UI PERFORMS

A LOOK AT NONMONETARY PERFORMANCE AND QUALITY

CY 2000

ATTACHMENT: UIPL 39-01
Contents

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ALABAMA
ALASKA
ARIZONA
ARKANSAS
CALIFORNIA
COLORADO
CONNECTICUT
DELAWARE
DISTRICT OF COLUMBIA
FLORIDA
GEORGIA
HAWAII
IDAHO
ILLINOIS
INDIANA
IOWA
KANSAS
KENTUCKY
LOUISIANA
MAINE
MARYLAND
MASSACHUSETTS
MICHIGAN
MINNESOTA
MISSISSIPPI
MISSOURI
MONTANA
NEBRASKA
NEVADA
NEW HAMPSHIRE
NEW JERSEY
NEW MEXICO
NEW YORK
NORTH CAROLINA
NORTH DAKOTA
OHIO
OKLAHOMA
OREGON
PENNSYLVANIA
PUERTO RICO
RHODE ISLAND
SOUTH CAROLINA
SOUTH DAKOTA
TENNESSEE
TEXAS
UTAH
VERMONT
VIRGINIA
VIRGIN ISLANDS
WASHINGTON
WEST VIRGINIA
WISCONSIN
WYOMING
UI PERFORMS

Nonmonetary Performance:
A Look at Timeliness and Quality

This publication is intended for use by program specialists, managers and supervisors involved in the administration, production and review of nonmonetary determinations used to advise employers and claimants of benefit eligibility under State-administered unemployment insurance programs. All of the information contained in this report is in the public domain, having been reported by States to the National Office without personal identifying characteristics, as required by the Secretary of Labor.

Introduction

The publication is arranged by State, alphabetically. The data include:


Currently, two nonmonetary determinations timeliness reports are required. The ar9052 shows how quickly the State issues a nonmonetary determination to resolve an issue after it has been detected, the Tier I measure. The ar9053 shows days elapsed between the week-ending date of the first week affected by the nonmonetary determination and the date the State detects an issue on the claim. Refer to ETA Handbook 401 for full reporting instructions and definitions. Current workload and timeliness data for the ar9052 and ar9053 are available online at UI PERFORMS Reports.


Graphs of State nonmonetary quality scores show performance with the weighted quality score. For full details about sampling and about producing the weighted quality scores which adjust results according to the numbers of separation and nonseparation nonmonetary determinations reported in the sampling universe, refer to ETA Handbook 301 and UIPL 10-97.

Graphs of the quality scores for the separation and the nonseparation samples include information about the level of invalid cases found in each.

3. Validation elements from the nonmonetary determination quality sample evaluation.

A report on sample validity is included in this publication. Invalid cases and cases where material cannot be found do not directly affect quality scores, but if the number of such cases exceeds the allowable threshold, the overall score for the sample is of questionable validity. UIPL 35-96 contains sampling instructions.
A few quarterly reports are missing from the charts because the data are not available in the National Unemployment Insurance Database (UIDB). Since the production of the weighted quality score depends on the availability of the ar9052 in the UIDB, States which have had difficulty reporting timeliness figures cannot complete the transmission of their quality score data.

A report on the **accuracy of the dates** used to establish nonmonetary timeliness is included in this publication. The nonmonetary quality review includes the validation of timeliness reporting.

4. Quality scores by element.

In this publication, detailed graphs are used to show the types of problems which caused lowered quality scores on “Claimant” and “Employer” information.

Scores on “Information from Others” and “Rebuttal” are high when the elements were either obtained as necessary or not applicable to the case.

In the horizontal bar charts showing application of law and policy and quality of the written determination, the result for the most recent quarter is at the **top** of the series. If a quarter is blank, the data are not available in the UIDB.

For full details about scoring, and about how the quality elements interact, refer to ETA Handbook 301.
Accuracy of the dates used to establish nonmonetary timeliness: Validation

Background

As a part of the UI PERFORMS Benefits Timeliness and Quality performance management system, each State must select a random sample of nonmonetary determinations each quarter, and arrange for an impartial quality evaluation. The data collection instrument (DCI), represented in the Unemployment Insurance Data Base (UIDB) as the ar9056, is the record of evaluation findings.

Two fields on the ar9056 can be used to validate SESA nonmonetary determinations timeliness reporting: the week-ending date of the first week affected by the determination, and the date of the detection of the issue being determined. In both cases, the nonmonetary case evaluator must judge from case documentation whether the dates recorded in the State’s automated system are correct. If the evaluator finds that a recorded date is incorrect, a corrected date must be entered in another field.

Week-ending Date

The Performance Measurement Review (PMR) field test conducted in 1994 required reporting of the week-ending date of the first week affected by the nonmonetary determination as the starting point for measuring time lapse. The number of days elapsed between that date and the determination of the issue seemed the most reliable way to demonstrate a State’s prompt service to claimants and employers, and all States are able to identify the data point.

Because all nonmonetary workload was included in the universe for both time lapse and quality measures, results for both measures were understandably quite different for field test States when compared to previous Quality Appraisal results.

The Department of Labor sought comment on the field tested measures. Some State administrators felt that the inclusion of nonmonetary determinations done in Benefits Accuracy Measurement (BAM) units or by Benefit Payment Control (BPC) would have such a negative impact on reported timelapse performance that the measure should not be implemented as tested. Other commentators suggested that the parameters of the measure of nonmonetary determination timeliness should begin with the date the States detect the issue.

The requested change in the timeliness measure resulted in the creation of two separate timeliness reports: the ar9052 and the ar9053.

The ar9053 issue detection time lapse report uses two data points: week-ending date of the first week affected by a determination, and issue detection date.

The SESA’s automated system must store the week-ending date in order to make
payments to claimants; every payment is associated with a particular week. This date may be stored in varying formats, but the week-ending date of the first week affected by a nonmonetary determination can be calculated from any format which is defined in the system.

The nonmonetary determinations evaluator must review all case material in order to decide whether the week-ending date stored in the SESA’s automated system was correct for the determination. Case material includes the initial claim completed by the claimant for separation claims, and documentation of factfinding regarding a particular week in the claim series for nonseparation claims. In both cases, the sample evaluator can identify the first week affected by the determination and its ending date. If the date stored in the State’s automated system was not the correct date, the reviewer enters “N” on the DCI, and in the next field enters the corrected date.

An edit in the data entry fields requires that the week-ending date be a Saturday. All errors found, therefore, were either earlier or later than the correct date in increments of seven days, because of the edit. An entry which fails this edit causes the entire report to fail transmission to the UIDB.

This study includes only States where 10 percent or more of the reported dates were incorrect.

**Initial Findings: Week-ending Date**

To analyze results we constructed an Informix ACE report to isolate the cases in which the week-ending date was identified as incorrect, to get a count. To determine the percentage of incorrect dates in the sample, we divided this count by the number of cases evaluated that quarter.

