

Unemployment Insurance Quality Appraisal Results FY 91

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PREFACE

The UI Quality Appraisal program was developed under the direction of the Department of Labor, Employment and Training Administration, to assess the quality of certain activities which are carried out in all State UI programs.

The very nature of the U I system - - a system administered under State laws in conformity with Federal laws and regulations - - results in differences among State laws, policies, and operating methods. Thus, absolute comparisons of quality among States cannot always be accomplished. This appraisal program provides the best information obtainable at this time with respect to the quality of each State's program and provides a means for empirical review of quality in all States.

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CHAPTER ONE

EXECUTIVE SUMMARY

The Unemployment Insurance Service (UIS) has established a comprehensive system for measuring and monitoring the quality of the Unemployment Insurance program as it is administered by the State agencies. This system, the UI Quality Appraisal program, is designed to provide information concerning Performance and promptness that can be utilized as a base for determining each State's quality level in program activities. The States' quality levels are compared with Secretary's Standards or Desired Levels of Achievement for each activity. These Secretary's Standards and Desired Levels of Achievement were selected for inclusion in the program by the National Office after consultation with the States and Regions.

Chapter One presents the background and objectives of the Quality Appraisal program.

This chapter also summarizes the results of measurements made in all of the States for activities in which Secretary's Standards and Desired Levels of Achievement have been established. Chapter Two discusses in detail the data development, measurement approach, and manner in which the studies were conducted for all activities. Chapter Three presents the detailed numerical results for all measurements conducted in the States.

These results are presented for the States, grouped within their Regions. Figure 1-1 shows the States listed by Region and the State abbreviations used in this report. Asterisks indicate the appraisals were conducted by Federal teams. The remainder were conducted by the States as self-appraisals. Some States were not required to conduct certain Quality Appraisal measurements in FY 1991 because the established Desired Level of Achievement was met in FY 1990.

Overall, State Performance levels for FY 1991 remained comparable to levels achieved in the FY 1990 UI Quality Appraisal Results, although there was slight deterioration in the areas of first payment and appeals promptness. The following activities showed significant improvement in the number of States meeting specific Secretary's Standards or Desired Levels of Achievement: Nonmonetary Determinations Performance (Intrastate Nonseparation Issues), Field Audit Penetration (Total Contributory Employers and Large Employers), Tax Collections Promptness, Cash Management (Trust Fund Withdrawal), and Benefit Payment Control (Fraud). Specific activities showing a decline in Performance or promptness include: Intrastate and UCX Initial Claims Promptness (14/21 days), Lower Authority Appeals Promptness (30 days and 45 days), Higher Authority Appeals Promptness (75 days), and Employer Report Delinquency.

FIGURE I- 1

STATE APPRAISALS CONDUCTED OCTOBER 1990 THROUGH FEBRUARY 1991

REGION 1

Connecticut (CT)
*Maine (ME)
Massachusetts (MA)
New Hampshire (NH)
*Rhode Island (RI)
Vermont (VT)

REGION 2:

New Jersey' (NJ)
*New York (NY)
Puerto Rico (PR)
Virgin Islands (VI)

REGION 3:

Delaware (DE)
*District of Columbia (DC)
Maryland (MD)
Pennsylvania (PA)
Virginia (VA)
*West Virginia (WV)

REGION 4:

Alabama (AL)
*Florida (FL)
*Georgia (GA)
Kentucky (KY)
Mississippi (MS)
North Carolina (NC)
South Carolina (SC)
Tennessee (TN)

REGION 5

Illinois (IL)
Indiana (IN)
Michigan (MI)
*Minnesota (MN)
Ohio (OH)
*Wisconsin (WI)

REGION 6

Arkansas (AR)
Louisiana (LA)
New Mexico (NM)
Oklahoma (OK)
*Texas (TX)

REGION 7

Iowa (IA)
*Kansas (KS)
Missouri (MO)
Nebraska (NE)

REGION 8

Colorado (CO)
*Montana (MT)
North Dakota (ND)
South Dakota (SD)
*Utah (UT)
Wyoming (WY)

REGION 9

*Arizona (AZ)
California (CA)
Hawaii (HI)
*Nevada (NV)

REGION 10

Alaska (AK)
Idaho (ID)
Oregon (OR)
*Washington (WA)

"Federal Appraisals (All others are State Self-appraisals)

I. BACKGROUND

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service (UIS) has the responsibility by law (Title 11/ of the Social Security Act) for assuring that State Employment Security Agencies operate an effective and efficient unemployment insurance program.

In order to assess the quality of operations, the UIS in 1975 assembled a task force consisting of Federal and State staff. A comprehensive system called the Performance Appraisal Package was developed for measuring and monitoring program quality. All existing Performance and promptness measures were considered in developing this package. Three of the measurement systems are being utilized presently: "A Performance Based Quality Control Program for Nonmonetary Adjudication" (QPI), the Appeals Quality Package, and portions of the State UI Self Appraisal.

In Fiscal Years 1976 and 1977, following successful pilot testing, the Performance Appraisal package was used in all States by teams of UI technicians led by the National and Regional Offices. The results of these appraisals were disseminated in the form of a series of individual State reports detailing the quality levels attained in each of a variety of activities. These results were also published in a composite form to allow easy comparison of the results for all State agencies.

The results of the 53 appraisals were reviewed by the National Office in consultation with both the States and Regional Offices. Desired Levels of Achievement were established for most activities reviewed. In some areas the range of the Performance and promptness levels attained was so large that the establishment of Desired Levels of Achievement was postponed pending further study and measurement. In others, new, more effective measures were developed because existing measures did not adequately represent the quality levels.

Desired Levels of Achievement were first established for Fiscal Year 1978 and revised from time to time thereafter. The Desired Levels of Achievement are used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards exist in two areas: the timeliness of processing lower authority appeals (20 CFR Part 650) and the timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

In Fiscal Year 1978, the appraisal system was fully implemented nationwide. In Fiscal Year 1979, the package was revised and renamed UI Quality Appraisal. For UI Quality Appraisal for Fiscal Year 1991, the Desired Levels of Achievement are shown in Figure 1-2.

All major UI State program activities are reviewed, either by State personnel or by Regional staff. The results of all appraisals are transmitted to the National Office, and the data are incorporated into this report. These reports are distributed to each State to be used in the State Annual Program Budget Plan.

The fact that a State is currently meeting the Desired Level of Achievement in a certain activity should not be construed as justification for failure to seek additional improvement. The various levels of achievement were set at then currently attainable levels as opposed to imposing higher levels as a means for striving for higher levels of achievement.

In addition, activities for which Desired Levels of Achievement have not yet been established are no less important areas of Performance of UI operations than those activities for which Desired Levels of Achievement have been established.

Figure I - 2

SECRETARY'S STANDARDS (SS) AND DESIRED LEVELS OF ACHIEVEMENT (DLA)

Initial Claims Promptness-Intrastate (SS):

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-Interstate (SS):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-UCFE (DLA):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness - UCX (DLA):

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Nonmonetary Determinations Performance - Intrastate (DLA):

For Separation Cases: A minimum Of 75 percent Of cases having acceptable Scores

For Nonseparation Cases: A minimum Of 80 percent Of cases having acceptable scores

Nonmonetary Determinations Promptness - Intrastate (DLA):

A minimum Of 80 percent of determinations made timely

Combined Wage Claims (DLA):

A minimum of 75 percent of wage transfers made timely

Appeals Performance (DLA):

A minimum of 80 percent of cases scoring 80 percent of points or more

Appeals Promptness - Lower Authority (5S):

A minimum Of 60 percent Of appeal decisions made within 30 days

A minimum of 80 percent of appeal decisions made within 45 days

Appeals Promptness - Higher Authority (DLA):

A minimum of 40 percent of appeal decisions made within 45 days

A minimum of 80 percent Of appeal decisions made within 75 days

Status Determination Promptness (DLA):

A minimum of 80 percent of determinations of employer liability made within 180 days of the liability date

Field Audits (DLA):

A minimum penetration rate For contributory employer audits of 4 percent

A minimum penetration rate for large employer audits of 1 percent of the number of audits required for total audit penetration rate

Report Delinquency (DLA):

A minimum of 95 percent of employers filing reports by end of quarter

Collections (DLA):

A minimum of 75 percent of delinquent accounts with some monies obtained within 150 days from the end of the quarter

Fund Management (DLA):

A minimum of 90 percent of collected taxes deposited in the Clearing Account within 3 workdays of receipt

A maximum of 2 business days for transferring funds on deposit in the Clearing Account to the Trust Fund

Withdraw from the State account in the Unemployment Trust fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account

Benefit Payment Control (DLA):

A minimum recovery of 55 percent of regular State UI fraudulent overpayments

II . SUMMARY OF METHODOLOGY

A minimum recovery of 55 percent of regular State UI nonfraudulent overpayments

The methodology for quality appraisal on-site measurements includes an in-depth review of a sample of work performed in each activity. Measurement techniques include reviewing tape recordings of appeals hearings and reviewing claims records. Figure 1-3 shows the various activities reviewed, with identification of sample sizes and the measurement techniques utilized.

Completion of the appraisal requires staff with special skills. These skills include the following:

using ETA Handbook No. 365, "Unemployment Insurance Quality Appraisal," using ETA Handbook No. 301, "A Performance Based Quality Control Program for Nonmonetary Adjudication," and

using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions."

A more comprehensive discussion on the methodology is found in Chapter Two.

TECHNIQUES OF MEASUREMENT

ACTIVITY	TYPE OF MEASURE	SAMPLE	TECHNIQUES
Initial Claims	Promptness	250 intrastate	Records review
	Promptness	200 interstate	Records review
	Promptness	50 UCFE	Records review
	Promptness	50 UCX	Records review
	Promptness	50 CWC	Records review
Nonmonetary	Performance	130 intrastate*	Records review
Determinations	Performance	55 interstate*	Records review
	Performance	25 UCFE	Records review
	Promptness	125 intrastate*	Records review
	Promptness	60 interstate	Records review
Combined Wage Claims	Promptness	70 wage transfers*	Records review
	Promptness	50 18-6 billings	Records review
	Promptness	50 18-6	Records review
Appeals	Performance	20-50 decisions*	Review of records and hearings
Status Determinations	Promptness	150-235 determinations*	Records review
Field Audits	Performance	60-80 audit reports	Records review
Collections	Promptness	165-275 accounts*	Records review
Employer Accounts	Promptness	200-600 remittances*	Records review

* Produces desired levels of achievement figures.

III SUMMARY OF RESULTS

This section presents results from all Fiscal Year 1991 quality appraisal measurements and report data for which Secretary's Standards or Desired Levels of Achievement (DLA) have been established.

Because of the subjectivity involved in some of the measurements, it would be difficult to assign an exact score that could be used to rank each State. For these measurements, charts are provided showing which States exceeded the DLA and which States scored below the DLA. The States are listed alphabetically within each group.

Meeting or exceeding the DLA should not be regarded as an indication that further improvement is unnecessary. Detailed numerical results for all measurements can be found in Chapter Three.

CHAPTER TWO

STUDY METHODOLOGY

This chapter discusses the steps required to conduct the on-site quality appraisal measurements. In some instances, due to particular conditions in the State, these procedures are modified; however, the basic results remain the same. A more detailed discussion of the methodology can be found in ETA Handbook No. 365, entitled "Unemployment Insurance Quality Appraisal."

I. APPRAISAL PREPARATION

One or two weeks prior to the appraisal, the study team initiates steps to prepare for the appraisal. The steps are outlined below.

A. Selection of Local Offices.

Local offices are selected on a random basis to ensure a valid measurement of statewide quality. Up to 10 local offices are chosen depending on the total number of local offices in the State.

B. Determination of Sample Sizes.

For most of the measurements in the appraisal system, the sample sizes are based on the following standard statistical formula-:

$$N = \frac{Np(1-p)}{2^2} + p(1-p)$$

Where:

n= desired sample size

N=population size

p = estimated population proportion

B = bound on estimate (.07 to .10)

Z = 1.96, corresponds to a 95% confidence interval

The formula provides 95% confidence that the estimate will be between seven and 10 percentage points of true population value.

For most measurements, the range in the sample sizes between States with the largest and smallest population sizes are minimal. As a result, uniform sample sizes have been prescribed for all States. For other measurements where the range is significant, a reference chart has been provided to simplify identification of the proper sample size for each State.

C. SELECTION OF SAMPLE CASES

1. Initial Claims promptness. The State is required to make an analysis of delayed first payments in any area where it did not meet the Secretary's Standard (for intrastate or interstate) or the Desired Level of Achievement (for UCFE or UCX). The Secretary of Labor's Standard prescribes the 12 months ending March 31 as the measurement period for intrastate and interstate first payments (20 CFR Part 640). The sample sizes are: 250 for intrastate, 200 for interstate, 50 for UCFE, and 50 for UCX. The samples are randomly selected statewide from the most recent 12 months available.

2. Nonmonetary Determinations. Samples of nonmonetary determinations are reviewed for both Performance and promptness. Where possible, samples are taken statewide; otherwise, they are divided among selected local offices. Samples are selected from the most recent 12 months available and include both formal and informal determinations from State UI, UCFE, and UCX. For the Performance portion of the appraisal, samples are taken of 70 intrastate separation issues, 60 intrastate nonseparation issues, 30 interstate separation issues, 25 interstate nonseparation issues, and 25 UCFE separation issues.

For the promptness portion of the appraisal, samples are taken of 125 intrastate determinations and 60 interstate determinations. The types of determinations reviewed are limited to issues arising after the initial determinations -- issues arising in connection with additional claims and issues arising during claims series.

3. Combined Wage Claims. Measurements in the CWC area require samples of 50 delayed first payments from the most recent 12 months at the time of appraisal to determine the causes for delay, 70 18-4s received during the last 12 months to determine the promptness of processing requests for wage transfers, 50 CWC payments made during the third quarter of the fiscal year to determine the billing promptness, and 50 18-6s received during the third and fourth quarters of the fiscal year to determine reimbursement promptness.

4. Appeals. A random sample of between 20 and 50 intrastate appeal decisions is selected to measure the Performance of lower authority appeals. The sample is selected from decisions issued during the most recent 12 months. The sample size depends on the number of referees in the State.
5. Status Determinations. The promptness of establishing employer liability is measured by sampling between 150 and 235 status determinations, depending on the size of the population. The sample is taken from the most recent 12-month period and includes both newly liable accounts and successorships.
6. Field Audits. A sample of 60 to 80 audit reports, depending on the size of the population, is selected for review from the most recent 12 months to grade Performance.
7. Collection promptness. Depending on the size of the population, a sample of 165 to 275 accounts delinquent for the first quarter of the calendar year is reviewed to measure the promptness of collection activity. The sample includes delinquencies of contributions, or of contributions and interest and/or penalty, but not of interest and/or penalty alone. Excluded from the sample are accounts of reimbursable employers, accounts with less than \$100 delinquent, and accounts determined uncollectible.
8. Cash Management. The selection of cases for the measurement for the promptness of depositing employer remittances is conducted at a prescribed time -- the 10 workday period surrounding the delinquency date for the third quarter of the calendar year. Checks are sampled according to intervals prescribed according to the number of employers in the State. The resultant sample size is generally between 200 and 600. In States where checks are segregated prior to opening, separate samples are taken from each group.

II. DATA COLLECTION

Routines for the collection and summarization of data are discussed in the following paragraphs. The worksheets and summary sheets referenced can be found in ETA Handbook No. 365.

Initial Claims Promptness.

The payment promptness of intrastate, interstate, UCFE, and UCX initial claims is determined from the ETA 5159 Reports for the 12 months ending March 31, 1991. The data are not gathered on site during the appraisal, but are compiled by the National Office.

Where the applicable Secretary's Standard for intrastate or interstate or the Desired Level of Achievement for UCFE and UCX was not met during the 12 months ending March 31, 1990, a review is made of a sample of delayed first payments to identify the reasons for delay. Claimant files are pulled and examined for each delay in the sample. Worksheets D, E, F, and G are used to record the reasons for delay and to identify whether the reasons were controllable or uncontrollable by the State, based on the criteria explained in Chapter II. The percentages of controllable delays are summarized for all programs on Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

B. Nonmonetary Determinations.

This section describes the study routines used to gather and classify data for the evaluation of nonmonetary determinations Performance and promptness.

1. Performance Review. The measurement of the Performance of nonmonetary determinations is accomplished using the QPI package, "A Performance Based Quality Control Program for Nonmonetary Adjudication," ETA Handbook No. 301. This system involves grading the quality and completeness of the factfinding and the correctness of the determination. The grading system allows a maximum of 100 points, with grades of 81 points or above considered acceptable quality. The system also provides a score (51 or above) indicating whether the determinations were in accordance with State law. The results are summarized on Summary Sheet ETA 39A, "Nonmonetary Determination Summary."

2. **Promptness Review.** The nonmonetary determinations promptness measurements have separate requirements for each of the two types of determinations reviewed. For the intra-state measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the week ending date of the first week claimed; issues arising during a claims series are to be determined in seven days or less, from the end of the week in which the Issues are identified. For the interstate measurement, issues arising in connection with additional claims are to be determined in 14 days or less, from the end of the week in which the liable State received notification of an issue; issues arising during a claims series are to be determined in 7 days or less from the end of the week in which the liable State received notification of an issue. Results of the measurements are documented on Worksheet U, and the percentages are recorded on Summary Sheet ETA 39A.

In addition to measuring time lapse, analyses are conducted of all delayed determinations to identify the reasons for delay and whether these reasons were controllable or uncontrollable by the State. These analyses are required only in States not meeting the DLA for the previous year's measurement. These delays are summarized on Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

C. Combined wage Claims.

This section describes the methods used to collect data for all CWC measurements.

1. Initial Claims Promptness. The payment promptness for CWC is determined from the ETA 586 Reports for the 12 months ending March 31, 1991. The data are not gathered onsite during the appraisal, but are compiled by the National Office.

In States where the percentage of CWC first payments made in 14/21 days was less than 70 percent timely for the most recent 12-month measurement period, an analysis is made of delayed first payments to identify the causes of delays. Worksheet T is used to record the data from the claimant files sampled. The reasons for delay are identified and judged to be either controllable or uncontrollable by the State based on established criteria explained in Chapter III. The percentage of controllable delays is summarized in Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

2. Transferring State promptness. A sample of IB-4's which have been completed and returned to paying States is selected and reviewed to determine timeliness. The promptness objectives are: (a) seven calendar days when the wages are on record or should be on record and (b) 14 calendar days for wages not required to be on record. Further analyses are made of all cases not timely to determine the causes of delay. The data are recorded on Worksheet C and summarized in Part III of ETA 40.

3. Billing Promptness. A sample of CWC payments is compared with IB-6's sent to the appropriate transferring States. The IB-6's are examined to see if the claims were listed and to measure the time lapse in billing the transferring States. The promptness objective is that billings should be sent in no more than 45 days from the end of the quarter. The data are recorded on Worksheet P and summarized on Part IV of ETA 40.

4. Reimbursement Promptness. A sample of IB-6's received from paying States is reviewed to determine the promptness with which the States make reimbursements. The promptness objective is that reimbursements should be made in no more than 45 days from receipt. The data are recorded on Worksheet Q and summarized in Part V of ETA 40.

D. Appeals.

Described in this section are the methods used to collect data necessary to evaluate Performance and promptness for the Appeals area.

1. Performance Review. The measurement of the Performance of appeals is accomplished using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions." This package applies specific tests by which recordings of hearings and the written decisions can be evaluated by trained personnel.

The evaluation is conducted of lower-authority, intrastate cases. Certain cases are omitted from the study sample. These include default cases in which the appellant did not appear, multi-claimant cases, cases with inaudible recordings, and hearings and decisions to determine whether an appeal was timely. Also excluded are DUA, TRA, labor disputes, EB, and employer liability hearings.

The appeals hearings selected for review are rated on each of the 30 categories measured in the package. These include 21 related to the hearing and nine related to the decision. The rating of each case is completed on a worksheet contained in the Handbook.

Each category evaluated has an associated value based on how the case was rated for that category and the weight of that category as opposed to the others. Each case then receives the sum of the values for all categories which apply to the case. The overall score is then expressed as a percentage of the total possible points that the case could receive.

The States are rated based upon the percentage of cases which receive a score of 80 percent or more. These scores are summarized on Summary Sheet ETA 37, "Appeals Performance Summary."

2. Promptness Review. The measurement for appeals promptness is not done as a part of the appraisal. The data are gathered in the National Office on all UI decisions (the total of intrastate and interstate) for both lower authority and higher authority from the ETA 5130 Reports for the 12 months ending March 31, 1991.

E. Status Determinations.

This section describes the method used to measure promptness in establishing employer liability. For each sampled employer, the time lapse from the date the employer first became subject until the employer was officially informed of subject status is calculated and recorded on Worksheet L. The measurement used is the percentage of determinations which are established in 180 days or less and is entered on Summary Sheet ETA 38, "Summary of Tax Operations."

F. Field Audits.

This section describes the methods used to collect data in the area of Field Audits.

1. Penetration. The penetration rate for Field Audits is not gathered on-site during the appraisal, but is compiled by the National Office. The total number of audits conducted during the four quarters comprising the previous fiscal year is recorded from ETA 581 Reports. The number of contributory employers at the end of the fiscal year prior to that fiscal year identified above was obtained from the appropriate ETA 581 Report. From these figures, the percentage of contributory employers who were audited is computed.

2. Performance. The measurement for Performance in Field Audits is accomplished by reviewing audit reports utilizing the nine questions contained in Attachment No. 14 of ETA Handbook No. 365 and recording the scores on Worksheet R. Scores of 70 points or more are considered passing. The percentage of audit reports obtaining scores of 70 points or more is entered on Summary Sheet ETA 8571, "Field Audit Summary."

G. Report Delinquency.

Data to measure the extent of Report Delinquency are not gathered on-site during the appraisal, but are compiled by the National Office. ETA 581 Reports for the previous fiscal year are utilized to obtain the total number of contributory and reimbursable employers delinquent in filing reports of wages and taxes. This is compared with the total number of employers shown on the ETA 581 Reports for the four quarters ending June 30 (the corresponding quarters for which employer reports were delinquent) to determine the average of the percentage of employers delinquent in filing reports. The percentage of employers filing reports timely is computed from this data.

H. Collections.

This section describes the method used to collect data necessary to measure the promptness of collections. A sample of employer accounts that were delinquent for the first quarter of the calendar year is reviewed to determine the percentage of accounts for which full or partial payments were obtained within 150 days of the end of the quarter. The data are entered on Worksheet S and summarized on Summary Sheet ETA 38.

I. Cash Management.

This section describes the methods used to collect data in the area of Cash Management.

1. Employer Accounts. This measurement evaluates the promptness of depositing employer remittances received in the State agency into the Clearing Account. The measurement is accomplished by reviewing a sample of transactions from the third quarter of the calendar year. Over the ten-workday period surrounding the delinquency date, checks are selected at a prescribed interval, determined by the number of employers in the State. The date of receipt of each check is recorded on Worksheet N. The dollar interval to be sampled is then determined by a computation utilizing the total dollars expected to be received during the quarter. After sufficient time has elapsed to allow for deposit of the checks, those checks in the sample are tracked, and the date of deposit is recorded. The results are expressed as the percentage of dollars deposited within three workdays of receipt and entered on Summary Sheet ETA 38 .

2. Clearing Account. This measurement shows the average number of days funds were on deposit in the Clearing Account before being transferred to the Trust Fund. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8414 Reports for the 12 months ending September 30, 1990. For States maintaining Clearing Accounts in more than one bank, the figure represents an average of all accounts.

3. Benefit Payment Account. This measurement shows the average number of days money was withdrawn from the Trust Fund before needed to pay benefits. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8413 Reports for the 12 months ending September 30, 1990. For States maintaining Benefit Payment Accounts in more than one bank, the figure represents an average of all accounts.

J. Benefit Payment Control.

The recovery rate of both fraud and nonfraud overpayments is determined from the ETA 227 Reports for the 12 months ending December 31, 1990. The data are not gathered on-site during the appraisal, but are compiled by the National Office.

CHAPTER THREE

DETAILED PROJECT RESULTS

This chapter presents charts and bar graphs showing detailed results from all Fiscal Year 1991 quality appraisal measurements and report data for which Secretary's Standards (SS) or Desired Levels of Achievement (DLAs) have been established. Data derived from National reports are sometimes based on estimated figures. The charts display data arranged alphabetically by Region. The entry "INA" (information not available) is used for any of the following situations: the measurements were not conducted, the results were not received timely, the information on the summary sheets could not be reconciled with the accompanying worksheets, or the data was insufficient to calculate meaningful results. The entry "N/R" indicates an analysis is not required. In instances where discrepancies in the measurement question the validity of the scores, the entry "--" is used. The entry "N/A" indicates a measurement is not applicable to a State. Where established, the Secretary's Standard or Desired Level of Achievement is given on the chart and graph.

