

CHAPTER VII
RECORDS AND REPORTING

1. Introduction. This chapter designates the requirements for records and reporting. During the period for which records and reports are required to be maintained, they must be available for Federal monitoring.

2. Documentation. Each case file must contain, at a minimum, a copy of all agency documents from the claimant's original claim file in addition to any documents pertaining to the QC investigation that were utilized. These documents include but are not limited to:

- Claimant Questionnaire
- Copy of Key Week Certification
- Copy of Claimant Identification
- Authorization to Release Information, if required by SESA
- Signed statements on factfinding issues
- Work Search Verification - Employer
- Work Search Verification - Labor Organization
- Work Search Verification - Private Employment Agency
- Employment/Wages/Earnings Verification
- Disqualifying Income Verification
- Verification of Dependents, if applicable
- Monetary redeterminations
- Nonmonetary determinations/redeterminations
- Key Week Error Summary Worksheet
- Overpayment/underpayment actions
- Appeals decisions
- Summary of Investigation

3. Retention of Records. Case files (folders) are to be retained by the SESA for the same periods of time required by the SESA for other claims records.

4. Reporting

a. Transmission of Data to the National Office. BQC records must be available for daily electronic transmittal of data from States to the National Office.

b. Public Release of QC Results. Each State must release BQC results for the calendar year through established channels

for disseminating State performance data. The data must be presented in the format prescribed by the Department. The data must be provided to those who normally receive performance/evaluation data and to anyone else who requests them.

The release of data must include, at a minimum:

(1) Total Dollars Paid in the Population. The amount of benefits paid during weeks which end in the calendar year for the programs included in BQC (UI, UCFE, UCX). These payments form the universe from which samples are selected.

(2) Sample Size. The number of completed BQC cases from batches with week ending dates in the calendar year.

(3) Proper Payment Rates. The estimated total of dollars paid properly is shown as a percentage of total dollars paid in the population. It includes the amount of payments coded as proper as defined in section 2 of Chapter V. It also includes from section 3a(2) those dollars paid properly, part of which were from claims paid improperly.

Additionally, the following payments classified as improper in section 3a(2) are included in the proper payment rate calculations for this purpose.

- Subsection (a)14. (Pertains to formal warnings).

- Subsections (a)16 and (b)23. (Pertain to overpayments and underpayments established as a result of the BQC investigations which, upon appeal, were officially modified by a higher SESA authority, but the BQC unit disagrees with this modification).

(4) Overpayment Rates. The percentage of dollars overpaid is obtained from those payments coded under section 3a(2)(a) of Chapter V, but excludes codes 14 and 16.

(5) Underpayment Rates. The percentage of dollars underpaid is obtained from those payments coded under section 3a(2)(b) of Chapter V, but excludes code 23.

(6) Confidence Intervals. The upper and lower bounds of the ninety-five percent confidence intervals will be shown for each rate as plus or minus a percentage.

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Optionally, additional data, narrative explanations, and plans for program improvement may be included in the release.