

# UI PERFORMS CY 2002 Annual Report

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

February 2004



# **UI PERFORMS CY 2002 Annual Report**

U.S. Department of Labor  
Elaine Chao, Secretary

Employment and Training Administration  
Emily DeRocco, Assistant Secretary

Office of Workforce Security  
Cheryl Atkinson, Administrator

February 2004

**UI PERFORMS ANNUAL REPORT CY 2002**  
**TABLE OF CONTENTS**

<b>INTRODUCTION .....</b>	<b>5</b>
<i>Benefit Accuracy Measurement .....</i>	8
<i>Benefits Timeliness and Quality .....</i>	9
<i>Tax Performance System.....</i>	12
<i>Benefit Payment Control.....</i>	14
 <b>NATIONAL REPORT .....</b>	 <b>15</b>
 <b>STATE REPORTS .....</b>	 <b>43</b>
Alabama .....	44
Alaska .....	46
Arizona .....	48
Arkansas .....	50
California .....	52
Colorado .....	54
Connecticut .....	56
Delaware.....	58
District of Columbia .....	60
Florida .....	62
Georgia .....	64
Hawaii .....	66
Idaho .....	68
Illinois .....	70
Indiana .....	72
Iowa .....	74
Kansas .....	76
Kentucky .....	78
Louisiana .....	80
Maine .....	82
Maryland .....	84
Massachusetts .....	86
Michigan .....	88
Minnesota .....	90
Mississippi .....	92
Missouri .....	94
Montana.....	96
Nebraska.....	98
Nevada .....	100
New Hampshire .....	102
New Jersey .....	104
New Mexico .....	106
New York.....	108

**UI PERFORMS ANNUAL REPORT CY 2002**  
**TABLE OF CONTENTS**

<i>North Carolina</i> .....	110
<i>North Dakota</i> .....	112
<i>Ohio</i> .....	114
<i>Oklahoma</i> .....	116
<i>Oregon</i> .....	118
<i>Pennsylvania</i> .....	120
<i>Puerto Rico</i> .....	122
<i>Rhode Island</i> .....	124
<i>South Carolina</i> .....	126
<i>South Dakota</i> .....	128
<i>Tennessee</i> .....	130
<i>Texas</i> .....	132
<i>Utah</i> .....	134
<i>Vermont</i> .....	136
<i>Virginia</i> .....	138
<i>Virgin Islands</i> .....	140
<i>Washington</i> .....	142
<i>West Virginia</i> .....	144
<i>Wisconsin</i> .....	146
<i>Wyoming</i> .....	148
<b>APPENDIX A: BAM DATA AND FOOTNOTES .....</b>	<b>150</b>
<b>APPENDIX B: TIER I MEASURES.....</b>	<b>152</b>
<b>APPENDIX C: TIER II MEASURES.....</b>	<b>155</b>

**UI PERFORMS ANNUAL REPORT CY 2002**  
**INTRODUCTION**

This CY 2002 report is the sixth 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, 2002. 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.

In 1999, based on advice from stakeholders and input from the UI system, the Department promulgated nine key measures, called Tier I. Each measure has one or two criteria that define acceptable minimum performance. Table 1 (page 7) lists the measures and their criteria. States performing below a criterion are required to include a corrective action plan in their annual State Quality Service Plan (SQSP). Persistent performance below a criterion could result in various actions by the Department including the withholding of administrative grants. This report includes every State's performance on all nine Tier I measures. Appendix B lists the Tier I measures and how they are calculated.

The UIPL which implemented the UI PERFORMS Tier I measures also identified 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

## ***UI PERFORMS ANNUAL REPORT CY 2002***

### ***INTRODUCTION***

that the measures have varying meanings from one state to another. Thus, the Department issued no national criteria for these measures. Instead, the states and the ETA Regional Offices negotiate performance targets for those being emphasized in the current SQSP. Many of the performance measures included in this report are Tier II measures. Appendix C lists Tier II measures, and how they are calculated. This report includes state performance on about a third of the Tier II measures.

During 2003, Department staff met with state agency representatives to assess and revise the UI PERFORMS system. This was the first "5-year review" specified in the UI PERFORMS foundational documents. Together, they sought ways to improve performance measures that many considered too numerous or too complex. As a result of the review, the Department will soon be proposing changes in the number and nature of key measures, as well as how measures will be characterized for performance oversight purposes. The proposal will include changes in criteria, however, some criteria will remain pending until sufficient data accumulates to evaluate state performance.

### ***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 Social Security Act, for assuring that State Workforce Agencies (SWAs) 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, are comparable from one state to another where possible, and present a consistent picture of state performance over time.

**UI PERFORMS ANNUAL REPORT CY 2002  
INTRODUCTION**

**TABLE 1:**

<b>TIER I MEASURES</b>	<b>Criteria</b>	
	<b>FY 2003 SQSP</b>	<b>Proposed in UIPL 37-99</b>
<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
% of 1st Payments within 35 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		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
% of Lower Authority Appeals decided within 45 Days of Filing	80	85
% of Lower Authority Appeals decided within 90 Days of Filing		95
% of Higher Authority Appeals decided within 45 Days of Filing	50	50
% of Higher Authority Appeals decided within 75 Days of Filing	80	80
% of Higher Authority Appeals decided within 150 Days of Filing	95	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points	80	80
<b>Tax</b>		
% of New Status Determinations within 90 days of Quarter End Date	60	60
% of New Status Determinations within 180 days of Quarter End Date	80	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases	Pass	Pass
<b>Cash Management</b>		
Timeliness of Transfer to UTF: Ratio of average daily loanable balance in Clearing Account to average daily transfer to UTF	Deferred pending outcome of UI Reform legislation	
Timeliness of Deposit to the Clearing Account: Elapsed time between the receipt of employer contributions and their deposit into the clearing account, estimated from a random sample of contributions received by the state during a specified time interval	Deferred pending outcome of UI Reform legislation	

## **UI PERFORMS ANNUAL REPORT CY 2002**

### **INTRODUCTION**

☛ *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.

#### ***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.

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 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. 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.



**UI PERFORMS ANNUAL REPORT CY 2002**  
**INTRODUCTION**

Although BAM did not directly investigate denied claims, appeals and interstate decisions through most of CY 2002, its universe nevertheless included about 93% of all decisions. BAM's universe in most of CY 2002 included all positive intrastate monetary, separation and weekly eligibility decisions, i.e., those leading to a paid week. The BAM underpayment rate was based on payments that are less than the amount the claimant should have received, and thus underestimated true underpayments because erroneously denied claims were excluded. From 2002 onward, because of the changes begun in September 2001, only benefits appeals will be excluded from BAM/DCA, and the fraction of decisions covered will rise to about 99%. The quality, including the accuracy, of benefit appeal decisions will continue to be reviewed and assessed quarterly as part of the BTQ system. There is no plan to incorporate appeal decisions into BAM.

The states received sufficient resources to investigate a total of 23,760 cases in CY 2002. 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 23,868 cases were completed in CY 2002, an average of 459 cases per state.

***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.***

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.

***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

## **UI PERFORMS ANNUAL REPORT CY 2002**

### **INTRODUCTION**

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 SWA 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.

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

## **UI PERFORMS ANNUAL REPORT CY 2002**

### **INTRODUCTION**

field tested, but was included for implementation at the recommendation of the State-Federal Performance Enhancement Work Group (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. SWAs will be able to use the new range of data for internal program assessment and to monitor their continuous performance improvement programs.

*Changes in Quality Assessment.* Measures based on samples are used to track the quality of SWA 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.

## **UI PERFORMS ANNUAL REPORT CY 2002**

### **INTRODUCTION**

- 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.

#### ***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.

**UI PERFORMS ANNUAL REPORT CY 2002**  
**INTRODUCTION**

*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.

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.

➤ 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.

**UI PERFORMS ANNUAL REPORT CY 2002**  
**INTRODUCTION**

**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		○	

*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 2002 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. 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 2002**  
**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.

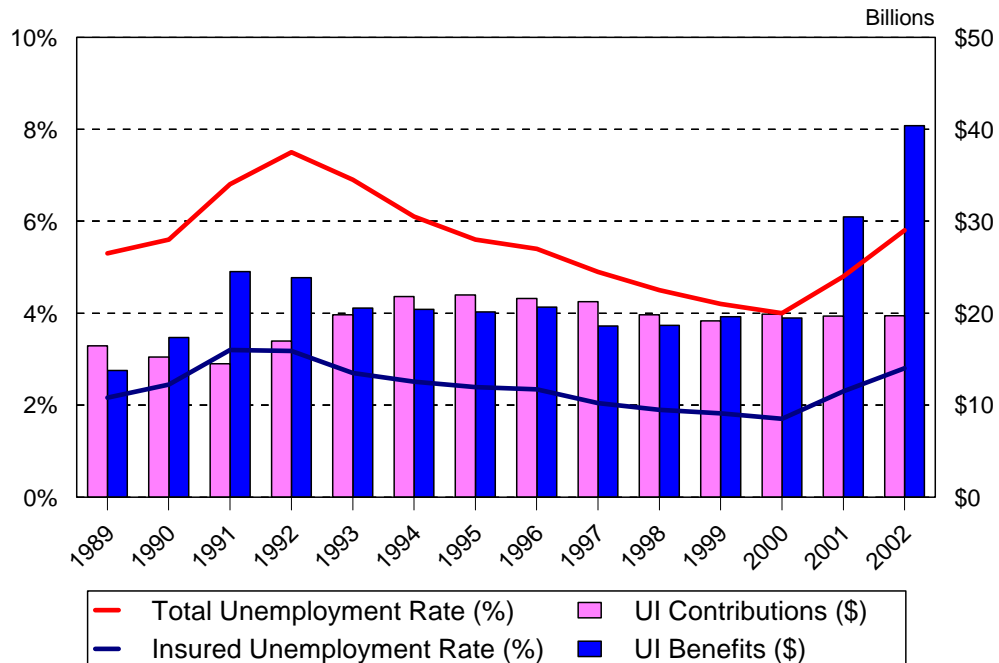
**ECONOMIC ACTIVITY AND MAJOR PROGRAM ACTIVITIES**

The labor market in 2002 loosened as the total unemployment rate (TUR) rose to an average of 5.8% and the insured unemployment rate (IUR) to 2.8%. Since the most recent recession high of 7.5% in 1992 the TUR had been in a steady decline, until experiencing an upswing in 2001. Although the TUR was even higher in 2002 than 2001, it was still below the 1989 to 1997 levels. The movement in the IUR, which peaked in 1991, has been less pronounced.

Benefit payments skyrocketed to over \$40 billion in 2002. While benefits have risen dramatically in the last two years, contributions have remained steady at about \$20 million, less than half the benefit level.

**ECONOMIC CONDITIONS**

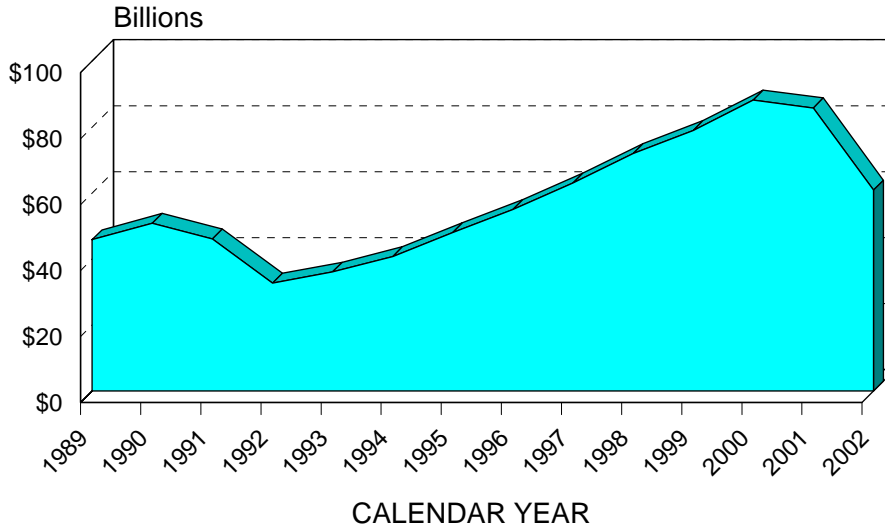
CYs 1989 - 2002



**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

**END OF YEAR TRUST FUND BALANCE TOTAL**

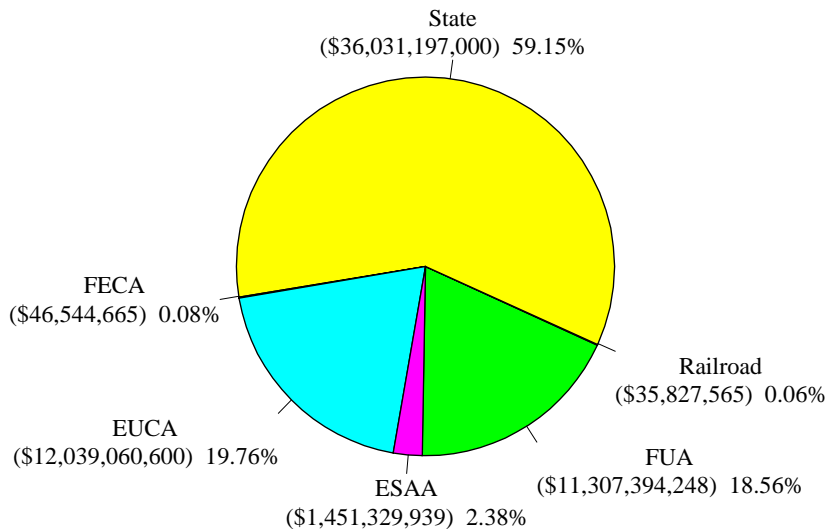
CYs 1989 - 2002



Trust fund balances rose steadily between their 12-year low in 1992 and 2000, peaking above \$88 billion, as states took advantage of improving conditions to replenish their funds. However, as of December 31, 2002, balances in the UI trust fund were down to less than \$61 billion, reflecting the surge in benefits.

**END OF YEAR TRUST FUND BALANCES**

As of December 31, 2002



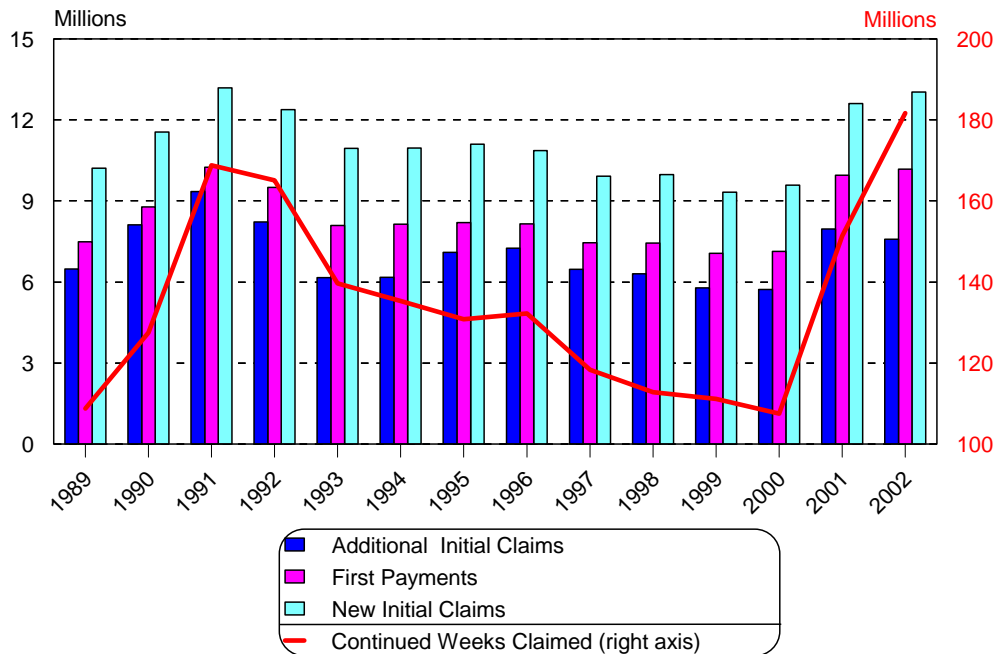


**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

**BENEFIT PAYMENT ACTIVITY**

In 2002, unemployment insurance offices handled approximately 13 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 3 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 10 million claimants actually received a first payment. This compares with the 14 million new initial claims filed, and 9.5 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.

**CLAIMS ACTIVITY**  
CYs 1989 - 2002



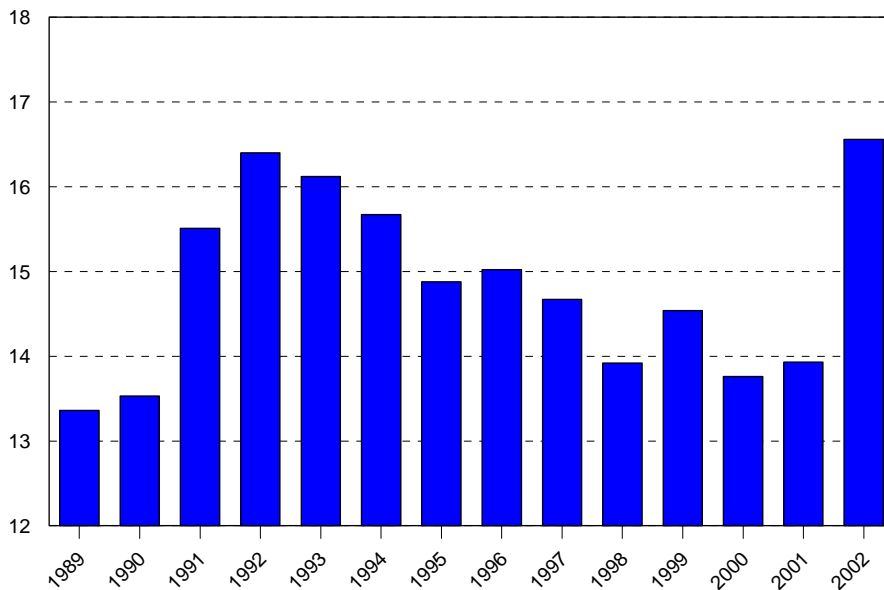
More striking than the movement in initial claims has been the path of continued weeks claimed. The level of continued weeks claimed depends both on the number of first payments and on the average number of claims filed per benefit year. Economic conditions drive both components of weeks claimed. After reaching a high of 160 million weeks during 1991, the number fell sharply each successive year until 2001, when

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

it spiked to about 151 million. In 2002, the number of continued weeks claimed rose even higher to 181 million, an increase of 70% from 2000.

The average number of weeks paid to claimants for their current spells of unemployment -- that is, the average duration -- can be estimated by the ratio of total weeks paid to total first payments. In 2002, the average duration soared to 16.6 weeks, higher than the recessionary high of 16.1 weeks in 1992.

**AVERAGE WEEKS OF DURATION**  
CYs 1989 - 2002



The 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 2002. 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 99.1% of the total, UCFE 0.5%, and UCX the remaining 0.4%. About 11% of first payments, and 7% of continued payments, were made for partial and part-total weeks claimed. These shares differ little from one year to the next.

## UI PERFORMS ANNUAL REPORT CY 2002

**Table 3**

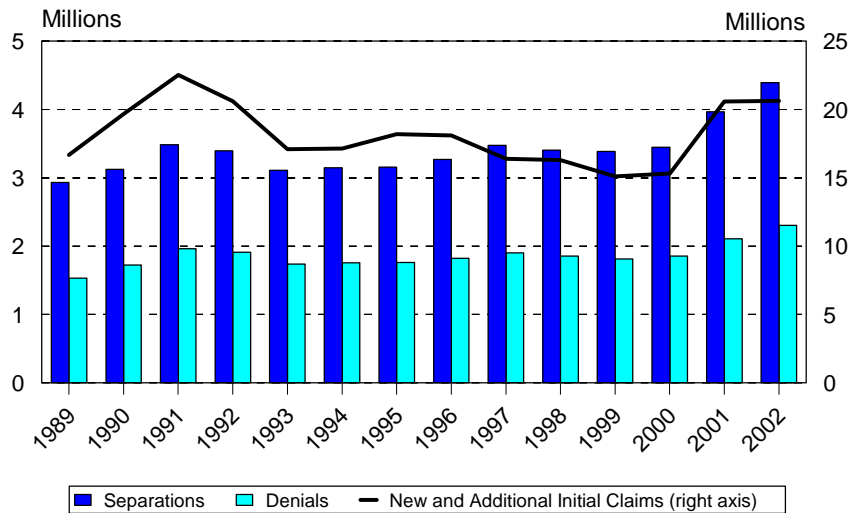
	FIRST PAYMENT WORKLOAD			CONTINUED WEEKS WORKLOAD		
	FULL	PARTIAL	ALL	FULL	PARTIAL	ALL
<b>INTRASTATE</b>	<b>8,408,226</b>	<b>1,066,699</b>	<b>9,474,925</b>	<b>143,637,762</b>	<b>10,483,425</b>	<b>154,121,187</b>
- State UI	8,328,158	1,061,553	9,389,711	142,263,627	10,397,528	152,661,155
- UCFE	39,838	3,235	43,073	699,322	53,927	753,249
- UCX	40,230	1,911	42,141	674,813	31,970	706,783
<b>INTERSTATE</b>	<b>293,662</b>	<b>16,975</b>	<b>310,637</b>	<b>6,575,711</b>	<b>295,984</b>	<b>6,871,695</b>
- State UI	289,385	16,763	306,148	6,468,342	291,005	6,759,347
- UCFE	3,303	167	3,470	63,253	2,977	66,230
- UCX	974	45	1,019	44,116	2,002	46,118
<b>TOTAL</b>	<b>8,701,888</b>	<b>1,083,674</b>	<b>9,785,562</b>	<b>150,213,473</b>	<b>10,779,409</b>	<b>160,992,882</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. The same general pattern may be seen for nonseparation determinations, which depend on the number of weeks claimed.

Denials due to separation issues remain fairly steady year-to-year at 55% of the number of separation determinations.

### SEPARATION DETERMINATIONS AND DENIALS

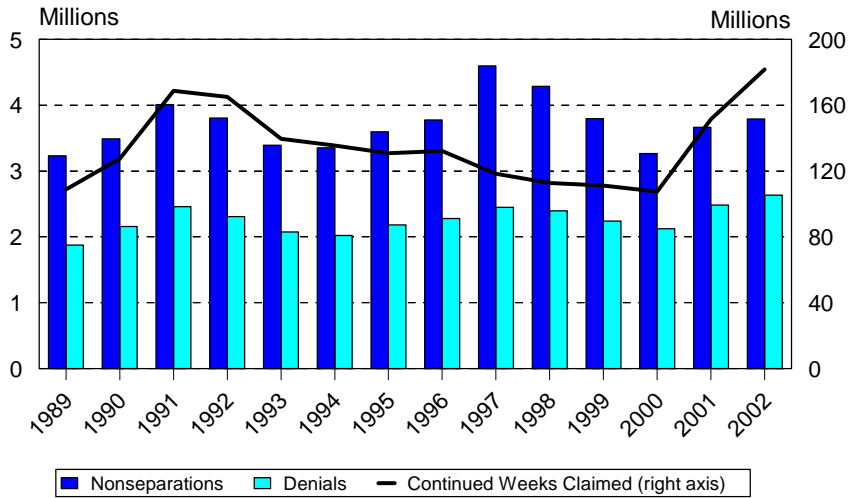
CYs 1989 - 2002



**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

**NONSEPARATION DETERMINATIONS ACTIVITY**  
CYs 1989 - 2002

In 2002, the proportion of nonseparation determinations resulting in denials rose to 70%, the highest level in the last 14 years.



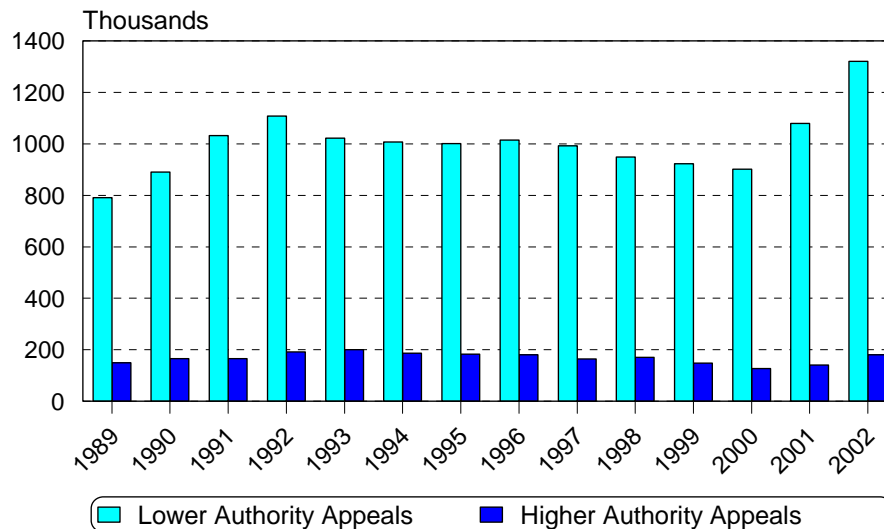
Most appeals are filed by claimants, upon receiving a denial for either

separation or nonseparation reasons. More than half of all nonmonetary determinations result in a denial. In 2002, 4.9 million nonmonetary determinations, about 60% of the total, were denied. One in four denials went to a first level appeal, and of those about 14% went to a higher-authority appeal. Between 1996 and 2000 the number of lower-

authority appeals filed had been declining yearly. Then in 2001 the number of lower-authority appeals rose by 20%, and in 2002 it jumped another 26%, largely reflecting the rise in nonmonetary determinations.

**APPEALS ACTIVITY**

Number of Single and Multi-Claimant Appeals Filed  
CYs 1989 - 2002



**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

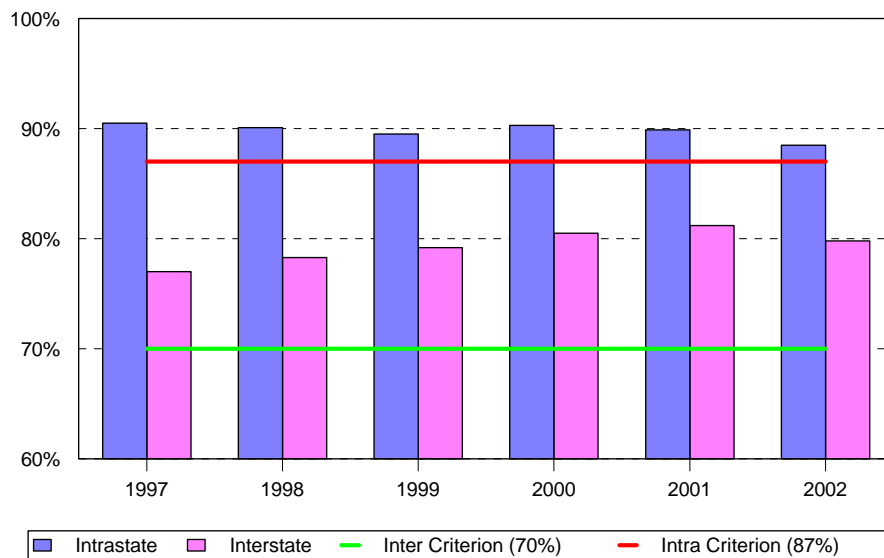
**BENEFIT PAYMENT PERFORMANCE**

*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, in the last six years, national timeliness performance for intrastate payments reached its peak in 1997, and then drifted down slightly until rebounding somewhat in 2000, and again dropped in 2001, and then again in 2002 to 88.5%.

**FIRST PAYMENT TIMELINESS**

14/21 Days, Full Weeks  
National Aggregate



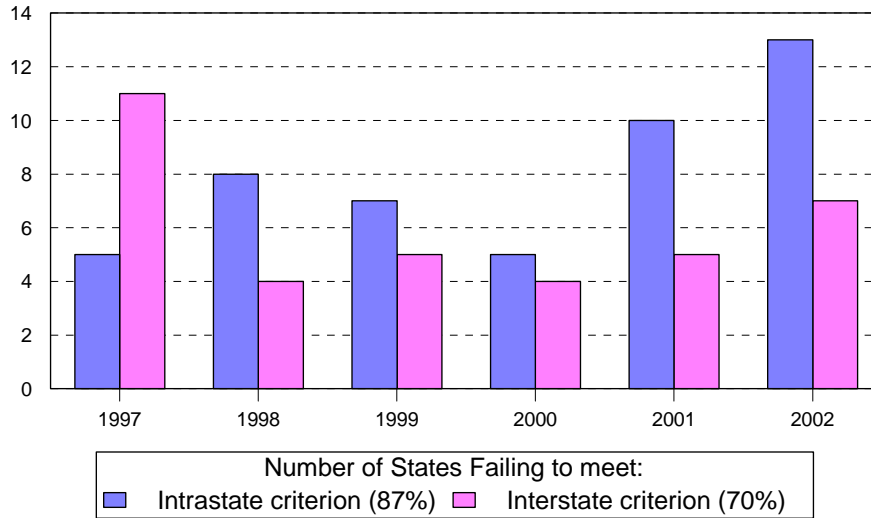
Although still well above the criterion, interstate performance declined in 2002 to 79.8%, reversing an upward trend since 1997.

Aggregate performance can be a misleading indicator of individual state performance because the number of states failing to meet the Secretary's criteria fluctuates much more widely than the aggregate. For example, while the number of states failing to meet the 14/21-day intrastate criterion more than doubled from 2000 to 2002, the aggregate performance only dropped slightly.

