ET HANDBOOK NO. 336

18th Edition

APPENDIX III

PERFORMANCE MEASURES

UI Performs Core Measures

Core Measures	Acceptable Levels of Performance
Benefits Measures	
First Payment Promptness: % of all 1st payments within 14/21 days after the compensable week (excludes workshare, DUA, retroactive payments)	87
Nonmonetary Determination Time Lapse: % of Separations and Nonseparations within 21 days of Detection Date	80 (combined score)
Nonmonetary Determination Quality- Nonseparations: % of Nonseparation Determinations with Quality Scores equal to or greater than 95 points	75
Nonmonetary Determination Quality- Separations: % of Separation Determinations with Quality Scores equal to or greater than 95 points	75
Overpayment Measure	
Detection of Overpayments: % of detectable/recoverable overpayments established for recovery	50
Appeals Measures	
Average Age of Pending Lower Authority Appeals:	TBD
Average Age of Pending Higher Authority Appeals:	TBD
Lower Authority Appeals Quality: % of Lower Authority Appeals with Quality Scores at least 85% of potential points	80
Tax Measures	
New Employer Status Determinations Time Lapse: % of New Status Determinations within 90 days of Quarter End Date	70
Tax Quality: assessment of the accuracy and completeness of the tax program	No more than 3 tax functions failing TPS in a year
	The same tax function cannot fail for 3 consecutive years
Reemployment Measure	
Facilitate Reemployment: % of UI claimants who are reemployed within the quarter following their first UI payment	TBD

Secretary Standards in Regulation

First Payment Promptness (Regulation): % of 1st Payments within 14/21 days: IntraState UI, full weeks	87
First Payment Promptness (Regulation): % of 1st Payments within 35 days: IntraState UI, full weeks	93
First Payment Promptness (Regulation): % of 1st Payments within 14/21 days: InterState UI, full weeks	70
First Payment Promptness (Regulation): % of 1st Payments within 35 days: InterState UI, full weeks	78
Lower Authority Appeals (Regulation): % decided within 30 days of filing	60
Lower Authority Appeals (Regulation): % decided within 45 days of filing	80

UI Performs Management Information Measures

Secretary's Standards

- 1. First Payments Intrastate full weeks, within 14/21 days
- 2. First Payments Intrastate full weeks, within 35 days
- 3. First Payments Interstate full weeks, within 14/21 days
- 4. First Payments Interstate full weeks, within 35 days
- 5. Lower Authority Appeals Timeliness 30 Days
- 6. Lower Authority Appeals Timeliness 45 Days

Tax Measures

- 1. New Status Determination Timeliness (within 180 days of Quarter Ending Date)
- 2. Successor Status Determination Timeliness (within 90 days of Quarter Ending Date)
- 3. Successor Status Determination Timeliness (within 180 days of Quarter Ending Date)
- 4. Contributory Employer Report Filing Timeliness
- 5. Reimbursing Employer Report Filing Timeliness
- 6. Secured Delinquent Contributory Reports Timeliness
- 7. Secured Delinquent Reimbursing Reports Timeliness
- 8. Resolved Delinquent Contributory Reports Timeliness
- 9. Resolved Delinquent Reimbursing Reports Timeliness
- 10. Contributory Employer Payments Timeliness
- 11. Reimbursing Employer Payments Timeliness
- 12. Percent of Contributory Employer Tax Due Declared Uncollectible
- 13. Percent of Reimbursing Employer Receivables Due Declared Uncollectible
- 14. Percent of Contributory Employer Accounts Receivable At End of Report Period to Tax Due
- 15. Percent of Reimbursing Employer Accounts Receivable At End of Report Period to Tax Due
- 16. Percent of Change in Total Wages Resulting from Audit
- 17. Percent of Contributory Employers Audited
- 18. Percent of Total Wages Audited (Annualized)
- 19. Accuracy of New Status Determination
- 20. Accuracy of Successor Determination
- 21. Accuracy of Status Inactivations
- 22. Timeliness of Cashiering
- 23. Accurate Identification and Resolution of Report Delinquency
- 24. Accurate Identification and Resolution of Accounts Receivable
- 25. Audits to Meet ESM Requirements
- 26. Accuracy of Contribution Report Processing
- 27. Accuracy of Debits and Billings of Contributory Employers
- 28. Accuracy of Debits and Billings of Reimbursing Employers

- 29. Accuracy of Credits and Refunds
- 30. Accuracy of Benefit Charging
- 31. Accuracy of Experience Rating

Cash Management Measures

- 1. Average Days on Deposit
- 2. Timeliness of transfer from clearing account to Trust Fund

Benefits Measures

<u>Timeliness of Payments and Nonmonetary Determinations</u>

- 1. First Payments Intrastate full weeks
- 2. First Payments Interstate full weeks
- 3. First Payments Intrastate, all weeks
- 4. First Payments Interstate, all weeks
- 5. First Payments, partial weeks
- 6. First Payments, UCFE
- 7. First Payments, UCX
- 8. First Payments, workshare
- 9. Continued Weeks Payment, all weeks
- 10. Continued Weeks Payment, partial weeks
- 11. Continued Weeks Payments, workshare
- 12. Intrastate Separation Determinations
- 13. Intrastate Nonseparation Determinations
- 14. Interstate Separation Determinations
- 15. Interstate Nonseparation Determinations

Combined Wage Claims Timeliness Measures

- 1. Combined Wage Claim Wage Transfer
- 2. Combined Wage Claim Billing
- 3. Combined Wage Claim Reimbursements

Benefits Accuracy Measures

- 1. Paid Claim Accuracy
- 2. Denied Claim Accuracy
- 3. Operational Overpayment Rates

Benefit Payment Control Measures

- 1. Fraud Overpayment Recovery Rate
- 2. Nonfraud Overpayment Recovery Rate

Appeals Measures

Appeals Timeliness Measures and Case Aging Measures

- 1. Lower Authority Appeals Timeliness
- 2. Higher Authority Appeals Timeliness
- 3. Lower Authority Appeals, Case Aging
- 4. Higher Authority Appeals, Case Aging

Appeals Quality Measure

1. Lower Authority Appeals Quality - Due Process

Macroeconomic Stabilization Measures

- 1. Recipiency Rates
- 2. Exhaustion Rates

Unemployment Insurance Programs

- 1. Unemployment Compensation for Federal Employees (UCFE)
- 2. Unemployment Compensation for ex-Service Members (UCX)
- 3. Benefit Payment Control (BPC)
- 4. Internal Security (IS)
- 5. UI Automation Support Account (UIASA)
- 6. State Audits
- 7. Benefit Accuracy Measurement (BAM
- 8. Tax Performance System (TPS)
- 9. Data Validation (DV)
- 10. Benefits, Timeliness, and Quality (BTQ)