I. INITIAL CLAIMS PROMPTNESS

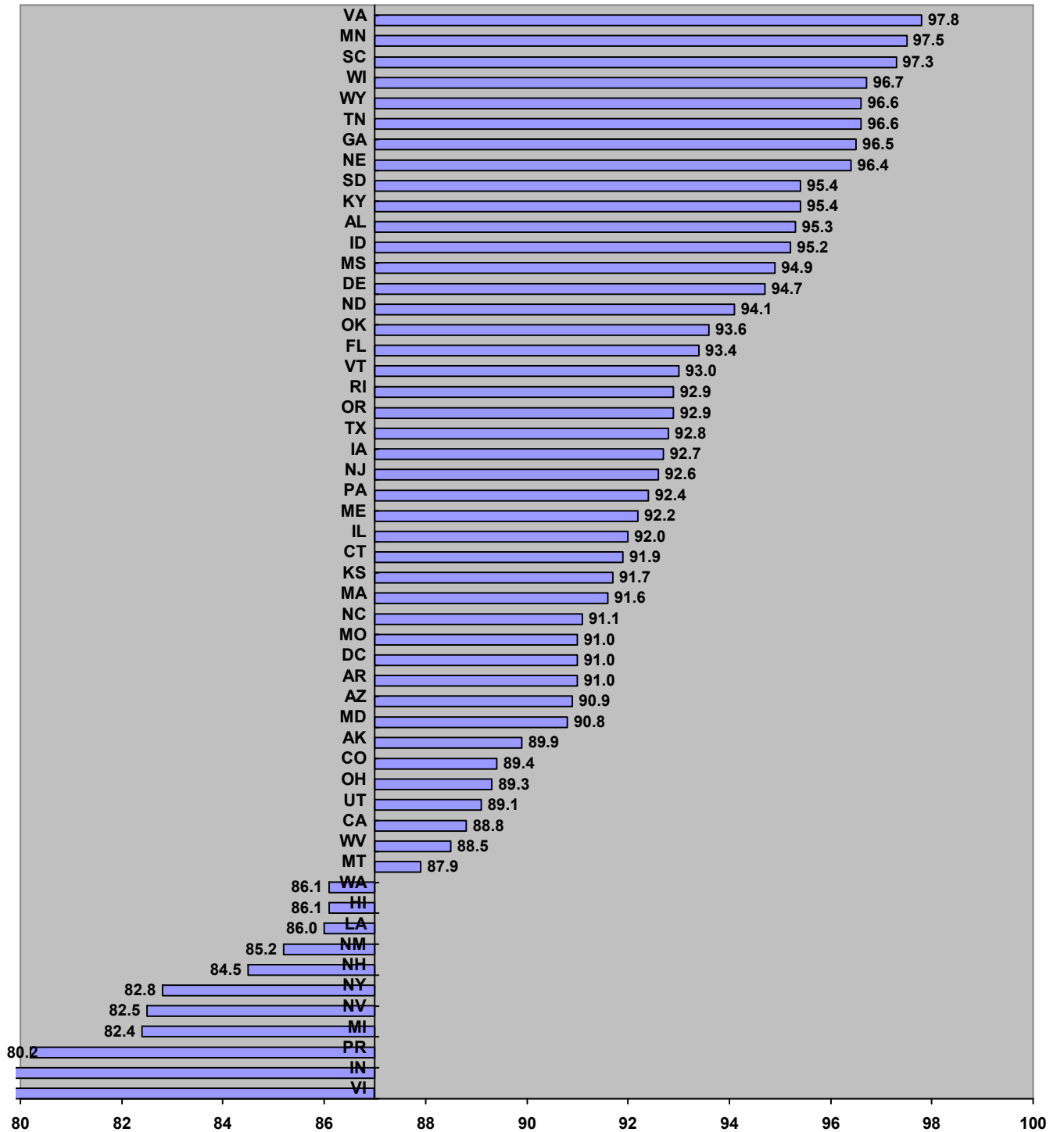
Results are shown from the following areas: intrastate, interstate, UCFE, and UCX.

Figures 111-1 through 111-6 show the results from the 12-month period ending March 31, 1991, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures 111-3 and 111-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days. The Secretary's Standards for intrastate are 87 percent paid within 14/21 days and 93 percent paid within 35 days. For interstate, the Secretary's Standards are 70 percent paid within 14/21 days and 78 percent paid within 35 days.

Figures 111-7 through 111-12 present the percentages of UCFE and UCX first payments made within the same timeframes as for intrastate and interstate as taken from the ETA 5159 Reports. The Desired Levels of Achievement for UCFE are 70 percent paid within 14/21 days and 78 percent paid within 35 days. For UCX, the Desired Levels of Achievement are 87 percent paid within 14/21 days and 93 percent paid within 35 days.

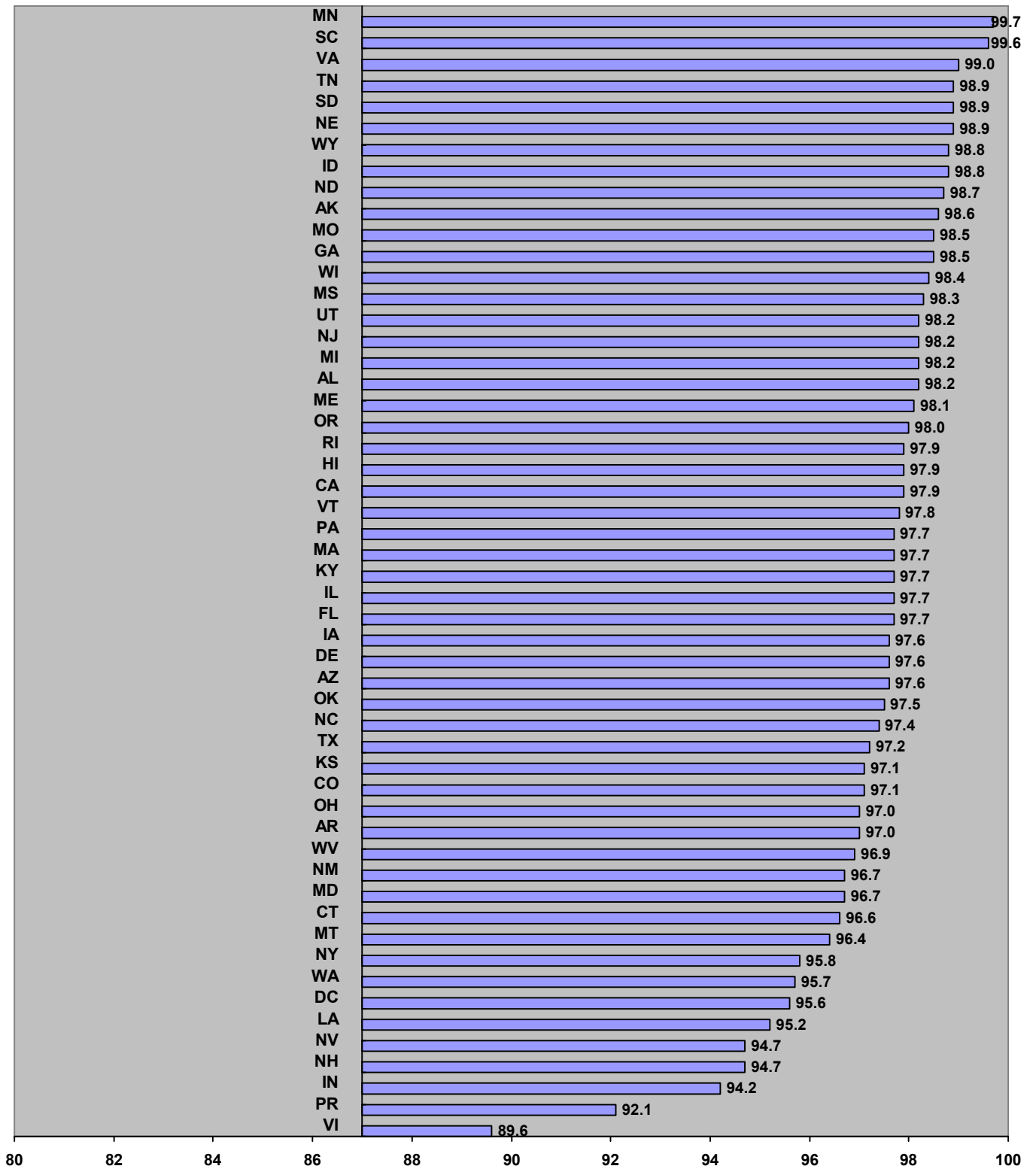
Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes for delays are grouped into two broad categories: controllable delays and uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Other causes such as appeal reversals, combined wage claims, and claimant errors are classified as uncontrollable delays. The percentage of controllable delays is shown in figures 11I-3, 11I-6, 11I-9 and 11I-12.

INTRASTATE INITIAL CLAIMS PROMPTNESS --- 14/21 DAYS



SS: Minimum of 87% paid within 14/21 days of first compensable week ending date

INTRASTATE INITIAL CLAIMS PROMPTNESS --- 35 DAYS



SS: Minimum of 93% paid within 35 days of first compensable week ending date

INITIAL CLAIMS PROMPTNESS • FIRST PAYMENT TIME LAPSE INTRASTATE CLAIMS

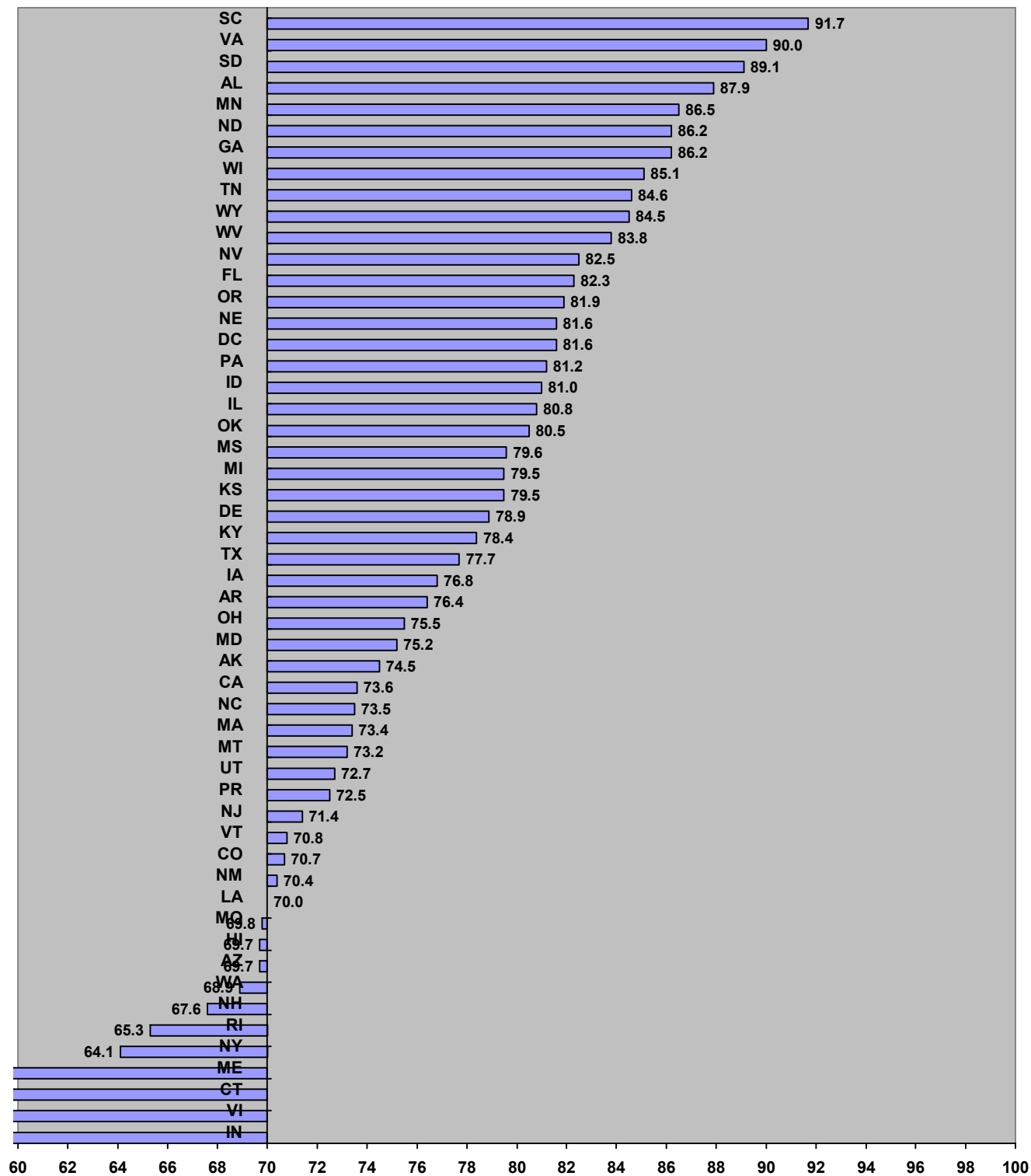
April 1, 1990 through March 31, 1991

Criteria: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

Region 1	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
CONNECTICUT	91.9	96.6	N/R
MAINE	92.2	98.1	N/R
MASSACHUSETTS	91.6	97.7	N/R
NEW HAMPSHIRE	84.5	94.7	78.4
RHODE ISLAND	92.9	97.9	N/R
VERMONT	93.0	97.8	N/R
Region 2			
NEW JERSEY	92.6	98.2	N/R
NEW YORK	82.8	95.8	67.6
PUERTO RICO	80.2	92.1	53.6
VIRGIN ISLANDS	69.2	89.6	24.0
Region 3			
DELAWARE	94.7	97.6	N/H
DIST OF COL	91.0	95.6	52.8
MARYLAND	90.8	96.7	N/R
PENNSYLVANIA	92.4	97.7	N/R
VIRGINIA	97.8	99.0	N/R
WEST VIRGINIA	88.5	96.9	N/R
Region 4			
ALABAMA	95.3	98.2	N/R
FLORIDA	93.4	97.7	N/R
GEORGIA	96.5	98.5	N/R
KENTUCKY	95.4	97.7	45.2
MISSISSIPPI	94.9	98.3	N/R
NORTH CAROLINA	91.1	97.4	N/R
SOUTH CAROLINA	97.3	99.6	N/R
TENNESSEE	96.6	98.9	N/R
continued			

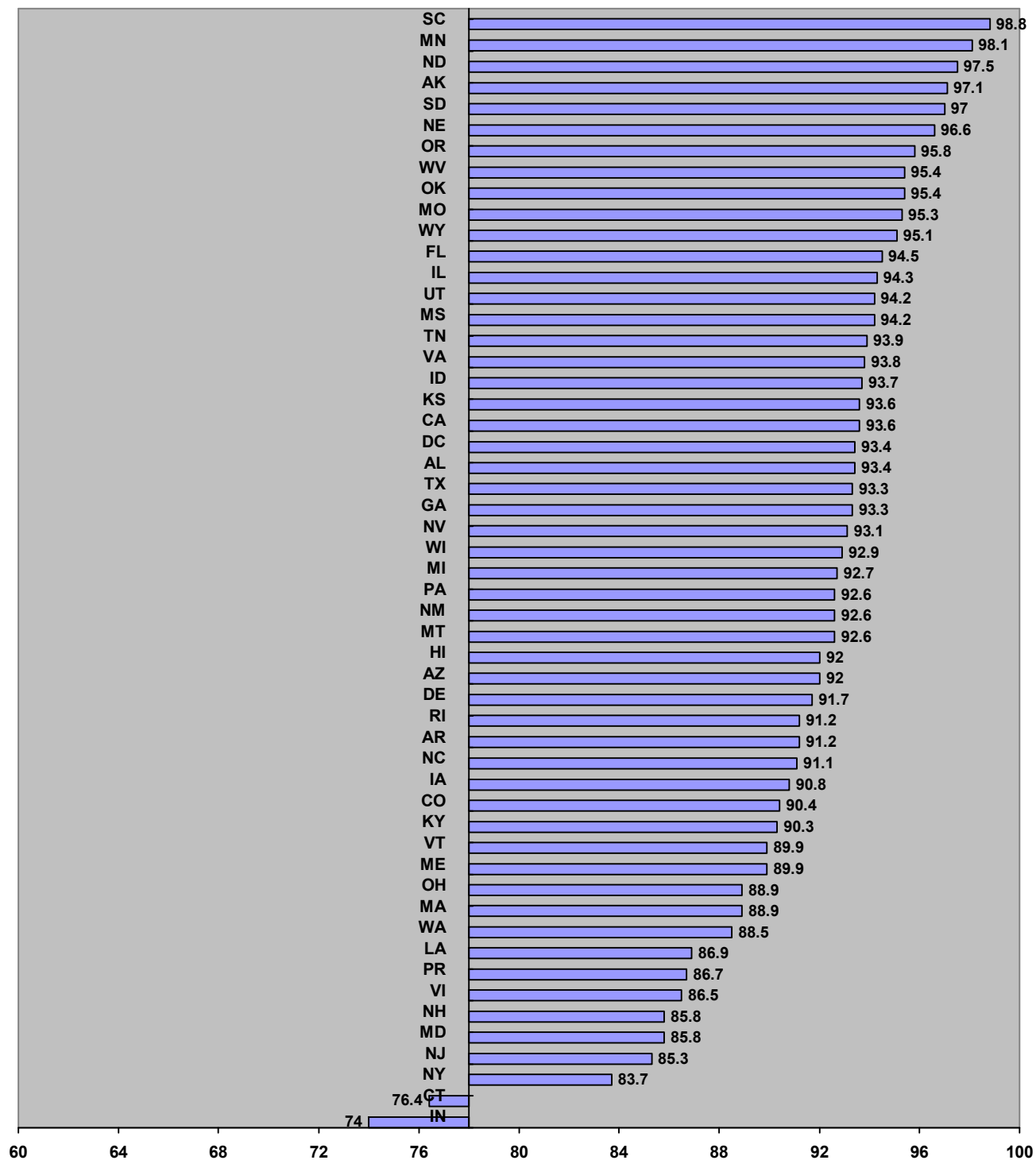
Region 5	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
ILLINOIS	92.0	97.7	N/R
INDIANA	79.0	94.2	N/R
MICHIGAN	82.4	98.2	84.4
MINNESOTA	97.5	99.7	N/R
OHIO	89.3	97.0	70.4
Region 6			
WISCONSIN	96.7	98.4	N/R
ARKANSAS	91.0	97.0	N/R
LOUISIANA	86.0	95.2	N/R
NEW MEXICO	85.2	96.7	N/R
OKLAHOMA	93.6	97.5	N/R
TEXAS	92.8	97.2	N/R
Region 7			
IOWA	92.7	97.6	N/R
KANSAS	91.7	97.1	N/R
MISSOURI	91.0	98.5	N/R
NEBRASKA	96.4	98.9	N/R
Region 8			
COLORADO	89.4	97.1	N/R
MONTANA	87.9	96.4	N/R
NORTH DAKOTA	94.1	98.7	N/R
SOUTH DAKOTA	95.4	98.9	N/R
UTAH	89.1	98.2	N/R
WYOMING	96.6	98.8	N/R
Region 9			
ARIZONA	90.9	97.6	INA
CALIFORNIA	88.8	97.9	N/R
HAWAII	86.1	97.9	INA
NEVADA	82.5	94.7	N/R
Region 10			
ALASKA	89.9	98.6	INA
IDAHO	95.2	98.8	N/R
OREGON	92.9	98.0	N/R
WASHINGTON	86.1	95.7	36.9

INTERSTATE INITIAL CLAIMS PROMPTNESS --14/21 DAYS



SS: Minimum of 70% paid within 14/21 days of first compensable week ending date

INTERSTATE INITIAL CLAIMS PROMPTNESS --- 35 DAYS



SS: Minimum of 78% paid within 35 days of first compensable week ending date

FIGURE III – 6**INITIAL CLAIMS PROMPTNESS- FIRST PAYMENT TIME LAPSE INTERSTATE CLAIMS**

April 1, 1990 through March 31, 1991

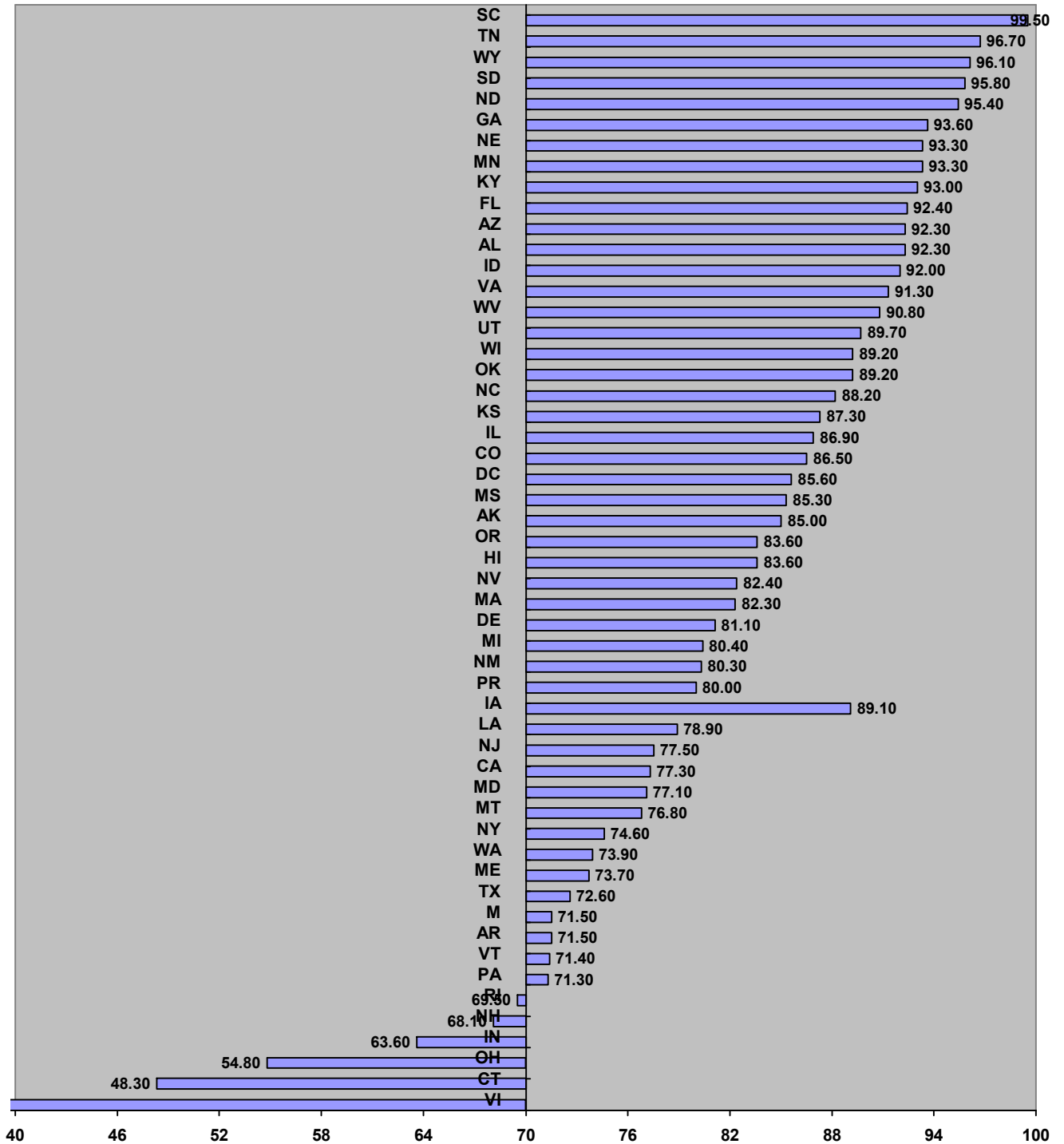
Criteria: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