## UI PERFORMS ANNUAL REPORT CY 2002

### FIRST PAYMENT TIMELINESS

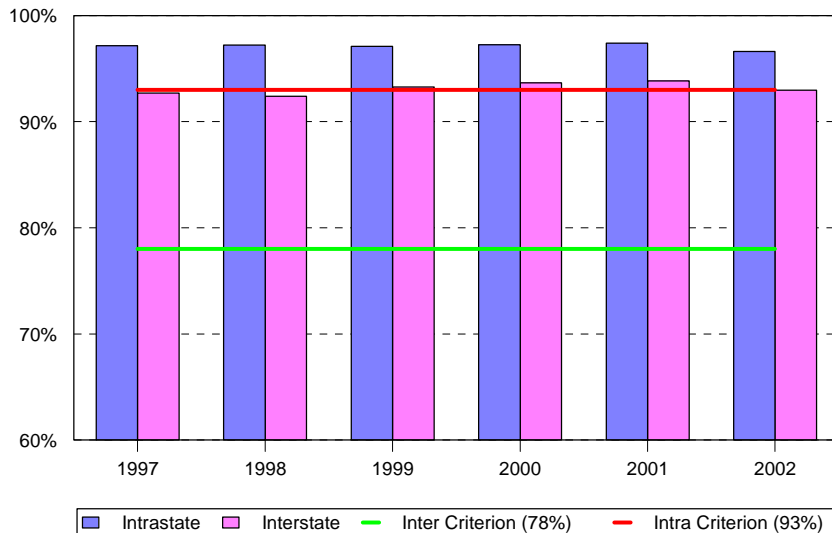
14/21 Days, Full Weeks  
National Aggregate



Similarly while 35-day time lapse remained steady over the years, the number of states failing to meet the 35-day criterion for intrastate payments more than doubled since 1997. Still national performance for both interstate and intrastate first payments exceeds the

### FIRST PAYMENT TIMELINESS

35 Days, Full Weeks  
National Aggregate

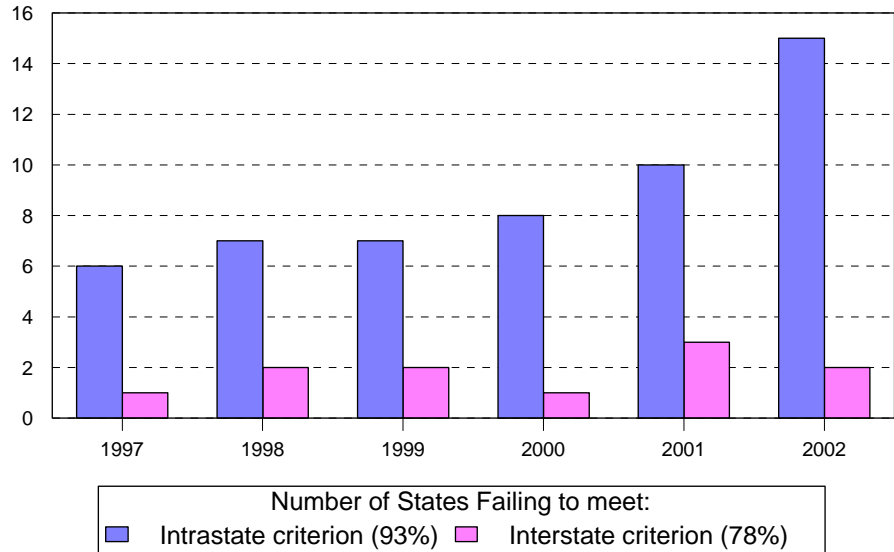


**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

criteria. Interstate performance, at 93.1%, is 15 points above the criterion, while intrastate performance, at 97.1%, is more than 4 points above the criterion.

**FIRST PAYMENT TIMELINESS**

35 Days, Full Weeks  
National Aggregate

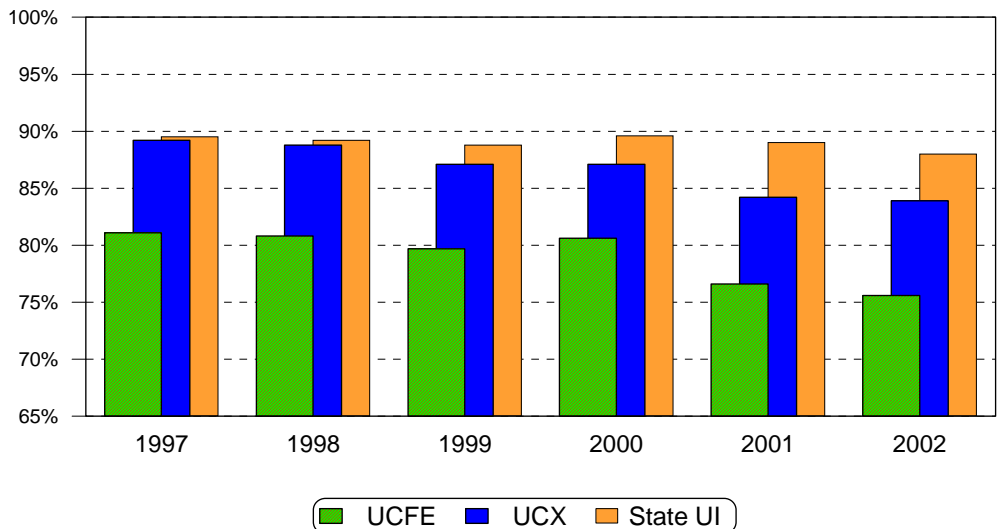


National performance in the timeliness of UCFE and

UCX first payments declined more sharply than for combined intrastate and interstate payments. In particular, the percent of UCX payments made within 14/21 days dropped from 89.2% in 1997 to 83.9% in 2002.

**FIRST PAYMENT TIMELINESS**

1997-2002 Trend, 14/21 Days

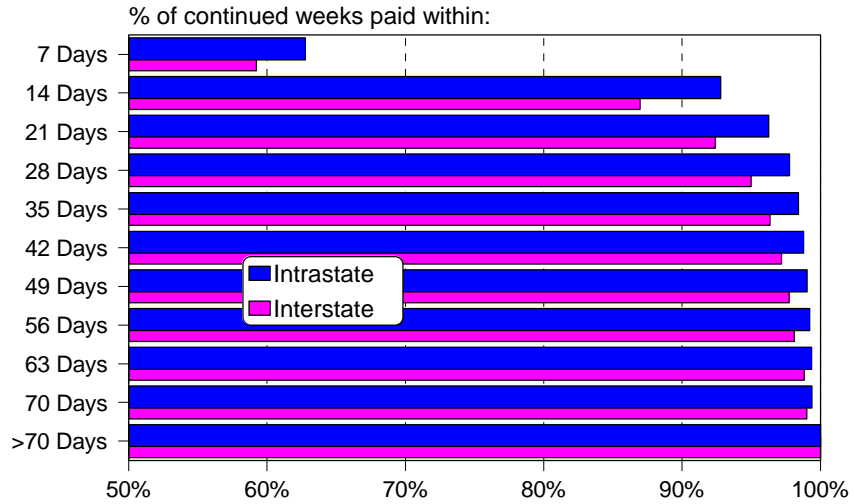


**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

*Continued Weeks Timeliness*

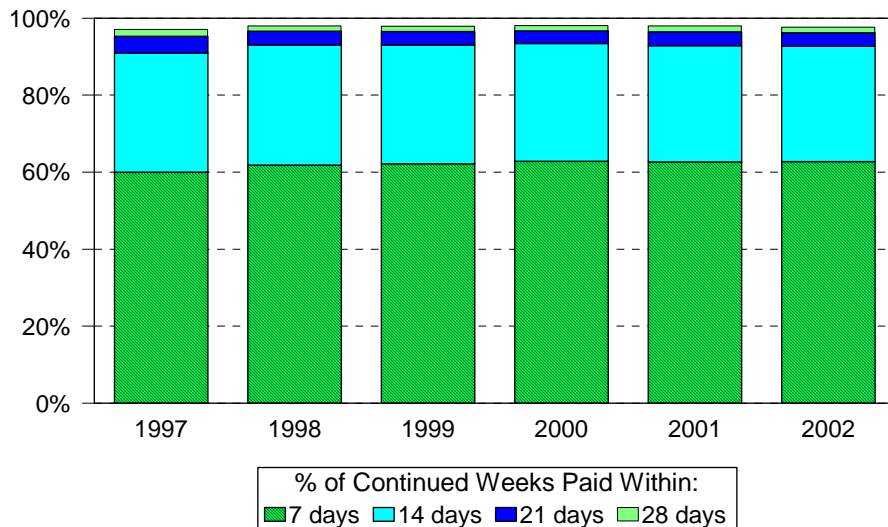
Overall, states paid about 63% of intrastate continued claims within 7 days in 2002, and about 93% within two weeks. Interstate performance is lower, at 59% in 7 days and 87% in 14 days.

**CONTINUED PAYMENT TIMELINESS**  
CY 2002



**CONTINUED PAYMENT TIMELINESS**  
CY 1997 to CY 2002

National timelapse performance for all continued payments drifted upward from 1997 to 2002 in the 7-day category.



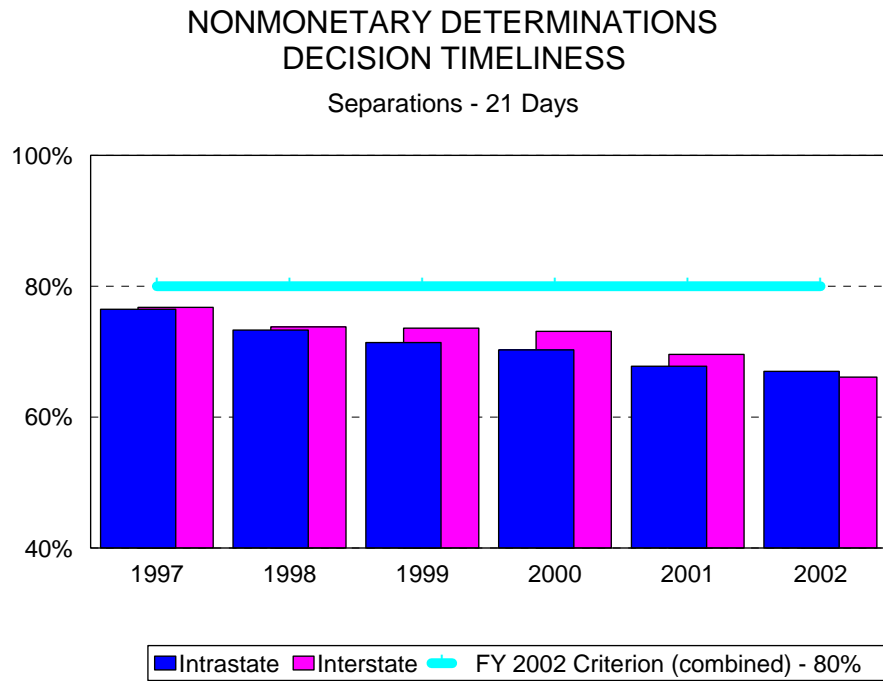


**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

*Nonmonetary Determinations Timeliness*

The UI PERFORMS system includes separate national criteria for aggregates of nonmonetary decision ("nonmon") 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 for all six years. Since 1997 national performance has declined each year and averaged about 8 percentage points below the criterion.

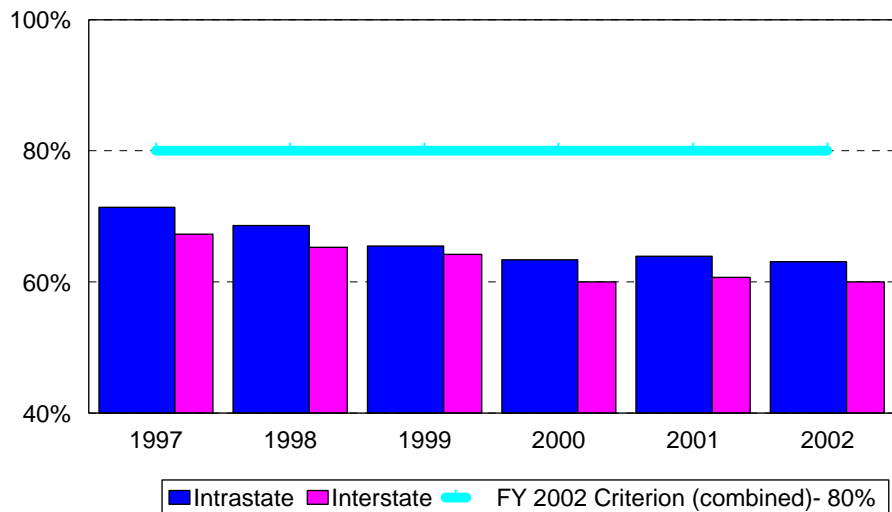


For nonseparation determinations, aggregate performance has run about 15 percentage points below the 80% within 14-day criterion for all six years. As with separation time lapse, nonseparation time lapse performance has experienced a downward trend since 1997.

**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

**NONMONETARY DETERMINATIONS  
DECISION TIMELINESS**

Nonseparations - 14 Days



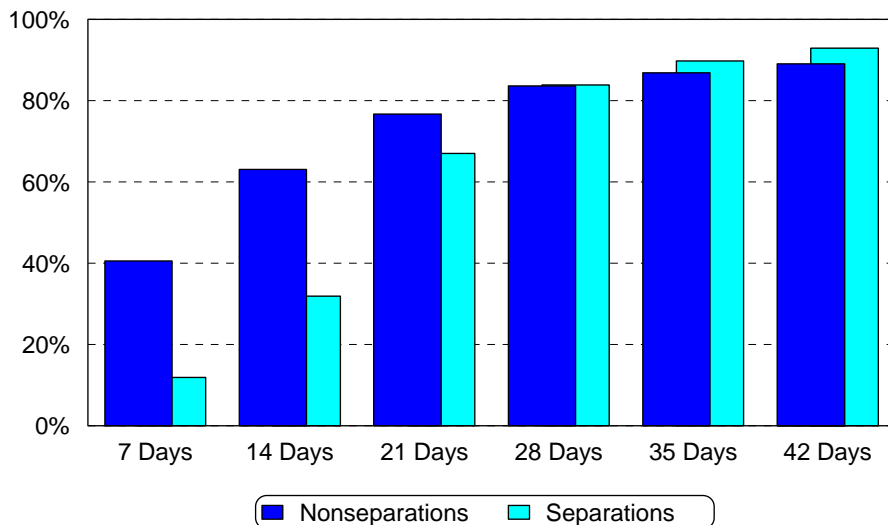
The chart below shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 2002. Forty-one percent of nonseparation issues were decided within the first week after detection, versus only 12% of separations (nearly all

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

**NONMONETARY DETERMINATIONS  
DECISION TIMELINESS**

CY 2002



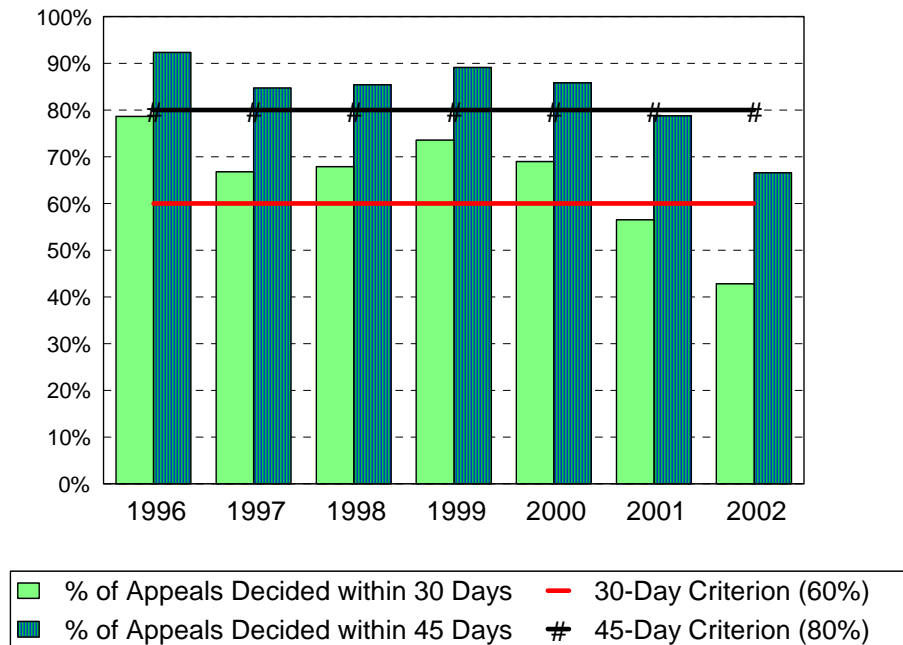
**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

21-day interval (the separation criterion interval). At 28 days and longer, states had issued a higher percentage of separation than nonseparation determinations.

*Appeals Timeliness*

Lower authority appeals timeliness continued to be a trouble spot in 2002. The national percentages of lower authority appeals decided within 30 and 45 days were below their respective criteria for the second year in a row. Thirty-day time lapse has fallen over 35 percentage points since 1996, and 45-day time lapse has declined by 26 percentage points over the same period.

**LOWER AUTHORITY APPEALS TIMELINESS**  
CYs 1996 - 2002

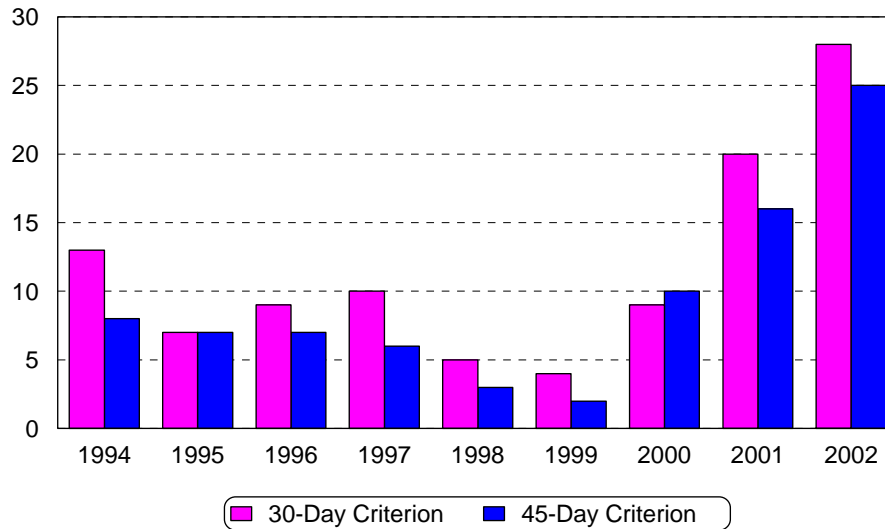


Between 1994 and 2000 the number of states failing the Secretary's criteria showed a down trend in keeping with the improvement in economic conditions. However, since 1999, the number of states failing the two criteria has jumped significantly each successive year. As in earlier years, more states are failing to meet the 30- day criterion than the 45- day criterion.

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

**LOWER AUTHORITY APPEALS TIMELINESS**

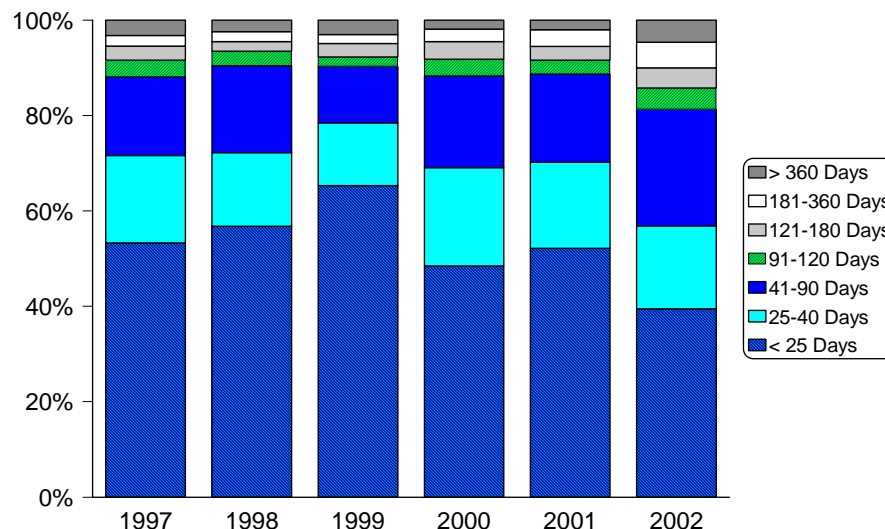
Number of States Failing to Meet Criteria



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 2002, 40% 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).

**LOWER AUTHORITY APPEALS CASE AGING**

Age of Appeals Pending at End of Calendar Year

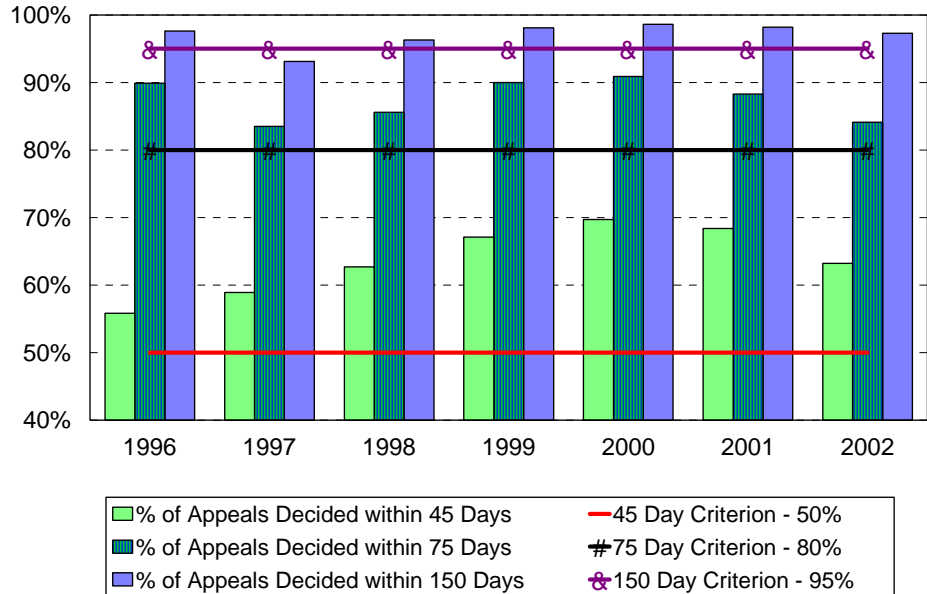


As appeals time lapse performance falters, the length of time appeals remain undecided increases. At the end of 2002, the proportion of appeals pending that were more than 40 days old rose to over 43%.

**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

**HIGHER AUTHORITY APPEALS TIMELINESS**

CYs 1996-2002

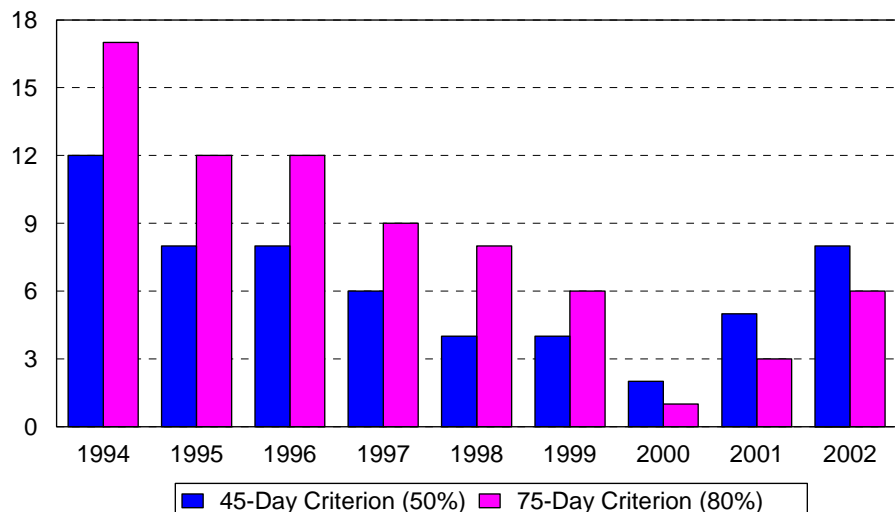


In the last few years Higher Authority time lapse performance had seen continuing improvement until 2001 when performance in all categories declined. The decline in national time lapse has been accompanied by a recent rise in the number of states that have failed to meet the Tier I criteria established in 1999.

Since 2000, more states have failed 45-day time lapse than 75-day time lapse.

**HIGHER AUTHORITY APPEALS TIMELINESS**

Number of States Failing to Meet Criteria

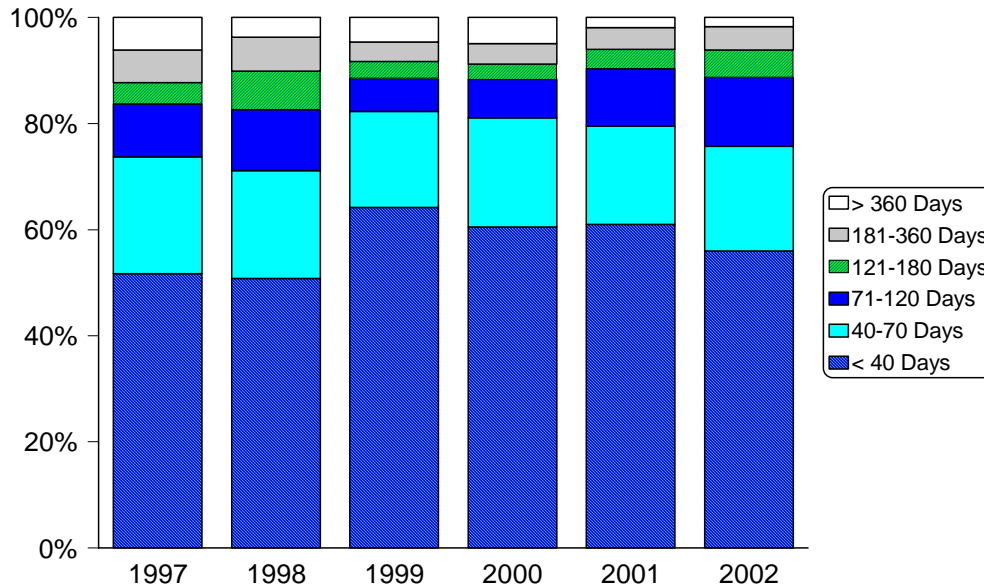


## UI PERFORMS ANNUAL REPORT CY 2002

The share of Higher Authority Appeals pending, at the end of 2002, that were less than 40 days old, declined to 63% from 68% in 2001, with corresponding increases in the shares at age categories between 41 and 360 days.

### HIGHER AUTHORITY APPEALS CASE AGING

Age of Appeals Pending at End of Calendar Year



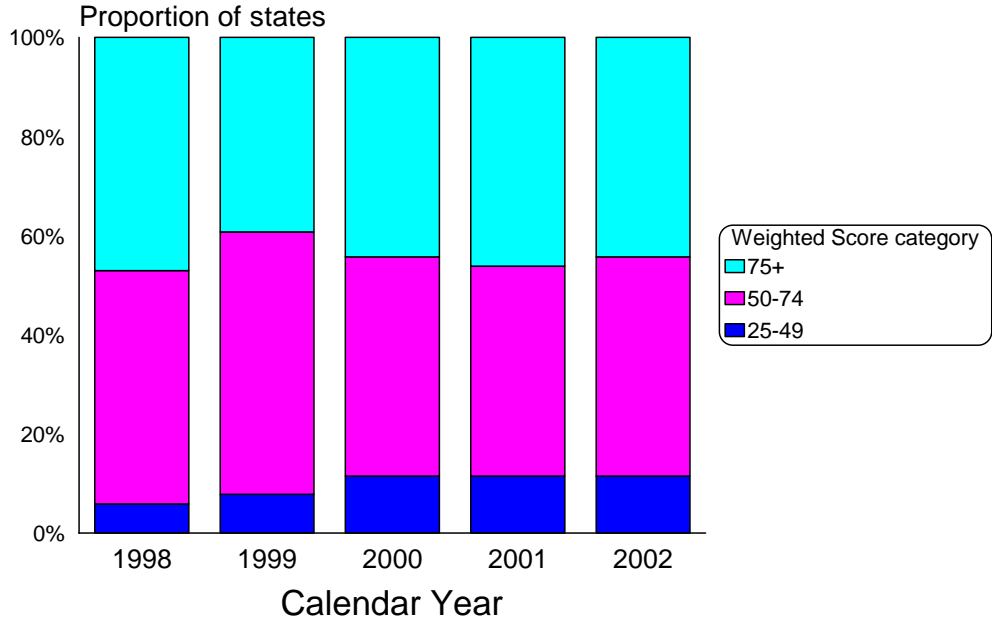
#### *Nonmonetary Determinations Quality*

The the number of states meeting the Tier I criterion for nonmonetary determinations quality (75% or more of their cases have scores over 80 points) barely changed from 2001. However, there is an upward trend in the number of states with quality scores below 50%.

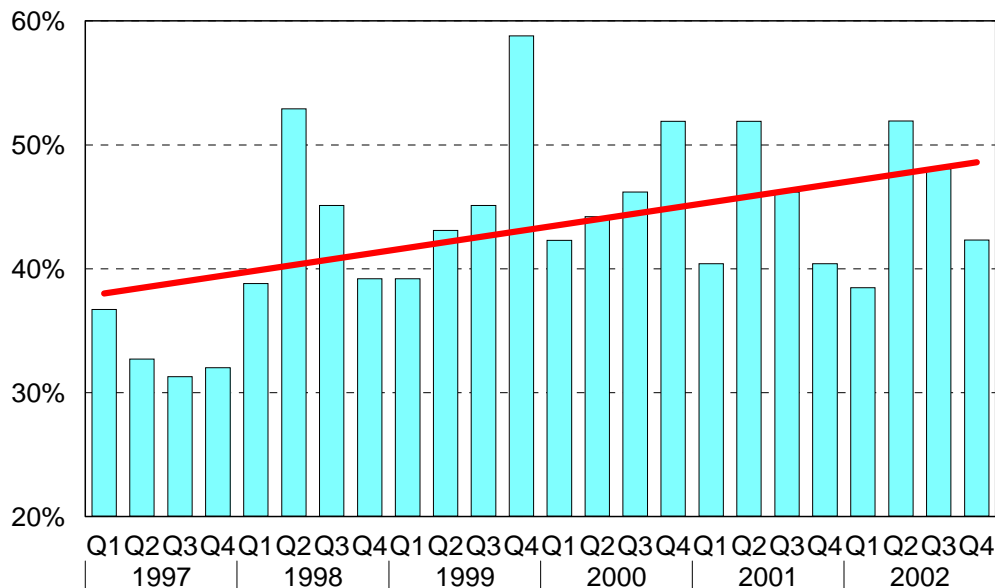
The percentage of states that would have passed each quarter has trended upward since the first quarter of 1997. A comparison of the annualized and quarterly pass rates suggests, though, that many states' performance is inconsistent from quarter to quarter.