In CY 1998, six States reported the week-ending date of the first affected week incorrectly on ten percent or more of the determinations chosen at random for quality review. The six States with a ten percent or greater error rate in 1998 were:

- WI 10.00%
- WY 11.67%
- NY 11.75%
- CA 13.00%
- AK 15.42%
- MN 32.78%

In 1999, five of these States continued to be in error more than ten percent of the time, and they were joined by another.

- WY 11.67%
- WI 12.00%
- KY 12.22%
- NY 14.00%
In 2000, five States continued to be in error more than ten percent of the time:

- MI 10.75%
- KY 11.11%
- NY 14.50%
- CA 16.00%
- MN 27.75%

Initial Conclusions

Errors in reporting the week-ending date of the first affected week are above allowable limits in only six States. The States change slightly each year in the proportion of cases containing errors, but show no pattern of gradual improvement. Because of the nature of the date being reported in error, and the fact that the errors seem to occur randomly in either direction in time, our hypothesis is that the error is systemic. If this is the case, analysis of the SESA automated system should reveal the cause of the problem, and the method of correction should be a matter of programming.

Issue Detection Date

The second of the two timeliness measures counts the days elapsed from the date the SESA detects an issue on the claim to the date the issue is resolved by determination.

State administrators felt that issue detection date should be the starting point for measuring timeliness because the State could not act on an issue until that point. Unlike every other data point in the new performance measures, States do not routinely collect detection date in the process of collecting taxes or paying claims, and it cannot be reliably derived from any recorded date. Issue detection must be manually reported and manually entered into the automated system, and the manual process introduces the possibility of errors in reporting.

Procedures for reporting issue detection dates vary according to the respective operations processes of the States, and the variation carries over into the accuracy with which dates are identified and entered into the automated system.

The nonmonetary determinations quality evaluator must review all case material in order to decide whether the issue detection date stored in the SESA’s automated system was correct for the determination. If the evaluator finds evidence in the case records that the date stored in the State’s automated system was not the correct issue detection date, the reviewer enters “N” on the DCI, and enters a corrected date in the next field.

No edits are possible for the issue detection date field as long as a legitimate date is
entered, because the potential for issue detection exists at all times - even, in some cases, before the initial claim is filed or after the claimant has exhausted benefits.

This study includes only States where 10 percent or more of the reported dates were incorrect.

Initial Findings: Issue Detection Date

To analyze results, we used an Informix ACE report to isolate the cases in which the detection date was found to be incorrect. To determine the percentage of incorrect dates in the quality sample, we divided this count by the number of cases evaluated that quarter.

In CY 1998, 38 States reported issue detection dates incorrectly for ten percent or more of the determinations chosen at random for quality review. Eighteen States reported incorrectly for twenty percent or more of the cases sampled. Those States were:

**INCORRECT ISSUE DETECTION DATE: 1998**

<table>
<thead>
<tr>
<th>State</th>
<th>20 - 25% Incorrect</th>
<th>More than 25% Incorrect</th>
</tr>
</thead>
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<tr>
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<td>20.0%</td>
<td>PA 25.3%</td>
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<td>LA</td>
<td>20.8%</td>
<td>WY 27.8%</td>
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<tr>
<td>NH</td>
<td>20.8%</td>
<td>RI 27.9%</td>
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<td>IL</td>
<td>21.0%</td>
<td>IA 35.0%</td>
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<td>SC</td>
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<td>VT 37.9%</td>
</tr>
<tr>
<td>TN</td>
<td>21.7%</td>
<td>CA 38.8%</td>
</tr>
<tr>
<td>NJ</td>
<td>21.8%</td>
<td></td>
</tr>
<tr>
<td>FL</td>
<td>22.3%</td>
<td></td>
</tr>
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<td></td>
</tr>
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<tr>
<td>WA</td>
<td>24.8%</td>
<td></td>
</tr>
</tbody>
</table>

In CY 1999, 37 States reported issue detection dates incorrectly for ten percent or more of the determinations chosen at random for quality review. Thirteen States reported incorrectly for twenty percent or more of the cases sampled. Those States were:

**INCORRECT ISSUE DETECTION DATE: 1999**

<table>
<thead>
<tr>
<th>State</th>
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<th>More than 25% Incorrect</th>
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<td>NE 27.1%</td>
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<td>WA</td>
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<td>IA 31.3%</td>
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<td>NV</td>
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<td>NJ</td>
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<td>NY 38.0%</td>
</tr>
<tr>
<td>ME</td>
<td>25.0%</td>
<td>CA 47.0%</td>
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<tr>
<td></td>
<td></td>
<td>RI 50.4%</td>
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</table>

In CY 2000, 39 States reported issue detection dates incorrectly for ten percent or more of
the determinations chosen at random for quality review. Sixteen States reported incorrectly for
twenty percent or more of the cases sampled. Those States were:

<table>
<thead>
<tr>
<th>State</th>
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<th>More than 25% Incorrect</th>
</tr>
</thead>
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<td>FL 27.5%</td>
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<td>OR</td>
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<td>ND</td>
<td>20.6%</td>
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<td>WY 36.7%</td>
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<td>MN</td>
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<tr>
<td>IL</td>
<td>25.0%</td>
<td>DC 43.3%</td>
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<tr>
<td></td>
<td></td>
<td>CA 47.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NY 50.0%</td>
</tr>
</tbody>
</table>

**Initial Conclusions**

Errors in reporting issue detection dates are too high in many States. The States change
somewhat in the proportion of cases containing errors, but most show no pattern of gradual
improvement. Because of the nature of the date being reported in error, we feel that
careful analysis of operations on a State-by-State basis will be necessary to reduce the
errors. In some States, more nonseparation determinations are reported with incorrect
detection dates, and this may provide a clue to tracing the responsible factors.

The Tier I measure of nonmonetary determinations timeliness depends upon accurate
reporting of issue detection date.
## Errors in Reporting Dates - ar9056

<table>
<thead>
<tr>
<th>Sorted by Det. Dates Incorrect</th>
<th>Both Dates Incorrect</th>
<th>W/E Date Incorrect</th>
<th>Detection Date Incorrect</th>
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<td>200 50.0%</td>
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</table>
A Look at Nonmonetary Performance and Quality

Validation of Nonmonetary Determinations Quality Samples: The Impact of Invalid Cases & Case Material Not Found

INTRODUCTION:

UI data has been validated from the 1970s through the current effort to implement the newer, more comprehensive data validation methodology.

The data validation elements of the tripartite review of nonmonetary determinations quality are included in the new validation system.

These elements are essential to validate nonmonetary determinations timeliness data, the quality sample, and nonmonetary determinations workload data.

