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## PREFACE<sup>†</sup>

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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 UI 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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## 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 I-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 1992 because the established Desired Level of Achievement was met in FY 1991.

Overall, State performance levels for FY 1992 slipped a little from the levels achieved in the FY 1991 UI Quality Appraisal Results. There were several notable declines in the area of initial claims promptness for interstate and UCX benefits as well as further deterioration in the area of lower authority appeals promptness. At the same time, intrastate initial claims promptness improved after a dip in FY 1991.

The following activities showed a significant improvement in the number of states meeting specific Secretary's Standards of Desired Levels of Achievement: Intrastate Initial Claims Promptness (14/21 days), Appeals Performance, and Benefit Payment Control (Nonfraud). Specific activities showing a significant decline in performance or promptness included: Interstate and UCX Initial Claims Promptness (14/21 days), Nonmonetary Determinations Promptness (Intrastate), Lower Authority Appeals Promptness. (30 and 45 days), Field Audit Penetration (Total Contributory Employers), Cash Management (Clearing Account and Benefit Payment Account) and Benefit Payment Control (Fraud).

NOTE: A paragraph is to be inserted here presenting the overall State performance levels for FY 1992, including identification of activities that showed improvement in the number of States meeting Secretary's Standards and Desired Levels of Achievement, compared with activities showing declines in numbers of States meeting specific standards.

**FIGURE I - 1**

**STATE APPRAISALS CONDUCTED SEPTEMBER 1991 THROUGH FEBRUARY 1992**

REGION 1:

Connecticut (CT) Maine (ME)  
(NH) Rhode Island (RI) Vermont (VT)

\*Massachusetts (MA) \*New Hampshire

REGION 6:

REGION 2:

New Jersey (NJ) New York (NY) \*Puerto

\*Arkansas (AR)  
Louisiana (LA) New  
Mexico (NM) Rico (PR) \*Virgin Islands (VI)  
Oklahoma (OK)  
Texas (TX)

REGION 3:

Delaware (DE)  
District of Columbia (DC) \*Maryland (MD)  
Virginia (WV)

REGION 7:

Pennsylvania (PA) \*Virginia (VA) West

REGION 4:

Alabama (AL)  
Florida (FL)  
Georgia (GA) Kentucky (KY) \*Mississippi  
Carolina (SC) Tennessee (TN)

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

REGION 5:

\*Illinois (IL) Indiana (IN) Michigan (MI)  
Wisconsin (WI)

REGION 8:

(MS) \*North Carolina (NC) \*South

\*Colorado (CO)  
Montana (MT) North  
Dakota (ND) South  
Dakota (SD) Utah  
(UT) \*Wyoming Minnesota (MN) \*Ohio (OH)  
(WY)

\*Federal Appraisals (All others are State

Self-Appraisals)

REGION 9:

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

REGION 10:

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

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service (UIS) has the responsibility by law (Title III 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 1992, 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.

*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 (SS)

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

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 Determinations	Performance	130 intrastate*	Records review
	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 IB-6 billings	Records review
	Promptness	50 IB-6 reimbursements	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.

This section presents results from all Fiscal Year 1992 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.

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:

$$n = \frac{Np(1-p)}{2 \cdot 2 + \frac{NB}{Z^2} + p(1-p)}$$

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.

## **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 IB-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 IB-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.



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.

### **A. 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, 1992. 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, 1991, 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 non monetary 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."

Promptness Review. The nonmonetary determinations promptness measurements have separate requirements for each of the two types of determinations reviewed. For the intrastate 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, 1992. The data are not gathered on site 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, 1992.

#### **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, 1991. 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, 1991. 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, 1991. The data are not gathered on-site during the appraisal, but are compiled by the National Office.

This chapter presents charts and bar graphs showing detailed results from all Fiscal Year 1992 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.

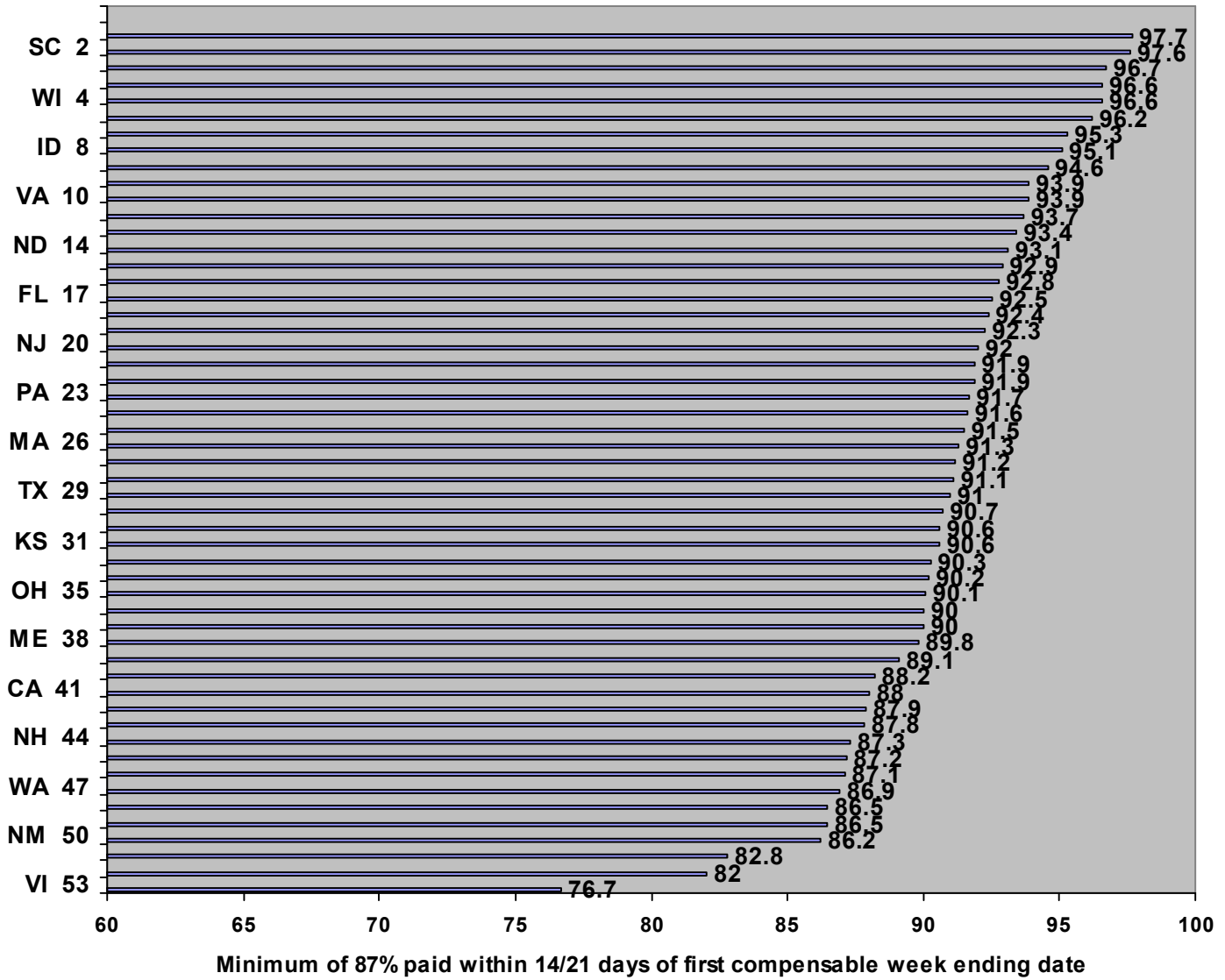
Figures III-1 through III-6 show the results from the 12-month period ending March 31, 1992, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures III-3 and III-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week 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 5-159 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.

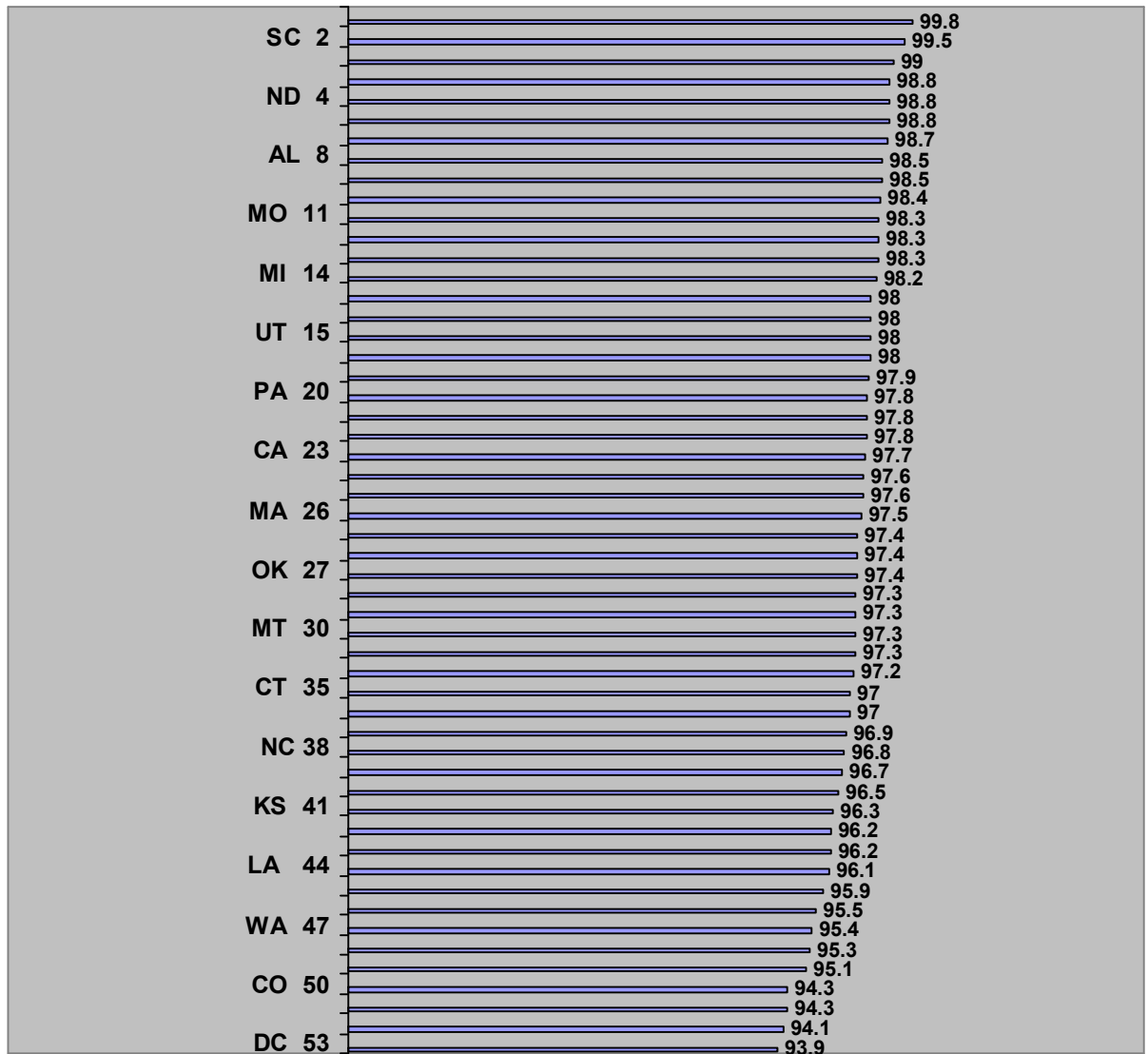
Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes 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 III-3, III-6, III-9 and III-12.



INTERSTATE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



INTERSTATE 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, 1991 through March 31, 1992

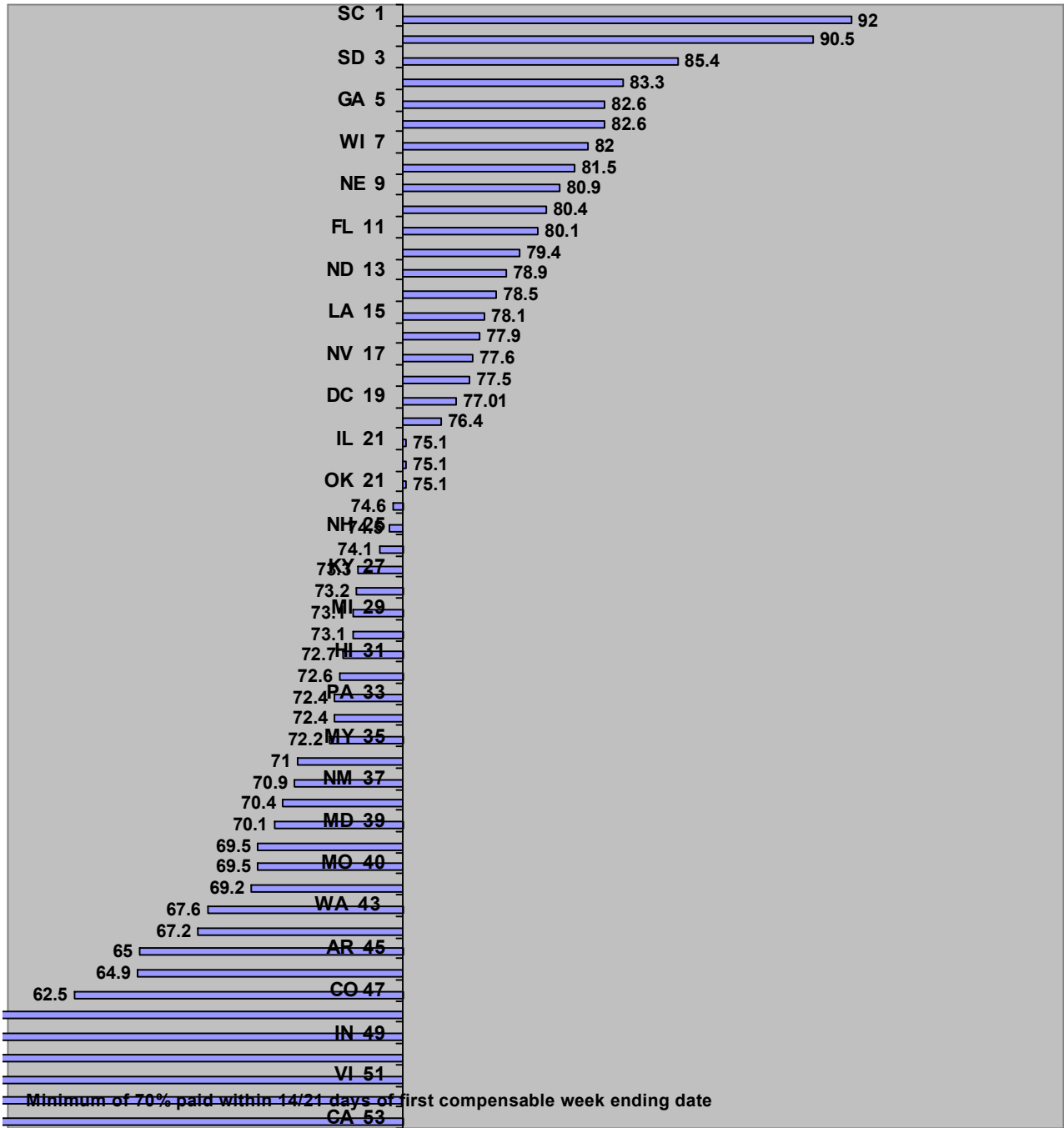
Criteria: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	93.7	97.0	N/R
MAINE	89.8	97.3	N/R
MASSACHUSETTS	91.3	97.5	N/R
NEW HAMPSHIRE	87.3	95.3	85.7
RHODE ISLAND	92.8	97.8	N/R
VERMONT	93.4	97.8	N/R
<b>REGION 2</b>			
NEW JERSEY	92.0	97.9	N/R
NEW YORK	82.8	95.5	58.5
PUERTO RICO	87.2	95.1	52.5
VIRGIN ISLANDS	76.7	94.1	90.5
<b>REGION 3</b>			
DELAWARE	91.9	96.2	N/R
DIST OF COL	87.8	93.9	N/R
MARYLAND	91.2	96.5	N/R
PENNSYLVAINIA	91.7	97.8	N/R
VIRGINIA	93.9	98.3	N/R
WEST VIRGINIA	91.5	98.0	N/R
<b>REGION 4</b>			
ALABAMA	95.3	98.5	54.0
FLORIDA	92.5	97.4	N/R
GEORGIA	94.6	97.4	N/R
KENTUCKY	92.4	97.3	58.4
MISSISSIPPI	92.3	97.2	N/R
NORTH CAROLINA	90.7	96.8	N/R
SOUTH CAROLINA	97.6	99.5	N/R
TENNESSEE	96.6	98.5	N/R

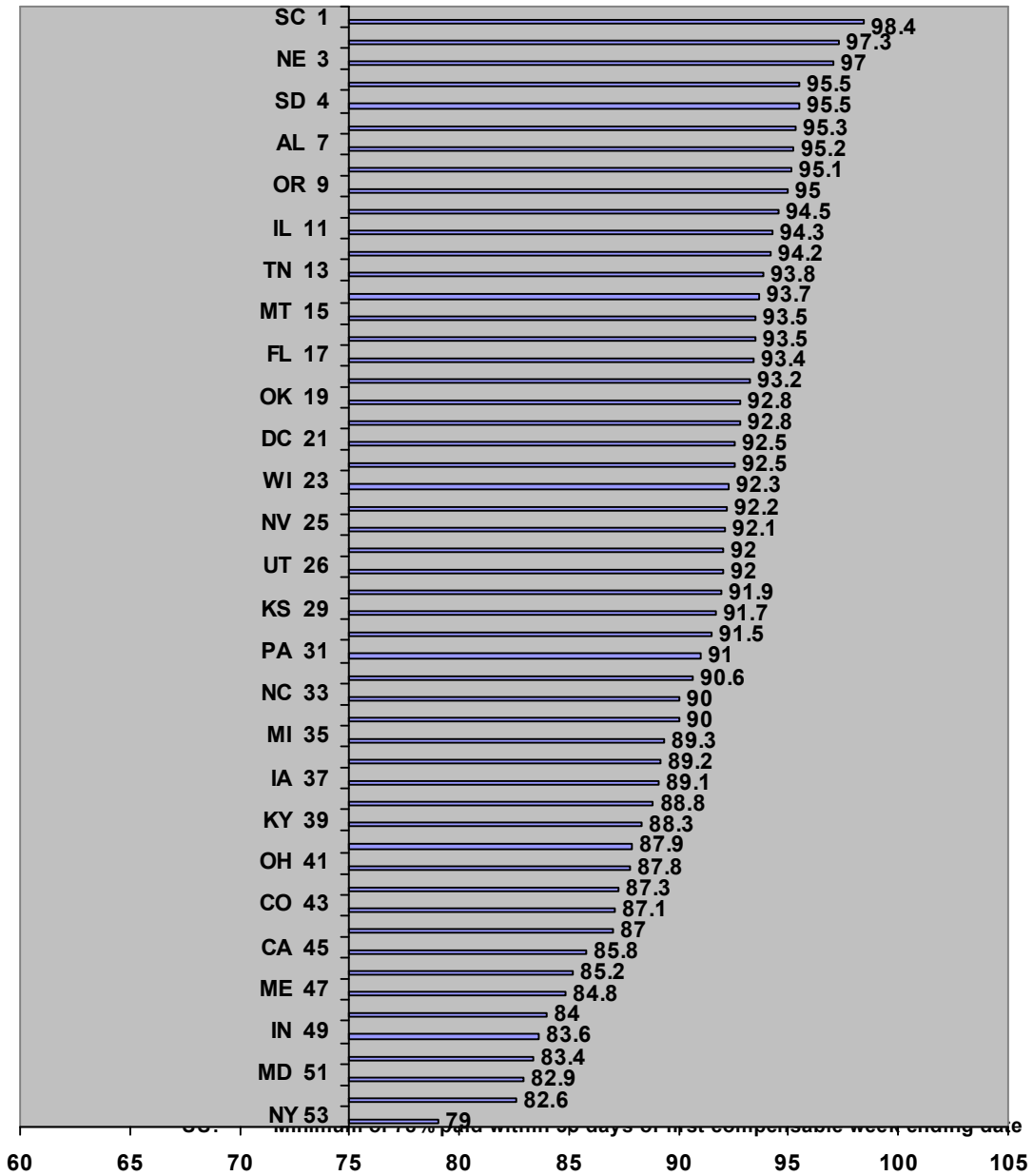
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STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	91.1	97.6	N/R
INDIANA	86.2	95.9	64.0
MICHIGAN	86.5	98.2	80.8
OHIO	90.1	97.3	N/R
WISCONSIN	96.6	98.4	N/R
<b>REGION 6</b>			
ARKANSAS	90.8	96.7	N/R
LOUISIANA	88.298.1	N/A	58.5
NEW MEXICO	84.8	96.2	65.2
OKLAHOMA	91.9	97.4	N/R
TEXAS	91.0	96.9	N/R
<b>REGION 7</b>			
IOWA	90.0	97.0	N/R
KANSAS	90.6	96.3	N/R
MISSOURI	90.3	98.3	N/R
NEBRASKA	96.2	99.	N/R
<b>REGION 8</b>			
COLORADO	82.0	94.3	N/R
MONTANA	90.0	97.3	N/R
NORTH DAKOTA	93.1	98.3	N/R
SOUTH DAKOTA	93.9	98.3	N/R
UTAH	87.9	98.0	N/R
WYOMING	96.7	98.8	N/R
<b>REGION 9</b>			
ARIZONA	92.9	98.0	N/R
CALIFORNIA	88.0	97.7	N/R
HAWAII	89.1	97.6	N/R
NEVADA	87.1	94.3	64.4
<b>REGION 10</b>			
ALASKA	90.2	98.8	N/R
IDAHO	95.1	98.7	N/R
OREGON	91.6	98.0	N/R
WASHINGTON	86.9	95.4	25.8

**FIGURE III-4**



**INTERSTATE INITIAL CLAIMS PROMPTNESS – 35 DAYS**  
**FIGURE III - 5**



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

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE INTERSTATE CLAIMS

April 1, 1991 through March 31, 1992

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.