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

**NONMONETARY DETERMINATION QUALITY**  
Distribution of Annualized Weighted Scores  
CY 1998 - CY 2002



**NONMONETARY DETERMINATION QUALITY**  
Percent of States Passing Nonmonetary Determination Quality  
First Quarter of 1997 to Fourth Quarter of 2002



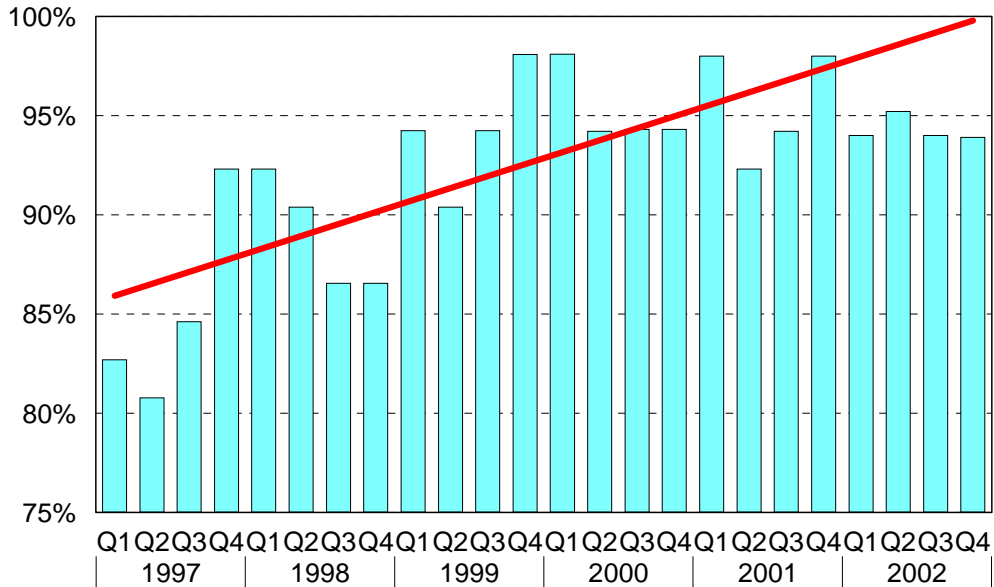
## UI PERFORMS ANNUAL REPORT CY 2002

### *Lower Authority Appeals Quality*

UI PERFORMS established a Tier I performance criterion for appeals quality: 80 percent of appeals must pass with at least 85% of potential points. Although performance has declined in 2002, performance is still trending upward since 1997.

### LOWER AUTHORITY APPEALS

Percent of States Passing Quality  
First Quarter of 1997 to Fourth Quarter of 2002



### *Benefit Accuracy Measurement Error Rates*

In CY 2001, the weighted BAM overpayment rate was 9.1%, and the underpayment rate was 0.7%, 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 surged to \$3.7B reflecting the rise in benefits paid in 2002.

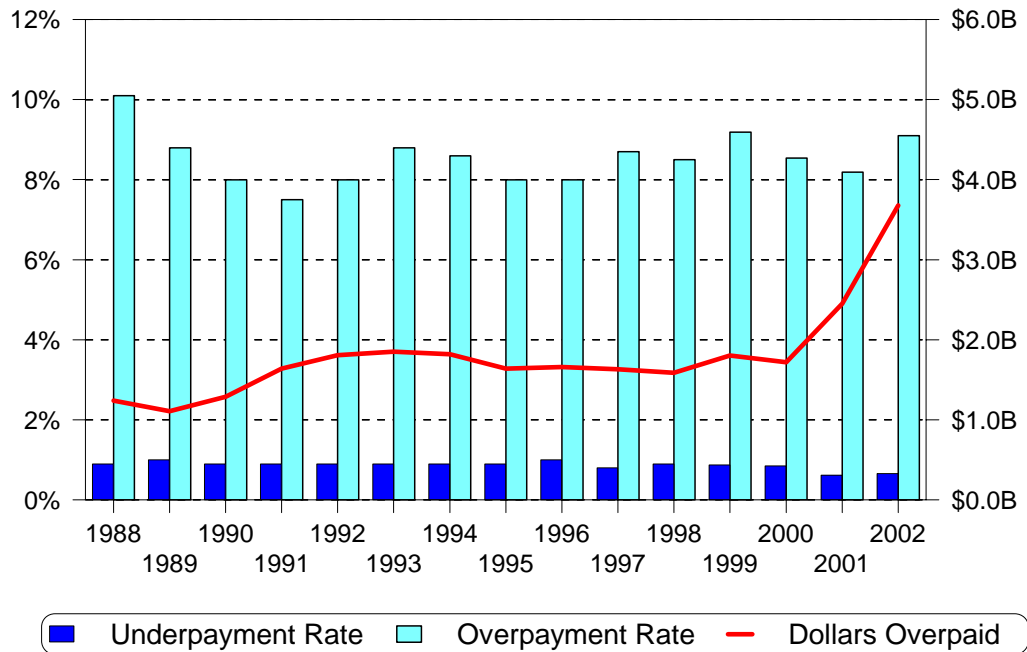
In 2002, thirty of fifty-two states reported overpayment rates of 9% or less.



# UI PERFORMS ANNUAL REPORT CY 2002

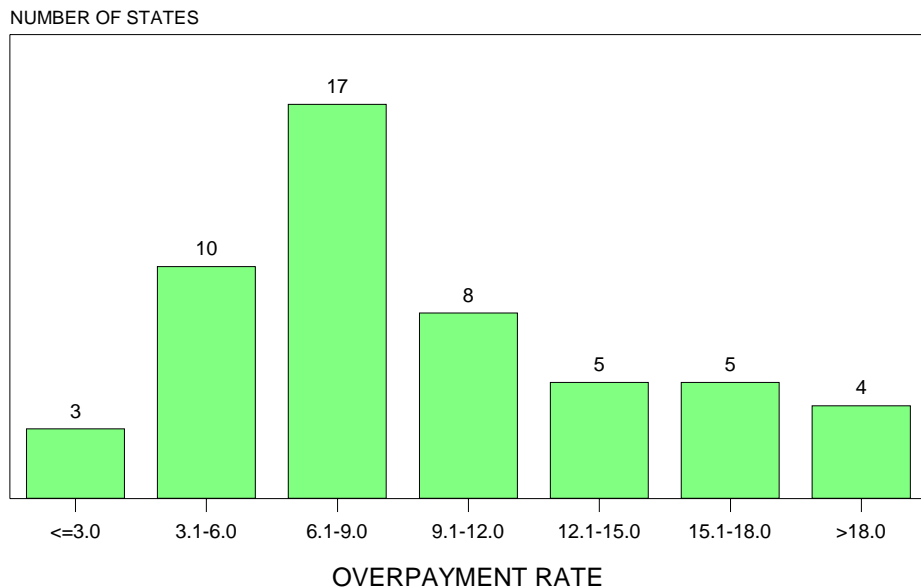
## BENEFIT ACCURACY MEASUREMENT

National Estimates  
CY 1988 to CY 2002



## DISTRIBUTION OF BAM OVERPAYMENT RATES

CY 2002

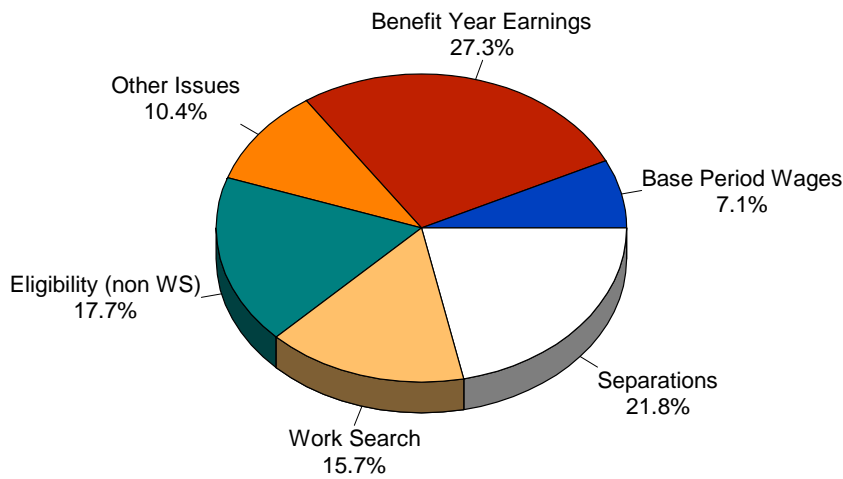


**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

The largest cause of dollars overpaid in 2002 was Benefit Year Earnings violations-- failing to report all or part of moneys earned or received while claiming benefits during the key week--followed by separations and then eligibility violations other than work search. Claimants alone were responsible for over 59% of the dollars paid in error.

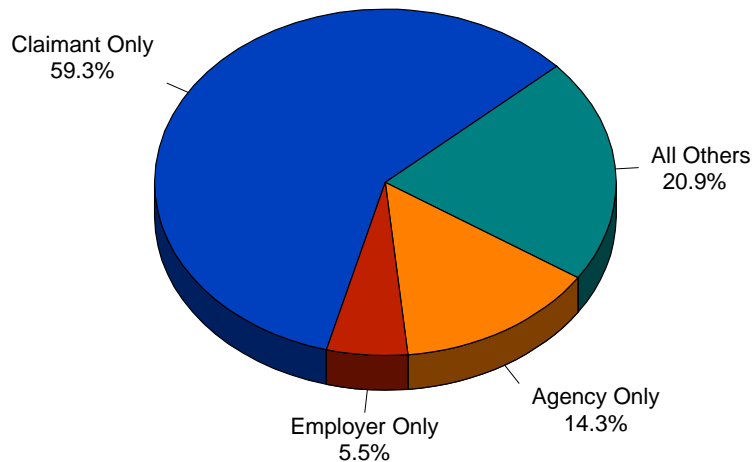
**BAM OVERPAYMENTS BY CAUSE**

As a Percent of Dollars Paid



**BAM OVERPAYMENT RATES BY RESPONSIBILITY**

As a Percent of Dollars Paid



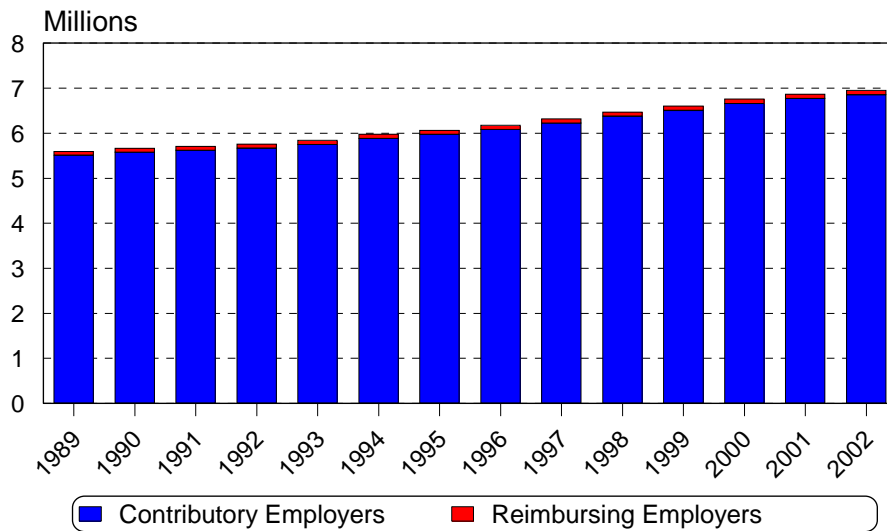
**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

**TAX PROGRAM ACTIVITY AND PERFORMANCE**

The number of subject employers has grown fairly steadily at a rate of about 2% a year since 1989 to a total of 6.9 million in 2002. Of these, about 6.8 million, or 99%, were contributory. The slow, steady annual growth in the number of subject employers conceals considerable turnover. Measured by status determination activity, turnover is

**NUMBER OF SUBJECT EMPLOYERS**

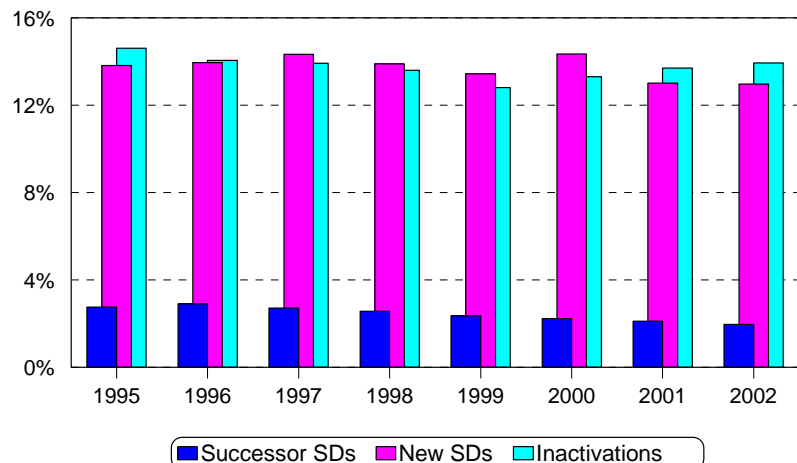
CYs 1989 - 2002



**TURNOVER IN EMPLOYER POPULATION**

Status Determinations (SDs) as % of Subject Employers  
CYs 1995 - 2002

quite high. Each year since 1995, new accounts and inactivations/terminations each amounted to about 14% of liable employers, and successorships close to 2%.

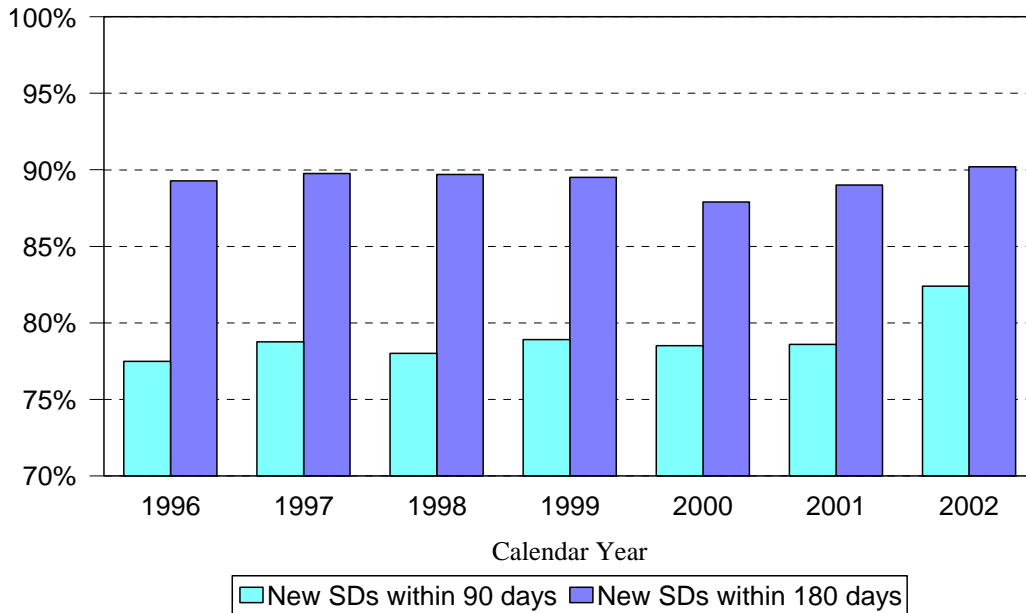


**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

*Status Determinations*

State performance on new status determinations 90-day time lapse increased significantly in 2002, whereas 180-day performance has remained quite stable since 1996. Nationally, about 82% of new determinations are made within 90 days, well above the criterion of 60%, and about 90% within 180 days.

**% Of Timely Status Determinations**



Additionally in 2002, all states met the 90-day criterion, and only two failed to meet the 180-day mark, while almost half of the States made at least 90% of new determinations within 180 days.

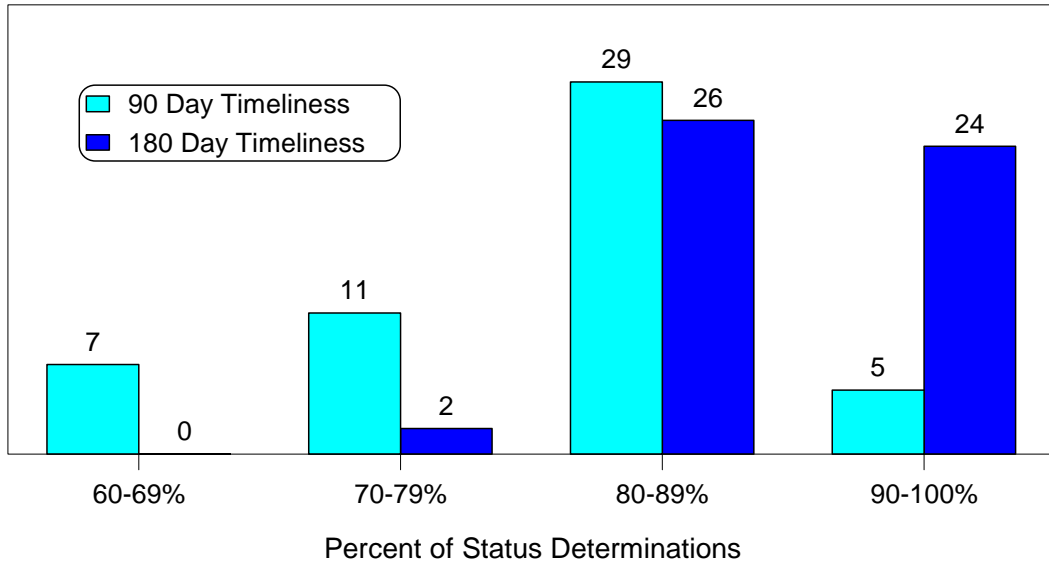
In 2002, states lost some of their performance gain in the accuracy of status determinations from 2001. The percent of States passing new employer status determination accuracy reached an all time high of 86%.

**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

**TIMELINESS OF STATUS DETERMINATIONS**

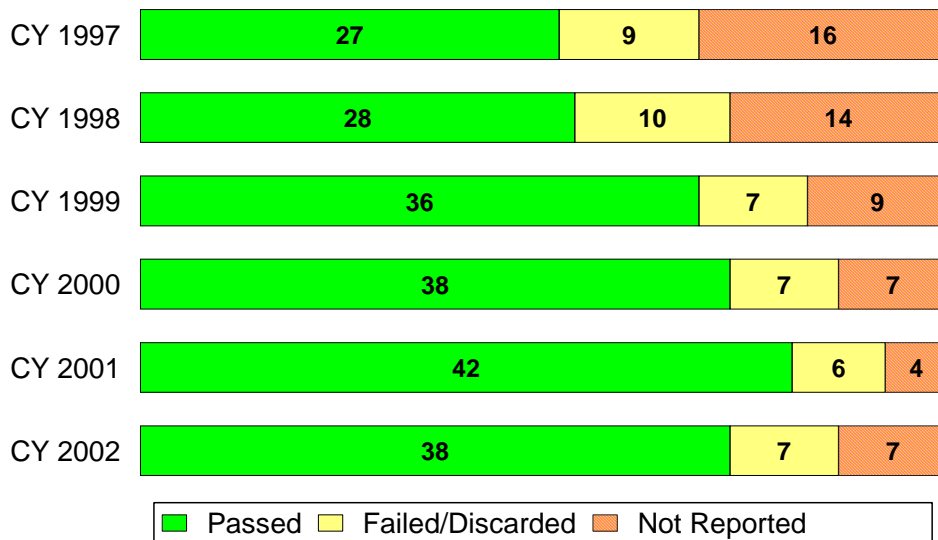
New Employers - CY 2002

Number of States



**ACCURACY OF NEW EMPLOYER STATUS DETERMINATIONS**

Number of States Passing/Failing Acceptance Sample  
(New SDs pass with  $\leq 6$  failures)

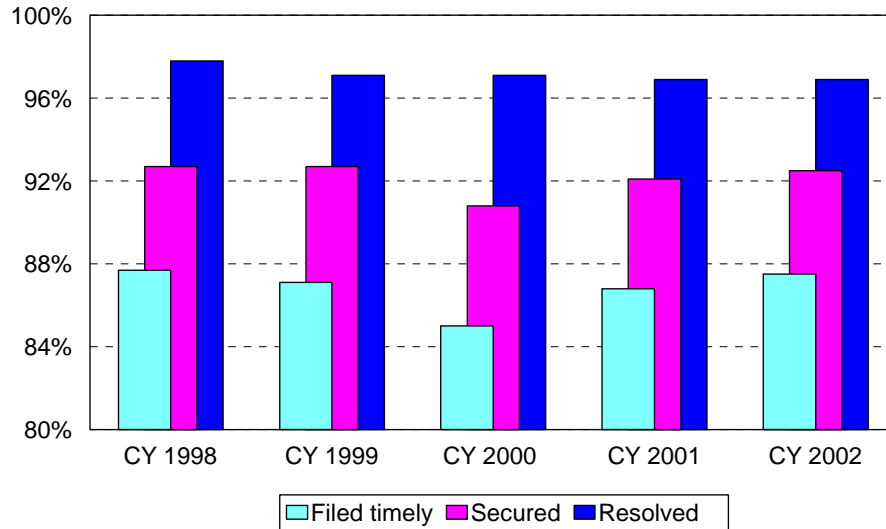


**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

*Report Delinquency*

In 2002, states received 88% of employers' reports on time, up from a low of 85% in 2000. The percentage of employer's whose reports were secured by the end of the quarter following the report quarter rose to 92.5%. The percentage of employers' whose reports were resolved by the end of the second quarter following the report quarter held steady at 97%.

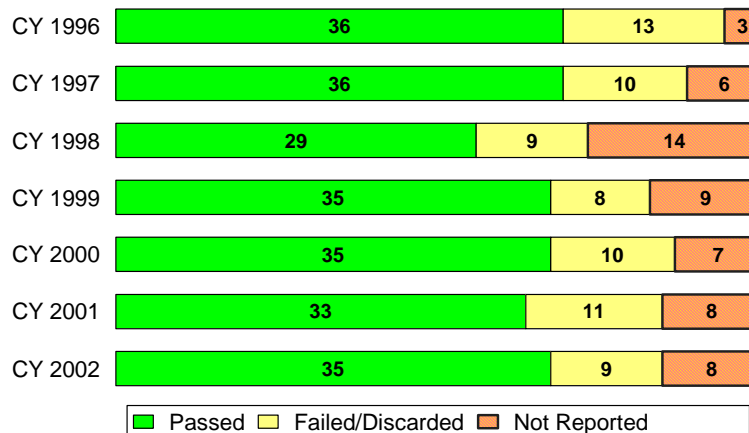
**Timeliness of Reporting**  
Contributory Employers  
CYs 1996 - 2002



**RESOLUTION OF REPORT DELINQUENCIES**

Number of States Passing/Failing Acceptance Sample

The number of States passing the acceptance sample for quality in delinquent reports operations rose from 2001 to 2002, yet remains lower than the high point of 1997.



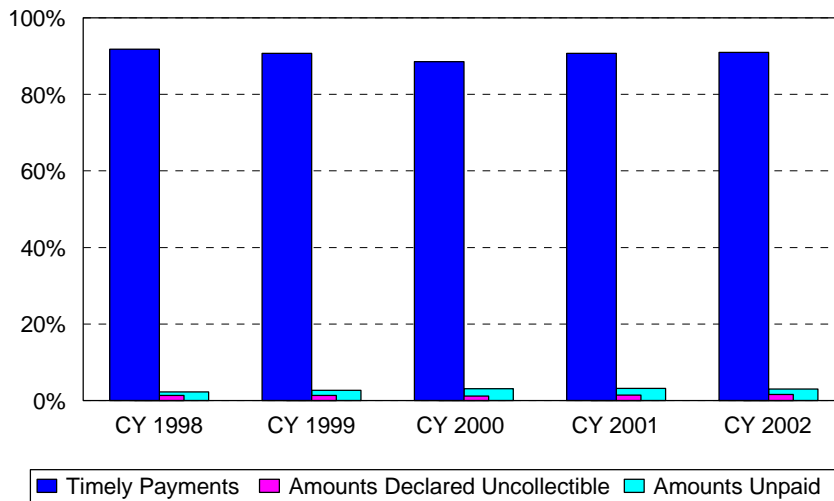
**UI PERFORMS ANNUAL REPORT CY 2002  
NATIONAL REPORT**

*Collections*

The proportion of total contributory employers' taxes due that were paid timely was slightly higher in 2002 than in 2001, yet still below the peak of 92% in 1998. The amounts declared uncollectible rose to a high of 1.6% of tax due. The amounts unpaid declined to 3% from a high of 3.2% in 2001.

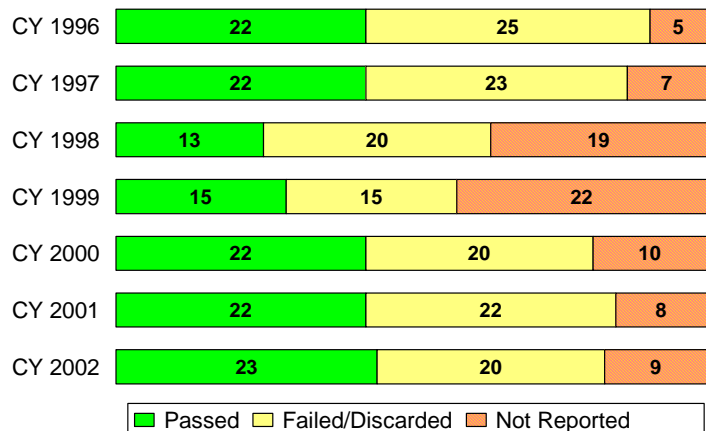
**AMOUNTS PAID TIMELY**

Contributory Employers  
CYs 1998 - 2002



**COLLECTION OF TAXES DUE**

Number of States Passing/Failing Acceptance Sample



Nearly half of the states reporting failed the acceptance sample for quality operation of the collections function in 2002.

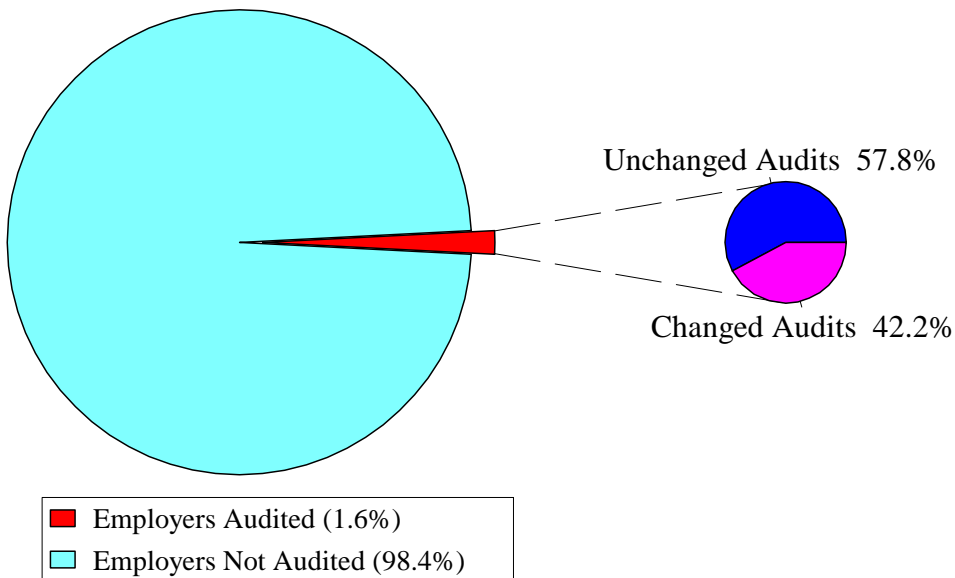
**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

*Field Audit*

In 2002, States audited about 1.6% of contributory employers. About two in five audits resulted in some change in the audited employer's liability or taxes due. The aggregate penetration of wages (about 1%) is lower than that of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

**FIELD AUDIT PENETRATION AND CHANGE**

CY 2002



For the country as a whole, these audits resulted in a change of about 6.2% in aggregate wages in 2002, up significantly from the previous year.

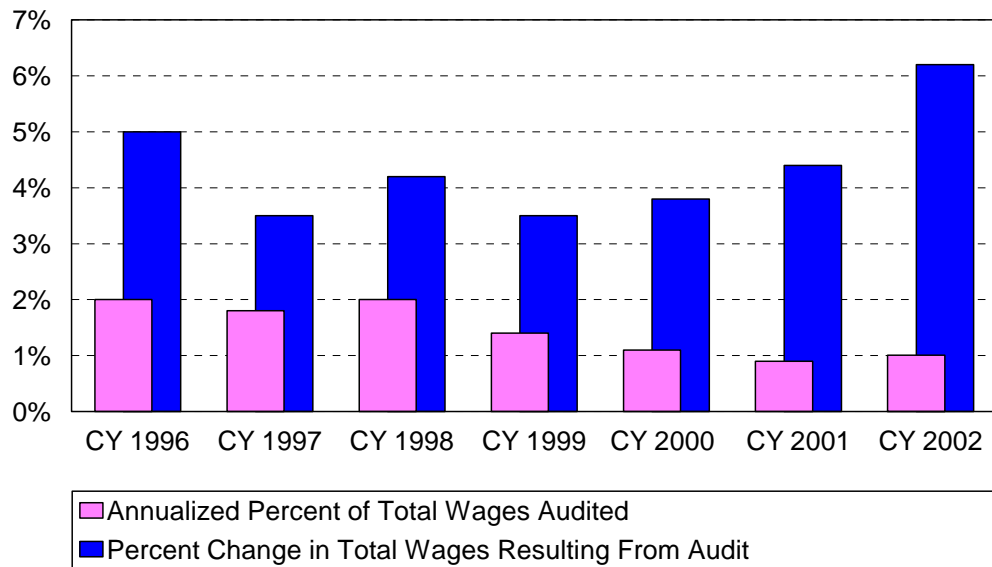
Field audit acceptance sample results improved in 2002, to the highest level of performance to date. In 2002, about 68% of reporting States passed the acceptance sample for satisfaction of Employment Security Manual audit requirements.