Some analysis of the data from the tripartite reviews that deal with the validity of the quality sample has been done, and seems to indicate a need for changes in the way validity thresholds are applied to the samples.

BACKGROUND:

The Tier I performance measure for nonmonetary determinations quality combines equal-size samples of separations & nonseparations and weights their respective quality scores to take into account the differences in reported population sizes for the two types of determinations. Consequently, the guidelines for statistically valid samples were written for the aggregate sample.

Two rules apply to the judging of the validity of the sample. The first rule states that cases will be excluded from the quality scoring if the case materials could not be found. No more than 10% of the cases in the sample may fall into that category, however, or the sample is determined to be of questionable validity.

The second rule states that cases will be excluded from the quality scoring (1) if the issue identified is not valid; i.e. no real issue existed, and the determination should not have been done; (2) if the determination should not have been in the sample universe because it was a redetermination, an administrative notice, or was made in a quarter other than the one under review. Invalid cases are identified by entering a corrected issue code of “00” - no issue - or “01” - out of scope.

Small States can exclude no more than 16.67% of cases from scoring to have a representative sample. Large States can exclude no more than 25% of cases.

If these two validity criteria are not met, we consider the data too unreliable to use. Because each half of the sample is individually representative of half of the population of determinations the State made during the quarter, we may use the data from each population of nonmonetary determinations– separations and nonseparations, and apply the same thresholds of validity to each.
When we apply the thresholds for statistical validity to the separations and nonseparations samples separately, the results are surprising.

**DATA:**

For each year, information is provided on the validity of the nonseparations, separations, & combined quality sample data on the 9056t report. This is the source of the data in the following table. Only States that had invalid cases or cases in which the case material was not found are included.

Each section of the table includes the number of cases pulled, the number and percent of invalid cases, the number and percent with case material not found, and the total percent of cases that were excluded from scoring. In the last column of each section, based on the guidelines for statistical validity, a determination is made as to whether or not the data in the quality sample is questionable.

**RESULTS:**

In 1998, 1999, and 2000, the results are virtually identical. The data for 2000 are displayed in the chart at the end of this article.

More states have invalid cases or cases in which case material is not found for nonseparations than for separations.

In addition, the number of invalid cases or cases in which materials are not found for each State is much higher for nonseparations than for separations. As a result, a number of States have questionable nonseparation samples. No States have questionable separation samples.

The problems seen when the validity thresholds are applied to each half of the sample are hidden in the aggregate data. Their numbers aren’t extreme enough to counter the effect of the separation cases, which, with few exceptions, are valid and have no case material unfound. When the denominator (the total number of cases in the sample) doubles, but the numerator (the number of invalid cases and cases in which material is not found) stays constant, the resulting percentages are cut in half.

Both Florida and California had questionable nonseparations samples in 1998, 1999, and 2000, while their overall samples were acceptable each year.

Further analysis will be necessary to determine the reasons for the unequal proportion of questionable samples.

**NEXT STEPS:**

As a result of this analysis, the validity of each population will be tested, beginning in CY2001, and the results will be published along with weighted quality scores, as it is in this publication.
A Look at Nonmonetary Performance and Quality

Validation of Nonmonetary Determinations Quality Samples:
The Impact of Invalid Cases & Case Material Not Found

**CY 2000 Data**

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<td>10% NO</td>
<td></td>
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<td>9% NO</td>
<td></td>
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Nonmonetary Determinations Timeliness

AL - TIER I - SEPARATIONS - 1998-2000

COMPLETED IN 21 DAYS  CRITERION

Nonmonetary Determinations Timeliness

AL - TIER I - NONSEPS - 1998-2000

COMPLETED IN 14 DAYS  CRITERION
A Look at Nonmonetary Performance and Quality

ALABAMA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

ALABAMA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

ALABAMA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold

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A Look at Nonmonetary Performance and Quality

AL - Employer Information Problems
Separations - 1998 - 2000

AL - Employer Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AL - Meets Law & Policy - Results
Separations - - 1998 - 2000

AL - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AL - Written Determination - Results
Sep separations - 1998 - 2000

AL - Written Determination - Results
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

ALASKA

Nonmonetary Determinations Timeliness
AK - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
AK - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

ALASKA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

ALASKA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

ALASKA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
A Look at Nonmonetary Performance and Quality

AK - Employer Information Problems
Separations - 1998 - 2000

AK - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AK - Meets Law & Policy - Results
Separations - - 1998 - 2000

AK - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AK - Written Determination - Results
Separations - - 1998 - 2000

AK - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

ARIZONA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score

ARIZONA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Threshold
Criterion

ARIZONA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Threshold
Criterion
A Look at Nonmonetary Performance and Quality

**AZ - Employer Information Problems**

**Seperations - 1998 - 2000**

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**AZ - Employer Information Problems**

**Nonseparations - 1998 - 2000**

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A Look at Nonmonetary Performance and Quality

AZ - Meets Law & Policy - Results
Separations - - 1998 - 2000

AZ - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000

Meets  Questionable  Not Met
A Look at Nonmonetary Performance and Quality

AR - Claimant Information Problems
Separations - - 1998 - 2000

AR - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AR - Employer Information Problems
Separations - 1998 - 2000

AR - Employer Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

AR- Information from Others & Rebuttal
Separations - - 1998 - 2000

AR- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

CALIFORNIA NONMON QUALITY 1998-2000

CALIFORNIA: SEPARATIONS NONMON QUALITY 1998-2000

CALIFORNIA: NONSEPARATIONS NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score

 Criterion

SEP Quality Score

 Invalid /NF

 Threshold

 Criterion
A Look at Nonmonetary Performance and Quality

CA - Claimant Information Problems
Separations - - 1998 - 2000

CA - Claimant Information Problems
Nonseparations - - 1998 - 2000
CA - Employer Information Problems

Separations - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

CA- Information from Others & Rebuttal
Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

CA - Written Determination - Results
Separations - - 1998 - 2000

CA - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

COLORADO

Nonmonetary Determinations Timeliness
CO- TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
CO- TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality
A Look at Nonmonetary Performance and Quality

CO - Written Determination - Results
Separations - - 1998 - 2000

CO - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

CONNECTICUT

Nonmonetary Determinations Timeliness
CT - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
CT - TIER I - NONSEPS - 1998-2000

COMPLETED IN 21 DAYS
CRITERION

COMPLETED IN 14 DAYS
CRITERION
A Look at Nonmonetary Performance and Quality

CT - Claimant Information Problems
Separations - - 1998 - 2000

CT - Claimant Information Problems
Nonseparations - - 1998 - 2000
CT - Employer Information Problems

Separations - 1998 - 2000

CT - Employer Information Problems

Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

CT- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable

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Info from Others | Rebuttal | Sample Size

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

<table>
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<td>Dec</td>
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Info from Others | Rebuttal | Sample Size
A Look at Nonmonetary Performance and Quality