Region 1	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
CONNECTICUT	51.9	76.4	N/R
MAINE	56.9	89.9	N/R
MASSACHUSETTS	73.4	88.9	N/R
NEW HAMPSHIRE	67.6	85.8	N/R
RHODE ISLAND	65.3	91.2	N/R
VERMONT	70.8	89.9	N/R
Region 2			
NEW JERSEY	71.4	85.3	N/R
NEW YORK	64.1	83.7	50.0
PUERTO RICO	72.5	86.7	53.0
VIRGIN ISLANDS	41.7	86.5	20.0
Region 3			
DELAWARE	78.9	91.7	N/R
DISTOFCOL	81.6	93.4	66.0
MARYLAND	75.2	85.8	N/R
PENNSYLVANIA	81.2	92.6	N/R
VIRGINIA	90.0	93.8	N/R
WEST VIRGINIA	83.8	95.4	N/R
Region 4			
ALABAMA	87.9	93.4	N/R
FLORIDA	82.3	94.5	N/R
GEORGIA	86.2	93.3	N/R
KENTUCKY	78.4	90.3	46.5
MISSISSIPPI	79.6	94.2	N/R
NORTH CAROLINA	73.5	91.1	N/R
SOUTH CAROLINA	91.7	98.8	N/R
TENNESSEE	84.6	93.9	N/R

continued

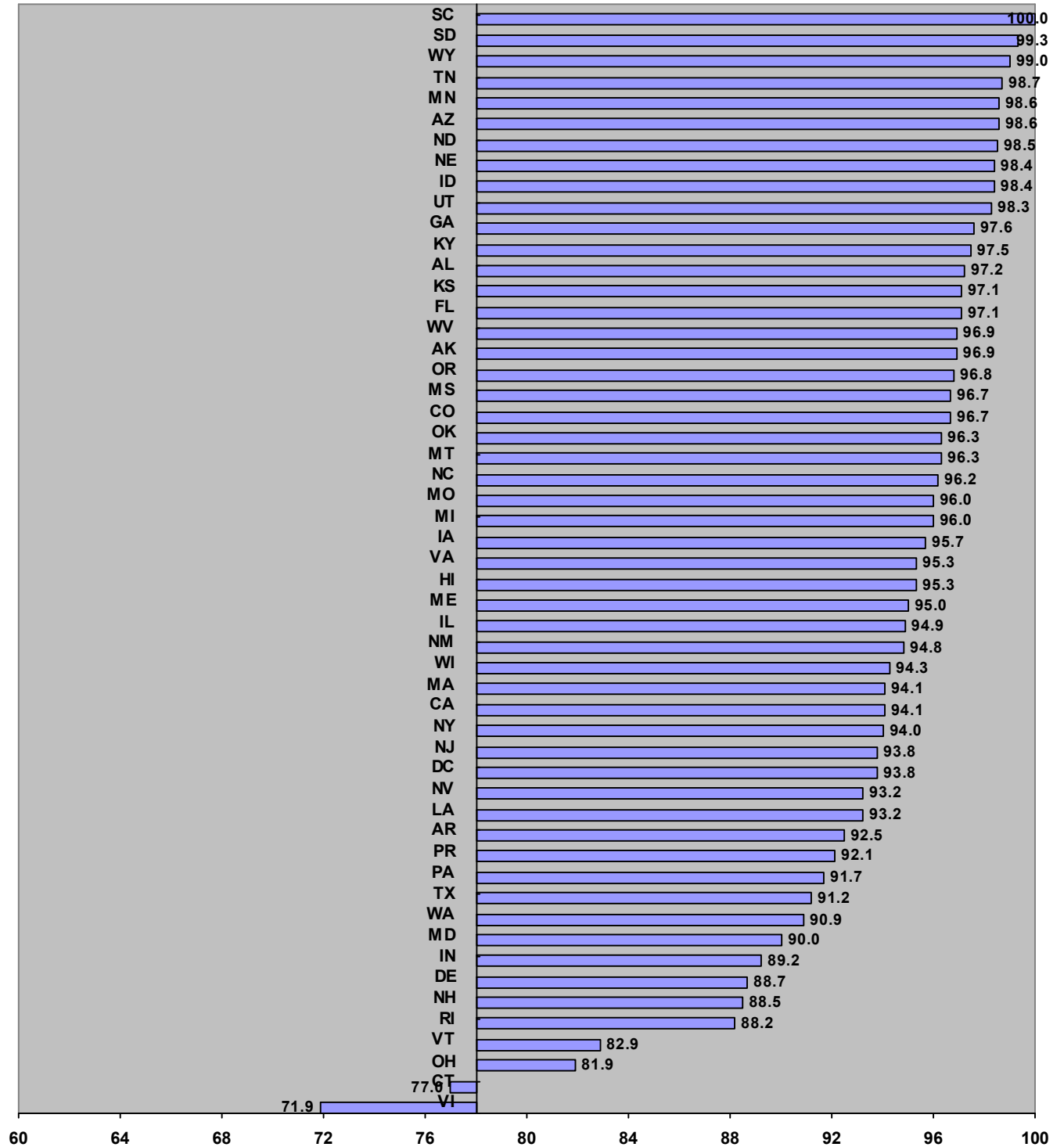
Region 5	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
ILLINOIS	80.8	94.3	N/R
INDIANA	30.9	74.0	69.0
MICHIGAN	79.5	92.7	69.0
MINNESOTA	86.5	98.1	N/R
OHIO	75.5	88.9	52.0
WISCONSIN	85.1	92.9	N/R
Region 6			
ARKANSAS	76.4	91.2	N/R
LOUISIANA	70.0	86.9	45.0
NEW MEXICO	70.4	92.6	N/R
OKLAHOMA	80.5	95.4	N/R
TEXAS	77.7	93.3	N/R
Region 7			
IOWA	76.8	90.8	N/R
KANSAS	79.5	93.6	N/R
MISSOURI	91.0	98.5	N/R
NEBRASKA	69.8	95.3	34.2
Region 8			
COLORADO	70.7	90.4	N/R
MONTANA	73.2	92.6	N/R
NORTH DAKOTA	86.2	97.5	N/R
SOUTH DAKOTA	89.1	97.0	N/R
UTAH	72.7	94.2	N/R
WYOMING	84.5	95.1	N/R
Region 9			
ARIZONA	69.37	92.0	18.5
CALIFORNIA	73.6	93.6	N/R
HAWAII	69.7	92.0	N/R
NEVADA	82.5	94.7	N/R
Region 10			
ALASKA	74.5	97.1	N/R
IDAHO	81.0	93.7	N/R
OREGON	81.9	95.8	N/R
WASHINGTON	68.9	88.5	N/R

UCFE INITIAL CLAIMS PROMPTNESS --- 14/21 DAYS



SS: Minimum of 70% paid within 14/21 days of first compensable week ending date

UCFE INITIAL CLAIMS PROMPTNESS --- 35 DAYS



SS: Minimum of 78% paid within 35 days of first compensable week ending date

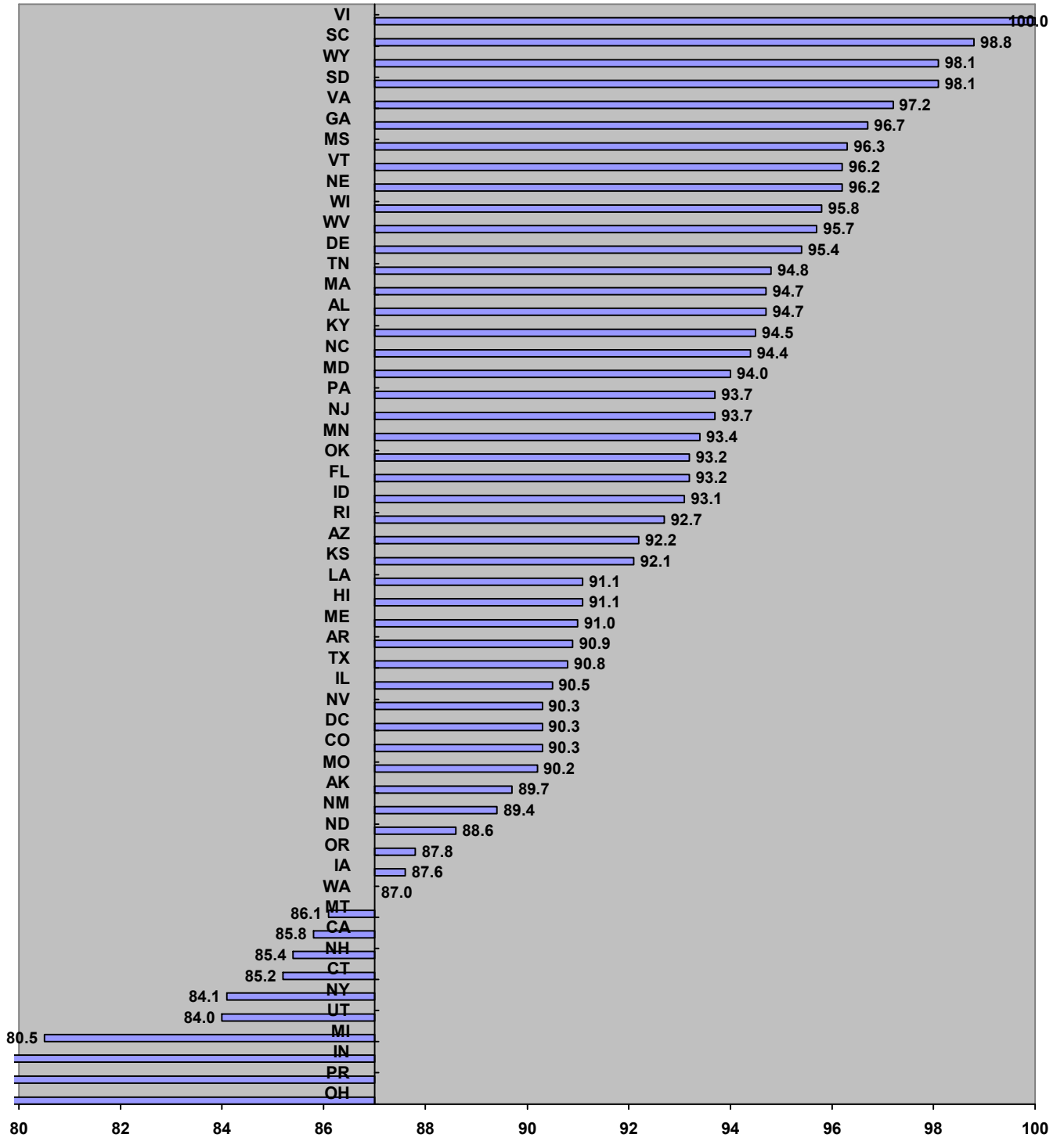
FIGURE III - 9**INITIAL CLAIMS PROMPTNESS • FIRST PAYMENT TIME LAPSE UCFE CLAIMS****April 1,1990 through March 31,1991**

Desired Level of Achievement: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

Region 1	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
CONNECTICUT	48.3	77.0	N/R
MAINE	73.7	95.0	88.0
MASSACHUSETTS	82.3	94.1	N/R
NEW HAMPSHIRE	68.1	88.5	66.7
RHODE ISLAND	69.5	88.2	N/R
Region 2			
VERMONT	71.4	82.9	N/R
NEW JERSEY	77.5	93.8	N/R
NEW YORK	74.6	94.0	N/R
PUERTO RICO	80.0	92.1	78.9
VIRGIN ISLANDS	28.1	71.9	55.6
Region 3			
DELAWARE	81.1	88.7	N/R
DIST OF COL	90.3	97.8	66.7
MARYLAND	94.0	97.4	N/R
PENNSYLVANIA	93.7	98.8	N/R
VIRGINIA	97.2	99.0	66.0
WEST VIRGINIA	95.7	98.8	N/R
Region 4			
ALABAMA	94.7	99.1	N/R
FLORIDA	93.2	98.9	N/R
GEORGIA	96.7	98.6	N/R
KENTUCKY	94.5	99.2	82.0
MISSISSIPPI	96.3	99.6	N/R
NORTH CAROLINA	94.4	98.4	N/R
SOUTH CAROLINA	98.8	99.8	N/R
TENNESSEE	94.8	98.0	N/R
			<i>continued</i>

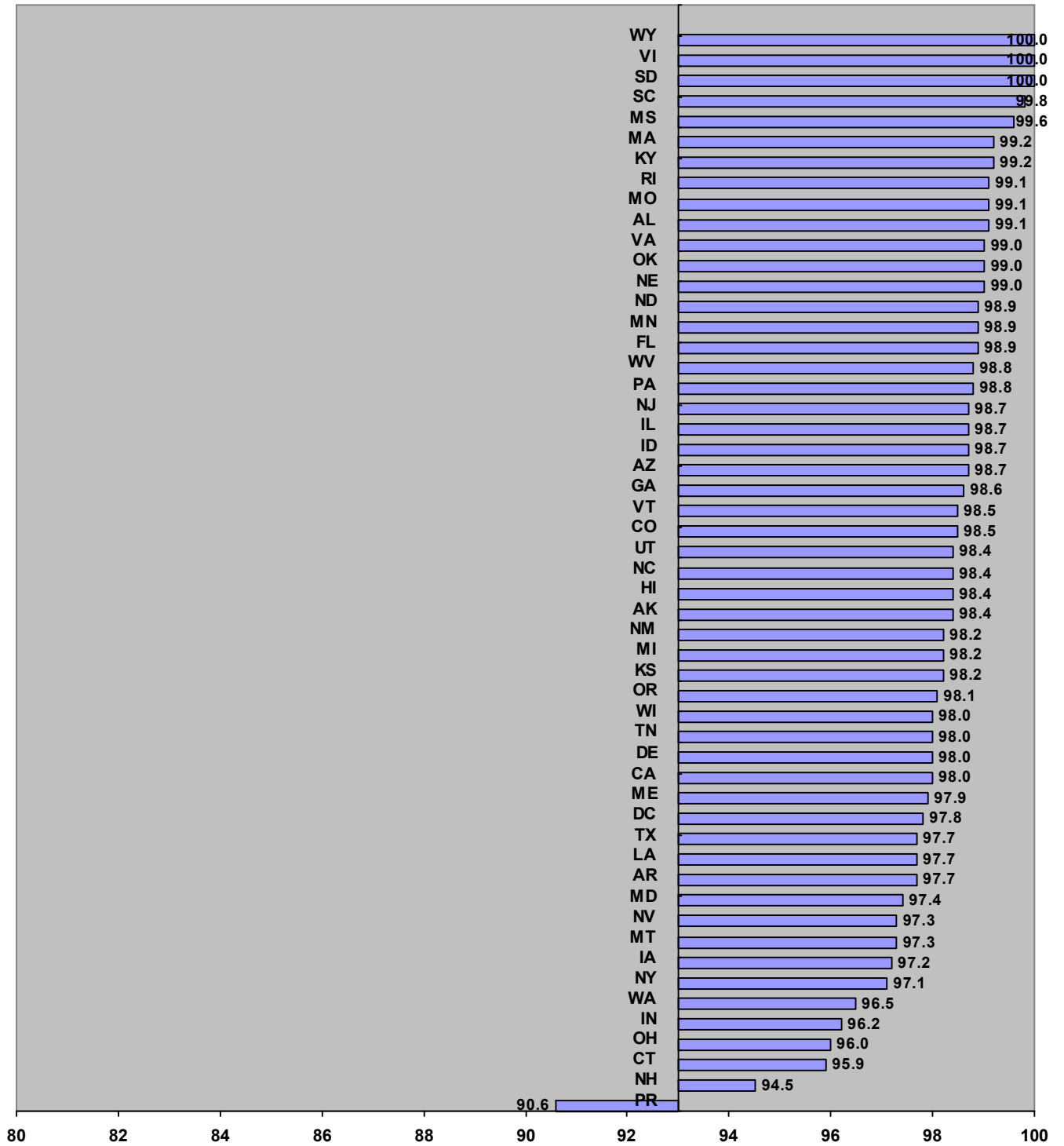
Region 5	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
ILLINOIS	86.9	94.9	N/R
INDIANA	63.6	89.2	N/R
MICHIGAN	80.4	96.0	100.
MINNESOTA	93.3	98.6	N/R
OHIO	54.8	81.9	94.0
WISCONSIN	89.2	94.3	N/R
Region 6			
ARKANSAS	91.5	92.5	N/R
LOUISIANA	78.9	93.2	N/R
NEW MEXICO	80.3	94.8	N/R
OKLAHOMA	89.2	96.3	N/R
TEXAS	72.6	91.2	N/R
Region 7			
IOWA	79.1	95.7	N/R
KANSAS	87.3	97.1	N/R
MISSOURI	71.5	96.0	N/R
NEBRASKA	93.3	98.4	N/R
Region 8			
COLORADO	86.6	96.7	N/R
MONTANA	76.8	96.3	N/R
NORTH DAKOTA	95.4	98.5	N/R
SOUTH DAKOTA	95.8	99.3	N/R
UTAH	89.7	98.3	N/R
WYOMING	96.1	99.	N/R
Region 9			
ARIZONA	92.3	96.6	N/R
CALIFORNIA	77.3	94.1	N/R
HAWAII	83.6	95.3	N/R
NEVADA	82.4	93.2	N/R
Region 10			
ALASKA	85.0	96.9	N/R
IDAHO	92.0	98.4	N/R
OREGON	83.6	96.8	N/R
WASHINGTON	73.9	90.9	N/R

UCX INITIAL CLAIMS PROMPTNESS --- 14/21 DAYS



SS: Minimum of 87% paid within 14/21 days of first compensable week ending date

UCX INITIAL CLAIMS PROMPTNESS --- 35 DAYS



SS: Minimum of 93% paid within 35 days of first compensable week ending date

FIGURE III - 12**INITIAL CLAIMS PROMPTNESS • FIRST PAYMENT TIME LAPSE UCX CLAIMS****April 1, 1990 through March 31, 1991**

Desired Level of Achievement: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

Region 1	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
CONNECTICUT	85.2	95.9	N/R
MAINE	91.0	97.9	N/R
MASSACHUSETTS	94.7	99.2	N/R
NEW HAMPSHIRE	85.4	94.5	84.2
RHODE ISLAND	92.7	99.1	N/R
VERMONT	96.2	98.5	N/R
Region 2			
NEW JERSEY	93.7	98.7	N/R
NEW YORK	84.1	97.1	80.0
PUERTO RICO	74.5	90.6	82.0
VIRGIN ISLANDS	100	100	N/R
Region 3			
DELAWARE	95.4	98.0	N/R
DIST OF COL	90.3	97.8	66.7
MARYLAND	94.0	97.4	N/R
PENNSYLVANIA	93.7	98.8	N/R
VIRGINIA	97.2	99.0	66.0
WEST VIRGINIA	95.7	98.8	N/R
Region 4			
ALABAMA	94.7	99.1	N/R
FLORIDA	93.2	98.9	N/R
GEORGIA	96.7	98.6	N/R
KENTUCKY	94.5	99.2	82.0
MISSISSIPPI	96.3	99.6	N/R
NORTH CAROLINA	94.4	98.4	N/R
SOUTH CAROLINA	98.8	99.8	N/R
TENNESSEE	94.8	98.0	N/R

Region 5	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
ILLINOIS	90.5	98.7	N/R
INDIANA	78.0	96.2	N/R
OHIO	73.0	96.0	78.3
WISCONSIN	95.8	98.0	N/R
Region 6			
ARKANSAS	90.9	97.7	N/R
LOUISIANA	91.1	97.7	N/R
NEW MEXICO	89.4	98.2	N/R
OKLAHOMA	93.2	99.0	N/R
TEXAS	90.8	97.7	N/R
Region 7			
IOWA	87.6	97.2	N/R
KANSAS	92.1	98.2	N/R
MISSOURI	90.2	99.1	N/R
NEBRASKA	96.2	99.0	N/R
Region 8			
COLORADO	90.3	98.5	N/R
MONTANA	86.1	97.3	N/R
NORTH DAKOTA	88.6	98.9	N/R
SOUTH DAKOTA	98.1	100.0	N/R
UTAH	84.0	98.4	N/R
WYOMING	98.1	100.0	N/R
Region 9			
ARIZONA	92.2	98.7	N/R
CALIFORNIA	85.8	98.0	N/R
HAWAII	91.1	98.4	N/R
NEVADA	90.3	97.3	N/R
Region 10			
ALASKA	89.7	98.4	N/R
IDAHO	93.1	98.7	N/R
OREGON	87.8	98.1	N/R
WASHINGTON	87.0	96.5	N/R

II. NONMONETARY DETERMINATIONS

A. Performance. The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories of issues are reviewed-intrastate separation issues, intrastate nonseparation issues, interstate separation issues, interstate nonseparation issues and UCFE separation issues.

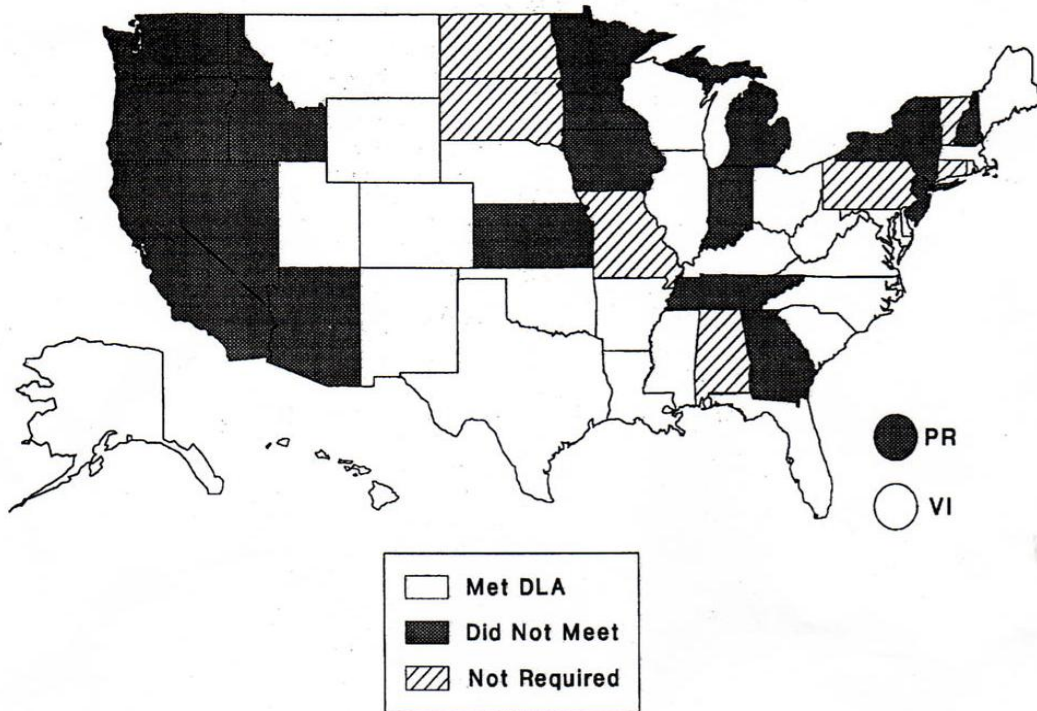
The results for intrastate separation and intrastate nonseparation issues are shown in Figures III - 13 through III -16 respectively. Figures III -14 and III -16 show the total number of cases reviewed, the percentage of cases considered to have acceptable quality - scores of 81 points or more, the percentage of cases meeting the State law and policy - scores of 51 points or more. In States where samples were not selected statewide, the percentages of cases passing and cases meeting law and policy are weighted averages of the results based on the relative sizes of local office workloads. The Desired Level of Achievement for intrastate separation issues is a minimum of 75 percent of the cases meeting quality. For intrastate nonseparation issues, the Desired Level of Achievement is a minimum of 80 percent of the cases meeting quality.

The results for interstate separation and interstate nonseparation issues are shown in Figures III -17 and III -18 respectively. Desired Levels of Achievement have not been established to measure the quality of interstate determinations.

The results for UCFE separation issues are shown in Figure III -19. A Desired Level of Achievement has not been established for UCFE.

"N/R" indicates that the State was not required to conduct the measurement in FY 1991 because the established Desired Level of Achievement was met in FY 1990.

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE SEPARATION ISSUES**



DLA: Minimum of 75% of cases having acceptable scores

FIGURE III – 14**NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE SEPARATION ISSUES**

Desired Level of Achievement:

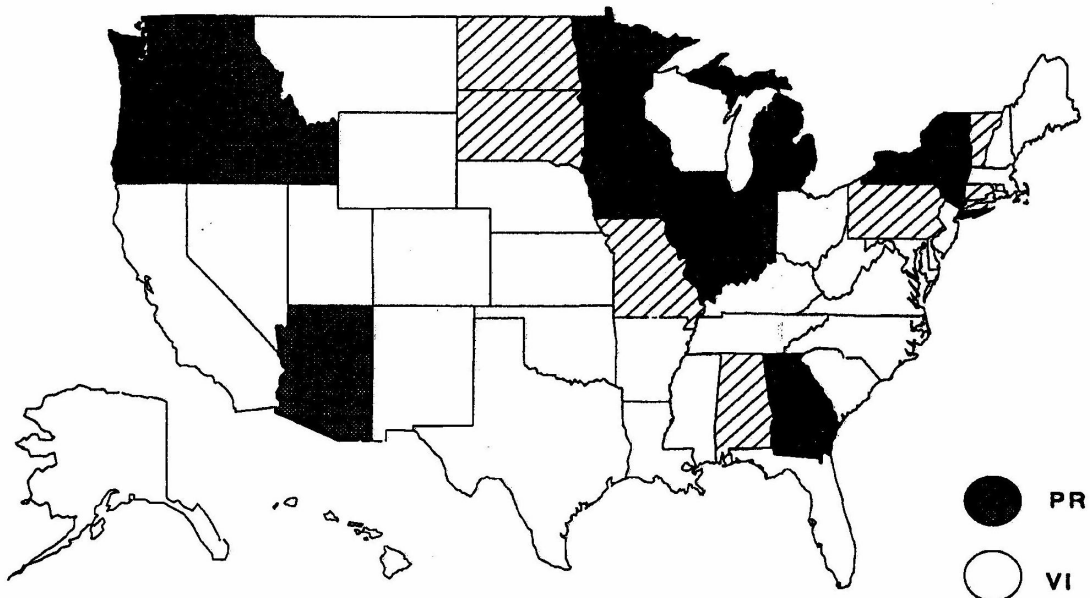
Minimum of 75 Percent of Cases Having Acceptable Scores.