## UI PERFORMS ANNUAL REPORT CY 2002

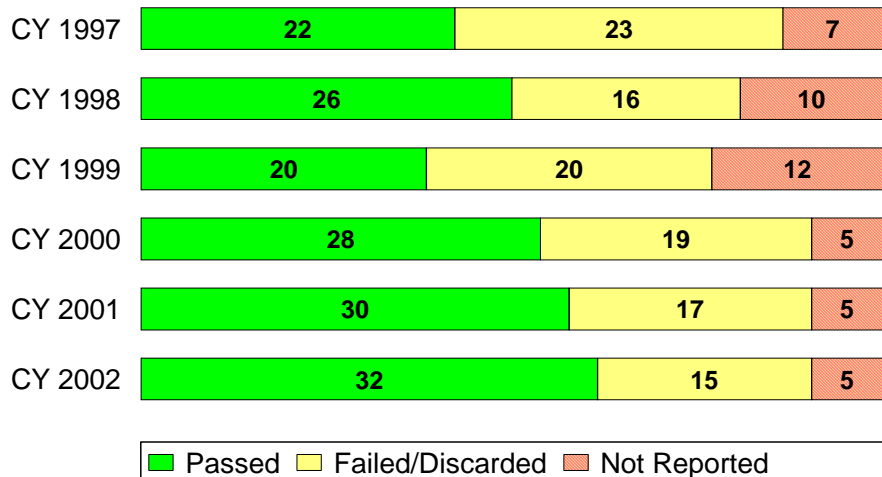
### FIELD AUDIT RESULTS

Wages Audited vs. Change in Wages  
CYs 1996 - 2002



### QUALITY OF FIELD AUDITS

Number of States Meeting/Not Meeting  
ESM Requirement Criterion



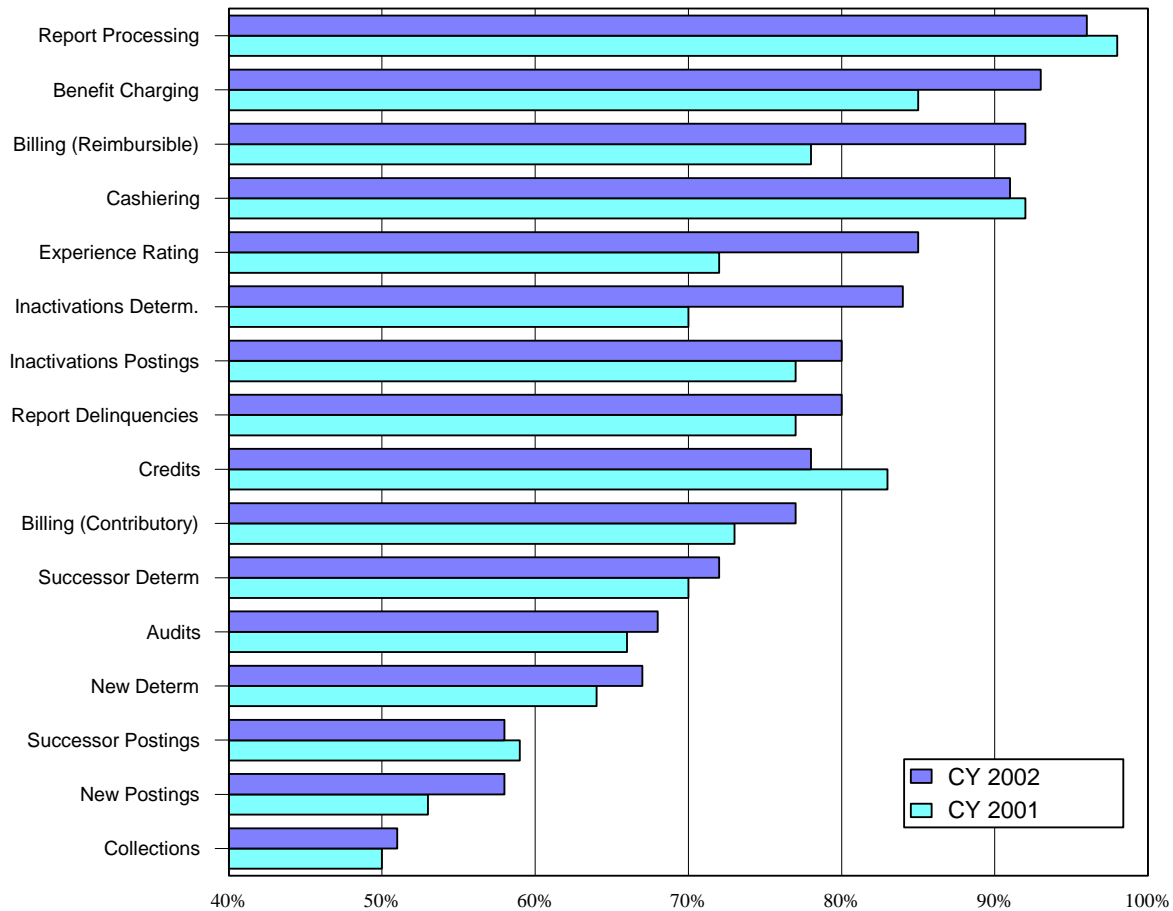
**UI PERFORMS ANNUAL REPORT CY 2002**  
**NATIONAL REPORT**

*Account Maintenance*

CY 2002 acceptance sample results show improved performance in the accuracy of twelve of sixteen tax functions. The greatest performance increases occurred in billing reimbursable employers, experience rating and posting inactivations. The accuracy of new employer status determinations, a Tier I measure, rose from 64% in CY 2001 to 67% in CY 2002.

**ACCEPTANCE SAMPLE RESULTS**

States Passing as a Percent of Reported Samples



**UI PERFORMS ANNUAL REPORT CY 2002**  
**STATE REPORTS**

The CY 2002 UI PERFORMS results, including data from the Benefit Accuracy Measurement, Benefits Timeliness and Quality, and the Tax Performance System programs, are displayed in a two-page format, individually, for each state. The BTQ workloads listed for the Benefit Quality Measures (nonmonetary determinations with scores >80%, and lower authority appeals with scores  $\geq$ 85%) indicate the number of cases scored. The two-page display includes all Tier I measures and many Tier II measures. The corresponding national data is given as a means of comparison.

The following symbols are used in the State reports:

- \* State did not report data as of the following run dates by program:  
BAM - April 30, 2003  
TPS computed measures - August 26, 2003  
TPS acceptance samples - July 8, 2003  
BTQ - August 13, 2003
  
- ^ Workload consists of scored cases (not sampled).
  
- ~ Proposed criterion
  
- ^ Scored cases (not sampled)
  
- + State does not have higher authority appeals
  
- \*\* States passed as a percentage of those reported.
  
- P** State passed acceptance sample.
  
- F** State failed acceptance sample.
  
- D** State discarded acceptance sample.
  
- N** State marked acceptance sample not complete.

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 2002**  
**ALABAMA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	114,755	90.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	114,755	96.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,186	83.3%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,186	93.1%	92.9%	78%
All First Payments - 14/21 Days	130,019	90.0%	88.0%	90% ~
All First Payments - 35 Days	130,019	96.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	47,417	78.2%	63.1%	80%
Separation Determ. within 21 Days	44,393	34.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,393	65.7%	42.8%	60%
Decisions within 45 Days of Filing	14,393	93.8%	66.6%	80%
Decisions within 90 Days of Filing	14,393	99.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,679	73.8%	63.2%	50%
Decisions within 75 Days of Filing	2,679	80.3%	84.1%	80%
Decisions within 150 Days of Filing	2,679	98.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,664	1.7	2.0	none
Higher Authority Appeals (months)	14,317	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	11,650	90.3%	90.6%	none
Billings Made within 30 Days	194	25.3%	97.9%	none
Reimbursements Made within 30 Days	203	99.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,774,641	90.1%	62.6%	none
Payments Made within 14 Days	1,774,641	96.5%	92.5%	none
Payments Made within 21 Days	1,774,641	98.1%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	359^	83.0%	70.5%	75%
LA Appeals with Scores >= 85%	80^	100.0%	94.5%	80%
LA Appeals passing due process	80^	92.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		81.0%	82.4%	60%
% of New Employer Det's made within 180 days		88.2%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ALABAMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$270,507,207	\$40,418,661,927
Sample Size	487	23,868
Proper Payment Rate	93.2% +/- 2.2	90.9% +/- .6
Overpayment Rate	6.8% +/- 2.2	9.1% +/- .6
Underpayment Rate	.2% +/- .1	.7% +/- .1
Footnotes:	#8	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	152	6,917
Population	29,421	833,863
Improper Denial Rate	5.1% +/- 4.0	14.7% +/- .9
Adjusted Improper Denial Rate	3.4% +/- 3.9	9.4% +/- .7
Separation: Sample Size	159	7,034
Population	23,073	1,588,829
Improper Denial Rate	1.4% +/- 1.7	7.6% +/- .6
Adjusted Improper Denial Rate	.3% +/- .5	5.7% +/- .5
NonSeparation: Sample Size	154	6,980
Population	35,591	1,503,906
Improper Denial Rate	11.3% +/- 5.4	11.8% +/- .7
Adjusted Improper Denial Rate	8.5% +/- 4.8	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.6%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.7%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.4%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	48.4%	52.1%
Nonfraud Overpayment Recovery Rate	56.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ALASKA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	29,874	91.7%	88.5%	87%
Intrastate UI, full weeks - 35 Days	29,874	97.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,784	90.2%	79.8%	70%
Interstate UI, full weeks - 35 Days	13,784	96.9%	92.9%	78%
All First Payments - 14/21 Days	48,224	90.8%	88.0%	90% ~
All First Payments - 35 Days	48,224	97.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	34,775	88.5%	63.1%	80%
Separation Determ. within 21 Days	22,843	83.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	2,639	76.8%	42.8%	60%
Decisions within 45 Days of Filing	2,639	95.1%	66.6%	80%
Decisions within 90 Days of Filing	2,639	99.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	103	71.8%	63.2%	50%
Decisions within 75 Days of Filing	103	92.2%	84.1%	80%
Decisions within 150 Days of Filing	103	99.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	99	1.8	2.0	none
Higher Authority Appeals (months)	2,600	1.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,638	90.1%	90.6%	none
Billings Made within 30 Days	183	93.4%	97.9%	none
Reimbursements Made within 30 Days	203	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	679,279	45.3%	62.6%	none
Payments Made within 14 Days	679,279	94.0%	92.5%	none
Payments Made within 21 Days	679,279	97.4%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	227^	73.4%	70.5%	75%
LA Appeals with Scores >= 85%	75^	94.9%	94.5%	80%
LA Appeals passing due process	79^	89.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		87.8%	82.4%	60%
% of New Employer Det's made within 180 days		94.1%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$130,775,872	\$40,418,661,927
Sample Size	478	23,868
Proper Payment Rate	93.3% +/- 2.5	90.9% +/- .6
Overpayment Rate	6.7% +/- 2.5	9.1% +/- .6
Underpayment Rate	.8% +/- .5	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	149	6,917
Population	7,458	833,863
Improper Denial Rate	5.0% +/- 2.9	14.7% +/- .9
Adjusted Improper Denial Rate	4.4% +/- 2.8	9.4% +/- .7
Separation: Sample Size	151	7,034
Population	11,454	1,588,829
Improper Denial Rate	19.9% +/- 7.1	7.6% +/- .6
Adjusted Improper Denial Rate	18.2% +/- 6.8	5.7% +/- .5
NonSeparation: Sample Size	151	6,980
Population	15,818	1,503,906
Improper Denial Rate	12.6% +/- 5.4	11.8% +/- .7
Adjusted Improper Denial Rate	11.4% +/- 5.2	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	91.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	88.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.7%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	4.5%	6.2%
Percentage Of Contributory Employers Audited	2.4%	1.6%
Annualized Percentage Of Total Wages Audited	2.0%	1.0%
Audits Meet Employment Security Manual Requirements?	*	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	75.8%	52.1%
Nonfraud Overpayment Recovery Rate	91.3%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ARIZONA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	100,630	91.3%	88.5%	87%
Intrastate UI, full weeks - 35 Days	100,630	97.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,930	86.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,930	95.1%	92.9%	78%
All First Payments - 14/21 Days	110,739	90.9%	88.0%	90% ~
All First Payments - 35 Days	110,739	97.0%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	66,962	66.5%	63.1%	80%
Separation Determ. within 21 Days	89,401	83.7%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	28,559	36.1%	42.8%	60%
Decisions within 45 Days of Filing	28,559	74.3%	66.6%	80%
Decisions within 90 Days of Filing	28,559	87.4%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,261	43.4%	63.2%	50%
Decisions within 75 Days of Filing	2,261	81.0%	84.1%	80%
Decisions within 150 Days of Filing	2,261	97.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,219	3.3	2.0	none
Higher Authority Appeals (months)	28,873	1.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	12,451	97.1%	90.6%	none
Billings Made within 30 Days	140	27.9%	97.9%	none
Reimbursements Made within 30 Days	157	63.7%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,979,880	95.1%	62.6%	none
Payments Made within 14 Days	1,979,880	97.6%	92.5%	none
Payments Made within 21 Days	1,979,880	98.4%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	357^	37.7%	70.5%	75%
LA Appeals with Scores >= 85%	71^	95.9%	94.5%	80%
LA Appeals passing due process	74^	90.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		63.3%	82.4%	60%
% of New Employer Det's made within 180 days		80.7%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**ARIZONA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$357,080,973	\$40,418,661,927
Sample Size	482	23,868
Proper Payment Rate	83.1% +/- 3.4	90.9% +/- .6
Overpayment Rate	16.9% +/- 3.4	9.1% +/- .6
Underpayment Rate	.3% +/- .2	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	150	6,917
Population	16,070	833,863
Improper Denial Rate	12.6% +/- 5.6	14.7% +/- .9
Adjusted Improper Denial Rate	6.4% +/- 4.4	9.4% +/- .7
Separation: Sample Size	154	7,034
Population	19,601	1,588,829
Improper Denial Rate	4.3% +/- 3.4	7.6% +/- .6
Adjusted Improper Denial Rate	2.0% +/- 2.4	5.7% +/- .5
NonSeparation: Sample Size	156	6,980
Population	27,701	1,503,906
Improper Denial Rate	5.0% +/- 3.3	11.8% +/- .7
Adjusted Improper Denial Rate	3.2% +/- 2.5	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	92.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	95.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	4.4%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.7%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	42.5%	52.1%
Nonfraud Overpayment Recovery Rate	34.6%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ARKANSAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	76,904	93.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	76,904	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,650	76.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,650	93.0%	92.9%	78%
All First Payments - 14/21 Days	104,408	93.1%	88.0%	90% ~
All First Payments - 35 Days	104,408	97.8%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	15,175	61.2%	63.1%	80%
Separation Determ. within 21 Days	47,053	70.5%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	12,957	82.4%	42.8%	60%
Decisions within 45 Days of Filing	12,957	96.9%	66.6%	80%
Decisions within 90 Days of Filing	12,957	99.7%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,383	89.4%	63.2%	50%
Decisions within 75 Days of Filing	2,383	97.2%	84.1%	80%
Decisions within 150 Days of Filing	2,383	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,367	1.7	2.0	none
Higher Authority Appeals (months)	12,899	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	8,805	11.2%	90.6%	none
Billings Made within 30 Days	201	100.0%	97.9%	none
Reimbursements Made within 30 Days	176	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,408,176	94.4%	62.6%	none
Payments Made within 14 Days	1,408,176	98.5%	92.5%	none
Payments Made within 21 Days	1,408,176	98.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	230^	87.4%	70.5%	75%
LA Appeals with Scores >= 85%	75^	93.8%	94.5%	80%
LA Appeals passing due process	80^	95.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		76.2%	82.4%	60%
% of New Employer Det's made within 180 days		87.5%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ARKANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$320,580,603	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	89.5% +/- 2.6	90.9% +/- .6
Overpayment Rate	10.5% +/- 2.6	9.1% +/- .6
Underpayment Rate	.4% +/- .3	.7% +/- .1
Footnotes:	#5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	98	6,917
Population	5,480	833,863
Improper Denial Rate	12.1% +/- 7.5	14.7% +/- .9
Adjusted Improper Denial Rate	6.7% +/- 5.1	9.4% +/- .7
Separation: Sample Size	63	* 7,034
Population	23,885	1,588,829
Improper Denial Rate	12.6% +/- 9.2	7.6% +/- .6
Adjusted Improper Denial Rate	5.9% +/- 6.0	5.7% +/- .5
NonSeparation: Sample Size	87	6,980
Population	19,374	1,503,906
Improper Denial Rate	2.3% +/- 3.2	11.8% +/- .7
Adjusted Improper Denial Rate	2.3% +/- 3.2	9.2% +/- .6
Footnotes:	#6, #9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	97.0%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	D	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	6.4%	6.2%
Percentage Of Contributory Employers Audited	0.7%	1.6%
Annualized Percentage Of Total Wages Audited	0.4%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	30.9%	52.1%
Nonfraud Overpayment Recovery Rate	44.9%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**CALIFORNIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	1,285,389	85.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	1,285,389	96.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	32,659	74.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	32,659	92.7%	92.9%	78%
All First Payments - 14/21 Days	1,408,852	84.1%	88.0%	90% ~
All First Payments - 35 Days	1,408,852	96.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	816,827	63.3%	63.1%	80%
Separation Determ. within 21 Days	624,085	86.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	227,013	36.9%	42.8%	60%
Decisions within 45 Days of Filing	227,013	68.1%	66.6%	80%
Decisions within 90 Days of Filing	227,013	93.1%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	14,352	54.3%	63.2%	50%
Decisions within 75 Days of Filing	14,352	90.2%	84.1%	80%
Decisions within 150 Days of Filing	14,352	99.3%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	14,018	1.6	2.0	none
Higher Authority Appeals (months)	216,812	1.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	36,748	95.2%	90.6%	none
Billings Made within 30 Days	208	100.0%	97.9%	none
Reimbursements Made within 30 Days	193	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	23,971,458	38.2%	62.6%	none
Payments Made within 14 Days	23,971,458	83.0%	92.5%	none
Payments Made within 21 Days	23,971,458	92.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	354^	36.3%	70.5%	75%
LA Appeals with Scores >= 85%	133^	83.1%	94.5%	80%
LA Appeals passing due process	160^	79.4%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		89.2%	82.4%	60%
% of New Employer Det's made within 180 days		91.7%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$5,451,431,546	\$40,418,661,927
Sample Size	705	23,868
Proper Payment Rate	92.7% +/- 3.3	90.9% +/- .6
Overpayment Rate	7.3% +/- 3.3	9.1% +/- .6
Underpayment Rate	.7% +/- .7	.7% +/- .1
Footnotes:	#3	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	48	6,917
Population	94,425	833,863
Improper Denial Rate	16.6% +/- 10.7	14.7% +/- .9
Adjusted Improper Denial Rate	0%	9.4% +/- .7
Separation: Sample Size	49	7,034
Population	90,987	1,588,829
Improper Denial Rate	12.3% +/- 9.1	7.6% +/- .6
Adjusted Improper Denial Rate	10.1% +/- 9.1	5.7% +/- .5
NonSeparation: Sample Size	49	6,980
Population	142,215	1,503,906
Improper Denial Rate	10.1% +/- 9.1	11.8% +/- .7
Adjusted Improper Denial Rate	4.1% +/- 5.8	9.2% +/- .6
Footnotes:	#6, #9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	87.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	24.2%	6.2%
Percentage Of Contributory Employers Audited	0.2%	1.6%
Annualized Percentage Of Total Wages Audited	0.1%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	55.6%	52.1%
Nonfraud Overpayment Recovery Rate	36.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**COLORADO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	69,144	66.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	69,144	85.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,272	64.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,272	85.6%	92.9%	78%
All First Payments - 14/21 Days	78,298	66.3%	88.0%	90% ~
All First Payments - 35 Days	78,298	85.8%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	111,338	45.1%	63.1%	80%
Separation Determ. within 21 Days	109,170	24.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	23,286	26.8%	42.8%	60%
Decisions within 45 Days of Filing	23,286	71.0%	66.6%	80%
Decisions within 90 Days of Filing	23,286	97.5%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,242	53.90%	63.2%	50%
Decisions within 75 Days of Filing	2,242	91.7%	84.1%	80%
Decisions within 150 Days of Filing	2,242	99.4%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,218	2.2	2.0	none
Higher Authority Appeals (months)	22,998	1.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,292	100.0%	90.6%	none
Billings Made within 30 Days	196	100.0%	97.9%	none
Reimbursements Made within 30 Days	198	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,067,588	44.2%	62.6%	none
Payments Made within 14 Days	2,067,588	92.4%	92.5%	none
Payments Made within 21 Days	2,067,588	95.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	378^	44.0%	70.5%	75%
LA Appeals with Scores >= 85%	79^	100.00%	94.5%	80%
LA Appeals passing due process	79^	92.40%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		92.7%	82.4%	60%
% of New Employer Det's made within 180 days		98.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**COLORADO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$531,806,916	\$40,418,661,927
Sample Size	326	23,868
Proper Payment Rate	94.2% +/- 2.2	90.9% +/- .6
Overpayment Rate	5.8% +/- 2.2	9.1% +/- .6
Underpayment Rate	.4% +/- .5	.7% +/- .1
Footnotes:	#3, #5, #6	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	47	6,917
Population	1,066	833,863
Improper Denial Rate	35.6% +/-14.4	14.7% +/- .9
Adjusted Improper Denial Rate	18.7% +/- 7.7	9.4% +/- .7
Separation: Sample Size	62	7,034
Population	42,922	1,588,829
Improper Denial Rate	13.2% +/- 8.8	7.6% +/- .6
Adjusted Improper Denial Rate	8.5% +/- 7.7	5.7% +/- .5
NonSeparation: Sample Size	69	6,980
Population	74,815	1,503,906
Improper Denial Rate	9.1% +/- 7.8	11.8% +/- .7
Adjusted Improper Denial Rate	7.7% +/- 7.3	9.2% +/- .6
Footnotes:	#6, #9, #10, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	89.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	112.6%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.4%	6.2%
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	0.9%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	101.6%	52.1%
Nonfraud Overpayment Recovery Rate	46.9%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**CONNECTICUT**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	121,333	90.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	121,333	96.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,373	85.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	5,373	93.7%	92.9%	78%
All First Payments - 14/21 Days	160,351	90.1%	88.0%	90% ~
All First Payments - 35 Days	160,351	96.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	43,175	56.2%	63.1%	80%
Separation Determ. within 21 Days	60,120	75.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	16,916	36.5%	42.8%	60%
Decisions within 45 Days of Filing	16,916	59.8%	66.6%	80%
Decisions within 90 Days of Filing	16,916	76.2%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,773	73.4%	63.2%	50%
Decisions within 75 Days of Filing	1,773	90.6%	84.1%	80%
Decisions within 150 Days of Filing	1,773	96.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,774	1.3	2.0	none
Higher Authority Appeals (months)	16,919	3.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,692	84.9%	90.6%	none
Billings Made within 30 Days	201	100.0%	97.9%	none
Reimbursements Made within 30 Days	187	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,468,350	93.2%	62.6%	none
Payments Made within 14 Days	2,468,350	96.6%	92.5%	none
Payments Made within 21 Days	2,468,350	97.8%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	229^	58.7%	70.5%	75%
LA Appeals with Scores >= 85%	79^	98.8%	94.5%	80%
LA Appeals passing due process	80^	92.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		87.9%	82.4%	60%
% of New Employer Det's made within 180 days		92.1%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002  
CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$670,813,283	\$40,418,661,927
Sample Size	483	23,868
Proper Payment Rate	96.1% +/- 1.6	90.9% +/- .6
Overpayment Rate	3.9% +/- 1.6	9.1% +/- .6
Underpayment Rate	.3% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	153	6,917
Population	9,500	833,863
Improper Denial Rate	15.0% +/- 5.9	14.7% +/- .9
Adjusted Improper Denial Rate	5.3% +/- 3.4	9.4% +/- .7
Separation: Sample Size	153	7,034
Population	17,042	1,588,829
Improper Denial Rate	3.5% +/- 2.5	7.6% +/- .6
Adjusted Improper Denial Rate	.6% +/- 1.2	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	21,054	1,503,906
Improper Denial Rate	15.0% +/- 6.0	11.8% +/- .7
Adjusted Improper Denial Rate	13.4% +/- 5.8	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	91.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	4.0%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	86.4%	52.1%
Nonfraud Overpayment Recovery Rate	219.3%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**DELAWARE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	22,676	90.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	22,676	96.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,914	73.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,914	87.3%	92.9%	78%
All First Payments - 14/21 Days	30,798	89.1%	88.0%	90% ~
All First Payments - 35 Days	30,798	95.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	3,040	60.0%	63.1%	80%
Separation Determ. within 21 Days	11,519	68.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,416	58.3%	42.8%	60%
Decisions within 45 Days of Filing	3,416	85.1%	66.6%	80%
Decisions within 90 Days of Filing	3,416	97.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	803	72.0%	63.2%	50%
Decisions within 75 Days of Filing	803	94.8%	84.1%	80%
Decisions within 150 Days of Filing	803	99.6%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	801	1.2	2.0	none
Higher Authority Appeals (months)	3,407	1.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	5,525	100.0%	90.6%	none
Billings Made within 30 Days	165	100.0%	97.9%	none
Reimbursements Made within 30 Days	159	96.9%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	467,646	74.4%	62.6%	none
Payments Made within 14 Days	467,646	90.2%	92.5%	none
Payments Made within 21 Days	467,646	95.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	220^	75.1%	70.5%	75%
LA Appeals with Scores >= 85%	76^	96.2%	94.5%	80%
LA Appeals passing due process	79^	89.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		71.3%	82.4%	60%
% of New Employer Det's made within 180 days		80.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$91,100,674	\$40,418,661,927
Sample Size	327	23,868
Proper Payment Rate	84.9% +/- 5.0	90.9% +/- .6
Overpayment Rate	15.1% +/- 5.0	9.1% +/- .6
Underpayment Rate	.8% +/- .5	.7% +/- .1
Footnotes:	#2, #3, #5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	133	6,917
Population	698	833,863
Improper Denial Rate	44.8% +/- 8.6	14.7% +/- .9
Adjusted Improper Denial Rate	13.6% +/- 6.5	9.4% +/- .7
Separation: Sample Size	136	7,034
Population	5,304	1,588,829
Improper Denial Rate	.8% +/- 1.6	7.6% +/- .6
Adjusted Improper Denial Rate	.8% +/- 1.6	5.7% +/- .5
NonSeparation: Sample Size	135	6,980
Population	2,497	1,503,906
Improper Denial Rate	3.1% +/- 2.7	11.8% +/- .7
Adjusted Improper Denial Rate	2.6% +/- 2.6	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	81.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.6%
Accounts Receivable As A Percentage Of Tax Due	11.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.9%	6.2%
Percentage Of Contributory Employers Audited	1.3%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	96.4%	52.1%
Nonfraud Overpayment Recovery Rate	58.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**DISTRICT OF COLUMBIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	13,743	76.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	13,743	90.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	7,992	58.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	7,992	88.1%	92.9%	78%
All First Payments - 14/21 Days	23,783	68.7%	88.0%	90% ~
All First Payments - 35 Days	23,783	89.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	3,026	36.5%	63.1%	80%
Separation Determ. within 21 Days	10,393	46.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,553	45.3%	42.8%	60%
Decisions within 45 Days of Filing	3,553	74.6%	66.6%	80%
Decisions within 90 Days of Filing	3,553	93.3%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	628	60.4%	63.2%	50%
Decisions within 75 Days of Filing	628	85.2%	84.1%	80%
Decisions within 150 Days of Filing	628	98.6%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	628	0.4	2.0	none
Higher Authority Appeals (months)	3,386	0.7	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	*	*	90.6%	none
Billings Made within 30 Days	*	*	97.9%	none
Reimbursements Made within 30 Days	*	*	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	619,621	30.8%	62.6%	none
Payments Made within 14 Days	619,621	70.8%	92.5%	none
Payments Made within 21 Days	619,621	83.3%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	213^	50.5%	70.5%	75%
LA Appeals with Scores >= 85%	71^	92.2%	94.5%	80%
LA Appeals passing due process	77^	94.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		81.2%	82.4%	60%
% of New Employer Det's made within 180 days		87.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		N	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**DISTRICT OF COLUMBIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$149,072,744	\$40,418,661,927
Sample Size	360	23,868
Proper Payment Rate	93.2% +/- 2.5	90.9% +/- .6
Overpayment Rate	6.8% +/- 2.5	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	137	6,917
Population	3,557	833,863
Improper Denial Rate	13.3% +/- 7.6	14.7% +/- .9
Adjusted Improper Denial Rate	2.4% +/- 1.7	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	4,219	1,588,829
Improper Denial Rate	11.4% +/- 5.2	7.6% +/- .6
Adjusted Improper Denial Rate	2.0% +/- 2.3	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	2,778	1,503,906
Improper Denial Rate	5.2% +/- 3.9	11.8% +/- .7
Adjusted Improper Denial Rate	3.0% +/- 3.0	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	82.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	94.6%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	4.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	*	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.1%	6.2%
Percentage Of Contributory Employers Audited	0.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.0%	1.0%
Audits Meet Employment Security Manual Requirements?	*	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	33.8%	52.1%
Nonfraud Overpayment Recovery Rate	48.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**FLORIDA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	328,820	81.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	328,820	94.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	8,431	77.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	8,431	92.1%	92.9%	78%
All First Payments - 14/21 Days	349,846	81.3%	88.0%	90% ~
All First Payments - 35 Days	349,846	93.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	74,271	47.5%	63.1%	80%
Separation Determ. within 21 Days	182,665	54.5%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	76,406	61.7%	42.8%	60%
Decisions within 45 Days of Filing	76,406	81.6%	66.6%	80%
Decisions within 90 Days of Filing	76,406	93.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	10,888	33.2%	63.2%	50%
Decisions within 75 Days of Filing	10,888	77.8%	84.1%	80%
Decisions within 150 Days of Filing	10,888	99.3%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	10,847	1.2	2.0	none
Higher Authority Appeals (months)	76,115	2.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	28,663	99.0%	90.6%	none
Billings Made within 30 Days	208	99.5%	97.9%	none
Reimbursements Made within 30 Days	199	98.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,184,196	43.3%	62.6%	none
Payments Made within 14 Days	5,184,196	89.2%	92.5%	none
Payments Made within 21 Days	5,184,196	94.6%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	271^	43.1%	70.5%	75%
LA Appeals with Scores >= 85%	145^	94.8%	94.5%	80%
LA Appeals passing due process	153^	90.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.6%	82.4%	60%
% of New Employer Det's made within 180 days		93.8%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**FLORIDA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,227,233,432	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	93.6% +/- 2.2	90.9% +/- .6
Overpayment Rate	6.4% +/- 2.2	9.1% +/- .6
Underpayment Rate	.4% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	116	6,917
Population	16,516	833,863
Improper Denial Rate	1.4% +/- 1.9	14.7% +/- .9
Adjusted Improper Denial Rate	.7% +/- 1.4	9.4% +/- .7
Separation: Sample Size	117	7,034
Population	65,769	1,588,829
Improper Denial Rate	8.6% +/- 4.8	7.6% +/- .6
Adjusted Improper Denial Rate	5.3% +/- 4.3	5.7% +/- .5
NonSeparation: Sample Size	117	6,980
Population	27,913	1,503,906
Improper Denial Rate	5.4% +/- 4.4	11.8% +/- .7
Adjusted Improper Denial Rate	4.5% +/- 3.9	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	89.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	82.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.6%
Accounts Receivable As A Percentage Of Tax Due	8.5%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	F	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.0%	6.2%
Percentage Of Contributory Employers Audited	1.2%	1.6%
Annualized Percentage Of Total Wages Audited	0.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	63.1%	52.1%
Nonfraud Overpayment Recovery Rate	27.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**GEORGIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	208,301	89.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	208,301	95.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,801	76.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	5,801	91.4%	92.9%	78%
All First Payments - 14/21 Days	260,606	88.9%	88.0%	90% ~
All First Payments - 35 Days	260,606	95.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	37,549	41.1%	63.1%	80%
Separation Determ. within 21 Days	111,884	63.3%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	37,520	15.1%	42.8%	60%
Decisions within 45 Days of Filing	37,520	60.3%	66.6%	80%
Decisions within 90 Days of Filing	37,520	94.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	5,366	98.4%	63.2%	50%
Decisions within 75 Days of Filing	5,366	99.9%	84.1%	80%
Decisions within 150 Days of Filing	5,366	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	5,353	1.0	2.0	none
Higher Authority Appeals (months)	37,439	2.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	18,919	93.3%	90.6%	none
Billings Made within 30 Days	205	100.0%	97.9%	none
Reimbursements Made within 30 Days	210	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	3,241,540	88.8%	62.6%	none
Payments Made within 14 Days	3,241,540	95.0%	92.5%	none
Payments Made within 21 Days	3,241,540	96.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	388^	66.3%	70.5%	75%
LA Appeals with Scores >= 85%	76^	96.2%	94.5%	80%
LA Appeals passing due process	79^	91.1%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		88.7%	82.4%	60%
% of New Employer Det's made within 180 days		95.5%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**GEORGIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$701,108,254	\$40,418,661,927
Sample Size	486	23,868
Proper Payment Rate	96.3% +/- 1.9	90.9% +/- .6
Overpayment Rate	3.7% +/- 1.9	9.1% +/- .6
Underpayment Rate	.7% +/- .5	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	152	6,917
Population	33,317	833,863
Improper Denial Rate	10.9% +/- 5.5	14.7% +/- .9
Adjusted Improper Denial Rate	5.9% +/- 3.9	9.4% +/- .7
Separation: Sample Size	152	7,034
Population	69,330	1,588,829
Improper Denial Rate	4.0% +/- 3.2	7.6% +/- .6
Adjusted Improper Denial Rate	4.0% +/- 3.2	5.7% +/- .5
NonSeparation: Sample Size	152	6,980
Population	33,882	1,503,906
Improper Denial Rate	4.7% +/- 3.3	11.8% +/- .7
Adjusted Improper Denial Rate	4.7% +/- 3.3	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	86.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	F	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.0%	6.2%
Percentage Of Contributory Employers Audited	1.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	12.5%	52.1%
Nonfraud Overpayment Recovery Rate	14.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**HAWAII**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	23,088	90.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	23,088	97.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,353	73.2%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,353	91.4%	92.9%	78%
All First Payments - 14/21 Days	30,739	87.9%	88.0%	90% ~
All First Payments - 35 Days	30,739	97.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,018	82.6%	63.1%	80%
Separation Determ. within 21 Days	14,673	86.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,387	76.8%	42.8%	60%
Decisions within 45 Days of Filing	3,387	90.2%	66.6%	80%
Decisions within 90 Days of Filing	3,387	96.5%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	63.2%	50%
Decisions within 75 Days of Filing	+	+	84.1%	80%
Decisions within 150 Days of Filing	+	+	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,343	2.9	2.0	none
Higher Authority Appeals (months)	+	+	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	1,547	100.0%	90.6%	none
Billings Made within 30 Days	174	100.0%	97.9%	none
Reimbursements Made within 30 Days	165	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	558,604	43.2%	62.6%	none
Payments Made within 14 Days	558,604	88.5%	92.5%	none
Payments Made within 21 Days	558,604	95.2%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	232^	76.7%	70.5%	75%
LA Appeals with Scores >= 85%	73^	91.3%	94.5%	80%
LA Appeals passing due process	80^	77.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		88.0%	82.4%	60%
% of New Employer Det's made within 180 days		92.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