DELAWARE

Nonmonetary Determinations Timeliness
DE - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
DE - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

**DELAWARE**
**NONMON QUALITY 1998-2000**

- Line is Tier I Quality Criterion - 75%
- Weighted Quality Score

**DELAWARE: SEPARATIONS**
**NONMON QUALITY 1998-2000**

- Blue Line is Sample Validity Threshold
- Sep Quality Score

**DELAWARE: NONSEPARATIONS**
**NONMON QUALITY 1998-2000**

- Blue Line is Sample Validity Threshold
- NonSep Quality Score
A Look at Nonmonetary Performance and Quality

DE - Employer Information Problems
Separations - 1998 - 2000

DE - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

DE - Written Determination - Results
Separations - - 1998 - 2000

DE - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

DISTRICT OF COLUMBIA
NONMON QUALITY 1998-2000

Line is Tier 1 Quality Criterion - 75%

Weighted Quality Score

DISTRICT OF COLUMBIA: SEPAREATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

DISTRICT OF COLUMBIA: NONSEPAREATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
A Look at Nonmonetary Performance and Quality

DC - Claimant Information Problems
Separations - 1998 - 2000

DC - Claimant Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

DC - Employer Information Problems
Separations - 1998 - 2000

DC - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

DC- Information from Others & Rebuttal
Separations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

Info from Others | Rebuttal | Sample Size

DC- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

Info from Others | Rebuttal | Sample Size
DC - Meets Law & Policy - Results
Separations - - 1998 - 2000

DC - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

FLORIDA

Nonmonetary Determinations Timeliness
FL - TIER I - SEPARATIONS - 1998-2000

Percent of Determinations

Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov Jan Mar May Jul Sep
1998 1999 2000

- COMPLETED IN 21 DAYS
- CRITERION

Nonmonetary Determinations Timeliness
FL - TIER I - NONSEPS - 1998-2000

Percent of Determinations

Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov Jan Mar May Jul Sep
1998 1999 2000

- COMPLETED IN 14 DAYS
- CRITERION
A Look at Nonmonetary Performance and Quality

FLORIDA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score

Line is Sample Validity Threshold

Sep Quality Score

Invalid /NF

Criterion

Threshold

FLORIDA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
FL - Claimant Information Problems

Separations - - 1998 - 2000

FL - Claimant Information Problems

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

FL - Employer Information Problems
Separations - 1998 - 2000

FL - Employer Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

FL- Information from Others & Rebuttal
Separations - - 1998 - 2000

FL- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

GA - Claimant Information Problems
Separations - - 1998 - 2000

Number of Cases

1998 1999 2000
Mar Jun Sep Dec Mar Jun Sep Dec Mar Jun Sep Dec
Invalid /NF Inadequate Not Obtained

GA - Claimant Information Problems
Nonseparations - - 1998 - 2000

Number of Cases

1998 1999 2000
Mar Jun Sep Dec Mar Jun Sep Dec Mar Jun Sep Dec
Invalid /NF Inadequate Not Obtained
A Look at Nonmonetary Performance and Quality

**GA - Employer Information Problems**

**Separations - 1998 - 2000**

- Number of Cases
- Invalid /NF, Inadequate, Not Obtained

**GA - Employer Information Problems**

**Nonseparations - 1998 - 2000**

- Number of Cases
- Invalid /NF, Inadequate, Not Obtained
A Look at Nonmonetary Performance and Quality

GA - Meets Law & Policy - Results
Separations - - 1998 - 2000

GA - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

GA - Written Determination - Results
Separations - - 1998 - 2000

GA - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

HAWAII

Nonmonetary Determinations Timeliness
HI - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
HI - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

HAWAII: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold


Sep Quality Score Invalid /NF Threshold Criterion

HAWAII: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold


NonSep Quality Score Invalid /NF Threshold Criterion

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A Look at Nonmonetary Performance and Quality

HI - Claimant Information Problems
Separations - - 1998 - 2000

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Number of Cases

HI - Claimant Information Problems
Nonseparations - - 1998 - 2000

<table>
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<th>Jun</th>
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Number of Cases

- Invalid /NF
- Inadequate
- Not Obtained
HI - Employer Information Problems

**Separations - 1998 - 2000**

<table>
<thead>
<tr>
<th>Year</th>
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<th>Jun</th>
<th>Sep</th>
<th>Dec</th>
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Legend:
- Black: Invalid /NF
- Gray: Inadequate
- Blue: Not Obtained

**HI - Employer Information Problems**

**Nonseparations - 1998 - 2000**

<table>
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<tr>
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Legend:
- Black: Invalid /NF
- Gray: Inadequate
- Blue: Not Obtained
A Look at Nonmonetary Performance and Quality

**HI - Written Determination - Results**

**Separations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

5 10 15 20 25 30

- Adequate
- Inadequate
- Wrong

**HI - Written Determination - Results**

**Nonseparations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

5 10 15 20 25 30

- Adequate
- Inadequate
- Wrong
A Look at Nonmonetary Performance and Quality

IDAHO

Nonmonetary Determinations Timeliness
ID - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
ID - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

HAWAII

IDAHO
NONMON QUALITY 1998-2000

[Graph showing nonmonetary performance and quality for Hawaii with a line indicating the tier I quality criterion at 75%]

IDAHO: SEPARATIONS
NONMON QUALITY 1998-2000

[Graph showing nonmonetary performance and quality for IDAHO: Separations with a blue line indicating the sample validity threshold]

IDAHO: NONSEPARATIONS
NONMON QUALITY 1998-2000

[Graph showing nonmonetary performance and quality for IDAHO: Nonseparations with a blue line indicating the sample validity threshold]
A Look at Nonmonetary Performance and Quality

ID - Claimant Information Problems
Separations - - 1998 - 2000

ID - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

### ID - Employer Information Problems
#### Separations - 1998 - 2000

- **Number of Cases**
- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

#### Nonseparations - 1998 - 2000

- **Number of Cases**
- **Invalid /NF**
- **Inadequate**
- **Not Obtained**
A Look at Nonmonetary Performance and Quality

ID- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable


Info from Others Rebuttal Sample Size

ID- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

# Passing or Not Applicable


Info from Others Rebuttal Sample Size
A Look at Nonmonetary Performance and Quality

**ID - Meets Law & Policy - Results**

**Separations - - 1998 - 2000**

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**ID - Meets Law & Policy - Results**

**Nonseparations - - 1998 - 2000**

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A Look at Nonmonetary Performance and Quality

ID - Written Determination - Results
Separations - - 1998 - 2000

ID - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

**ILLINOIS**

**Nonmonetary Determinations Timeliness**

**IL - TIER I - SEPARATIONS - 1998-2000**

Percent of Determinations

- **Completed in 21 Days**
- **Criterion**

**Nonmonetary Determinations Timeliness**

**IL - TIER I - NONSEPS - 1998-2000**

Percent of Determinations

- **Completed in 14 Days**
- **Criterion**
A Look at Nonmonetary Performance and Quality

