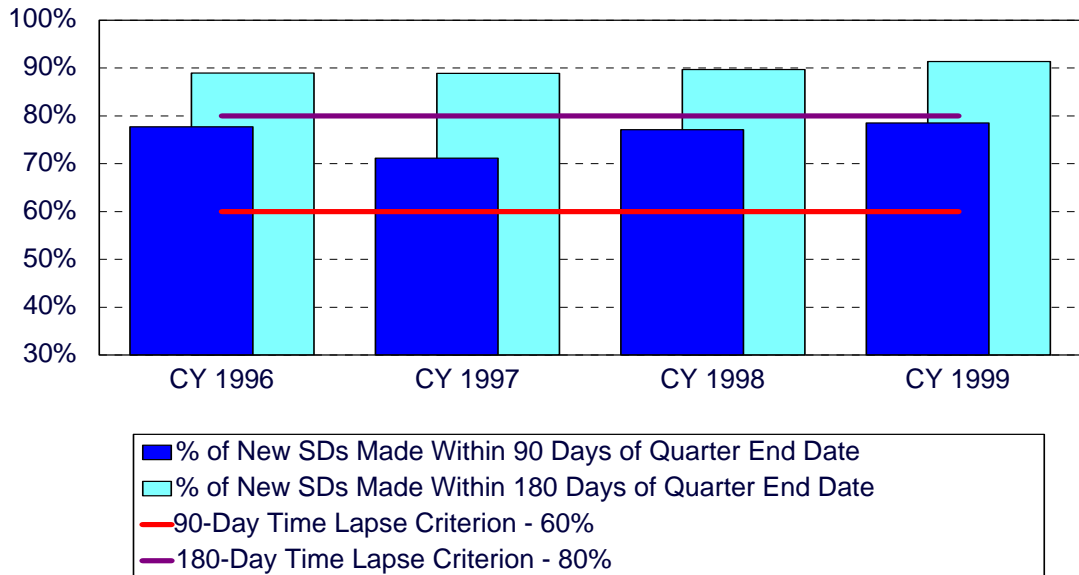
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.7%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	0.5%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



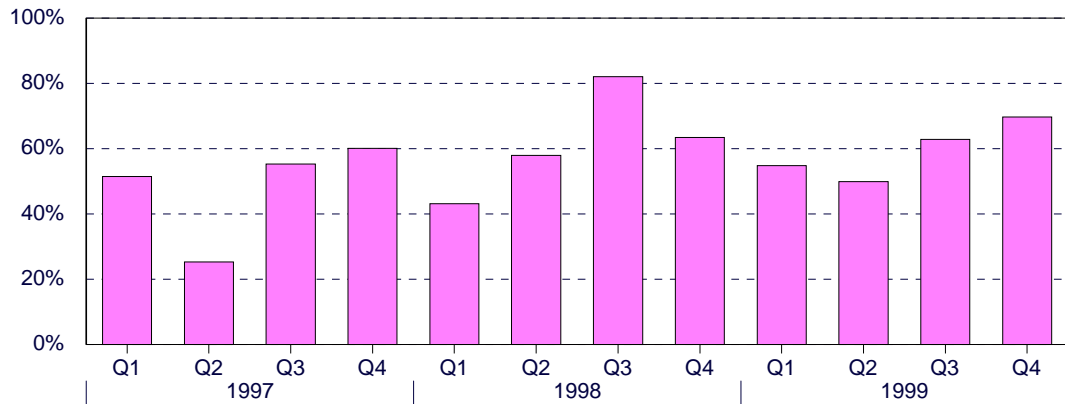
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH DAKOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	10,708	98.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	10,708	99.4%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	518	90.5%	79.2%	70%
Interstate UI, full weeks - 35 Days	518	97.1%	93.3%	78%
All First Payments - 14/21 Days	12,194	97.6%	88.7%	90% (FY '02)
All First Payments - 35 Days	12,194	99.2%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,270	89.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	5,102	41.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	8,270	85.3%	64.3%	none
Separation Issues within 21 Days	5,102	92.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,455	77.3%	73.6%	60%
Decisions within 45 Days of Filing	1,455	92.9%	89.1%	80%
Decisions within 90 Days of Filing	1,455	99.6%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	315	97.5%	67.1%	50%
Decisions within 75 Days of Filing	315	100.0%	90.0%	80%
Decisions within 150 Days of Filing	315	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,587	96.0%	74.2%	none
Wage Transfers Made within 14 Days	4,587	100.0%	96.5%	none
Billing Made within 45 Days	141	100.0%	94.3%	none
Reimbursements Made within 45 Days	164	98.8%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	169,207	93.1%	61.8%	none
Payments Made within 14 Days	169,207	97.7%	92.6%	none
Payments Made within 21 Days	169,207	98.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	58.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	70	90.9%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	95,530	66.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	530,445	83.7%	57.3%	none

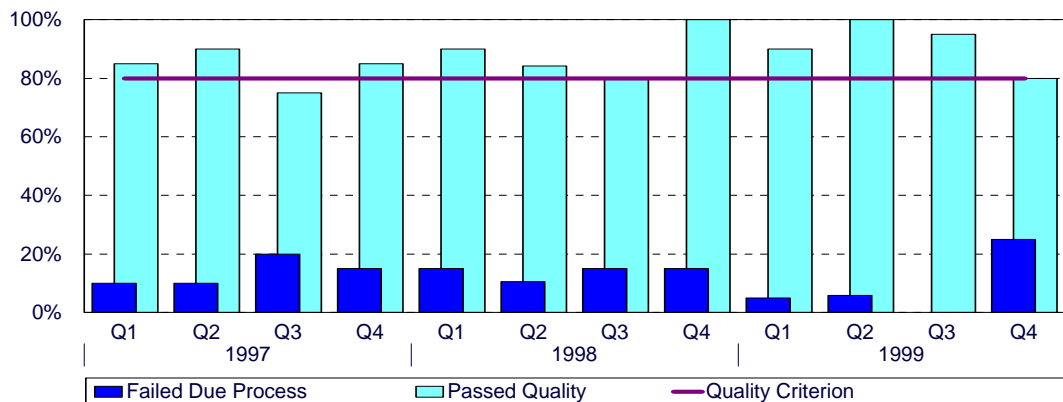
**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.9	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.34	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$33,425,548	\$19.6 B	none
Sample Size	364	25,766	none
Proper Payment Rate	96.8% +/- 1.8	90.8%	none
Overpayment Rate	3.2% +/- 1.8	9.2%	none
Underpayment Rate	0.2% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH DAKOTA**

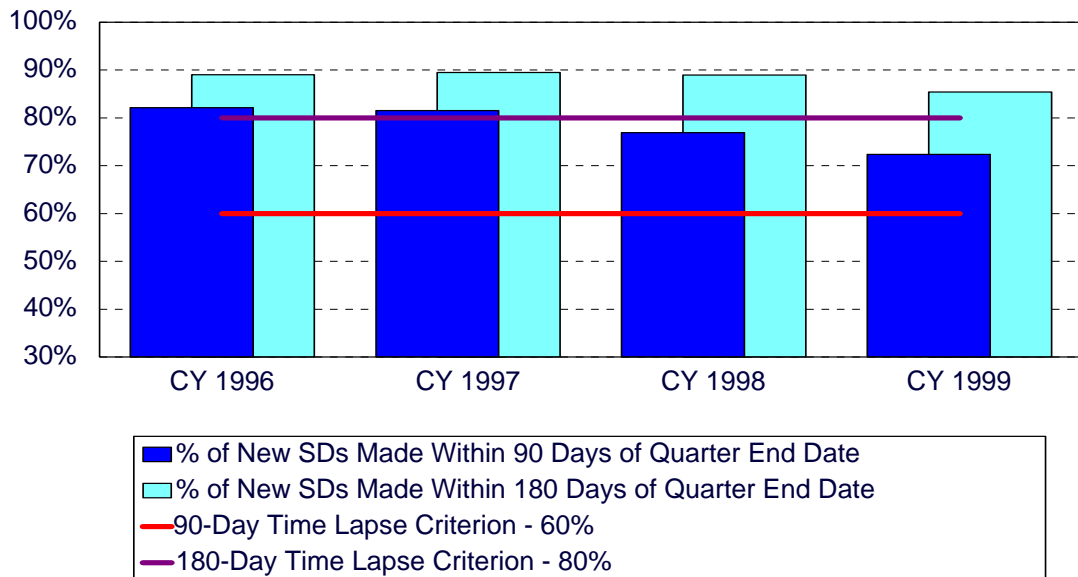
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	72.4%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	85.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	81.1%	65.2%
Percentage Made Within 180 Days	91.4%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	98.3%	87.1%
Percentage Secured	104.0%	92.7%
Percentage Resolved	105.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.3%	80.3%
Percentage Secured	101.1%	85.9%
Percentage Resolved	101.6%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.9%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	99.1%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.1%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.7%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.1%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 1999**

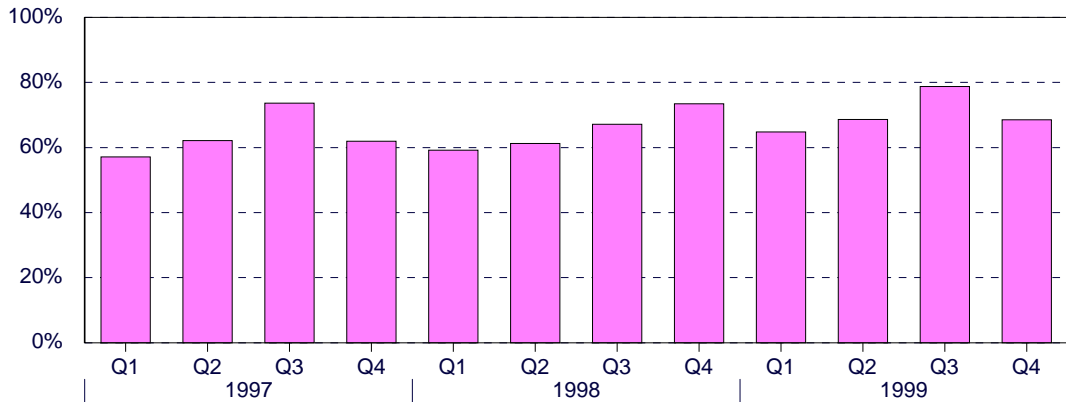
**OHIO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	191,517	92.4%	89.5%	87%
Intrastate UI, full weeks - 35 Days	191,517	98.2%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	5,171	79.8%	79.2%	70%
Interstate UI, full weeks - 35 Days	5,171	95.1%	93.3%	78%
All First Payments - 14/21 Days	214,185	91.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	214,185	98.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	68,748	49.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	78,955	39.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	68,748	67.9%	64.3%	none
Separation Issues within 21 Days	78,955	97.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	13,687	62.5%	73.6%	60%
Decisions within 45 Days of Filing	13,687	76.8%	89.1%	80%
Decisions within 90 Days of Filing	13,687	92.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,289	80.7%	67.1%	50%
Decisions within 75 Days of Filing	3,289	90.2%	90.0%	80%
Decisions within 150 Days of Filing	3,289	96.1%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,725	0.0%	74.2%	none
Wage Transfers Made within 14 Days	13,725	99.7%	96.5%	none
Billing Made within 45 Days	207	100.0%	94.3%	none
Reimbursements Made within 45 Days	154	98.7%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,682,146	45.9%	61.8%	none
Payments Made within 14 Days	2,682,146	93.9%	92.6%	none
Payments Made within 21 Days	2,682,146	98.2%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	391	70.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	8,765,880	36.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	11,566,311	54.2%	57.3%	none

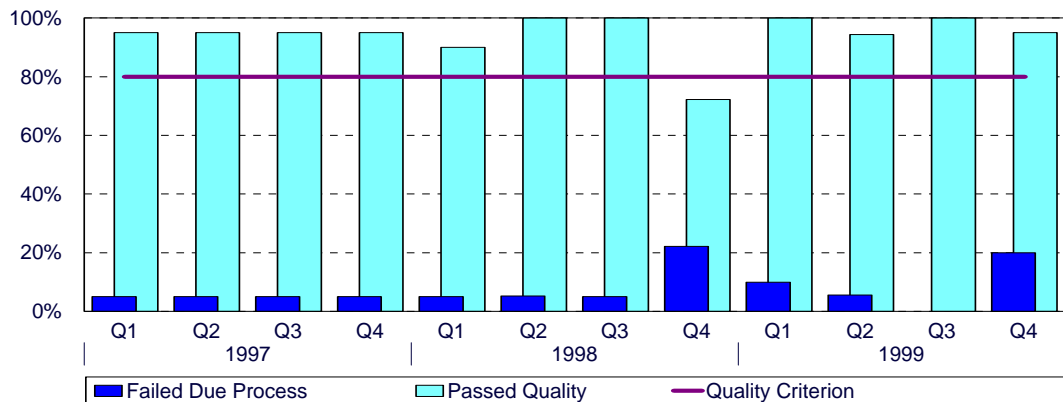
**UI PERFORMS ANNUAL REPORT CY 1999**  
**OHIO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.99	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$622,541,661	\$19.6 B	none
Sample Size	495	25,766	none
Proper Payment Rate	82.7% +/- 3.3	90.8%	none
Overpayment Rate	17.3% +/- 3.3	9.2%	none
Underpayment Rate	1.2% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**OHIO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	55.4%	65.2%
Percentage Made Within 180 Days	74.5%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.2%	87.1%
Percentage Secured	94.6%	92.7%
Percentage Resolved	96.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.5%	80.3%
Percentage Secured	92.5%	85.9%
Percentage Resolved	93.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.9%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	102.4%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	103.6%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	12.4%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

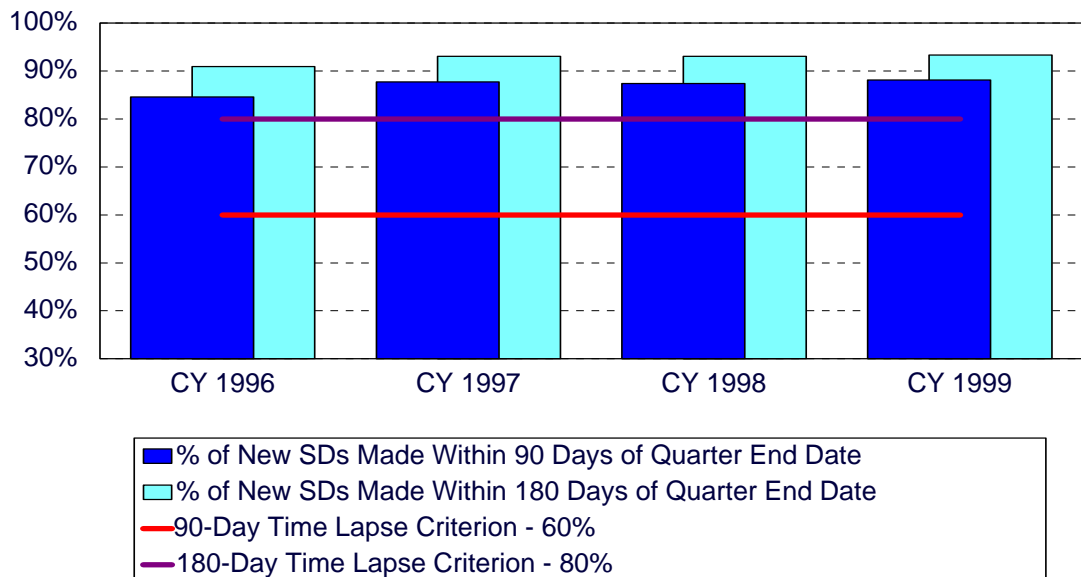
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**OHIO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.2%	5.8%
Percentage Of Contributory Employers Audited	2.3%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



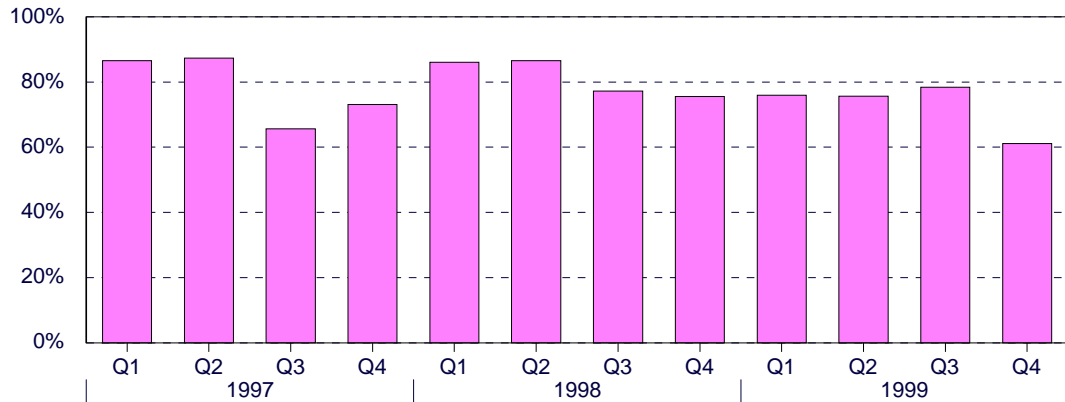
**UI PERFORMS ANNUAL REPORT CY 1999**  
**OKLAHOMA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	35,764	93.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	35,764	97.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,198	78.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,198	93.4%	93.3%	78%
All First Payments - 14/21 Days	40,792	92.3%	88.7%	90% (FY '02)
All First Payments - 35 Days	40,792	97.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	18,913	87.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	29,504	86.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	18,913	88.3%	64.3%	none
Separation Issues within 21 Days	29,504	98.0%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	6,830	96.9%	73.6%	60%
Decisions within 45 Days of Filing	6,830	99.5%	89.1%	80%
Decisions within 90 Days of Filing	6,830	99.9%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,376	87.0%	67.1%	50%
Decisions within 75 Days of Filing	1,376	95.9%	90.0%	80%
Decisions within 150 Days of Filing	1,376	99.1%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	5,621	95.4%	74.2%	none
Wage Transfers Made within 14 Days	5,621	100.0%	96.5%	none
Billing Made within 45 Days	193	100.0%	94.3%	none
Reimbursements Made within 45 Days	172	96.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	595,497	94.9%	61.8%	none
Payments Made within 14 Days	595,497	98.3%	92.6%	none
Payments Made within 21 Days	595,497	99.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	73.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	77	96.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	822,641	66.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,727,380	35.1%	57.3%	none

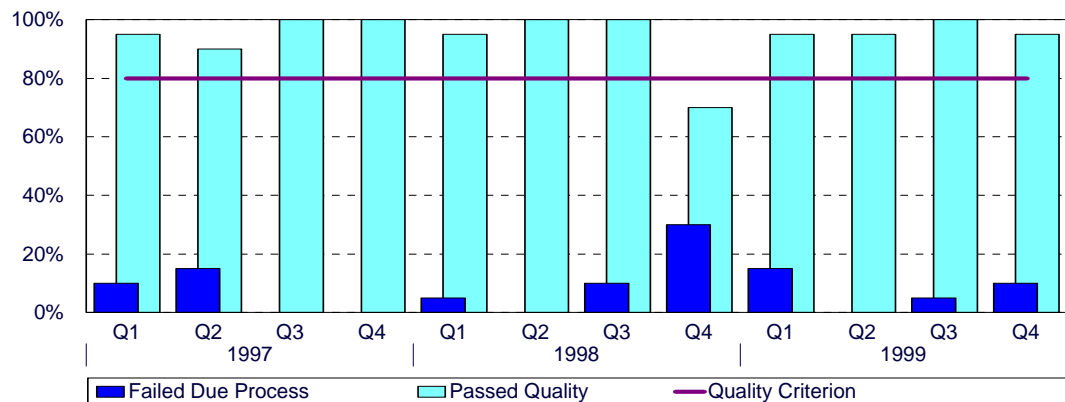
**UI PERFORMS ANNUAL REPORT CY 1999**  
**OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.81	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$126,047,315	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	97.0% +/- 1.5	90.8%	none
Overpayment Rate	3.0% +/- 1.5	9.2%	none
Underpayment Rate	0.8% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**OKLAHOMA**