Region 1	Total cases reviewed	% Cases Passing	% Meeting Law
CONNECTICUT	N/R	N/R	N/R
MAINE	71	94.4	100.0
MASSACHUSETTS	70	75.7	92.9
NEW HAMPSHIRE	70	74.3	100.0
RHODE ISLAND	75	92.8	98.9
VERMONT	N/R	N/R	N/R
Region 2			
NEW JERSEY	70	66.1	98.8
NEW YORK	107	63.4	100.0
PUERTO RICO	70	52.1	100.0
VIRGIN ISLANDS	75	98.7	100.0
Region 3			
DELAWARE			100.0
DIST OF COL	70	72.9	100.0
MARYLAND	70	78.6	94.3
PENNSYLVANIA	N/R	N/R	N/R
VIRGINIA	70	92.9	100.0
WEST VIRGINIA	77	89.6	100.
Region 4			
ALABAMA	N/R	N/R	N/R
FLORIDA	70	78.6	100.0
GEORGIA	70	60.0	98.6
KENTUCKY	70	81.4	98.6
MISSISSIPPI	69	82.6	98.6
NORTH CAROLINA	79	88.6	98.7
SOUTH CAROLINA	70	87.1	100.0
TENNESSEE	70	68.6	97.1

continued

Region 5	Total cases reviewed	% Cases Passing	% Meeting Law
ILLINOIS	70	78.6	97.1
INDIANA	70	12.9	100.
MICHIGAN	70	31.4	87.1
MINNESOTA	71	73.2	96.6
OHIO	70	81.4	83.7
WISCONSIN	70	92.9	100.0
Region 6			
ARKANSAS	70	80	100
LOUISIANA	70	88.6	100.
NEW MEXICO	70	87.1	100
OKLAHOMA	70	82.9	100
TEXAS	70	84.3	98.6
Region 7			
IOWA	70	54.3	94.3
KANSAS	70	62.9	100
MISSOURI	N/R	N/R	N/R
NEBRASKA	70	92.9	100
Region 8			
COLORADO	70	84.3	100
MONTANA	71	78.9	78.9
NORTH DAKOTA	N/R	N/R	N/R
SOUTH DAKOTA	N/R	N/R	N/R
UTAH	72	93.1	98.8
WYOMING	60	91.7	100
Region 9			
ARIZONA	70	64.3	98.6
CALIFORNIA	70	68.5	95.4
HAWAII	70	97.1	100
NEVADA	66	59.1	100
Region 10			
ALASKA	70	87.1	98.6
IDAHO	70	68.6	95.7
OREGON	70	58.6	97.1
WASHINGTON	76	57.9	96.1

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE NONSEPARATION ISSUES**



Met DLA
Did Not Meet
Not Required

DLA: Minimum of 80% of cases having acceptable scores

FIGURE III – 16**NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE NONSEPARATION ISSUES**

Desired Level of Achievement:

Minimum of 80 Percent of Cases Having Acceptable Scores.

Region 1	Total cases reviewed	% Cases Passing	% Meeting Law
CONNECTICUT	N/R	N/R	N/R
MAINE	61	86.9	100.0
MASSACHUSETTS	60	85.0	95.0
NEW HAMPSHIRE	60	83.3	98.3
RHODE ISLAND	61	86.9	99.9
VERMONT	N/R	N/R	N/R
Region 2			
NEW JERSEY	63	83.9	98.2
NEW YORK	90	77.8	100.0
PUERTO RICO	60	67.6	100.0
VIRGIN ISLANDS	61	100.0	100.0
Region 3			
DELAWARE	60	96.7	100
DIST OF COL	48	70.8	100.0
MARYLAND	60	81.7	100.0
PENNSYLVANIA	N/R	N/R	N/R
VIRGINIA	60	100.0	100.0
WEST VIRGINIA	65	63.1	98.5
Region 4			
ALABAMA	N/R	N/R	N/R
FLORIDA	60	80.0	98.3
GEORGIA	60	63.3	100.0
KENTUCKY	60	93.3	100.0
MISSISSIPPI	60	93.3	100.0
NORTH CAROLINA	80	82.5	97.5
SOUTH CAROLINA	60	91.7	100.0
TENNESSEE	60	80.0	95.0

continued

Region 5	Total cases reviewed	% Cases Passing	% Meeting Law
ILLINOIS	60	66.7	95.0
INDIANA	60	53.3	100.0
MICHIGAN	81	29.5	96.7
MINNESOTA	60	65.0	95.0
OHIO	60	92.4	92.4
WISCONSIN	60	85.0	96.7
Region 6			
KANSAS	60	90.0	100.0
LOUISIANA	59	88.1	100.0
NEW MEXICO	60	93.3	100.0
OKLAHOMA	59	91.5	98.3
TEXAS	60	90.0	100.0
Region 7			
IOWA	60	75.0	98.3
KANSAS	60	90.0	100.0
MISSOURI	N/R	N/R	N/R
NEBRASKA	60	95.0	100.0
Region 8			
COLORADO	60	98.3	100.0
MONTANA	61	96.7	96.7
NORTH DAKOTA	N/R	N/R	N/R
SOUTH DAKOTA	N/R	N/R	N/R
UTAH	60	98.3	100.0
WYOMING	60	96.7	100.0
Region 9			
ARIZONA	60	75.0	100.0
CALIFORNIA	62	82.5	95.5
HAWAII	60	93.3	100.0
NEVADA	55	85.5	100.0
Region 10			
ALASKA	60	88.3	98.3
IDAHO	60	71.7	90.0
OREGON	60	71.7	98.3
WASHINGTON	66	66.7	95.5

FIGURE III – 17

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE SEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Total cases reviewed	% Cases Passing	% Meeting Law
CONNECTICUT	30	80.0	93.3
MAINE	30	93.3	100.0
MASSACHUSETTS	30	53.3	100.0
NEW HAMPSHIRE	30	96.7	100.0
RHODE ISLAND	30	76.7	100.0
VERMONT	30	96.7	100.0
NEW JERSEY	31	87.1	100.0
NEW YORK	30	50.0	100.0
PUERTO RICO	30	60.0	100.0
VIRGIN ISLANDS	25	92.0	96.0
Region 3			
DELAWARE	30	90.0	100.0
DIST OF COL	34	85.3	97.1
MARYLAND	30	86.7	96.7
PENNSYLVANIA	30	96.7	100.0
VIRGINIA	30	100.0	100.0
WEST VIRGINIA	31	93.5	100.0
Region 4			
ALABAMA	30	86.7	100.0
FLORIDA	30	80.0	96.7
GEORGIA	30	56.7	96.7
KENTUCKY	30	86.7	100.0
MISSISSIPPI	30	96.7	100.0
NORTH CAROLINA	30	86.7	100.0
SOUTH CAROLINA	30	86.7	100.0
TENNESSEE	30	76.7	96.7
<i>continued</i>			

Region 5	Total cases reviewed	% Cases Passing	% Meeting Law
ILLINOIS	30	70.0	100.0
INDIANA	30	26.7	100.0
MICHIGAN	30	40.0	100.0
MINNESOTA	31	90.3	100.0
OHIO	30	70.0	73.3
WISCONSIN	30	86.7	100
Region 6			
ARKANSAS	30	70.0	96.7
LOUISIANA	30	96.7	100.0
NEW MEXICO	30	86.7	100.0
OKLAHOMA	30	70.0	100.0
TEXAS	30	83.3	96.7
Region 7			
IOWA			
KANSAS	30	66.7	100.0
MISSOURI	30	90.0	100.0
NEBRASKA	30	86.7	100.0
Region 8			
COLORADO	30	90.0	100.0
MONTANA	31	96.7	96.7
NORTH DAKOTA	30	93.3	100.0
SOUTH DAKOTA	30	93.3	100.0
UTAH	31	83.9	100.0
WYOMING	30	90.0	100.0
Region 9			
ARIZONA	28	67.9	100.0
CALIFORNIA	30	86.7	100.0
HAWAII	30	93.3	100.0
NEVADA	30	83.3	100.0
Region 10			
ALASKA	30	100.0	100.
IDAHO	30	76.7	100.0
OREGON	30	100.0	100.0
WASHINGTON	40	70.0	97.5

FIGURE 111-18

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE NONSEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Total cases reviewed	% Cases Passing	% Meeting Law
CONNECTICUT	25	60.0	100.0
MAINE	25	92.0	100.0
MASSACHUSETTS	25	60.0	96.0
NEW HAMPSHIRE	25	92.0	100.0
RHODE ISLAND	25	48.0	100.0
VERMONT	27	96.3	100.0
Region 2			
NEW JERSEY	27	77.8	100.0
NEW YORK	25	68.0	100.0
PUERTO RICO	25	56.0	100.0
VIRGIN ISLANDS	24	100.0	100.0
Region 3			
DELAWARE	25	100.0	100.0
DISTOFCOL	27	96.3	100.0
MARYLAND	25	84.0	88.0
PENNSYLVANIA	25	100.0	100.0
VIRGINIA	25	100.0	100.0
WEST VIRGINIA	25	92.0	100.0
ALABAMA	25	100.0	100.0
FLORIDA	25	72.0	96.0
GEORGIA	25	72.0	100.0
KENTUCKY	25	84.0	100.0
MISSISSIPPI	25	96.0	96.0
NORTH CAROLINA	25	80.0	100.0
SOUTH CAROLINA	25	96.0	100.0
TENNESSEE	19	89.5	89.5

continued

Region 5	Total cases reviewed	% Cases Passing	% Meeting Law
ILLINOIS	25	68.0	96.0
INDIANA	24	33.3	87.5
MICHIGAN	27	40.7	100.0
MINNESOTA	25	84.0	96.0
OHIO	25	84.0	84.0
WISCONSIN	25	88.0	100.0
Region 6			
ARKANSAS	24	87.5	100.0
LOUISIANA	24	87.5	100.0
NEW MEXICO	25	92.0	96.0
OKLAHOMA	25	88.0	88.0
TEXAS	25	92.0	100.0
Region 7			
IOWA	25	96.0	96.0
KANSAS	25	80.0	100.0
MISSOURI	25	80.0	100.0
NEBRASKA	25	88.0	100.0
Region 8			
COLORADO	25	100.0	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	25	96.0	100.0
SOUTH DAKOTA	25	96.0	100.0
UTAH	31	96.8	100.0
WYOMING	25	88.0	100.0
Region 9			
ARIZONA	28	64.3	100.0
CALIFORNIA	25	64.0	100.0
HAWAII	25	96.0	100.0
NEVADA	25	88.0	100.0
Region 10			
ALASKA	25	80.0	88.0
IDAHO	25	84.0	100.0
OREGON	25	92.0	96.0
WASHINGTON	25	80.0	96.0

FIGURE 111-19

NONMONETARY DETERMINATIONS PERFORMANCE UCFC CLAIMS

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Total cases reviewed	% Cases Passing	% Meeting Law
CONNECTICUT	25	64.0	66.0
MAINE	25	88.0	82.0
MASSACHUSETTS	25	72.0	100.0
NEW HAMPSHIRE	18	94.4	100.0
RHODE ISLAND	27	96.3	100.0
VERMONT	19	94.7	100.0
Region 2			
NEW JERSEY	16	75.0	100.0
NEW YORK	9	33.4	100.0
PUERTO RICO	25	40.0	100.0
VIRGIN ISLAND	INA	INA	INA
Region 3			
DELAWARE	25	92.0	100.0
DIST OF COL	30	86.7	100.0
MARYLAND	25	84.0	100.0
PENNSYLVANIA	25	92.0	96.0
VIRGINIA	25	96.0	100.0
WEST VIRGINIA	25	80.0	100.0
Region 4			
ALABAMA	25	100.0	100.0
FLORIDA	25	72.0	100.0
GEORGIA	25	96.0	100.0
KENTUCKY	25	76.0	96.0
MISSISSIPPI	25	92.0	100.0
NORTH CAROLINA	25	68.0	96.0
SOUTH CAROLINA	25	92.0	100.0
TENNESSEE	25	100.0	100.0

continued

Region 5	Total cases reviewed	% Cases Passing	% Meeting Law
ILLINOIS	25	76.0	96.0
INDIANA	22	36.4	100.0
MICHIGAN	25	44.0	84.0
MINNESOTA	25	84.0	96.0
OHIO	25	68.0	68.0
WISCONSIN	25	84.0	100.0
Region 6			
ARKANSAS	25	60.0	96
LOUISIANA	25	92.0	100.0
NEW MEXICO	25	72.0	100.0
OKLAHOMA	25	96.0	100.0
TEXAS	25	72.0	96.0
Region 7			
IOWA	25	76.0	96.0
KANSAS	25	76.0	100.0
MISSOURI	25	88.0	100.0
NEBRASKA	25	92.0	190.0
Region 8			
COLORADO	25	76.0	100.0
MONTANA	26	76.9	76.9
NORTH DAKOTA	25	96.0	100.0
SOUTH DAKOTA	25	92.0	100.0
UTAH	26	84.6	96.2
WYOMING	24	91.7	100
Region 9			
ARIZONA	25	84.0	100.0
CALIFORNIA	INA	INA	INA
HAWAII	25	100.0	100.0
NEVADA	25	80.0	100.0
Region 10			
ALASKA	25	92.0	92.0
IDAHO	INA	INA	INA
OREGON	25	60.0	100.0
WASHINGTON	INA	INA	INA

B. Promptness

Nonmonetary Determinations promptness measurements are made of samples of issues from both intrastate cases and from interstate cases.

The results for intrastate promptness are shown in Figures III - 20 and III - 21. Figure III - 21 shows the number of cases reviewed and the percentage of cases meeting the time lapse objectives. In States where samples were not selected statewide, these percentages are the weighted averages of the results based on the relative sizes of their local office workloads. The Desired Level of Achievement for intrastate is a minimum of 80 percent meeting the time lapse objectives. An analysis of delayed determinations is required only in those States not meeting the Desired Level of Achievement for the previous year. Figure III -21 also shows the percentage of controllable delays.

The results for interstate promptness are shown in Figure III -22. No Desired Level of Achievement has been established for interstate.

INTRASTATE NONMONETARY DETERMINATIONS PROMPTNESS

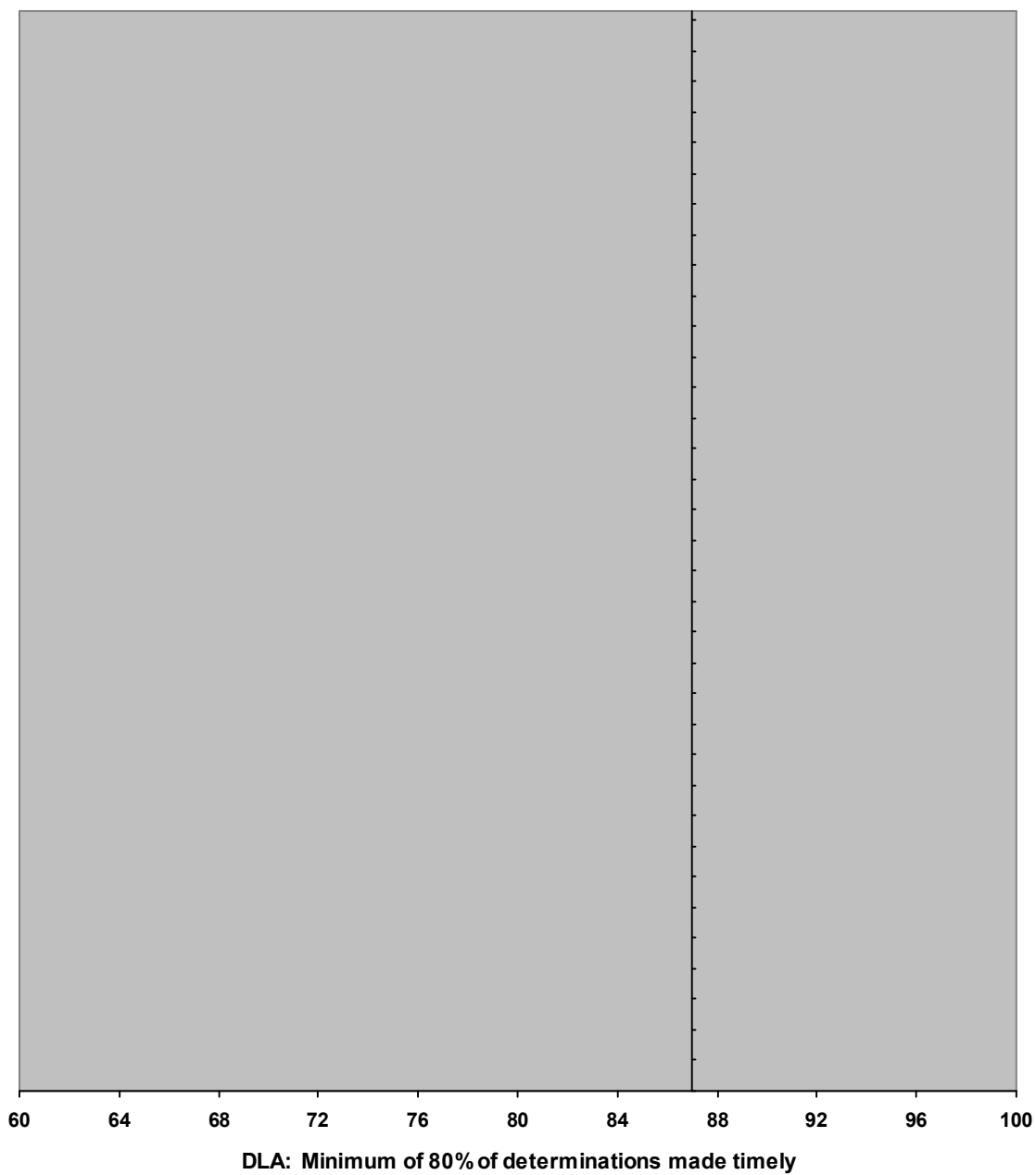


FIGURE III -21

NONMONETARY DETERMINATIONS PROMPTNESS INTRASTATE

Desired Level of Achievement: Minimum of 80 Percent of Determinations Made Timely.

Region 1	Total cases reviewed	% Timely	% Delays Cont.
CONNECTICUT	125	80.0	72.0
MAINE	125	72.0	100.0
MASSACHUSETTS	125	71.2	94.4
NEW HAMPSHIRE	125	56.8	88.9
RHODE ISLAND	138	82.2	INA
VERMONT	125	67.2	68.3
Region 2			
NEW JERSEY	131	70.7	91.9
NEW YORK	127	91.3	78.6
PUERTO RICO	125	64.7	91.1
VIRGIN ISLANDS	125	56.8	SB.8
Region 3			
DELAWARE	125	95.2	83.3
DIST OF COL	92	68.5	100.0
MARYLAND	125	94.4	85.7
PENNSYLVANIA	125	84.0	85.0
VIRGINIA	125	87.2	100.0
WEST VIRGINIA	125	86.4	88.2
Region 4			
ALABAMA	125	87.2	93.8
FLORIDA	125	88.0	93.3
GEORGIA	125	87.2	100.0
KENTUCKY	125	90.4	58.3
MISSISSIPPI	125	85.6	76.5
NORTH CAROLINA	130	88.5	80.0
SOUTH CAROLINA	125	98.4	100.0
TENNESSEE	125	82.4	100.0
<i>continued</i>			

Region 5	Total cases reviewed	% Timely	% Delays Cont.
ILLINOIS	125	67.2	87.8
INDIANA	125	50.4	44.8
MICHIGAN	125	45.6	100.0
MINNESOTA	125	78.4	100.0
OHIO	125	70.6	100.0
WISCONSIN	128	88.3	80.0
Region 6			
ARKANSAS	126	91.3	100.0
LOUISIANA	126	95.2	66.7
NEW MEXICO	125	85.6	94.4
OKLAHOMA	125	88.0	93.8
TEXAS	125	83.2	90.5
Region 7			
IOWA	125	75.2	74.2
KANSAS	126	76.0	100.0
MISSOURI	128	72.7	62.9
NEBRASKA	125	89.6	100.0
Region 8			
COLORADO	125	90.4	100.0
MONTANA	125	36.0	100.0
NORTH DAKOTA	125	97.6	100.0
SOUTH DAKOTA	125	94.4	87.5
UTAH	126	81.0	100.0
WYOMING	125	89.6	61.5
Region 9			
ARIZONA	125	79.2	65.4
CALIFORNIA	127	86.6	N/R
HAWAII	125	80.8	85.0
NEVADA	125	84.0	85.0
Region 10			
ALASKA	125	75.2	93.5
IDAHO	115	81.7	95.2
OREGON	125	95.2	83.3
WASHINGTON	125	76.8	100

FIGURE III – 22

NONMONETARY DETERMINATIONS PROMPTNESS INTERSTATE

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Total cases reviewed	% Timely	% Delays Cont.
CONNECTICUT	60	31.7	100.0
MAINE	60	30.0	97.6
MASSACHUSETTS	60	50.0	86.7
NEW HAMPSHIRE	60	60.0	83.3
RHODE ISLAND	60	35.0	100.0
VERMONT	60	56.7	69.2
Region 2			
NEW JERSEY	62	0.7	100.0
NEW YORK	59	54.2	81.5
PUERTO RICO	60	58.3	100.0
VIRGIN ISLANDS	60	36.7	36.7
Region 3			
DELAWARE	60	85.0	88.9
DIST OF COL	60	78.3	100.0
MARYLAND	60	30.0	92.9
PENNSYLVANIA	60	60.0	100.0
VIRGINIA	60	81.7	100.0
WEST VIRGINIA	60	90.0	100.0
Region 4			
ALABAMA	60	83.3	100.0
FLORIDA	60	86.7	87.5
GEORGIA	60	88.3	71.4
KENTUCKY	60	58.3	88.0
MISSISSIPPI	60	68.3	89.5
NORTH CAROLINA	66	92.4	100.0
SOUTH CAROLINA	60	88.3	100.0
TENNESSEE	60	83.3	100.0
			<i>continued</i>

Region 5	Total cases reviewed	% Timely	% Delays Cont.
ILLINOIS	60	65.0	76.2
INDIANA	60	10.0	98.2
MICHIGAN	60	48.3	93.5
MINNESOTA	60	61.7	91.3
OHIO	60	41.7	72.5
WISCONSIN	60	75.0	100.0
Region 6			
ARKANSAS	60	70.0	100.0
LOUISIANA	60	76.7	78.6
NEW MEXICO	60	70.0	100.0
OKLAHOMA	60	76.7	100.0
TEXAS	60	81.7	63.6
Region 7			
IOWA	60	73.3	68.8
KANSAS	60	61.7	100.0
MISSOURI	54	87.0	93.8
NEBRASKA	60	83.3	100.0
Region 8			
COLORADO	60	81.7	100.0
MONTANA	60	66.7	95.0
NORTH DAKOTA	60	98.3	100.0
SOUTH DAKOTA	60	95.0	66.7
UTAH	6t	93.4	100.0
WYOMING	60	83.3	70.0
Region 9			
ARIZONA	60	71.7	94.1
CALIFORNIA	60	65.0	N/R
HAWAII	60	41.7	100.0
NEVADA	60	73.3	93.8
Region 10			
ALASKA	60	25.0	100.0
IDAHO	63	81.0	91.7
OREGON	60	91.7	100.0
WASHINGTON	52	51.9	88.0

III. COMBINED WAGE CLAIMS

A. Initial Claims promptness.

Data are obtained from the ETA 586 Reports for the 12 months ending March 31, 1991 to show the percentage of CWC intrastate first payments made timely. Figure 11I-23 shows the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days. No Desired Levels of Achievement are applicable for CWC first payments since it is not a separate program but is included in the regular intrastate program and subject to the applicable Secretary's Standards.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are required only in those States which did not make 70 percent of CWC first payments timely for the previous year. Causes for delays are grouped into two broad categories: (a) controllable delays, and (b) uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Uncontrollable delays include late receipt of IB-4's, claimant errors, and appeal reversals. The percentage of controllable delays is shown in Figure 11I-23.

FIGURE III -23**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE CWC CLAIMS (INTRASTATE)****April 1,1990 through March 31,1991****Desired Level of Achievement:** None Currently Established For This Activity.