IL - Employer Information Problems
Separations - 1998 - 2000

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IL - Employer Information Problems
Nonseparations - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

IL - Written Determination - Results
Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

Nonmonetary Determinations Timeliness
IN - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
IN - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

INDIANA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score  Criterion

INDIANA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score  Invalid /NF  Criterion  Threshold

INDIANA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score  Invalid /NF  Criterion  Threshold
A Look at Nonmonetary Performance and Quality

IN - Claimant Information Problems
Separations - - 1998 - 2000

IN - Claimant Information Problems
Nonseparations - - 1998 - 2000
IN - Employer Information Problems

Separations - 1998 - 2000

IN - Employer Information Problems

Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

**IN - Written Determination - Results**

**Separations - - 1998 - 2000**

**IN - Written Determination - Results**

**Nonseparations - - 1998 - 2000**
Nonmonetary Determinations Timeliness
IA - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
IA - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

IOWA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

IOWA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

IOWA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
A Look at Nonmonetary Performance and Quality

**IA - Employer Information Problems**

Separations - 1998 - 2000

- Number of Cases
- Months: Mar, Jun, Sep, Dec
- Categories: Invalid /NF, Inadequate, Not Obtained

Nonseparations - 1998 - 2000

- Number of Cases
- Months: Mar, Jun, Sep, Dec
- Categories: Invalid /NF, Inadequate, Not Obtained
A Look at Nonmonetary Performance and Quality

**IA - Meets Law & Policy - Results**

**Separations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

Legend:
- **Meets**
- **Questionable**
- **Not Met**

**IA - Meets Law & Policy - Results**

**Nonseparations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

Legend:
- **Meets**
- **Questionable**
- **Not Met**
A Look at Nonmonetary Performance and Quality

KANSAS

Nonmonetary Determinations Timeliness

Percent of Determinations

Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov
1998 1999 2000

- COMPLETED IN 21 DAYS
- CRITERION

Nonmonetary Determinations Timeliness

Percent of Determinations

Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov
1998 1999 2000

- COMPLETED IN 14 DAYS
- CRITERION
A Look at Nonmonetary Performance and Quality

KANSAS
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

KANSAS: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

KANSAS: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
KS - Employer Information Problems

Separations - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained

KS - Employer Information Problems

Nonseparations - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained
A Look at Nonmonetary Performance and Quality

KS - Meets Law & Policy - Results
Separations - - 1998 - 2000

KS - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

KS - Written Determination - Results
Separations - 1998 - 2000

KS - Written Determination - Results
Nonseparations - 1998 - 2000
Nonmonetary Determinations Timeliness
KY - TIER I - SEPARATIONS - 1998-2000

Percent of Determinations

1998 1999 2000

COMPLETED IN 21 DAYS CRITERION

Nonmonetary Determinations Timeliness
KY - TIER I - NONSEPS - 1998-2000

Percent of Determinations

1998 1999 2000

COMPLETED IN 14 DAYS CRITERION
A Look at Nonmonetary Performance and Quality

KY- Information from Others & Rebuttal
Separations - - 1998 - 2000

KY- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

KY - Written Determination - Results
Separations - - 1998 - 2000

KY - Written Determination - Results
Nonseparations - - 1998 - 2000

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LOUISIANA

Nonmonetary Determinations Timeliness
LA - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
A Look at Nonmonetary Performance and Quality

LA - Employer Information Problems
Separations - 1998 - 2000

LA - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

LA- Information from Others & Rebuttal

Separations - - 1998 - 2000

LA- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000
LA - Meets Law & Policy - Results
Separations - - 1998 - 2000

LA - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

**LA - Written Determination - Results**

**Separations - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

- Adequate
- Inadequate
- Wrong

**LA - Written Determination - Results**

**Nonseparations - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

- Adequate
- Inadequate
- Wrong
A Look at Nonmonetary Performance and Quality

MAINE

Nonmonetary Determinations Timeliness
ME - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
A Look at Nonmonetary Performance and Quality

MAINE
NONMON QUALITY 1998-2000

- Blue Line is Sample Validity Threshold
- Green Line is Tier I Quality Criterion - 75%
- Weighted Quality Score

MAINE: SEPARATIONS
NONMON QUALITY 1998-2000

- Blue Line is Sample Validity Threshold
- Sep Quality Score
- Invalid / NF
- Criterion

MAINE: NONSEPARATIONS
NONMON QUALITY 1998-2000

- Blue Line is Sample Validity Threshold
- NonSep Quality Score
- Invalid / NF
- NonSep Quality Score
- Threshold
A Look at Nonmonetary Performance and Quality

ME - Claimant Information Problems
Separations - - 1998 - 2000

ME - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

ME - Employer Information Problems
Separations - 1998 - 2000

ME - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

ME - Meets Law & Policy - Results
Separations - - 1998 - 2000

ME - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

ME - Written Determination - Results
Separations - - 1998 - 2000

ME - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

MARYLAND

Nonmonetary Determinations Timeliness
MD - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
MD - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

MARYLAND
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

MARYLAND: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

MARYLAND: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
A Look at Nonmonetary Performance and Quality

### MD - Employer Information Problems
#### Separations - 1998 - 2000

![Bar chart showing number of cases by month and year for separations.](chart1)

#### Nonseparations - 1998 - 2000

![Bar chart showing number of cases by month and year for nonseparations.](chart2)
A Look at Nonmonetary Performance and Quality

### MD- Information from Others & Rebuttal
#### Separations - - 1998 - 2000

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- **Info from Others**: Blue bars
- **Rebuttal**: Purple bars
- **Sample Size**: Red line

### MD- Information from Others & Rebuttal
#### Nonseparations - - 1998 - 2000

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- **Info from Others**: Blue bars
- **Rebuttal**: Purple bars
- **Sample Size**: Red line

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A Look at Nonmonetary Performance and Quality

**MD - Written Determination - Results**

Separations - - 1998 - 2000

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

**MD - Written Determination - Results**

Nonseparations - - 1998 - 2000

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

Adequate  | Inadequate  | Wrong
A Look at Nonmonetary Performance and Quality

MASSACHUSETTS
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score  Criterion

MASSACHUSETTS: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score  Invalid /NF  Criterion  Threshold

MASSACHUSETTS: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score  Invalid /NF  Criterion  Threshold
A Look at Nonmonetary Performance and Quality

MA - Employer Information Problems
Separations - 1998 - 2000

MA - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

### MA- Information from Others & Rebuttal

**Separations - - 1998 - 2000**

- **Info from Others**
- **Rebuttal**
- **Sample Size**

### MA- Information from Others & Rebuttal

**Nonseparations - - 1998 - 2000**

- **Info from Others**
- **Rebuttal**
- **Sample Size**
A Look at Nonmonetary Performance and Quality