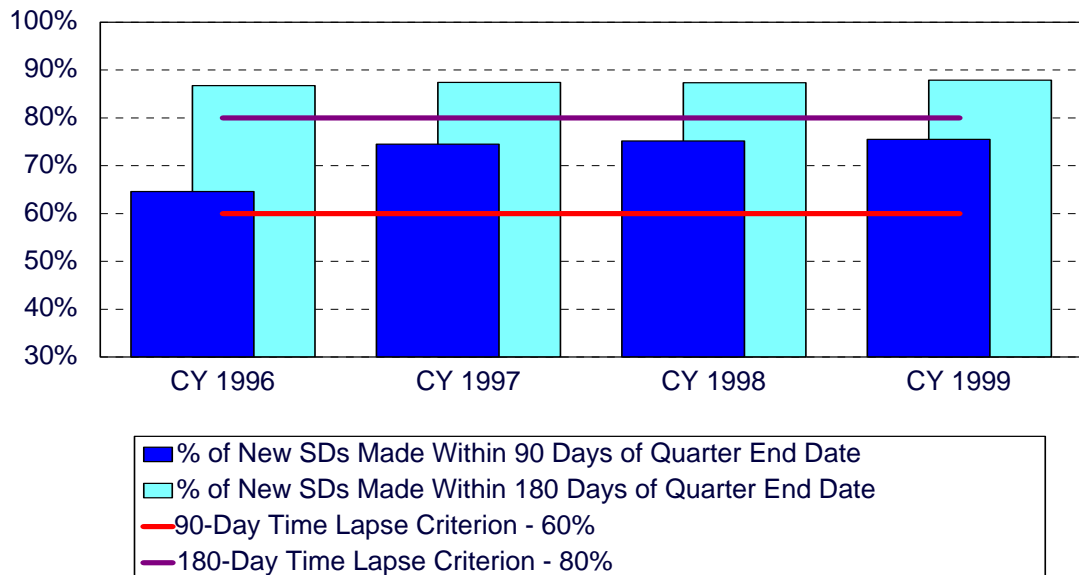
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	75.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.9%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	59.2%	65.2%
Percentage Made Within 180 Days	83.1%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.0%	87.1%
Percentage Secured	97.6%	92.7%
Percentage Resolved	103.1%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.3%	80.3%
Percentage Secured	99.2%	85.9%
Percentage Resolved	101.1%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	84.1%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.4%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	86.3%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.2%	5.8%
Percentage Of Contributory Employers Audited	1.9%	1.8%
Annualized Percentage Of Total Wages Audited	1.9%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



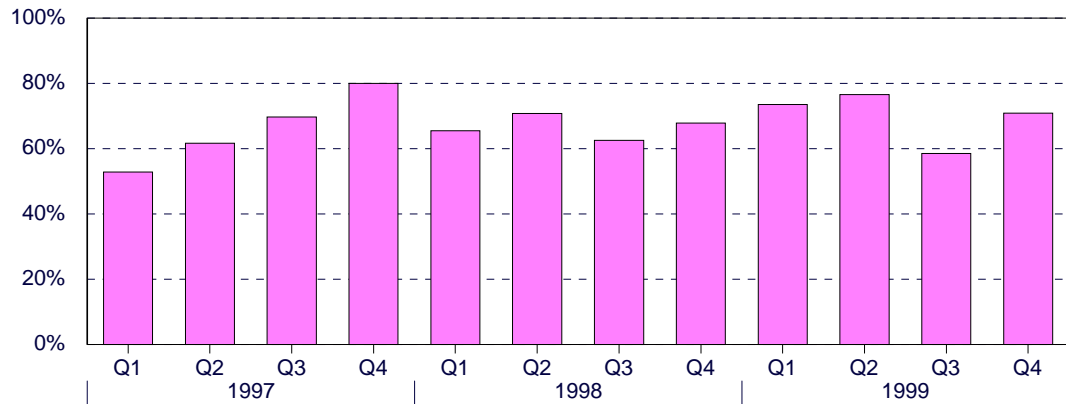
**UI PERFORMS ANNUAL REPORT CY 1999**  
**OREGON**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	110,195	94.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	110,195	98.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	5,957	93.5%	79.2%	70%
Interstate UI, full weeks - 35 Days	5,957	97.1%	93.3%	78%
All First Payments - 14/21 Days	137,220	94.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	137,220	98.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	64,514	70.0%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	68,214	84.6%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	76,922	77.8%	64.3%	none
Separation Issues within 21 Days	80,669	71.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,116	78.7%	73.6%	60%
Decisions within 45 Days of Filing	14,116	89.8%	89.1%	80%
Decisions within 90 Days of Filing	14,116	98.2%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,016	91.0%	67.1%	50%
Decisions within 75 Days of Filing	2,016	95.9%	90.0%	80%
Decisions within 150 Days of Filing	2,016	99.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	14,286	100.0%	74.2%	none
Wage Transfers Made within 14 Days	14,286	100.0%	96.5%	none
Billing Made within 45 Days	48	100.0%	94.3%	none
Reimbursements Made within 45 Days	46	97.8%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,837,662	95.5%	61.8%	none
Payments Made within 14 Days	1,837,662	98.3%	92.6%	none
Payments Made within 21 Days	1,837,662	99.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	394	70.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	5,075,670	64.0%	54.2%	none
Nonfraud Overpayment Recovery Rate	4,212,265	39.9%	57.3%	none

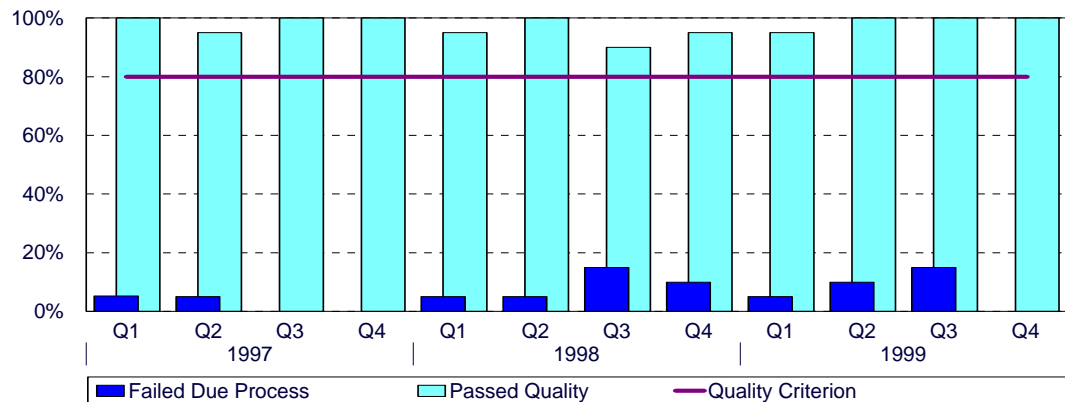
**UI PERFORMS ANNUAL REPORT CY 1999**  
**OREGON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.72	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$401,381,976	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	92.4% +/- 2.4	90.8%	none
Overpayment Rate	7.6% +/- 2.4	9.2%	none
Underpayment Rate	1.0% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**OREGON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.8%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	88.8%	65.2%
Percentage Made Within 180 Days	94.2%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	87.1%
Percentage Secured	94.0%	92.7%
Percentage Resolved	99.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	87.6%	80.3%
Percentage Secured	91.1%	85.9%
Percentage Resolved	94.7%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.5%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	88.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.9%
Accounts Receivable As A Percentage Of Tax Due	5.2%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

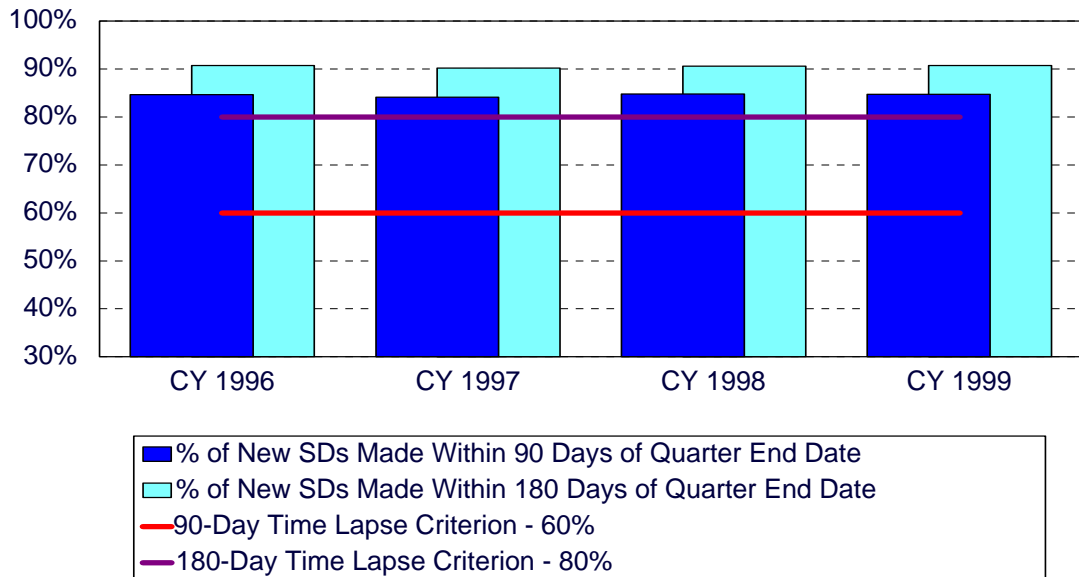
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**OREGON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	4.7%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.7%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



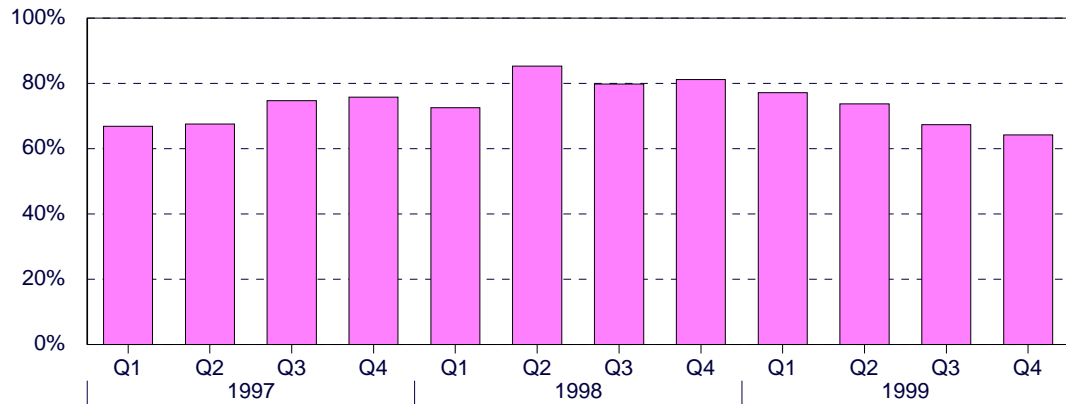
**UI PERFORMS ANNUAL REPORT CY 1999**  
**PENNSYLVANIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	333,730	91.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	333,730	97.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	8,506	84.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	8,506	94.3%	93.3%	78%
All First Payments - 14/21 Days	407,837	90.2%	88.7%	90% (FY '02)
All First Payments - 35 Days	407,837	97.7%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	349,226	40.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	132,482	66.4%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	346,096	58.7%	64.3%	none
Separation Issues within 21 Days	133,152	94.5%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	42,579	80.1%	73.6%	60%
Decisions within 45 Days of Filing	42,579	93.5%	89.1%	80%
Decisions within 90 Days of Filing	42,579	99.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	8,235	63.9%	67.1%	50%
Decisions within 75 Days of Filing	8,235	87.5%	90.0%	80%
Decisions within 150 Days of Filing	8,235	98.2%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	15,567	74.2%	74.2%	none
Wage Transfers Made within 14 Days	15,567	90.2%	96.5%	none
Billing Made within 45 Days	202	81.2%	94.3%	none
Reimbursements Made within 45 Days	202	92.6%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	6,034,578	46.6%	61.8%	none
Payments Made within 14 Days	6,034,578	96.4%	92.6%	none
Payments Made within 21 Days	6,034,578	98.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	397	71.3%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	150	96.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	11,906,543	44.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	17,143,411	50.8%	57.3%	none

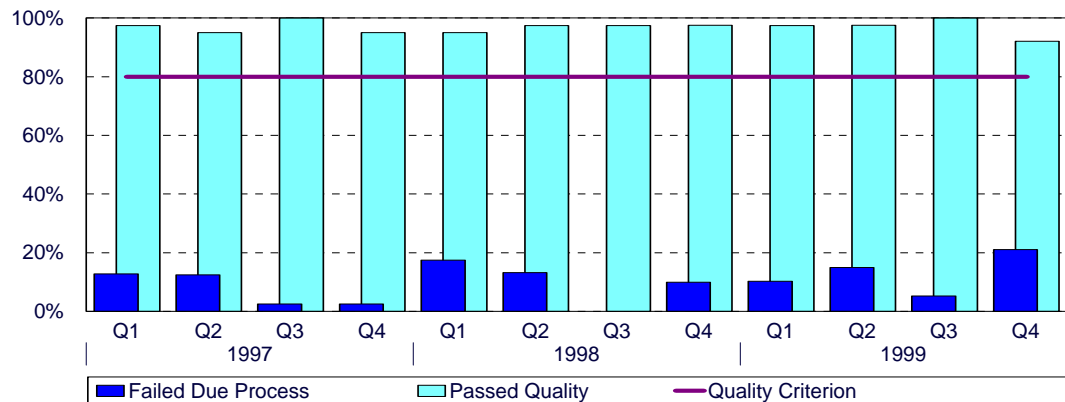
**UI PERFORMS ANNUAL REPORT CY 1999**  
**PENNSYLVANIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.06	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$1,472,617,169	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	93.9% +/- 2.2	90.8%	none
Overpayment Rate	6.1% +/- 2.2	9.2%	none
Underpayment Rate	0.8% +/- 0.4	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**PENNSYLVANIA**

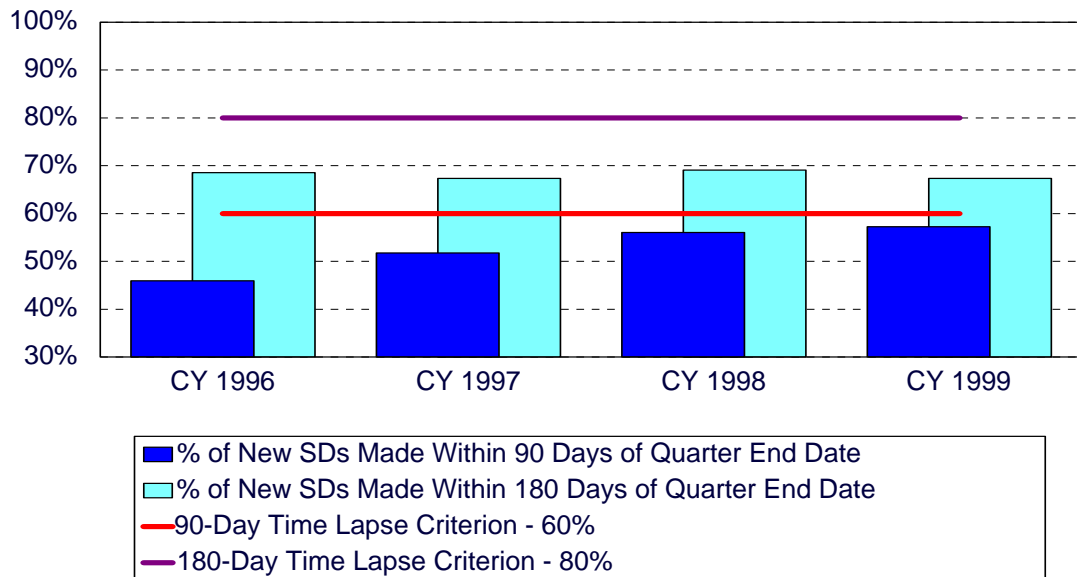
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	57.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	67.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	20.9%	65.2%
Percentage Made Within 180 Days	43.4%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.9%	87.1%
Percentage Secured	95.5%	92.7%
Percentage Resolved	98.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.1%	80.3%
Percentage Secured	94.0%	85.9%
Percentage Resolved	98.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	77.6%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.7%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.9%
Accounts Receivable As A Percentage Of Tax Due	22.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999  
PENNSYLVANIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	5.6%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



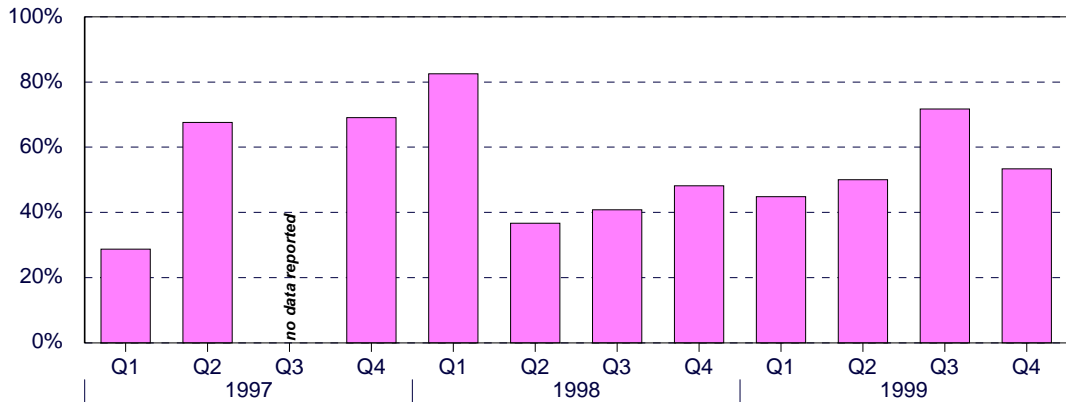
**UI PERFORMS ANNUAL REPORT CY 1999**  
**PUERTO RICO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	62,622	95.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	62,622	98.4%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	511	40.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	511	60.9%	93.3%	78%
All First Payments - 14/21 Days	77,997	91.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	77,997	96.9%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	54,980	61.2%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	46,483	71.0%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	41,219	56.6%	64.3%	none
Separation Issues within 21 Days	17,571	85.4%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	5,847	36.0%	73.6%	60%
Decisions within 45 Days of Filing	5,847	64.1%	89.1%	80%
Decisions within 90 Days of Filing	5,847	94.7%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,075	73.8%	67.1%	50%
Decisions within 75 Days of Filing	1,075	90.5%	90.0%	80%
Decisions within 150 Days of Filing	1,075	98.5%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	445	0.0%	74.2%	none
Wage Transfers Made within 14 Days	445	58.9%	96.5%	none
Billing Made within 45 Days	28	100.0%	94.3%	none
Reimbursements Made within 45 Days	41	68.3%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,855,613	36.8%	61.8%	none
Payments Made within 14 Days	1,855,613	81.3%	92.6%	none
Payments Made within 21 Days	1,855,613	92.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	235	55.2%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	70	89.7%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	371,440	45.2%	54.2%	none
Nonfraud Overpayment Recovery Rate	213,694	45.7%	57.3%	none