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
-------	------------------------	---------------------	------------------

REGION 1			
CONNECTICUT	70.4	84.0	63.0
MAINE	50.6	84.8	55.5
MASSACHUSETTS	73.2	88.8	N/R
NEW HAMPSHIRE	74.5	87.3	80.1
RHODE ISLAND	74.6	93.7	46.0
VERMONT	64.9	89.2	N/R
REGION 2			
NEW JERSEY	69.2	85.2	N/R
NEW YORK	57.1	79.0	48.2
PUERTO RICO	78.5	90.0	63.8
VIRGIN ISLANDS	56.2	83.4	INA
REGION 3			
DELAWARE	59.3	82.6	N/R
DIST OF COL	77.1	92.5	N/R
MARYLAND	70.1	82.9	N/R
PENNSYLVANIA	72.4	91.0	N/R
VIRGINIA	79.4	92.2	N/R
WEST VIRGINIA	80.4	95.3	N/R
REGION 4			
ALABAMA	90.5	95.2	N/R
FLORIDA	80.1	93.4	N/R
GEORGIA	82.6	91.5	N/R
KENTUCKY	73.3	88.3	61.0
MISSISSIPPI	77.5	94.2	N/R
NORTH CAROLINA	74.1	90.0	N/R
SOUTH CAROLINA	92.0	98.4	N/R
TENNESSEE	82.6	93.8	N/R

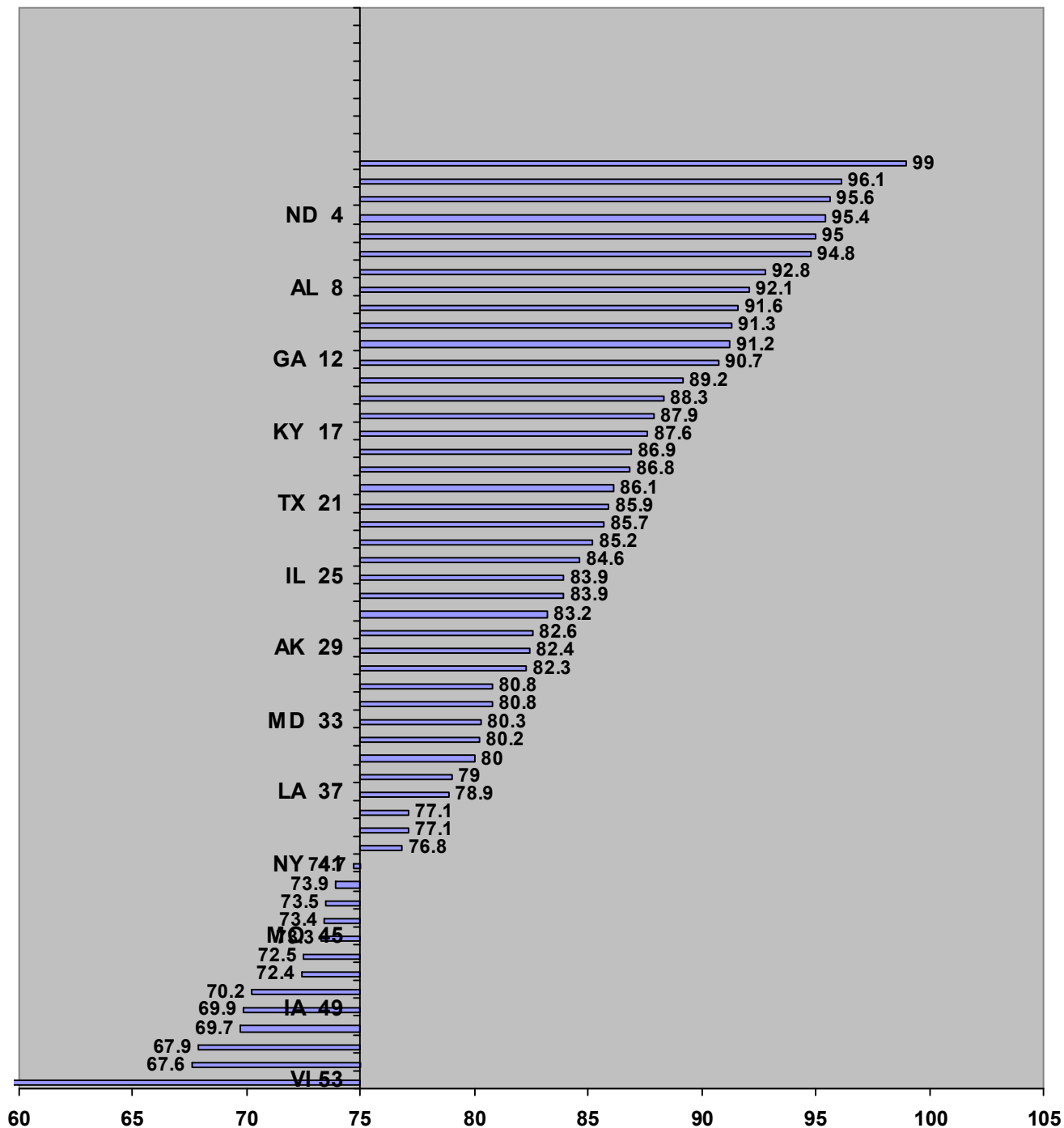
continued

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	75.1	94.3	N/R
INDIANA	57.3	83.6	54.5
MICHIGAN	73.1	89.3	61.0
MINNESOTA	83.3	97.3	N/R
OHIO	71.0	87.8	N/R
WISCONSIN	82.0	92.3	N/R
<b>REGION 6</b>			
ARKANSAS	65.0	87.0	N/R
LOUISIANA	78.1	92.0	N/R
NEW MEXICO	70.9	90.6	N/R
OKLAHOMA	75.1	92.8	N/R
TEXAS	73.1	92.8	N/R
<b>REGION 7</b>			
IOWA	72.6	89.1	N/R
KANSAS	75.4	91.7	N/R
MISSOURI	69.5	95.5	66.7
NEBRASKA	80.9	97.0	N/R
<b>REGION 8</b>			
COLORADO	62.5	87.1	N/R
MONTANA	72.2	93.5	N/R
NORTH DAKOTA	78.9	93.5	N/R
SOUTH DAKOTA	85.4	95.5	N/R
UTAH	72.4	92.0	N/R
WYOMING	76.4	95.1	N/R
<b>REGION 9</b>			
ARIZONA	69.5	91.9	INA
CALIFORNIA	43.9	85.8	N/R
HAWAII	72.7	92.5	INA
NEVADA	77.6	92.1	N/R
<b>REGION 10</b>			
ALASKA	67.2	93.2	N/R
IDAHO	81.5	94.5	N/R
OREGON	77.9	95.0	N/R
WASHINGTON	67.6	87.9	25.9

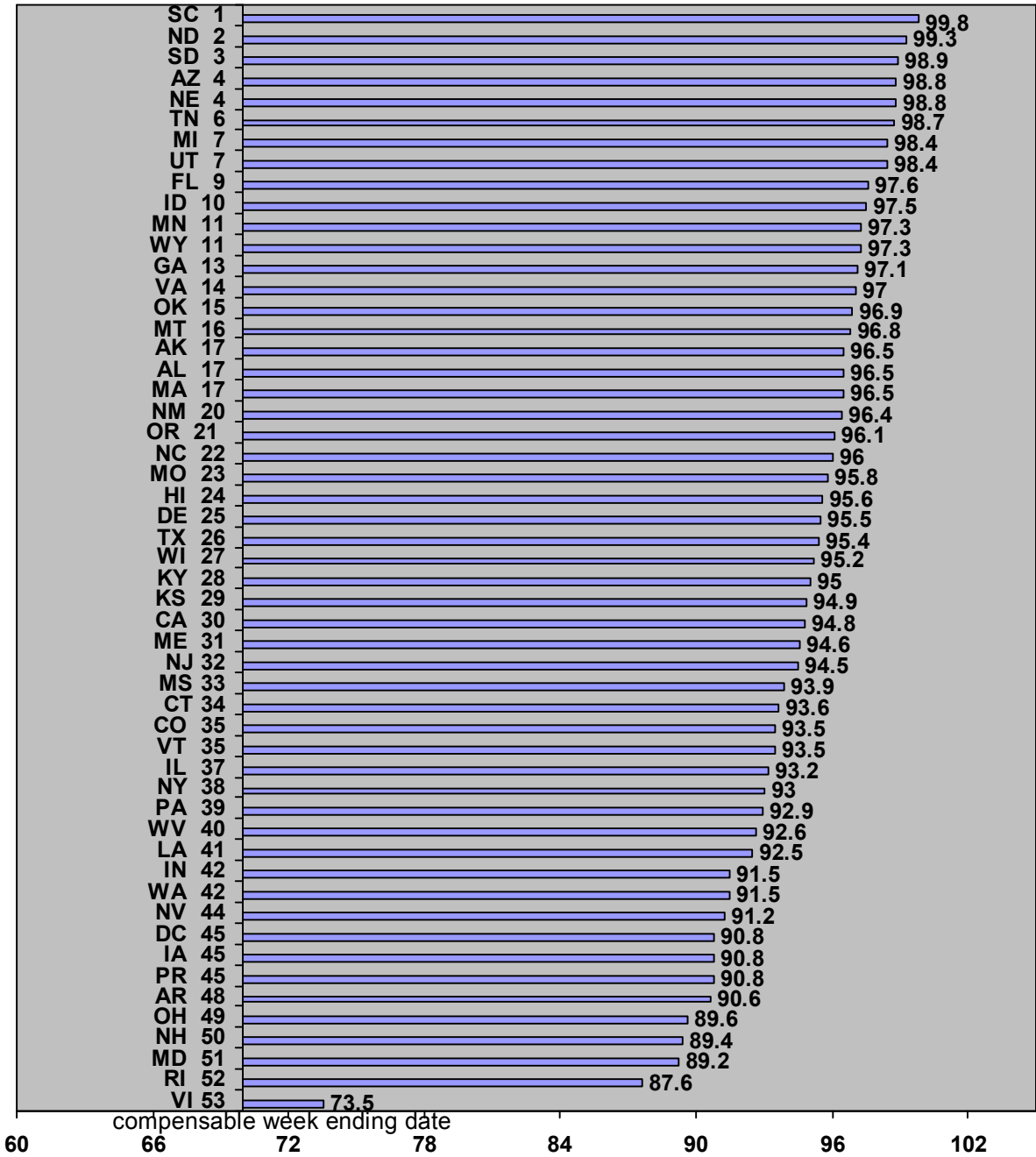
30



UCFE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



**FIGURE III – 8**  
**UCFE INITIAL CLAIMS PROMPTNESS – 35 DAYS**



**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE UCFE CLAIMS**

April 1, 1991 through March 31, 1992

**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 X35 Days of First Compensable Week Ending Date.

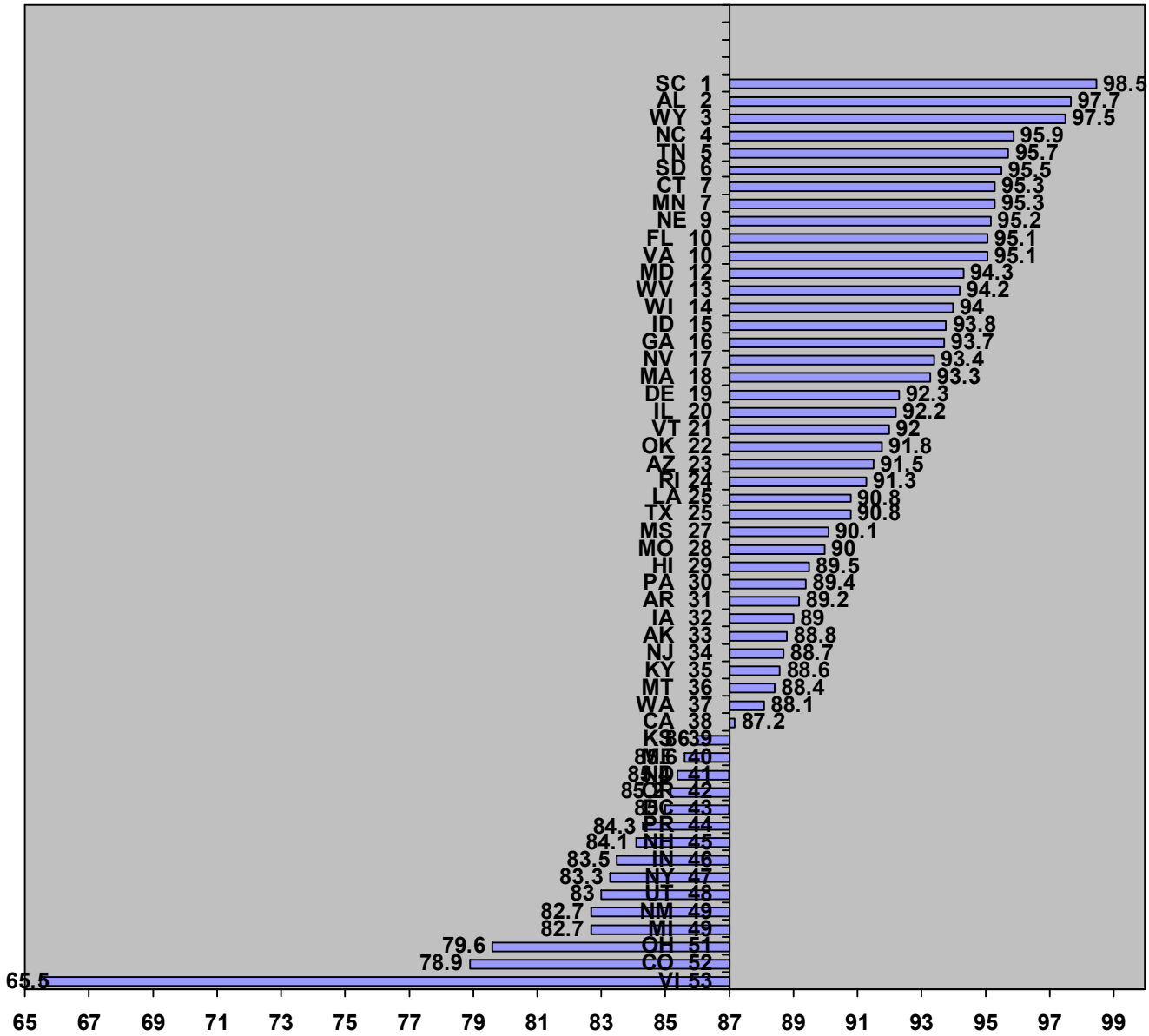
STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	82.3	93.6	72.0
MAINE	67.6	94.6	N/R
MASSACHUSETTS	86.8	96.5	N/R
NEW HAMPSHIRE	73.9	89.4	67.7
RHODE ISLAND	69.7	87.6	69.4
VERMONT	83.9	93.5	N/R
<b>REGION 2</b>			
NEW JERSEY	77.1	94.5	N/R
NEW YORK	74.7	93.0	N/R
PUERTO RICO	80.8	90.8	N/R
VIRGIN ISLANDS	29.4	73.5	INA
<b>REGION 3</b>			
DELAWARE	87.6	95.5	N/R
DIST OF COL	79.0	90.8	N/R
MARYLAND	80.3	89.2	N/R
PENNSYLVANIA	70.2	92.9	N/R
VIRGINIA	91.6	97.0	N/R
WEST VIRGININA	86.5	92.6	N/R
<b>REGION 4</b>			
ALABAMA	92.1	96.5	N/R
FLORIDA	92.8	97.6	N/R
GEORGIA	90.7	97.1	N/R
KENTUCKY	86.9	95.0	52.0
MISSISSIPPI	80.8	93.9	N/R
NORTH CAROLINA	80.2	96.0	N/R
SOUTH CAROLINA	99.2	99.8	N/R
TENNESSEE	96.1	98.7	N/R