MA - Written Determination - Results
Separations - - 1998 - 2000

MA - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

MICHIGAN

Nonmonetary Determinations Timeliness
MI - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
MI - TIER I - NONSEPS - 1998-2000

COMPLETED IN 21 DAYS  CRITERION

COMPLETED IN 14 DAYS  CRITERION
A Look at Nonmonetary Performance and Quality

**MICHIGAN NONMON QUALITY 1998-2000**

Line is Tier I Quality Criterion - 75%

Weighted Quality Score

**MICHIGAN: SEPARATIONS NONMON QUALITY 1998-2000**

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

**MICHIGAN: NONSEPARATIONS NONMON QUALITY 1998-2000**

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
A Look at Nonmonetary Performance and Quality

**MI - Claimant Information Problems**

**Separations - - 1998 - 2000**

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**Legend**
- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

**MI - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

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**Legend**
- **Invalid /NF**
- **Inadequate**
- **Not Obtained**
MI - Employer Information Problems

Separations - 1998 - 2000

Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

MI- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec
---|---|---|---|---|---|---|---|---|---|---|---
1998 | | | | | | | | | | | 
1999 | | | | | | | | | | | 
2000 | | | | | | | | | | | 

- Info from Others
- Rebuttal
- Sample Size

MI- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec
---|---|---|---|---|---|---|---|---|---|---|---
1998 | | | | | | | | | | | 
1999 | | | | | | | | | | | 
2000 | | | | | | | | | | | 

- Info from Others
- Rebuttal
- Sample Size
A Look at Nonmonetary Performance and Quality

MI - Meets Law & Policy - Results
Separations - - 1998 - 2000

MI - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

MI - Written Determination - Results
Separations - 1998 - 2000

MI - Written Determination - Results
Nonseparations - 1998 - 2000
Nonmonetary Determinations Timeliness
MN - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
A Look at Nonmonetary Performance and Quality

MINNESOTA
NONMON QUALITY 1998-2000

MINNESOTA: SEPARATIONS
NONMON QUALITY 1998-2000

MINNESOTA: NONSEPARATIONS
NONMON QUALITY 1998-2000
A Look at Nonmonetary Performance and Quality

MN - Claimant Information Problems
Separations - - 1998 - 2000

MN - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

MN - Employer Information Problems

Separations - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained

MN - Employer Information Problems

Nonseparations - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained
A Look at Nonmonetary Performance and Quality

**MN - Meets Law & Policy - Results**

**Separations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

**MN - Meets Law & Policy - Results**

**Nonseparations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998
A Look at Nonmonetary Performance and Quality

MISSISSIPPI

Nonmonetary Determinations Timeliness
MS - TIER I - SEPARATIONS - 1998-2000

Percent of Determinations


- COMPLETED IN 21 DAYS
- CRITERION

Nonmonetary Determinations Timeliness
MS - TIER I - NONSEPS - 1998-2000

Percent of Determinations


- COMPLETED IN 14 DAYS
- CRITERION
A Look at Nonmonetary Performance and Quality

### MISSISSIPPI
**NONMON QUALITY** 1998-2000

- **Line is Tier I Quality Criterion - 75%**
  - **Weighted Quality Score**
  - **Criterion**

![Graph showing nonmonetary quality for Mississippi from 1998 to 2000.](image-url)

### MISSISSIPPI: SEPARATIONS
**NONMON QUALITY** 1998-2000

- **Blue Line is Sample Validity Threshold**
  - **Sep Quality Score**
  - **Invalid /NF**
  - **Criterion**
  - **Threshold**

![Graph showing separations nonmonetary quality for Mississippi from 1998 to 2000.](image-url)

### MISSISSIPPI: NONSEPARATIONS
**NONMON QUALITY** 1998-2000

- **Blue Line is Sample Validity Threshold**
  - **NonSep Quality Score**
  - **Invalid /NF**
  - **Criterion**
  - **Threshold**

![Graph showing nonseparations nonmonetary quality for Mississippi from 1998 to 2000.](image-url)
A Look at Nonmonetary Performance and Quality

**MS - Claimant Information Problems**

**Separations - - 1998 - 2000**

<table>
<thead>
<tr>
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<th>Jun</th>
<th>Sep</th>
<th>Dec</th>
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<td>4</td>
<td>5</td>
<td>3</td>
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</table>

- Blue: Invalid /NF
- Purple: Inadequate
- Light Blue: Not Obtained

**MS - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

<table>
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- Purple: Inadequate
- Light Blue: Not Obtained
A Look at Nonmonetary Performance and Quality

**MS - Employer Information Problems**

**Separations - 1998 - 2000**

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- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

**MS - Employer Information Problems**

**Nonseparations - 1998 - 2000**

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- **Invalid /NF**
- **Inadequate**
- **Not Obtained**
A Look at Nonmonetary Performance and Quality

MS- Information from Others & Rebuttal

Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar Jun Sep Dec Mar Jun Sep Dec Mar Jun Sep Dec

Info from Others Rebuttal Sample Size

Info from Others Rebuttal Sample Size
A Look at Nonmonetary Performance and Quality

**MS - Meets Law & Policy - Results**

**Separations** - - 1998 - 2000

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

- 5 10 15 20 25 30

- Meets
- Questionable
- Not Met

**MS - Meets Law & Policy - Results**

**Nonseparations** - - 1998 - 2000

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

- 5 10 15 20 25 30

- Meets
- Questionable
- Not Met
A Look at Nonmonetary Performance and Quality

MISSOURI
NONMON QUALITY 1998-2000

MISSOURI: SEPARATIONS
NONMON QUALITY 1998-2000

MISSOURI: NONSEPARATIONS
NONMON QUALITY 1998-2000
A Look at Nonmonetary Performance and Quality

MO- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

1998

Info from Others | Rebuttal | Sample Size

MO- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

1998

Info from Others | Rebuttal | Sample Size
A Look at Nonmonetary Performance and Quality

MONTANA

Nonmonetary Determinations Timeliness
MT- TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
MT- TIER I - NONSEPS - 1998-2000
MT - Claimant Information Problems

Separations - - 1998 - 2000

MT - Claimant Information Problems

Nonseparations - - 1998 - 2000

Invalid / NF
Inadequate
Not Obtained
MT - Employer Information Problems

**Separations - 1998 - 2000**

- Invalid /NF
- Inadequate
- Not Obtained

**Nonseparations - 1998 - 2000**

- Invalid /NF
- Inadequate
- Not Obtained
A Look at Nonmonetary Performance and Quality

MT - Written Determination - Results
Separations - - 1998 - 2000

MT - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEBRASKA
NONMON QUALITY 1998-2000