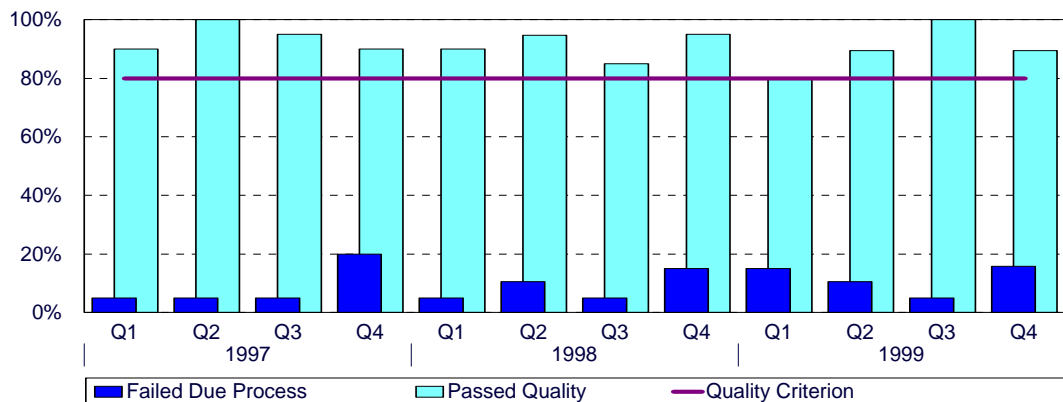
**UI PERFORMS ANNUAL REPORT CY 1999**  
**PUERTO RICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	*	2.1 days	$\leq 2$
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	*	1.70	$\leq 1.75$ (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$227,496,190	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	91.1% +/- 2.6	90.8%	none
Overpayment Rate	8.9% +/- 2.6	9.2%	none
Underpayment Rate	1.6% +/- 0.7	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**PUERTO RICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	73.2%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.2%	65.2%
Percentage Made Within 180 Days	94.0%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	50.9%	87.1%
Percentage Secured	57.5%	92.7%
Percentage Resolved	63.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	42.7%	80.3%
Percentage Secured	45.2%	85.9%
Percentage Resolved	55.4%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	*	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.3%
Accounts Receivable As A Percentage Of Tax Due	*	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	*	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.9%
Accounts Receivable As A Percentage Of Tax Due	*	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

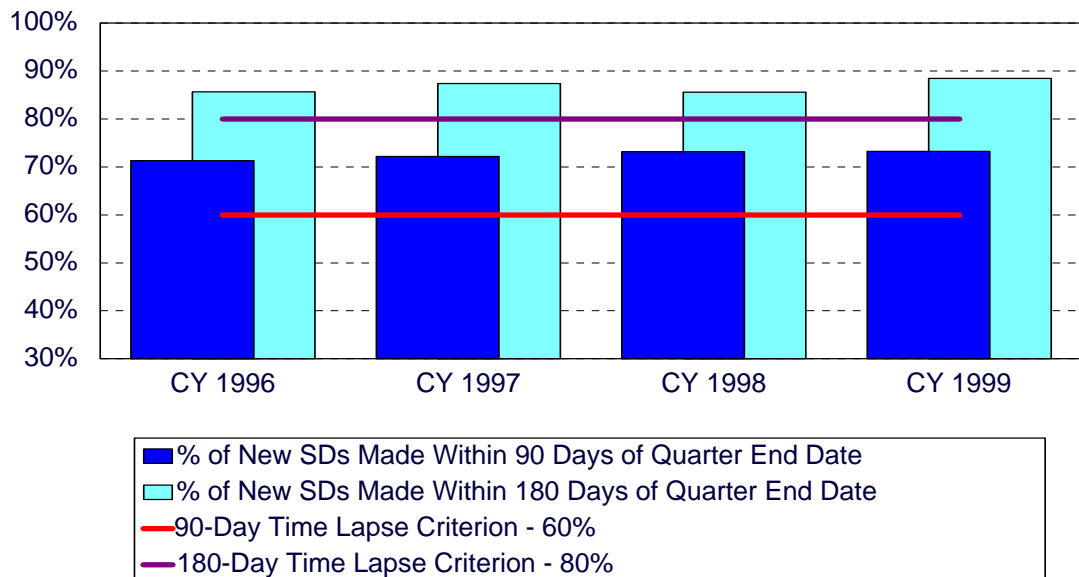
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**PUERTO RICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	9.1%	5.8%
Percentage Of Contributory Employers Audited	1.0%	1.8%
Annualized Percentage Of Total Wages Audited	0.5%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



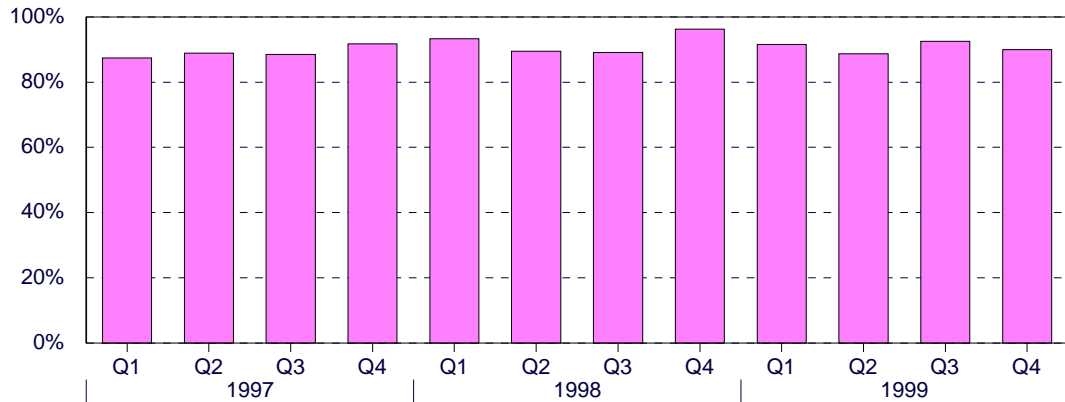
**UI PERFORMS ANNUAL REPORT CY 1999**  
**RHODE ISLAND**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	35,633	87.7%	89.5%	87%
Intrastate UI, full weeks - 35 Days	35,633	96.9%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,115	75.8%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,115	92.5%	93.3%	78%
All First Payments - 14/21 Days	40,373	87.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	40,373	96.8%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	16,151	73.3%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	18,055	82.7%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	16,151	65.5%	64.3%	none
Separation Issues within 21 Days	18,055	79.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,778	95.4%	73.6%	60%
Decisions within 45 Days of Filing	3,778	98.2%	89.1%	80%
Decisions within 90 Days of Filing	3,778	99.7%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	833	76.1%	67.1%	50%
Decisions within 75 Days of Filing	833	92.0%	90.0%	80%
Decisions within 150 Days of Filing	833	95.4%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,405	68.2%	74.2%	none
Wage Transfers Made within 14 Days	7,405	85.6%	96.5%	none
Billing Made within 45 Days	42	100.0%	94.3%	none
Reimbursements Made within 45 Days	37	91.9%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	538,144	93.8%	61.8%	none
Payments Made within 14 Days	538,144	97.0%	92.6%	none
Payments Made within 21 Days	538,144	98.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	90.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,570,342	75.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	1,639,364	43.0%	57.3%	none

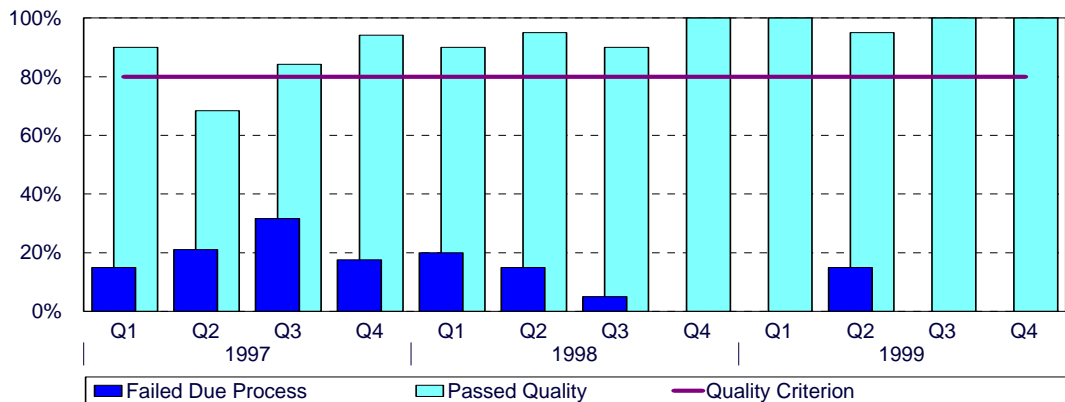
**UI PERFORMS ANNUAL REPORT CY 1999**  
**RHODE ISLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.3	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.33	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$130,937,516	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	95.1% +/- 1.8	90.8%	none
Overpayment Rate	4.9% +/- 1.8	9.2%	none
Underpayment Rate	0.4% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**RHODE ISLAND**

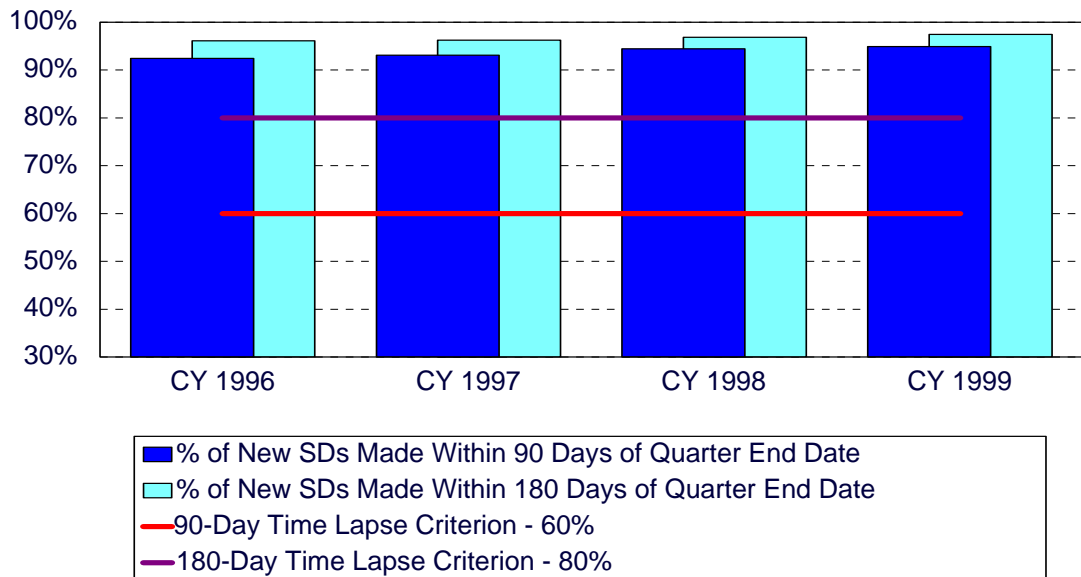
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	94.9%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	97.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.6%	65.2%
Percentage Made Within 180 Days	91.6%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.0%	87.1%
Percentage Secured	95.9%	92.7%
Percentage Resolved	97.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.0%	80.3%
Percentage Secured	98.6%	85.9%
Percentage Resolved	98.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.2%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	84.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.4%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	6.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**RHODE ISLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	4.2%	5.8%
Percentage Of Contributory Employers Audited	2.4%	1.8%
Annualized Percentage Of Total Wages Audited	1.4%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	F	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



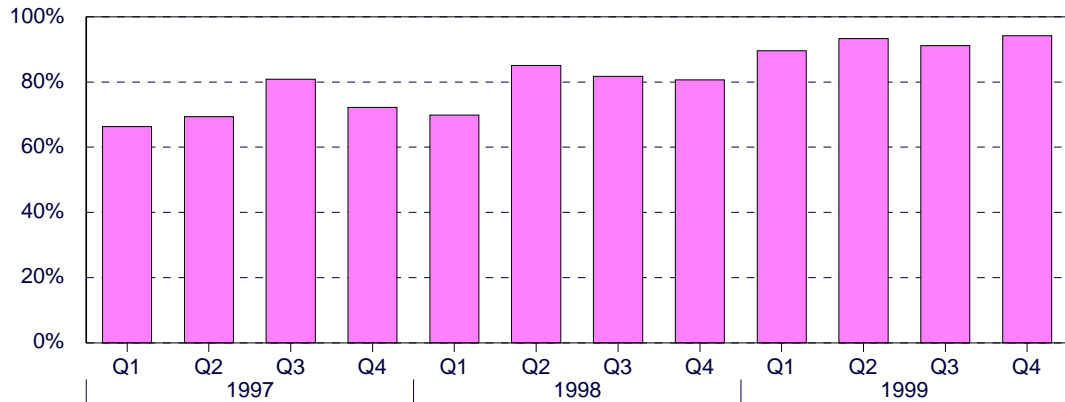
**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH CAROLINA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	69,305	94.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	69,305	98.4%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,721	89.9%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,721	96.7%	93.3%	78%
All First Payments - 14/21 Days	89,098	93.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	89,098	98.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	11,716	83.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	37,281	93.0%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	11,716	83.3%	64.3%	none
Separation Issues within 21 Days	37,281	99.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	8,259	99.9%	73.6%	60%
Decisions within 45 Days of Filing	8,259	100.0%	89.1%	80%
Decisions within 90 Days of Filing	8,259	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,097	64.2%	67.1%	50%
Decisions within 75 Days of Filing	1,097	76.2%	90.0%	80%
Decisions within 150 Days of Filing	1,097	98.3%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,981	95.3%	74.2%	none
Wage Transfers Made within 14 Days	9,981	98.0%	96.5%	none
Billing Made within 45 Days	189	100.0%	94.3%	none
Reimbursements Made within 45 Days	200	99.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,023,427	92.2%	61.8%	none
Payments Made within 14 Days	1,023,427	98.2%	92.6%	none
Payments Made within 21 Days	1,023,427	99.1%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	92.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	88	97.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,475,364	43.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	2,901,448	77.8%	57.3%	none

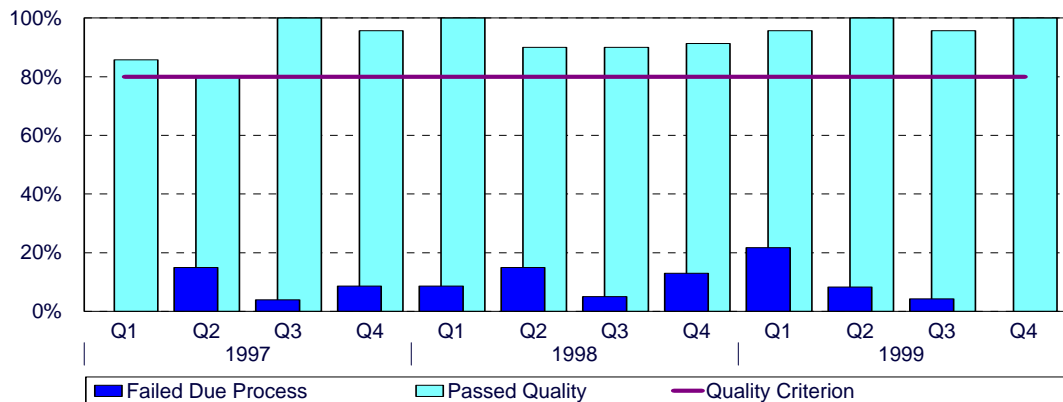
**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.21	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$190,624,696	\$19.6 B	none
Sample Size	520	25,766	none
Proper Payment Rate	89.9% +/- 2.7	90.8%	none
Overpayment Rate	10.1% +/- 2.7	9.2%	none
Underpayment Rate	0.7% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	82.0%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.7%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	85.5%	65.2%
Percentage Made Within 180 Days	94.8%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.6%	87.1%
Percentage Secured	94.4%	92.7%
Percentage Resolved	97.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.7%	80.3%
Percentage Secured	96.5%	85.9%
Percentage Resolved	97.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.7%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.0%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.7%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

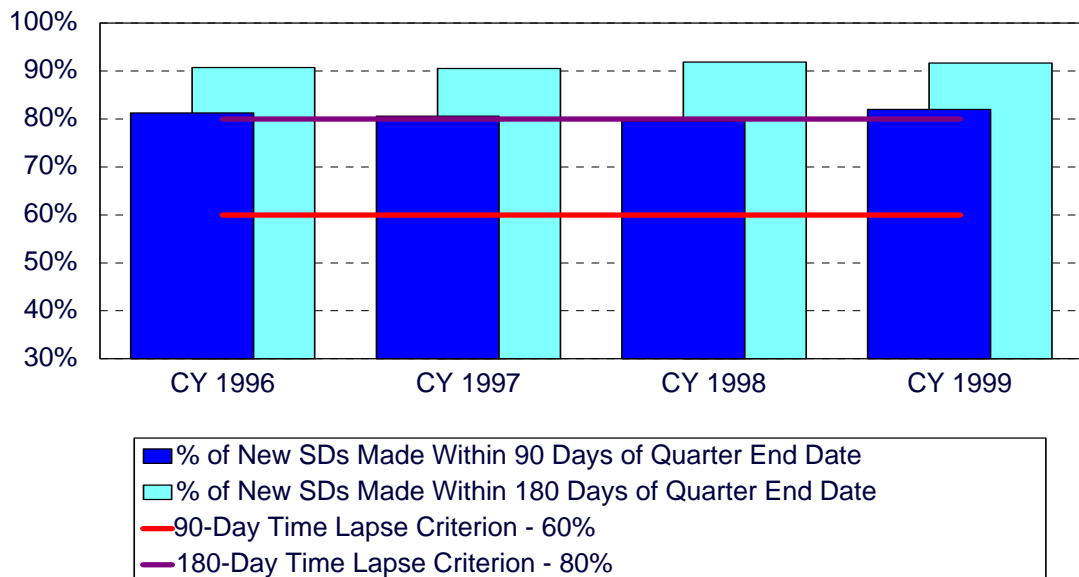
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	3.1%	5.8%
Percentage Of Contributory Employers Audited	2.7%	1.8%
Annualized Percentage Of Total Wages Audited	1.1%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



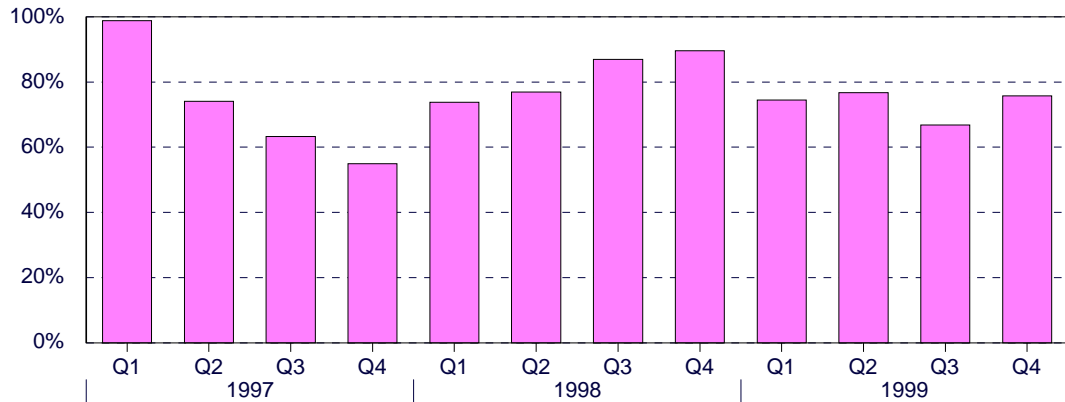
**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH DAKOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	6,183	92.9%	89.5%	87%
Intrastate UI, full weeks - 35 Days	6,183	98.2%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	348	78.4%	79.2%	70%
Interstate UI, full weeks - 35 Days	348	95.1%	93.3%	78%
All First Payments - 14/21 Days	8,068	92.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	8,068	98.1%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	5,495	68.2%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	4,476	76.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	5,495	98.4%	64.3%	none
Separation Issues within 21 Days	4,476	99.9%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,121	63.1%	73.6%	60%
Decisions within 45 Days of Filing	1,121	87.1%	89.1%	80%
Decisions within 90 Days of Filing	1,121	99.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	103	96.1%	67.1%	50%
Decisions within 75 Days of Filing	103	100.0%	90.0%	80%
Decisions within 150 Days of Filing	103	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	1,688	99.4%	74.2%	none
Wage Transfers Made within 14 Days	1,688	99.9%	96.5%	none
Billing Made within 45 Days	140	72.1%	94.3%	none
Reimbursements Made within 45 Days	141	93.6%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	83,794	90.0%	61.8%	none
Payments Made within 14 Days	83,794	97.4%	92.6%	none
Payments Made within 21 Days	83,794	98.7%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	73.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	73	92.4%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	179,832	75.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	180,533	80.3%	57.3%	none