*continued*

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	83.9	93.2	N/R
INDIANA	76.8	91.5	38.0
MICHIGAN	85.7	98.4	86.0
MINNESOTA	91.3	97.3	N/R
OHIO	67.9	89.6	92.2
WISCONSIN	87.9	95.2	N/R
<b>REGION 6</b>			
ARKANSAS	72.4	90.6	N/R
LOUISIANA	78.9	92.5	N/R
NEW MEXICO	82.6	96.4	N/R
OKLAHOMA	85.2	96.9	N/R
TEXAS	85.9	95.4	N/R
<b>REGION 7</b>			
IOWA	69.9	90.8	N/R
KANSAS	86.1	94.9	N/R
MISSOURI	73.3	95.8	N/R
NEBRASKA	95.6	98.8	N/R
<b>REGION 8</b>			
COLORADO	73.4	93.5	N/R
MONTANA	84.6	96.8	N/R
NORTH DAKOTA	95.4	99.3	N/R
SOUTH DAKOTA	94.8	98.9	N/R
UTAH	88.3	98.4	N/R
WYOMING	91.2	97.3	N/R
<b>REGION 9</b>			
ARIZONA	95.0	98.8	N/R
CALIFORNIA	77.1	94.8	N/R
HAWAII	83.2	95.6	N/R
NEVADA	73.5	91.2	N/R
<b>REGION 10</b>			
ALASKA	82.4	96.5	N/R
IDAHO	89.2	97.5	N/R
OREGON	80.0	96.1	N/R
WASHINGTON	72.5	91.5	N/R

FIGURE III – 10

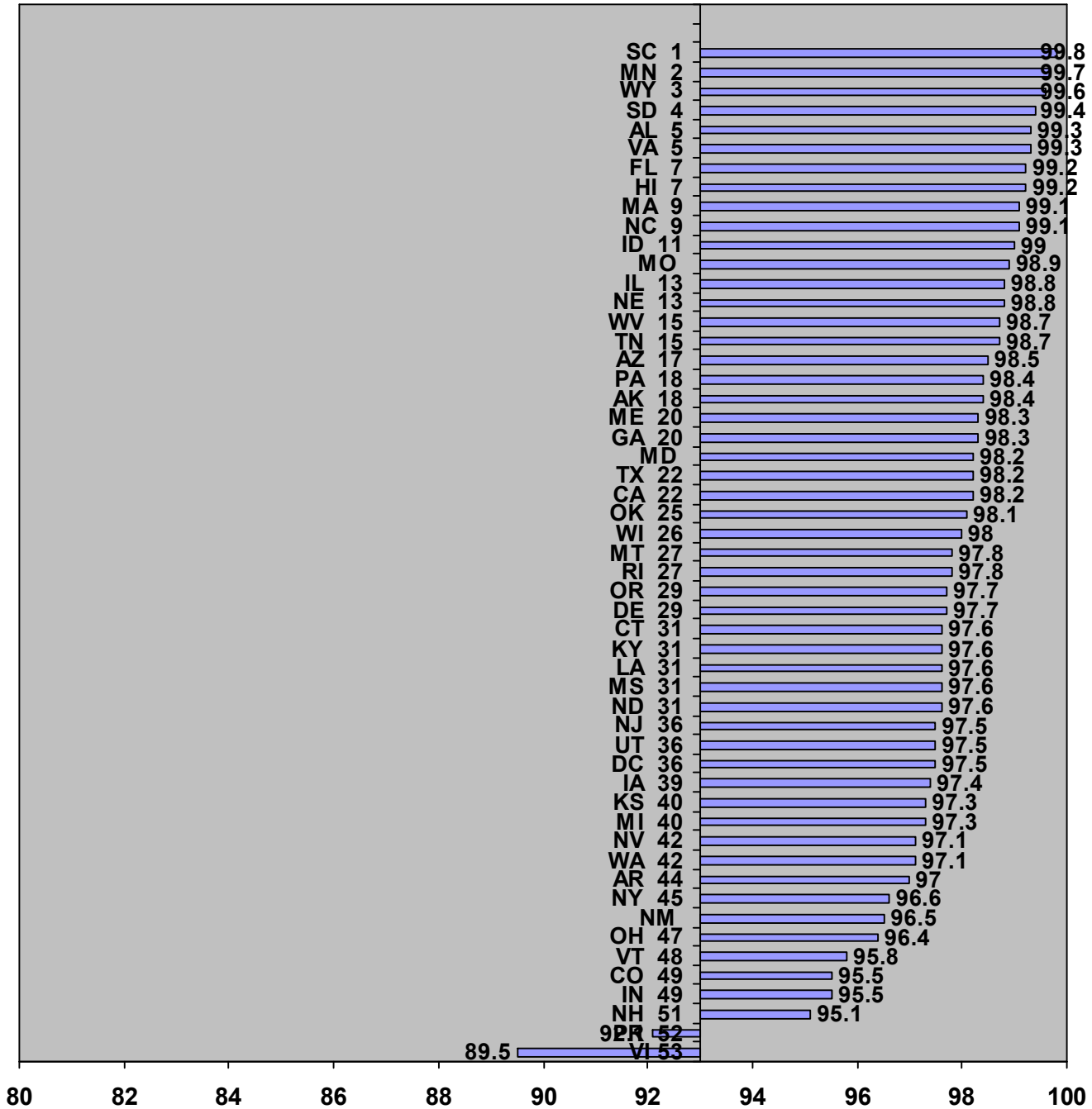
UCX INTITIAL CLAIMS PROMPTNESS -14/21DAYS



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

FIGURE III – 11

UCX INITIAL CLAIMS PROMPTNESS – 35 DAYS



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

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE UCX CLAIMS**

April 1,1991 through March 31,1992

**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.**

STATE	% TIMELY 14/21 days	% TIMELY 35 days	DELAYS
CONNECTICUT	95.3	97.6	37.8
MAINE	85.6	98.3	N/R
MASSACHUSETTS	93.3	99.1	N/R
NEW HAMPSHIRE	84.1	95.1	72.2
RHODE ISLAND	91.3	97.8	N/R
VERMONT	92.0	95.8	N/R
NEW JERSEY	88.7	97.5	70.4
NEW YORK	83.3	96.6	66.0
PUERTO RICO	84.3	92.1	57.1
VIRGIN ISLANDS	65.8	89.5	N/A
DELAWARE	92.3	97.7	N/R
DIST OF COL	85.0	97.5	N/R
MARYLAND	94.3	98.2	N/R
PENNSYLVANIA	89.4	98.4	66.0
VIRGINIA	95.1	99.3	N/R
WEST VIRGINIA	94.2	98.7	N/R
ALABAMA	97.7	99.3	N/R
FLORIDA	95.1	99.2	N/R
GEORGIA	93.7	98.3	N/R
KENTUCKY	88.6	97.6	82.0
MISSISSIPPI	90.1	97.6	N/R
NORTH CAROLINA	95.9	99.1	N/R
SOUTH CAROLINA	98.5	99.8	N/R
TENNESSEE	95.7	98.7	N/R

continued

STATE	% TIMELY 14/21 days	% TIMELY 35 days	DELAYS
ILLINOIS	92.2	98.8	N/R
INDIANA	83.5	95.5	52.0
MICHIGAN	82.7	97.3	88.9
MINNESOTA	95.3	99.7	N/R
OHIO	79.6	96.4	87.0
WISCONSIN	94.0	98.0	N/R
ARKANSAS	89.2	97.0	N/R
LOUISIANA	90.8	97.6	N/R
NEW MEXICO	82.7	96.5	N/R
OKLAHOMA	91.8	98.1	N/R
TEXAS	90.8	98.2	N/R
IOWA	89.0	97.4	N/R
KANSAS	86.0	97.3	N/R
MISSOURI	90.0	98.9	N/R
NEBRASKA	95.2	98.8	N/R
COLORADO	78.9	95.5	N/R
MONTANA	88.4	97.8	60.5
NORTH DAKOTA	85.4	97.6	N/R
SOUTH DAKOTA	95.5	99.4	N/R
UTAH	83.0	97.5	46.7
WYOMING	97.5	99.6	N/R
ARIZONA	91.5	98.5	N/R
CALIFORNIA	87.2	98.2	57.1
HAWAII	89.5	99.2	N/R
NEVADA	93.4	97.1	N/R
ALASKA	88.8	98.4	N/R
IDAHO	93.8	99.0	N/R
OREGON	85.2	97.7	N/R
WASHINGTON	88.1	97.1	N/R



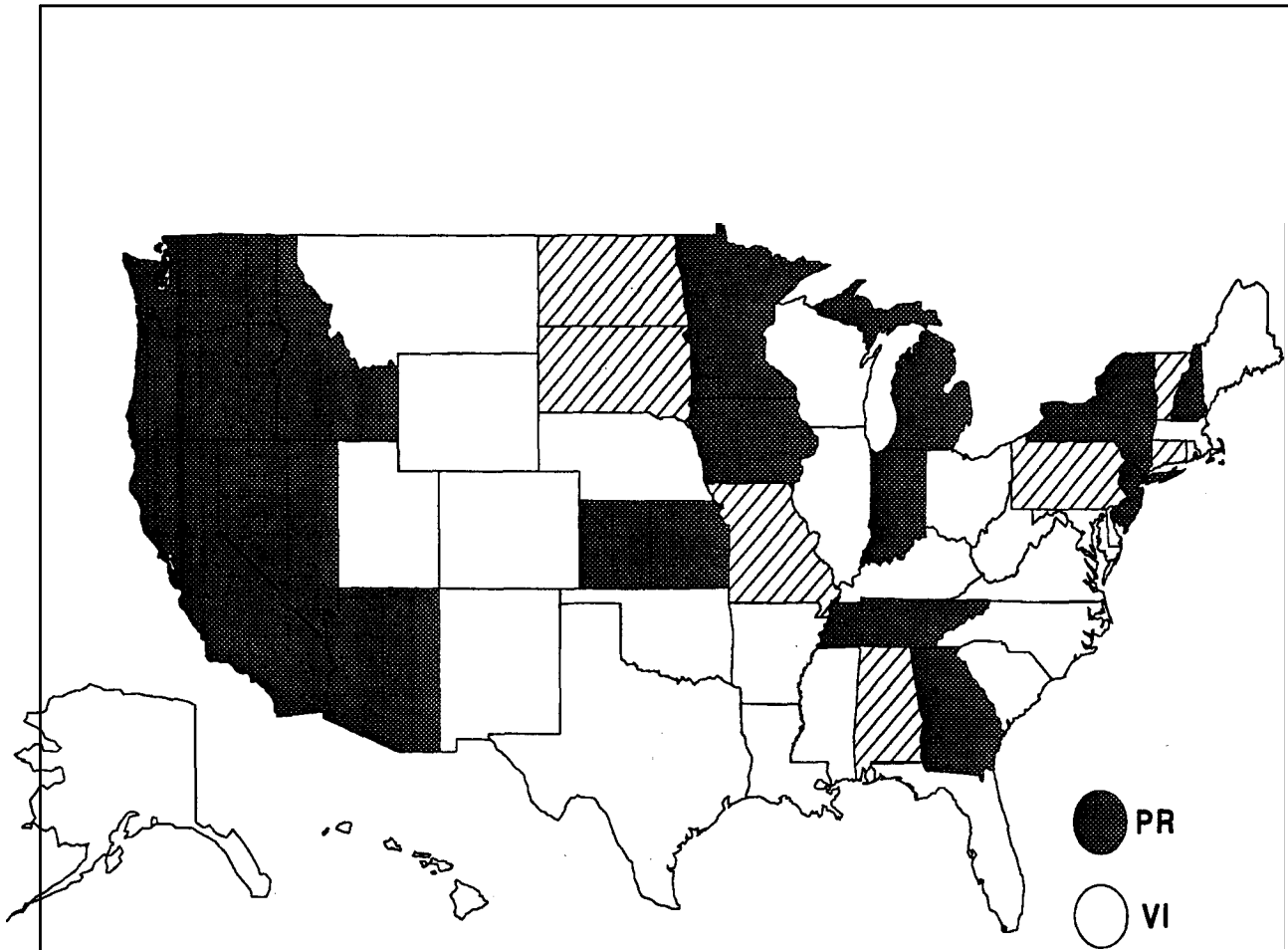
**A. Performance.** The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories 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 111-13 through 111-16 respectively. Figures 111-14 and 111-16 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 111-17 and 111-18 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 111-19. 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 1992 because the established Desired Level of Achievement was met in FY 1991.



! Met DLA  
Did Not Meet ®  
Not Required

DLA: Minimum of 75% of cases having acceptable scores

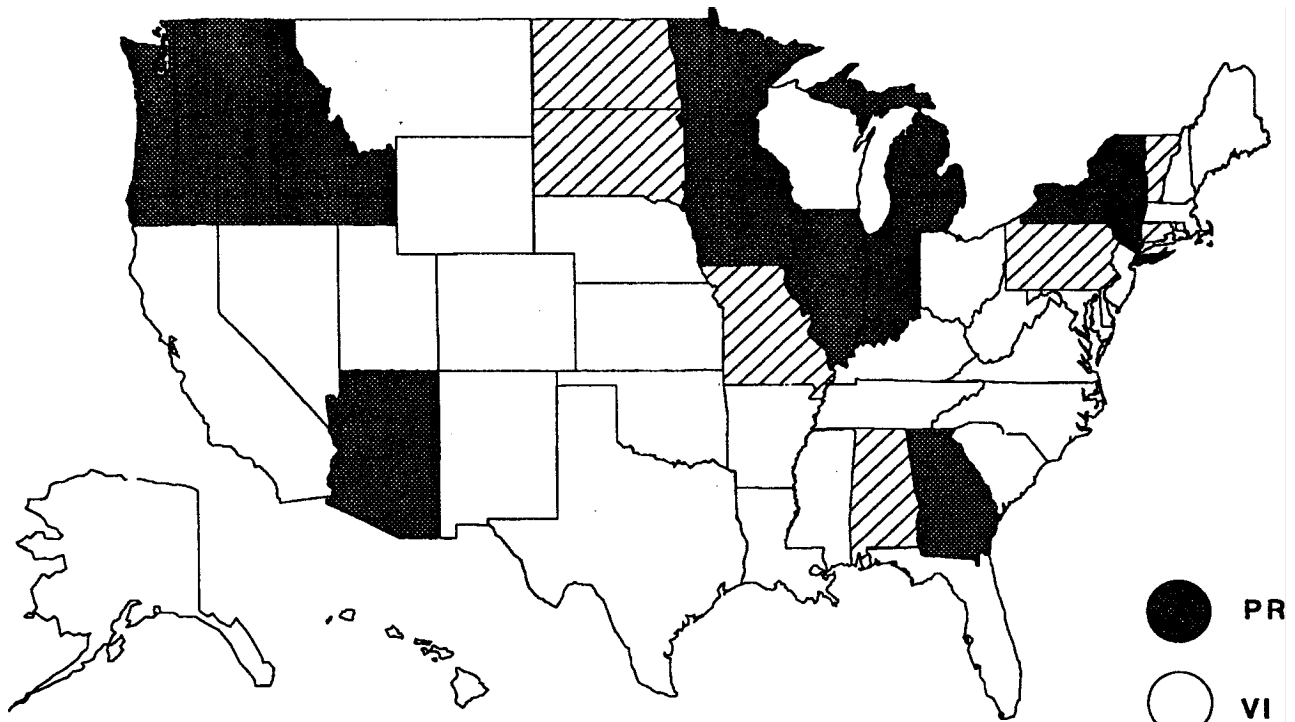
**NONMONETARY DETERMINATIONS PERFORMANCE** 40  
**INTRASTATE SEPARATION ISSUES**

**Desired Level of Achievement:**  
**Minimum of 75 Percent of Cases Having Acceptable Scores.**

<b>STATE</b>	<b>TOTAL CASES</b>	<b>% CASES PASSING</b>	<b>% MEETING LAW</b>
CONNECTICUT	70	84.3	95.7
MAINE	N/R	N/R	N/R
MASSACHUSETTS	70	80.0	81.4
NEW HAMPSHIRE	71	88.7	97.2
RHODE ISLAND	75	85.3	100.0
VERMONT	70	91.4	94.3
NEW JERSEY	70	77.2	100.0
NEW YORK	70	57.8	89.0
PUERTO RICO	109	65.4	97.5
VIRGIN ISLANDS	71	53.5	100.0
DELAWARE	70	97.1	100.0
DIST OF COL	75	46.7	98.7
MARYLAND	86	95.3	100.0
PENNSYLVANIA	70	82.9	88.6
VIRGINIA	70	90.0	100.0
WEST VIRGINIA	N/R	N/R	N/R
ALABAMA	70	85.7	95.7
FLORIDA	N/R	N/R	N/R
GEORGIA	70	61.4	100.0
KENTUCKY	70	75.7	100.0
MISSISSIPPI	70	78.6	100.0
NORTH CAROLINA	70	57.1	100.0
SOUTH CAROLINA	70	74.3	100.0
TENNESSEE	70	74.3	91.4

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
ILLINOIS	70	80.0	98.6
INDIANA	70	31.5	96.1
MICHIGAN	70	28.8	95.7
MINNESOTA	70	72.9	98.6
OHIO	70	71.8	97.2
WISCONSIN	N/R	N/R	N/R
ARKANSAS	70	94.1	98.5
LOUISIANA	70	88.6	100.0
NEW MEXICO	70	87.1	100.0
OKLAHOMA	70	91.4	100.0
TEXAS	70	77.1	100.0
IOWA	70	50.0	100.0
KANSAS	70	70.0	100.0
MISSOURI	70	81.4	100.0
NEBRASKA	70	81.4	98.6
COLORADO	70	82.9	98.6
MONTANA	70	97.1	97.1
NORTH DAKOTA	70	94.3	100.0
SOUTH DAKOTA	70	94.3	100.0
UTAH	N/R	N/R	N/R
WYOMING	70	91.4	98.6
ARIZONA	70	85.7	94.3
CALIFORNIA	70	66.1	93.7
HAWAII	75	92.0	100.0
NEVADA	70	58.6	97.1
ALASKA	69	52.2	97.1
IDAHO	70	45.7	97.1
OREGON	70	54.3	92.9
WASHINGTON	70	54.3	97.1



Met DLA  
Did Not Meet Not  
Required

DLA: Minimum of 80% of cases having acceptable scores

**NONMONETARY DETERMINATIONS PERFORMANCE  
INTRASTATE NONSEPARATION ISSUES**

**Desired Level of Achievement:  
Minimum of 80 Percent of Cases Having Acceptable Scores.**

STATE	TOTAL REVIEWED	CASES % CASES PASSING	MEETING LAW
			% MEETING LAW
CONNECTICUT	60	78.3	98.3
MAINE	N/R	N/R	N/R
MASSACHUSETTS	65	95.4	98.5
NEW HAMPSHIRE	61	93.2	100.0
RHODE ISLAND	60	95.0	96.7
VERMONT	60	98.3	98.3
NEW JERSEY	N/R	N/R	N/R
NEW YORK	60	50.7	95.3
PUERTO RICO	79	91.5	99.9
VIRGIN ISLANDS	59	81.4	96.6
DELAWARE	60	98.3	100.0
DIST OF COL	55	74.8	96.3
MARYLAND	66	97.0	100.0
PENNSYLVANIA	60	98.3	98.3
VIRGINIA	68	97.1	98.5
WEST VIRGINIA	N/R	N/R	N/R
ALABAMA	60	91.7	96.7
FLORIDA	N/R	N/R	N/R
GEORGIA	60	70.0	100.0
KENTUCKY	60	85.0	98.3
MISSISSIPPI	60	95.0	100.0
NORTH CAROLINA	60	70.0	100.0
SOUTH CAROLINA	60	93.3	100.0
TENNESSEE	60	65.0	85.0