- Weighted Quality Score
- Criterion

NEBRASKA: SEPARATIONS
NONMON QUALITY 1998-2000

- Sep Quality Score
- Invalid /NF
- Criterion
- Threshold

NEBRASKA: NONSEPARATIONS
NONMON QUALITY 1998-2000

- NonSep Quality Score
- Invalid /NF
- Criterion
- Threshold
A Look at Nonmonetary Performance and Quality

NE - Employer Information Problems
Separations - 1998 - 2000

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NE - Employer Information Problems
Nonseparations - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

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Separations - - 1998 - 2000

NE - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NE - Written Determination - Results
Separations - - 1998 - 2000

NE - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEVADA

Nonmonetary Determinations Timeliness
NV - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
A Look at Nonmonetary Performance and Quality

NEVADA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

NEVADA: SEPARATIONS
NONMON QUALITY 1998-2000

Red Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Threshold
Criterion

NEVADA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Threshold
Criterion
A Look at Nonmonetary Performance and Quality

NV - Claimant Information Problems
Separations - - 1998 - 2000

NV - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEW HAMPSHIRE

NV - Written Determination - Results

Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEW HAMPSHIRE

Nonmonetary Determinations Timeliness
NH - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
NH - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

NEW HAMPSHIRE
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score  Criterion

NEW HAMPSHIRE: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score  Invalid /NF  Criterion  Threshold

NEW HAMPSHIRE: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score  Invalid /NF  Criterion  Threshold
A Look at Nonmonetary Performance and Quality

### NH - Employer Information Problems
#### Separations - 1998 - 2000

- **Number of Cases**
- **Months**: Mar, Jun, Sep, Dec
- **Years**: 1998, 1999, 2000
- **Categories**:
  - Black: Invalid /NF
  - Gray: Inadequate
  - Cyan: Not Obtained

#### Nonseparations - 1998 - 2000

- **Number of Cases**
- **Months**: Mar, Jun, Sep, Dec
- **Years**: 1998, 1999, 2000
- **Categories**:
  - Black: Invalid /NF
  - Gray: Inadequate
  - Cyan: Not Obtained
A Look at Nonmonetary Performance and Quality

NH - Meets Law & Policy - Results
Separations - - 1998 - 2000

NH - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEW JERSEY

Nonmonetary Determinations Timeliness

Nonmonetary Determinations Timeliness

COMPLETED IN 21 DAYS
CRITERION

COMPLETED IN 14 DAYS
CRITERION
A Look at Nonmonetary Performance and Quality

NEW JERSEY
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score  Criterion

NEW JERSEY: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score  Invalid /NF  Criterion

NEW JERSEY: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score  Invalid /NF  Criterion

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A Look at Nonmonetary Performance and Quality

NJ - Claimant Information Problems
Separations - - 1998 - 2000

NJ - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NJ - Employer Information Problems
Separations - 1998 - 2000

NJ - Employer Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NJ - Meets Law & Policy - Results
Separations - - 1998 - 2000

NJ - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NJ - Written Determination - Results
Separations - - 1998 - 2000

NJ - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NEW MEXICO

Nonmonetary Determinations Timeliness
NM - TIER I - SEPARATIONS - 1998-2000

- COMPLETED IN 21 DAYS
- CRITERION

Nonmonetary Determinations Timeliness
NM - TIER I - NONSEPS - 1998-2000

- COMPLETED IN 14 DAYS
- CRITERION
A Look at Nonmonetary Performance and Quality

NEW MEXICO
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

NEW MEXICO: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

NEW MEXICO: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold

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A Look at Nonmonetary Performance and Quality

NM - Claimant Information Problems
Separations - - 1998 - 2000

NM - Claimant Information Problems
Nonseparations - - 1998 - 2000
NM - Meets Law & Policy - Results
Separations - - 1998 - 2000

NM - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
Nonmonetary Determinations Timeliness
NY - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
NY - TIER I - NONSEPS - 1998-2000
NY - Employer Information Problems
Separations - 1998 - 2000

NY - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NY- Information from Others & Rebuttal

Separations - - 1998 - 2000

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NY- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

NY - Meets Law & Policy - Results
Separations - - 1998 - 2000

NY - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

NORTH CAROLINA

Nonmonetary Determinations Timeliness
NC - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
NC - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

NC - Meets Law & Policy - Results
Separations - - 1998 - 2000

NC - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
**NC - Written Determination - Results**

**Separations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

**NC - Written Determination - Results**

**Nonseparations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

Legend:
- Adequate
- Inadequate
- Wrong
Nonmonetary Determinations Timeliness
ND - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
ND - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

**NORTH DAKOTA**
**NONMON QUALITY 1998-2000**

- **Weighted Quality Score**
- **Criterion**

**NORTH DAKOTA: SEPARATIONS**
**NONMON QUALITY 1998-2000**

- **Sep Quality Score**
- **Invalid /NF**
- **Threshold**
- **Criterion**

**NORTH DAKOTA: NONSEPARATIONS**
**NONMON QUALITY 1998-2000**

- **NonSep Quality Score**
- **Invalid /NF**
- **Threshold**
- **Criterion**
A Look at Nonmonetary Performance and Quality

ND- Information from Others & Rebuttal
Separations - - 1998 - 2000

# Passing or Not Applicable


Info from Others | Rebuttal | Sample Size

ND- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000

# Passing or Not Applicable


Info from Others | #NF | Sample Size
A Look at Nonmonetary Performance and Quality

**ND - Meets Law & Policy - Results**

**Separations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

![Bar Chart: Separations 1998-2000](chart1.png)

- **Meets**
- **Questionable**
- **Not Met**

**ND - Meets Law & Policy - Results**

**Nonseparations - - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

![Bar Chart: Nonseparations 1998-2000](chart2.png)

- **Meets**
- **Questionable**
- **Not Met**

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A Look at Nonmonetary Performance and Quality

ND - Written Determination - Results

Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000

Adequate
Inadequate
Wrong

ND - Written Determination - Results

Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000

Adequate
Inadequate
Wrong

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A Look at Nonmonetary Performance and Quality

OHIO

Nonmonetary Determinations Timeliness

OH - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness

OH - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

**OHIO**
NONMON QUALITY 1998-2000

- **Line is Tier I Quality Criterion - 75%**
- **Weighted Quality Score**
- **Criterion**

**OHIO: SEPARATIONS**
NONMON QUALITY 1998-2000

- **Blue Line is Sample Validity Threshold**
- **Sep Quality Score**
- **Invalid /NF**
- **Criterion**
- **Threshold**

**OHIO: NONSEPARATIONS**
NONMON QUALITY 1998-2000

- **Blue Line is Sample Validity Threshold**
- **NonSep Quality Score**
- **Invalid /NF**
- **Criterion**
- **Threshold**

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A Look at Nonmonetary Performance and Quality