Region 1	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
CONNECTICUT	83.1	95.0	N/R
MAINE	66.1	89.0	N/R
MASSACHUSETTS	83.5	96.4	N/R
NEW HAMPSHIRE	47.0	70.9	56.0
RHODE ISLAND	0.0	0.0	53.8
VERMONT	69.7	88.7	14.0
Region 2			
NEW JERSEY	60.1	83.4	30.0
<i>NEW YORK</i>	21.0	58.9	55.2
<i>PUERTO RICO</i>	22.3	49.3	88.0
<i>VIRGIN ISLANDS</i>	0.0	12.5	20.0
Region 3			
<i>DELAWARE</i>	69.1	87.8	N/R
<i>DIST OF COL</i>	81.7	91.8	34.0
<i>MARYLAND</i>	63.8	84.7	N/R
<i>PENNSYLVANIA</i>	55.5	85.5	20.0
<i>VIRGINIA</i>	88.4	94.9	44.0
<i>WEST VIRGINIA</i>	82.6	94.6	N/R
Region 4			
<i>ALABAMA</i>	70.8	83.1	62.0
FLORIDA	82.8	94.9	N/R
GEORGIA	83.8	93.0	N/R
KENTUCKY	79.1	91.2	N/R
MISSISSIPPI	85.7	95.2	40.4
NORTH CAROLINA	81.3	93.4	N/R
SOUTH CAROLINA	INA	INA	18.0
TENNESSEE	88.3	93.6	N/R

Continued

Region 5	% Timely 14-21 Days	% Timely 35 Days	% Delays Cont.
ILLINOIS	83.4	98.0	N/R
INDIANA	51.6	83.2	40.0
MICHIGAN	28.6	48.3	66.7
MINNESOTA	95.9	99.6	0.0
OHIO	44.3	72.7	68.0
WISCONSIN	83.7	91.8	31.4
Region 6			
ARKANSAS	58.1	81.8	56.0
LOUISIANA	66.7	85.3	38.8
NEW MEXICO	70.1	92.1	N/R
OKLAHOMA	83.6	95.0	N/R
TEXAS	76.8	87.1	N/R
Region 7			
IOWA	76.2	91.1	N/R
KANSAS	81.8	94.6	N/R
MISSOURI	84.6	98.1	N/R
NEBRASKA	81.0	96.1	
Region 8			
COLORADO	83.1	94.1	N/R
MONTANA	68.7	90.3	N/R
NORTH DAKOTA	82.4	91.7	N/R
SOUTH DAKOTA	80.7	91.3	N/R
UTAH	75.6	94.7	N/R
WYOMING	90.8	97.0	N/R
Region 9			
ARIZONA	78.8	92.6	N/R
CALIFORNIA	52.9	81.1	N/R
HAWAII	70.7	89.9	18.2
NEVADA	57.4	84.0	N/R
Region 10			
ALASKA	76.0	94.0	42.0
IDAHO	77.6	94.8	N/R
OREGON	75.1	92.4	N/R
WASHINGTON	75.3	91.5	N/R

B. Transferring State Promptness.

The results of the measurement are shown in Figures 111-24 and 111-25. Figure 111-25 shows the total Cases reviewed, the percentage of Cases meeting the time lapse objectives, and the percentage of delays which were controllable. The Desired Level of Achievement is a minimum of 75 percent of transfers made timely;

COMBINED WAGE CLAIM WAGE TRANSFER PROMPTNESS

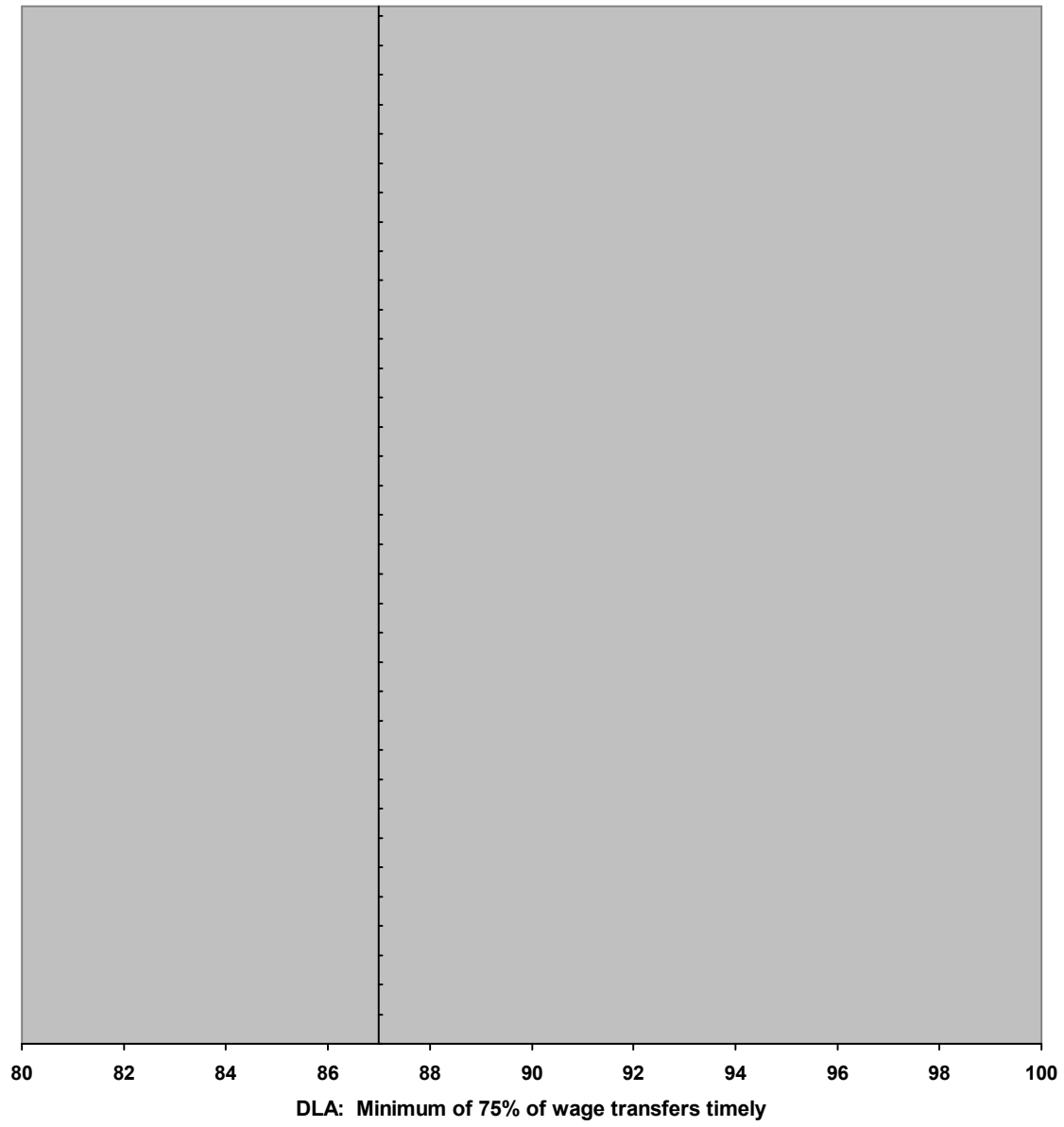


FIGURE III -25

CWC TRANSFERRING STATE PROMPTNESS

Desired Level of Achievement: Minimum of 75 Percent of Wage Transfers Made Timely.

Region 1	Total cases reviewed	% Timely	% Delays Cont.
CONNECTICUT	70	95.7	66.7
MAINE	70	94.3	75.0
MASSACHUSETTS	70	85.7	100.0
NEW HAMPSHIRE	70	72.9	100.0
RHODE ISLAND	70	50.0	100.0
VERMONT	70	77.1	81.3
Region 2			
NEW JERSEY	70	62.9	100.0
NEW YORK	70	64.3	96.0
PUERTO RICO	70	94.3	100.0
VIRGIN ISLANDS	66	90.9	50.0
Region 3			
DELAWARE	70	100.0	N/R
DIST OF COL	75	86.7	100.0
MARYLAND	70	100.0	N/R
PENNSYLVANIA	70	91.4	50.0
VIRGINIA	70	100.0	N/R
WEST VIRGINIA	74	100.0	N/R
Region 4			
ALABAMA	70	92.9	100.0
FLORIDA	70	100.0	N/R
GEORGIA	70	100.0	N/R
KENTUCKY	70	95.7	100.0
MISSISSIPPI	70	100.0	N/R
NORTH CAROLINA	70	100.0	N/R
SOUTH CAROLINA	70	100.0	N/R
TENNESSEE	70	100.0	N/R

continued

Region 5	Total cases reviewed	% Timely	% Delays Cont.
ILLINOIS	70	100.0	N/R
INDIANA	70	94.3	100.0
MICHIGAN	70	97.1	100.0
MINNESOTA	73	98.6	0.0
OHIO	70	61.4	100.0
WISCONSIN	70	98.6	100.0
Region 6			
ARKANSAS	70	95.7	100.0
LOUISIANA	70	91.4	83.3
NEW MEXICO	70	97.1	50.0
OKLAHOMA	70	100.0	100.0
TEXAS	70	60.0	92.9
Region 7			
IOWA	70	94.3	75.0
KANSAS	70	100.0	N/R
MISSOURI	80	97.5	50.0
NEBRASKA	70	97.1	100.0
Region 8			
COLORADO	70	100.0	N/R
MONTANA	70	98.6	100.0
NORTH DAKOTA	70	100.0	N/R
SOUTH DAKOTA	70	100.0	N/R
UTAH	70	98.6	0.0
WYOMING	70	94.3	50.0
Region 9			
ARIZONA	70	97.1	50.0
CALIFORNIA	70	92.9	100.0
HAWAII	70	92.9	100.0
NEVADA	70	97.1	50.0
Region 10			
ALASKA	76	98.6	0.0
IDAHO	70	97.1	100.0
OREGON	70	100.0	N/R
WASHINGTON	69	97.1	100.0

C. Billing Promptness.

The measurement period is the April-June quarter preceding the appraisal. The results of the measurement are shown in Figure 111-26. Figure 111-26 shows the total cases reviewed, the number of 18-6's sent within 45 days, and the percentage of 18-6's sent timely. No Desired Level of Achievement has been established for CWC billing promptness.

FIGURE III -26
CWC - BILLING PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity

Region 1	Total cases reviewed	% Timely	% Delays Cont.
CONNECTICUT	50	50	100.0
MAINE	50	50	100.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	50	100.0
RHODE ISLAND	50	0	0.0
VERMONT	50	50	100.0
Region 2			
NEW JERSEY	54	45	90.0
NEW YORK	50	50	100.0
PUERTO RICO	50	0	0.0
VIRGIN ISLANDS	INA	INA	INA
Region 3			
DELAWARE	50	50	100.0
DIST of COL	50	50	100.0
MARYLAND	100	100	100.0
PENNSYLVANIA	50	50	100.0
VIRGINIA	50	43	98.P.
WEST VIRGINIA	50	50	100.0
Region 4			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	50	100.0
MISSISSIPPI	50	50	100.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	0	0.0

Continued

Region 5	Total cases reviewed	% Timely	% Delays Cont.
ILLINOIS	50	49	98.0
INDIANA	50	1	2.0
MICHIGAN	50	0	0.0
MINNESOTA	50	50	100.0
OHIO	50	50	100.0
WISCONSIN	50	50	100.0
Region 6			
ARKANSAS	50	0	0
LOUISIANA	51	51	100.0
NEW MEXICO	50	47	94.0
OKLAHOMA	50	50	100.0
TEXAS	50	50	100.0
Region 7			
IOWA	50	50	100.0
KANSAS	50	0	0.0
MISSOURI	60	60	100.0
NEBRASKA	50	47	94.0
Region 8			
COLORADO	50	50	100.0
MONTANA	50	50	100.0
NORTH DAKOTA	50	50	100.0
SOUTH DAKOTA	50	50	100.0
UTAH	50	50	100.0
WYOMING	50	44	86.0
Region 9			
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	50	100.0
Region 10			
ALASKA	50	50	100.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	50	49	98.0

Reimbursement Promptness.

The results of the measurement are shown in Figure 111-27. Figure 111-27 shows the total number of cases reviewed, the number of IB-6's reimbursed within 45 days, and the percentage of reimbursements made timely. No Desired Level of Achievement has been established for CWC reimbursement promptness.

FIGURE III -27
CWC - REIMBURSEMENT PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Total cases reviewed	% Timely	% Delays Cont.
CONNECTICUT	50	50	100.0
MAINE	50	49	98.0
MASSACHUSETTS	50	43	86.0
NEW HAMPSHIRE	50	44	88.0
RHODE ISLAND	50	18	36.0
VERMONT	50	49	98.0
Region 2			
NEW JERSEY	50	49	98.0
NEW YORK	50	30	60.0
PUERTO RICO	50	45	90.0
VIRGIN ISLANDS	30	16	53.3
Region 3			
DELAWARE	50	49	98.0
DIST OF COL	50	49	98.0
MARYLAND	100	86	86.0
PENNSYLVANIA	50	43	86.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	42	42	100.0
Region 4			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	50	100.0
MISSISSIPPI	50	50	100.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	48	96.0

continued

Region 5	Total cases reviewed	% Timely	% Delays Cont.
ILLINOIS	50	50	100.0
INDIANA	50	24	48.0
MICHIGAN	50	34	68.0
MINNESOTA	52	50	96.2
OHIO	50	50	100
WISCONSIN	50	41	82.0
Region 6			
ARKANSAS	50	46	92.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	50	100.0
OKLAHOMA	50	49	98.0
TEXAS	50	47	94.0
Region 7			
IOWA	50	47	94.0
KANSAS	50	21	42.0
MISSOURI	50	26	52.0
NEBRASKA	50	50	100.0
Region 8			
COLORADO	50	50	100.0
MONTANA	50	27	54.0
NORTH DAKOTA	50	49	98.0
SOUTH DAKOTA	50	49	98.0
UTAH	50	50	100.0
WYOMING	50	50	100.0
Region 9			
ARIZONA	50	37	74.0
CALIFORNIA	50	50	100.0
HAWAII	45	44	97.8
NEVADA	50	50	100.0
Region 10			
ALASKA	50	49	98.0
IDAHO	50	46	92.0
OREGON	50	50	100.0
WASHINGTON	80	79	96.8

IV. APPEALS

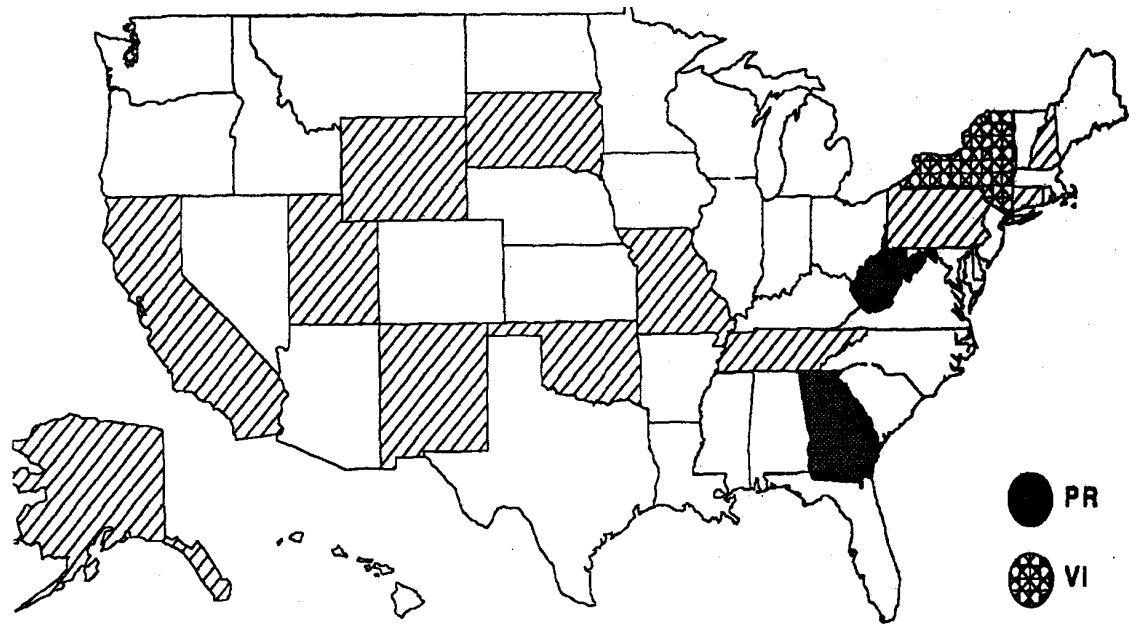
A. Performance.

The Appeals Performance measurement is an assessment of the degree to which the appeals hearings and decisions have attained the specific quality levels established for appeals evaluations.

The results of the evaluations are shown in Figures 11I-28 and 11I-29. Figure 11I-29 shows the size of the sample, the number of cases which obtained a score of 80 percent or more of the total possible points, and the percentage of cases which obtained scores of 80 percent or more. The Desired Level of Achievement is a minimum of 80 percent of the cases scoring 80 percent or more of the total possible points.

"N/R" indicates that the State was not required to conduct the measurement in FY 1991 because the established Desired Level of Achievement was met in FY 1990.

FIGURE 111-28
APPEALS PERFORMANCE



Met DLA
Did Not Meet
Not Required
Information Not Available

DLA: Minimum of 80% of cases scoring 80 or more percentage points

FIGURE III -29

APPEALS PERFORMANCE

Desired Level of Achievement: Minimum of 80 Percent of Cases Scoring 80 or More Percentage Points.

Region 1	Total Cases Reviewed	% Timely	% Delays Cont.
CONNECTICUT	N/R	N/R	N/R
MAINE	20	20	100.0
MASSACHUSETTS	50	49	98.0
NEW HAMPSHIRE	N/R	N/R	N/R
RHODE ISLAND	20	16	80.0
VERMONT	20	20	100.0
Region 2			
NEW JERSEY	50	50	100.0
NEW YORK	INA	INA	INA
PUERTO RICO	35	27	77.1
VIRGIN ISLANDS	INA	INA	INA
Region 3			
DELAWARE	20	20	100.0
DIST OF COL	35	---	---
MARYLAND	33	30	90.9
PENNSYLVANIA	N/R	N/R	N/R
VIRGINIA	35	35	100.0
WEST VIRGINIA	24	---	---
Region 4			
ALABAMA	35	30	85.7
FLORIDA	37	31	83.8
GEORGIA	34	---	---
KENTUCKY	35	35	100.0
MISSISSIPPI	37	37	100.0
NORTH CAROLINA	35	31	88.6
SOUTH CAROLINA	35	33	94.3
TENNESSEE	N/R	N/R	N/R

continued

Region 5	Total Cases Reviewed	% Timely	% Delays Cont.
ILLINOIS	50	49	98.0
INDIANA	35	35	100.0
MICHIGAN	50	47	94.0
MINNESOTA	30	27	90.0
OHIO	50	47	94.0
WISCONSIN	49	42	85.7
Region 6			
ARKANSAS	35	35	100.0
LOUISIANA	50	50	100.0
NEW MEXICO	N/R	N/R	N/R
OKLAHOMA	N/R	N/R	N/R
TEXAS	49	49	100.0
Region 7			
IOWA	35	35	100.0
KANSAS	29	28	96.6
MISSOURI	N/R	N/R	N/R
NEBRASKA	35	33	94.3
Region 8			
COLORADO	35	34	97.1
MONTANA	17	15	88.2
NORTH DAKOTA	25	25	100.0
SOUTH DAKOTA	N/R	N/R	N/R
UTAH	N/R	N/R	N/R
WYOMING	N/R	N/R	N/R
Region 9			
ARIZONA	44	38	86.4
CALIFORNIA	N/R	N/R	N/R
HAWAII	9	9	100.0
NEVADA	30	27	90.0
Region 10			
ALASKA	N/R	N/R	N/R
IDAHO	18	18	100.0
OREGON	33	32	97.0
WASHINGTON	50	43	86.0

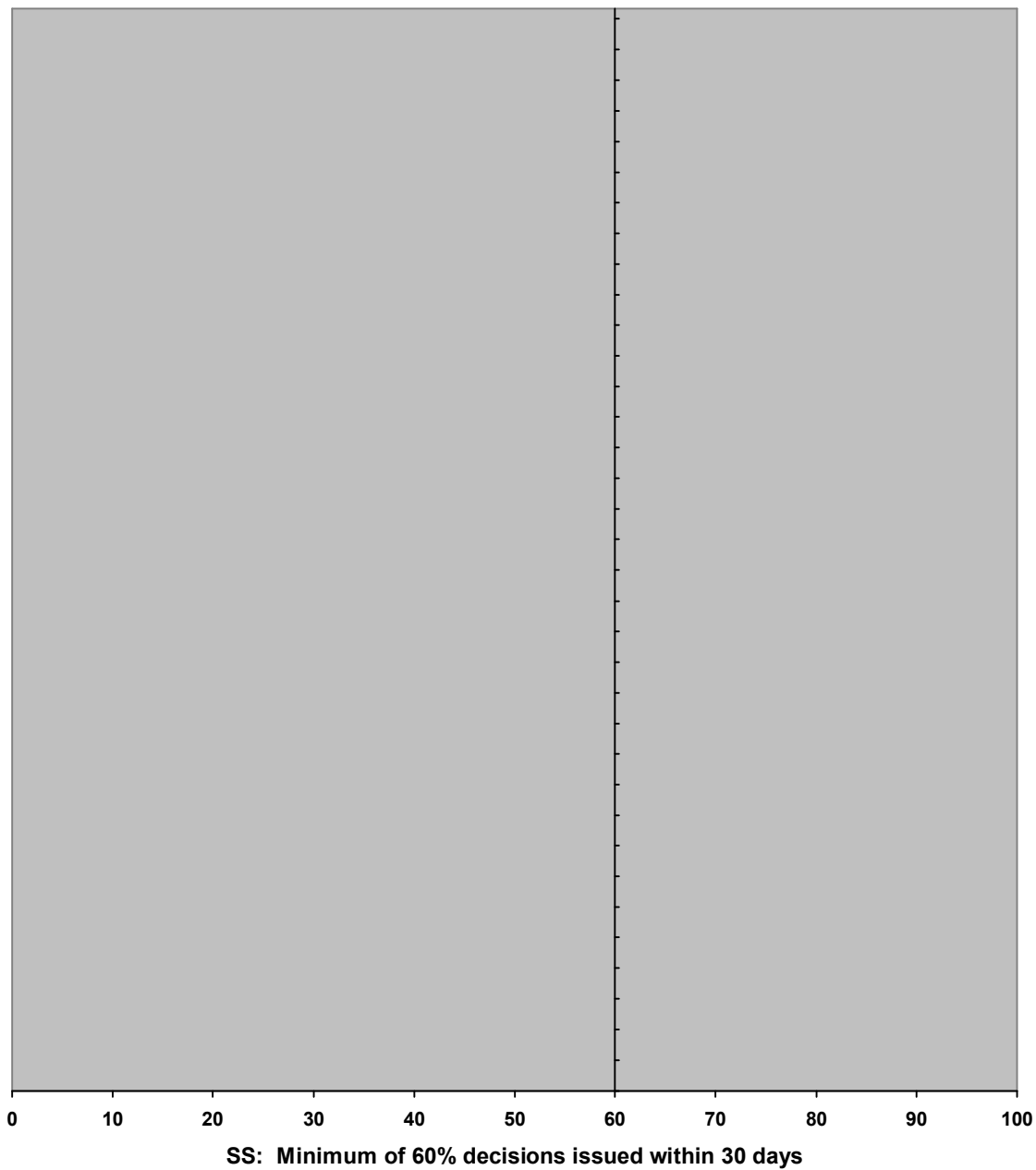
B. Promptness

Results are included for both lower authority and higher authority appeals. The information is obtained from the MA 5-130 Reports from the 12-month period ending March 31, 1991.

Figures 11I-30 through 11I-32 show the results for lower authority appeals. Figure 11I-32 shows the percentage of decisions issued within 30 days, and the percentage of decisions issued within 45 days. The Secretary of Labor's Standard prescribes the criteria for lower authority appeals as a minimum of 60 percent of decisions issued within 30 days and a minimum of 80 percent of decisions issued within 45 days.

Figures 11I-33 through 11I-35 show the results for higher authority appeals. Figure 11I-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and a minimum of 80 percent of decisions issued within 75 days.