*continued*

**NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE  
NONSEPARATION ISSUES**

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

<b>STATE</b>	<b>TOTAL CASES REVIEWED</b>	<b>% CASES PASSING</b>	<b>% MEETING LAW</b>
ILLINOIS	60	71.7	100.0
INDIANA	60	59.0	99.1
MICHIGAN	60	38.3	95.0
MINNESOTA	60	38.3	96.7
OHIO	63	93.7	96.8
WISCONSIN	N/R	N/R	N/R
ARKANSAS	60	93.3	98.3
LOUISIANA	60	96.7	100.0
NEW MEXICO	60	95.0	100.0
OKLAHOMA	60	100.0	100.0
TEXAS	60	81.7	100.0
IOWA	60	78.3	98.3
KANSAS	60	88.3	100.0
MISSOURI	60	86.7	100.0
NEBRASKA	60	96.7	98.3
COLORADO	61	96.7	100.0
MONTANA	60	98.3	98.3
NORTH DAKOTA	60	100.0	100.0
SOUTH DAKOTA	60	100.0	100.0
UTAH	N/R	N/R	N/R
WYOMING	70	100.0	100.0
ARIZONA	60	91.7	93.3
CALIFORNIA	60	73.5	97.1
HAWAII	70	97.1	100.0
NEVADA	50	82.0	98.0
ALASKA	56	76.8	92.9
IDAHO	59	54.2	98.3
OREGON	60	68.3	93.3
WASHINGTON	60	58.3	<i>continued</i> 96.7

FIGURE III - 18

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE SEPARATION ISSUES  
**Desired Level of Achievement: None Currently Established For This Activity**

STATE	TDIAL CASES REVIEWED	CASES PASSING	MEETING LAW
REGION 1			
CONNECTICUT	30	80.0	90.0
MAINE	30	80.0	100.0
MASSACHUSETTS	30	84.4	100.0
NEW HAMPSHIRE	30	93.3	100.0
RHODE ISLAND	30	83.3	96.7
VERMONT	33	100.0	100.0
REGION II			
NEW JERSEY	30	86.7	100.0
NEW YORK	30	80.0	100.0
PUERTO RICO	30	86.7	100.0
VIRGIN ISLANDS	41	73.2	95.1
REGION III			
DELAWARE	30	96.7	100.0
DIST OF COL	30	70.0	100.0
MARYLAND	37	89.2	100.0
PENNSYLVANIA	30	76.7	96.7
VIRGINIA	30	90.0	100.0
WEST VIRGINIA	30		100.0
REGION IV			
ALABAMA	30	90.0	100.0
FLORIDA	29	79.3	100.0
GEORGIA	30	66.7	100.0
KENTUCKY	30	90.0	100.0
MISSISSIPPI	30	83.3	96.7
NORTH CAROLINA	30	90.0	100.0
SOUTH CAROLINA	30	96.7	100.0
TENNESSEE	32	75.0	96.9

continued



<b>STATE</b>	<b>TDIAL CASES</b>	<b>CASES PASSING</b>	<b>MEETING LAW</b>
ILLINOIS	30	90.0	100.0
INDIANA	30	16.7	100.0
MICHIGAN	30	50.0	96.7
MINNESOTA	30	80.0	96.7
OHIO	30	36.7	93.3
WISCONSIN	30	76.7	96.7
ARKANSAS	31	83.9	100.0
LOUISIANA	30	80.0	100.0
NEW MEXICO	30	96.7	100.0
OKLAHOMA	30	70.0	100.0
TEXAS	30	86.7	100.0

IOWA	30	80.0	100.0
KANSAS	30	66.7	100.0
MISSOURI	30	93.3	100.0
NEBRASKA	30	80.0	100.0
COLORADO	38	84.2	100.0
MONTANA	30	100.0	100.0
NORTH DAKOTA	30	100.0	100.0
SOUTH DAKOTA	30	93.3	100.0
UTAH	30	96.7	96.7
WYOMING	33	93.9	100.0
ARIZONA	30	96.7	100.0
CALIFORNIA	30	66.7	100.0
HAWAII	30	100.0	100.0
NEVADA	30	66.7	100.0
ALASKA	29	75.9	96.6
IDAHO	30	80.0	100.0
OREGON	30	80.0	100.0
WASHINGTON	30	73.3	100.0

*continued*

**NONMONETARY DETERMINATIONS PERFORMANCE UCFE CLAIMS**

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

STATE	TOTAL CASES REVIEWED	CASES PASSING	MEETING LAW
CONNECTICUT	25	64.0	88.0
MAINE	25	88.0	92.0
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
NEW JERSEY	22	85.2	100.0
NEW YORK	INA	INA	INA
PUERTO RICO	10	47.7	100.0
VIRGIN ISLANDS	2	100.0	100.0
DELAWARE	25	100.0	100.0
DIST OF COL	21	35.2	100.0
MARYLAND	28	92.9	92.9
PENNSYLVANIA	25	84.0	96.0
VIRGINIA	25	84.0	96.0
WEST VIRGINIA	25	64.0	100.0
ALABAMA	25	96.0	100.0
FLORIDA	25	68.0	100.0
GEORGIA	25	88.0	100.0
KENTUCKY	25	88.0	100.0
MISSISSIPPI	25	88.0	100.0
NORTH CAROLINA	25	88.0	100.0
SOUTH CAROLINA	25	88.0	96.0
TENNESSEE	25	80.0	96.0

*continued*

STATE	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

ARKANSAS	25	60.0	96.0
LOUISIANA	25	92.0	100.0
NEW MEXICO	25	72.0	100.0
OKLAHOMA	25	92.0	100.0
TEXAS	25	72.0	96.0
COLORADO	25		100.0
MONTANA	26		76.9
NORTH DAKOTA	25		100.0
SOUTH DAKOTA	25		100.0
UTAH	26		96.2

WYOMING			190.0
ARIZONA	25	84.0	100.0
CALIFORNIA	INA	INA	INA
HAWAII	25	100.0	100.0
NEVADA	25	80.0	100.0
ALASKA	25	92.0	99.0
IDAHO	INA	INA	INA
OREGON	25	60.0	100.0
WASHINGTON	INA	INA	INA

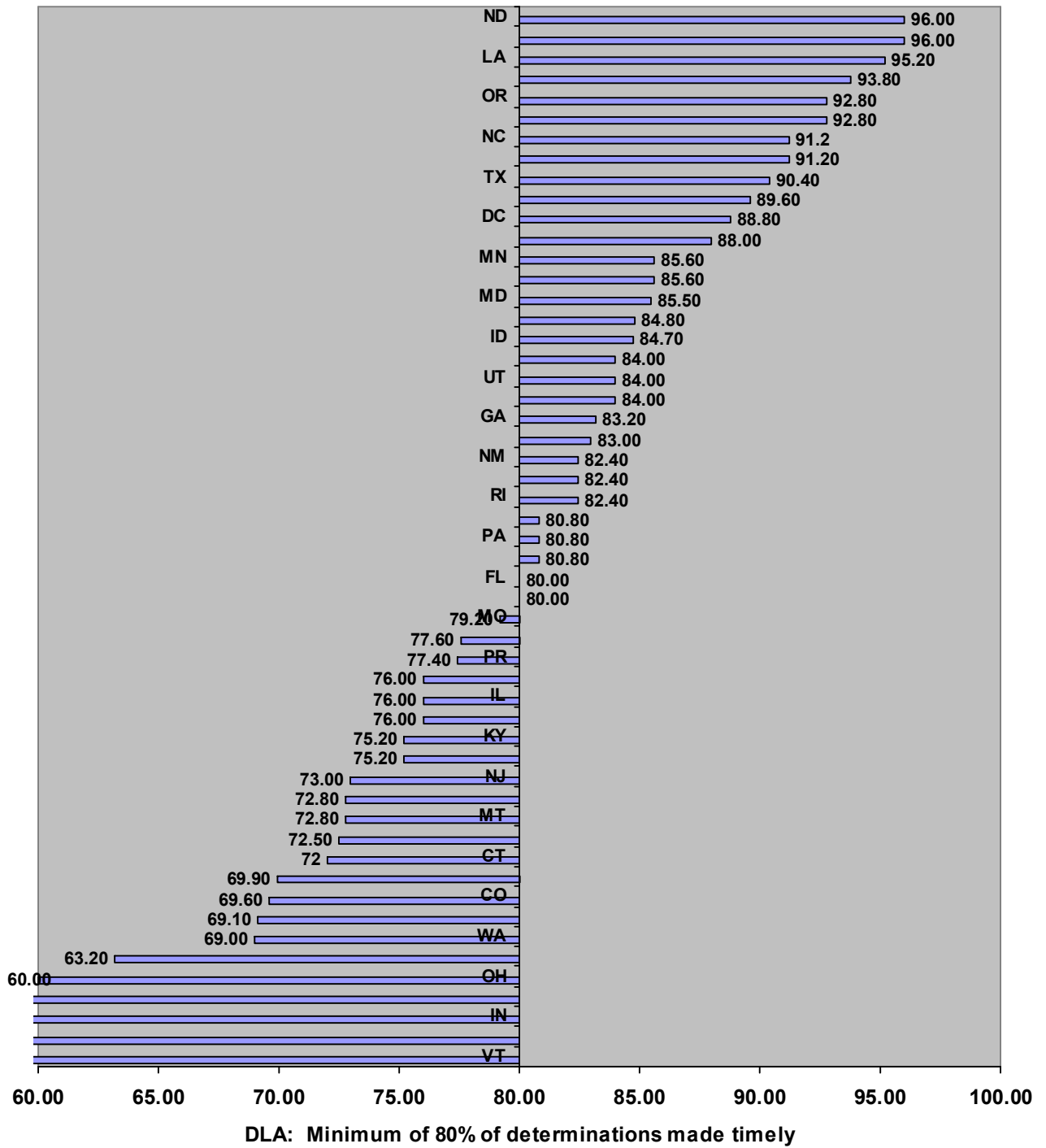
**B. Promptness**

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 111-20 and 111-21. Figure 111-21 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 111-21 also shows the percentage of controllable delays.

The results for interstate, promptness are shown in Figure 111-22. No Desired Level of Achievement has been established for interstate.

**INTRASTATE NONMONETARY DETERMINATIONS PROMPTNESS**



**NONMONETARY DETERMINATIONS PROMPTNESS INTRASTATE**

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

STATE	TOTAL CASES REVIEWED	% TIMELY	%DELAYS CONT
CONNECTICUT	125	72.0	77.1
MAINE	125	76.0	100.0
MASSACHUSETTS	125	75.2	93.5
NEW HAMPSHIRE	126	46.7	79.4
RHODE ISLAND	125	82.4	96.0
VERMONT	126	37.3	92.4
NEW JERSEY	126	73.0	78.1
NEW YORK	125	69.9	75.9
PUERTO RICO	118	77.4	66.7
VIRGIN ISLANDS	68	69.1	95.2
DELAWARE	125	76.0	93.3
DIST OF COL	125	88.8	48.1
MARYLAND	124	85.5	78.1
PENNSYLVANIA	125	80.8	83.3
VIRGINIA	125	80.0	92.0
WEST VIRGINIA	125	89.6	46.2
ALABAMA	125	84.0	100.0
FLORIDA	125	80.0	64.0
GEORGIA	125	83.2	90.5
KENTUCKY	125	75.2	61.3
MISSISSIPPI	125	88.0	86.7
NORTH CAROLINA	125	91.2	100.0
SOUTH CAROLINA	125	96.0	100.0
TENNESSEE	125	80.8	79.2

STATE	TOTAL CASES REVIEWED	% TIMELY	%DELAYS CONT
ILLINOIS	125	76.0	83.3
INDIANA	125	44.3	100.0
MICHIGAN	125	37.6	88.5
MINNESOTA	125	85.6	77.8
OHIO	125	60.0	92.0
WISCONSIN	125	85.6	100.0
ARKANSAS	125	63.2	93.5
LOUISIANA	125	95.2	100.0
NEW MEXICO	125	82.4	95.5
OKLAHOMA	125	82.4	86.4
TEXAS	125	90.4	91.7
IOWA	125	72.8	100
KANSAS	125	80.8	100.0
MISSOURI	125	79.2	73.1
NEBRASKA	125	91.2	100.0
COLORADO	125	69.6	97.3
MONTANA	125	72.8	97.1
NORTH DAKOTA	125	96.0	100.0
SOUTH DAKOTA	125	92.8	100.0
UTAH	125	84.0	85.0
WYOMING	125	84.0	90.0
ARIZONA	130	93.8	75.0
CALIFORNIA	123	77.8	INA
HAWAII	135	83.0	78.3
NEVADA	125	84.8	73.7
ALASKA	120	72.5	87.9
IDAHO	118	84.7	N/R
OREGON	125	92.8	88.9
WASHINGTON	145	69.0	57.8

*continued*

NONMONETARY DETERMINATIONS PROMPTNESS INTERSTATE

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

STATE	TOTAL CASES REVIEWED	% TIMELY	%DELAYS CONT
CONNECTICUT	60	33.3	100.0
MAINE	60	31.7	0.0
MASSACHUSETTS	60	61.7	100.0
NEW HAMPSHIRE	60	71.7	94.1
RHODE ISLAND	60	75.0	81.0
VERMONT	60	45.0	90.9
NEW JERSEY	60	10.2	96.3
NEW YORK	60	35.0	82.1
PUERTO RICO	50	26.0	62.2
VIRGIN ISLANDS	23	47.8	100.0
DELAWARE	60	61.7	95.7
DIST OF COL	60	80.0	70.6
MARYLAND	58	53.4	73.0
PENNSYLVANIA	60	76.7	92.9
VIRGINIA	60	81.7	90.9
WEST VIRGINIA	60	86.7	62.5
ALABAMA	60	81.7	100.0
FLORIDA	60	68.3	84.2
GEORGIA	60	65.0	76.2
KENTUCKY	60	55.0	81.5
MISSISSIPPI	60	83.3	100.0
NORTH CAROLINA	66	81.7	INA
SOUTH CAROLINA	60	86.7	87.5
TENNESSEE	60	90.0	100.0

*continued*



ILLINOIS	60	63.3	100.0
INDIANA	60	30.0	100.0
MICHIGAN	60	43.3	91.2
MINNESOTA	60	85.0	77.8
OHIO	60	23.3	100.0
WISCONSIN	60	81.6	90.9
ARKANSAS	60	70.0	94.4
LOUISIANA	60	81.7	81.8
NEW MEXICO	60	83.3	100.0
OKLAHOMA	60	75.0	93.3
TEXAS	60	91.7	80.0
IOWA	60	78.3	100.0
KANSAS	60	45.0	97.0
MISSOURI	60	86.7	87.5
NEBRASKA	60	91.7	40.0
COLORADO	60	55.0	100.0
MONTANA	60	75.0	93.3
NORTH DAKOTA	60	100.0	INA
SOUTH DAKOTA	60	93.3	100.0
UTAH	60	88.3	100.0
WYOMING	60	91.7	80.0
ARIZONA	60	85.0	55.6
CALIFORNIA	60	43.3	INA
HAWAII	45	40.0	85.2
NEVADA	60	91.7	80.0
ALASKA	54	20.4	100.0
IDAHO	60	83.3	INA
OREGON	60	93.3	100.0
WASHINGTON	62	54.8	42.9

*continued*

#### **A. initial Claims Promptness.**

Data are obtained from the ETA 586 Reports for the 12 months ending March 31, 1992 to show the percentage of CWC intrastate first payments made timely. Figure 111-23 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 111-23.

FIGURE //I - 23 INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME  
LAPSE CWC CLAIMS (INTRASTATE)

April 1, 1991 through March 31,1992

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

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	%DELAYS CONT
CONNECTICUT	83.6	95.1	40.0
MAINE	63.2	88.3	42.0
MASSACHUSETTS	81.1	95.2	N/R
NEW HAMPSHIRE	47.6	68.7	64.0
RHODE ISLAND	80.1	99.6	56.0
VERMONT	74.0	89.4	34.0
NEW JERSEY	61.0	83.8	30.0
NEW YORK	24.2	60.8	58.0
PUERTO RICO	25.9	48.4	INA
VIRGIN ISLANDS	INA	INA	INA

DELAWARE	66.6	81.3	INA
DIST OF COL	77.8	88.9	N/R
MARYLAND	69.2	86.9	INA
PENNSYLVANIA	59.9	86.8	36.0
VIRGINIA	84.3	94.2	N/R
WEST VIRGINIA	85.2	95.3	N/R
ALABAMA	76.2	87.2	N/R
FLORIDA	82.0	84.2	N/R
GEORGIA	83.7	91.4	N/R
KENTUCKY	71.9	87.7	50.0
MISSISSIPPI	80.6	93.6	N/R
NORTH CAROLINA	83.2	93.1	N/R
SOUTH CAROLINA	48.6	79.8	54.4
TENNESSEE	89.7	94.4	N/R

continued

ILLINOIS	84.2	98.0	N/R
INDIANA	57.0	84.4	40.0
MICHIGAN	37.2	60.1	51.2
MINNESOTA	96.1	99.5	N/R
OHIO	56.2	78.8	64.0
WISCONSIN	84.5	92.2	38.0
ARKANSAS	54.8	78.3	59.2
LOUISIANA	71.5	90.4	62.0
NEW MEXICO	71.9	89.7	N/R
OKLAHOMA	82.5	94.6	N/R
TEXAS	81.4	93.0	N/R

IOWA	75.4	91.1	N/R
KANSAS	84.0	94.6	N/R
MISSOURI	81.3	97.8	N/R
NEBRASKA	84.8	95.9	N/R
COLORADO	74.5	91.8	N/R
MONTANA	76.4	93.7	INA
NORTH DAKOTA	84.9	96.6	N/R
SOUTH DAKOTA	83.0	93.2	N/R
UTAH	69.5	94.6	N/R
WYOMING	92.1	97.8	N/R
ARIZONA	86.3	95.7	N/R
CALIFORNIA	59.0	85.2	N/R
HAWAII	71.7	89.6	N/R
NEVADA	69.6	85.4	12.0
ALASKA	78.9	94.7	N/R
IDAHO	81.3	95.7	N/R
OREGON	76.7	93.8	N/R
WASHINGTON	78.1	92.2	12.0

**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.

**NONMONETARY DETERMINATIONS PROMPTNESS INTRASTATE**

FIGURE //I- 21

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

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
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	56.8
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
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

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
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
IOWA	125	75.2	74.2
KANSAS	126	76.0	100.0
MISSOURI	128	72.7	62.9
NEBRASKA	125	89.6	100.0
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
ARIZONA	125	79.2	65.4
CALIFORNIA	127	86.6	N/R
HAWAII	125	80.8	75.0
NEVADA	125	84.0	85.0
ALASKA	125	75.2	93.5
IDAHO	115	81.7	95.2
OREGON	125	95.2	83.3
WASHINGTON	125	76.8	100.0

*continued*

NONMONETARY DETERMINATIONS PROMPTNESS INTERSTATE

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

STATE	TOTAL CASES REVIEWED	TIMELY	DELAYS CON[
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
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
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
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

continued



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
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

IOWA	60	73.3	68.8
KANSAS	60	61.7	100.0
MISSOURI	54	87.0	93.8
NEBRASKA	60	83.3	100.0

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	61	93.4	100.0
WYOMING	60	83.3	70.0

ARIZONA	60	71.7	94.1
CALIFORNIA	60	65.0	N/R
HAWAII	60	41.7	100.0
NEVADA	60	73.3	93.8
ALASKA	60	25.0	100.0
IDAHO	63	81.0	91.7
OREGON	60	91.7	100.0
WASHINGTON	52	51.9	88.0

*continued*

**A. initial Claims Promptness.**

Data are obtained from the ETA 586 Reports for the 12 months ending March 31, 1992 to show the percentage of CWC intrastate first payments made timely. Figure 111-23 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 111-23.