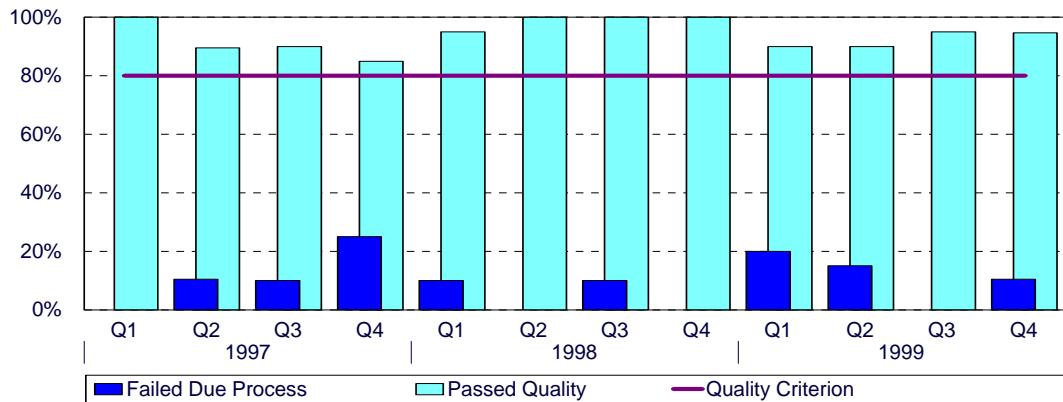
**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.90	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$14,558,881	\$19.6 B	none
Sample Size	360	25,766	none
Proper Payment Rate	92.0% +/- 3.1	90.8%	none
Overpayment Rate	8.0% +/- 3.1	9.2%	none
Underpayment Rate	0.2% +/- 0.1	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH DAKOTA**

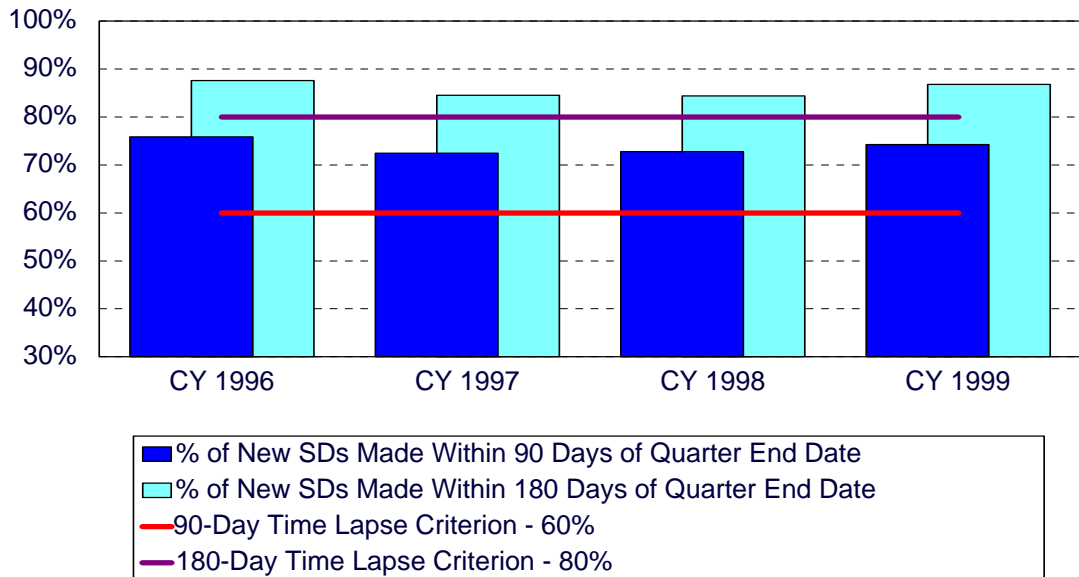
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	74.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	86.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.7%	65.2%
Percentage Made Within 180 Days	91.7%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.8%	87.1%
Percentage Secured	99.8%	92.7%
Percentage Resolved	102.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	81.8%	80.3%
Percentage Secured	83.6%	85.9%
Percentage Resolved	84.3%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	*	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.3%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.8%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.9%
Accounts Receivable As A Percentage Of Tax Due		6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**SOUTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	0.7%	5.8%
Percentage Of Contributory Employers Audited	3.0%	1.8%
Annualized Percentage Of Total Wages Audited	2.7%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



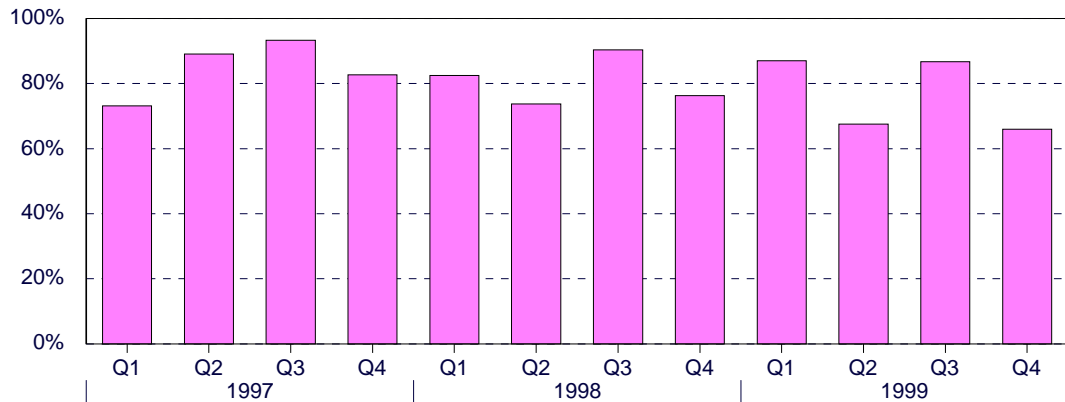
**UI PERFORMS ANNUAL REPORT CY 1999**  
**TENNESSEE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	119,281	96.5%	89.5%	87%
Intrastate UI, full weeks - 35 Days	119,281	98.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,459	76.6%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,459	94.2%	93.3%	78%
All First Payments - 14/21 Days	146,880	95.5%	88.7%	90% (FY '02)
All First Payments - 35 Days	146,880	98.5%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,225	74.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	52,887	90.1%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	8,225	91.0%	64.3%	none
Separation Issues within 21 Days	52,887	99.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	13,751	68.0%	73.6%	60%
Decisions within 45 Days of Filing	13,751	89.2%	89.1%	80%
Decisions within 90 Days of Filing	13,751	98.4%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,757	89.0%	67.1%	50%
Decisions within 75 Days of Filing	2,757	94.1%	90.0%	80%
Decisions within 150 Days of Filing	2,757	99.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,424	100.0%	74.2%	none
Wage Transfers Made within 14 Days	13,424	100.0%	96.5%	none
Billing Made within 45 Days	202	100.0%	94.3%	none
Reimbursements Made within 45 Days	196	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,721,987	92.3%	61.8%	none
Payments Made within 14 Days	1,721,987	98.1%	92.6%	none
Payments Made within 21 Days	1,721,987	98.9%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	234	77.0%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	63	81.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	1,855,420	80.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	2,462,822	66.7%	57.3%	none

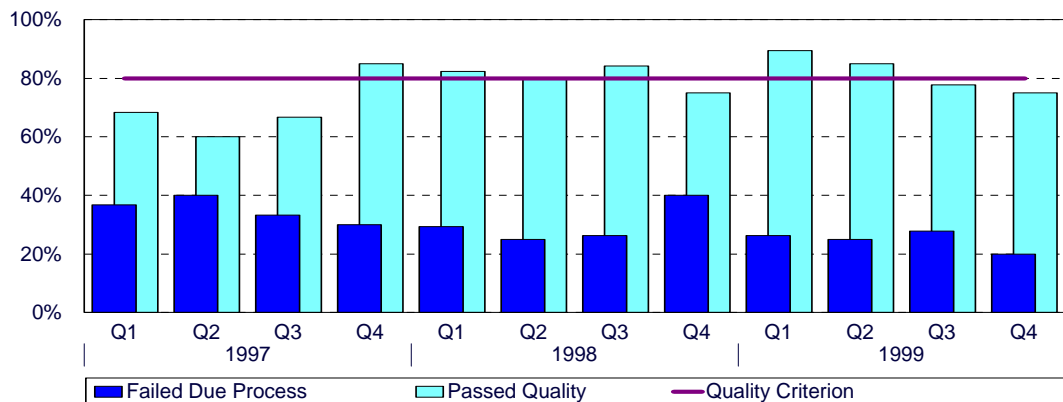
**UI PERFORMS ANNUAL REPORT CY 1999**  
**TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.2	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.29	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$299,217,601	\$19.6 B	none
Sample Size	481	25,766	none
Proper Payment Rate	94.6% +/- 2.1	90.8%	none
Overpayment Rate	5.4% +/- 2.1	9.2%	none
Underpayment Rate	0.3% +/- 0.2	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	83.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.4%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.3%	65.2%
Percentage Made Within 180 Days	90.8%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	*	82.1% Pass
Accuracy In Postings?	*	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.6%	87.1%
Percentage Secured	97.2%	92.7%
Percentage Resolved	100.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.9%	80.3%
Percentage Secured	98.0%	85.9%
Percentage Resolved	100.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	84.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.3%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

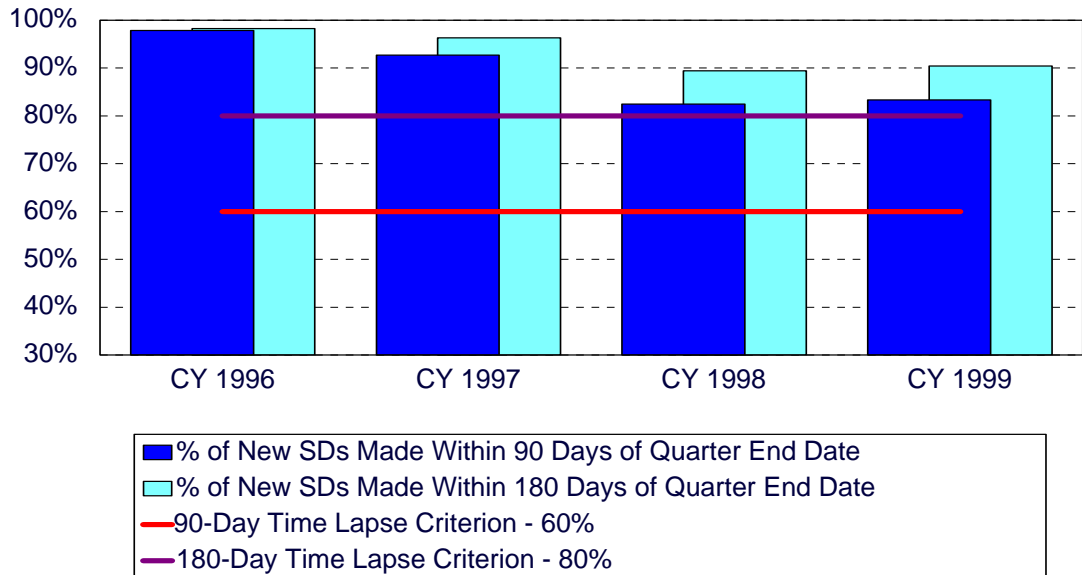
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	1.1%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	1.4%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	*	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



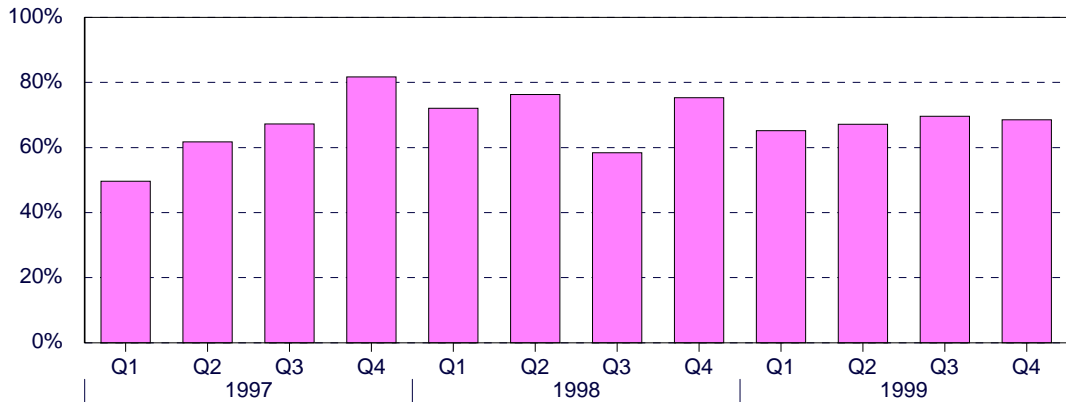
**UI PERFORMS ANNUAL REPORT CY 1999**  
**TEXAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	324,374	84.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	324,374	96.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	8,597	86.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	8,597	96.9%	93.3%	78%
All First Payments - 14/21 Days	366,421	84.1%	88.7%	90% (FY '02)
All First Payments - 35 Days	366,421	96.8%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	162,315	66.2%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	261,420	55.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	162,315	69.0%	64.3%	none
Separation Issues within 21 Days	261,420	96.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	64,738	59.2%	73.6%	60%
Decisions within 45 Days of Filing	64,738	80.4%	89.1%	80%
Decisions within 90 Days of Filing	64,738	93.8%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	11,577	79.2%	67.1%	50%
Decisions within 75 Days of Filing	11,577	96.3%	90.0%	80%
Decisions within 150 Days of Filing	11,577	99.5%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	16,392	89.9%	74.2%	none
Wage Transfers Made within 14 Days	16,392	97.2%	96.5%	none
Billing Made within 45 Days	208	100.0%	94.3%	none
Reimbursements Made within 45 Days	181	92.8%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,456,442	42.7%	61.8%	none
Payments Made within 14 Days	5,456,442	88.8%	92.6%	none
Payments Made within 21 Days	5,456,442	91.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	400	67.8%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	125	79.1%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	5,730,526	56.2%	54.2%	none
Nonfraud Overpayment Recovery Rate	25,883,384	49.4%	57.3%	none

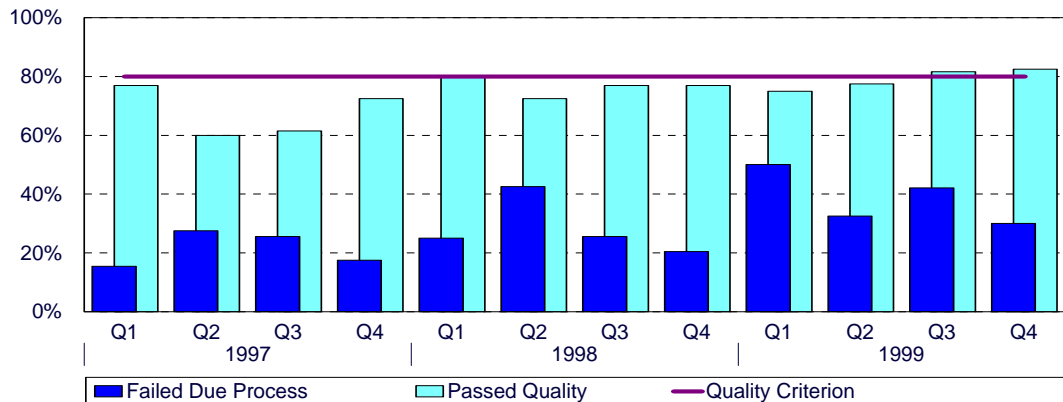
**UI PERFORMS ANNUAL REPORT CY 1999**  
**TEXAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.4	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.49	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$939,902,060	\$19.6 B	none
Sample Size	482	25,766	none
Proper Payment Rate	81.1% +/- 3.5	90.8%	none
Overpayment Rate	18.9% +/- 3.5	9.2%	none
Underpayment Rate	0.5% +/- 0.3	0.9%	none
Footnotes:	#8	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**TEXAS**

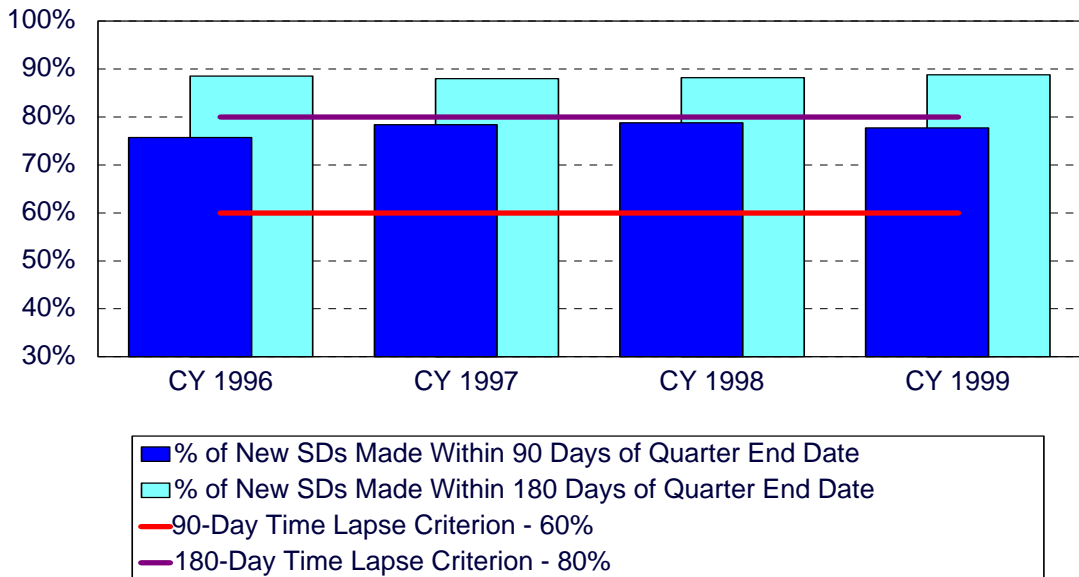
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	77.7%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.8%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.5%	65.2%
Percentage Made Within 180 Days	92.1%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.5%	87.1%
Percentage Secured	99.6%	92.7%
Percentage Resolved	102.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.1%	80.3%
Percentage Secured	100.3%	85.9%
Percentage Resolved	101.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	86%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.1%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.7%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	1.6%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**TEXAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.7%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	0.9%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 1999**

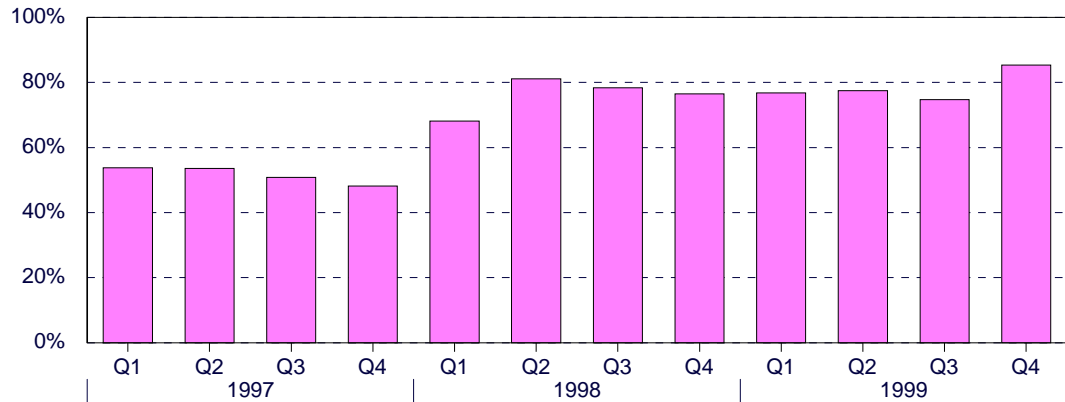
**UTAH**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	30,226	97.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	30,226	99.8%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,302	93.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,302	99.0%	93.3%	78%
All First Payments - 14/21 Days	35,240	97.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	35,240	99.8%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	19,508	69.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	23,538	83.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	19,492	92.1%	64.3%	none
Separation Issues within 21 Days	23,522	97.5%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	5,903	60.0%	73.6%	60%
Decisions within 45 Days of Filing	5,903	90.5%	89.1%	80%
Decisions within 90 Days of Filing	5,903	99.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	555	63.1%	67.1%	50%
Decisions within 75 Days of Filing	555	91.9%	90.0%	80%
Decisions within 150 Days of Filing	555	99.8%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	1,854	31.9%	74.2%	none
Wage Transfers Made within 14 Days	1,854	99.0%	96.5%	none
Billing Made within 45 Days	47	100.0%	94.3%	none
Reimbursements Made within 45 Days	48	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	456,798	97.5%	61.8%	none
Payments Made within 14 Days	456,798	99.5%	92.6%	none
Payments Made within 21 Days	456,798	99.9%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	78.4%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	75	96.2%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	2,597,847	20.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	129,966	449.5%	57.3%	none