LOWER AUTHORITY APPEALS PROMPTNESS --- 30 DAYS



LOWER AUTHORITY APPEALS PROMPTNESS --- 45 DAYS

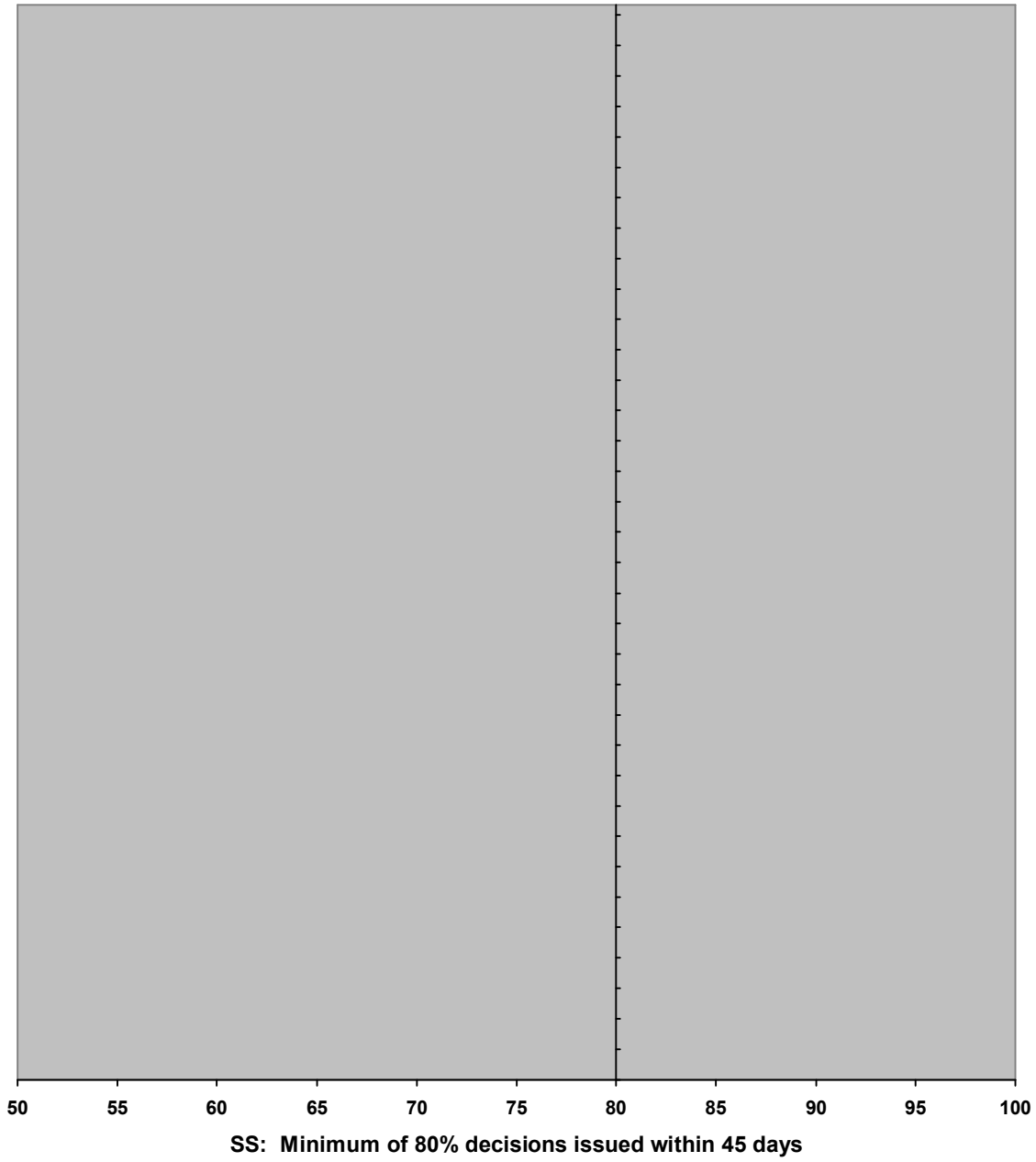


FIGURE III-32

APPEALS PROMPTNESS - LOWER AUTHORITY

April 1, 1990 through March 31, 1991

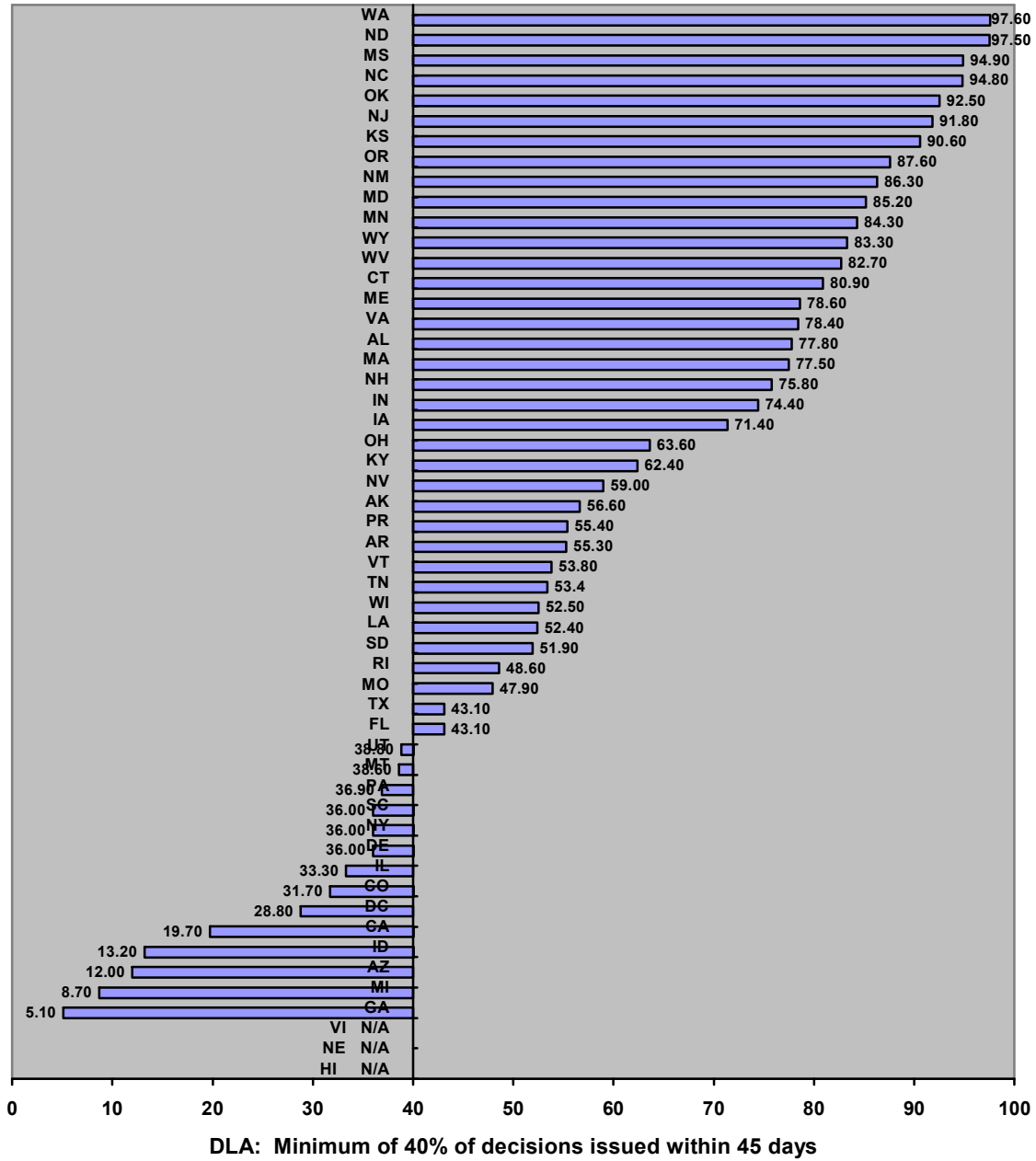
Criteria: Minimum of 60 Percent of Decisions Issued Within 30 Days. Minimum of 80 Percent of Decisions Issued Within 45 Days.

Region 1	% Decisions Issued 30 Days	% Decisions Issued 45 Days
CONNECTICUT	22.0	43.9
MAINE	32.9	60.0
MASSACHUSETTS	61.0	82.1
NEW HAMPSHIRE	20.8	62.2
RHODE ISLAND	73.0	89.5
VERMONT	80.0	94.5
Region 2		
NEW JERSEY	71.4	81.1
NEW YORK	47.0	75.5
PUERTO RICO	21.4	36.9
VIRGIN ISLANDS	33.3	42.9
Region 3		
DELAWARE	50.0	94.8
DIST OF COL	32.3	62.1
MARYLAND	69.1	89.8
PENNSYLVANIA	78.6	90.8
VIRGINIA	65.7	81.5
WEST VIRGINIA	76.7	94.4
Region 4		
ALABAMA	81.3	94.9
FLORIDA	75.2	91.0
GEORGIA	58.7	85.6
KENTUCKY	77.9	91.6
MISSISSIPPI	90.5	97.0
NORTH CAROLINA	43.7	74.2
SOUTH CAROLINA	97.1	99.5
TENNESSEE	76.5	86.1

Continued

Region 5	% Decisions Issued 30 Days	% Decisions Issued 45 Days
ILLINOIS	61.1	80.8
INDIANA	74.0	86.9
MICHIGAN	17.0	41.0
MINNESOTA	53.0	76.6
OHIO	23.8	31.0
WISCONSIN	56.9	84.4
Region 6		
ARKANSAS	83.2	97.6
LOUISIANA	72.3	90.8
NEW MEXICO	57.2	80.3
OKLAHOMA	75.4	91.4
TEXAS	67.2	90.0
Region 7		
IOWA	83.2	91.8
KANSAS	68.8	89.1
MISSOURI	62.5	85.5
NEBRASKA	99.4	100.0
Region 8		
COLORADO	75.3	90.5
MONTANA	67.6	94.4
NORTH DAKOTA	84.5	93.9
SOUTH DAKOTA	85.8	94.3
UTAH	83.3	94.3
WYOMING	82.7	93.7
Region 9		
ARIZONA	70.2	93.4
CALIFORNIA	54.8	70.9
HAWAII	77.4	90.4
NEVADA	30.2	67.3
Region 10		
ALASKA	52.3	85.7
IDAHO	87.2	93.6
OREGON	87.2	80.4
WASHINGTON	71.1	88.5

HIGHER AUTHORITY APPEALS PROMPTNESS --45 DAYS



HIGHER AUTHORITY APPEALS PROMPTNESS --75 DAYS

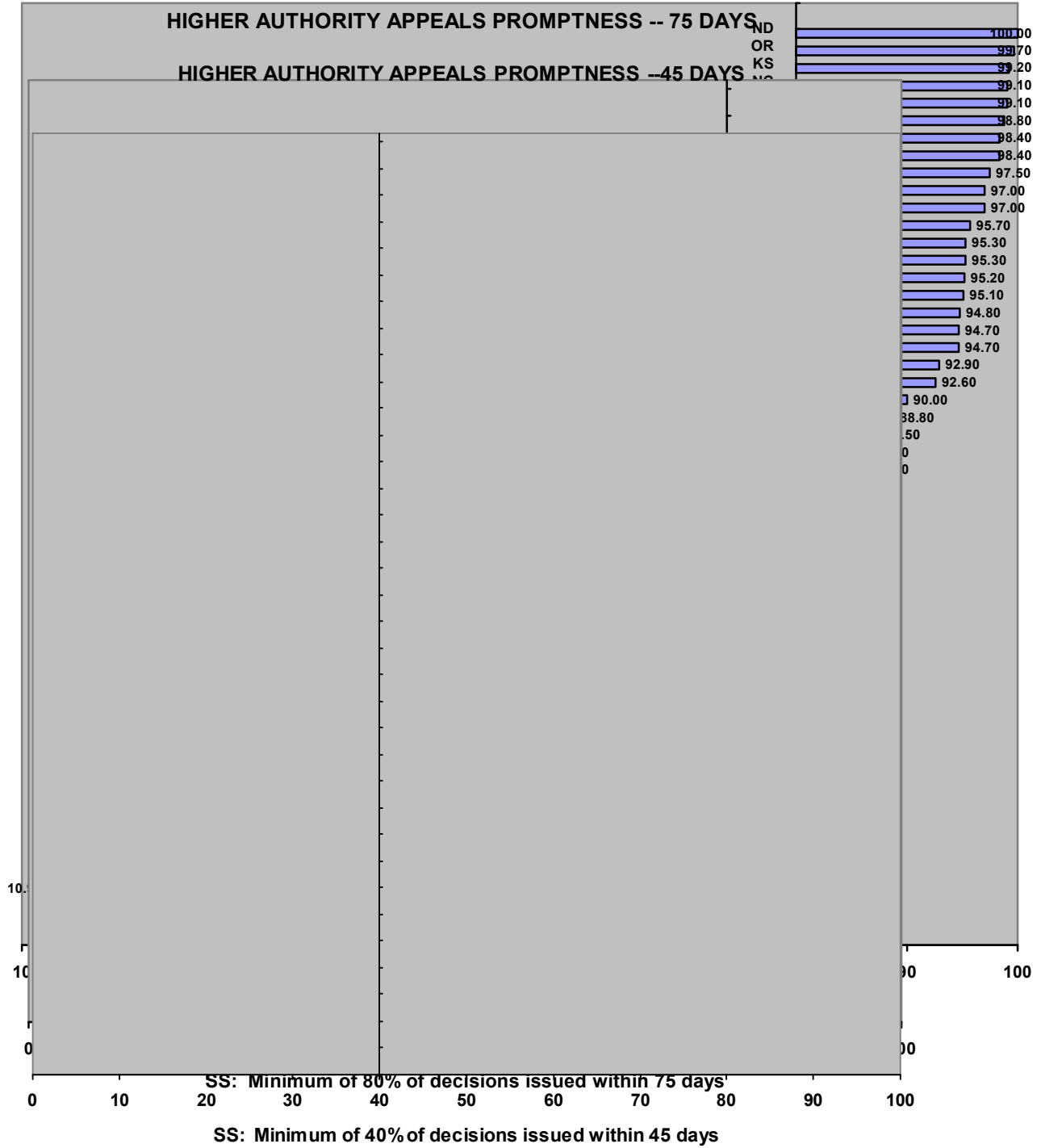


FIGURE III -35
APPEALS PROMPTNESS - HIGHER AUTHORITY

April 1,1990 through March 31,1991

Desired Level of Achievement: Minimum of 40 Percent of Decisions Issued Within 45 Days. Minimum of 80 Percent of Decisions issued Within 75 Days.

Region 1	% Decisions Issued 45 Days	% Decisions Issued 75 Days
CONNECTICUT	80.9	95.2
MAINE	78.8	97.0
MASSACHUSETTS	77.5	86.5
NEW HAMPSHIRE	75.6	90.0
RHODE ISLAND	48.6	73.5
VERMONT	53.8	95.3
Region 2		
NEW JERSEY	91.8	97.5
NEW YORK	36.0	64.2
PUERTO RICO	55.4	55.4
VIRGIN ISLANDS	N/A	N/A
Region 3		
DELAWARE	36.0	75.5
DIST OF COL	26.8	57.5
MARYLAND	85.2	92.9
PENNSYLVANIA	36.8	74.5
VIRGINIA	78.4	94.7
WEST VIRGINIA	82.7	94.7
Region 4		
ALABAMA	77.8	86.5
FLORIDA	43.1	71.5
GEORGIA	5.1	25.4
KENTUCKY	62.4	95.1
MISSISSIPPI	94.9	99.1
NORTH CAROLINA	94.8	99.1
SOUTH CAROLINA	36.0	83.6
TENNESSEE	53.4	82.9

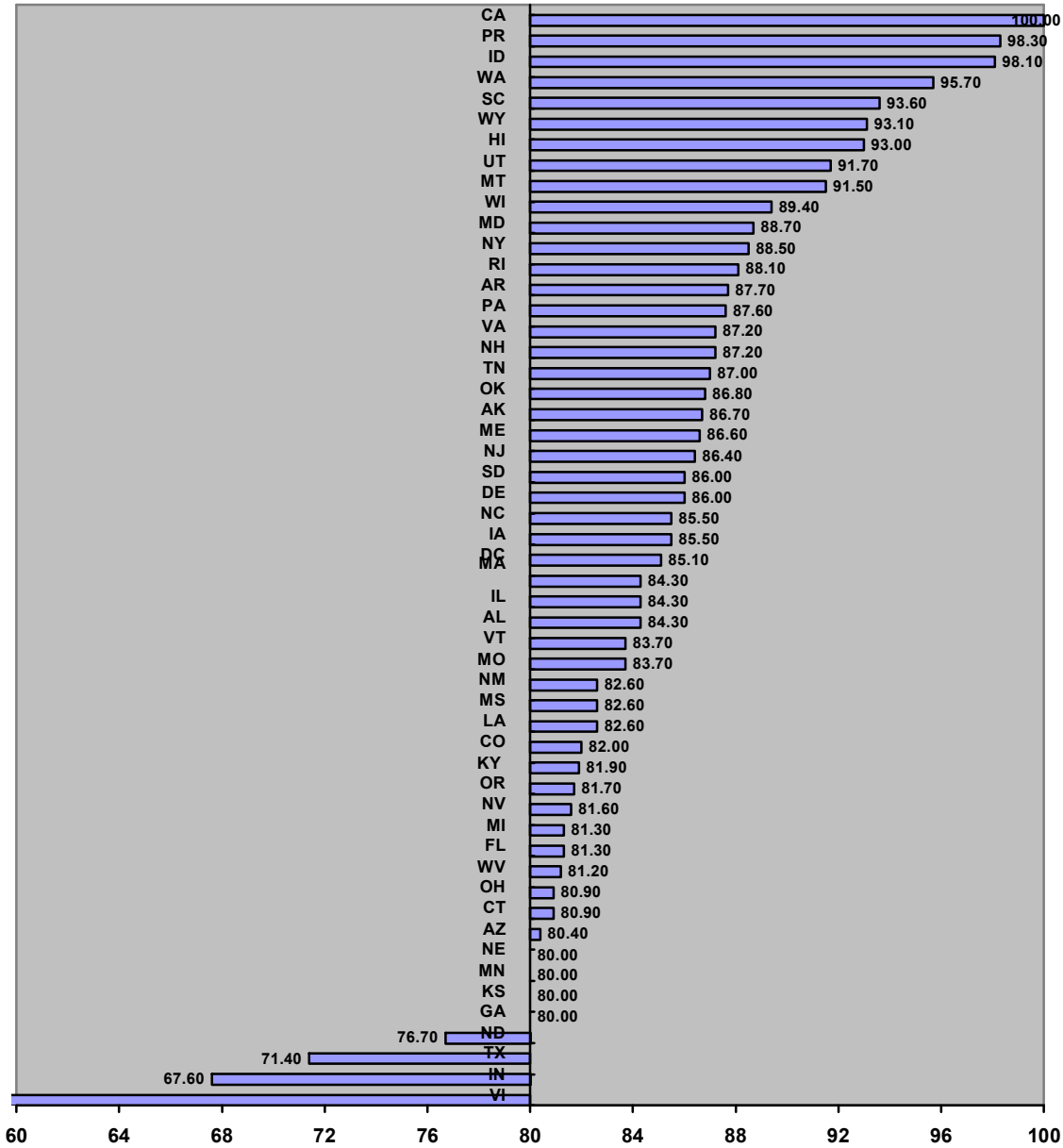
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Region 5	% Decisions Issued 45 Days	% Decisions Issued 75 Days
ILLINOIS	33.3	76.4
INDIANA	74.4	81.4
MICHIGAN	8.7	10.9
MINNESOTA	84.3	95.3
OHIO	63.6	75.8
WISCONSIN	52.5	74.6
Region 6		
ARKANSAS	55.3	65.0
LOUISIANA	52.4	87.5
NEW MEXICO	86.3	95.7
OKLAHOMA	92.5	98.8
TEXAS	43.1	88.8
Region 7		
IOWA	71.4	92.6
KANSAS	90.6	99.2
MISSOURI	47.9	60.1
NEBRASKA	N/A	N/A
Region 8		
COLORADO	31.7	65.9
MONTANA	38.6	94.8
NORTH DAKOTA	97.5	100.0
SOUTH DAKOTA	51.9	74.1
UTAH	38.8	76.9
WYOMING	63.3	98.4
Region 9		
ARIZONA	12.0	23.7
CALIFORNIA	19.7	78.7
HAWAII	N/A	N/A
NEVADA	59.0	97.0
Region 10		
ALASKA	58.6	85.2
IDAHO	13.2	65.0
OREGON	87.6	99.7
WASHINGTON	97.6	98.4

V. *STATUS DETERMINATIONS*

The results of the measurement are shown in Figures 111-36 and 111-37. Figure 111-37 shows the number of determinations reviewed, the number of determinations in which the employer was officially notified within 180 days of first becoming liable, and the percentage of determinations made with 180 days. The Desired Level of Achievement is a minimum of 80 percent of determinations of employer liability made within 180 days.

STATUS DETERMINATIONS PROMPTNESS



DLA: Minimum of 80% of determinations of employer liability made within 180 days

FIGURE III -37
STATUS DETERMINATIONS PROMPTNESS

Desired Level of Achievement: Minimum of 80 Percent of Determinations of Employer Liability Made Within 180 Days.

Region 1	Total Cases Reviewed	# Timely	% Timely
CONNECTICUT	235	190	60.9
MAINE	239	207	86.6
MASSACHUSETTS	235	198	84.3
NEW HAMPSHIRE	235	205	87.2
RHODE ISLAND	219	193	88.1
VERMONT	215	180	83.7
Region 2			
NEW JERSEY	235	203	86.4
NEW YORK	235	208	88.5
PUERTO RICO	235	231	98.3
VIRGIN ISLANDS	150	86	57.3
Region 3			
DELAWARE	150	129	86.0
DIST OF COL	235	200	85.1
MARYLAND	282	250	88.7
PENNSYLVANIA	250	219	87.6
VIRGINIA	23,535 *	20,519	87.2
WEST VIRGINIA	250	203	81.2
Region 4			
ALABAMA	235	198	84.3
FLORIDA	235	191	81.3
GEORGIA	235	188	80.0
KENTUCKY	215	176	81.9
MISSISSIPPI	235	194	82.6
NORTH CAROLINA	235	201	85.5
SOUTH CAROLINA	235	220	93.6
TENNESSEE	239	208	87.0
<i>continued</i>			

* Number represents all status determinations made during the 12-month period

Region 5	Total Cases Reviewed	# Timely	% Timely
ILLINOIS	235	198	84.3
INDIANA	3,912**	2,645	67.6
MICHIGAN	235	191	81.3
MINNESOTA	235	188	80.0
OHIO	235	190	80.9
WISCONSIN	235	210	89.4 87.7
Region 6			
ARKANSAS	235	206	
NEW MEXICO	235	194	82.6
OKLAHOMA	235	204	86.8
TEXAS	248	177	71.4
Region 7			
IOWA	235	201	85.5
KANSAS	235	188	80.0
MISSOURI	252	211	83.7
NEBRASKA	235	188	80.0
Region 8			
COLORADO	250	205	82.0
MONTANA	211	193	91.5
NORTH DAKOTA	215	165	76.7
SOUTH DAKOTA	215	185	86.0
UTAH	230	211	91.7
WYOMING	216	201	93.1
Region 9			
ARIZONA	235	189	80.4
CALIFORNIA	235	235	100.0
HAWAII	215	200	93.0
NEVADA	250	204	81.6
Region 10			
ALASKA	240	208	86.7
IDAHO	215	211	98.1
OREGON	235	192	81.7
WASHINGTON	235	225	95.7

** Number represents all status determinations made during the last quarter of the 12-month period

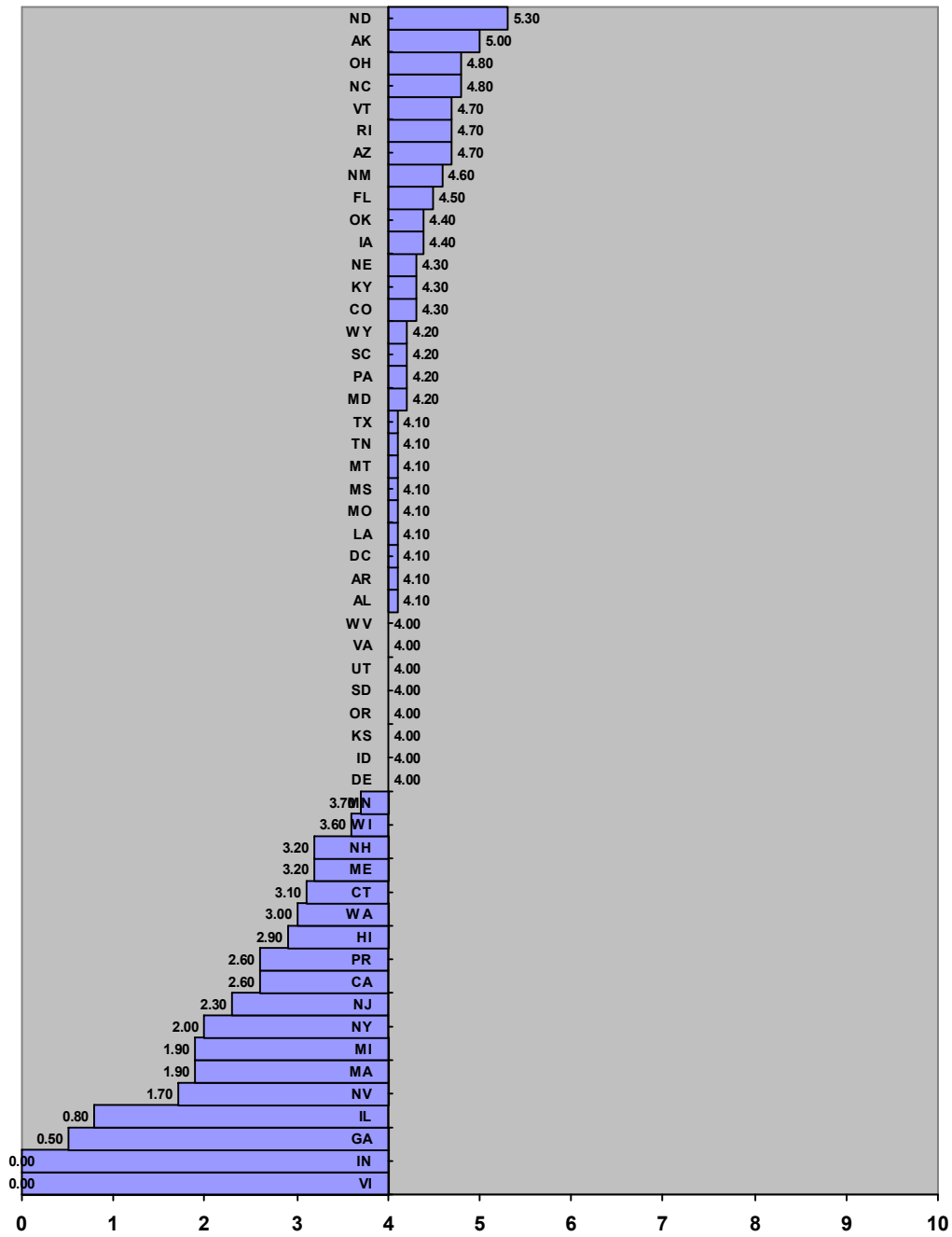
VI. FIELD AUDITS

A. Penetration.

The results are shown in Figures 1/1-38 through 111-40. Figure 111-40 shows the total number of audits conducted during the four quarters of the fiscal year, the percentage of contributory employers audited, and the percentage of large employers audited. The number of contributory employers for the above computations is based on the number of such employers at the end of the fiscal year prior to the fiscal year in which the audits were conducted. The Desired Level of Achievement for total contributory employer audits is a minimum penetration rate of four percent. The Desired Level of Achievement for large employer audits is a minimum penetration rate of one percent of the number of audits required for the total audit penetration rate.