+ state does not have higher authority appeals.

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**HAWAII**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$164,225,209	\$40,418,661,927
Sample Size	481	23,868
Proper Payment Rate	95.7% +/- 1.7	90.9% +/- .6
Overpayment Rate	4.3% +/- 1.7	9.1% +/- .6
Underpayment Rate	.5% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	1,948	833,863
Improper Denial Rate	1.0% +/- 1.4	14.7% +/- .9
Adjusted Improper Denial Rate	.6% +/- 1.2	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	7,389	1,588,829
Improper Denial Rate	4.1% +/- 3.3	7.6% +/- .6
Adjusted Improper Denial Rate	3.3% +/- 2.8	5.7% +/- .5
NonSeparation: Sample Size	148	6,980
Population	16,087	1,503,906
Improper Denial Rate	1.8% +/- 2.1	11.8% +/- .7
Adjusted Improper Denial Rate	1.8% +/- 2.1	9.2% +/- .6
Footnotes:	none	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	94.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.4%	6.2%
Percentage Of Contributory Employers Audited	2.4%	1.6%
Annualized Percentage Of Total Wages Audited	2.8%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	59.1%	52.1%
Nonfraud Overpayment Recovery Rate	50.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**IDAHO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	44,957	96.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	44,957	99.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,352	89.3%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,352	96.6%	92.9%	78%
All First Payments - 14/21 Days	55,646	96.0%	88.0%	90% ~
All First Payments - 35 Days	55,646	99.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	36,125	91.1%	63.1%	80%
Separation Determ. within 21 Days	18,180	85.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,552	71.2%	42.8%	60%
Decisions within 45 Days of Filing	4,552	97.4%	66.6%	80%
Decisions within 90 Days of Filing	4,552	99.7%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	591	98.6%	63.2%	50%
Decisions within 75 Days of Filing	591	99.3%	84.1%	80%
Decisions within 150 Days of Filing	591	99.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	588	1.4	2.0	none
Higher Authority Appeals (months)	4,523	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,815	100.0%	90.6%	none
Billings Made within 30 Days	197	100.0%	97.9%	none
Reimbursements Made within 30 Days	179	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	784,780	93.8%	62.6%	none
Payments Made within 14 Days	784,780	98.9%	92.5%	none
Payments Made within 21 Days	784,780	99.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	236^	82.7%	70.5%	75%
LA Appeals with Scores >= 85%	79^	100.0%	94.5%	80%
LA Appeals passing due process	79^	91.1%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		90.6%	82.4%	60%
% of New Employer Det's made within 180 days		94.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**IDAHO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$180,782,847	\$40,418,661,927
Sample Size	485	23,868
Proper Payment Rate	84.8% +/- 3.3	90.9% +/- .6
Overpayment Rate	15.2% +/- 3.3	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	110	6,917
Population	1,164	833,863
Improper Denial Rate	1.5% +/- 2.1	14.7% +/- .9
Adjusted Improper Denial Rate	1.5% +/- 2.1	9.4% +/- .7
Separation: Sample Size	122	7,034
Population	4,944	1,588,829
Improper Denial Rate	3.5% +/- 3.5	7.6% +/- .6
Adjusted Improper Denial Rate	2.7% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	123	6,980
Population	4,560	1,503,906
Improper Denial Rate	9.4% +/- 6.2	11.8% +/- .7
Adjusted Improper Denial Rate	7.6% +/- 5.7	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	94.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	6.1%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	2.1%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	63.1%	52.1%
Nonfraud Overpayment Recovery Rate	66.6%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ILLINOIS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	409,376	92.3%	88.5%	87%
Intrastate UI, full weeks - 35 Days	409,376	97.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,767	85.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	13,767	94.1%	92.9%	78%
All First Payments - 14/21 Days	436,462	92.1%	88.0%	90% ~
All First Payments - 35 Days	436,462	97.4%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	151,936	78.9%	63.1%	80%
Separation Determ. within 21 Days	196,900	86.1%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	57,177	16.0%	42.8%	60%
Decisions within 45 Days of Filing	57,177	54.2%	66.6%	80%
Decisions within 90 Days of Filing	57,177	97.2%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	14,919	14.1%	63.2%	50%
Decisions within 75 Days of Filing	14,919	26.7%	84.1%	80%
Decisions within 150 Days of Filing	14,919	87.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	14,841	2.4	2.0	none
Higher Authority Appeals (months)	56,892	2.3	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	17,599	95.4%	90.6%	none
Billings Made within 30 Days	204	100.0%	97.9%	none
Reimbursements Made within 30 Days	202	75.7%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	10,629,131	45.6%	62.6%	none
Payments Made within 14 Days	10,629,131	96.7%	92.5%	none
Payments Made within 21 Days	10,629,131	98.6%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	363^	67.1%	70.5%	75%
LA Appeals with Scores >= 85%	143^	92.3%	94.5%	80%
LA Appeals passing due process	155^	94.2%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		73.9%	82.4%	60%
% of New Employer Det's made within 180 days		89.9%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**ILLINOIS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$2,516,717,595	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	92.2% +/- 2.3	90.9% +/- .6
Overpayment Rate	7.8% +/- 2.3	9.1% +/- .6
Underpayment Rate	.7% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	149	6,917
Population	45,442	833,863
Improper Denial Rate	11.4% +/- 6.0	14.7% +/- .9
Adjusted Improper Denial Rate	9.7% +/- 5.5	9.4% +/- .7
Separation: Sample Size	151	7,034
Population	89,622	1,588,829
Improper Denial Rate	11.9% +/- 5.4	7.6% +/- .6
Adjusted Improper Denial Rate	6.6% +/- 4.1	5.7% +/- .5
NonSeparation: Sample Size	151	6,980
Population	94,918	1,503,906
Improper Denial Rate	13.5% +/- 5.3	11.8% +/- .7
Adjusted Improper Denial Rate	11.3% +/- 5.0	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	97.9%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	7.6%	6.2%
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	53.0%	52.1%
Nonfraud Overpayment Recovery Rate	52.2%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**INDIANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	160,590	87.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	160,590	95.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,879	72.9%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,879	88.7%	92.9%	78%
All First Payments - 14/21 Days	178,974	86.7%	88.0%	90% ~
All First Payments - 35 Days	178,974	95.4%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	49,107	50.6%	63.1%	80%
Separation Determ. within 21 Days	86,983	62.7%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	26,097	0.4%	42.8%	60%
Decisions within 45 Days of Filing	26,097	2.6%	66.6%	80%
Decisions within 90 Days of Filing	26,097	74.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,003	54.7%	63.2%	50%
Decisions within 75 Days of Filing	3,003	82.1%	84.1%	80%
Decisions within 150 Days of Filing	3,003	94.6%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,998	2.3	2.0	none
Higher Authority Appeals (months)	26,056	4.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	16,289	93.6%	90.6%	none
Billings Made within 30 Days	202	100.0%	97.9%	none
Reimbursements Made within 30 Days	269	95.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,655,030	86.6%	62.6%	none
Payments Made within 14 Days	2,655,030	94.6%	92.5%	none
Payments Made within 21 Days	2,655,030	96.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	390^	82.6%	70.5%	75%
LA Appeals with Scores >= 85%	56^	72.7%	94.5%	80%
LA Appeals passing due process	77^	90.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		81.9%	82.4%	60%
% of New Employer Det's made within 180 days		89.0%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**INDIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$715,870,956	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	90.5% +/- 2.7	90.9% +/- .6
Overpayment Rate	9.5% +/- 2.7	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	154	6,917
Population	29,369	833,863
Improper Denial Rate	5.0% +/- 3.5	14.7% +/- .9
Adjusted Improper Denial Rate	2.7% +/- 2.7	9.4% +/- .7
Separation: Sample Size	154	7,034
Population	39,407	1,588,829
Improper Denial Rate	5.2% +/- 3.6	7.6% +/- .6
Adjusted Improper Denial Rate	5.2% +/- 3.6	5.7% +/- .5
NonSeparation: Sample Size	154	6,980
Population	38,354	1,503,906
Improper Denial Rate	6.3% +/- 3.8	11.8% +/- .7
Adjusted Improper Denial Rate	6.0% +/- 3.7	9.2% +/- .6
Footnotes:	none	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	89.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	93.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	4.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	10.2%	6.2%
Percentage Of Contributory Employers Audited	2.4%	1.6%
Annualized Percentage Of Total Wages Audited	2.2%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	32.5%	52.1%
Nonfraud Overpayment Recovery Rate	42.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

## UI PERFORMS ANNUAL REPORT CY 2002

### IOWA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	74,006	90.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	74,006	96.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,190	79.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,190	91.2%	92.9%	78%
All First Payments - 14/21 Days	101,186	89.4%	88.0%	90% ~
All First Payments - 35 Days	101,186	95.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	31,266	73.5%	63.1%	80%
Separation Determ. within 21 Days	47,133	51.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	15,604	46.2%	42.8%	60%
Decisions within 45 Days of Filing	15,604	77.0%	66.6%	80%
Decisions within 90 Days of Filing	15,604	95.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,636	59.1%	63.2%	50%
Decisions within 75 Days of Filing	2,636	95.2%	84.1%	80%
Decisions within 150 Days of Filing	2,636	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,692	1.5	2.0	none
Higher Authority Appeals (months)	15,553	1.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	8,525	97.4%	90.6%	none
Billings Made within 30 Days	190	100.0%	97.9%	none
Reimbursements Made within 30 Days	164	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,715,585	71.4%	62.6%	none
Payments Made within 14 Days	1,715,585	96.1%	92.5%	none
Payments Made within 21 Days	1,715,585	97.6%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	221^	78.8%	70.5%	75%
LA Appeals with Scores >= 85%	69^	98.6%	94.5%	80%
LA Appeals passing due process	70^	92.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		69.0%	82.4%	60%
% of New Employer Det's made within 180 days		82.2%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**IOWA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$367,317,449	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	87.8% +/- 2.9	90.9% +/- .6
Overpayment Rate	12.2% +/- 2.9	9.1% +/- .6
Underpayment Rate	1.5% +/- .6	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	5,585	833,863
Improper Denial Rate	19.1% +/- 6.9	14.7% +/- .9
Adjusted Improper Denial Rate	13.3% +/- 5.6	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	25,592	1,588,829
Improper Denial Rate	14.8% +/- 5.4	7.6% +/- .6
Adjusted Improper Denial Rate	12.4% +/- 5.3	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	12,613	1,503,906
Improper Denial Rate	21.3% +/- 6.6	11.8% +/- .7
Adjusted Improper Denial Rate	17.1% +/- 6.1	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.7%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.0%	6.2%
Percentage Of Contributory Employers Audited	1.1%	1.6%
Annualized Percentage Of Total Wages Audited	0.4%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	55.2%	52.1%
Nonfraud Overpayment Recovery Rate	52.1%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**KANSAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	62,481	87.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	62,481	96.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,247	84.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,247	95.7%	92.9%	78%
All First Payments - 14/21 Days	79,083	87.6%	88.0%	90% ~
All First Payments - 35 Days	79,083	96.2%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	40,110	40.0%	63.1%	80%
Separation Determ. within 21 Days	45,336	74.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	12,875	15.2%	42.8%	60%
Decisions within 45 Days of Filing	12,875	37.4%	66.6%	80%
Decisions within 90 Days of Filing	12,875	95.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,750	87.0%	63.2%	50%
Decisions within 75 Days of Filing	1,750	98.2%	84.1%	80%
Decisions within 150 Days of Filing	1,750	99.8%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,739	0.6	2.0	none
Higher Authority Appeals (months)	12,803	1.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,024	98.9%	90.6%	none
Billings Made within 30 Days	193	25.4%	97.9%	none
Reimbursements Made within 30 Days	190	92.6%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,249,520	92.8%	62.6%	none
Payments Made within 14 Days	1,249,520	96.5%	92.5%	none
Payments Made within 21 Days	1,249,520	97.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	233^	71.1%	70.5%	75%
LA Appeals with Scores >= 85%	71^	100.0%	94.5%	80%
LA Appeals passing due process	71^	95.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		96.0%	82.4%	60%
% of New Employer Det's made within 180 days		97.8%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**KANSAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$345,997,095	\$40,418,661,927
Sample Size	484	23,868
Proper Payment Rate	86.7% +/- 3.1	90.9% +/- .6
Overpayment Rate	13.3% +/- 3.1	9.1% +/- .6
Underpayment Rate	.2% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	15,190	833,863
Improper Denial Rate	2.8% +/- 2.9	14.7% +/- .9
Adjusted Improper Denial Rate	2.8% +/- 2.9	9.4% +/- .7
Separation: Sample Size	154	7,034
Population	21,638	1,588,829
Improper Denial Rate	.0% +/- .0	7.6% +/- .6
Adjusted Improper Denial Rate	.0% +/- .0	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	26,295	1,503,906
Improper Denial Rate	5.9% +/- 3.0	11.8% +/- .7
Adjusted Improper Denial Rate	5.9% +/- 3.0	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	85.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.3%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	0.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	146.3%	52.1%
Nonfraud Overpayment Recovery Rate	44.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**KENTUCKY**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	93,796	93.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	93,796	97.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,000	71.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,000	87.8%	92.9%	78%
All First Payments - 14/21 Days	134,117	92.4%	88.0%	90% ~
All First Payments - 35 Days	134,117	97.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	11,440	81.2%	63.1%	80%
Separation Determ. within 21 Days	49,702	92.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	17,469	55.0%	42.8%	60%
Decisions within 45 Days of Filing	17,469	80.1%	66.6%	80%
Decisions within 90 Days of Filing	17,469	98.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,342	36.5%	63.2%	50%
Decisions within 75 Days of Filing	2,342	50.5%	84.1%	80%
Decisions within 150 Days of Filing	2,342	60.8%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,335	8.4	2.0	none
Higher Authority Appeals (months)	17,365	0.7	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	13,391	70.1%	90.6%	none
Billings Made within 30 Days	192	48.4%	97.9%	none
Reimbursements Made within 30 Days	200	97.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,937,129	44.7%	62.6%	none
Payments Made within 14 Days	1,937,129	90.7%	92.5%	none
Payments Made within 21 Days	1,937,129	94.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	224^	66.3%	70.5%	75%
LA Appeals with Scores >= 85%	75^	97.4%	94.5%	80%
LA Appeals passing due process	77^	90.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		88.4%	82.4%	60%
% of New Employer Det's made within 180 days		93.0%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$464,070,782	\$40,418,661,927
Sample Size	440	23,868
Proper Payment Rate	94.7% +/- 2.5	90.9% +/- .6
Overpayment Rate	5.3% +/- 2.5	9.1% +/- .6
Underpayment Rate	.4% +/- .2	.7% +/- .1
Footnotes:	#5, #6	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	125	6,917
Population	811	833,863
Improper Denial Rate	6.9% +/- 4.1	14.7% +/- .9
Adjusted Improper Denial Rate	.7% +/- .9	9.4% +/- .7
Separation: Sample Size	137	7,034
Population	27,383	1,588,829
Improper Denial Rate	2.6% +/- 2.2	7.6% +/- .6
Adjusted Improper Denial Rate	1.2% +/- 1.7	5.7% +/- .5
NonSeparation: Sample Size	135	6,980
Population	9,599	1,503,906
Improper Denial Rate	6.7% +/- 4.5	11.8% +/- .7
Adjusted Improper Denial Rate	4.6% +/- 3.8	9.2% +/- .6
Footnotes:	#6, #9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	83.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	82.9%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	F	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	*	6.2%
Percentage Of Contributory Employers Audited	*	1.6%
Annualized Percentage Of Total Wages Audited	*	1.0%
Audits Meet Employment Security Manual Requirements?	N	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	25.2%	52.1%
Nonfraud Overpayment Recovery Rate	33.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**LOUISIANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	84,244	91.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	84,244	96.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	3,187	77.0%	79.8%	70%
Interstate UI, full weeks - 35 Days	3,187	91.6%	92.9%	78%
All First Payments - 14/21 Days	92,360	91.3%	88.0%	90% ~
All First Payments - 35 Days	92,360	96.2%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	33,326	36.1%	63.1%	80%
Separation Determ. within 21 Days	64,676	53.6%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	22,073	69.9%	42.8%	60%
Decisions within 45 Days of Filing	22,073	84.5%	66.6%	80%
Decisions within 90 Days of Filing	22,073	96.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,175	97.8%	63.2%	50%
Decisions within 75 Days of Filing	3,175	99.8%	84.1%	80%
Decisions within 150 Days of Filing	3,175	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,149	1.2	2.0	none
Higher Authority Appeals (months)	21,875	1.4	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	10,732	99.8%	90.6%	none
Billings Made within 30 Days	200	85.0%	97.9%	none
Reimbursements Made within 30 Days	196	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,794,318	93.6%	62.6%	none
Payments Made within 14 Days	1,794,318	96.2%	92.5%	none
Payments Made within 21 Days	1,794,318	97.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	211^	66.7%	70.5%	75%
LA Appeals with Scores >= 85%	84^	100.0%	94.5%	80%
LA Appeals passing due process	84^	90.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		78.4%	82.4%	60%
% of New Employer Det's made within 180 days		86.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**LOUISIANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$277,647,966	\$40,418,661,927
Sample Size	502	23,868
Proper Payment Rate	79.6% +/- 3.8	90.9% +/- .6
Overpayment Rate	20.4% +/- 3.8	9.1% +/- .6
Underpayment Rate	1.3% +/- .5	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	3,773	833,863
Improper Denial Rate	21.4% +/- 7.4	14.7% +/- .9
Adjusted Improper Denial Rate	17.1% +/- 6.8	9.4% +/- .7
Separation: Sample Size	156	7,034
Population	29,584	1,588,829
Improper Denial Rate	7.8% +/- 4.0	7.6% +/- .6
Adjusted Improper Denial Rate	3.9% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	156	6,980
Population	30,228	1,503,906
Improper Denial Rate	11.4% +/- 5.1	11.8% +/- .7
Adjusted Improper Denial Rate	8.6% +/- 4.3	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	82.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	84.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	7.5%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.5%	6.2%
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.0%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	57.1%	52.1%
Nonfraud Overpayment Recovery Rate	42.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**