FIGURE //I - 23 INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME  
LAPSE CWC CLAIMS (INTRASTATE)

April 1, 1991 through March 31, 1992

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

STATE	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
NEW JERSEY	60.1	83.4	30.0
NEW YORK	21.0	58.9	55.2
PUERTO RICO	22.3	49.3	88.0
VIRGIN ISLANDS	0.0	12.5	20.0
DELAWARE	69.1	87.8	N/R
DIST OF COL	81.7	91.8	34.0
MARYLAND	63.8	84.7	N/R
PENNSYLVANIA	55.5	85.5	20.0
VIRGINIA	88.4	94.9	44.0
WEST VIRGINIA	82.8	94.6	N/R
ALABAMA	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

ILLINOIS	83.4	98.0
INDIANA	51.6	83.2
MICHIGAN	28.6	48.3
MINNESOTA	95.9	99.6
OHIO	44.3	72.7
WISCONSIN	83.7	91.8
ARKANSAS	58.1	81.8

LOUISIANA	66.7	85.3
NEW MEXICO	70.1	92.1
OKLAHOMA	83.6	95.0
TEXAS	76.8	87.1

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	WR

COLORADO

MONTANA

NORTH DAKOTA

SOUTH DAKOTA

UTAH

WYOMING

ARIZONA

CALIFORNIA

HAWAII

NEVADA

ALASKA

IDAHO

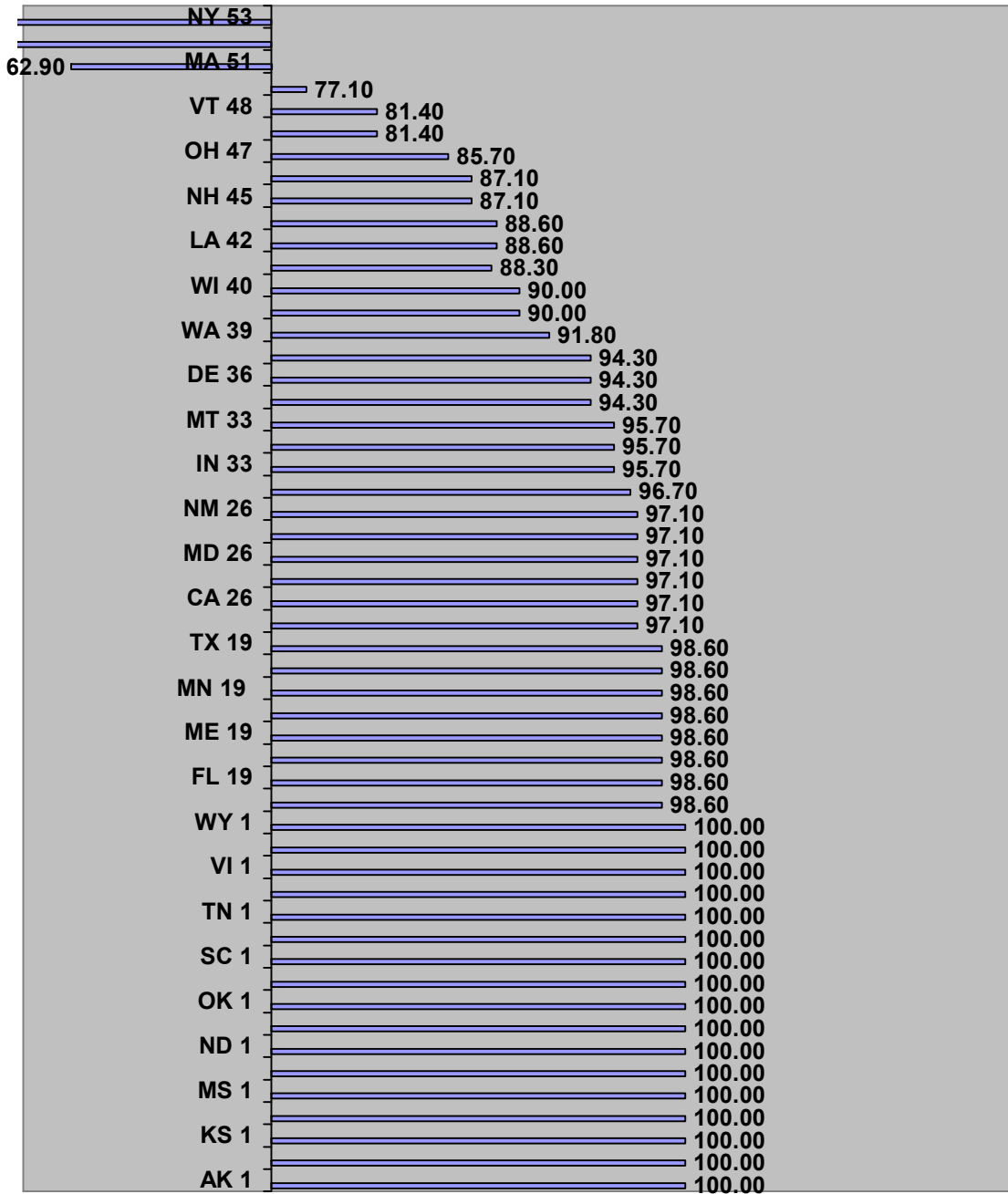
OREGON

WASHINGTON

**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



DLA: Minimum of 75% of wage transfers made timely

CWC TRANSFERRING STATE PROMPTNESS

Desired Level of Achievement: Minimum of 75

Percent of Wage Transfers Made Timely.

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
NEW JERSEY	7	62.9	100.0
NEW YORK	7	64.3	96.0
PUERTO RICO	7	94.3	100.0
VIRGIN ISLANDS	6	90.9	50.0
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
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

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	81.4	100.0
WISCONSIN	70	98.6	100.0

ARKANSAS

LOUISIANA	70	95.7	100.0
NEW MEXICO	70	91.4	83.3
OKLAHOMA	70	97.1	50.0
TEXAS	70	100.0	100.0
IOWA	70	60.0	92.9
KANSAS	70	94.3	75.0
MISSOURI	70	100.0	N/R
NEBRASKA	80	97.5	50.0
COLORADO	70	97.1	100.0
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
ARIZONA	70	97.1	50.0
CALIFORNIA	70	92.9	100.0
HAWAII	70	92.9	100.0
NEVADA	70	97.1	50.0

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 IB-6's sent within 45 days, and the percentage of IB-6's sent timely. No Desired Level of Achievement has been established for CWC billing promptness.

CWC - BILLING PROMPTNESS

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

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
NEW JERSEY	54	45	90.0
NEW YORK	50	50	100.0
PUERTO RICO	50	0	0.0
VIRGIN ISLANDS	INA	INA	INA
DELAWARE	50	5	100.0
DIST OF COL	50	5	100.0
MARYLAND	100	1	100.0
PENNSYLVANIA	50	5	100.0
VIRGINIA	50	4	96.0
WEST VIRGINIA	50	5	100.0
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

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
ARKANSAS	50	0	0.0
LOUISIANA	51	51	100.0
NEW MEXICO	50	47	94.0
OKLAHOMA	50	50	100.0
TEXAS	50	50	100.0
IOWA	50	50	100.0
KANSAS	50	0	0.0
MISSOURI	60	60	100.0
NEBRASKA	50	47	94.0
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	88.0
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	50	100.0
ALASKA	50	50	100.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	50	49	98.0

**D. 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 1B-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.

**CWC - REIMBURSEMENT PROMPTNESS**

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

STATE	TOTAL 1B-6s REVIEWED	# TIMELY	TIMELY
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
NEW JERSEY	50	49	98.0
NEW YORK	50	30	60.0
PUERTO RICO	50	45	90.0
VIRGIN ISLANDS	30	16	53.3
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

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*

ILLINOIS	50	50	100.0
INDIANA	50	24	48.0
MICHIGAN	50	34	68.0
MINNESOTA	52	50	96.2
OHIO	50	50	100.0
WISCONSIN	50	41	82.0
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
IOWA	50	47	94.0
KANSAS	50	21	42.0
MISSOURI	50	26	52.0
NEBRASKA	50	50	100.0
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
ARIZONA	50	37	74.0
CALIFORNIA	50	50	100.0
HAWAII	45	44	97.8
NEVADA	50	50	100.0
ALASKA	50	49	98.0
IDAHO	50	46	92.0
OREGON	50	50	100.0
WASHINGTON	80	79	98.8

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 111-28 and 111-29. Figure 111-29 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 1992 because the established Desired Level of Achievement was met in FY 1991.





Minimum of 80 Percent of Cases Scoring 80 or More

Desired Level of Achievement:

Percentage Points.

	50		50		100.0	
CONNECTICUT	INA		INA			INA
MAINE	35	N/R	27	N/R	77.1	N/R
MASSACHUSETTS						
NEW HAMPSHIRE	INA		INA			INA
RHODE ISLAND	20		20		100.0	
VERMONT	35					
	33		30		90.9	
	N/R		N/R		N/R	
NEW JERSEY	35		35		100.0	
NEW YORK						
PUERTO RICO	24					
VIRGIN ISLANDS						
DELAWARE DIST	20		20		100.0	
OF COL	50		49		98.0	
MARYLAND	N/R		N/R		N/R	
PENNSYLVANIA	20		16		80.0	
VIRGINIA	20		20		100.0	
WEST VIRGINIA						

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

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
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

IOWA	35	35	100.0
KANSAS	29	28	96.6
MISSOURI	N/R	N/R	N/R
NEBRASKA	35	33	94.3

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
ARIZONA	44	38	86.4
CALIFORNIA	N/A	N/R	N/R
HAWAII	9	9	100.0
NEVADA	30	27	90.0

ALASKA	N/R	N/R	N/R
IDAHO	18	18	100.0
OREGON	33	32	97.0
WASHINGTON	50	43	86.0

**B. Promptness.**

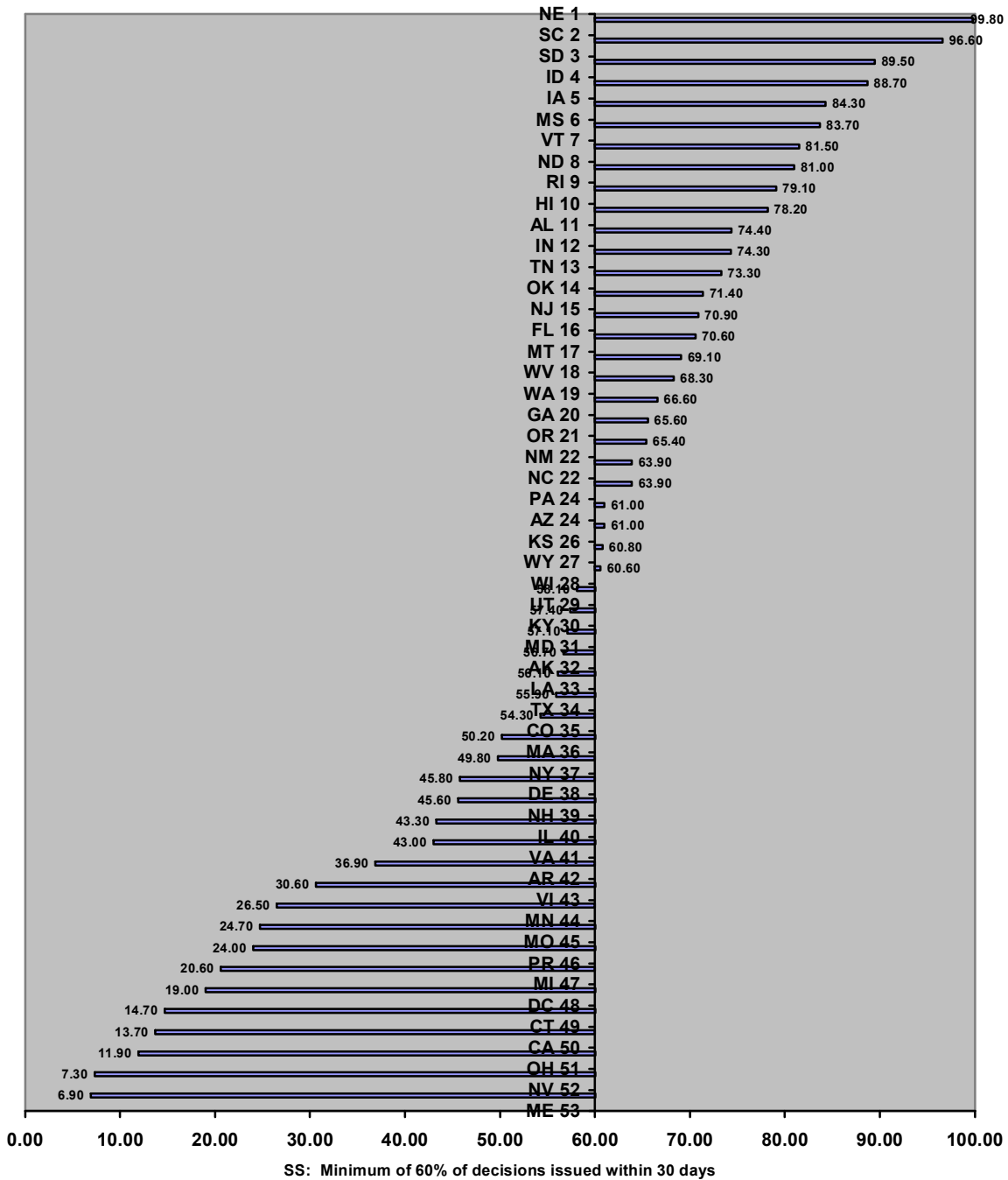
Results are included for both lower authority and higher authority appeals. The information is obtained from the MA 5-130 Reports from the 12-month period ending March 31, 1992.

Figures 111-30 through **111-32** show the results for lower authority appeals. Figure **111-32** 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.

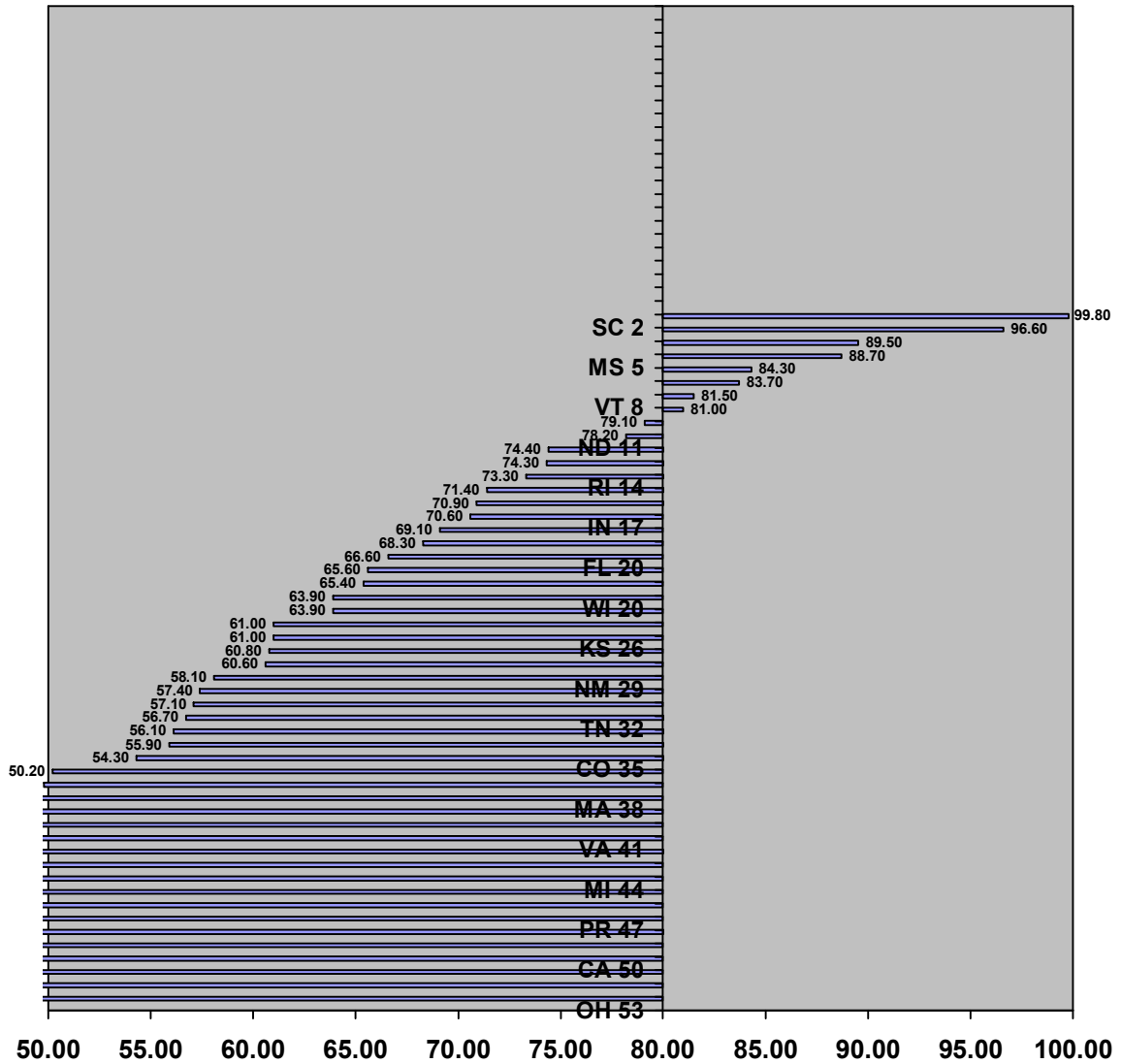
Figures 111-33 through 111-35 show the results for higher authority appeals. Figure 111-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and a minimum of 80 percent of decisions issued within 75 days.