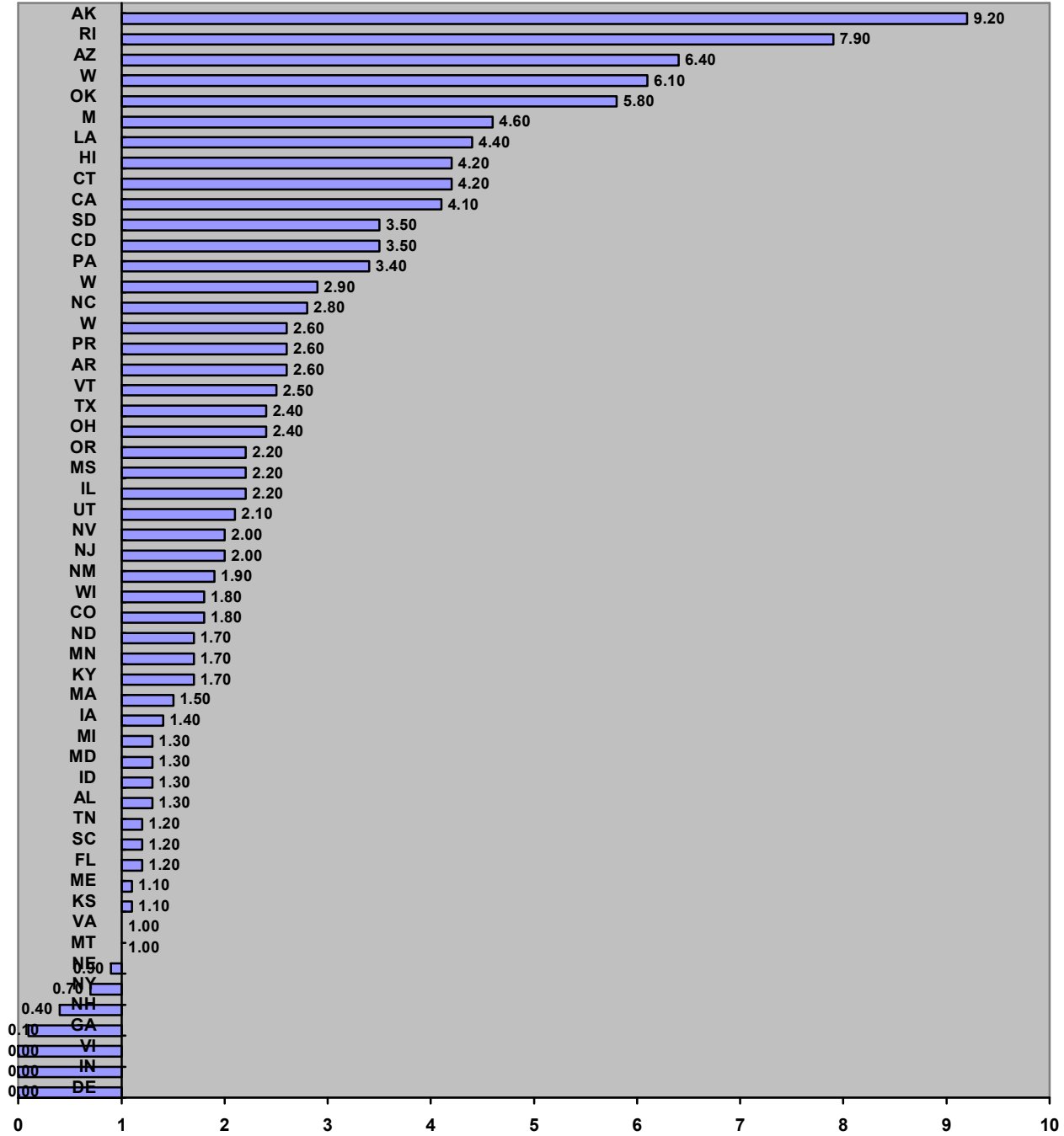
For purposes of Quality Appraisal field audit penetration measurement, a "large employer" is defined as "an employing unit reporting wages paid to 100 or more individuals during the current or preceding calendar year or an employing unit reporting at least \$1,000,000 (one million dollars) in taxable payroll for the calendar year preceding the first quarter being audited." Refer to MTL No. 1463, Part 3677.

FIELD AUDIT PENETRATION



DLA: Minimum Penetration Rate: Total contributory employer audits 4% at end of preceding FY

FIELD AUDIT PENETRATION - LARGE EMPLOYERS



DLA: Minimum penetration rate: Large employer audits 1% of number of audits required for total audits

FIGURE III -40
FIELD AUDIT PENETRATION

Desired Level of Achievement: Minimum Penetration Rates: Total Contributory Employer Audits: 4 Percent of Contributory Employers at End of Preceding FY. Large Employer Audits: 1 Percent of Number of Audits Required for Total Audit Penetration DLA.

Region 1	# Total Audits Required	# Audits Completed	# Large Employer Audits Completed
CONNECTICUT	3723	3.1	4.2
MAINE	1287	3.2	1.1
MASSACHUSETTS	5980	1.9	1.6
NEW HAMPSHIRE	1314	3.2	0.4
RHODE ISLAND	1096	4.7	7.9
VERMONT	722	4.7	2.5
Region 2			
NEW JERSEY	8007	2.3	2.0
NEW YORK	17349	2.0	0.7
PUERTO RICO	1012	2.6	2.6
VIRGIN ISLANDS	123	0.0	0.0
Region 3			
DELAWARE	693	4.0	0.0
DIST OF COL	855	4.1	3.5
MARYLAND	4334	4.2	1.3
PENNSYLVANIA	8997	4.2	3.4
VIRGINIA	4991	4.0	1.0
WEST VIRGINIA	1361	4.0	2.9
Region 4			
ALABAMA	3119	4.1	1.3
FLORIDA	11965	4.5	1.2
GEORGIA	5546	0.5	0.1
KENTUCKY	2772	4.3	1.7
MISSISSIPPI	1793	4.1	2.2
NORTH CAROLINA	5181	4.8	2.8
SOUTH CAROLINA	2698	4.2	1.2
TENNESSEE	3656	4.1	1.2

continued

Region 5	# Total Audits Required	# Audits Completed	# Large Employer Audits Completed
ILLINOIS	9,510	0.8	2.2
INDIANA	4,107	0.0	0.0
MICHIGAN	7,081	1.9	1.3
MINNESOTA	3,802	3.7	1.7
OHIO	8,002	4.8	2.4
WISCONSIN	3,909	3.6	1.8
Region 6			
ARKANSAS	1,918	4.1	2.6
LOUISIANA	3,169	4.1	4.4
NEW MEXICO	1,293	4.6	1.9
OKLAHOMA	2,572	4.4	5.8
TEXAS	12,272	4.1	2.4
Region 7			
IOWA	2,362	4.4	1.4
KANSAS	2,243	4.0	1.1
MISSOURI	4,944	4.1	4.6
NEBRASKA	1,476	4.3	0.9
Region 8			
COLORADO	3,514	4.3	1.8
MONTANA	939	4.1	1.0
NORTH DAKOTA	687	5.3	1.7
SOUTH DAKOTA	708	4.0	3.5
UTAH	1,249	4.0	2.1
WYOMING	594	4.2	6.1
Region 9			
ARIZONA	3,087	4.7	6.4
CALIFORNIA	29,727	2.6	4.1
HAWAII	1,013	2.9	4.2
NEVADA	1,068	1.7	2.0
Region 10			
ALASKA	535	5.0	9.2
IDAHO	966	4.0	1.3
OREGON	2,897	4.0	2.2
WASHINGTON	4,777	3.0	2.6

B. Performance.

The results are shown in Figure 111-41. Figure 111-41 shows the number of field audit reports reviewed, the number of audit reports which obtained passing scores of 70 points or more, and the percentage of audit reports which obtained passing scores of 70 points or more. No Desired Level of Achievement has been established for this activity.

FIGURE 111-41
FIELD AUDIT PERFORMANCE

Desired Level of Achievement: None Currently Established For This Activity.

Region 1	Reviewed	Number Passing	Percent Passing
CONNECTICUT	75	75	100.0
MAINE	71	71	100.0
MASSACHUSETTS	75	75	100.0
NEW HAMPSHIRE	70	70	100.0
RHODE ISLAND	80	80	100.0
VERMONT	70	66	94.3
Region 2			
NEW JERSEY	75	75	100.0
NEW YORK	75	75	100.0
PUERTO RICO	75	74	98.7
VIRGIN ISLANDS	INA	INA	INA
Region 3			
DELAWARE	60	60	100.0
DIST OF COL	80	80	100.0
MARYLAND	65	65	100.0
PENNSYLVANIA	80	80	100.0
VIRGINIA	75	75	100.0
WEST VIRGINIA	75	75	100.0
Region 4			
ALABAMA	75	75	100.0
FLORIDA	80	80	100.0
GEORGIA	70	69	98.6
KENTUCKY	75	74	98.7
MISSISSIPPI	75	75	100.0
NORTH CAROLINA	84	84	100.0
SOUTH CAROLINA	75	75	100.0
TENNESSEE	77	74	96.1

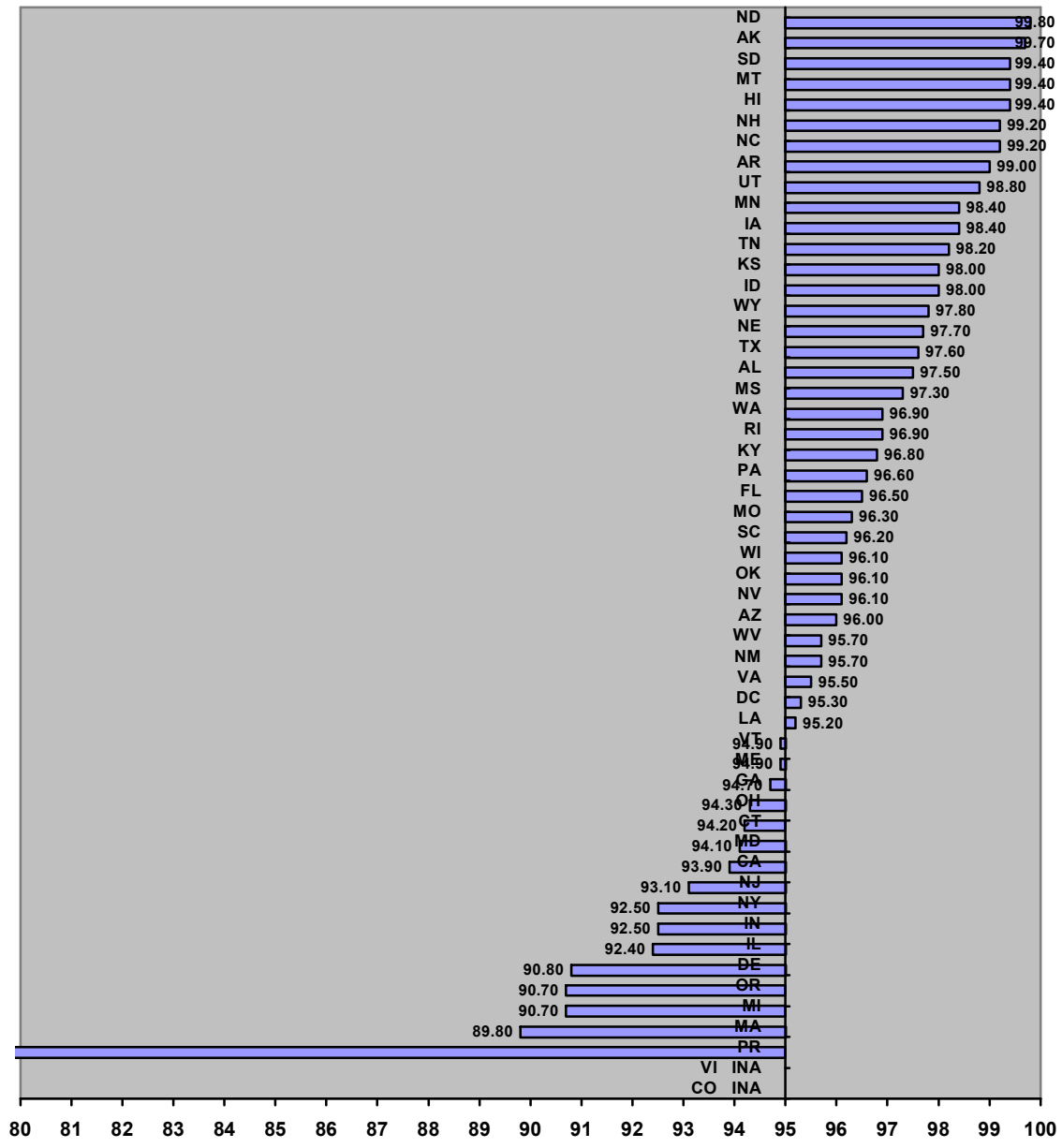
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Region 5	Reviewed	Number Passing	Percent Passing
ILLINOIS	75	75	100.0
INDIANA	5	0	0.0
MICHIGAN	80	77	96.3
MINNESOTA	75	75	100.0
OHIO	80	80	100.0
WISCONSIN	75	75	100.0
Region 6			
ARKANSAS	80	80	100.0
LOUISIANA	80	80	100.0
NEW MEXICO	75	75	100.0
OKLAHOMA	75	75	100.0
TEXAS	80	80	100.0
Region 7			
IOWA	75	74	98.7
KANSAS	75	73	97.3
MISSOURI	78	78	100.0
NEBRASKA	75	75	100.0
Region 8			
COLORADO	80	80	100.0
MONTANA	67	67	100.0
NORTH DAKOTA	70	69	98.6
SOUTH DAKOTA	70	70	100.0
UTAH	78	78	100.0
WYOMING	70	70	100.0
Region 9			
ARIZONA	75	75	100.0
CALIFORNIA	80	70	97.5
HAWAII	72	71	98.6
NEVADA	64	64	100.0
Region 10			
ALASKA	75	75	100.0
IDAHO	75	73	97.3
OREGON	75	73	97.3
WASHINGTON	75	75	100.0

VII. REPORT DELINQUENCY

The results are shown in Figures 11I-42 and 11I-43. Figure 11I-43 shows the number of employers in the State, the number of reports received by the end of the quarter, and the percentage of reports received timely. The Desired Level of Achievement is a minimum of 95 percent of employers filing reports by the end of the quarter in which they were due.

REPORT DELINQUENCY



DLA: Minimum of 95% of all employers filing reports by end of qtr

FIGURE III -43

REPORT DELINQUENCY

Desired Level of Achievement: Minimum of 95 Percent of All Employers Filing Reports by End of Quarter.

Region 1	# of Employer Reports	# Reports Timely	% Reports Timely
CONNECTICUT	380.377	358.467	94.2
MAINE	133.585	126,769	94.9
MASSACHUSETTS	608.235	546.236	89.8
NEW HAMPSHIRE	133.753	132.646	99.2
RHODE ISLAND	112,392	108,931	96.9
VERMONT	75.332	71,470	94.9
Region 2			
NEW JERSEY	810,830	754.904	93.1
NEW YORK	1.763.973	1.631.165	92.5
PUERTO RICO	204,138	130,463	63.9
VIRGIN ISLANDS	INA	INA	INA
Region 3			
DELAWARE	71,327	64,754	90.8
DIST OF COL	85,081	81.045	95.3
MARYLAND	444,303	418,262	94.1
PENNSYLVANIA	923,925	892.294	96.6
VIRGINIA	509.823	487.078	95.5
WEST VIRGINIA	138,529	132,576	95.7
Region 4			
ALABAMA	318,405	310.572	97.5
FLORIDA	1,224,850	1,181,791	96.5
GEORGIA	562,808	532,778	94.7
KENTUCKY	283,809	274,845	96.8
MISSISSIPPI	185.146	180.200	97.3
NORTH CAROLINA	529.093	524.753	99.2
SOUTH CAROLINA	275.822	265.318	96.2
TENNESSEE	371,403	364,681	98.2

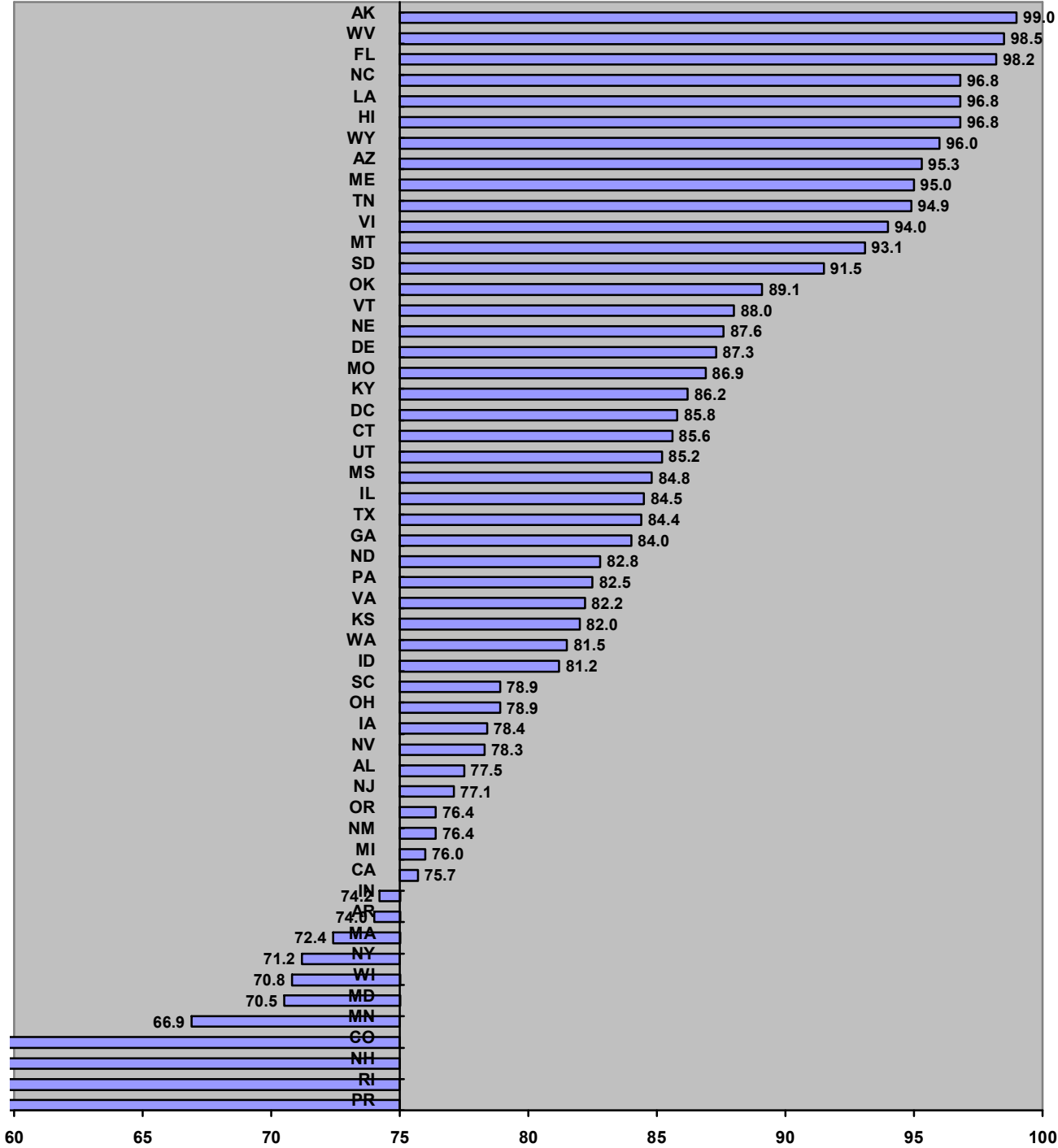
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Region 5	# of Employer Reports	# Reports Timely	% Reports Timely
ILLINOIS	974,939	900,936	92.4
INDIANA	425,052	393,167	92.5
MICHIGAN	738,648	670,269	90.7
MINNESOTA	394,459	388,128	98.4
OHIO	824,092	777,109	94.3
WISCONSIN	405,226	389,236	96.1
Region 6			
ARKANSAS	196,096	194,229	99.0
LOUISIANA	322,102	306,629	95.2
NEW MEXICO	132,646	126,814	95.7
OKLAHOMA	259,289	249,049	96.1
TEXAS	1,249,495	1,218,901	97.6
Region 7			
IOWA	246,088	242,063	98.4
KANSAS	233,664	228,894	98.0
MISSOURI	503,871	485,264	96.3
NEBRASKA	156,062	152,543	97.7
Region 8			
COLORADO	INA	INA	INA
MONTANA	94,936	94,381	99.4
NORTH DAKOTA	71,505	71,371	99.8
SOUTH DAKOTA	74,307	73,827	99.4
UTAH	127,132	125,628	98.8
WYOMING	61,063	59,745	97.8
Region 9			
ARIZONA	313,266	300,596	96.0
CALIFORNIA	2,996,180	2,813,010	93.9
HAWAII	103,302	102,649	99.4
NEVADA	109,527	105,259	96.1
Region 10			
ALASKA	53,733	53,595	99.7
IDAHO	100,958	98,900	98.0
OREGON	300,490	272,775	90.7
WASHINGTON	507,393	491,721	96.9

VIII COLLECT/ON PROMPTNESS

The results are shown in Figures 111-44 and 111-45. Figure 111-45 shows the number of accounts reviewed the number of accounts for which some collection was achieved within 150 days of the end of the quarter, and the percentage of accounts for which some collection was achieved within 150 days. The Desired Level of Achievement is a minimum of 75 percent of delinquent accounts for which some collection was obtained within 150 days of the end of the quarter for which taxes were due.

COLLECTIONS PROMPTNESS



DLA: Minimum of 75% of delinquent accounts for which some monies were obtained within 150 days of end of quarter

FIGURE III -45

COLLECTIONS

Desired Level of Achievement: Promptness - Minimum of 75 Percent of Delinquent Accounts For Which Some Monies Were Obtained Within 150 Days of End of Quarter

Region 1	# Reviewed	# Collected	% Collected
CONNECTICUT	250	214	85.6
MAINE	262	249	95.0
MASSACHUSETTS	275	199	72.4
NEW HAMPSHIRE	36	13	36.1
RHODE ISLAND	107	35	32.7
VERMONT	200	176	88.0
Region 2			
NEW JERSEY	275	212	77.1
NEW YORK	283	203	71.2
PUERTO RICO	275	83	30.2
VIRGIN ISLANDS	250	235	94.0
Region 3			
DELAWARE	165	144	97.3
DIST OF COL	275	236	85.8
MARYLAND	200	141	70.5
PENNSYLVANIA	275	227	82.5
VIRGINIA	275	226	82.2
WEST VIRGINIA	275	271	98.5
Region 4			
ALABAMA	275	213	77.5
FLORIDA	275	270	98.2
GEORGIA	275	231	84.0
KENTUCKY	275	237	86.2
MISSISSIPPI	250	212	84.8
NORTH CAROLINA	280	271	96.8
SOUTH CAROLINA	275	217	78.9
TENNESSEE	275	261	94.9

continued

Region 5	# Reviewed	# Collected	% Collected
ILLINOIS	283	239	84.5
INDIANA	275	204	74.2
MICHIGAN	275	209	76.0
MINNESOTA	275	184	66.9
OHIO	275	217	78.9
WISCONSIN	250	177	70.8
Region 6			
ARKANSAS	250	185	74.0
LOUISIANA	250	242	96.8
NEW MEXICO	275	210	76.4
OKLAHOMA	275	245	89.1
TEXAS	275	932	84.4
Region 7			
IOWA	250	196	78.4
KANSAS	250	205	82.0
MISSOURI	275	239	86.9
NEBRASKA	250	219	87.6
Region 8			
COLORADO	200	105	52.5
MONTANA	233	217	93.1
NORTH DAKOTA	250	207	82.8
SOUTH DAKOTA	165	151	91.5
UTAH	230	196	85.2
WYOMING	200	192	96.0
Region 9			
ARIZONA	275	262	95.3
CALIFORNIA	13,179*	9,977	75.7
HAWAII	250	242	96.8
NEVADA	240	188	78.3
Region 10			
ALASKA	201	199	99.0
IDAHO	250	203	81.2
OREGON	275	210	76.4
WASHINGTON	1,628 *	1,327	81.5

*Number represents all delinquent contributory employers for the first quarter of CY1990

IX. CASH MANAGEMENT

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A. Employer Accounts.

The results of the analysis are shown in Figure 11I-46 and Figure 11I-49. The Desired Level of Achievement is a minimum of 90 percent of dollars deposited within three days of receipt.