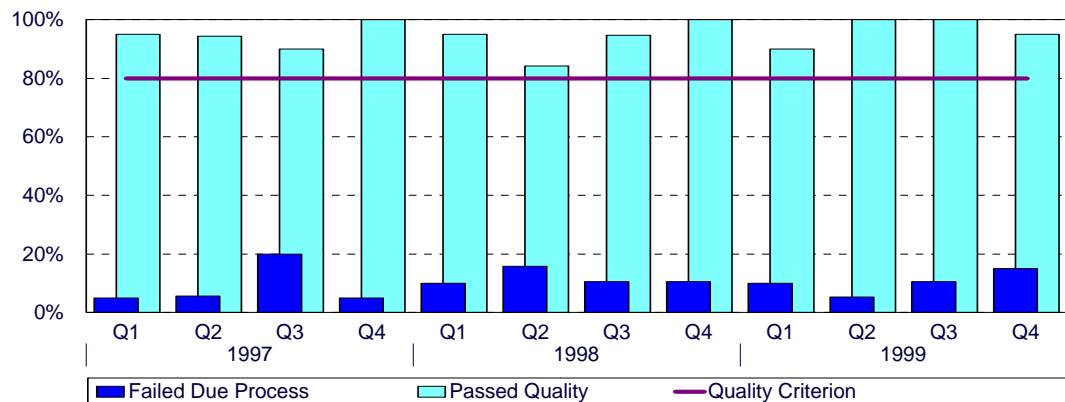
**UI PERFORMS ANNUAL REPORT CY 1999**  
**UTAH**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.9	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.77	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$94,770,489	\$19.6 B	none
Sample Size	360	25,766	none
Proper Payment Rate	87.6% +/- 3.2	90.8%	none
Overpayment Rate	12.4% +/- 3.2	9.2%	none
Underpayment Rate	1.4% +/- 1.0	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**

**UTAH**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.6%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	*	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	75.1%	65.2%
Percentage Made Within 180 Days	86.5%	79.7%
Accuracy In Determinations?	*	75.0% Pass
Accuracy In Postings?	*	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.9%	87.1%
Percentage Secured	95.8%	92.7%
Percentage Resolved	98.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	72.2%	80.3%
Percentage Secured	94.8%	85.9%
Percentage Resolved	100.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.5%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	74.6%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	26.0%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.6%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

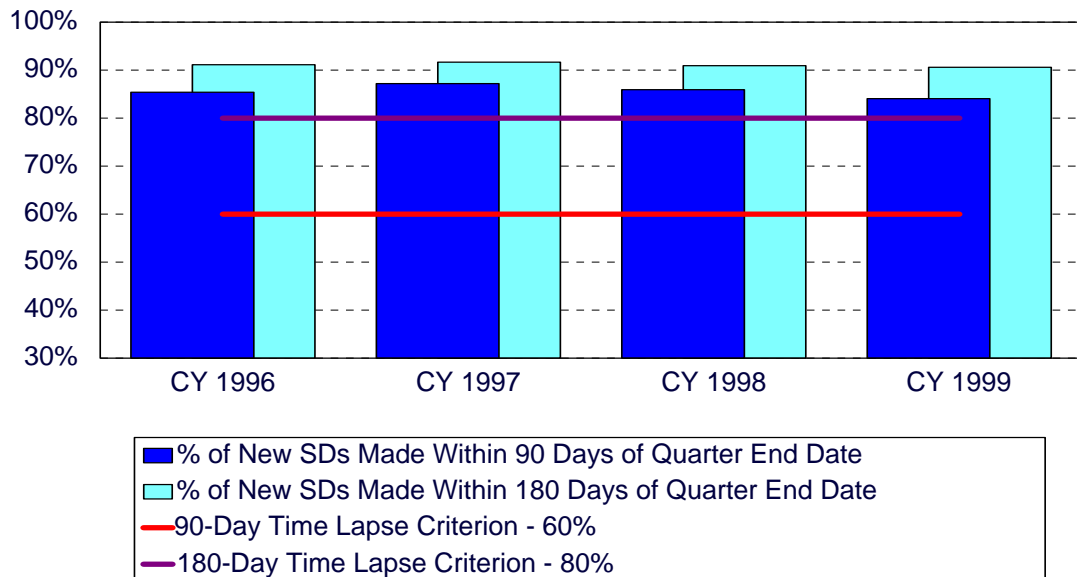
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**UTAH**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	2.3%	5.8%
Percentage Of Contributory Employers Audited	2.0%	1.8%
Annualized Percentage Of Total Wages Audited	1.2%	1.2%
Audits Meet Employment Security Manual Requirements?	*	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



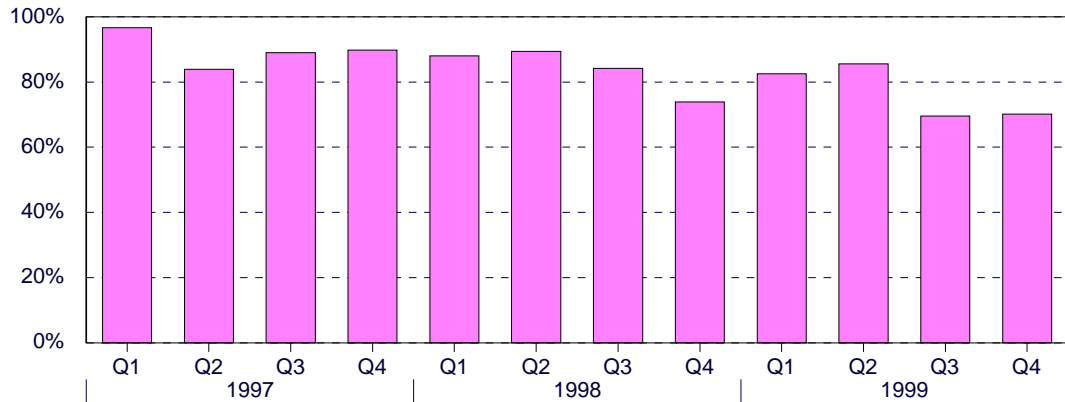
**UI PERFORMS ANNUAL REPORT CY 1999**  
**VERMONT**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	14,753	92.6%	89.5%	87%
Intrastate UI, full weeks - 35 Days	14,753	98.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	547	78.8%	79.2%	70%
Interstate UI, full weeks - 35 Days	547	93.8%	93.3%	78%
All First Payments - 14/21 Days	17,052	92.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	17,052	98.3%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	5,393	74.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	6,296	57.8%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	5,312	26.9%	64.3%	none
Separation Issues within 21 Days	6,197	69.2%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,326	67.8%	73.6%	60%
Decisions within 45 Days of Filing	1,326	91.7%	89.1%	80%
Decisions within 90 Days of Filing	1,326	99.2%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	189	67.2%	67.1%	50%
Decisions within 75 Days of Filing	189	91.0%	90.0%	80%
Decisions within 150 Days of Filing	189	98.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,163	63.6%	74.2%	none
Wage Transfers Made within 14 Days	2,163	88.6%	96.5%	none
Billing Made within 45 Days	0	NA	94.3%	none
Reimbursements Made within 45 Days	0	NA	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	237,953	95.9%	61.8%	none
Payments Made within 14 Days	237,953	98.1%	92.6%	none
Payments Made within 21 Days	237,953	99.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	232	77.1%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	384,954	44.7%	54.2%	none
Nonfraud Overpayment Recovery Rate	921,495	49.9%	57.3%	none

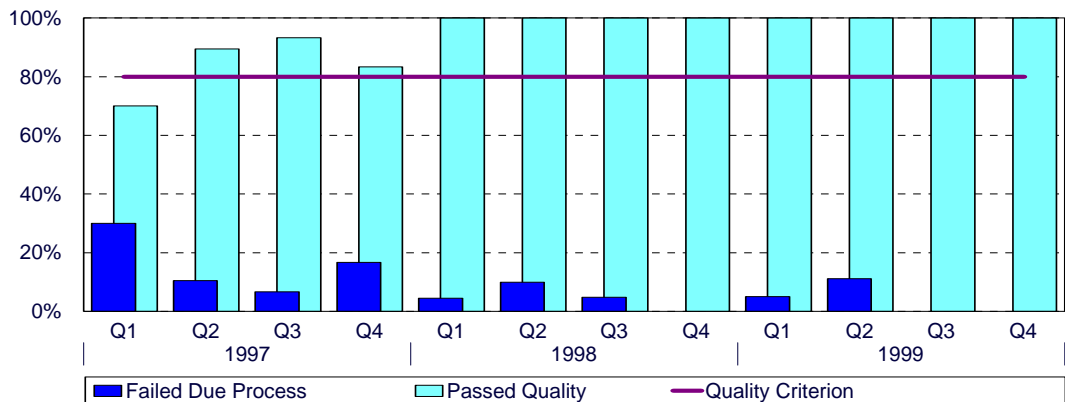
**UI PERFORMS ANNUAL REPORT CY 1999**  
**VERMONT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.33	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$41,661,305	\$19.6 B	none
Sample Size	346	25,766	none
Proper Payment Rate	90.4% +/- 3.3	90.8%	none
Overpayment Rate	9.6% +/- 3.3	9.2%	none
Underpayment Rate	0.8% +/- 0.4	0.9%	none
Footnotes:	#5 and #6	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**VERMONT**

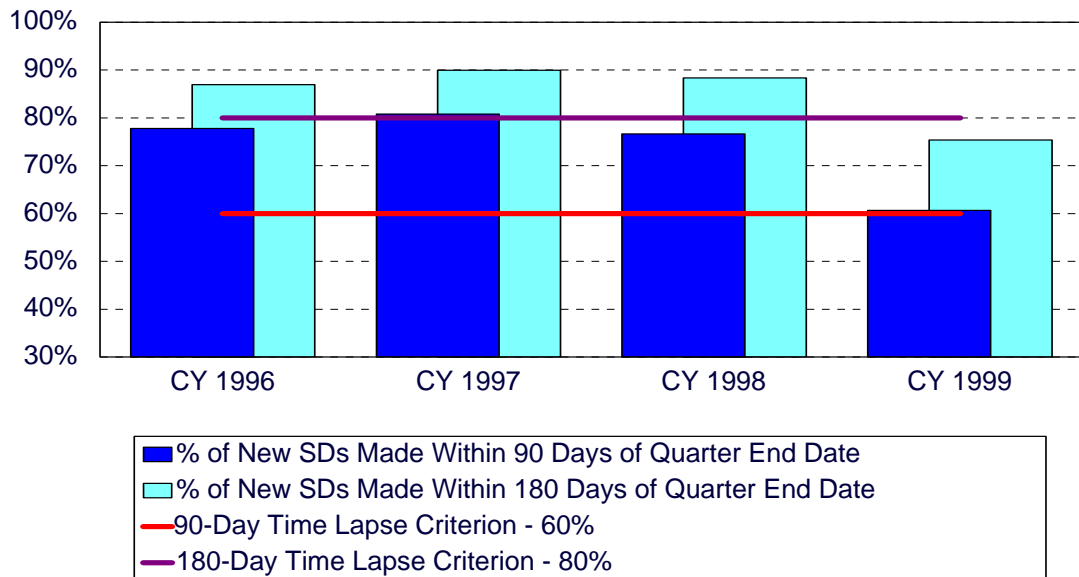
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	60.7%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	75.3%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	60.4%	65.2%
Percentage Made Within 180 Days	80.0%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.4%	87.1%
Percentage Secured	99.7%	92.7%
Percentage Resolved	102.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.9%	80.3%
Percentage Secured	100.0%	85.9%
Percentage Resolved	100.6%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.9%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.2%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.6%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.3%	1.9%
Accounts Receivable As A Percentage Of Tax Due	2.5%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**VERMONT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.0%	5.8%
Percentage Of Contributory Employers Audited	3.4%	1.8%
Annualized Percentage Of Total Wages Audited	2.0%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	Discarded	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



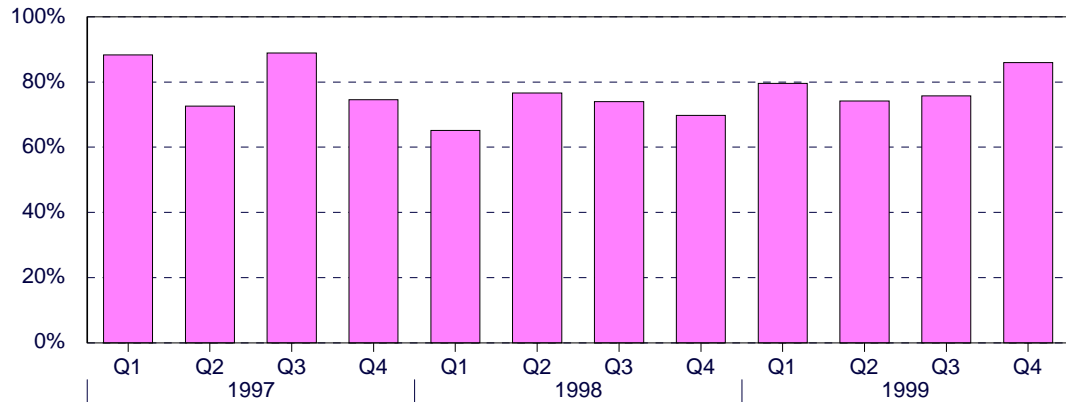
**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGINIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	78,004	94.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	78,004	98.5%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	4,986	83.2%	79.2%	70%
Interstate UI, full weeks - 35 Days	4,986	95.5%	93.3%	78%
All First Payments - 14/21 Days	95,307	92.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	95,307	98.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,193	92.5%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	49,371	79.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	22,193	61.1%	64.3%	none
Separation Issues within 21 Days	49,371	46.5%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	10,829	84.0%	73.6%	60%
Decisions within 45 Days of Filing	10,829	95.0%	89.1%	80%
Decisions within 90 Days of Filing	10,829	99.5%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,949	63.8%	67.1%	50%
Decisions within 75 Days of Filing	1,949	94.1%	90.0%	80%
Decisions within 150 Days of Filing	1,949	96.9%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	18,984	22.5%	74.2%	none
Wage Transfers Made within 14 Days	18,984	97.5%	96.5%	none
Billing Made within 45 Days	95	100.0%	94.3%	none
Reimbursements Made within 45 Days	100	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	881,672	72.3%	61.8%	none
Payments Made within 14 Days	881,672	93.5%	92.6%	none
Payments Made within 21 Days	881,672	97.8%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	316	78.7%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	485,396	100.6%	54.2%	none
Nonfraud Overpayment Recovery Rate	3,008,611	81.3%	57.3%	none

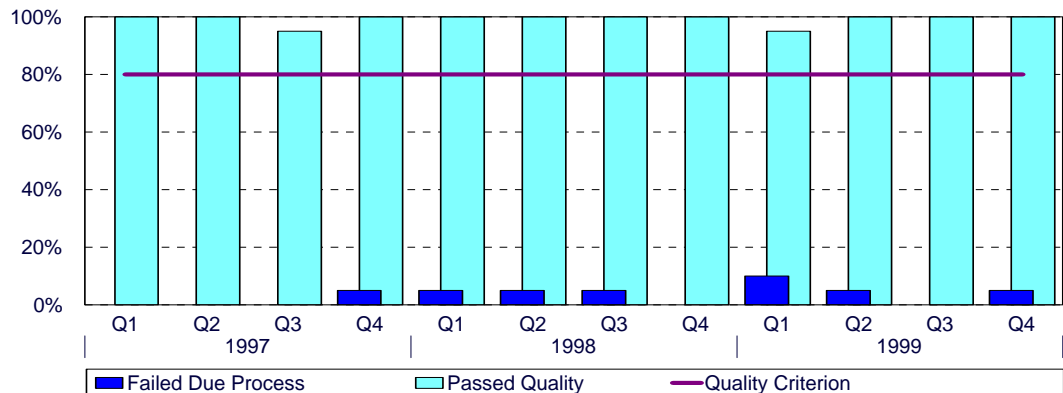
**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	4.3	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.41	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$162,515,414	\$19.6 B	none
Sample Size	519	25,766	none
Proper Payment Rate	80.2% +/- 3.5	90.8%	none
Overpayment Rate	19.8% +/- 3.5	9.2%	none
Underpayment Rate	0.5% +/- 0.3	0.9%	none
Footnotes:	#5	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	38.5%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	54.1%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	65.7%	65.2%
Percentage Made Within 180 Days	80.0%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.9%	87.1%
Percentage Secured	92.4%	92.7%
Percentage Resolved	100.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.0%	80.3%
Percentage Secured	97.5%	85.9%
Percentage Resolved	100.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	F	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.2%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.6%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	18.9%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	79.2%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	18.9%	1.9%
Accounts Receivable As A Percentage Of Tax Due	5.4%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

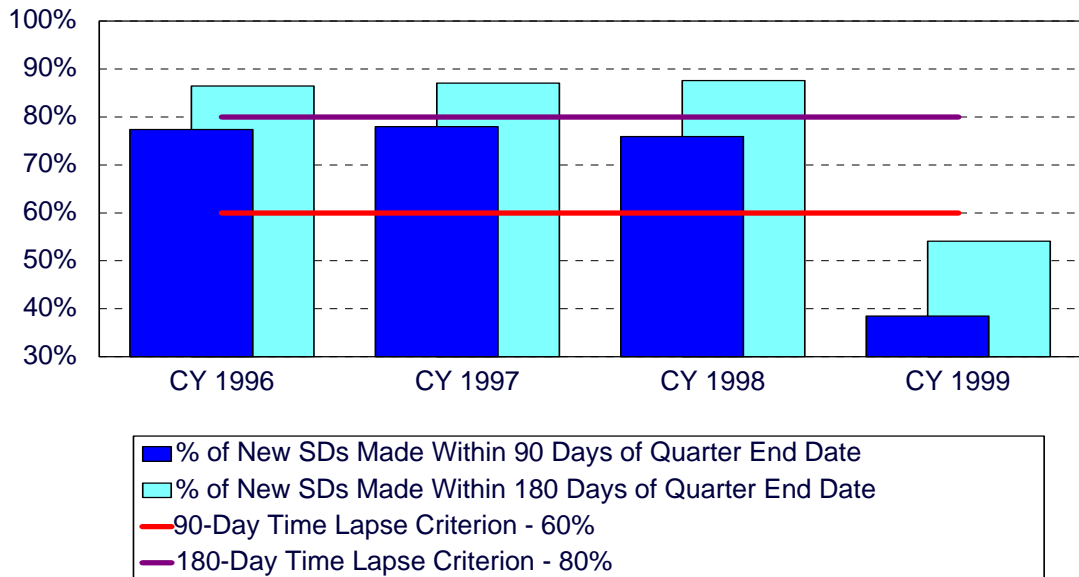
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.8%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	0.5%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	*	90.5% Pass
Accuracy In Experience Rating?	F	94.9% Pass

**New Status Determinations Time Lapse**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGIN ISLANDS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	1,186	83.2%	89.5%	87%
Intrastate UI, full weeks - 35 Days	1,186	95.1%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	53	28.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	53	62.3%	93.3%	78%
All First Payments - 14/21 Days	1,464	81.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	1,464	94.3%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	274	70.8%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	459	74.3%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	253	91.3%	64.3%	none
Separation Issues within 21 Days	484	83.1%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	106	67.9%	73.6%	60%
Decisions within 45 Days of Filing	106	88.7%	89.1%	80%
Decisions within 90 Days of Filing	106	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	67.1%	50%
Decisions within 75 Days of Filing	+	+	90.0%	80%
Decisions within 150 Days of Filing	+	+	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	179	21.8%	74.2%	none
Wage Transfers Made within 14 Days	179	100.0%	96.5%	none
Billing Made within 45 Days	16	100.0%	94.3%	none
Reimbursements Made within 45 Days	25	96.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	20,508	41.7%	61.8%	none
Payments Made within 14 Days	20,508	82.2%	92.6%	none
Payments Made within 21 Days	20,508	92.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	*	*	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	*	*	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	7,509	23.9%	54.2%	none
Nonfraud Overpayment Recovery Rate	17,755	33.4%	57.3%	none

**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>Cash Management</i></b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.1	2.1 days	$\leq 2$
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.27	1.70	$\leq 1.75$ (FY '02)
<b><i>Benefit Accuracy Measurement</i></b>			
Total Dollars Paid in Population	^	\$19.6 B	none
Sample Size	^	25,766	none
Proper Payment Rate	^	90.8%	none
Overpayment Rate	^	9.2%	none
Underpayment Rate	^	0.9%	none
Footnotes:	^	--	--

**NO DATA**

^ Virgin Islands does not operate a BAM program.  
+ Virgin Islands does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	^	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	^	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	^	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	^	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	^	65.2%
Percentage Made Within 180 Days	^	79.7%
Accuracy In Determinations?	^	75.0% Pass
Accuracy In Postings?	^	52.8% Pass
Inactivations:		
Accuracy In Determinations?	^	82.1% Pass
Accuracy In Postings?	^	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	^	87.1%
Percentage Secured	^	92.7%
Percentage Resolved	^	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	80.3%
Percentage Secured	^	85.9%
Percentage Resolved	^	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	^	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	^	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.3%
Accounts Receivable As A Percentage Of Tax Due	^	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	^	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.9%
Accounts Receivable As A Percentage Of Tax Due	^	6.5%
Appropriate Actions Taken To Collect Tax Due?	^	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	^	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	^	5.8%
Percentage Of Contributory Employers Audited	^	1.8%
Annualized Percentage Of Total Wages Audited	^	1.2%
Audits Meet Employment Security Manual Requirements?	^	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	^	97.6% Pass
Accuracy In Contributory Employer Billing?	^	75.6% Pass
Accuracy In Reimbursing Employer Billings?	^	81.1% Pass
Accuracy In Credits/Refunds?	^	73.2% Pass
Accuracy In Benefit Charging?	^	90.5% Pass
Accuracy In Experience Rating?	^	94.9% Pass

**NO DATA**

^ Virgin Islands does not participate in the Tax Performance System.