FIGURE III 30

LOWER AUTHORITY APPEALS PROMPTNESS 30 DAYS



LOWER AUTHORITY APPEALS PROMPTNESS 45  
DAYS



SS: Minimum of 80% of decisions issued within 45 days

April 1, 1991 through March 31, 1992

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

STATE	% 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
NEW JERSEY	72.4	81.1
NEW YORK	47.0	75.3
PUERTO RICO	21.4	36.9
VIRGIN ISLANDS	33.3	42.9
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
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*

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
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

IOWA	83.2	91.8
KANSAS	68.8	89.1
MISSOURI	62.5	85.5
NEBRASKA	99.4	100.0

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

ARIZONA	70.2	93.4
CALIFORNIA	54.9	70.9
HAWAII	77.4	90.4
NEVADA	30.2	67.3

ALASKA	52.3	85.7
IDAHO	87.2	93.6
OREGON	67.2	80.4
WASHINGTON	71.1	88.5

FIGURE III – 33

HIGHER AUTHORITY APPEALS PROMPTNESS -- 45 DAYS

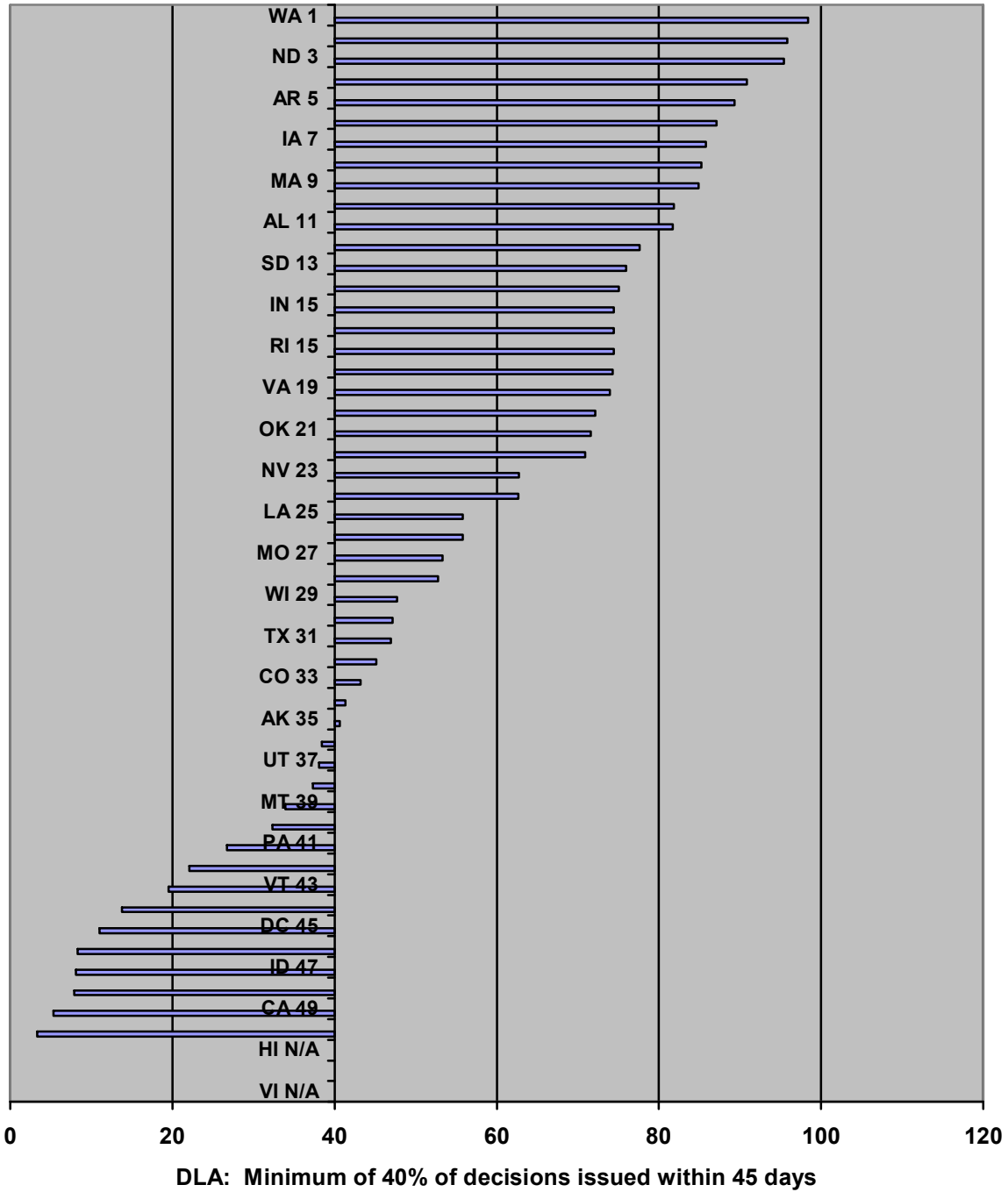
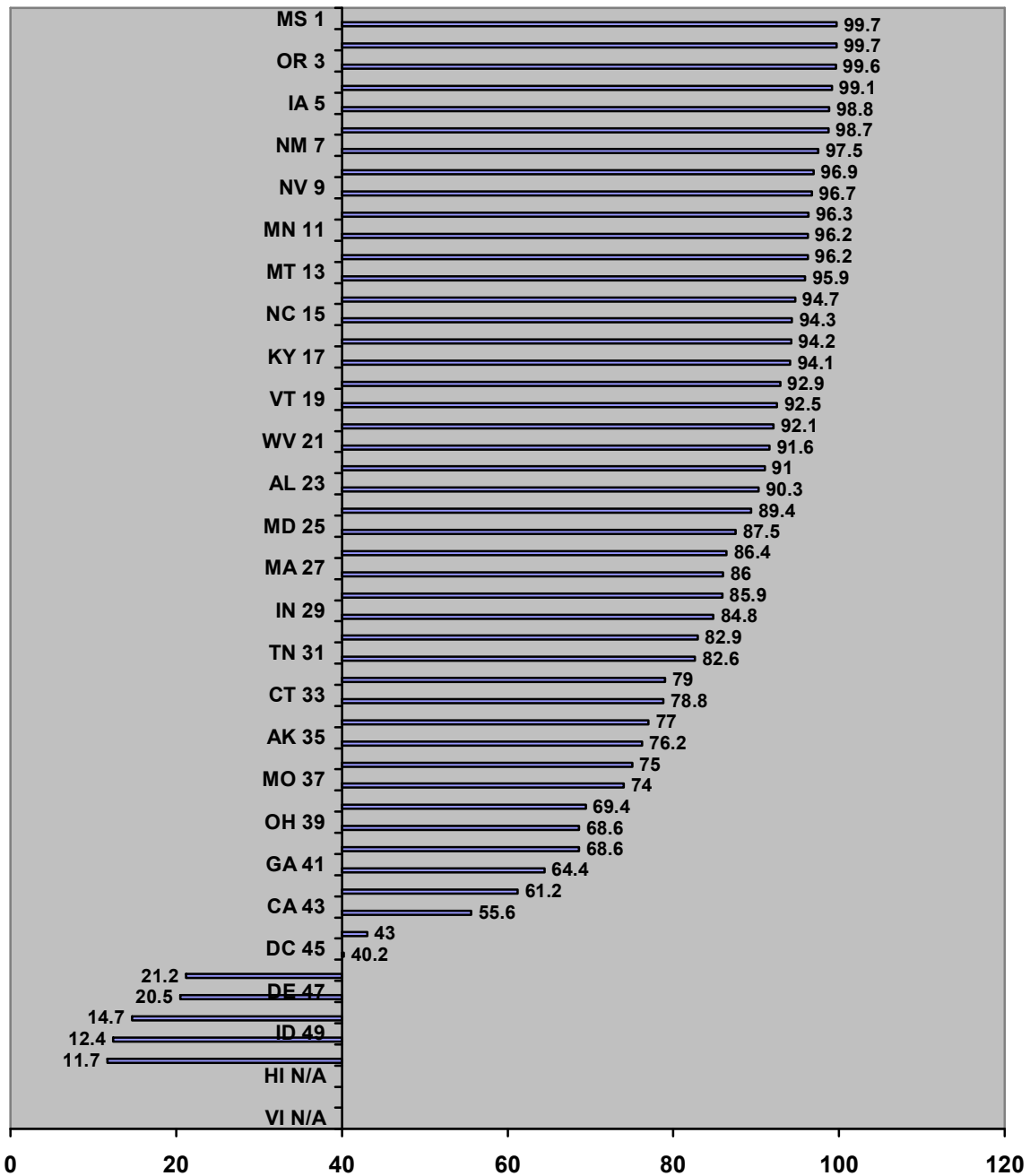


FIGURE III - 34



## HIGHER AUTHORITY APPEALS PROMPTNESS -- 75 DAYS



DLA: Minimum of 80% of decisions issued within 75 days

APPEALS PROMPTNESS - HIGHER AUTHORITY

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

April 1, 1991 through March 31, 1992

CONNECTICUT	80.9	95.2
MAINE	78.6	97.0
MASSACHUSETTS	77.5	86.5
NEW HAMPSHIRE	75.6	90.0
RHODE ISLAND	48.6	73.5
VERMONT	53.8	95.3
NEW JERSEY	91.8	97.5
NEW YORK	36.0	64.2
PUERTO RICO	55.4	55.4
VIRGIN ISLANDS	N/A	N/A
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
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

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

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

IOWA	71.4	92.6
KANSAS	90.6	99.2
MISSOURI	47.9	60.1
NEBRASKA	N /A	N/A

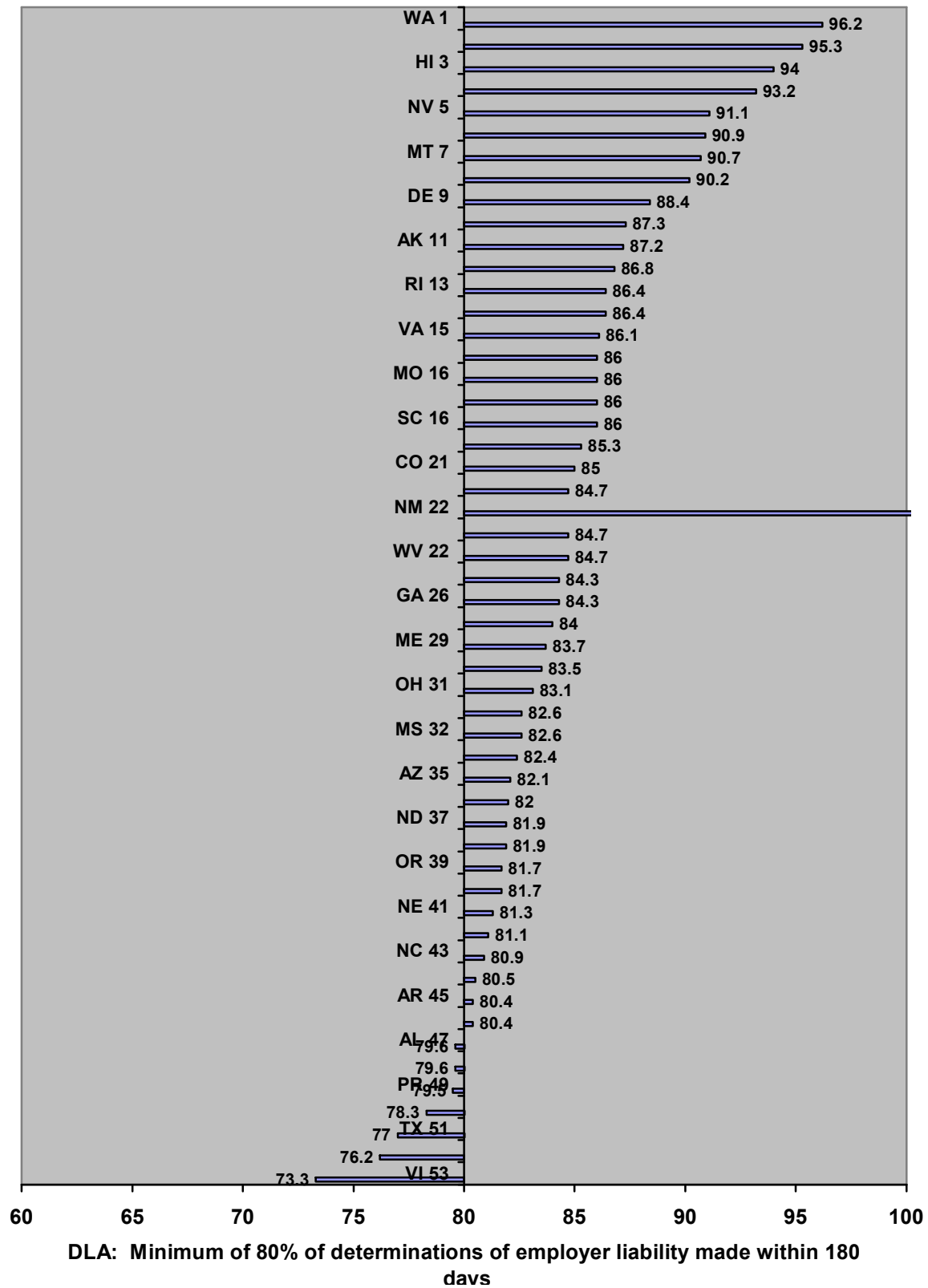
COLORADO	31.7	65.9
MONTANA	38.6	94.8
NORTH DAKOTA	97.5	100.0
SOUTH DAKOTA	51.9	74.1
UTAH	38.8	76.9
WYOMING	83.3	98.4

ARIZONA	12.0	23.7
CALIFORNIA	19.7	78.7
HAWAII	N/A	N/A
NEVADA	59.0	97.0

ALASKA	58.6	85.2
IDAHO	13.2	65.0
OREGON	87.6	99.7
WASHINGTON	97.6	98.4

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



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**STATUS DETERMINATIONS PROMPTNESS**

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

STATE	TOTAL CASES	#TIMELY	TIMELY
CONNECTICUT	235	190	80.9
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
NEW JERSEY	235	203	86.4
NEW YORK	235	208	88.5
PUERTO RICO	235	231	98.3
VIRGIN ISLANDS	150	86	57.3
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
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

*continued*

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

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
ARKANSAS	235	206	87.7
LOUISIANA	235	194	82.6
NEW MEXICO	235	194	82.6
OKLAHOMA	235	204	86.8
TEXAS	248	177	71.4
ARIZONA	235	189	80.4
CALIFORNIA	235	235	100.0
HAWAII	215	200	93.0
NEVADA	250	204	81.6
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 87

### A. Penetration.

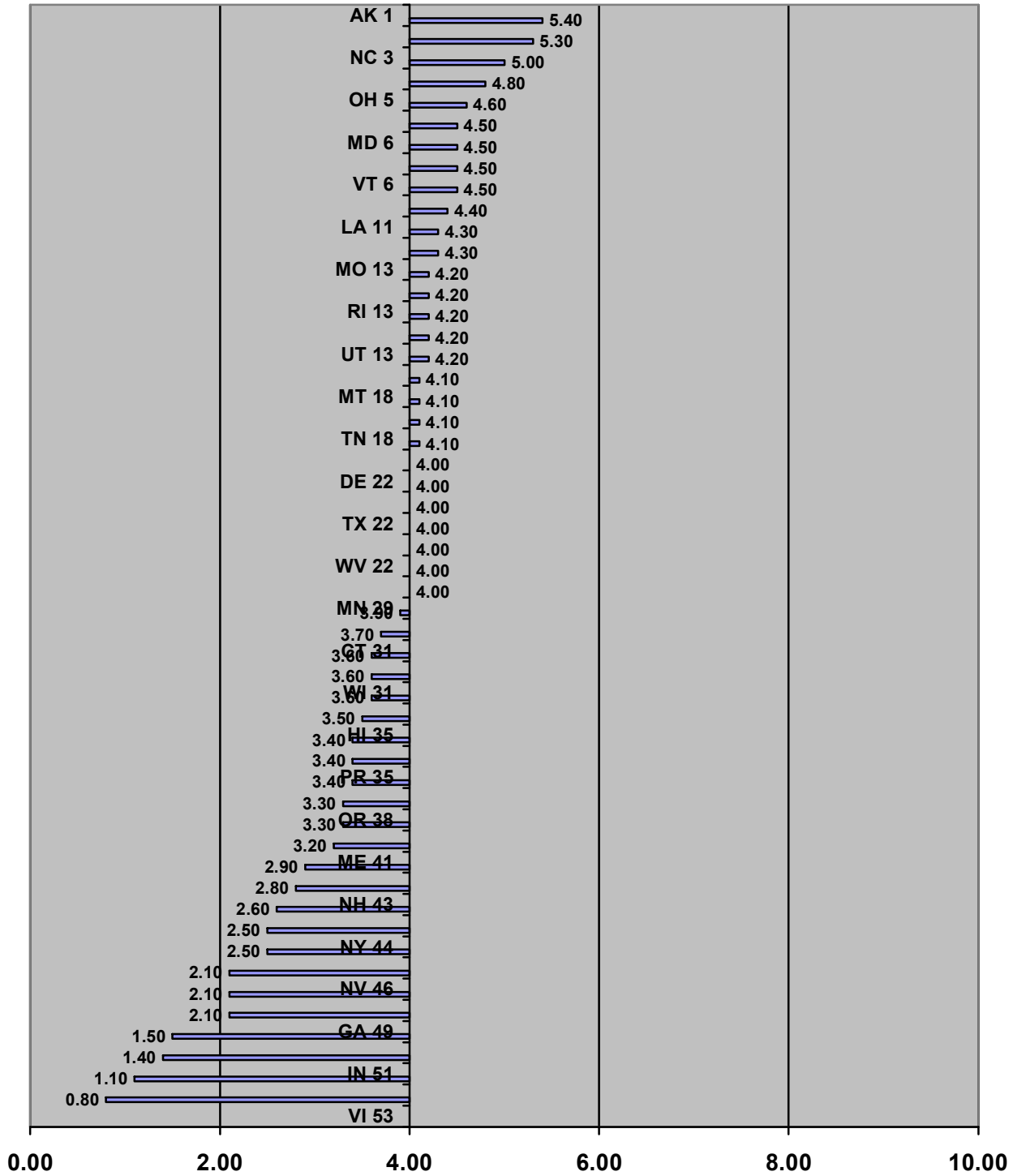
The results are shown in Figures 111-38 through 111-40. Figure 111-40 shows the total number of audits conducted during the four quarters of the fiscal year, the percentage of contributory employers audited, and the percentage of large employers audited. The number of contributory employers for the above 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 <sup>21</sup> 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.