**MAINE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	28,813	83.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	28,813	96.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,010	56.2%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,010	91.4%	92.9%	78%
All First Payments - 14/21 Days	33,242	81.8%	88.0%	90% ~
All First Payments - 35 Days	33,242	96.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	31,012	63.6%	63.1%	80%
Separation Determ. within 21 Days	11,382	61.0%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	5,737	51.8%	42.8%	60%
Decisions within 45 Days of Filing	5,737	85.5%	66.6%	80%
Decisions within 90 Days of Filing	5,737	98.6%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	652	79.6%	63.2%	50%
Decisions within 75 Days of Filing	652	98.2%	84.1%	80%
Decisions within 150 Days of Filing	652	99.8%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	647	2.1	2.0	none
Higher Authority Appeals (months)	5,692	1.2	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,286	55.1%	90.6%	none
Billings Made within 30 Days	182	100.0%	97.9%	none
Reimbursements Made within 30 Days	186	97.8%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	540,274	75.0%	62.6%	none
Payments Made within 14 Days	540,274	91.4%	92.5%	none
Payments Made within 21 Days	540,274	96.4%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	219^	74.5%	70.5%	75%
LA Appeals with Scores >= 85%	75^	96.2%	94.5%	80%
LA Appeals passing due process	78^	98.7%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		82.7%	82.4%	60%
% of New Employer Det's made within 180 days		91.9%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MAINE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$122,202,956	\$40,418,661,927
Sample Size	501	23,868
Proper Payment Rate	88.5% +/- 3.3	90.9% +/- .6
Overpayment Rate	11.5% +/- 3.3	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	#2	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	5,068	833,863
Improper Denial Rate	10.3% +/- 5.6	14.7% +/- .9
Adjusted Improper Denial Rate	4.5% +/- 3.8	9.4% +/- .7
Separation: Sample Size	158	7,034
Population	5,525	1,588,829
Improper Denial Rate	4.8% +/- 3.6	7.6% +/- .6
Adjusted Improper Denial Rate	3.3% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	158	6,980
Population	9,515	1,503,906
Improper Denial Rate	1.2% +/- .7	11.8% +/- .7
Adjusted Improper Denial Rate	1.2% +/- .7	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	92.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	95.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	9.0%	6.2%
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.0%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	36.9%	52.1%
Nonfraud Overpayment Recovery Rate	58.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MARYLAND**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	115,393	91.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	115,393	96.0%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	467	84.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	467	92.3%	92.9%	78%
All First Payments - 14/21 Days	117,390	91.3%	88.0%	90% ~
All First Payments - 35 Days	117,390	96.0%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	77,447	83.5%	63.1%	80%
Separation Determ. within 21 Days	101,712	88.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	30,769	70.7%	42.8%	60%
Decisions within 45 Days of Filing	30,769	91.1%	66.6%	80%
Decisions within 90 Days of Filing	30,769	99.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,987	73.3%	63.2%	50%
Decisions within 75 Days of Filing	3,987	93.4%	84.1%	80%
Decisions within 150 Days of Filing	3,987	98.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,987	1.4	2.0	none
Higher Authority Appeals (months)	30,772	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	18,719	95.2%	90.6%	none
Billings Made within 30 Days	191	99.0%	97.9%	none
Reimbursements Made within 30 Days	195	99.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,169,948	43.6%	62.6%	none
Payments Made within 14 Days	2,169,948	91.5%	92.5%	none
Payments Made within 21 Days	2,169,948	96.1%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	382^	79.4%	70.5%	75%
LA Appeals with Scores >= 85%	78^	98.7%	94.5%	80%
LA Appeals passing due process	79^	96.2%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		77.5%	82.4%	60%
% of New Employer Det's made within 180 days		82.0%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MARYLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$468,000,037	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	82.6% +/- 3.6	90.9% +/- .6
Overpayment Rate	17.4% +/- 3.6	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	147	6,917
Population	13,026	833,863
Improper Denial Rate	14.1% +/- 5.5	14.7% +/- .9
Adjusted Improper Denial Rate	8.6% +/- 4.2	9.4% +/- .7
Separation: Sample Size	154	7,034
Population	50,260	1,588,829
Improper Denial Rate	5.5% +/- 3.7	7.6% +/- .6
Adjusted Improper Denial Rate	3.7% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	152	6,980
Population	44,178	1,503,906
Improper Denial Rate	12.1% +/- 4.4	11.8% +/- .7
Adjusted Improper Denial Rate	7.7% +/- 4.3	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	87.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	72.0%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.0%	1.6%
Accounts Receivable As A Percentage Of Tax Due	8.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.2%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	34.6%	52.1%
Nonfraud Overpayment Recovery Rate	40.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MASSACHUSETTS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	222,230	78.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	222,230	90.5%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	7,442	64.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	7,442	82.4%	92.9%	78%
All First Payments - 14/21 Days	281,669	77.4%	88.0%	90% ~
All First Payments - 35 Days	281,669	90.0%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	150,332	37.4%	63.1%	80%
Separation Determ. within 21 Days	78,578	37.3%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	23,706	34.2%	42.8%	60%
Decisions within 45 Days of Filing	23,706	76.7%	66.6%	80%
Decisions within 90 Days of Filing	23,706	97.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,180	85.3%	63.2%	50%
Decisions within 75 Days of Filing	3,180	93.0%	84.1%	80%
Decisions within 150 Days of Filing	3,180	99.2%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,167	0.7	2.0	none
Higher Authority Appeals (months)	23,553	1.8	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	12,063	85.6%	90.6%	none
Billings Made within 30 Days	208	89.4%	97.9%	none
Reimbursements Made within 30 Days	192	96.9%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,479,084	45.9%	62.6%	none
Payments Made within 14 Days	5,479,084	89.9%	92.5%	none
Payments Made within 21 Days	5,479,084	94.3%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	377^	71.6%	70.5%	75%
LA Appeals with Scores >= 85%	65^	89.0%	94.5%	80%
LA Appeals passing due process	73^	58.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		64.6%	82.4%	60%
% of New Employer Det's made within 180 days		79.8%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,920,674,868	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	97.6% +/- 1.3	90.9% +/- .6
Overpayment Rate	2.4% +/- 1.3	9.1% +/- .6
Underpayment Rate	1.9% +/- 1.0	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	113	6,917
Population	9,998	833,863
Improper Denial Rate	19.0% +/- 9.1	14.7% +/- .9
Adjusted Improper Denial Rate	15.8% +/- 8.4	9.4% +/- .7
Separation: Sample Size	88	7,034
Population	27,879	1,588,829
Improper Denial Rate	6.2% +/- 5.5	7.6% +/- .6
Adjusted Improper Denial Rate	2.4% +/- 3.4	5.7% +/- .5
NonSeparation: Sample Size	86	6,980
Population	30,328	1,503,906
Improper Denial Rate	10.1% +/- 7.6	11.8% +/- .7
Adjusted Improper Denial Rate	6.9% +/- 6.7	9.2% +/- .6
Footnotes:	#9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	90.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	95.9%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	7.9%	6.2%
Percentage Of Contributory Employers Audited	1.3%	1.6%
Annualized Percentage Of Total Wages Audited	0.5%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	91.9%	52.1%
Nonfraud Overpayment Recovery Rate	57.4%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MICHIGAN**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	424,343	89.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	424,343	98.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,406	72.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	5,406	93.8%	92.9%	78%
All First Payments - 14/21 Days	474,188	89.3%	88.0%	90% ~
All First Payments - 35 Days	474,188	98.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	133,944	59.6%	63.1%	80%
Separation Determ. within 21 Days	135,266	50.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	22,765	50.7%	42.8%	60%
Decisions within 45 Days of Filing	22,765	80.8%	66.6%	80%
Decisions within 90 Days of Filing	22,765	96.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	5,876	61.2%	63.2%	50%
Decisions within 75 Days of Filing	5,876	90.2%	84.1%	80%
Decisions within 150 Days of Filing	5,876	98.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	5,868	1.5	2.0	none
Higher Authority Appeals (months)	22,767	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,562	88.9%	90.6%	none
Billings Made within 30 Days	50	100.0%	97.9%	none
Reimbursements Made within 30 Days	184	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	6,326,316	47.5%	62.6%	none
Payments Made within 14 Days	6,326,316	95.7%	92.5%	none
Payments Made within 21 Days	6,326,316	97.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	355^	85.4%	70.5%	75%
LA Appeals with Scores >= 85%	77^	97.5%	94.5%	80%
LA Appeals passing due process	79^	97.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		79.0%	82.4%	60%
% of New Employer Det's made within 180 days		88.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**MICHIGAN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,778,307,979	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	91.8% +/- 2.5	90.9% +/- .6
Overpayment Rate	8.2% +/- 2.5	9.1% +/- .6
Underpayment Rate	.8% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	45,484	833,863
Improper Denial Rate	23.2% +/- 9.8	14.7% +/- .9
Adjusted Improper Denial Rate	18.3% +/- 8.8	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	68,881	1,588,829
Improper Denial Rate	5.1% +/- 3.6	7.6% +/- .6
Adjusted Improper Denial Rate	3.4% +/- 3.0	5.7% +/- .5
NonSeparation: Sample Size	148	6,980
Population	71,030	1,503,906
Improper Denial Rate	10.4% +/- 4.5	11.8% +/- .7
Adjusted Improper Denial Rate	8.6% +/- 4.0	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	81.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.5%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.7%	6.2%
Percentage Of Contributory Employers Audited	1.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.8%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	57.6%	52.1%
Nonfraud Overpayment Recovery Rate	46.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MINNESOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	157,250	89.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	157,250	98.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,505	79.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	5,505	95.7%	92.9%	78%
All First Payments - 14/21 Days	173,151	89.4%	88.0%	90% ~
All First Payments - 35 Days	173,151	98.0%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	56,911	62.5%	63.1%	80%
Separation Determ. within 21 Days	65,502	67.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	18,363	8.2%	42.8%	60%
Decisions within 45 Days of Filing	18,363	38.2%	66.6%	80%
Decisions within 90 Days of Filing	18,363	91.2%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,536	15.6%	63.2%	50%
Decisions within 75 Days of Filing	3,536	42.2%	84.1%	80%
Decisions within 150 Days of Filing	3,536	88.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,520	2.4	2.0	none
Higher Authority Appeals (months)	18,292	1.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,546	64.9%	90.6%	none
Billings Made within 30 Days	200	100.0%	97.9%	none
Reimbursements Made within 30 Days	195	99.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,604,684	46.0%	62.6%	none
Payments Made within 14 Days	2,604,684	95.1%	92.5%	none
Payments Made within 21 Days	2,604,684	98.4%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	661^	73.9%	70.5%	75%
LA Appeals with Scores >= 85%	77^	100.0%	94.5%	80%
LA Appeals passing due process	77^	98.7%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		79.7%	82.4%	60%
% of New Employer Det's made within 180 days		85.6%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$833,846,927	\$40,418,661,927
Sample Size	356	23,868
Proper Payment Rate	90.1% +/- 3.0	90.9% +/- .6
Overpayment Rate	9.9% +/- 3.0	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	#1, #3, #7	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	10,428	833,863
Improper Denial Rate	24.8% +/- 7.1	14.7% +/- .9
Adjusted Improper Denial Rate	20.6% +/- 6.7	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	32,999	1,588,829
Improper Denial Rate	17.1% +/- 6.3	7.6% +/- .6
Adjusted Improper Denial Rate	14.1% +/- 5.9	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	56,060	1,503,906
Improper Denial Rate	12.5% +/- 6.1	11.8% +/- .7
Adjusted Improper Denial Rate	10.8% +/- 5.8	9.2% +/- .6
Footnotes:	none	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	87.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	89.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	4.6%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	F	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.9%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	4.4%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	55.9%	52.1%
Nonfraud Overpayment Recovery Rate	56.6%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MISSISSIPPI**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	64,516	93.1%	88.5%	87%
Intrastate UI, full weeks - 35 Days	64,516	96.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,400	77.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,400	94.2%	92.9%	78%
All First Payments - 14/21 Days	73,659	92.7%	88.0%	90% ~
All First Payments - 35 Days	73,659	96.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	20,795	75.3%	63.1%	80%
Separation Determ. within 21 Days	41,583	82.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,889	83.3%	42.8%	60%
Decisions within 45 Days of Filing	14,889	97.4%	66.6%	80%
Decisions within 90 Days of Filing	14,889	99.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,014	94.4%	63.2%	50%
Decisions within 75 Days of Filing	3,014	99.4%	84.1%	80%
Decisions within 150 Days of Filing	3,014	99.8%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,002	1.0	2.0	none
Higher Authority Appeals (months)	14,770	1.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	10,196	88.9%	90.6%	none
Billings Made within 30 Days	191	49.7%	97.9%	none
Reimbursements Made within 30 Days	181	87.3%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,116,825	94.1%	62.6%	none
Payments Made within 14 Days	1,116,825	98.0%	92.5%	none
Payments Made within 21 Days	1,116,825	98.8%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	233^	82.1%	70.5%	75%
LA Appeals with Scores >= 85%	77^	96.3%	94.5%	80%
LA Appeals passing due process	80^	95.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		80.3%	82.4%	60%
% of New Employer Det's made within 180 days		88.2%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MISSISSIPPI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$193,115,219	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	88.7% +/- 3.1	90.9% +/- .6
Overpayment Rate	11.3% +/- 3.1	9.1% +/- .6
Underpayment Rate	.2% +/- .1	.7% +/- .1
Footnotes:	#3	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	148	6,917
Population	13,635	833,863
Improper Denial Rate	6.4% +/- 5.0	14.7% +/- .9
Adjusted Improper Denial Rate	2.5% +/- 2.5	9.4% +/- .7
Separation: Sample Size	151	7,034
Population	31,926	1,588,829
Improper Denial Rate	5.6% +/- 3.7	7.6% +/- .6
Adjusted Improper Denial Rate	3.6% +/- 2.9	5.7% +/- .5
NonSeparation: Sample Size	151	6,980
Population	11,526	1,503,906
Improper Denial Rate	1.4% +/- 2.0	11.8% +/- .7
Adjusted Improper Denial Rate	.7% +/- 1.3	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	79.6%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	17.2%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.6%	6.2%
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	1.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	55.5%	52.1%
Nonfraud Overpayment Recovery Rate	36.9%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MISSOURI**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	169,939	86.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	169,939	97.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,780	84.4%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,780	95.6%	92.9%	78%
All First Payments - 14/21 Days	191,520	86.3%	88.0%	90% ~
All First Payments - 35 Days	191,520	97.2%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	130,716	90.6%	63.1%	80%
Separation Determ. within 21 Days	142,640	61.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	26,474	58.7%	42.8%	60%
Decisions within 45 Days of Filing	26,474	73.7%	66.6%	80%
Decisions within 90 Days of Filing	26,474	98.2%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,529	86.9%	63.2%	50%
Decisions within 75 Days of Filing	3,529	94.6%	84.1%	80%
Decisions within 150 Days of Filing	3,529	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,499	1.1	2.0	none
Higher Authority Appeals (months)	26,323	1.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	21,861	90.4%	90.6%	none
Billings Made within 30 Days	198	68.7%	97.9%	none
Reimbursements Made within 30 Days	198	80.8%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,624,849	88.8%	62.6%	none
Payments Made within 14 Days	2,624,849	96.5%	92.5%	none
Payments Made within 21 Days	2,624,849	98.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	395^	91.2%	70.5%	75%
LA Appeals with Scores >= 85%	77^	98.7%	94.5%	80%
LA Appeals passing due process	78^	94.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		70.7%	82.4%	60%
% of New Employer Det's made within 180 days		85.1%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		F	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MISSOURI**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$541,948,987	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	91.6% +/- 2.4	90.9% +/- .6
Overpayment Rate	8.4% +/- 2.4	9.1% +/- .6
Underpayment Rate	.3% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	2,736	833,863
Improper Denial Rate	52.0% +/- 9.4	14.7% +/- .9
Adjusted Improper Denial Rate	41.6% +/- 9.0	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	34,735	1,588,829
Improper Denial Rate	6.5% +/- 4.5	7.6% +/- .6
Adjusted Improper Denial Rate	3.3% +/- 3.4	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	94,055	1,503,906
Improper Denial Rate	35.5% +/- 8.4	11.8% +/- .7
Adjusted Improper Denial Rate	19.5% +/- 6.6	9.2% +/- .6
Footnotes:	#9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	79.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.0%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.4%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.3%	6.2%
Percentage Of Contributory Employers Audited	2.8%	1.6%
Annualized Percentage Of Total Wages Audited	1.7%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	62.4%	52.1%
Nonfraud Overpayment Recovery Rate	58.9%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**MONTANA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	19,758	91.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	19,758	99.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	788	89.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	788	98.7%	92.9%	78%
All First Payments - 14/21 Days	27,177	92.2%	88.0%	90% ~
All First Payments - 35 Days	27,177	99.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	9,437	64.7%	63.1%	80%
Separation Determ. within 21 Days	10,301	59.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	976	70.4%	42.8%	60%
Decisions within 45 Days of Filing	976	89.9%	66.6%	80%
Decisions within 90 Days of Filing	976	98.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	247	38.9%	63.2%	50%
Decisions within 75 Days of Filing	247	76.9%	84.1%	80%
Decisions within 150 Days of Filing	247	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	243	1.8	2.0	none
Higher Authority Appeals (months)	909	0.7	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,347	87.1%	90.6%	none
Billings Made within 30 Days	146	32.2%	97.9%	none
Reimbursements Made within 30 Days	85	96.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	529,391	43.5%	62.6%	none
Payments Made within 14 Days	529,391	92.5%	92.5%	none
Payments Made within 21 Days	529,391	97.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	218^	80.0%	70.5%	75%
LA Appeals with Scores >= 85%	78^	97.5%	94.5%	80%
LA Appeals passing due process	80^	97.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		83.2%	82.4%	60%
% of New Employer Det's made within 180 days		89.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		N	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**MONTANA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$67,883,891	\$40,418,661,927
Sample Size	360	23,868
Proper Payment Rate	80.7% +/- 5.2	90.9% +/- .6
Overpayment Rate	19.3% +/- 5.2	9.1% +/- .6
Underpayment Rate	.7% +/- .6	.7% +/- .1
Footnotes:	#5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	107	6,917
Population	1,302	833,863
Improper Denial Rate	10.8% +/- 8.2	14.7% +/- .9
Adjusted Improper Denial Rate	5.7% +/- 4.3	9.4% +/- .7
Separation: Sample Size	111	7,034
Population	4,636	1,588,829
Improper Denial Rate	1.8% +/- 2.4	7.6% +/- .6
Adjusted Improper Denial Rate	.0% +/- .0	5.7% +/- .5
NonSeparation: Sample Size	107	6,980
Population	3,269	1,503,906
Improper Denial Rate	9.7% +/- 5.9	11.8% +/- .7
Adjusted Improper Denial Rate	3.8% +/- 3.3	9.2% +/- .6
Footnotes:	#9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	39.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.6%
Accounts Receivable As A Percentage Of Tax Due	6.5%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	N	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.1%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	2.0%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	\$44.4%	52.1%
Nonfraud Overpayment Recovery Rate	64.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEBRASKA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	21,256	96.3%	88.5%	87%
Intrastate UI, full weeks - 35 Days	21,256	99.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,948	94.4%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,948	98.4%	92.9%	78%
All First Payments - 14/21 Days	44,468	96.0%	88.0%	90% ~
All First Payments - 35 Days	44,468	99.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,584	78.1%	63.1%	80%
Separation Determ. within 21 Days	78,178	90.6%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,441	89.2%	42.8%	60%
Decisions within 45 Days of Filing	4,441	99.0%	66.6%	80%
Decisions within 90 Days of Filing	4,441	100.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	63.2%	50%
Decisions within 75 Days of Filing	+	+	84.1%	80%
Decisions within 150 Days of Filing	+	+	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	4,442	0.9	2.0	none
Higher Authority Appeals (months)	+	+	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	6,514	98.1%	90.6%	none
Billings Made within 30 Days	181	50.8%	97.9%	none
Reimbursements Made within 30 Days	174	30.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	561,287	97.4%	62.6%	none
Payments Made within 14 Days	561,287	99.2%	92.5%	none
Payments Made within 21 Days	561,287	99.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	233 <sup>^</sup>	78.3%	70.5%	75%
LA Appeals with Scores >= 85%	76 <sup>^</sup>	97.4%	94.5%	80%
LA Appeals passing due process	78 <sup>^</sup>	98.7%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		79.8%	82.4%	60%
% of New Employer Det's made within 180 days		89.7%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