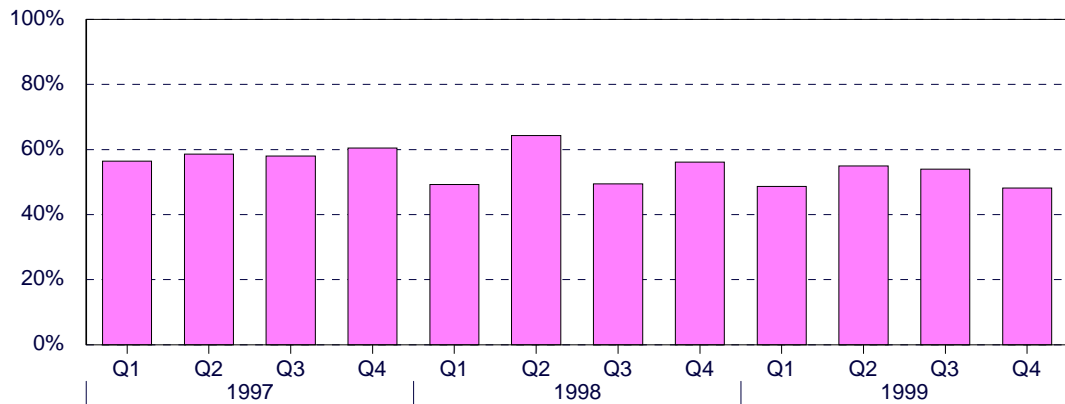
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WASHINGTON**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	160,758	92.4%	89.5%	87%
Intrastate UI, full weeks - 35 Days	160,758	97.7%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	7,686	77.3%	79.2%	70%
Interstate UI, full weeks - 35 Days	7,686	93.1%	93.3%	78%
All First Payments - 14/21 Days	194,982	91.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	194,982	97.6%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	66,056	79.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	80,948	60.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	66,056	65.0%	64.3%	none
Separation Issues within 21 Days	80,948	94.0%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	25,069	64.6%	73.6%	60%
Decisions within 45 Days of Filing	25,069	84.1%	89.1%	80%
Decisions within 90 Days of Filing	25,069	95.7%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,487	97.8%	67.1%	50%
Decisions within 75 Days of Filing	3,487	99.4%	90.0%	80%
Decisions within 150 Days of Filing	3,487	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	14,245	44.7%	74.2%	none
Wage Transfers Made within 14 Days	14,245	99.0%	96.5%	none
Billing Made within 45 Days	207	100.0%	94.3%	none
Reimbursements Made within 45 Days	97	100.0%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	3,412,795	93.8%	61.8%	none
Payments Made within 14 Days	3,412,795	97.5%	92.6%	none
Payments Made within 21 Days	3,412,795	98.6%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	391	51.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	75	97.4%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	8,406,014	59.4%	54.2%	none
Nonfraud Overpayment Recovery Rate	18,806,392	50.4%	57.3%	none

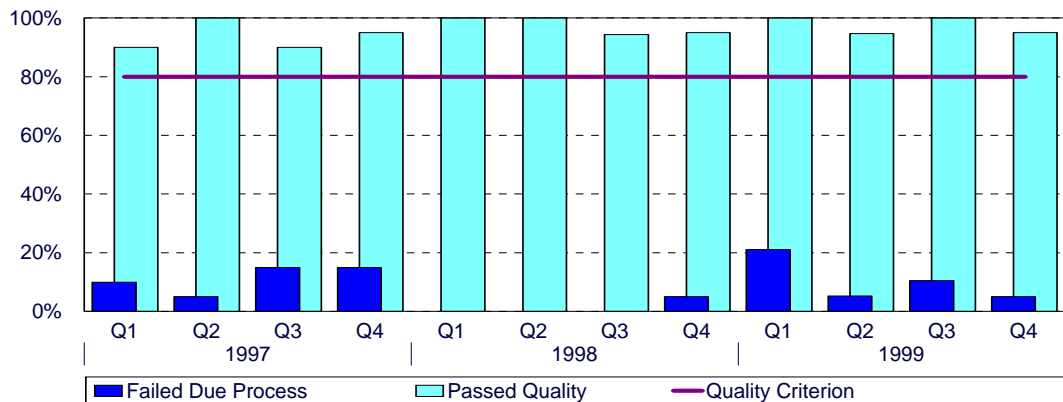
**UI PERFORMS ANNUAL REPORT CY 1999  
WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.47	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$843,445,385	\$19.6 B	none
Sample Size	547	25,766	none
Proper Payment Rate	87.4% +/- 2.9	90.8%	none
Overpayment Rate	12.6% +/- 2.9	9.2%	none
Underpayment Rate	0.7% +/- 0.6	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.3%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	94.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	F	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	93.0%	65.2%
Percentage Made Within 180 Days	94.8%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	F	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.3%	87.1%
Percentage Secured	94.4%	92.7%
Percentage Resolved	99.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	84.6%	80.3%
Percentage Secured	87.1%	85.9%
Percentage Resolved	89.2%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	99.0%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.1%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.7%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.7%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.7%	6.5%
Appropriate Actions Taken To Collect Tax Due?	F	50.0% Pass

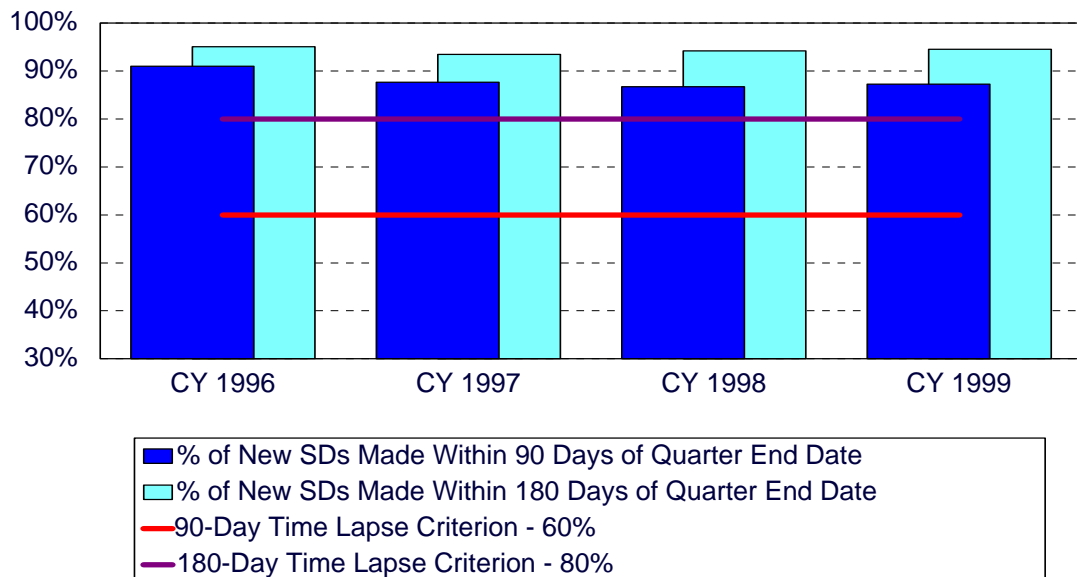
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	1.5%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	2.7%	1.2%
Audits Meet Employment Security Manual Requirements?	F	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	F	97.6% Pass
Accuracy In Contributory Employer Billing?	F	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	F	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



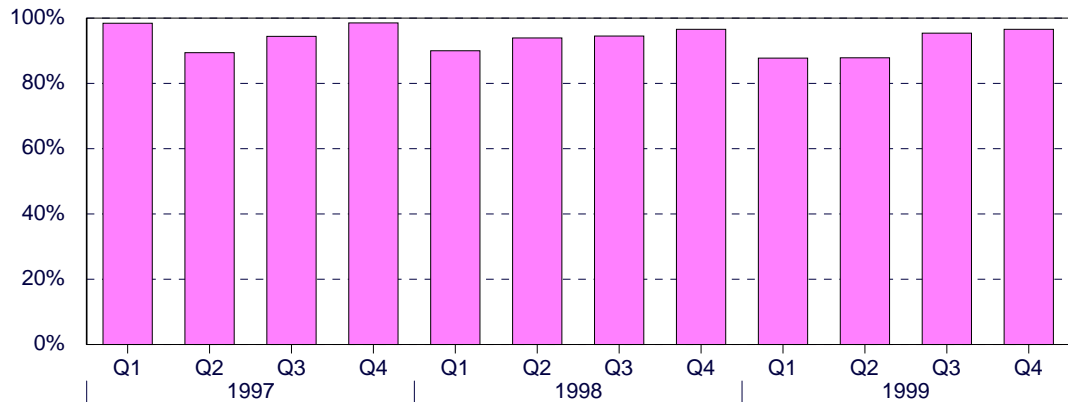
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WEST VIRGINIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	43,037	93.0%	89.5%	87%
Intrastate UI, full weeks - 35 Days	43,037	98.1%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	1,116	86.2%	79.2%	70%
Interstate UI, full weeks - 35 Days	1,116	98.2%	93.3%	78%
All First Payments - 14/21 Days	50,945	91.8%	88.7%	90% (FY '02)
All First Payments - 35 Days	50,945	98.2%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	11,640	94.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	16,411	98.5%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	11,640	84.5%	64.3%	none
Separation Issues within 21 Days	16,411	98.3%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,144	82.5%	73.6%	60%
Decisions within 45 Days of Filing	4,144	95.1%	89.1%	80%
Decisions within 90 Days of Filing	4,144	99.4%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	856	94.5%	67.1%	50%
Decisions within 75 Days of Filing	856	99.3%	90.0%	80%
Decisions within 150 Days of Filing	856	100.0%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,319	98.2%	74.2%	none
Wage Transfers Made within 14 Days	7,319	99.8%	96.5%	none
Billing Made within 45 Days	193	100.0%	94.3%	none
Reimbursements Made within 45 Days	170	95.3%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	669,440	50.8%	61.8%	none
Payments Made within 14 Days	669,440	95.3%	92.6%	none
Payments Made within 21 Days	669,440	98.7%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	385	91.8%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	65	81.3%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	524,728	64.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	984,051	65.9%	57.3%	none

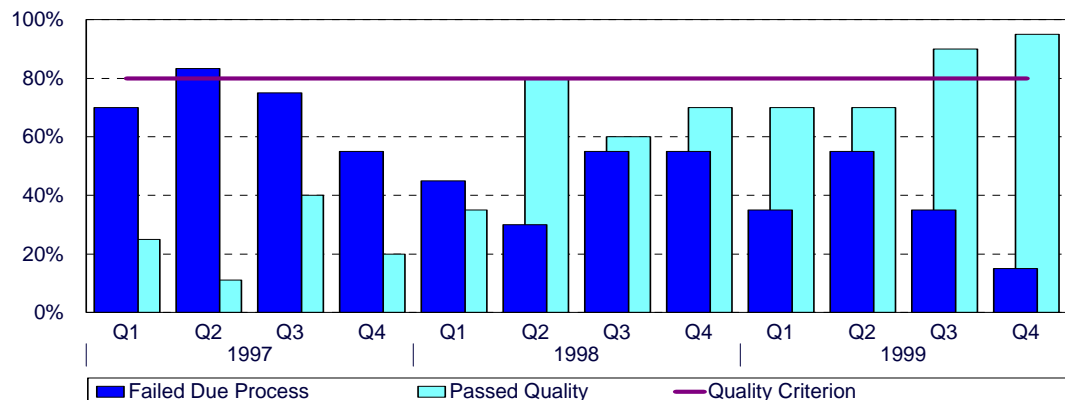
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WEST VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.7	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.41	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$132,949,291	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	97.1% +/- 1.3	90.8%	none
Overpayment Rate	2.9% +/- 1.3	9.2%	none
Underpayment Rate	1.0% +/- 0.6	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WEST VIRGINIA**

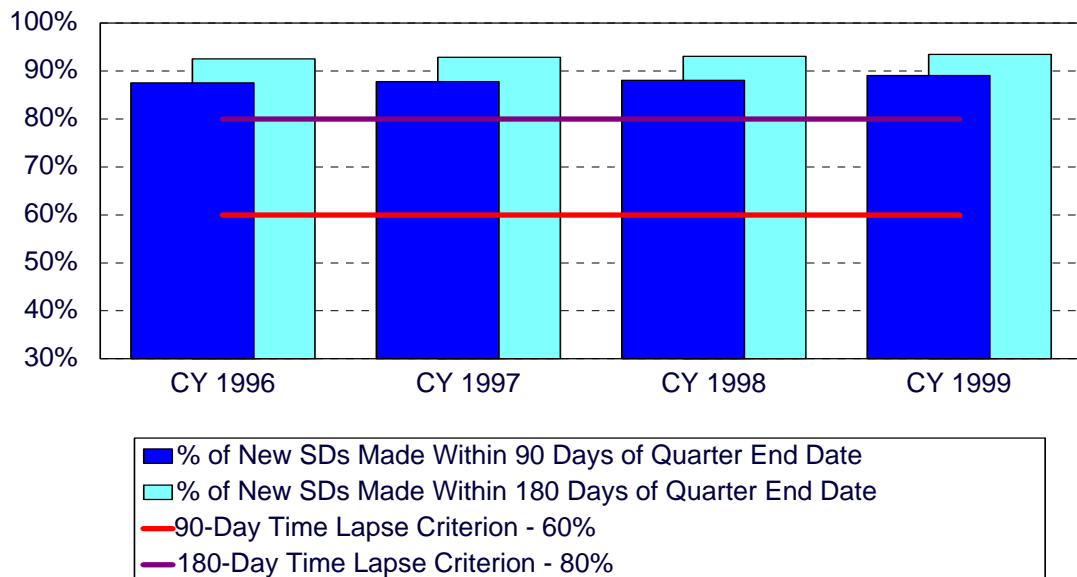
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	89.1%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.7%	65.2%
Percentage Made Within 180 Days	85.0%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.2%	87.1%
Percentage Secured	98.0%	92.7%
Percentage Resolved	102.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.5%	80.3%
Percentage Secured	97.7%	85.9%
Percentage Resolved	98.8%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	89.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.9%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	73.5%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	9.8%	1.9%
Accounts Receivable As A Percentage Of Tax Due	9.8%	6.5%
Appropriate Actions Taken To Collect Tax Due?	P	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**WEST VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	2.1%	5.8%
Percentage Of Contributory Employers Audited	3.4%	1.8%
Annualized Percentage Of Total Wages Audited	2.8%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	P	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	*	94.9% Pass

### New Status Determinations Time Lapse



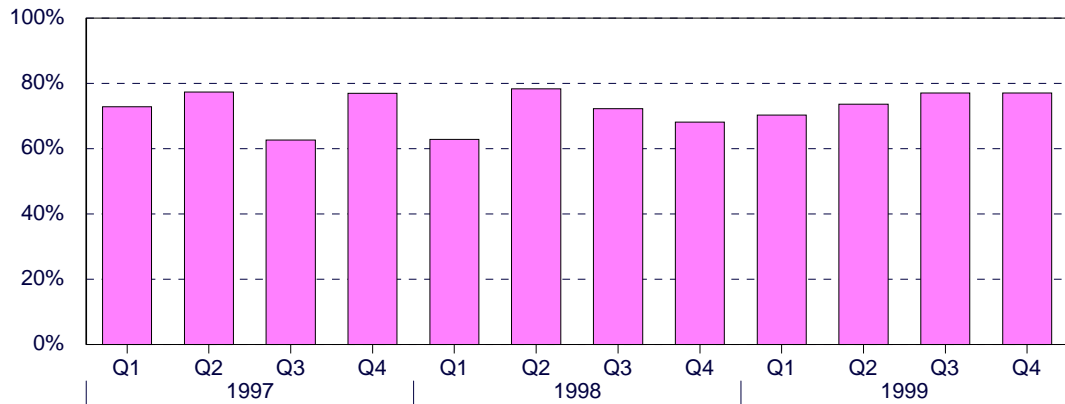
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WISCONSIN**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	153,766	95.3%	89.5%	87%
Intrastate UI, full weeks - 35 Days	153,766	98.0%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	3,668	91.1%	79.2%	70%
Interstate UI, full weeks - 35 Days	3,668	95.9%	93.3%	78%
All First Payments - 14/21 Days	208,596	95.0%	88.7%	90% (FY '02)
All First Payments - 35 Days	208,596	97.9%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	134,620	85.9%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	114,917	89.9%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	134,620	75.3%	64.3%	none
Separation Issues within 21 Days	114,917	90.7%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	17,977	83.5%	73.6%	60%
Decisions within 45 Days of Filing	17,977	95.0%	89.1%	80%
Decisions within 90 Days of Filing	17,977	98.8%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,204	45.1%	67.1%	50%
Decisions within 75 Days of Filing	2,204	78.9%	90.0%	80%
Decisions within 150 Days of Filing	2,204	94.3%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,686	93.0%	74.2%	none
Wage Transfers Made within 14 Days	6,686	98.4%	96.5%	none
Billing Made within 45 Days	200	100.0%	94.3%	none
Reimbursements Made within 45 Days	208	99.5%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,238,411	91.9%	61.8%	none
Payments Made within 14 Days	2,238,411	97.1%	92.6%	none
Payments Made within 21 Days	2,238,411	98.3%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	240	74.2%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	76	96.2%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	4,310,755	70.5%	54.2%	none
Nonfraud Overpayment Recovery Rate	6,101,031	96.6%	57.3%	none