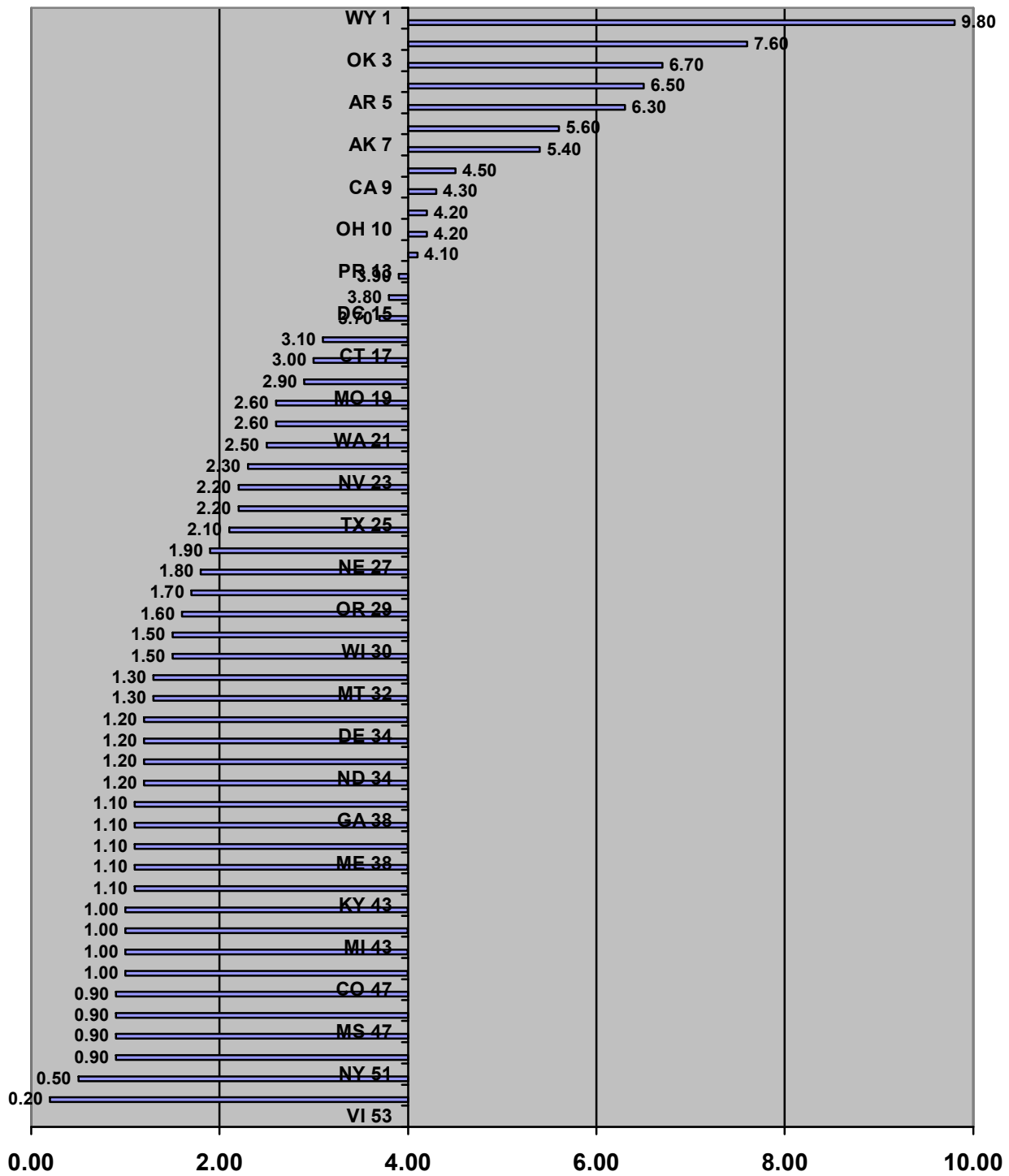
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FIELD AUDIT PENETRATION



DLA: Minimum penetration rate: Total contributory employer audits 4% at end of preceding FY

FIELD AUDIT PENETRATION - LARGE EMPLOYERS



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

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.

STATE	#TOTAL AUDITS	AUDITS COMPLETED	% LARGE EMPLOYER
CONNECTICUT	3,723	3.1	4.2
MAINE	1,287	3.2	1.1
MASSACHUSETTS	5,980	1.9	1.6
NEW HAMPSHIRE	1,314	3.2	0.4
RHODE ISLAND	1,096	4.7	7.9
VERMONT	722	4.7	2.5
NEW JERSEY	8,007	2.3	2.0
NEW YORK	17,349	2.0	0.7
PUERTO RICO	2,012	2.6	2.6
VIRGIN ISLANDS	123	0.0	0.0
DELAWARE	603	4.0	0.0
DIST OF COL	855	4.1	3.5
MARYLAND	4,334	4.2	1.3

**REGION 3**

PENNSYLVANIA	8,997	4.2	3.4
VIRGINIA	4,991	4.0	1.0
WEST VIRGINIA	1,361	4.0	2.9

**REGION 4**

<b>ALABAMA</b>	<b>3,119</b>	<b>4.1</b>	<b>1.3</b>
FLORIDA	11,965	4.5	1.2
GEORGIA	5,546	0.5	0.1
KENTUCKY	2,772	4.3	1.7
MISSISSIPPI	1,793	4.1	2.2
NORTH CAROLINA	5,181	4.8	2.8
SOUTH CAROLINA	2,698	4.2	1.2
TENNESSEE	3,656	4.1	1.2

ILLINOIS	0.510	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
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
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

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
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

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 III - 41** *FIELD AUDIT PERFORMANCE***Desired Level of Achievement: None Currently Established For This Activity.**

STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
NEW JERSEY	75	75	100.0
NEW YORK	75	75	100.0
PUERTO RICO	75	74	98.7
VIRGIN ISLANDS	INA	INA	INA
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
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
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	<b>84</b>	84	100.0
SOUTH CAROLINA	75	75	100.0
TENNESSEE	77	74	96.1

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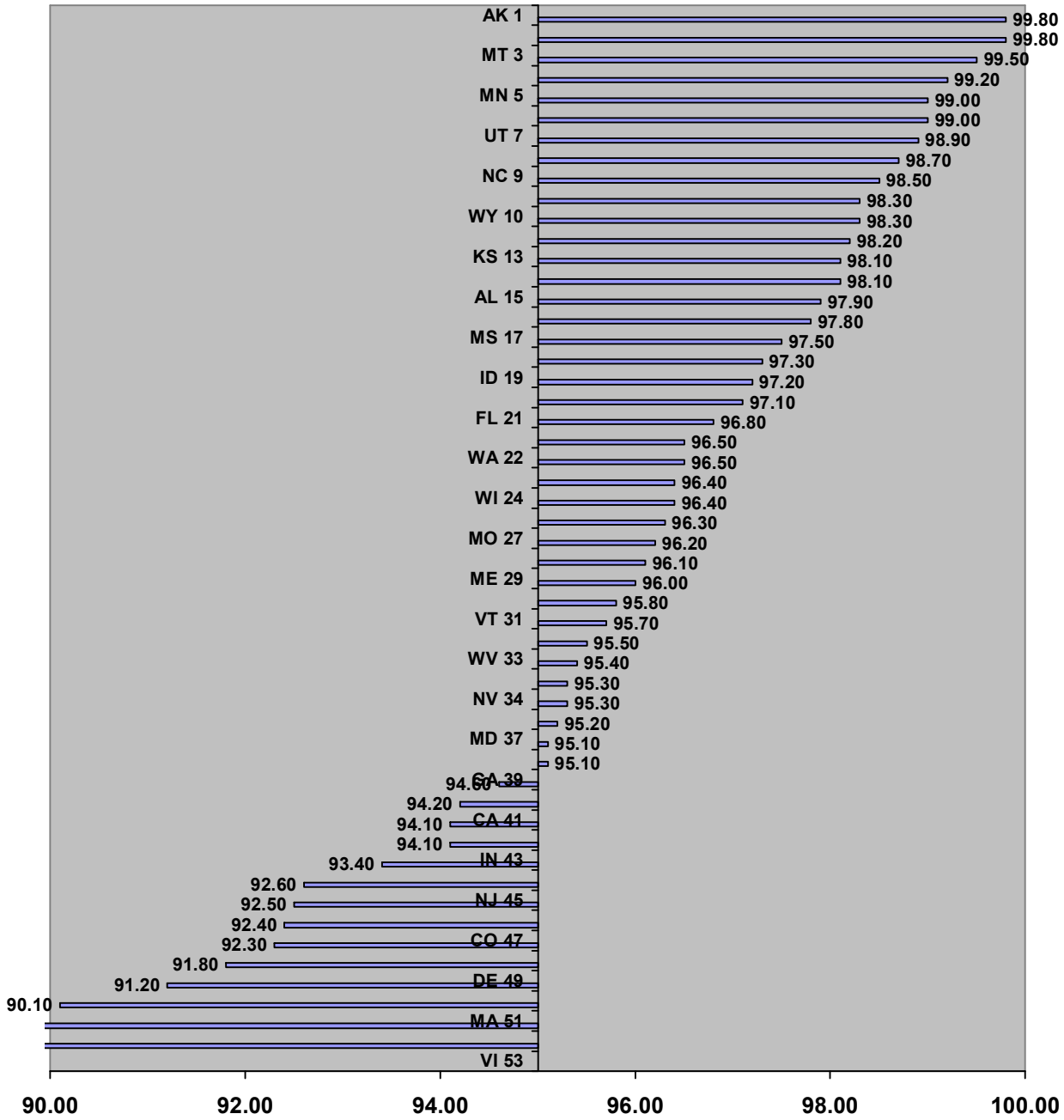
ILLINOIS	STATE	75	75	100.0
INDIANA		5	0	0.0
MICHIGAN		80	77	96.3
MINNESOTA		75	75	100.0
OHIO		80	80	100.0
WISCONSIN		75	75	100.0
ARKANSAS		80	80	100.0
LOUISIANA		80	80	100.0
NEW MEXICO		75	75	100.0
OKLAHOMA		75	75	100.0
TEXAS		80	80	100.0

IOWA	75	74	98.7
KANSAS	75	73	97.3
MISSOURI	78	78	100.0
NEBRASKA	75	75	100.0
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	100.0
ARIZONA	75	75	100.0
CALIFORNIA	80	78	97.5
HAWAII	72	71	98.6
NEVADA	64	64	100.0
ALASKA	75	75	100.0
IDAHO	75	73	97.3
OREGON	75	73	97.3
WASHINGTON	75	75	100.0

The results are shown in Figures 111-42 and 111-43. Figure 111-43 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

REPORT DELINQUENCY



DLA:

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



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

% REPORTS TIMELY

STATE	# OF EMPLOYER	# REPORTS TIMELY REPORTS	
CONNECTICUT	379,979	357,392	94.1
MAINE	134,110	128,793	96.0
MASSACHUSETTS	604,164	537,267	88.9
NEW HAMPSHIRE	130,023	128,696	99.0
RHODE ISLAND	111,887	107,698	96.3
VERMONT	75,583	72,327	95.7
NEW JERSEY	813,577	752,233	92.5
NEW YORK	1,758,174	1,623,869	92.4
PUERTO RICO	199,825	152,557	76.4
VIRGIN ISLANDS	INA	INA	INA
DELAWARE	74,084	67,589	91.2
DIST. OF COL.	83,426	79,696	95.5
MARYLAND	451,394	429,232	95.1
PENNSYLVANIA	934,254	900,971	96.4
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
VIRGINIA	517,845	492,652	95.1
WEST VIRGINIA	140,267	133,835	95.4

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

ARKANSAS	106,006	104,220	98.0
LOUISIANA	322,102	306,629	95.2
NEW MEXICO	132,648	126,814	95.7
OKLAHOMA	259,289	249,049	96.1
TEXAS	1,249,495	1,218,900	97.6
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

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

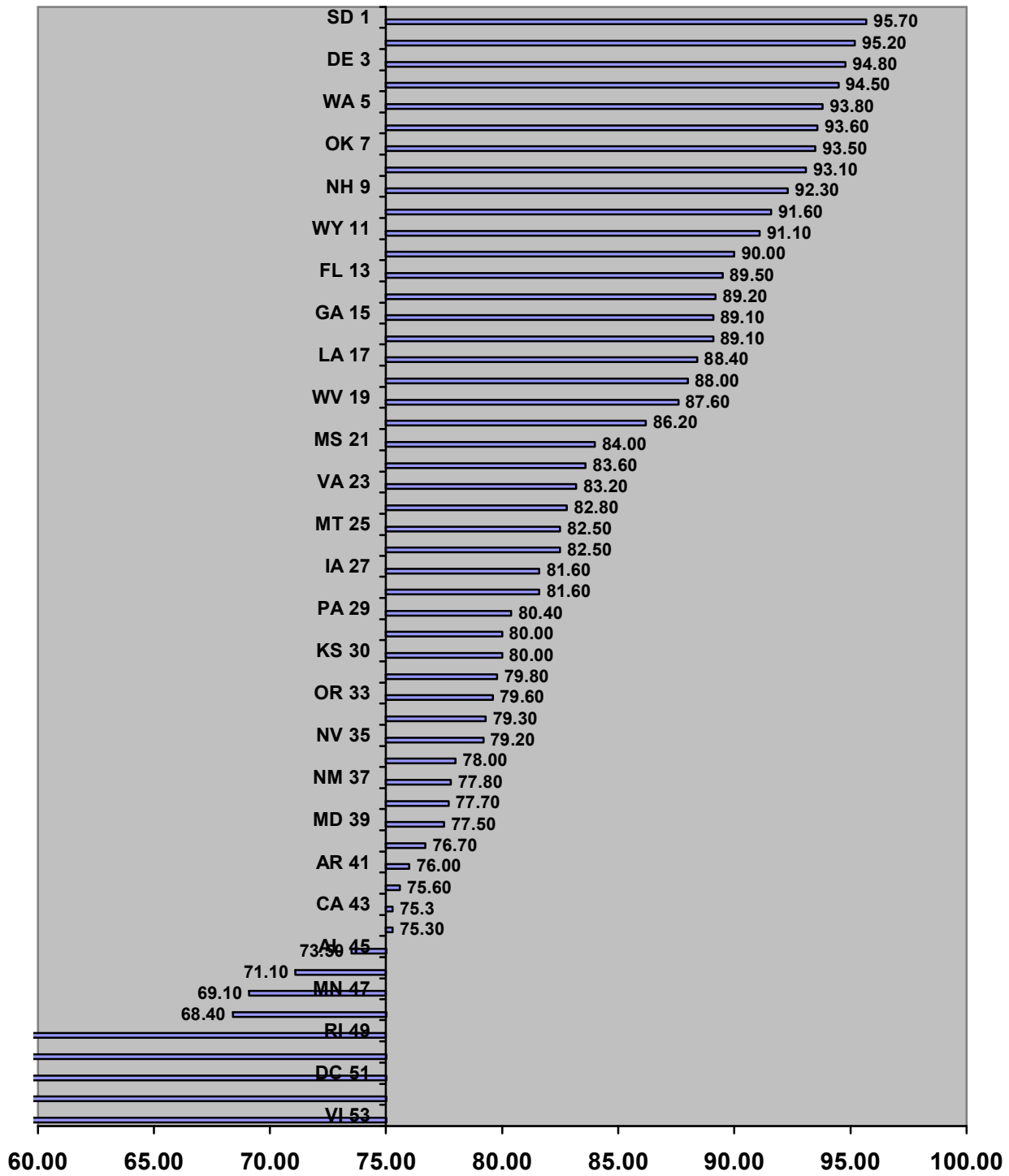
ARIZONA	313,266	300,596	96.0
CALIFORNIA	2,996,180	2,813,010	93.9
HAWAII	103,302	102,649	99.4
NEVADA	109,527	105,259	96.1
ALASKA	53,733	53,595	99.7
IDAHO	100,958	98,900	98.0
OREGON	300,490	272,775	90.7
WASHINGTON	507,393	491,721	96.9

## V I I I. COLLECTION PROMPTNESS

99

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



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

DLA:

FIGURE 111-45

**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.**

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
NEW JERSEY	275	212	77.1
NEW YORK	285	203	71.2
PUERTO RICO	275	83	30.2
VIRGIN ISLANDS	250	235	94.0
<hr/>			
DELAWARE	165	144	87.3
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
<hr/>			
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*

ILLINOIS	283	239	84.5
INDIANA	<b>275</b>	204	<b>74.2</b>
MICHIGAN	275	209	76.0
MINNESOTA	<b>275</b>	184	66.9
OHIO	<b>275</b>	217	78.9
WISCONSIN	250	177	70.8

ARKANSAS	250	185	74.0
LOUISIANA	250	<b>242</b>	96.8
NEW MEXICO	<b>275</b>	210	76.4
OKLAHOMA	<b>275</b>	245	89.1
TEXAS	275	232	84.4

IOWA	250	196	78.4
KANSAS	250	205	82.0
MISSOURI	275	239	86.9
NEBRASKA	250	219	87.6

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
ARIZONA	275	262	95.3
CALIFORNIA	13,179 *	9,977	75.7
HAWAII	250	242	96.8
NEVADA	240	188	78.3

ALASKA	201	199	
IDAHO	250	203	
OREGON	<b>275</b>	210	
WASHINGTON	1,628 *	1,327	

**Number represents all delinquent contributory employers for the first quarter of CY 1991**

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## *IX. CASH MANAGEMENT*

### **A. Employer Accounts.**

The results of the analysis are shown in Figure 111-46 and Figure 111-49. The Desired Level of Achievement is a minimum of 90 percent of dollars deposited within three days of receipt.

### **B. Clearing Account.**

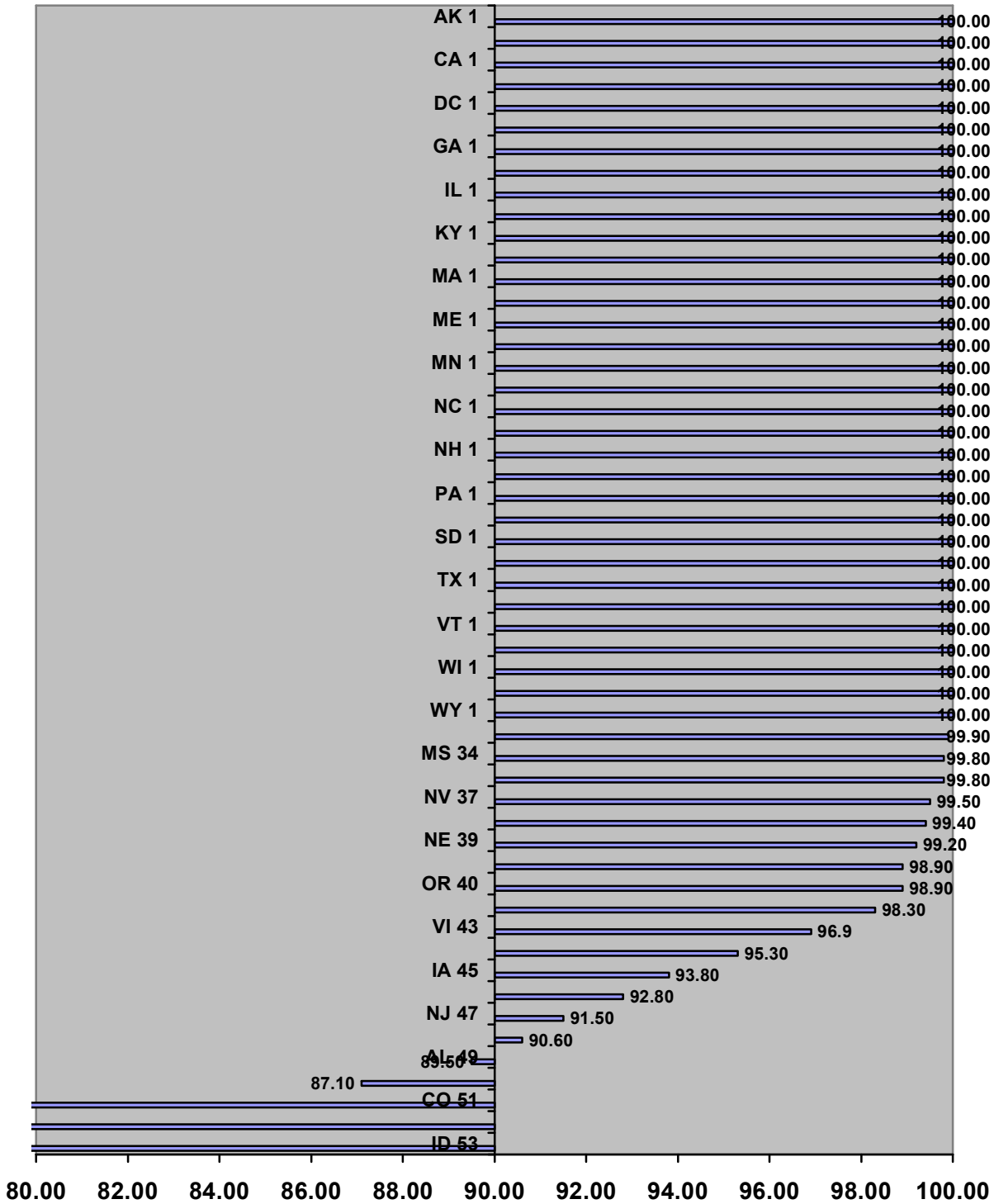
This measurement is an assessment of the promptness with which money is transferred from the Clearing Account to the Trust Fund. The data are obtained from the ETA 8414 Reports for the 12 months ending September 30, 1991. Figure 111-47 and Figure 111-49 show the average number of days deposits remained 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, 1991. Figure 111-48 and Figure 111-49 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