+ state does not have higher authority appeals

~ proposed criterion

<sup>^</sup> scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEBRASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$122,781,129	\$40,418,661,927
Sample Size	360	23,868
Proper Payment Rate	82.3% +/- 3.9	90.9% +/- .6
Overpayment Rate	17.7% +/- 3.9	9.1% +/- .6
Underpayment Rate	.5% +/- .5	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	4,110	833,863
Improper Denial Rate	5.4% +/- 3.4	14.7% +/- .9
Adjusted Improper Denial Rate	4.4% +/- 2.9	9.4% +/- .7
Separation: Sample Size	147	7,034
Population	63,281	1,588,829
Improper Denial Rate	1.8% +/- 2.1	7.6% +/- .6
Adjusted Improper Denial Rate	1.4% +/- 2.0	5.7% +/- .5
NonSeparation: Sample Size	148	6,980
Population	21,368	1,503,906
Improper Denial Rate	7.8% +/- 4.5	11.8% +/- .7
Adjusted Improper Denial Rate	6.9% +/- 4.2	9.2% +/- .6
Footnotes:	none	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	83.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.4%	6.2%
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	3.0%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	77.0%	52.1%
Nonfraud Overpayment Recovery Rate	80.5%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEVADA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	67,589	76.6%	88.5%	87%
Intrastate UI, full weeks - 35 Days	67,589	89.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,379	70.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,379	87.5%	92.9%	78%
All First Payments - 14/21 Days	86,265	76.1%	88.0%	90% ~
All First Payments - 35 Days	86,265	89.0%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	22,903	32.3%	63.1%	80%
Separation Determ. within 21 Days	58,500	17.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	11,270	6.8%	42.8%	60%
Decisions within 45 Days of Filing	11,270	26.5%	66.6%	80%
Decisions within 90 Days of Filing	11,270	90.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,965	31.0%	63.2%	50%
Decisions within 75 Days of Filing	1,965	80.9%	84.1%	80%
Decisions within 150 Days of Filing	1,965	99.4%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,965	3.0	2.0	none
Higher Authority Appeals (months)	11,250	1.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	8,365	70.3%	90.6%	none
Billings Made within 30 Days	136	100.0%	97.9%	none
Reimbursements Made within 30 Days	200	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,422,901	88.9%	62.6%	none
Payments Made within 14 Days	1,422,901	92.4%	92.5%	none
Payments Made within 21 Days	1,422,901	94.50%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	236^	71.5%	70.5%	75%
LA Appeals with Scores >= 85%	77^	97.5%	94.5%	80%
LA Appeals passing due process	79^	91.1%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.6%	82.4%	60%
% of New Employer Det's made within 180 days		91.0%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEVADA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$344,997,427	\$40,418,661,927
Sample Size	486	23,868
Proper Payment Rate	87.6% +/- 3.2	90.9% +/- .6
Overpayment Rate	12.4% +/- 3.2	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	141	6,917
Population	4,375	833,863
Improper Denial Rate	8.7% +/- 3.8	14.7% +/- .9
Adjusted Improper Denial Rate	3.8% +/- 2.5	9.4% +/- .7
Separation: Sample Size	149	7,034
Population	25,677	1,588,829
Improper Denial Rate	3.5% +/- 2.9	7.6% +/- .6
Adjusted Improper Denial Rate	2.1% +/- 2.2	5.7% +/- .5
NonSeparation: Sample Size	149	6,980
Population	19,778	1,503,906
Improper Denial Rate	10.2% +/- 5.3	11.8% +/- .7
Adjusted Improper Denial Rate	6.3% +/- 4.1	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	90.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	4.2%	6.2%
Percentage Of Contributory Employers Audited	1.8%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	52.6%	52.1%
Nonfraud Overpayment Recovery Rate	32.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW HAMPSHIRE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	18,795	73.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	18,795	86.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	768	66.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	768	81.6%	92.9%	78%
All First Payments - 14/21 Days	24,060	71.5%	88.0%	90% ~
All First Payments - 35 Days	24,060	85.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	18,079	23.5%	63.1%	80%
Separation Determ. within 21 Days	12,886	25.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	3,504	33.0%	42.8%	60%
Decisions within 45 Days of Filing	3,504	70.6%	66.6%	80%
Decisions within 90 Days of Filing	3,504	98.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	489	85.1%	63.2%	50%
Decisions within 75 Days of Filing	489	95.5%	84.1%	80%
Decisions within 150 Days of Filing	489	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	485	0.7	2.0	none
Higher Authority Appeals (months)	3,492	1.7	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	3,299	94.9%	90.6%	none
Billings Made within 30 Days	160	56.9%	97.9%	none
Reimbursements Made within 30 Days	168	96.4%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	399,061	43.6%	62.6%	none
Payments Made within 14 Days	399,061	85.2%	92.5%	none
Payments Made within 21 Days	399,061	92.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	219^	54.7%	70.5%	75%
LA Appeals with Scores >= 85%	74^	98.7%	94.5%	80%
LA Appeals passing due process	75^	0.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.6%	82.4%	60%
% of New Employer Det's made within 180 days		92.9%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$107,387,627	\$40,418,661,927
Sample Size	387	23,868
Proper Payment Rate	92.3% +/- 2.6	90.9% +/- .6
Overpayment Rate	7.7% +/- 2.6	9.1% +/- .6
Underpayment Rate	.5% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	126	6,917
Population	1,866	833,863
Improper Denial Rate	12.4% +/- 5.2	14.7% +/- .9
Adjusted Improper Denial Rate	9.3% +/- 4.5	9.4% +/- .7
Separation: Sample Size	114	7,034
Population	4,196	1,588,829
Improper Denial Rate	5.6% +/- 3.7	7.6% +/- .6
Adjusted Improper Denial Rate	2.2% +/- 2.1	5.7% +/- .5
NonSeparation: Sample Size	113	6,980
Population	11,037	1,503,906
Improper Denial Rate	8.0% +/- 5.4	11.8% +/- .7
Adjusted Improper Denial Rate	6.3% +/- 4.9	9.2% +/- .6
Footnotes:	#9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	93.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.6%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	6.6%	6.2%
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	30.8%	52.1%
Nonfraud Overpayment Recovery Rate	57.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW JERSEY**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	295,656	88.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	295,656	97.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,277	73.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	13,277	88.0%	92.9%	78%
All First Payments - 14/21 Days	331,546	87.9%	88.0%	90% ~
All First Payments - 35 Days	331,546	97.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	62,551	46.8%	63.1%	80%
Separation Determ. within 21 Days	98,968	63.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	34,252	61.5%	42.8%	60%
Decisions within 45 Days of Filing	34,252	83.0%	66.6%	80%
Decisions within 90 Days of Filing	34,252	96.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	6,377	71.6%	63.2%	50%
Decisions within 75 Days of Filing	6,377	94.2%	84.1%	80%
Decisions within 150 Days of Filing	6,377	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	6,342	0.0	2.0	none
Higher Authority Appeals (months)	34,099	1.3	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	22,418	97.1%	90.6%	none
Billings Made within 30 Days	206	100.0%	97.9%	none
Reimbursements Made within 30 Days	189	90.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,962,176	48.1%	62.6%	none
Payments Made within 14 Days	5,962,176	94.1%	92.5%	none
Payments Made within 21 Days	5,962,176	97.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	334^	50.9%	70.5%	75%
LA Appeals with Scores >= 85%	69^	89.6%	94.5%	80%
LA Appeals passing due process	77^	84.4%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		64.8%	82.4%	60%
% of New Employer Det's made within 180 days		80.6%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		N	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002  
NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$2,081,548,357	\$40,418,661,927
Sample Size	452	23,868
Proper Payment Rate	91.8% +/- 2.5	90.9% +/- .6
Overpayment Rate	8.2% +/- 2.5	9.1% +/- .6
Underpayment Rate	1.0% +/- .4	.7% +/- .1
Footnotes:	#5, #6	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	102	6,917
Population	49,004	833,863
Improper Denial Rate	7.2% +/- 7.4	14.7% +/- .9
Adjusted Improper Denial Rate	7.2% +/- 7.4	9.4% +/- .7
Separation: Sample Size	96	7,034
Population	43,712	1,588,829
Improper Denial Rate	6.7% +/- 4.7	7.6% +/- .6
Adjusted Improper Denial Rate	5.7% +/- 4.3	5.7% +/- .5
NonSeparation: Sample Size	95	6,980
Population	22,434	1,503,906
Improper Denial Rate	6.7% +/- 6.3	11.8% +/- .7
Adjusted Improper Denial Rate	6.0% +/- 6.1	9.2% +/- .6
Footnotes:	#6, #9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	73.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	85.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.6%	1.6%
Accounts Receivable As A Percentage Of Tax Due	7.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.9%	6.2%
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	2.4%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	71.7%	52.1%
Nonfraud Overpayment Recovery Rate	64.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW MEXICO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	35,133	91.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	35,133	97.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,406	82.3	79.8%	70%
Interstate UI, full weeks - 35 Days	1,406	94.1%	92.9%	78%
All First Payments - 14/21 Days	38,332	91.1%	88.0%	90% ~
All First Payments - 35 Days	38,332	97.2%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	4,481	37.7%	63.1%	80%
Separation Determ. within 21 Days	15,724	34.0%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	7,010	80.3%	42.8%	60%
Decisions within 45 Days of Filing	7,010	90.5%	66.6%	80%
Decisions within 90 Days of Filing	7,010	98.5%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	935	66.4%	63.2%	50%
Decisions within 75 Days of Filing	935	96.1%	84.1%	80%
Decisions within 150 Days of Filing	935	99.6%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	925	1.4	2.0	none
Higher Authority Appeals (months)	6,947	1.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	5,395	90.6%	90.6%	none
Billings Made within 30 Days	175	100.0%	97.9%	none
Reimbursements Made within 30 Days	194	65.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	665,129	93.8%	62.6%	none
Payments Made within 14 Days	665,129	95.5%	92.5%	none
Payments Made within 21 Days	665,129	96.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	214^	69.6%	70.5%	75%
LA Appeals with Scores >= 85%	75^	94.9%	94.5%	80%
LA Appeals passing due process	79^	89.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		84.6%	82.4%	60%
% of New Employer Det's made within 180 days		90.1%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		D	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW MEXICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$123,604,799	\$40,418,661,927
Sample Size	491	23,868
Proper Payment Rate	96.2% +/- 1.8	90.9% +/- .6
Overpayment Rate	3.8% +/- 1.8	9.1% +/- .6
Underpayment Rate	.6% +/- .4	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	8,089	833,863
Improper Denial Rate	10.8% +/- 4.7	14.7% +/- .9
Adjusted Improper Denial Rate	6.8% +/- 4.1	9.4% +/- .7
Separation: Sample Size	161	7,034
Population	4,689	1,588,829
Improper Denial Rate	2.4% +/- 2.4	7.6% +/- .6
Adjusted Improper Denial Rate	1.1% +/- 1.5	5.7% +/- .5
NonSeparation: Sample Size	157	6,980
Population	812	1,503,906
Improper Denial Rate	6.4% +/- 5.8	11.8% +/- .7
Adjusted Improper Denial Rate	3.7% +/- 2.8	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	90.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	95.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.2%	6.2%
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	68.2%	52.1%
Nonfraud Overpayment Recovery Rate	33.7%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW YORK**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	490,087	91.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	490,087	97.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	14,897	85.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	14,897	94.4%	92.9%	78%
All First Payments - 14/21 Days	624,509	91.0%	88.0%	90% ~
All First Payments - 35 Days	624,509	97.2%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	185,045	31.6%	63.1%	80%
Separation Determ. within 21 Days	165,044	33.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	47,163	65.3%	42.8%	60%
Decisions within 45 Days of Filing	47,163	80.5%	66.6%	80%
Decisions within 90 Days of Filing	47,163	95.7%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	6,411	66.0%	63.2%	50%
Decisions within 75 Days of Filing	6,411	93.4%	84.1%	80%
Decisions within 150 Days of Filing	6,411	99.00%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	6,403	1.7	2.0	none
Higher Authority Appeals (months)	47,144	1.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	26,765	88.5%	90.6%	none
Billings Made within 30 Days	208	100.0%	97.9%	none
Reimbursements Made within 30 Days	201	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	10,846,578	92.4%	62.6%	none
Payments Made within 14 Days	10,846,578	95.4%	92.5%	none
Payments Made within 21 Days	10,846,578	97.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	346^	49.5%	70.5%	75%
LA Appeals with Scores >= 85%	73^	91.3%	94.5%	80%
LA Appeals passing due process	80^	87.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		89.4%	82.4%	60%
% of New Employer Det's made within 180 days		95.1%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$3,204,114,772	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	91.9% +/- 2.6	90.9% +/- .6
Overpayment Rate	8.1% +/- 2.6	9.1% +/- .6
Underpayment Rate	.8% +/- .4	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	144	6,917
Population	95,255	833,863
Improper Denial Rate	37.9% +/- 8.5	14.7% +/- .9
Adjusted Improper Denial Rate	25.5% +/- 7.6	9.4% +/- .7
Separation: Sample Size	148	7,034
Population	100,910	1,588,829
Improper Denial Rate	7.9% +/- 4.1	7.6% +/- .6
Adjusted Improper Denial Rate	5.2% +/- 3.5	5.7% +/- .5
NonSeparation: Sample Size	140	6,980
Population	75,176	1,503,906
Improper Denial Rate	6.6% +/- 4.1	11.8% +/- .7
Adjusted Improper Denial Rate	6.6% +/- 4.1	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	84.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	83.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.1%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	11.1%	6.2%
Percentage Of Contributory Employers Audited	1.6%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	46.8%	52.1%
Nonfraud Overpayment Recovery Rate	12.6%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NORTH CAROLINA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	260,779	87.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	260,779	96.2%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	9,274	87.2%	79.8%	70%
Interstate UI, full weeks - 35 Days	9,274	94.5%	92.9%	78%
All First Payments - 14/21 Days	357,844	88.7%	88.0%	90% ~
All First Payments - 35 Days	357,844	96.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	83,799	73.8%	63.1%	80%
Separation Determ. within 21 Days	124,076	76.1%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	44,468	12.6%	42.8%	60%
Decisions within 45 Days of Filing	44,468	24.3%	66.6%	80%
Decisions within 90 Days of Filing	44,468	66.1%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	6,337	79.5%	63.2%	50%
Decisions within 75 Days of Filing	6,337	91.8%	84.1%	80%
Decisions within 150 Days of Filing	6,337	99.3%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	6,321	3.0	2.0	none
Higher Authority Appeals (months)	44,282	2.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	15,916	95.3%	90.6%	none
Billings Made within 30 Days	200	97.5%	97.9%	none
Reimbursements Made within 30 Days	200	97.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	4,600,188	93.3%	62.6%	none
Payments Made within 14 Days	4,600,188	96.8%	92.5%	none
Payments Made within 21 Days	4,600,188	97.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	351^	37.0%	70.5%	75%
LA Appeals with Scores >= 85%	66^	89.2%	94.5%	80%
LA Appeals passing due process	74^	79.7%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		82.3%	82.4%	60%
% of New Employer Det's made within 180 days		90.6%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,224,208,909	\$40,418,661,927
Sample Size	520	23,868
Proper Payment Rate	86.2% +/- 3.2	90.9% +/- .6
Overpayment Rate	13.8% +/- 3.2	9.1% +/- .6
Underpayment Rate	.2% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	152	6,917
Population	32,577	833,863
Improper Denial Rate	18.2% +/- 6.8	14.7% +/- .9
Adjusted Improper Denial Rate	11.3% +/- 5.9	9.4% +/- .7
Separation: Sample Size	155	7,034
Population	67,027	1,588,829
Improper Denial Rate	6.4% +/- 4.0	7.6% +/- .6
Adjusted Improper Denial Rate	6.4% +/- 4.0	5.7% +/- .5
NonSeparation: Sample Size	146	6,980
Population	58,667	1,503,906
Improper Denial Rate	14.8% +/- 6.0	11.8% +/- .7
Adjusted Improper Denial Rate	14.2% +/- 5.9	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	93.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.6%
Accounts Receivable As A Percentage Of Tax Due	0.8%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.4%	6.2%
Percentage Of Contributory Employers Audited	1.6%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	67.1%	52.1%
Nonfraud Overpayment Recovery Rate	53.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**NORTH DAKOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	11,774	98.7%	88.5%	87%
Intrastate UI, full weeks - 35 Days	11,774	99.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	475	93.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	475	98.3%	92.9%	78%
All First Payments - 14/21 Days	13,303	98.4%	88.0%	90% ~
All First Payments - 35 Days	13,303	99.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,831	93.4%	63.1%	80%
Separation Determ. within 21 Days	6,147	82.6%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,726	91.9%	42.8%	60%
Decisions within 45 Days of Filing	1,726	98.8%	66.6%	80%
Decisions within 90 Days of Filing	1,726	99.7%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	345	86.1%	63.2%	50%
Decisions within 75 Days of Filing	345	98.3%	84.1%	80%
Decisions within 150 Days of Filing	345	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	341	1.1	2.0	none
Higher Authority Appeals (months)	1,710	1.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	4,127	97.6%	90.6%	none
Billings Made within 30 Days	155	100.0%	97.9%	none
Reimbursements Made within 30 Days	170	89.4%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	185,259	94.3%	62.6%	none
Payments Made within 14 Days	185,259	98.6%	92.5%	none
Payments Made within 21 Days	185,259	99.2%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	229^	85.0%	70.5%	75%
LA Appeals with Scores >= 85%	69^	100.0%	94.5%	80%
LA Appeals passing due process	69^	95.70%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		81.2%	82.4%	60%
% of New Employer Det's made within 180 days		89.5%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$40,129,421	\$40,418,661,927
Sample Size	360	23,868
Proper Payment Rate	96.7% +/- 1.7	90.9% +/- .6
Overpayment Rate	3.3% +/- 1.7	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	144	6,917
Population	1,856	833,863
Improper Denial Rate	3.4% +/- 3.5	14.7% +/- .9
Adjusted Improper Denial Rate	2.2% +/- 3.0	9.4% +/- .7
Separation: Sample Size	151	7,034
Population	2,530	1,588,829
Improper Denial Rate	8.0% +/- 4.5	7.6% +/- .6
Adjusted Improper Denial Rate	2.8% +/- 2.7	5.7% +/- .5
NonSeparation: Sample Size	147	6,980
Population	4,811	1,503,906
Improper Denial Rate	12.2% +/- 5.2	11.8% +/- .7
Adjusted Improper Denial Rate	11.0% +/- 5.0	9.2% +/- .6
Footnotes:	#9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	99.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	79.9%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.9%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.0%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	50.9%	52.1%
Nonfraud Overpayment Recovery Rate	95.4%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**OHIO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	339,194	90.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	339,194	97.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	10,185	75.3%	79.8%	70%
Interstate UI, full weeks - 35 Days	10,185	94.4%	92.9%	78%
All First Payments - 14/21 Days	374,264	89.0%	88.0%	90% ~
All First Payments - 35 Days	374,264	97.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	70,648	52.1%	63.1%	80%
Separation Determ. within 21 Days	122,762	51.3%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	18,811	38.6%	42.8%	60%
Decisions within 45 Days of Filing	18,811	50.2%	66.6%	80%
Decisions within 90 Days of Filing	18,811	77.1%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,835	75.4%	63.2%	50%
Decisions within 75 Days of Filing	3,835	92.1%	84.1%	80%
Decisions within 150 Days of Filing	3,835	97.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,818	1.0	2.0	none
Higher Authority Appeals (months)	18,734	2.2	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	16,352	73.1%	90.6%	none
Billings Made within 30 Days	207	100.0%	97.9%	none
Reimbursements Made within 30 Days	193	99.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,421,465	45.9%	62.6%	none
Payments Made within 14 Days	5,421,465	94.2%	92.5%	none
Payments Made within 21 Days	5,421,465	97.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	349^	67.5%	70.5%	75%
LA Appeals with Scores >= 85%	65^	81.3%	94.5%	80%
LA Appeals passing due process	80^	83.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		88.2%	82.4%	60%
% of New Employer Det's made within 180 days		93.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**OHIO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,423,788,012	\$40,418,661,927
Sample Size	486	23,868
Proper Payment Rate	93.1% +/- 2.1	90.9% +/- .6
Overpayment Rate	6.9% +/- 2.1	9.1% +/- .6
Underpayment Rate	.9% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	154	6,917
Population	44,213	833,863
Improper Denial Rate	10.8% +/- 4.9	14.7% +/- .9
Adjusted Improper Denial Rate	10.3% +/- 4.7	9.4% +/- .7
Separation: Sample Size	152	7,034
Population	55,690	1,588,829
Improper Denial Rate	3.2% +/- 2.8	7.6% +/- .6
Adjusted Improper Denial Rate	3.2% +/- 2.8	5.7% +/- .5
NonSeparation: Sample Size	152	6,980
Population	35,979	1,503,906
Improper Denial Rate	7.7% +/- 4.1	11.8% +/- .7
Adjusted Improper Denial Rate	7.2% +/- 4.1	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	91.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	39.5%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	42.7%	52.1%
Nonfraud Overpayment Recovery Rate	52.2%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**OKLAHOMA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	52,618	90.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	52,618	96.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,681	84.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,681	94.9%	92.9%	78%
All First Payments - 14/21 Days	60,579	89.6%	88.0%	90% ~
All First Payments - 35 Days	60,579	96.5%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	24,452	74.2%	63.1%	80%
Separation Determ. within 21 Days	45,336	81.1%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	11,266	69.8%	42.8%	60%
Decisions within 45 Days of Filing	11,266	94.2%	66.6%	80%
Decisions within 90 Days of Filing	11,266	99.8%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,800	94.3%	63.2%	50%
Decisions within 75 Days of Filing	1,800	98.8%	84.1%	80%
Decisions within 150 Days of Filing	1,800	99.2%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,786	1.3	2.0	none
Higher Authority Appeals (months)	11,175	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,420	98.4%	90.6%	none
Billings Made within 30 Days	196	100.0%	97.9%	none
Reimbursements Made within 30 Days	16	81.3%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	1,052,380	94.6%	62.6%	none
Payments Made within 14 Days	1,052,380	97.8%	92.5%	none
Payments Made within 21 Days	1,052,380	98.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	223^	76.9%	70.5%	75%
LA Appeals with Scores >= 85%	76^	96.2%	94.5%	80%
LA Appeals passing due process	79^	83.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		80.1%	82.4%	60%
% of New Employer Det's made within 180 days		89.9%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$255,412,815	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	97.1% +/- 1.5	90.9% +/- .6
Overpayment Rate	2.9% +/- 1.5	9.1% +/- .6
Underpayment Rate	.5% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	150	6,917
Population	13,979	833,863
Improper Denial Rate	3.2% +/- 2.5	14.7% +/- .9
Adjusted Improper Denial Rate	2.5% +/- 2.5	9.4% +/- .7
Separation: Sample Size	156	7,034
Population	22,387	1,588,829
Improper Denial Rate	5.5% +/- 3.6	7.6% +/- .6
Adjusted Improper Denial Rate	.9% +/- 1.7	5.7% +/- .5
NonSeparation: Sample Size	156	6,980
Population	21,926	1,503,906
Improper Denial Rate	12.1% +/- 5.3	11.8% +/- .7
Adjusted Improper Denial Rate	10.2% +/- 4.9	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	89.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	87.5%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.4%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.1%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.6%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	36.0%	52.1%
Nonfraud Overpayment Recovery Rate	33.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**OREGON**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	147,260	90.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	147,260	97.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	7,933	90.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	7,933	96.1%	92.9%	78%
All First Payments - 14/21 Days	186,083	91.1%	88.0%	90% ~
All First Payments - 35 Days	186,083	97.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	110,984	69.0%	63.1%	80%
Separation Determ. within 21 Days	91,295	66.1%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	19,732	47.6%	42.8%	60%
Decisions within 45 Days of Filing	19,732	70.3%	66.6%	80%
Decisions within 90 Days of Filing	19,732	93.1%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,421	91.7%	63.2%	50%
Decisions within 75 Days of Filing	2,421	94.8%	84.1%	80%
Decisions within 150 Days of Filing	2,421	99.6%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,419	1.2	2.0	none
Higher Authority Appeals (months)	19,732	0.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	15,196	100.0%	90.6%	none
Billings Made within 30 Days	203	100.0%	97.9%	none
Reimbursements Made within 30 Days	190	90.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,954,455	94.8%	62.6%	none
Payments Made within 14 Days	2,954,455	97.7%	92.5%	none
Payments Made within 21 Days	2,954,455	98.6%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	373^	62.3%	70.5%	75%
LA Appeals with Scores >= 85%	79^	100.0%	94.5%	80%
LA Appeals passing due process	79^	97.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.4%	82.4%	60%
% of New Employer Det's made within 180 days		92.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**OREGON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$793,203,056	\$40,418,661,927
Sample Size	450	23,868
Proper Payment Rate	94.3% +/- 2.2	90.9% +/- .6
Overpayment Rate	5.7% +/- 2.2	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	157	6,917
Population	8,606	833,863
Improper Denial Rate	7.4% +/- 4.7	14.7% +/- .9
Adjusted Improper Denial Rate	6.2% +/- 4.5	9.4% +/- .7
Separation: Sample Size	157	7,034
Population	32,457	1,588,829
Improper Denial Rate	9.7% +/- 4.9	7.6% +/- .6
Adjusted Improper Denial Rate	5.0% +/- 3.7	5.7% +/- .5
NonSeparation: Sample Size	157	6,980
Population	23,511	1,503,906
Improper Denial Rate	7.7% +/- 4.3	11.8% +/- .7
Adjusted Improper Denial Rate	6.5% +/- 3.9	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	87.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	94.5%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	6.0%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	67.0%	52.1%
Nonfraud Overpayment Recovery Rate	51.0%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**PENNSYLVANIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	394,181	90.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	394,181	96.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	10,924	84.2%	79.8%	70%
Interstate UI, full weeks - 35 Days	10,924	94.4%	92.9%	78%
All First Payments - 14/21 Days	457,969	89.9%	88.0%	90% ~
All First Payments - 35 Days	457,969	96.8%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	194,333	43.4%	63.1%	80%
Separation Determ. within 21 Days	199,134	66.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	72,647	16.8%	42.8%	60%
Decisions within 45 Days of Filing	72,647	32.4%	66.6%	80%
Decisions within 90 Days of Filing	72,647	82.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	8,782	54.3%	63.2%	50%
Decisions within 75 Days of Filing	8,782	81.2%	84.1%	80%
Decisions within 150 Days of Filing	8,782	97.4%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	8,720	2.5	2.0	none
Higher Authority Appeals (months)	71,783	3.0	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	17,950	80.6%	90.6%	none
Billings Made within 30 Days	185	60.5%	97.9%	none
Reimbursements Made within 30 Days	185	99.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	9,218,341	46.5%	62.6%	none
Payments Made within 14 Days	9,218,341	96.3%	92.5%	none
Payments Made within 21 Days	9,218,341	97.9%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	371^	74.3%	70.5%	75%
LA Appeals with Scores >= 85%	133^	85.8%	94.5%	80%
LA Appeals passing due process	155^	80.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		71.7%	82.4%	60%
% of New Employer Det's made within 180 days		86.6%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**PENNSYLVANIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$2,209,464,730	\$40,418,661,927
Sample Size	481	23,868
Proper Payment Rate	91.9% +/- 2.6	90.9% +/- .6
Overpayment Rate	8.1% +/- 2.6	9.1% +/- .6
Underpayment Rate	.7% +/- .4	.7% +/- .1
Footnotes:	#8	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	48,818	833,863
Improper Denial Rate	28.6% +/- 7.6	14.7% +/- .9
Adjusted Improper Denial Rate	5.9% +/- 4.0	9.4% +/- .7
Separation: Sample Size	156	7,034
Population	10,457	1,588,829
Improper Denial Rate	19.9% +/- 12.2	7.6% +/- .6
Adjusted Improper Denial Rate	19.1% +/- 12.2	5.7% +/- .5
NonSeparation: Sample Size	153	6,980
Population	9,015	1,503,906
Improper Denial Rate	10.3% +/- 6.3	11.8% +/- .7
Adjusted Improper Denial Rate	10.3% +/- 6.3	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	92.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	96.1%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	F	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	7.9%	6.2%
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	37.6%	52.1%
Nonfraud Overpayment Recovery Rate	35.4%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**PUERTO RICO**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	85,082	83.7%	88.5%	87%
Intrastate UI, full weeks - 35 Days	85,082	94.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,203	41.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,203	70.9%	92.9%	78%
All First Payments - 14/21 Days	103,066	81.5%	88.0%	90% ~
All First Payments - 35 Days	103,066	94.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	49,135	63.7%	63.1%	80%
Separation Determ. within 21 Days	41,535	61.4%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,108	14.3%	42.8%	60%
Decisions within 45 Days of Filing	4,108	52.1%	66.6%	80%
Decisions within 90 Days of Filing	4,108	82.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,012	77.0%	63.2%	50%
Decisions within 75 Days of Filing	1,012	96.3%	84.1%	80%
Decisions within 150 Days of Filing	1,012	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,012	0.1	2.0	none
Higher Authority Appeals (months)	4,064	4.3	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	*	*	90.6%	none
Billings Made within 30 Days	*	*	97.9%	none
Reimbursements Made within 30 Days	*	*	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,173,957	28.1%	62.6%	none
Payments Made within 14 Days	2,173,957	70.9%	92.5%	none
Payments Made within 21 Days	2,173,957	88.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	213^	67.4%	70.5%	75%
LA Appeals with Scores >= 85%	70^	87.5%	94.5%	80%
LA Appeals passing due process	80^	87.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		68.3%	82.4%	60%
% of New Employer Det's made within 180 days		86.2%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		N	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**PUERTO RICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$249,869,113	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	92.8% +/- 2.3	90.9% +/- .6
Overpayment Rate	7.2% +/- 2.3	9.1% +/- .6
Underpayment Rate	1.9% +/- .7	.7% +/- .1
Footnotes:	#5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	104	6,917
Population	3,655	833,863
Improper Denial Rate	67.7% +/- 8.7	14.7% +/- .9
Adjusted Improper Denial Rate	17.9% +/- 9.1	9.4% +/- .7
Separation: Sample Size	103	7,034
Population	2,089	1,588,829
Improper Denial Rate	21.4% +/- 15.0	7.6% +/- .6
Adjusted Improper Denial Rate	8.7% +/- 8.8	5.7% +/- .5
NonSeparation: Sample Size	103	6,980
Population	6,520	1,503,906
Improper Denial Rate	8.2% +/- 6.7	11.8% +/- .7
Adjusted Improper Denial Rate	8.2% +/- 6.7	9.2% +/- .6
Footnotes:	#9, #10, #13	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	66.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	88.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.1%	1.6%
Accounts Receivable As A Percentage Of Tax Due	8.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	N	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	6.2%	6.2%
Percentage Of Contributory Employers Audited	0.6%	1.6%
Annualized Percentage Of Total Wages Audited	0.1%	1.0%
Audits Meet Employment Security Manual Requirements?	N	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	*	52.1%
Nonfraud Overpayment Recovery Rate	*	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**RHODE ISLAND**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	38,256	81.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	38,256	94.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,894	75.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,894	91.9%	92.9%	78%
All First Payments - 14/21 Days	44,231	81.0%	88.0%	90% ~
All First Payments - 35 Days	44,231	94.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	15,100	40.3%	63.1%	80%
Separation Determ. within 21 Days	22,262	36.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,378	93.9%	42.8%	60%
Decisions within 45 Days of Filing	4,378	98.6%	66.6%	80%
Decisions within 90 Days of Filing	4,378	99.5%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	777	85.5%	63.2%	50%
Decisions within 75 Days of Filing	777	96.4%	84.1%	80%
Decisions within 150 Days of Filing	777	99.5%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	771	2.0	2.0	none
Higher Authority Appeals (months)	4,346	1.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	10,268	77.7%	90.6%	none
Billings Made within 30 Days	43	100.0%	97.9%	none
Reimbursements Made within 30 Days	159	100.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	653,672	92.4%	62.6%	none
Payments Made within 14 Days	653,672	95.2%	92.5%	none
Payments Made within 21 Days	653,672	96.8%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	231^	82.7%	70.5%	75%
LA Appeals with Scores >= 85%	76^	97.4%	94.5%	80%
LA Appeals passing due process	78^	97.4%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		95.3%	82.4%	60%
% of New Employer Det's made within 180 days		97.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**RHODE ISLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$203,691,659	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	90.5% +/- 2.8	90.9% +/- .6
Overpayment Rate	9.5% +/- 2.8	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	#5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	154	6,917
Population	4,714	833,863
Improper Denial Rate	6.4% +/- 4.3	14.7% +/- .9
Adjusted Improper Denial Rate	5.5% +/- 4.4	9.4% +/- .7
Separation: Sample Size	149	7,034
Population	8,463	1,588,829
Improper Denial Rate	3.9% +/- 2.8	7.6% +/- .6
Adjusted Improper Denial Rate	2.6% +/- 2.2	5.7% +/- .5
NonSeparation: Sample Size	143	6,980
Population	8,842	1,503,906
Improper Denial Rate	.0% +/- .0	11.8% +/- .7
Adjusted Improper Denial Rate	.0% +/- .0	9.2% +/- .6
Footnotes:	#9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	92.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	70.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.8%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.4%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.2%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	76.6%	52.1%
Nonfraud Overpayment Recovery Rate	44.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**SOUTH CAROLINA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	103,247	89.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	103,247	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	2,553	86.3%	79.8%	70%
Interstate UI, full weeks - 35 Days	2,553	96.4%	92.9%	78%
All First Payments - 14/21 Days	130,515	89.2%	88.0%	90% ~
All First Payments - 35 Days	130,515	97.6%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	20,047	77.1%	63.1%	80%
Separation Determ. within 21 Days	55,965	79.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	14,645	99.0%	42.8%	60%
Decisions within 45 Days of Filing	14,645	99.9%	66.6%	80%
Decisions within 90 Days of Filing	14,645	100.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,616	57.8%	63.2%	50%
Decisions within 75 Days of Filing	1,616	88.2%	84.1%	80%
Decisions within 150 Days of Filing	1,616	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	1,574	1.4	2.0	none
Higher Authority Appeals (months)	14,461	0.6	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	11,695	94.0%	90.6%	none
Billings Made within 30 Days	191	100.0%	97.9%	none
Reimbursements Made within 30 Days	189	100.00%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,678,379	93.1%	62.6%	none
Payments Made within 14 Days	2,678,379	97.7%	92.5%	none
Payments Made within 21 Days	2,678,379	98.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	234^	80.8%	70.5%	75%
LA Appeals with Scores >= 85%	84^	97.7%	94.5%	80%
LA Appeals passing due process	86^	93.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.0%	82.4%	60%
% of New Employer Det's made within 180 days		91.2%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**SOUTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$417,230,773	\$40,418,661,927
Sample Size	520	23,868
Proper Payment Rate	91.5% +/- 2.5	90.9% +/- .6
Overpayment Rate	8.5% +/- 2.5	9.1% +/- .6
Underpayment Rate	.2% +/- .2	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	121	6,917
Population	1,199	833,863
Improper Denial Rate	8.1% +/- 4.5	14.7% +/- .9
Adjusted Improper Denial Rate	7.5% +/- 4.4	9.4% +/- .7
Separation: Sample Size	118	7,034
Population	36,418	1,588,829
Improper Denial Rate	4.2% +/- 4.2	7.6% +/- .6
Adjusted Improper Denial Rate	1.9% +/- 2.7	5.7% +/- .5
NonSeparation: Sample Size	117	6,980
Population	10,952	1,503,906
Improper Denial Rate	5.2% +/- 4.1	11.8% +/- .7
Adjusted Improper Denial Rate	3.3% +/- 3.2	9.2% +/- .6
Footnotes:	#9, #11	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	88.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	93.9%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	10.3%	6.2%
Percentage Of Contributory Employers Audited	3.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	58.4%	52.1%
Nonfraud Overpayment Recovery Rate	68.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**SOUTH DAKOTA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	8,612	94.8%	88.5%	87%
Intrastate UI, full weeks - 35 Days	8,612	98.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	590	91.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	590	96.9%	92.9%	78%
All First Payments - 14/21 Days	11,369	94.4%	88.0%	90% ~
All First Payments - 35 Days	11,369	98.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	8,486	83.1%	63.1%	80%
Separation Determ. within 21 Days	7,714	89.7%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,747	76.5%	42.8%	60%
Decisions within 45 Days of Filing	1,747	96.6%	66.6%	80%
Decisions within 90 Days of Filing	1,747	99.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	155	96.8%	63.2%	50%
Decisions within 75 Days of Filing	155	100.0%	84.1%	80%
Decisions within 150 Days of Filing	155	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	155	0.0	2.0	none
Higher Authority Appeals (months)	1,747	0.8	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,210	99.6%	90.6%	none
Billings Made within 30 Days	147	100.0%	97.9%	none
Reimbursements Made within 30 Days	172	86.0%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	142,735	93.2%	62.6%	none
Payments Made within 14 Days	142,735	97.9%	92.5%	none
Payments Made within 21 Days	142,735	98.6%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	235^	84.0%	70.5%	75%
LA Appeals with Scores >= 85%	77^	97.5%	94.5%	80%
LA Appeals passing due process	79^	96.2%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		79.3%	82.4%	60%
% of New Employer Det's made within 180 days		87.0%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**SOUTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$30,038,751	\$40,418,661,927
Sample Size	359	23,868
Proper Payment Rate	92.4% +/- 2.7	90.9% +/- .6
Overpayment Rate	7.6% +/- 2.7	9.1% +/- .6
Underpayment Rate	.3% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	150	6,917
Population	2,493	833,863
Improper Denial Rate	9.3% +/- 5.9	14.7% +/- .9
Adjusted Improper Denial Rate	4.1% +/- 4.1	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	3,995	1,588,829
Improper Denial Rate	4.3% +/- 3.1	7.6% +/- .6
Adjusted Improper Denial Rate	3.6% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	7,788	1,503,906
Improper Denial Rate	13.3% +/- 6.6	11.8% +/- .7
Adjusted Improper Denial Rate	10.0% +/- 6.0	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	97.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.2%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.7%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	71.4%	52.1%
Nonfraud Overpayment Recovery Rate	56.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**TENNESSEE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	177,739	95.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	177,739	98.1%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	5,738	89.4%	79.8%	70%
Interstate UI, full weeks - 35 Days	5,738	96.3%	92.9%	78%
All First Payments - 14/21 Days	208,816	94.2%	88.0%	90% ~
All First Payments - 35 Days	208,816	98.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	11,395	77.5%	63.1%	80%
Separation Determ. within 21 Days	73,760	83.2%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	18,645	25.3%	42.8%	60%
Decisions within 45 Days of Filing	18,645	61.1%	66.6%	80%
Decisions within 90 Days of Filing	18,645	96.4%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	3,271	79.0%	63.2%	50%
Decisions within 75 Days of Filing	3,271	94.3%	84.1%	80%
Decisions within 150 Days of Filing	3,271	99.4%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	3,252	2.1	2.0	none
Higher Authority Appeals (months)	18,549	1.9	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	15,284	100.0%	90.6%	none
Billings Made within 30 Days	203	100.0%	97.9%	none
Reimbursements Made within 30 Days	199	99.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,882,323	87.7%	62.6%	none
Payments Made within 14 Days	2,882,323	92.6%	92.5%	none
Payments Made within 21 Days	2,882,323	93.5%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	226^	66.3%	70.5%	75%
LA Appeals with Scores >= 85%	78^	97.5%	94.5%	80%
LA Appeals passing due process	80^	88.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		85.1%	82.4%	60%
% of New Employer Det's made within 180 days		90.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$569,823,398	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	94.1% +/- 2.1	90.9% +/- .6
Overpayment Rate	5.9% +/- 2.1	9.1% +/- .6
Underpayment Rate	.2% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	147	6,917
Population	25,917	833,863
Improper Denial Rate	4.6% +/- 4.0	14.7% +/- .9
Adjusted Improper Denial Rate	4.2% +/- 4.0	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	35,429	1,588,829
Improper Denial Rate	3.0% +/- 3.0	7.6% +/- .6
Adjusted Improper Denial Rate	1.4% +/- 2.0	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	5,554	1,503,906
Improper Denial Rate	8.4% +/- 4.6	11.8% +/- .7
Adjusted Improper Denial Rate	5.9% +/- 4.2	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	92.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	95.4%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.6%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	0.9%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	31.4%	52.1%
Nonfraud Overpayment Recovery Rate	46.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**TEXAS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	501,434	89.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	501,434	97.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	12,133	87.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	12,133	96.9%	92.9%	78%
All First Payments - 14/21 Days	552,245	89.1%	88.0%	90% ~
All First Payments - 35 Days	552,245	97.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	248,303	82.3%	63.1%	80%
Separation Determ. within 21 Days	362,074	64.3%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	93,130	60.9%	42.8%	60%
Decisions within 45 Days of Filing	93,130	74.4%	66.6%	80%
Decisions within 90 Days of Filing	93,130	90.1%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	15,935	82.6%	63.2%	50%
Decisions within 75 Days of Filing	15,935	97.7%	84.1%	80%
Decisions within 150 Days of Filing	15,935	99.7%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	15,831	1.5	2.0	none
Higher Authority Appeals (months)	92,497	5.4	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	22,342	93.4%	90.6%	none
Billings Made within 30 Days	208	100.0%	97.9%	none
Reimbursements Made within 30 Days	189	74.1%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	8,721,142	42.4%	62.6%	none
Payments Made within 14 Days	8,721,142	88.7%	92.5%	none
Payments Made within 21 Days	8,721,142	92.3%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	383^	85.8%	70.5%	75%
LA Appeals with Scores >= 85%	140^	88.6%	94.5%	80%
LA Appeals passing due process	158^	79.1%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		81.4%	82.4%	60%
% of New Employer Det's made within 180 days		88.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**TEXAS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$2,199,992,582	\$40,418,661,927
Sample Size	491	23,868
Proper Payment Rate	79.3% +/- 3.7	90.9% +/- .6
Overpayment Rate	20.7% +/- 3.7	9.1% +/- .6
Underpayment Rate	.1% +/- .1	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	151	6,917
Population	89,675	833,863
Improper Denial Rate	5.7% +/- 3.5	14.7% +/- .9
Adjusted Improper Denial Rate	3.9% +/- 3.0	9.4% +/- .7
Separation: Sample Size	151	7,034
Population	190,703	1,588,829
Improper Denial Rate	14.4% +/- 6.0	7.6% +/- .6
Adjusted Improper Denial Rate	13.5% +/- 5.9	5.7% +/- .5
NonSeparation: Sample Size	148	6,980
Population	217,568	1,503,906
Improper Denial Rate	11.3% +/- 5.7	11.8% +/- .7
Adjusted Improper Denial Rate	10.5% +/- 5.5	9.2% +/- .6
Footnotes:	#6, #9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	91.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	84.0%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.5%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	10.7%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	0.7%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	44.3%	52.1%
Nonfraud Overpayment Recovery Rate	54.2%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**