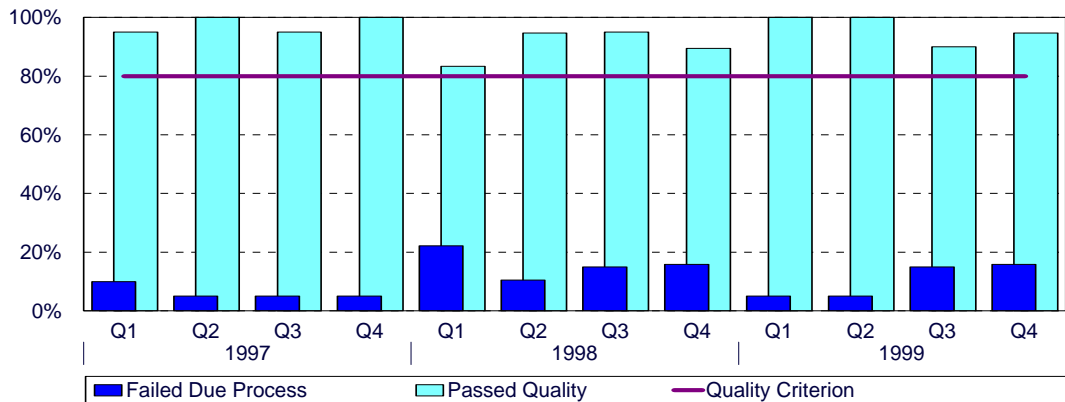
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WISCONSIN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	7.5	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.85	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$479,901,001	\$19.6 B	none
Sample Size	480	25,766	none
Proper Payment Rate	92.8% +/- 2.4	90.8%	none
Overpayment Rate	7.2% +/- 2.4	9.2%	none
Underpayment Rate	0.8% +/- 0.5	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WISCONSIN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	71.8%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.5%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.5%	65.2%
Percentage Made Within 180 Days	90.6%	79.7%
Accuracy In Determinations?	F	75.0% Pass
Accuracy In Postings?	F	52.8% Pass
Inactivations:		
Accuracy In Determinations?	F	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.5%	87.1%
Percentage Secured	96.1%	92.7%
Percentage Resolved	100.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.3%	80.3%
Percentage Secured	97.6%	85.9%
Percentage Resolved	99.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.9%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	93.2%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.8%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.8%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

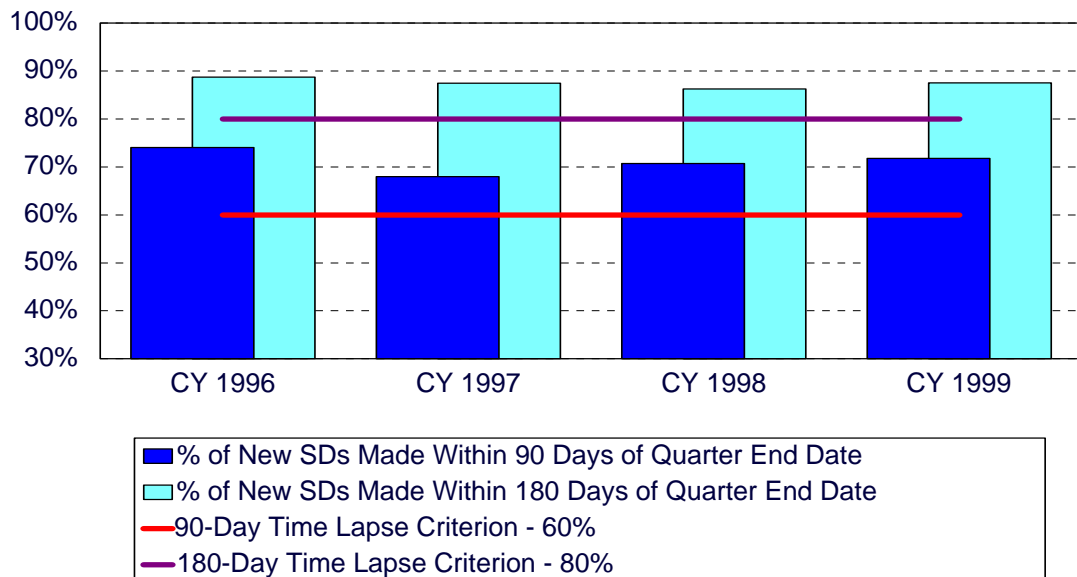
\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WISCONSIN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	92.7% Pass
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audits	6.4%	5.8%
Percentage Of Contributory Employers Audited	2.1%	1.8%
Annualized Percentage Of Total Wages Audited	1.3%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b>Account Maintenance</b>		
Accuracy In Report Processing?	P	97.6% Pass
Accuracy In Contributory Employer Billing?	P	75.6% Pass
Accuracy In Reimbursing Employer Billings?	F	81.1% Pass
Accuracy In Credits/Refunds?	F	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



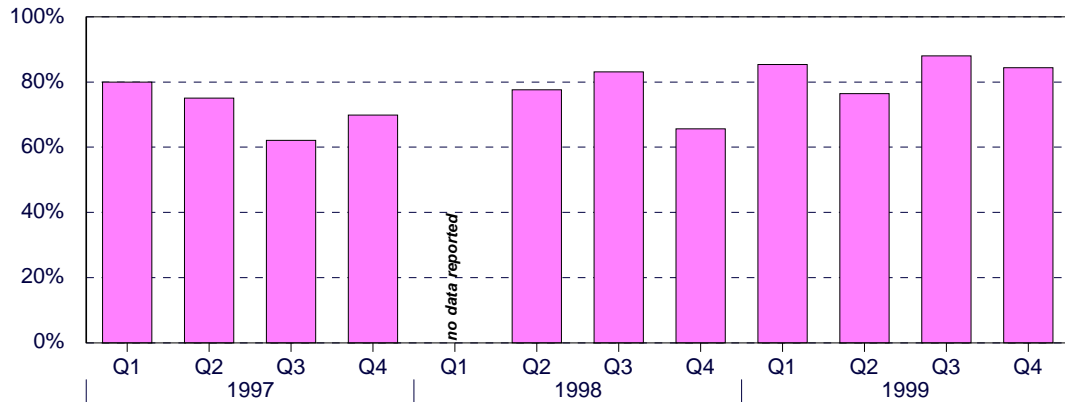
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WYOMING**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	10,171	94.5%	89.5%	87%
Intrastate UI, full weeks - 35 Days	10,171	98.6%	97.1%	93%
Interstate UI, full weeks - 14/21 Days	821	81.7%	79.2%	70%
Interstate UI, full weeks - 35 Days	821	96.2%	93.3%	78%
All First Payments - 14/21 Days	11,256	93.2%	88.7%	90% (FY '02)
All First Payments - 35 Days	11,256	98.4%	96.9%	95% (FY '02)
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,057	70.6%	65.5%	80% (FY '02)
Separation Determ. within 21 Days	3,523	80.2%	71.4%	80% (FY '02)
<b><i>Nonmonetary Issue Detection Timeliness:</i></b>				
<b><i>First Week Affected to Detection Date</i></b>				
Nonseparation Issues within 14 Days	8,058	31.5%	64.3%	none
Separation Issues within 21 Days	3,524	87.6%	90.2%	none
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,181	90.5%	73.6%	60%
Decisions within 45 Days of Filing	1,181	98.1%	89.1%	80%
Decisions within 90 Days of Filing	1,181	100.0%	97.0%	95% (FY '02)
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	158	57.6%	67.1%	50%
Decisions within 75 Days of Filing	158	96.8%	90.0%	80%
Decisions within 150 Days of Filing	158	99.4%	98.1%	95%
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	5,199	0.0%	74.2%	none
Wage Transfers Made within 14 Days	5,199	0.0%	96.5%	none
Billing Made within 45 Days	178	100.0%	94.3%	none
Reimbursements Made within 45 Days	161	40.4%	94.0%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	136,286	44.3%	61.8%	none
Payments Made within 14 Days	136,286	94.0%	92.6%	none
Payments Made within 21 Days	136,286	98.0%	96.3%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	239	83.5%	71.3%	75% (FY '02)
LA Appeals with Scores >= 85%	62	78.5%	93.8%	80%
<b><i>Benefit Payment Control</i></b>				
Fraud Overpayment Recovery Rate	170,988	48.8%	54.2%	none
Nonfraud Overpayment Recovery Rate	281,557	63.0%	57.3%	none

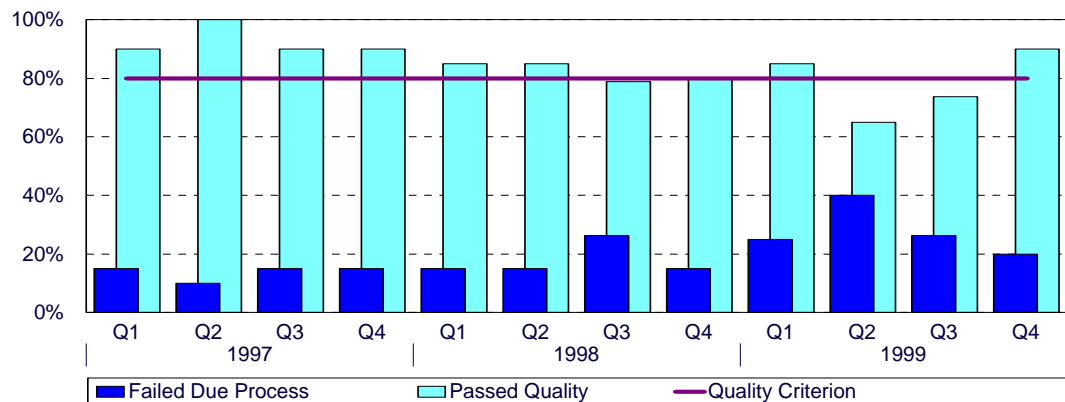
**UI PERFORMS ANNUAL REPORT CY 1999**  
**WYOMING**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b>Cash Management</b>			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.1	2.1 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.16	1.70	≤ 1.75 (FY '02)
<b>Benefit Accuracy Measurement</b>			
Total Dollars Paid in Population	\$26,960,189	\$19.6 B	none
Sample Size	360	25,766	none
Proper Payment Rate	92.8% +/- 2.5	90.8%	none
Overpayment Rate	7.2% +/- 2.5	9.2%	none
Underpayment Rate	1.0% +/- 0.7	0.9%	none
Footnotes:	none	--	--

**Nonmonetary Quality Weighted Scores**



**Lower Authority Appeals Quality**



**UI PERFORMS ANNUAL REPORT CY 1999**  
**WYOMING**

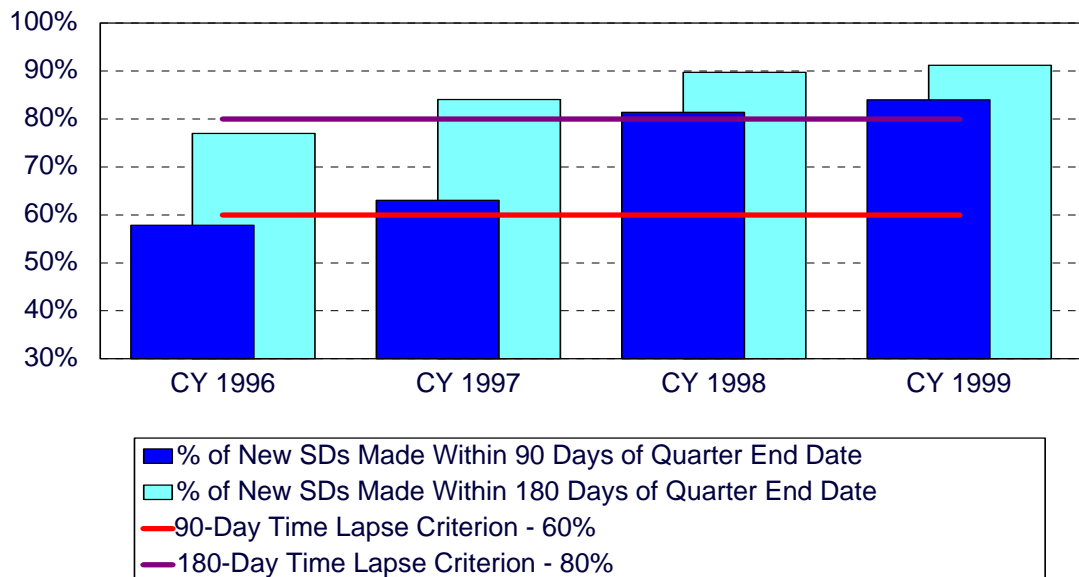
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Status Determinations</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.0%	78.9%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.2%	89.5%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	83.8% Pass
Accuracy In Postings? (FY '02 criterion: ≤ 6 failed)	P	70.3% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.7%	65.2%
Percentage Made Within 180 Days	80.3%	79.7%
Accuracy In Determinations?	P	75.0% Pass
Accuracy In Postings?	P	52.8% Pass
Inactivations:		
Accuracy In Determinations?	P	82.1% Pass
Accuracy In Postings?	P	69.2% Pass
<b><i>Report Delinquency</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.1%	87.1%
Percentage Secured	97.7%	92.7%
Percentage Resolved	100.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.6%	80.3%
Percentage Secured	98.3%	85.9%
Percentage Resolved	99.9%	87.7%
Appropriate Actions Taken To Resolve Delinquencies?	P	81.4% Pass
<b><i>Collections</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	89.7%	90.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	7.4%	2.7%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.8%	82.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.3%	16.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.9%
Accounts Receivable As A Percentage Of Tax Due	0.0%	6.5%
Appropriate Actions Taken To Collect Tax Due?	*	50.0% Pass

\* State did not report data as of 5/14/2000 (computed measures), or as of 7/26/2000 (acceptance sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**WYOMING**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	*	92.7% Pass
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audits	1.6%	5.8%
Percentage Of Contributory Employers Audited	3.7%	1.8%
Annualized Percentage Of Total Wages Audited	2.0%	1.2%
Audits Meet Employment Security Manual Requirements?	P	50.0% Pass
<b><i>Account Maintenance</i></b>		
Accuracy In Report Processing?	*	97.6% Pass
Accuracy In Contributory Employer Billing?	*	75.6% Pass
Accuracy In Reimbursing Employer Billings?	*	81.1% Pass
Accuracy In Credits/Refunds?	P	73.2% Pass
Accuracy In Benefit Charging?	P	90.5% Pass
Accuracy In Experience Rating?	P	94.9% Pass

### New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX A: BAM DATA AND FOOTNOTES**

The reported BAM data comprises five pieces of information: total dollars paid in the population, sample size, proper payment rate, overpayment rate, and underpayment rate. In addition, some States' reports include footnotes that describe certain conditions that affect the data. All States have been given the opportunity to provide a narrative to accompany their annual report.

States can generate a variety of estimates based on the BAM sample including:

1. The percentage of cases properly paid,
2. The percentage of dollars properly paid,
3. The percentage of cases paid in error (both overpaid and underpaid),
4. The percentage of dollars paid in error,
5. Any of the above broken down by responsibility and cause.

Estimates based on completed cases can be calculated by the BAM software for any period of time.

### **POPULATION AND SAMPLE SIZE**

“Total Dollars Paid in Population” is the total UI benefits paid for the population of UI claims which comprised the sampling frames for all weeks in CY 1999 for which the State pulled BAM samples.

“Sample Size” is the number of BAM payments from covered UI programs selected for investigation during CY 1999 that have been completed and entered into the computer on or before April 29, 2000.

### **ESTIMATES OF ERROR**

“Proper Payments” is the combined ratio estimate of total dollars properly paid to total dollars paid, expressed as a percentage.

“Overpayments” is the combined ratio estimate of total dollars overpaid to total dollars paid, expressed as a percentage. All estimates are based upon official actions only.

“Underpayments” is the combined ratio estimate of total dollars underpaid to total dollars paid, expressed as a percentage.

“95% Confidence Interval”, expressed as +/- percentage points, is shown for each of the three estimated rates: proper payments, overpayments, and underpayments. The actual rate is expected to lie within ninety-five percent of the intervals constructed from repeated samples of the same size and selected in the same manner as the BAM sample.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX A: BAM DATA AND FOOTNOTES**

**FOOTNOTES**

#1. If a State's database contains cases that were coded as overpayments, but official action on these overpayments was precluded by the State's "formal warning" provision, the following footnote will appear:

Claimants failing to conduct required work search were given formal warnings and no overpayment was established. The proper payment rate would be lower and the overpayment rate would be higher if these cases were counted as erroneous payments.

#2. If a sample was not pulled for any week during 1999, the following footnote will appear:

Percentages apply to less than a complete year of UI payments; the State did not pull a sample for "##" weeks.

#3. If a State selected one or more BAM weekly samples below the minimum level prescribed in ET Handbook No. 395, the following footnote will appear:

The State selected samples that were below the minimum prescribed levels for "##" weeks.

#4. If BAM monitoring conducted by the Department's Regional Offices and National Office indicates that estimates are believed to be based on data not collected in accordance with BAM methodology prescribed in ET Handbook No. 395, the following footnote will appear:

Percentages are based on data collection procedures that were not completely in accordance with BAM methodology prescribed in ET Handbook No. 395.

#5. If the State failed to meet case completion objectives established in ET Handbook No. 395, the following footnote will appear:

The State completed "##.##%" of the cases within 90 days.  
The BAM program standard is 95% completed within 90 days.

#6. If more than 2% of the cases were not completed when this report was prepared, the following footnote will appear:

"##.##%" of the sample cases were not completed when this report was prepared. This exceeded the BAM program requirement that no more than 2% of the cases for the year remain incomplete.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX A: BAM DATA AND FOOTNOTES**

#7. The percentage variable in the footnote is the number of cases that had not been signed off by the BAM supervisor by April 29, 2000, divided by the number of cases selected for BAM weekly samples during CY 1999.

#8. If the State's annual sample selection is 60 or more cases below its allocated annual sample, the following footnote will appear:

The annual sample for "State's Name" is "##" cases below the allocated annual sample for the State. The precision of the data might be reduced due to the failure to sample at the prescribed level.

#9. If the dollars paid in the BAM population for CY 1999 vary from the dollars paid reported in the State's ETA 5159 (Claims and Payment Activities) reports by more than the statistical control limit, the following footnote will appear:

The population from which the BAM sample was selected did not include all of the UI benefits paid. This limits the degree to which inferences about the population can be made from BAM data.

### **EXCLUDED CASES**

Occasionally, cases that are not part of the BAM survey population (for example interstate payments or supplemental payments) inadvertently enter the BAM sampling frame, usually due to coding errors. Any such cases that are identified in the BAM sample are excluded from the Annual Report data. Accordingly, the total dollars paid in the population is adjusted to exclude the dollars paid for any non-BAM cases. Excluded dollars are estimated using the combined ratio of the dollars paid for excluded payments in the BAM sample to the total dollars paid for all payments in the BAM sample.

The proper, overpayment, and underpayment rate estimates are based on the number of BAM sample cases completed by the State, excluding the non-BAM cases. This number is reported in the Annual Report as the "Sample Size". The BAM case completion and time lapse data used to determine the applicability of footnotes were computed excluding the non-BAM cases.



**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX B: TIER I MEASURES**

This appendix lists the report and cell numbers in the Unemployment Insurance Data Base used to compute each of the Tier I measures.