B. Clearing Account.

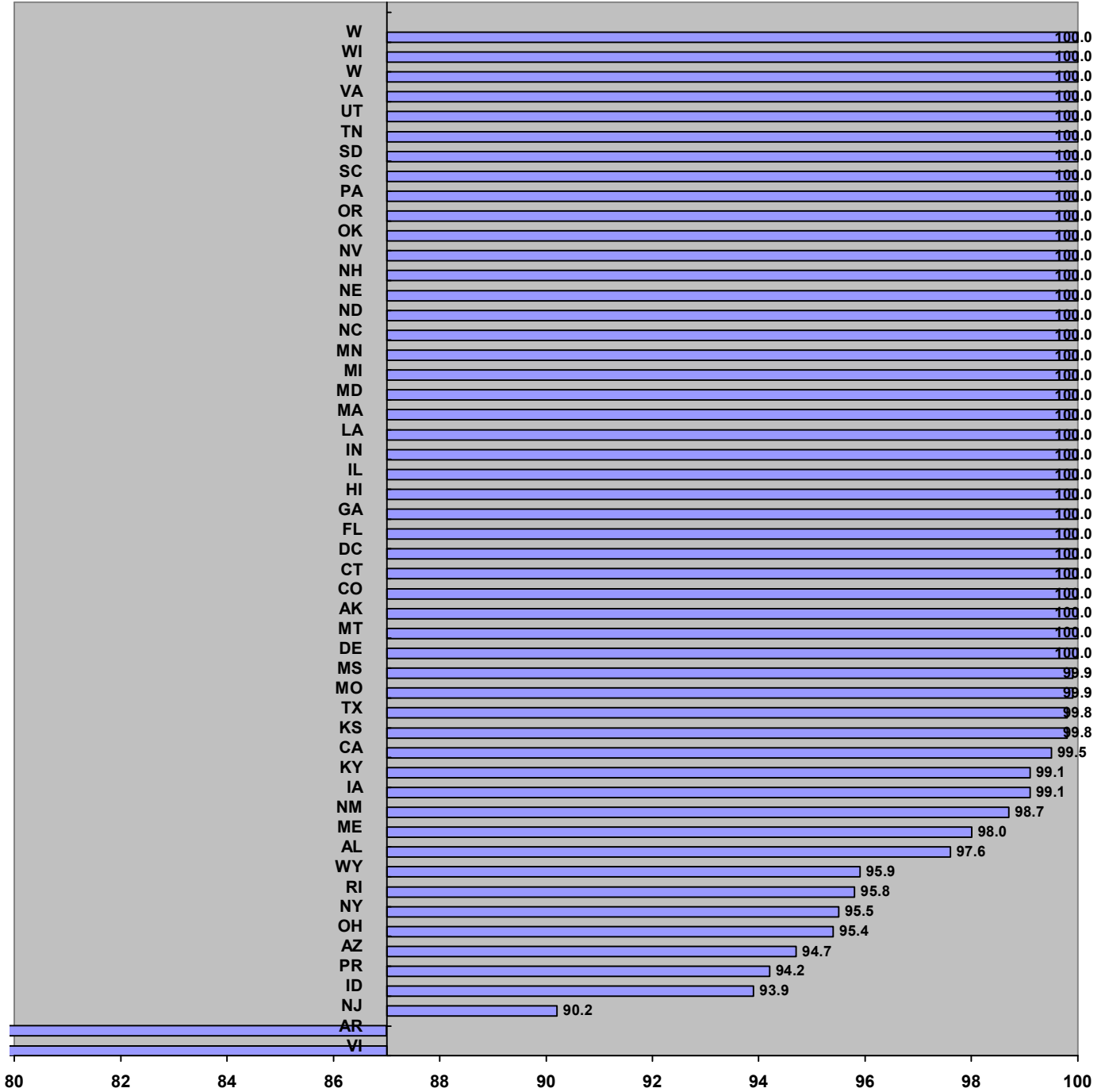
This measurement is an assessment of the promptness with which money is transferred from the Clearing Account to the Trust Fund. The data are obtained from the ETA 8414 Reports for the 12 months ending September 30, 1990. Figure 11I-47 and Figure 11I-49 show the average number of days deposits remained in the Clearing Account before being transferred to the Trust Fund. The Desired Level of Achievement is a maximum of two days for which funds are on deposit in the Clearing Account before being transferred to the Trust Fund. The figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

C Trust Fund

The effectiveness of the management of the Trust Fund is measured by determining how little time in advance of paying benefits that money is withdrawn from the Trust Fund. The data are obtained from the ETA 8413 Reports for the 12 months ending September 30, 1990. Figure 11I-48 and Figure 11I-49 show the average number of days Trust Fund money was withdrawn before needed to pay benefits. The Desired Level of Achievement is:

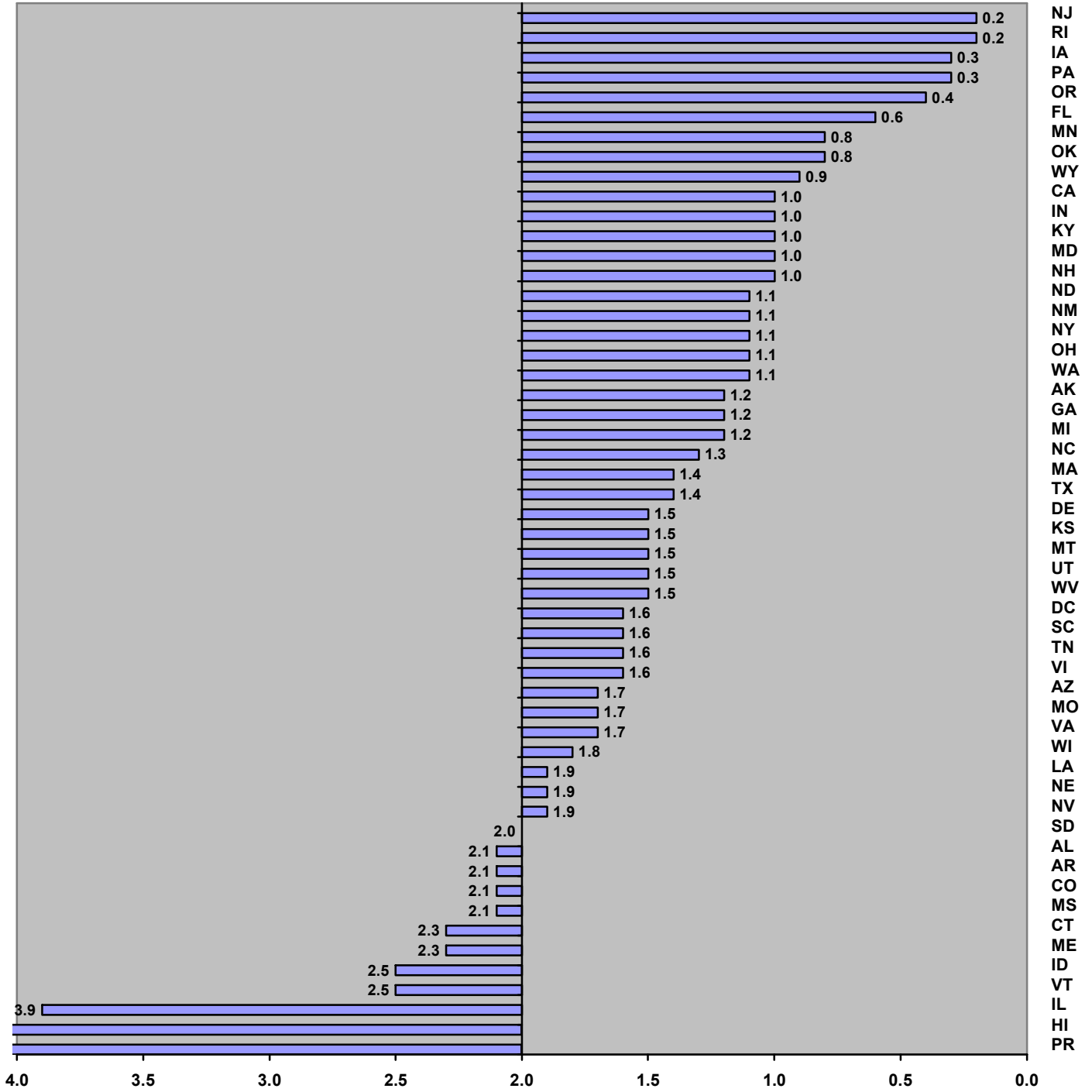
Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account. As above, the figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

EMPLOYER ACCOUNTS PROMPTNESS



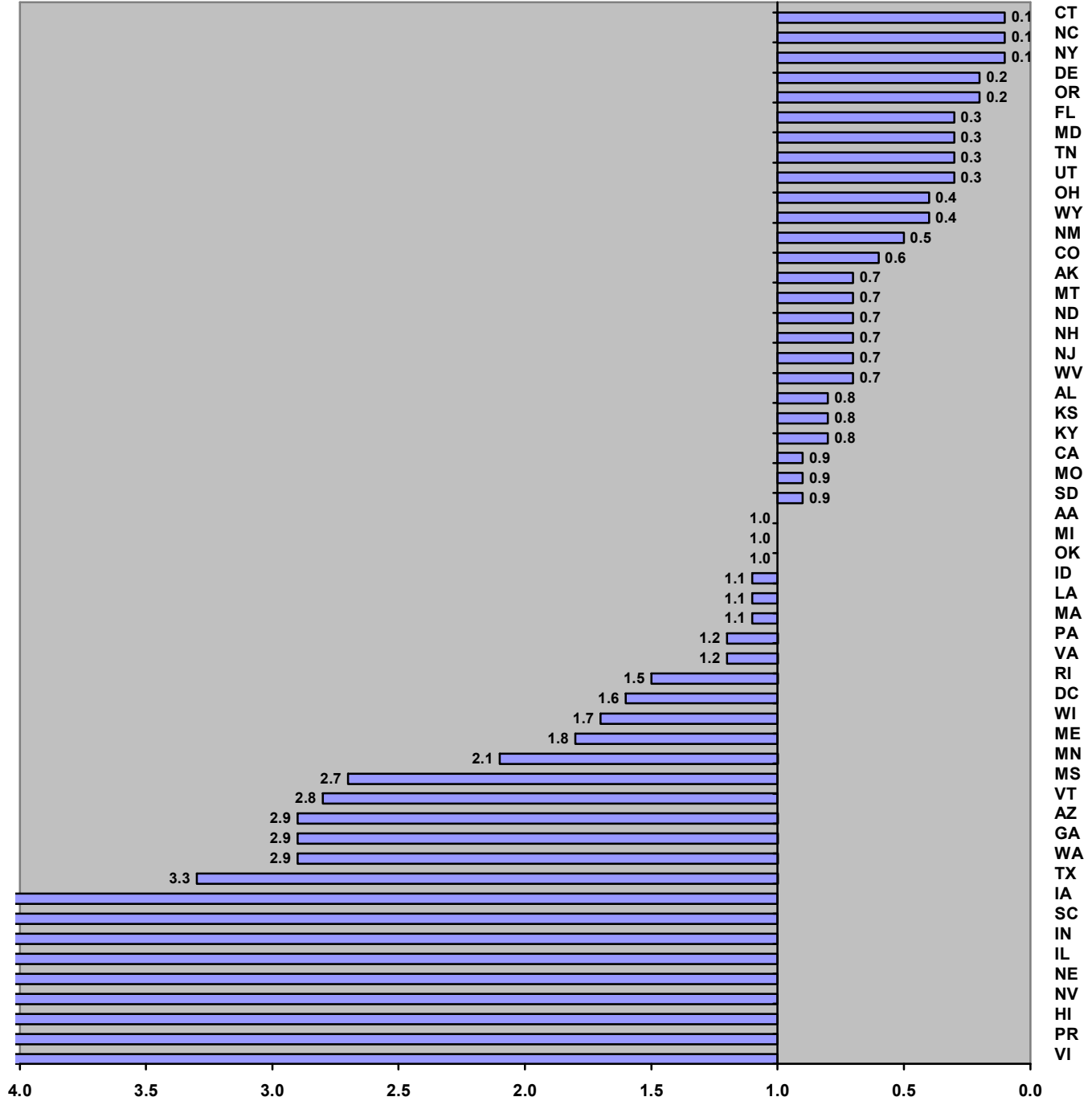
DLA: Minimum of 90% of monies deposited within 3 days of receipt.

CLEARING ACCOUNT



DLA: Maximum of 2 days for which funds are on deposit in clearing account before transferred to trust fund

TRUST FUND



DLA: Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account

FIGURE 111-49

CASH MANAGEMENT

Desired Level of Achievement: Minimum of 90 Percent of Monies Deposited Within 3 Days of Receipt. Maximum of 2 Days for Which Funds are on Deposit in Clearing Account Before Transferred to Trust Fund. Withdraw from the State Account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from that account

Region 1	Employer Accounts % Timely	Transferred Trust Fund Avg. Days	Transferred Withdrawal Avg. Days
CONNECTICUT	100.0	2.3	0.1
MAINE	98.0	2.3	1-8
MASSACHUSETTS	100.0	1.4	1.1
NEW HAMPSHIRE	100.0	1.0	0.7
RHODE ISLAND	95.9	0.2	1.5
VERMONT	100.0	2.5	2.8
Region 2			
NEW JERSEY	90.2	0.2	0.7
NEW YORK	95.5	1.1	0.1
PUERTO RICO	94.2	4.8	10,5
VIRGIN ISLANDS	53.5	1.6	13.1
Region 3			
DELAWARE	100.0	1.5	0.2
DIST OF COL	100.0	1.8	1.6
MARYLAND	100.0	1.0	0.3
PENNSYLVANIA	100.0	0.3	1.2
VIRGINIA	100.0	1.7	1.2
WEST VIRGINIA	100.0	1.5	0.7
Region 4			
ALABAMA	97.6	2.1	0.8
FLORIDA	100.0	0.6	0.3
GEORGIA	100.0	1.2	2.9
KENTUCKY	99.1	1.0	0.8
MISSISSIPPI	99.9	2.1	2.7
NORTH CAROLINA	100.0	1.3	0.1
SOUTH CAROLINA	100.0	1.6	4.5
TENNESSEE	100.0	1.6	0.3

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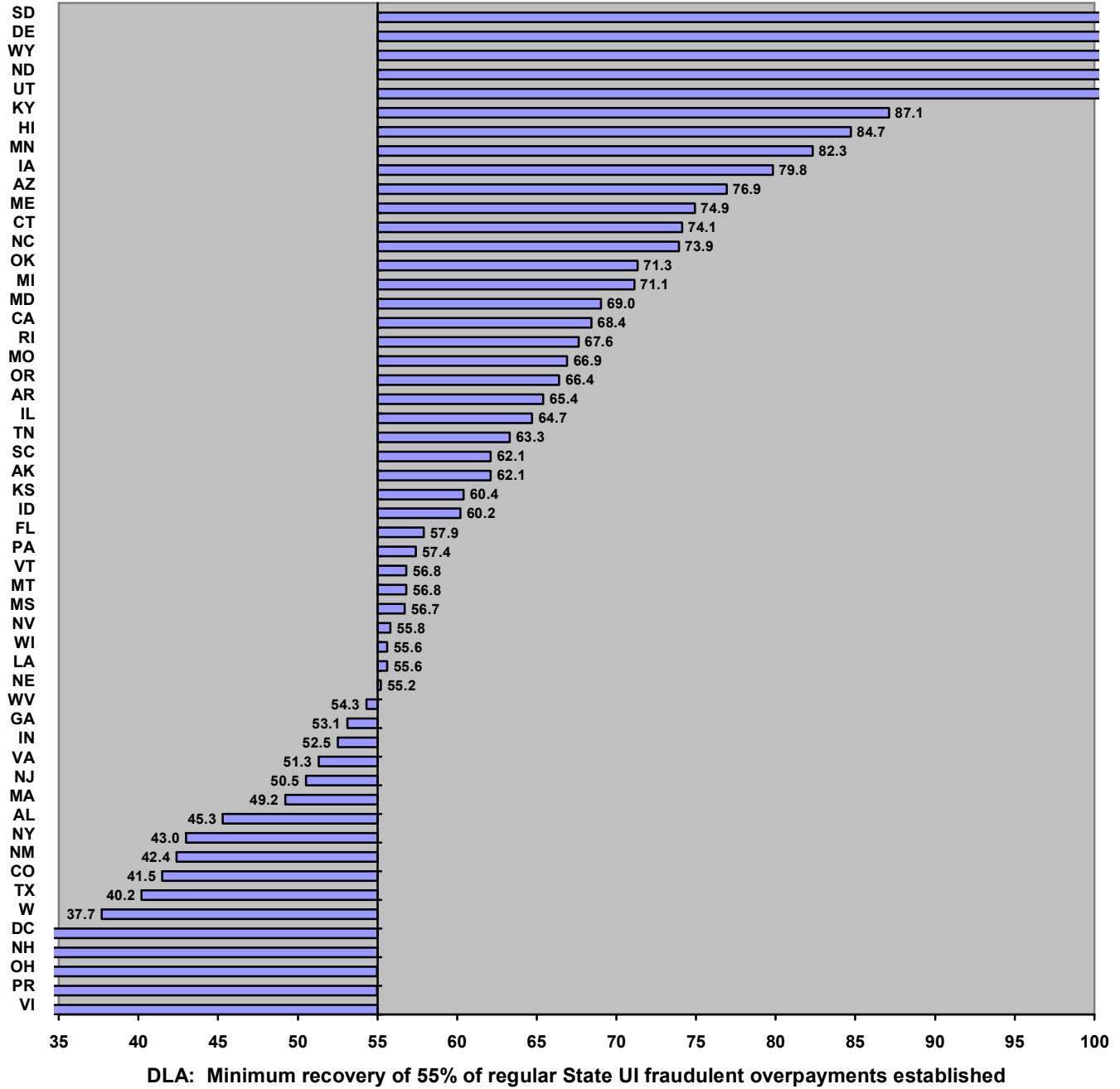
Region 5	Employer Accounts % Timely	Transferred Trust Fund Avg. Days	Transferred Withdrawal Avg. Days
ILLINOIS	100.0	3.9	4.7
INDIANA	100.0	1.0	4.6
MICHIGAN	100.0	1.2	1.0
MINNESOTA	100.0	0.8	2.1
OHIO	95.4	1.1	0.4
WISCONSIN	100.0	1.8	1.7
Region 6			
ARKANSAS	51.1	2.1	1.0
LOUISIANA	100.0	1.9	1.1
NEW MEXICO	98.7	1.1	0.5
OKLAHOMA	100.0	0.8	1.0
TEXAS	99.8	1.4	3.3
Region 7			
IOWA	99.1	0.3	4.5
KANSAS	99.8	1.5	0.8
MISSOURI	99.9	1.7	0.9
NEBRASKA	100.0	1.9	5.0
Region 8			
COLORADO	100.0	2.1	0.6
MONTANA	100.0	1.5	0.7
NORTH DAKOTA	100.0	1.1	0.7
SOUTH DAKOTA	100.0	2.0	0.9
UTAH	100.0	1.5	0.3
WYOMING	95.9	0.9	0.4
Region 9			
ARIZONA	94.7	1.7	2.9
CALIFORNIA	99.5	1.0	0.9
HAWAII	100.0	4.8	7.7
NEVADA	100.0	1.9	5.7
Region 10			
ALASKA	100.0	1.2	0.7
IDAHO	93.9	2.5	1.1
OREGON	100.0	0.4	0.2
WASHINGTON	100.0	1.1	2.9

X. BENEFIT PAYMENT CONTROL

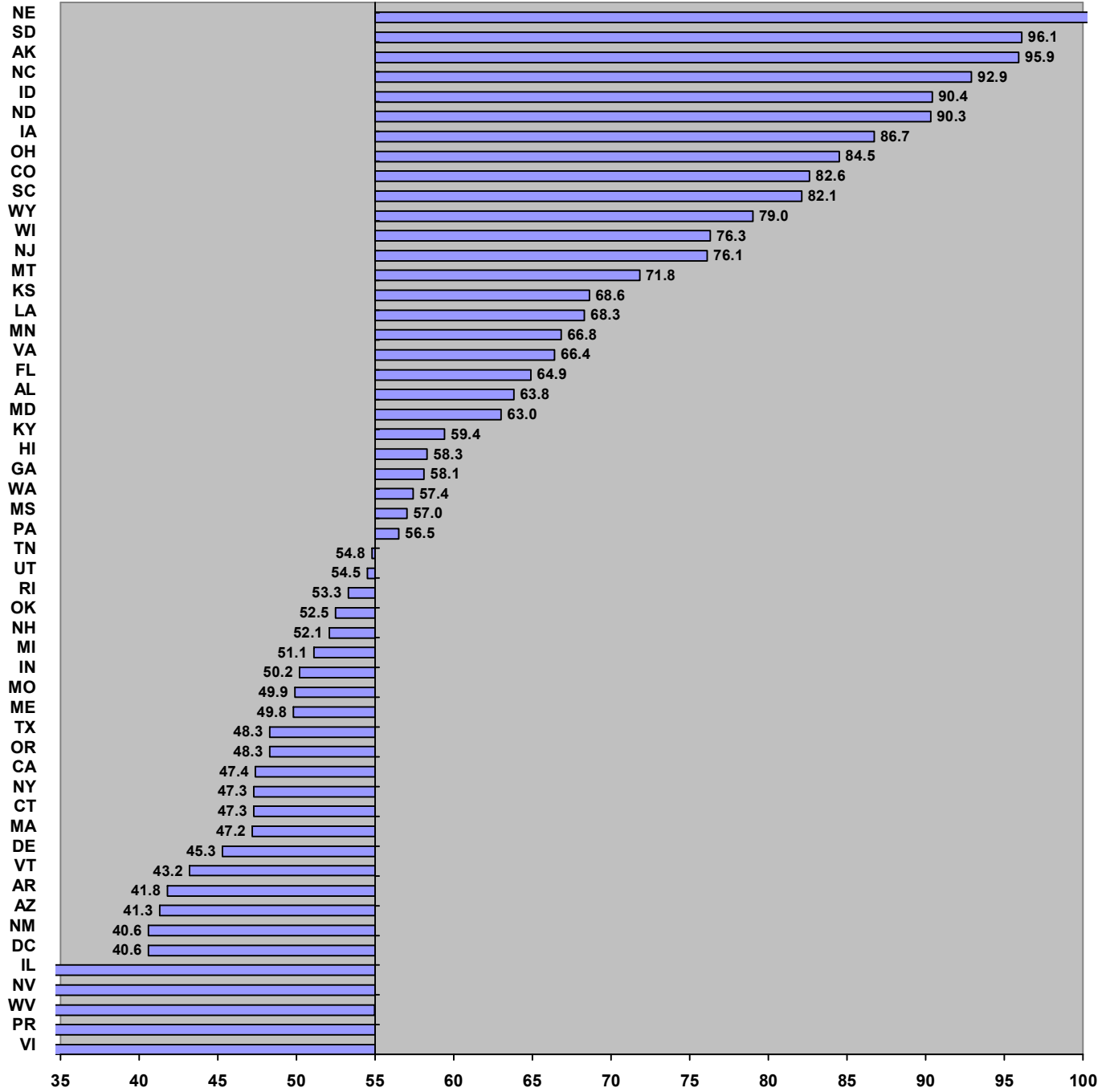
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The results are shown in Figures III-50 through Figure III-52. Figure III-52 shows the percent of regular State UI fraud overpayments recovered and the percent of regular State UI nonfraud overpayments recovered. The Desired Level of Achievement for fraud overpayments is a minimum recovery of 55 percent of regular State UI overpayments as a percent of all regular State UI fraudulent overpayments established. The Desired Level of Achievement for nonfraud overpayments is a minimum recovery of 55 percent of all regular State UI nonfraud overpayments as a percent of all regular State UI nonfraudulent overpayments established.

FRAUD



NONFRAUD



DLA: Minimum recovery of 55% of regular State UI fraudulent overpayments established

FIGURE III -52
BENEFIT PAYMENT CONTROL

Desired Level of Achievement: Minimum Recovery of 55 Percent of Regular State UI Fraudulent Overpayments Established.

Minimum Recovery of 55 Percent of Regular State UI Nonfraudulent Overpayments Established.

Region 1	Fraud	Non-Fraud
CONNECTICUT	74.1	47.3
MAINE	74.9	49.8
MASSACHUSETTS	49.2	47.2
NEW HAMPSHIRE	26.9	52.1
RHODE ISLAND	67.6	53.3
VERMONT	56.8	43.2
Region 2		
NEW JERSEY	50.5	76.1
NEW YORK	43.0	47.3
PUERTO RICO	3.9	3.0
VIRGIN ISLANDS	0.0	0.0
Region 3		
DELAWARE	133.7	45.3
DIST OF COL	32.0	40.6
MARYLAND	69.0	63.0
PENNSYLVANIA	57.4	56.5
VIRGINIA	51.3	66.4
WEST VIRGINIA	54.3	25.0
Region 4		
ALABAMA	45.3	63.8
FLORIDA	57.9	64.9
GEORGIA	53.1	58.1
KENTUCKY	87.1	59.4
MISSISSIPPI	56.7	57.0
NORTH CAROLINA	73.9	92.9
SOUTH CAROLINA	62.1	82.1
TENNESSEE	63.3	54.8

continued

Region 5	Fraud	Non-Fraud
ILLINOIS	64.7	33.7
INDIANA	52.5	50.2
MICHIGAN	71.1	51.1
MINNESOTA	82.3	66.8
OHIO	5.5	84.6
WISCONSIN	55.6	76.3
Region 6		
ARKANSAS	65.4	41.8
LOUISIANA	55.6	68.3
NEW MEXICO	42.4	40.6
OKLAHOMA	71.3	52.5
TEXAS	40.2	48.3
Region 7		
IOWA	78.9	86.7
KANSAS	60.4	68.6
MISSOURI	66.9	49.9
NEBRASKA	55.2	139.4
Region 8		
COLORADO	41.5	82.6
MONTANA	56.6	71.8
NORTH DAKOTA	113.3	90.3
SOUTH DAKOTA	138.8	96.1
UTAH	102.0	54.5
WYOMING	118.4	79.0
Region 9		
ARIZONA		41.3
CALIFORNIA	68.4	47.4
HAWAII	84.7	58.3
NEVADA	55.8	31.6
Region 10		
ALASKA	62.1	95.9
IDAHO	60.2	90.4
OREGON	66.4	48.3
WASHINGTON	37.7	57.4