

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2027
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	Requirement
First Payment Promptness	Apr 1, 2025 – Mar 31, 2026	87%	CAP
Nonmonetary Determination Time Lapse	Apr 1, 2025 – Mar 31, 2026	80% (combined score)	CAP
Nonmonetary Determination Quality – Non-separations	Apr 1, 2025 – Mar 31, 2026	75%	CAP
Nonmonetary Determination Quality – Separations	Apr 1, 2025 – Mar 31, 2026	75%	CAP
Detection of Overpayments	<u>BPC</u> Apr 1, 2023 – Mar 31, 2026	50%	CAP
	<u>BAM</u> Oct. 1, 2022 – Sep. 30, 2025	95%	CAP
	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, 2025 – Mar 31, 2026	30 days	CAP
Average Age of Pending Higher Authority Appeals	Apr 1, 2025 – Mar 31, 2026	40 days	CAP
Lower Authority Appeals Quality	Apr 1, 2025 – Mar 31, 2026	80%	CAP
New Employer Status Determinations Time Lapse	Jan 1, 2025 – Dec 31, 2025	70%	CAP
Tax Quality – Part A	Jan 1, 2025 – Dec 31, 2025	No more than 3 tax functions failing Tax Performance System (TPS) in a year	CAP
Tax Quality – Part B	Jan 1, 2025 – Dec 31, 2025	The same tax function may not fail for 3 consecutive years	CAP
Effective Audit Measure	Jan 1, 2025 – Dec 31, 2025	Score ≥ 7 and pass all 4 factors	CAP
Improper Payments Measure	BAM batches 202427 through 202526	< 10%	CAP
UI Overpayment Recovery Measure	Jul 1, 2024 – Jun 30, 2025	68%	CAP

Secretary's Standards in Regulation	Measurement Period	Criteria	Requirement
First Payment Promptness (Intrastate 14/21 Days)	Apr 1, 2025 – Mar 31, 2026	87%	CAP
First Payment Promptness (Intrastate 35 Days)	Apr 1, 2025 – Mar 31, 2026	93%	CAP
First Payment Promptness (Interstate 14/21 Days)	Apr 1, 2025 – Mar 31, 2026	70%	CAP
First Payment Promptness (Interstate 35 Days)	Apr 1, 2025 – Mar 31, 2026	78%	CAP
Lower Authority Appeals (30 Days)	Apr 1, 2025 – Mar 31, 2026	60%	CAP
Lower Authority Appeals (45 Days)	Apr 1, 2025 – Mar 31, 2026	80%	CAP

UI Programs, etc.	Measurement Period	Criteria	Requirement
Data Validation –Populations & Modules (Benefits and Tax)	Apr 1, 2025 – Mar 31, 2026	Results not submitted by June 10, 2026	CAP
		Failing/incomplete submissions by June 10, 2026	CAP
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2026	Must meet requirements	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, 2026	Must meet requirements	CAP
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2025 – Mar 31, 2026	95%	Narrative
TPS Sample Reviews	Jan 1, 2025 – Dec 31, 2025	Must submit	CAP
Reporting Deficiencies	Ongoing	Must submit	Narrative
RESEA Participant Reemployment Rate	Jan 1, 2025 – Dec 31, 2025	May not fail target for 3 consecutive years	CAP

UI Program Integrity	Ongoing	Must submit	IAP
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