First Payment Time Lapse 14/21 days Intrastate UI full weeks ar9050 and ar9050p	$\{(ar9050.c10+ar9050.c18-ar9050p.c10-ar9050p.c18)$ for States with ww + $(ar9050.c26-ar9050p.c26)$ for States w/o ww} / $(ar9050.c2-ar9050p.c2)$
First Payment Time Lapse 14/21 days Interstate UI full weeks	$\{(ar9050.c14+ar9050.c22-ar9050p.c14-ar9050p.c22)$ for States with ww + $(ar9050.c14+ar9050.c22+ar9050.c30$ $-ar9050p.c14 - ar9050p.c22-ar9050p.c30)$ for States w/o ww} / $(ar9050.c6-ar9050p.c6)$ ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks ar9050	$\{(c9+c17+c13+c21)$ for States with ww + $(c9+c17+c25+c13+c21+c29))$ for States w/o ww} / $(c1+c5)$
First Payment Time Lapse 35 days Intrastate UI full weeks ar9050 and ar9050p	$\{(ar9050.c10+ar9050.c18+ar9050.c26+ar9050.c34$ $+ar9050.c42) - (ar9050p.c10+ar9050p.c18+ar9050p.c26$ $+ar9050p.c34+ar9050p.c42)\}$ / $(ar9050.c2-ar9050p.c2)$
First Payment Time Lapse 35 days Interstate UI full weeks ar9050 and ar9050p	$\{(ar9050.c14+ar9050.c22+ar9050.c30+ar9050.c38$ $+ar9050.c46) - ar9050p.c14+ar9050p.c22+ar9050p.c30$ $+ar9050p.c38+ar9050p.c46)\}$ / $(ar9050.c6-ar9050p.c6)$
First Payment Time Lapse 35 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks ar9050	$(c9+c17+c25+c33+c41+c13+c21+c29+c37+c45)$ / $(c1+c5)$
Nonmonetary Determination Time Lapse Separations within 21 Days Interstate and Intrastate UI, UCFE, and UCX ar9052	$(c9+c17+c25+c13+c21+c29) / (c1+c5)$

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX B: TIER I MEASURES**

Nonmonetary Determination Time Lapse Nonseparations within 14 Days Interstate and Intrastate UI, UCFE, and UCX ar9052	$(c105+c113+c109+c117) / (c97+c101)$
Nonmonetary Determination Quality ar9056t	weight_score
Lower Authority Appeals Time Lapse 30 days ar9054l	c4 / c1
Lower Authority Appeals Time Lapse 45 days ar9054l	$(c4+c7) / c1$
Lower Authority Appeals Time Lapse 90 days ar9054l	$(c4+c7+c10+c13+c16) / c1$
Higher Authority Appeals Time Lapse 45 days ar9054h	c4 / c1
Higher Authority Appeals Time Lapse 75 days ar9054h	$(c4+c7+c10) / c1$
Higher Authority Appeals Time Lapse 150 days ar9054h	$(c4+c7+c10+c13+c16+c19) / c1$
Lower Authority Appeals Quality ar9057	number of appeals where c40 > 0.85 and c37 equals "OK" or "DM" divided by the total number of appeals
New Status Determinations Time Lapse 90 days ar581	c61 / c11
New Status Determinations Time Lapse 180 days ar581	c62 / c11
Acceptance Sample for Accuracy of New Status Determinations	Federal users can obtain data from UIS application page: www.uis.doleta.gov (note that for New SDs website does not apply the FY '02 criterion of 6 or fewer failed cases to pass sample).

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX B: TIER I MEASURES**

Cash Management Days' worth of deposits in Clearing Account before transfer to UTF ar8414	obtain from Trust Fund Report on UI Menu
Cash Management Annual Ratio ar8405 and ar8414	$ar8414.c14 / (ar8405.c7/days\ in\ month)$

**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

This appendix provides a technically complete but concise definition of all Tier II measures, including the report and cell numbers in the Unemployment Insurance Data Base from which the measures are computed. The benefit measures are defined in Table 1. The report cells for the benefit measures are listed in Table 2. The computed tax measures are defined in Table 3. Information on the acceptance samples are displayed in Table 4.

**TABLE 1**

<b>Benefit Measures</b>	<b>Units</b>	<b>Intrastate/ Interstate</b>	<b>Programs</b>	<b>Full/Part Wks</b>	<b>Table</b>
First Payment Time Lapse, 14/21 days, Partial Payments	% within 14/21 days	Both	State UI	Partials	ar9050p
UCFE First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCFE	Both	ar9050
UCX First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCX	Both	ar9050
Intrastate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Intra	State UI	Both	ar9050
Interstate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Inter	State UI	Both	ar9050
Workshare First Payments, 14/21 days	% within 14/21 days	Both	All	Both	ar9050
Continued Claims Time Lapse, 14 Days	% within 14 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 21 Days	% within 21 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 28 Days	% within 28 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 14 Days, Partials	% within 14 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 21 Days, Partials	% within 21 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 28 Days, Partials	% within 28 days	Both	All	Partials	ar9051
Workshare Continued Weeks Time Lapse, 14 days	% within 14 days	Both	All	Both	ar9051

**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

**TABLE 1**

<b>Benefit Measures</b>	<b>Units</b>	<b>Intrastate/ Interstate</b>	<b>Programs</b>	<b>Full/Part Weeks</b>	<b>Table</b>
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9053

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX C: TIER II MEASURES**

**TABLE 1**

<b>Benefit Measures</b>	<b>Units</b>	<b>Intrastate/ Interstate</b>	<b>Programs</b>	<b>Full/Part Weeks</b>	<b>Table</b>
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9053
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	% 25 days or less old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 40 Days	% more than 40 days old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055i
Average Days to Implement Lower Authority Appeals Decision	Average # of days	Both	All	Both	ar9057
Percent of Lower Authority Appeals Decisions Passing Due Process	% of Sampled Cases w/o errors	Both	All	Both	ar9057t
Months Worth of Pending Lower Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055i and ar5130
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	% 40 days or less old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 70 Days	% more than 70 days old	Both	All	Both	ar9055h

**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

**TABLE 1**

<b>Benefit Measures</b>	<b>Units</b>	<b>Intrastate/ Interstate</b>	<b>Programs</b>	<b>Full/Part Weeks</b>	<b>Table</b>
Higher Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055h
Months Worth of Pending Higher Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055h and ar5130
CWC Wage Transfer Time Lapse: 3-Day	% within 3 days	Both	All	Both	ar586
CWC Billing Timeliness: 14-Day	% within 14 days	Both	All	Both	ar586
CWC Reimbursement Timeliness: 14-Day	% within 14 days	Both	All	Both	ar586
Benefit Payment Control, Nonfraud Collections	% \$ estab. collected	Both	All	Both	ar227
Benefit Payment Control, Fraud Collections	% \$ estab. collected	Both	All	Both	ar227

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX C: TIER II MEASURES**

**TABLE 2**

Benefit Measures	Table Cells
First Payment Time Lapse, 14/21 days, Partial Payments	$(c10+c14+c18+c22)$ for Sts w/o ww + $(c26+c30)$ for Sts with ww / $(c2+c6)$
UCFE First Payment Time Lapse, 14/21 days	$(c11+c15+c19+c23)$ for Sts w/o ww + $(c27+c31)$ for Sts with ww / $(c3+c7)$
UCX First Payment Time Lapse, 14/21 days	$(c12+c16+c20+c24)$ for Sts w/o ww + $(c28+c32)$ for Sts with ww / $(c4+c8)$
Intrastate UI First Payment Time Lapse, 14/21 days	$(c10+c18)$ for Sts w/o ww + $c26$ for Sts with ww / $c2$
Interstate UI First Payment Time Lapse, 14/21 days	$(c14+c22)$ for Sts w/o ww + $c30$ for Sts with ww / $c6$
Workshare First Payments, 14 days	$(c2+c3)$ / $c1$
Continued Claims Time Lapse, 14 Days	$(c9+c13+c17+c21)$ / $(c1+c5)$
Continued Claims Time Lapse, 21 Days	$(c9+c13+c17+c21+c25+c29)$ / $(c1+c5)$
Continued Claims Time Lapse, 28 Days	$(c9+c13+c17+c21+c25+c29+c33+c37)$ / $(c1+c5)$
Continued Claims Time Lapse, 14 Days, Partials	$(c9+c13+c17+c21)$ / $(c1+c5)$
Continued Claims Time Lapse, 21 Days, Partials	$(c9+c13+c17+c21+c25+c29)$ / $(c1+c5)$
Continued Claims Time Lapse, 28 Days, Partials	$(c9+c13+c17+c21+c25+c29+c33+c37)$ / $(c1+c5)$
Workshare Continued Weeks Time Lapse, 14 days	$(c2+c3)$ / $c1$
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	$(c9+c17+c25)$ / $c1$
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	$(c13+c21+c29)$ / $c5$



**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

**TABLE 2**

Benefit Measures	Table Cells
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	(c105+c113) / c97
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	(c109+c117) / c101
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	(c9+c17+c25) / c1
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	(c13+c21+c29) / c5
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	(c105+c113) / c97
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	(c109+c117) / c101
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	c2 / c1
Lower Authority Appeals, Pending Cases Aged More than 40 Days	(c1-c2-c3) / c1
Lower Authority Appeals, Pending Cases Aged More than 120 Days	(c6+c7+c8) / c1
Lower Authority Appeals, Pending Cases Aged More than 360 Days	c8 / c1
Average Days to Implement Lower Authority Appeals Decision	c36-c35
Percent of Lower Authority Appeals Decisions Passing Due Process	Number of cases where none of {c9,c13,c14,c22,c25,c26,c28,c29} equal "U" divided by the number of cases where c39>0
Months Worth of Pending Lower Authority Appeals	ar90551.c1 for the latest month divided by avg(ar5130.c51) over the last 6 months
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	c2 / c1
Higher Authority Appeals, Pending Cases Aged More than 70 Days	(c1-c2-c3) / c1
Higher Authority Appeals, Pending Cases Aged More than 120 Days	(c5+c6+c7) / c1

**UI PERFORMS ANNUAL REPORT CY 1999**  
**APPENDIX C: TIER II MEASURES**

**TABLE 2**

Benefit Measures	Table Cells
Higher Authority Appeals, Pending Cases Aged More than 360 Days	c7 / c1 for last month of period
Months Worth of Pending Higher Authority Appeals	ar9055h.c1 for the last month of period divided by avg(ar5130.c52) over the last 6 months of period
CWC Wage Transfer Time Lapse: 3-Day	c84 / c26
CWC Billing Timeliness: 14-Day	c72 / c70
CWC Reimbursement Timeliness: 14-Day	c73 / c71
Benefit Payment Control, Nonfraud Collections	(c41+c45) / (c29+c61-c69)
Benefit Payment Control, Fraud Collections	(c39+c43) / (c3+c59-c67)

**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

**TABLE 3**

<b>Tax Computed Measures</b>	<b>Units</b>	<b>Type of Employer</b>	<b>Table</b>	<b>Table Cells</b>
Successor Status Determination Timeliness, 90-day	% w/in 90 days	All	ar581	c59 / c68
Successor Status Determination Timeliness, 180-day	% w/in 180 days	All	ar581	c60 / c68
Contributory Employer Report Timeliness: Timely Filing	% Employers filing on Time	Contrib	ar581	c53 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Contrib	ar581	c54 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Contrib	ar581	c55 / c1, c1 w/2 qtr lag
Reimbursing Employer Report Timeliness: Timely Filing	% Employers filing on Time	Reimb	ar581	c56 / c2, c2 w/1 qtr lag
Reimbursing Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Reimb	ar581	sum(c57)/sum(c2), c2 w/1 qtr lag
Reimbutory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Reimb	ar581	sum(c58)/sum(c2), c2 w/2 qtr lag
Contributory Employers, Amounts Due Paid Timely	% Due Received on Time	Contrib	ar581 and ar2112	1-ar581.c15 / (ar2112.c9 + ar581.c15 - ar581.c16)
Contributory Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Contrib	ar581 and ar2112	(ar581.c16+ar581.c17+ ar581.c64) / (ar2112.c9 + ar581.c15-ar581.c16)

**UI PERFORMS ANNUAL REPORT CY 1999**

**APPENDIX C: TIER II MEASURES**

**TABLE 3**

<b>Tax Computed Measures</b>	<b>Units</b>	<b>Type of Employer</b>	<b>Table</b>	<b>Table Cells</b>
Contributory Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Contrib	ar581 and ar2112	$(ar581.c17+ar581.c64) / (ar2112.c9+ar581.c15-ar581.c16)$
Contributory Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Contrib	ar581 and ar2112	$ar581.c18 / (ar2112.c9+ar581.c15-ar581.c16)$ , c18 for last qtr, other cells for 4 qtrs
Reimbursing Employers, Amounts Due Paid Timely	% Due Received on Time	Reimb	ar581 and ar2112	$1 - ar581.c20 / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Reimb	ar581 and ar2112	$(ar581.c21+ar581.c22+ar581.c65) / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Reimb	ar581 and ar2112	$(ar581.c22+ar581.c65) / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Reimb	ar581 and ar2112	$ar581.c23 / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$ c23 for last qtr, other cells for 4 qtrs
Wage Change Due to Field Audit	% of Wages Audited Changed by Audit	Contrib	ar581	$(c40a+c37a) / c66$
Contributory Employers Audited	Audits as % of employers	Contrib	ar581	$c25b / c1$ , c1 w/5 qtr lag
Contributory Employers, Wages Audited	Audited Wages as % Total Wages	Contrib	ar581 and ar202	$ar581.c67 * ar581.c25b * 4 / (ar581.c26a * ar202.c5)$ , c5 w/4 qtr lag

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**APPENDIX C: TIER II MEASURES**

**TABLE 4**

<b>Name/Transactions</b>	<b>Description</b>	<b>Sample Size</b>	<b>Failures to Pass</b>
New Status Determinations Posting	Evaluates posting accuracy by rating sample of new accounts using 15-question review instrument	60	$\leq 2$
Successor Status Determinations	Evaluates accuracy by rating sample of determinations using 9-question review instrument	60	$\leq 2$
Successor Status Determinations Posting	Evaluates posting accuracy by rating sample of Inactivation/Termination accounts using multi-part review instrument	60	$\leq 2$
Inactivation/Termination Status Determinations	Evaluates accuracy by rating sample of determinations using 4-question review instrument	60	$\leq 2$
Inactivation/Termination Status Determinations Posting	Evaluates posting accuracy by rating sample of Inactivated/Terminated accounts using multi-part review instrument	60	$\leq 2$

***UI PERFORMS ANNUAL REPORT CY 1999***  
***APPENDIX D: STATE NARRATIVES***

States were invited to submit a short narrative analysis of their annual reports. Any narratives submitted to the Department electronically, on or before June 9, 2000, are included in this appendix. State narratives are displayed in alphabetical order. The content of each State's narrative is at the discretion of the individual State.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**CALIFORNIA**

In 1999, the California Employment Development Department's (EDD) Quality Control (QC) Section examined 1,731 randomly selected unemployment insurance (UI) benefit payments. The QC Section met or exceeded all federal timeliness guidelines for the UI Benefit Accuracy Measurement (BAM) program in completing these cases.

The BAM overpayment rate for 1999 was 5.9%. Separation issues were the leading cause accounting for 43% +/- 9.8% of the amount overpaid. The claimants were responsible for 43.9% +/- 9.4% of the amount overpaid.

The BAM overpayment rate has remained basically the same through the full implementation of the Telephone Claim Filing as it was during in person operations.

The California EDD will continue to closely monitor the effects of changes to the UI system and operation using the BAM data.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**INDIANA**

For 1999, Indiana sampled 630 benefit payments. Based on the audit findings, it is estimated that 87.1% (+/- 2.7%) of Indiana payments were properly paid. That is an increase of 2% from 1998. This improvement is attributed to a reduction in agency error responsibility of 1.6% over 1998.

The majority of overpayment errors can be attributed to Work Search (38.1%), Eligibility (22.7%), Benefit Year Earnings (21.0%), Separation (14.4%), and Base Period Wages (1.3%). With the exception of Work Search issues, Indiana has shown a decrease in all other overpayment issue areas.

Claimants are responsible (solely or jointly) for 80.6% of the overpayment dollars. The agency is responsible (solely or jointly) for 23.7% of overpayment dollars, although it is significant that the agency has decreased sole responsibility by 1.6% from 1998. Employers are (solely or jointly) responsible for 16.0% of overpayment dollars. Indiana is assertively enhancing measures to focus essential personnel to recover all overpayments.

Work Search Issues continue to be a significant cause for overpayments. This is due typically in part to claimants and/or employers misrepresenting claimants recall status. Indiana Workforce Development is concentrating an increased effort to educate both claimants and employers in an endeavor to reduce the number of errors.

Benefit Year Issues, another significant cause for overpayments is primarily due in part to neglecting to put down an amount or the wrong amount.

Base Period Issues are caused entirely by employers. The main causes of Base Period errors were the incorrect reporting of wages or failure to provide adequate information.

Indiana is committed to reduce payment errors by focusing on staff, employer and claimant education.



**UI PERFORMS ANNUAL REPORT CY 1999**  
**LOUISIANA**

The Louisiana BAM Program completed 520 case investigations sampled during calendar year 1999. Data collected shows that 90.9% of UI benefit payments were properly paid. 9.1% of the payments were found to be overpaid and an amount equal to 1.0% of the population dollars was determined to be underpaid.

A review of data shows that the principal cause for overpayments was benefit year earnings issues, representing 41.5% of dollars overpaid. The remaining areas contributing to the overpayment rate were eligibility issues excluding work search, representing 30.0% of dollars overpaid; work search issues, constituting 15.1%; separation issues, equalling 11.8%; and base period wage issues, totalling 1.8% of dollars overpaid. The largest responsibility for overpaid dollars continues to be attributable to claimants at 53.3%.

Louisiana will continue to review procedures, BAM findings, and significantly increase the number of in-person eligibility reviews to detect issues earlier and to determine the most effective methods of improving the quality of the benefit payment process.

**UI PERFORMS ANNUAL REPORT CY 1999**  
**NORTH CAROLINA**

As part of the UI Benefit Accuracy Measurement (BAM) Program in 1999, Quality Control Program staff audited 520 benefit payments made to claimants. Results showed that 87.3 percent of the dollars paid in unemployment insurance benefits in North Carolina were paid properly.

Of the benefit dollars overpaid, 80.7 percent were due to claimant and/or employer errors, which are difficult to control. Leading causes of overpayments were claimants failing to meet work search requirements, separation issues and benefit year earnings issues.

The Employment Security Commission of North Carolina will continue to use Benefit Accuracy Measurement data to enhance the accuracy of unemployment insurance benefit payments.

## **UI PERFORMS ANNUAL REPORT CY 1999**

### **OHIO**

The Ohio Benefits Accuracy Measurement program audited 495 paid weeks of unemployment benefits in 1999. The program met all federal standards for sampling and timeliness. For the fourth consecutive year Ohio has increased the percentage of proper payments.

Committed to the principles of a strong workforce development system, Ohio continues to emphasize the reemployment of UI claimants. The stringent work search requirements call for unemployed workers to register with state employment services, make weekly job contacts with employers, retain a written record of job contacts, and report in person to field offices for periodic eligibility reviews. These requirements have helped reduce the average duration of unemployment in Ohio to below the national average and have made Ohio's UI exhaustion rate one of the nation's lowest. In addition, Ohio has begun piloting an out-of-state work search verification program to (1) ensure that reemployment services are available to Ohio claimants residing in other states, and (2) assist the individuals to return to work as soon as possible.

Failure to comply with work search requirements, at 49%, continues to be the greatest cause for improper payments in Ohio. Most work search errors are caused by claimants failing to seek work as required by state law.

At 23.1%, the second highest cause of overpaid dollars during 1999 was inaccurately reported benefit year earnings. Implementation of a match system with the "new hire" database during the year 2000 is expected to drastically reduce the overpayment dollar amount by detecting inaccurately reported earnings earlier in the claim.

Ohio continues to promote telephone registration for initial applications and employment services. A reengineering project is under way to upgrade the UI benefit delivery system and to significantly improve matching UI claimants with available job openings. Simplification of the UI and reemployment systems, along with the telephone centers' centralization of services, will enable the Ohio Department of Job and Family Services to become the nation's premier family support and workforce development system.