

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2024
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	FY 2024 Requirement
First Payment Promptness	Apr 1, 2022 – Mar 31, 2023	87%	CAP
Nonmonetary Determination Time Lapse	Apr 1, 2022 – Mar 31, 2023	80% (combined score)	CAP
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2022 – Mar 31, 2023	75%	CAP
Nonmonetary Determination Quality – Separations	Apr 1, 2022 – Mar 31, 2023	75%	CAP
Detection of Overpayments	<u>BPC</u> Apr 1, 2020 – Mar 31, 2023	50%	CAP
	<u>BAM</u> Oct. 1, 2019 – Sep. 30, 2022	95%	Narrative
	If rate over 95% is a result of improper administration of BAM and/or BPC	95%	CAP
Average Age of Pending Lower Authority Appeals	Apr 1, 2022 – Mar 31, 2023	30 days	CAP
Average Age of Pending Higher Authority Appeals	Apr 1, 2022 – Mar 31, 2023	40 days	CAP
Lower Authority Appeals Quality	Apr 1, 2022 – Mar 31, 2023	80%	CAP
New Employer Status Determinations Time Lapse	Jan 1, 2022 – Dec 31, 2022	70%	CAP
Tax Quality – Part A	Jan 1, 2022 – Dec 31, 2022	No more than 3 tax functions failing Tax Performance System (TPS) in a year	CAP
Tax Quality – Part B	Jan 1, 2022 – Dec 31, 2022	The same tax function cannot fail for 3 consecutive years	CAP
Effective Audit Measure	Jan 1, 2022 – Dec 31, 2022	Score ≥ 7 and pass all 4 factors	CAP
Improper Payments Measure	BAM batches 202127 through 202226	< 10%	CAP
UI Overpayment Recovery Measure	Jul 1, 2021 – Jun 30, 2022	68%	CAP

Secretary's Standards in Regulation	Measurement Period	Criteria	FY 2024 Requirement
First Payment Promptness (Intrastate 14/21 Days)	Apr 1, 2022 – Mar 31, 2023	87%	CAP
First Payment Promptness (Intrastate 35 Days)	Apr 1, 2022 – Mar 31, 2023	93%	CAP
First Payment Promptness (Interstate 14/21 Days)	Apr 1, 2022 – Mar 31, 2023	70%	CAP
First Payment Promptness (Interstate 35 Days)	Apr 1, 2022 – Mar 31, 2023	78%	CAP
Lower Authority Appeals (30 Days)	Apr 1, 2022 – Mar 31, 2023	60%	CAP
Lower Authority Appeals (45 Days)	Apr 1, 2022 – Mar 31, 2023	80%	CAP

UI Programs, etc.	Measurement Period	Criteria	FY 2024 Requirement
Data Validation –Populations & Modules (Benefits and Tax)	Apr 1, 2022 – Mar 31, 2023	Results not submitted by June 10, 2023	CAP
		Failing/incomplete submission by June 10, 2023	CAP
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2023		CAP
BAM operations not compliant with investigative and/or method and procedure requirements including construction of valid samples and sample populations	Based on the annual determination letter issued on or before May 1, 2023		CAP
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2022 – Mar 31, 2023		Narrative
TPS Sample Reviews	Jan 1, 2022 – Dec 31, 2022		CAP
Reporting Deficiencies			Narrative
UI Program Integrity			IAP