**UTAH**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	50,939	97.9%	88.5%	87%
Intrastate UI, full weeks - 35 Days	50,939	99.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,752	94.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,752	98.7%	92.9%	78%
All First Payments - 14/21 Days	61,227	97.8%	88.0%	90% ~
All First Payments - 35 Days	61,227	99.8%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	36,739	79.0%	63.1%	80%
Separation Determ. within 21 Days	37,320	88.6%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	10,454	69.8%	42.8%	60%
Decisions within 45 Days of Filing	10,454	89.5%	66.6%	80%
Decisions within 90 Days of Filing	10,454	99.2%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	1,026	71.2%	63.2%	50%
Decisions within 75 Days of Filing	1,026	96.1%	84.1%	80%
Decisions within 150 Days of Filing	1,026	99.8%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	938	1.5	2.0	none
Higher Authority Appeals (months)	10,168	0.6	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,994	79.4%	90.6%	none
Billings Made within 30 Days	197	100.0%	97.9%	none
Reimbursements Made within 30 Days	197	90.9%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	830,801	97.9%	62.6%	none
Payments Made within 14 Days	830,801	99.5%	92.5%	none
Payments Made within 21 Days	830,801	99.8%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	230^	89.2%	70.5%	75%
LA Appeals with Scores >= 85%	76^	97.4%	94.5%	80%
LA Appeals passing due process	78^	94.9%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		91.3%	82.4%	60%
% of New Employer Det's made within 180 days		95.4%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**UTAH**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b>Benefit Accuracy Measurement - Paid Claims Accuracy</b>		
Total Dollars Paid in Population	\$249,026,125	\$40,418,661,927
Sample Size	360	23,868
Proper Payment Rate	90.8% +/- 3.0	90.9% +/- .6
Overpayment Rate	9.2% +/- 3.0	9.1% +/- .6
Underpayment Rate	1.0% +/- .6	.7% +/- .1
Footnotes:	none	--
<b>Benefit Accuracy Measurement - Denied Claims Accuracy</b>		
Monetary: Sample Size	138	6,917
Population	4,135	833,863
Improper Denial Rate	24.2% +/- 5.8	14.7% +/- .9
Adjusted Improper Denial Rate	19.1% +/- 5.8	9.4% +/- .7
Separation: Sample Size	149	7,034
Population	16,273	1,588,829
Improper Denial Rate	5.8% +/- 4.1	7.6% +/- .6
Adjusted Improper Denial Rate	4.1% +/- 3.3	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	28,207	1,503,906
Improper Denial Rate	6.4% +/- 3.3	11.8% +/- .7
Adjusted Improper Denial Rate	5.9% +/- 3.3	9.2% +/- .6
Footnotes:	#9	--
<b>Contributory Employers Report Delinquency</b>		
Percentage of Reports Filed Timely	93.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b>Collections from Contributory Employers</b>		
Percentage Of Tax Due Paid Timely	93.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b>Cashiering</b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b>Field Audit</b>		
Percent Change In Total Wages Resulting From Audit	2.7%	6.2%
Percentage Of Contributory Employers Audited	2.7%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b>Benefit Payment Control</b>		
Fraud Overpayment Recovery Rate	27.6%	52.1%
Nonfraud Overpayment Recovery Rate	26.2%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**VERMONT**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	19,799	88.5%	88.5%	87%
Intrastate UI, full weeks - 35 Days	19,799	93.3%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,250	83.0%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,250	90.0%	92.9%	78%
All First Payments - 14/21 Days	26,366	87.7%	88.0%	90% ~
All First Payments - 35 Days	26,366	92.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	9,225	55.4%	63.1%	80%
Separation Determ. within 21 Days	8,796	24.1%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,705	83.8%	42.8%	60%
Decisions within 45 Days of Filing	1,705	97.1%	66.6%	80%
Decisions within 90 Days of Filing	1,705	99.5%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	206	87.4%	63.2%	50%
Decisions within 75 Days of Filing	206	99.0%	84.1%	80%
Decisions within 150 Days of Filing	206	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	206	1.9	2.0	none
Higher Authority Appeals (months)	1,692	0.8	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	2,302	72.7%	90.6%	none
Billings Made within 30 Days	173	96.0%	97.9%	none
Reimbursements Made within 30 Days	158	98.1%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	397,377	89.2%	62.6%	none
Payments Made within 14 Days	397,377	95.9%	92.5%	none
Payments Made within 21 Days	397,377	97.2%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	231^	78.8%	70.5%	75%
LA Appeals with Scores >= 85%	80^	100.0%	94.5%	80%
LA Appeals passing due process	80^	98.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		64.4%	82.4%	60%
% of New Employer Det's made within 180 days		79.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**VERMONT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$92,655,823	\$40,418,661,927
Sample Size	337	23,868
Proper Payment Rate	98.3% +/- 1.3	90.9% +/- .6
Overpayment Rate	1.7% +/- 1.3	9.1% +/- .6
Underpayment Rate	.7% +/- .5	.7% +/- .1
Footnotes:	#5, #6	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	145	6,917
Population	1,280	833,863
Improper Denial Rate	5.5% +/- 3.6	14.7% +/- .9
Adjusted Improper Denial Rate	5.5% +/- 3.6	9.4% +/- .7
Separation: Sample Size	135	7,034
Population	4,529	1,588,829
Improper Denial Rate	2.0% +/- 2.2	7.6% +/- .6
Adjusted Improper Denial Rate	1.3% +/- 1.9	5.7% +/- .5
NonSeparation: Sample Size	146	6,980
Population	3,686	1,503,906
Improper Denial Rate	7.2% +/- 4.8	11.8% +/- .7
Adjusted Improper Denial Rate	6.2% +/- 4.3	9.2% +/- .6
Footnotes:	#6, #9, #10	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	92.6%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.6%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	1.9%	6.2%
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	60.3%	52.1%
Nonfraud Overpayment Recovery Rate	70.2%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**VIRGINIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	137,823	89.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	137,823	96.8%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	13,483	75.5%	79.8%	70%
Interstate UI, full weeks - 35 Days	13,483	92.8%	92.9%	78%
All First Payments - 14/21 Days	175,247	87.7%	88.0%	90% ~
All First Payments - 35 Days	175,247	96.3%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	35,301	72.2%	63.1%	80%
Separation Determ. within 21 Days	83,401	69.8%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	16,736	2.4%	42.8%	60%
Decisions within 45 Days of Filing	16,736	7.7%	66.6%	80%
Decisions within 90 Days of Filing	16,736	88.9%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,404	70.7%	63.2%	50%
Decisions within 75 Days of Filing	2,404	90.9%	84.1%	80%
Decisions within 150 Days of Filing	2,404	98.2%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,368	3.2	2.0	none
Higher Authority Appeals (months)	16,512	3.5	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	23,842	98.9%	90.6%	none
Billings Made within 30 Days	204	100.0%	97.9%	none
Reimbursements Made within 30 Days	201	95.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	2,364,861	80.1%	62.6%	none
Payments Made within 14 Days	2,364,861	93.7%	92.5%	none
Payments Made within 21 Days	2,364,861	97.20%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	230^	64.7%	70.5%	75%
LA Appeals with Scores >= 85%	80^	100.0%	94.5%	80%
LA Appeals passing due process	80^	90.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		80.1%	82.4%	60%
% of New Employer Det's made within 180 days		87.9%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		N	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$747,666,463	\$40,418,661,927
Sample Size	479	23,868
Proper Payment Rate	76.5% +/- 3.6	90.9% +/- .6
Overpayment Rate	23.5% +/- 3.6	9.1% +/- .6
Underpayment Rate	.5% +/- .3	.7% +/- .1
Footnotes:	#5	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	148	6,917
Population	22,026	833,863
Improper Denial Rate	11.6% +/- 5.1	14.7% +/- .9
Adjusted Improper Denial Rate	7.2% +/- 4.4	9.4% +/- .7
Separation: Sample Size	156	7,034
Population	30,980	1,588,829
Improper Denial Rate	4.9% +/- 3.2	7.6% +/- .6
Adjusted Improper Denial Rate	4.9% +/- 3.2	5.7% +/- .5
NonSeparation: Sample Size	154	6,980
Population	25,391	1,503,906
Improper Denial Rate	5.3% +/- 3.5	11.8% +/- .7
Adjusted Improper Denial Rate	5.3% +/- 3.5	9.2% +/- .6
Footnotes:	#6, #9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	75.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	N	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	91.5%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.7%	2.9%
Appropriate Actions Taken To Collect Tax Due?	N	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	3.8%	6.2%
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.5%	1.0%
Audits Meet Employment Security Manual Requirements?	F	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	57.8%	52.1%
Nonfraud Overpayment Recovery Rate	35.4%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**VIRGIN ISLANDS**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	2,184	85.4%	88.5%	87%
Intrastate UI, full weeks - 35 Days	2,184	95.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	497	23.1%	79.8%	70%
Interstate UI, full weeks - 35 Days	497	68.0%	92.9%	78%
All First Payments - 14/21 Days	2,875	74.1%	88.0%	90% ~
All First Payments - 35 Days	2,875	90.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	310	45.2%	63.1%	80%
Separation Determ. within 21 Days	412	54.6%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	97	26.8%	42.8%	60%
Decisions within 45 Days of Filing	97	46.4%	66.6%	80%
Decisions within 90 Days of Filing	97	76.3%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	+	+	63.2%	50%
Decisions within 75 Days of Filing	+	+	84.1%	80%
Decisions within 150 Days of Filing	+	+	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	93	1.3	2.0	none
Higher Authority Appeals (months)	+	+	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	903	29.3%	90.6%	none
Billings Made within 30 Days	19	100.0%	97.9%	none
Reimbursements Made within 30 Days	98	87.8%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	32,561	36.5%	62.6%	none
Payments Made within 14 Days	32,561	76.1%	92.5%	none
Payments Made within 21 Days	32,561	88.3%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	*	*	70.5%	75%
LA Appeals with Scores >= 85%	*	*	94.5%	80%
LA Appeals passing due process	*	*	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		*	82.4%	60%
% of New Employer Det's made within 180 days		*	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		*	87% Pass**	Pass

+ state does not have higher authority appeals.

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	*	\$40,418,661,927
Sample Size	*	23,868
Proper Payment Rate	*	90.9% +/- .6
Overpayment Rate	*	9.1% +/- .6
Underpayment Rate	*	.7% +/- .1
Footnotes:	*	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	*	6,917
Population	*	833,863
Improper Denial Rate	*	14.7% +/- .9
Adjusted Improper Denial Rate	*	9.4% +/- .7
Separation: Sample Size	*	7,034
Population	*	1,588,829
Improper Denial Rate	*	7.6% +/- .6
Adjusted Improper Denial Rate	*	5.7% +/- .5
NonSeparation: Sample Size	*	6,980
Population	*	1,503,906
Improper Denial Rate	*	11.8% +/- .7
Adjusted Improper Denial Rate	*	9.2% +/- .6
Footnotes:	*	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	*	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	*	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.6%
Accounts Receivable As A Percentage Of Tax Due	*	2.9%
Appropriate Actions Taken To Collect Tax Due?	*	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	*	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	*	6.2%
Percentage Of Contributory Employers Audited	*	1.6%
Annualized Percentage Of Total Wages Audited	*	1.0%
Audits Meet Employment Security Manual Requirements?	*	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	*	52.1%
Nonfraud Overpayment Recovery Rate	*	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WASHINGTON**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	234,302	86.7%	88.5%	87%
Intrastate UI, full weeks - 35 Days	234,302	94.9%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	15,062	86.6%	79.8%	70%
Interstate UI, full weeks - 35 Days	15,062	94.3%	92.9%	78%
All First Payments - 14/21 Days	285,092	87.2%	88.0%	90% ~
All First Payments - 35 Days	285,092	95.1%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	141,018	73.1%	63.1%	80%
Separation Determ. within 21 Days	116,078	49.3%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	36,720	63.6%	42.8%	60%
Decisions within 45 Days of Filing	36,720	84.8%	66.6%	80%
Decisions within 90 Days of Filing	36,720	95.7%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	4,961	98.9%	63.2%	50%
Decisions within 75 Days of Filing	4,961	99.8%	84.1%	80%
Decisions within 150 Days of Filing	4,961	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	4,948	0.7	2.0	none
Higher Authority Appeals (months)	36,720	1.2	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	16,028	94.9%	90.6%	none
Billings Made within 30 Days	208	100.0%	97.9%	none
Reimbursements Made within 30 Days	198	99.5%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	5,282,473	95.1%	62.6%	none
Payments Made within 14 Days	5,282,473	96.9%	92.5%	none
Payments Made within 21 Days	5,282,473	97.8%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	353^	56.2%	70.5%	75%
LA Appeals with Scores >= 85%	77^	98.7%	94.5%	80%
LA Appeals passing due process	78^	92.3%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		87.1%	82.4%	60%
% of New Employer Det's made within 180 days		93.6%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002  
WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$1,693,132,561	\$40,418,661,927
Sample Size	598	23,868
Proper Payment Rate	87.8% +/- 2.9	90.9% +/- .6
Overpayment Rate	12.2% +/- 2.9	9.1% +/- .6
Underpayment Rate	.4% +/- .4	.7% +/- .1
Footnotes:	#1	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	139	6,917
Population	4,696	833,863
Improper Denial Rate	4.0% +/- 3.2	14.7% +/- .9
Adjusted Improper Denial Rate	1.3% +/- 1.8	9.4% +/- .7
Separation: Sample Size	138	7,034
Population	39,214	1,588,829
Improper Denial Rate	6.2% +/- 3.9	7.6% +/- .6
Adjusted Improper Denial Rate	4.5% +/- 3.1	5.7% +/- .5
NonSeparation: Sample Size	140	6,980
Population	76,845	1,503,906
Improper Denial Rate	8.9% +/- 4.7	11.8% +/- .7
Adjusted Improper Denial Rate	6.1% +/- 4.2	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	91.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	98.8%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.9%
Appropriate Actions Taken To Collect Tax Due?	F	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	*	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.0%	6.2%
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	37.4%	52.1%
Nonfraud Overpayment Recovery Rate	41.8%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WEST VIRGINIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	47,960	93.0%	88.5%	87%
Intrastate UI, full weeks - 35 Days	47,960	97.6%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,090	83.7%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,090	96.5%	92.9%	78%
All First Payments - 14/21 Days	55,227	91.8%	88.0%	90% ~
All First Payments - 35 Days	55,227	97.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	12,498	92.8%	63.1%	80%
Separation Determ. within 21 Days	18,631	97.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	4,824	64.8%	42.8%	60%
Decisions within 45 Days of Filing	4,824	89.8%	66.6%	80%
Decisions within 90 Days of Filing	4,824	98.0%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	691	83.6%	63.2%	50%
Decisions within 75 Days of Filing	691	99.3%	84.1%	80%
Decisions within 150 Days of Filing	691	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	680	1.6	2.0	none
Higher Authority Appeals (months)	4,775	1.3	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	9,030	97.1%	90.6%	none
Billings Made within 30 Days	200	100.0%	97.9%	none
Reimbursements Made within 30 Days	168	91.7%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	753,346	51.2%	62.6%	none
Payments Made within 14 Days	753,346	95.8%	92.5%	none
Payments Made within 21 Days	753,346	98.7%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	234^	94.7%	70.5%	75%
LA Appeals with Scores >= 85%	77^	96.3%	94.5%	80%
LA Appeals passing due process	80^	92.5%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		84.4%	82.4%	60%
% of New Employer Det's made within 180 days		92.3%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases



**UI PERFORMS ANNUAL REPORT CY 2002**  
**WEST VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$161,661,332	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	96.8% +/- 1.7	90.9% +/- .6
Overpayment Rate	3.2% +/- 1.7	9.1% +/- .6
Underpayment Rate	.8% +/- .4	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	146	6,917
Population	3,919	833,863
Improper Denial Rate	12.9% +/- 5.6	14.7% +/- .9
Adjusted Improper Denial Rate	6.4% +/- 3.7	9.4% +/- .7
Separation: Sample Size	150	7,034
Population	10,645	1,588,829
Improper Denial Rate	2.9% +/- 2.9	7.6% +/- .6
Adjusted Improper Denial Rate	2.9% +/- 2.9	5.7% +/- .5
NonSeparation: Sample Size	150	6,980
Population	7,525	1,503,906
Improper Denial Rate	6.2% +/- 3.7	11.8% +/- .7
Adjusted Improper Denial Rate	6.2% +/- 3.7	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	90.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	92.0%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.6%
Accounts Receivable As A Percentage Of Tax Due	3.1%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	7.5%	6.2%
Percentage Of Contributory Employers Audited	3.6%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	49.1%	52.1%
Nonfraud Overpayment Recovery Rate	58.1%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WISCONSIN**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	248,786	94.3%	88.5%	87%
Intrastate UI, full weeks - 35 Days	248,786	97.7%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	4,946	88.8%	79.8%	70%
Interstate UI, full weeks - 35 Days	4,946	95.1%	92.9%	78%
All First Payments - 14/21 Days	327,603	94.0%	88.0%	90% ~
All First Payments - 35 Days	327,603	97.7%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	142,301	77.7%	63.1%	80%
Separation Determ. within 21 Days	150,370	79.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	27,065	18.6%	42.8%	60%
Decisions within 45 Days of Filing	27,065	49.6%	66.6%	80%
Decisions within 90 Days of Filing	27,065	89.4%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	2,788	37.3%	63.2%	50%
Decisions within 75 Days of Filing	2,788	75.7%	84.1%	80%
Decisions within 150 Days of Filing	2,788	96.9%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	2,777	3.0	2.0	none
Higher Authority Appeals (months)	26,930	1.7	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	7,956	96.1%	90.6%	none
Billings Made within 30 Days	199	100.0%	97.9%	none
Reimbursements Made within 30 Days	197	90.4%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	4,017,196	91.9%	62.6%	none
Payments Made within 14 Days	4,017,196	96.9%	92.5%	none
Payments Made within 21 Days	4,017,196	98.0%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	344^	68.0%	70.5%	75%
LA Appeals with Scores >= 85%	72^	90.0%	94.5%	80%
LA Appeals passing due process	80^	93.8%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		67.1%	82.4%	60%
% of New Employer Det's made within 180 days		84.7%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WISCONSIN**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$975,686,786	\$40,418,661,927
Sample Size	480	23,868
Proper Payment Rate	93.6% +/- 2.2	90.9% +/- .6
Overpayment Rate	6.4% +/- 2.2	9.1% +/- .6
Underpayment Rate	.4% +/- .3	.7% +/- .1
Footnotes:	none	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	155	6,917
Population	34,304	833,863
Improper Denial Rate	7.0% +/- 4.1	14.7% +/- .9
Adjusted Improper Denial Rate	4.0% +/- 3.3	9.4% +/- .7
Separation: Sample Size	156	7,034
Population	56,386	1,588,829
Improper Denial Rate	13.5% +/- 5.6	7.6% +/- .6
Adjusted Improper Denial Rate	9.7% +/- 4.8	5.7% +/- .5
NonSeparation: Sample Size	155	6,980
Population	75,817	1,503,906
Improper Denial Rate	20.7% +/- 6.8	11.8% +/- .7
Adjusted Improper Denial Rate	14.9% +/- 6.2	9.2% +/- .6
Footnotes:	#9	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	93.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	92.7%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.3%	1.6%
Accounts Receivable As A Percentage Of Tax Due	1.4%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	8.1%	6.2%
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	1.9%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	56.3%	52.1%
Nonfraud Overpayment Recovery Rate	89.9%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WYOMING**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION RESULTS
<b><i>First Payment Timeliness</i></b>				
Intrastate UI, full weeks - 14/21 Days	11,072	91.2%	88.5%	87%
Intrastate UI, full weeks - 35 Days	11,072	96.4%	96.6%	93%
Interstate UI, full weeks - 14/21 Days	1,247	85.4%	79.8%	70%
Interstate UI, full weeks - 35 Days	1,247	94.4%	92.9%	78%
All First Payments - 14/21 Days	15,678	92.3%	88.0%	90% ~
All First Payments - 35 Days	15,678	96.9%	96.5%	95% ~
<b><i>Nonmonetary Determinations Timeliness:</i></b>				
<b><i>Detection Date to Determination Date</i></b>				
Nonseparation Determ. within 14 Days	9,609	74.8%	63.1%	80%
Separation Determ. within 21 Days	4,331	89.9%	67.0%	80%
<b><i>Lower Authority Appeals Timeliness</i></b>				
Decisions within 30 Days of Filing	1,604	89.0%	42.8%	60%
Decisions within 45 Days of Filing	1,604	97.4%	66.6%	80%
Decisions within 90 Days of Filing	1,604	99.4%	92.0%	95% ~
<b><i>Higher Authority Appeals Timeliness</i></b>				
Decisions within 45 Days of Filing	198	92.4%	63.2%	50%
Decisions within 75 Days of Filing	198	100.0%	84.1%	80%
Decisions within 150 Days of Filing	198	100.0%	97.3%	95%
<b><i>Backlog of Pending Appeals</i></b>				
Lower Authority Appeals (months)	196	1.0	2.0	none
Higher Authority Appeals (months)	1,582	1.1	1.7	none
<b><i>Combined Wage Program Timeliness</i></b>				
Wage Transfers Made within 3 Days	3,976	84.2%	90.6%	none
Billings Made within 30 Days	183	100.0%	97.9%	none
Reimbursements Made within 30 Days	168	75.6%	92.7%	none
<b><i>Continued Claims Payment Timeliness</i></b>				
Payments Made within 7 Days	177,906	43.6%	62.6%	none
Payments Made within 14 Days	177,906	92.5%	92.5%	none
Payments Made within 21 Days	177,906	97.1%	96.0%	none
<b><i>Benefit Quality Measures</i></b>				
Nonmon. Determin. with Scores > 80%	219^	83.1%	70.5%	75%
LA Appeals with Scores >= 85%	78^	97.5%	94.5%	80%
LA Appeals passing due process	80^	90.0%	88.7%	none
<b><i>New Employer Status Determinations</i></b>				
% of New Employer Det's made within 90 days		80.5%	82.4%	60%
% of New Employer Det's made within 180 days		87.7%	90.2%	80%
Accuracy In Determinations? (pass with ≤ 6 failures)		P	87% Pass**	Pass

~ proposed criterion

^ scored cases

**UI PERFORMS ANNUAL REPORT CY 2002**  
**WYOMING**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<b><i>Benefit Accuracy Measurement - Paid Claims Accuracy</i></b>		
Total Dollars Paid in Population	\$37,423,239	\$40,418,661,927
Sample Size	348	23,868
Proper Payment Rate	89.4% +/- 3.4	90.9% +/- .6
Overpayment Rate	10.6% +/- 3.4	9.1% +/- .6
Underpayment Rate	.9% +/- .6	.7% +/- .1
Footnotes:	#3	--
<b><i>Benefit Accuracy Measurement - Denied Claims Accuracy</i></b>		
Monetary: Sample Size	118	6,917
Population	1,606	833,863
Improper Denial Rate	23.8% +/- 8.1	14.7% +/- .9
Adjusted Improper Denial Rate	17.8% +/- 6.9	9.4% +/- .7
Separation: Sample Size	129	7,034
Population	2,501	1,588,829
Improper Denial Rate	5.6% +/- 4.5	7.6% +/- .6
Adjusted Improper Denial Rate	3.8% +/- 4.1	5.7% +/- .5
NonSeparation: Sample Size	127	6,980
Population	4,846	1,503,906
Improper Denial Rate	5.7% +/- 4.2	11.8% +/- .7
Adjusted Improper Denial Rate	5.0% +/- 4.0	9.2% +/- .6
Footnotes:	#9, #12	--
<b><i>Contributory Employers Report Delinquency</i></b>		
Percentage of Reports Filed Timely	84.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	80% Pass**
<b><i>Collections from Contributory Employers</i></b>		
Percentage Of Tax Due Paid Timely	86.2%	90.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.6%
Accounts Receivable As A Percentage Of Tax Due	10.2%	2.9%
Appropriate Actions Taken To Collect Tax Due?	P	52% Pass**
<b><i>Cashiering</i></b>		
Remittances Deposited Within Three Days?	P	90% Pass**
<b><i>Field Audit</i></b>		
Percent Change In Total Wages Resulting From Audit	2.0%	6.2%
Percentage Of Contributory Employers Audited	3.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	1.0%
Audits Meet Employment Security Manual Requirements?	P	69% Pass**
<b><i>Benefit Payment Control</i></b>		
Fraud Overpayment Recovery Rate	57.5%	52.1%
Nonfraud Overpayment Recovery Rate	56.4%	45.5%

\*\* states passed as a percentage of those reporting

\* state did not report data

**UI PERFORMS ANNUAL REPORT CY 2002**  
**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.

**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 2002 for which the State pulled BAM samples.

“Sample Size” is the number of BAM payments from covered UI programs selected for investigation during CY 2002 that have been completed and entered into the computer on or before April 30, 2003.

**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.

“Improper Denial Rate” is the excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and aclaims for which monetary eligibility was established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted Improper denial rate excludes erroneous denials taht were corrected by agency and claims for wihch eligibility was westablished through appeal prior ot DCA case completion.

“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 2002**  
**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 apply:

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. Percentages apply to less than a complete year of UI payments because the state did not pull a sample every week.

#3. The state selected one or more BAM weekly samples below the minimum level prescribed in ET Handbook No. 395.

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

#5. The state failed to meet the case completion objective, established in ET Handbook No. 395, that 95% of cases must be completed within 90 days, .

#6. The state failed to meet the program requirement that no more than 2 percent of the cases for the year remain incomplete.

#7. The state's annual sample selection is 60 or more cases below its allocated annual sample. The precision of the data might be reduced due to the failure to sample at the prescribed level.

#8. 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.

#9. The population from which the BAM DCA samples were selected may not include all of the determinations that meet the definition for inclusion in the DCA population or may include records that do not meet the DCA population definition. This limits the degree to which the inferences about the population can be made from BAM DCA data.

#10. The state failed to meet the program standard that 85% of cases are to be completed within 90 days.

**UI PERFORMS ANNUAL REPORT CY 2002**  
**APPENDIX A: BAM DATA AND FOOTNOTES**

#11. The Department of Labor approved a request by the state workforce agency to suspend DCA sampling and case investigation for 13 weeks during CY 2002 and temporarily reassign staff to other Unemployment Insurance program functions in response to increased workload.

#12. Percentages apply to less than the total population of denials because the state did not pull a sample every week.

#13. The annual monetary, separation, and nonseparation samples are below the allocated annual samples for the state. The precision of the data might be reduced due to the failure to sample at the prescribed level.

### ***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 2002**  
**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.

Benefit Measures	Table Cells
First Payment Time Lapse 14/21 days Intrastate UI full weeks	{(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) from ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate UI full weeks	{(ar9050.c14+ar9050.c22-ar9050p.c14-ar9050p.c22) for States with ww + (ar9050.c30-ar9050p.c30) for States w/o ww} / (ar9050.c6-ar9050p.c6) from ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	{(c9+c17+c13+c21) for States with ww + (c29) for States w/o ww}/(c1+c5) from ar9050
First Payment Time Lapse 35 days Intrastate UI full weeks	{(ar9050.c10+ar9050.c18+ar9050.c26+ar9050.c34 +ar9050.c42) - (ar9050p.c10+ar9050p.c18+ar9050p.c26 +ar9050p.c34+ar9050p.c42)} / (ar9050.c2-ar9050p.c2) from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate UI full weeks	{(ar9050.c14+ar9050.c22+ar9050.c30+ar9050.c38 +ar9050.c46) - ar9050p.c14+ar9050p.c22+ar9050p.c30 +ar9050p.c38+ar9050p.c46)} / (ar9050.c6-ar9050p.c6) from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	(c9+c17+c25+c33+c41+c13+c21+c29+c37+c45) / (c1+c5) from ar9050
Nonmonetary Determination Time Lapse Separations within 21 Days Interstate and Intrastate UI, UCFE, and UCX	(c9+c17+c25+c13+c21+c29) / (c1+c5) from ar9052
Nonmonetary Determination Time Lapse Nonseparations within 14 Days Interstate and Intrastate UI, UCFE, and UCX	(c105+c113+c109+c117) / (c97+c101) from ar9052
Nonmonetary Determination Quality	Federal users can obtain data from UIS application page: <a href="http://www.uis.doleta.gov">www.uis.doleta.gov</a> , from ar9056t

**UI PERFORMS ANNUAL REPORT CY 2002**

**APPENDIX B: TIER I MEASURES**

Benefit Measures	Table Cells
Lower Authority Appeals Time Lapse 30 days	c4 / c1 from ar9054l
Lower Authority Appeals Time Lapse 45 days	(c4+c7) / c1 from ar9054l
Lower Authority Appeals Time Lapse 90 days	(c4+c7+c10+c13+c16) / c1 from ar9054l
Higher Authority Appeals Time Lapse 45 days	c4 / c1 from ar9054h
Higher Authority Appeals Time Lapse 75 days	(c4+c7+c10) / c1 from ar9054h
Higher Authority Appeals Time Lapse 150 days	(c4+c7+c10+c13+c16+c19) / c1 from ar9054h
Lower Authority Appeals Quality	number of appeals where c40 > 0.85 and c37 equals "OK" or "DM" divided by the total number of appeals from ar9057
New Status Determinations Time Lapse 90 days	c61 / c11 from ar581
New Status Determinations Time Lapse 180 days	c62 / c11 from ar581
Acceptance Sample for Accuracy page: (note that for New SDs website 6 or fewer failed	Federal users can obtain data from UIS application of New Status Determinations <a href="http://www.uis.doleta.gov">www.uis.doleta.gov</a> does not apply the FY '02 criterion of cases to pass sample).
Cash Management Days' worth of deposits in Clearing Account before transfer to UTF	Federal users may obtain from Trust Fund Report on UI Menu from ar8414
Cash Management Annual Ratio	ar8414.c14 / (ar8405.c7/days in period) Use only months for which both reports have been submitted. from ar8405 and ar8414

**UI PERFORMS ANNUAL REPORT CY 2002**

**APPENDIX C: TIER II MEASURES**

<b>Benefit Measures</b>	<b>Table Cells</b>
First Payment Time Lapse 14/21 days Partial Payments Intrastate+Interstate UI	$\{(c10+c14+c18+c22) \text{ for Sts with ww} + (c26+c30) \text{ for Sts w/o ww}\} / (c2+c6)$ from ar9050p
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCFE	$\{(c11+c15+c19+c23) \text{ for Sts with ww} + (c27+c31) \text{ for Sts w/o ww}\} / (c3+c7)$ from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCX	$\{(c12+c16+c20+c24) \text{ for Sts with ww} + (c28+c32) \text{ for Sts w/o ww}\} / (c4+c8)$ from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate UI	$\{(c10+c18) \text{ for Sts with ww} + c26 \text{ for Sts with w/o ww}\} / c2$ ar9050
First Payment Time Lapse 14/21 days All weeks Interstate UI	$\{(c14+c22) \text{ for Sts with ww} + c30 \text{ for Sts with w/o ww}\} / c6$ from ar9050
First Payment Time Lapse 14/21 days All workshare weeks	$\{(c2+c3) \text{ for Sts with ww} + c4 \text{ for Sts with w/o ww}\} / c1$ from aw9050
Continued Claims Time Lapse 14 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 21 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 28 days All weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5)$ from ar9051
Continued Claims Time Lapse 14 days All partial weeks Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21) / (c1+c5)$ from ar9051p

**UI PERFORMS ANNUAL REPORT CY 2002**

**APPENDIX C: TIER II MEASURES**

<b>Benefit Measures</b>	<b>Table Cells</b>
Continued Claims Time Lapse All partial weeks, 21 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$ from ar9051p
Continued Claims Time Lapse All partial weeks, 28 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5)$ from ar9051p
Continued Weeks Time Lapse All workshare weeks, 14 days	$(c2+c3) / c1$ from aw9051
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Nonseparations, 14 days	$(c105+c113) / c97$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Nonseparations 14 days	$(c105+c113) / c97$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9053
Lower Authority Appeals Pending Cases Aged 25 Days or Less	$c2 / c1$ from ar90551
Lower Authority Appeals Pending Cases Aged More than 40 Days	$(c1-c2-c3) / c1$ from ar90551

**UI PERFORMS ANNUAL REPORT CY 2002**  
**APPENDIX C: TIER II MEASURES**

Benefit Measures	Table Cells
Lower Authority Appeals Pending Cases Aged More than 120 Days	$(c6+c7+c8) / c1$ from ar9055l
Lower Authority Appeals Pending Cases Aged More than 360 Days	$c8 / c1$ from ar9055l
Lower Authority Appeals Average days to implement decisions	$c36-c35$ from ar9057
Lower Authority Appeals Quality Percent of 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 $c39 > 0$ from ar9057t
Months Worth of Pending Lower Authority Appeals	$ar9055l.c1$ for the latest month divided by $avg(ar5130.c51)$ over the last 6 months
Higher Authority Appeals Pending Cases Aged 40 Days or Less	$c2 / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 70 Days	$(c1-c2-c3) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 120 Days	$(c5+c6+c7) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 360 Days	$c7 / c1$ from ar9055h
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 period
CWC Wage Transfer Time Lapse: 3-Day	$c84 / c26$ from ar586
CWC Billing Timeliness: 14-Day	$c72 / c70$ from ar586
CWC Reimbursement Timeliness: 14-Day	$c73 / c71$ from ar586
Benefit Payment Control, Nonfraud Collections	for $CY \geq 2002$ , $(c208+c209) / (c29+c61-c69+c30+c62-c70)$ ; for $CY < 2002$ , $c41+c45)/(c29+c61-c69)$ from ar227
Benefit Payment Control, Fraud Collections	for $CY \geq 2002$ , $(c206+c207) / (c3+c59-c67+c4+c60-c68)$ ; for $CY < 2002$ , $(c39+c43)/(c3+c59-c67)$ from ar227

**UI PERFORMS ANNUAL REPORT CY 2002**

**APPENDIX C: TIER II MEASURES**

<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
Reimbursing 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 2002**

**APPENDIX C: TIER II MEASURES**

<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