COLLECTIONS PROMPTNESS

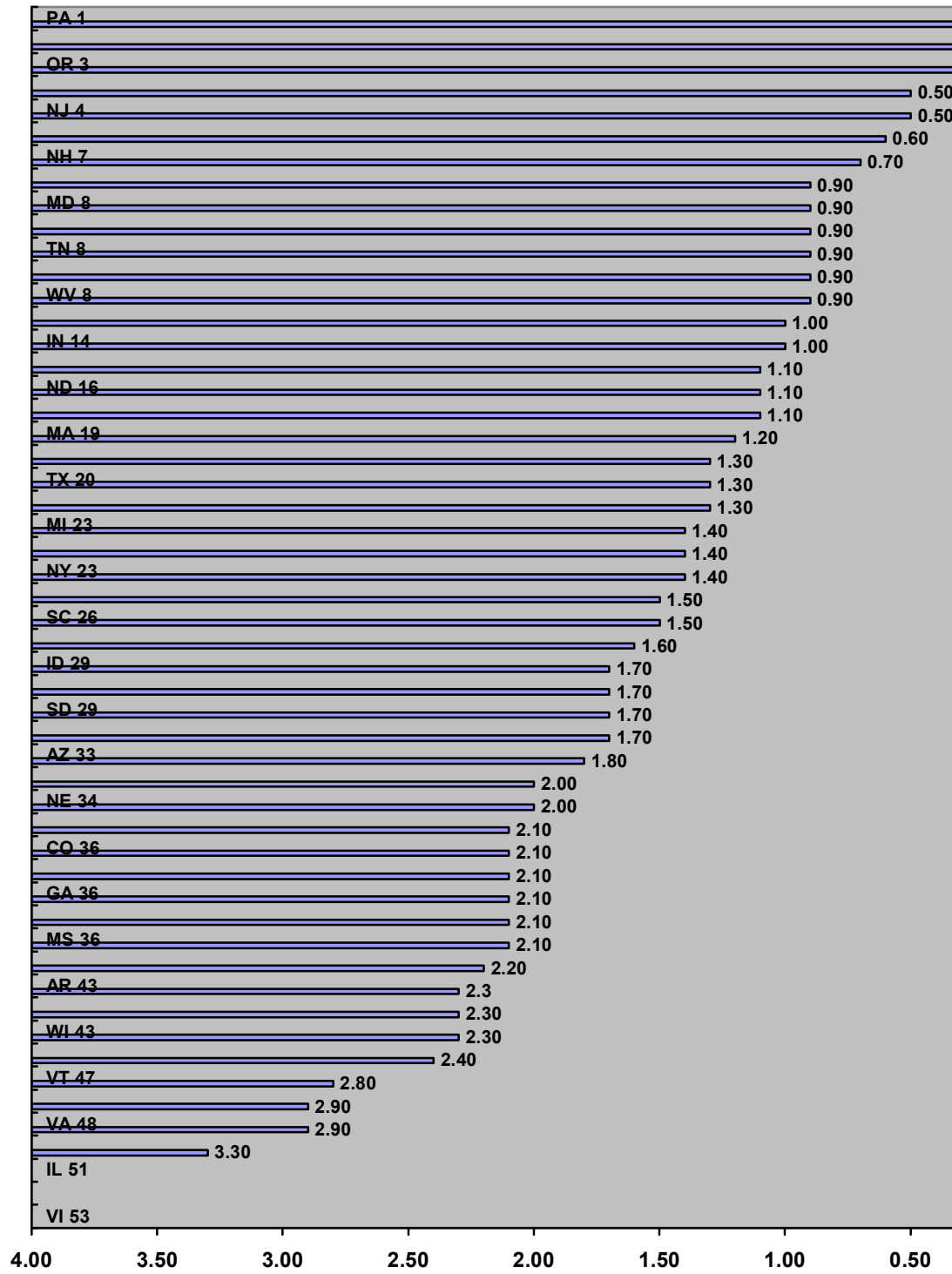


DLA: Minimum of 90% of monies deposited within 3 days of receipt



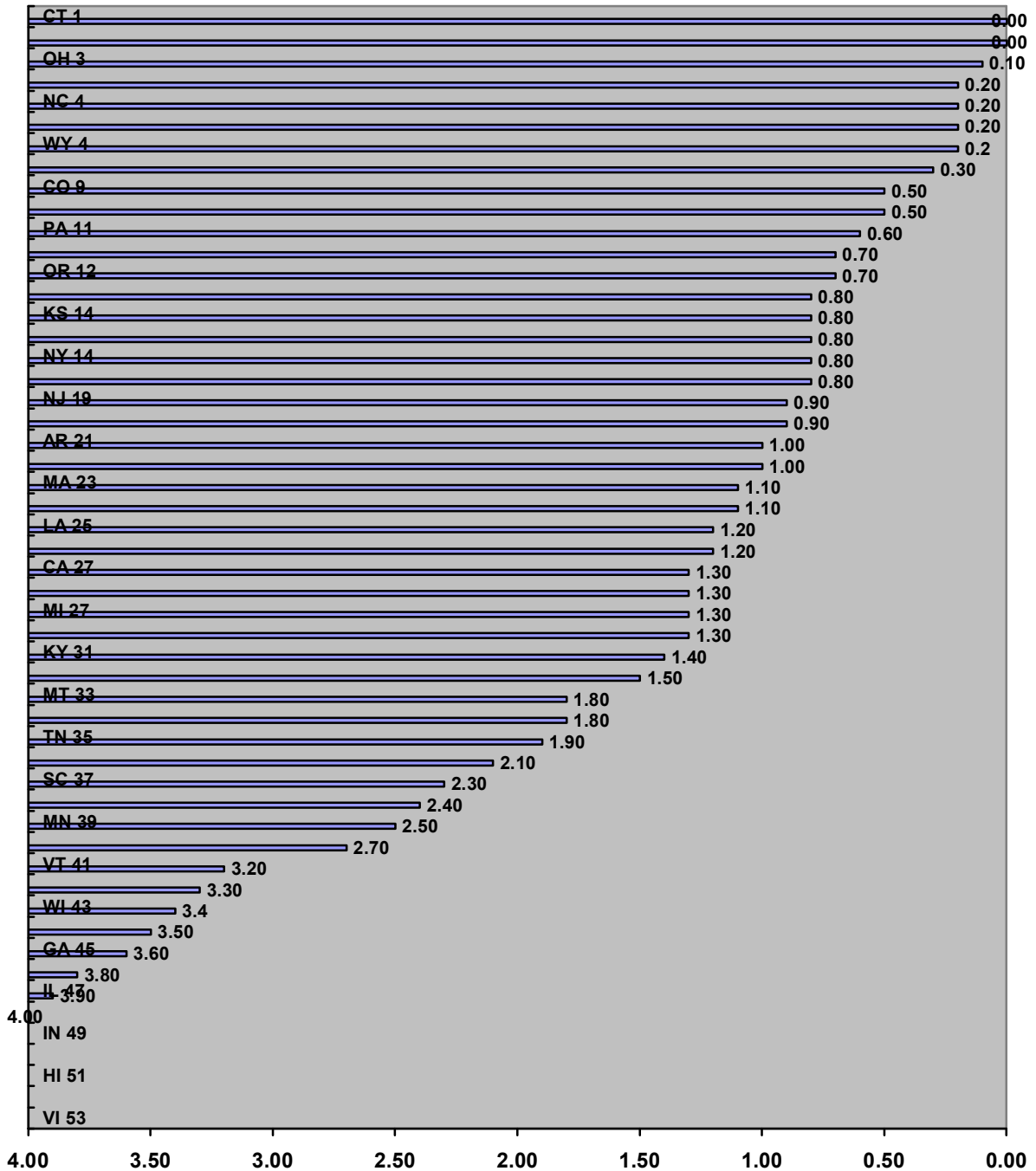
FIGURE III - 47

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

**CASH MANAGEMENT**

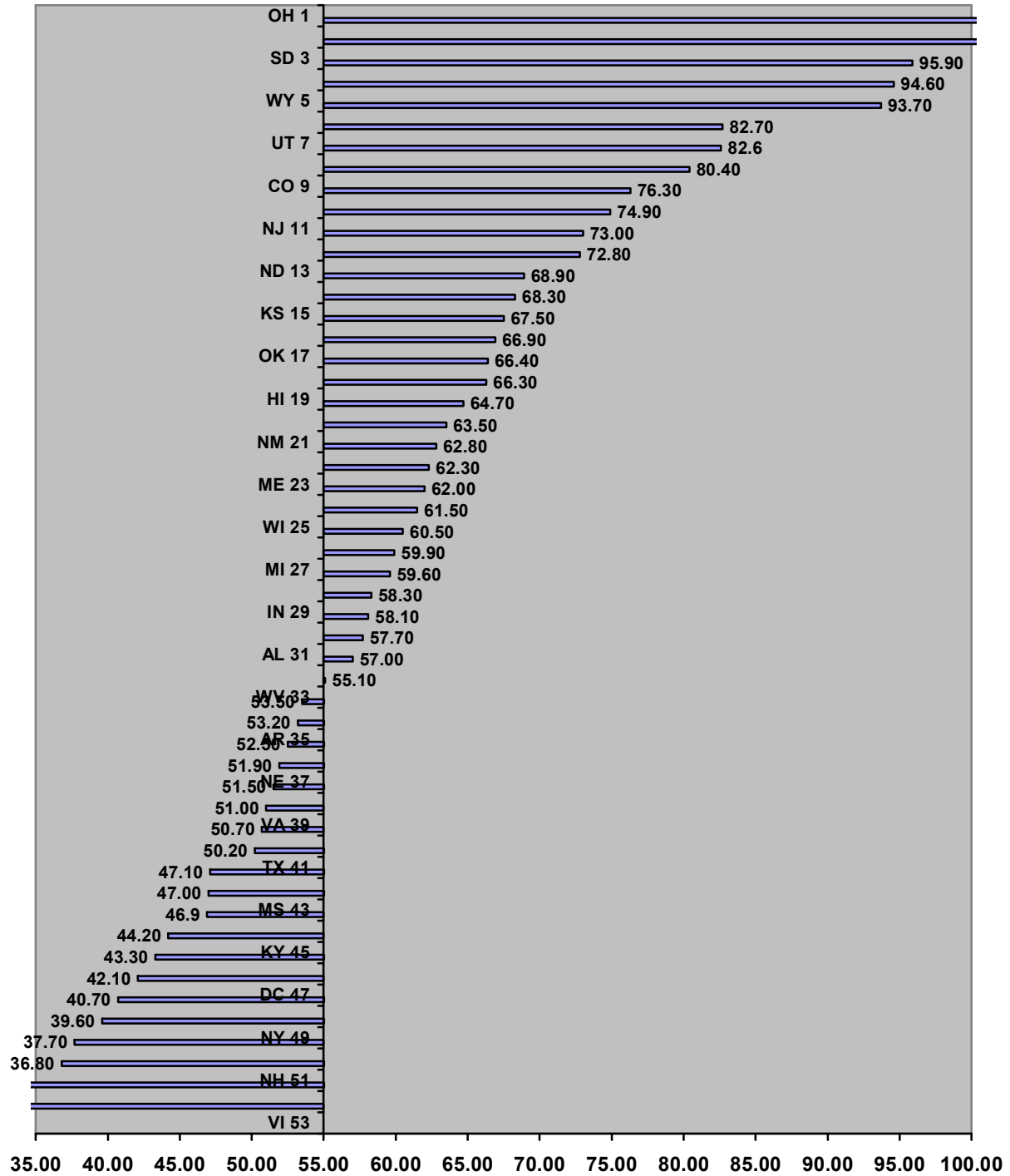
**Desired Level of Achievement: Minimum of 90 Percent of Monies Deposited Within 3 Days of Receipt. Maximum of 2 Days for Which Funds are on Deposit in Clearing Account Before Transferred to Trust Fund. Withdraw from the State Account in the Unemployment Trust Fund an amount sufficient to maintain in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

STATE	EMPLOYER TRANSFER TO TRUST FUND ACCOUNTS TRUST FUND WITHDRAWAL TIMELY AVG. DAYS	AVG. DAYS
CONNECTICUT	100.0	2.2
MAINE	98.0	2.3
MASSACHUSETTS	100.0	1.4
NEW HAMPSHIRE	100.0	1.0
RHODE ISLAND	95.8	0.2
VERMONT	100.0	2.5
NEW JERSEY	90.2	0.2
NEW YORK	95.5	1.1
PUERTO RICO	94.2	4.8
VIRGIN ISLANDS	53.5	1.6
DELAWARE	100.0	1.5
DIST OF COL	100.0	1.6
MARYLAND	100.0	1.0
PENNSYLVANIA	100.0	0.3
VIRGINIA	100.0	1.7
WEST VIRGINIA	100.0	1.5
ALABAMA	97.6	2.1
FLORIDA	100.0	0.6
GEORGIA	100.0	1.2
KENTUCKY	99.1	1.0
MISSISSIPPI	99.9	2.1
NORTH CAROLINA	100.0	1.3
SOUTH CAROLINA	100.0	1.6
TENNESSEE	100.0	1.6

STATE	EMPLOYER ACCOUNTS TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
ILLINOIS	100.0	3.9	4.7
INDIANA	100.0	1.0	<b>4.6</b>
MICHIGAN	100.0	1.2	1.0
MINNESOTA	100.0	0.8	2.1
OHIO	95.4	1.1	<b>0.4</b>
WISCONSIN	100.0	1.8	1.7
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
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
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
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
ALASKA	100.0	1.2	0.7
IDAHO	93.9	<b>2.5</b>	1.1
OREGON	100.0	0.4	0.2
WASHINGTON	100.0	1.1	2.9

The results are shown in Figures 111-50 through Figure 111-52. Figure 111-52 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.

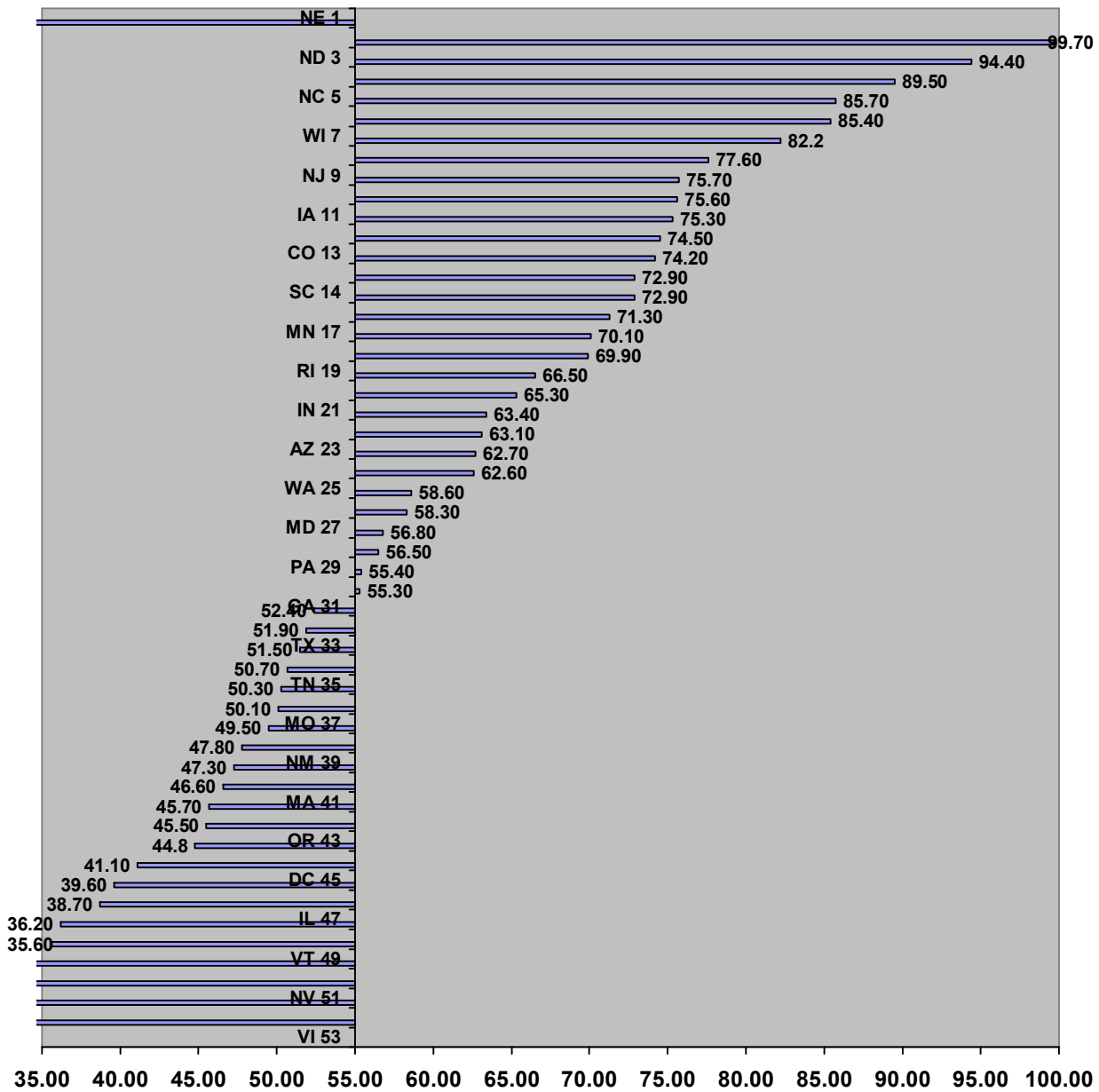
FRAUD



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

DLA:

NONFRAUD



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

**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.**

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
NEW JERSEY	50.5	76.1
NEW YORK	43.0	47.3
PUERTO RICO	3.9	3.0
VIRGIN ISLANDS	0.0	0.0
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
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



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
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
IOWA	79.8	86.7
KANSAS	60.4	68.6
MISSOURI	66.9	49.9
NEBRASKA	55.2	139.4

COLORADO	41.5	82.6
MONTANA	56.8	71.8
NORTH DAKOTA	113.3	90.3
SOUTH DAKOTA	138.8	96.1
UTAH	102.0	54.5
WYOMING	118.4	79.0
ARIZONA	76.9	41.3
CALIFORNIA	68.4	47.4
HAWAII	84.7	58.3
NEVADA	55.8	31.6

ALASKA	62.1	95.9
IDAHO	60.2	90.4
OREGON	66.4	48.3
WASHINGTON	37.7	57.4