### OH - Employer Information Problems

#### Separations - 1998 - 2000

- **Number of Cases**
- **Month**:
  - Mar
  - Jun
  - Sep
  - Dec
- **Years**:
  - 1998
  - 1999
  - 2000

#### Nonseparations - 1998 - 2000

- **Number of Cases**
- **Month**:
  - Mar
  - Jun
  - Sep
  - Dec
- **Years**:
  - 1998
  - 1999
  - 2000

Legend:
- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

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A Look at Nonmonetary Performance and Quality

OH- Information from Others & Rebuttal

Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec
1998

Info from Others
Rebuttal
Sample Size

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec
2000 1999

263
Nonmonetary Determinations Timeliness
OK - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
OK - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

OK - Claimant Information Problems
Separations -- 1998 - 2000

OK - Claimant Information Problems
Nonseparations -- 1998 - 2000
A Look at Nonmonetary Performance and Quality

### OK - Employer Information Problems

#### Separations - 1998 - 2000

- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

#### Nonseparations - 1998 - 2000

- **Invalid /NF**
- **Inadequate**
- **Not Obtained**
A Look at Nonmonetary Performance and Quality

OREGON

Nonmonetary Determinations Timeliness
OR - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
OR - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

OREGON NONMON QUALITY 1998-2000

- Line is Tier I Quality Criterion - 75%
- Weighted Quality Score
- Criterion

OREGON: SEPARATIONS NONMON QUALITY 1998-2000

- Blue Line is Sample Validity Threshold
- Sep Quality Score
- Invalid /NF
- Criterion
- Threshold

OREGON: NONSEPARATIONS NONMON QUALITY 1998-2000

- Blue Line is Sample Validity Threshold
- NonSep Quality Score
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- Criterion
- Threshold
A Look at Nonmonetary Performance and Quality

OR- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable

Info from Others
Rebuttal
Sample Size

OR- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Info from Others
Rebuttal
Sample Size
A Look at Nonmonetary Performance and Quality

OR - Meets Law & Policy - Results
Separations - - 1998 - 2000

OR - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
OR - Written Determination - Results
Separations - - 1998 - 2000

OR - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

PENNSYLVANIA

Nonmonetary Determinations Timeliness
PA - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
PA - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

PENNSYLVANIA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

PENNSYLVANIA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

PENNSYLVANIA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
A Look at Nonmonetary Performance and Quality

**PA - Claimant Information Problems**

**Separations - - 1998 - 2000**

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- Invalid /NF
- Inadequate
- Not Obtained

**PA - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

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- Inadequate
- Not Obtained
A Look at Nonmonetary Performance and Quality

**PA - Employer Information Problems**

**Separations - 1998 - 2000**

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- Cyan: Not Obtained

**PA - Employer Information Problems**

**Nonseparations - 1998 - 2000**

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- Cyan: Not Obtained
A Look at Nonmonetary Performance and Quality

**PA- Information from Others & Rebuttal**

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- **Rebuttal**
- **Sample Size**

**PA- Information from Others & Rebuttal**

**Nonseparations - - 1998 - 2000**

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Separations - - 1998 - 2000

PA - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

PUERTO RICO

Nonmonetary Determinations Timeliness
PR - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
PR - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

PR - Claimant Information Problems
Separations - - 1998 - 2000

PR - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

PR - Employer Information Problems
Separations - 1998 - 2000

Number of Cases

Invalid /NF  Inadequate  Not Obtained

PR - Employer Information Problems
Nonseparations - 1998 - 2000

Number of Cases

Invalid /NF  Inadequate  Not Obtained
A Look at Nonmonetary Performance and Quality

PR- Information from Others & Rebuttal
Separations - - 1998 - 2000

PR- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000
PR - Meets Law & Policy - Results
Separations - - 1998 - 2000

PR - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

RHODE ISLAND

Nonmonetary Determinations Timeliness
RI - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
RI - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

RHODE ISLAND
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

RHODE ISLAND: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

RHODE ISLAND: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
Invalid /NF
Criterion
Threshold
RI - Claimant Information Problems
Separations - - 1998 - 2000

RI - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

RI - Employer Information Problems
Separations - 1998 - 2000

 RI - Employer Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

RI- Information from Others & Rebuttal

Separations - - 1998 - 2000

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RI- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

SOUTH CAROLINA

Nonmonetary Determinations Timeliness

Nonmonetary Determinations Timeliness
A Look at Nonmonetary Performance and Quality

SOUTH CAROLINA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

Weighted Quality Score
Criterion

SOUTH CAROLINA: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

Sep Quality Score
Invalid /NF
Criterion
Threshold

SOUTH CAROLINA: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

NonSep Quality Score
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Threshold
A Look at Nonmonetary Performance and Quality

**SC - Claimant Information Problems**

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- **Invalid /NF**
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- **Not Obtained**

**SC - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

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A Look at Nonmonetary Performance and Quality

### SC - Employer Information Problems
#### Separations - 1998 - 2000

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- Invalid /NF
- Inadequate
- Not Obtained

### SC - Employer Information Problems
#### Nonseparations - 1998 - 2000

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- Inadequate
- Not Obtained
A Look at Nonmonetary Performance and Quality

SC- Information from Others & Rebuttal
Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
SC - Meets Law & Policy - Results
Separations - - 1998 - 2000

Meets
Questionable
Not Met
A Look at Nonmonetary Performance and Quality

**SC - Written Determination - Results**

**Separations - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

**Nonseparations - 1998 - 2000**

- Dec 2000
- Sep 2000
- Jun 2000
- Mar 2000
- Dec 1999
- Sep 1999
- Jun 1999
- Mar 1999
- Dec 1998
- Sep 1998
- Jun 1998
- Mar 1998

Legend:
- Green: Adequate
- Yellow: Inadequate
- Blue: Wrong
A Look at Nonmonetary Performance and Quality

SD - Employer Information Problems
Separations - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

SD - Meets Law & Policy - Results
Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

SD - Written Determination - Results
Separations - - 1998 - 2000

Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

TENNESSEE

Nonmonetary Determinations Timeliness

Nonmonetary Determinations Timeliness

COMPLETED IN 21 DAYS
CRITERION

COMPLETED IN 14 DAYS
CRITERION
A Look at Nonmonetary Performance and Quality

**TENNESSEE**

**NONMON QUALITY 1998-2000**

- **Line is Tier I Quality Criterion - 75%**
- Weighted Quality Score
- Criterion

**TENNESSEE: SEPARATIONS**

**NONMON QUALITY 1998-2000**

- Blue Line is Sample Validity Threshold
- Sep Quality Score
- Invalid /NF
- Criterion
- Threshold

**TENNESSEE: NONSEPARATIONS**

**NONMON QUALITY 1998-2000**

- Blue Line is Sample Validity Threshold
- NonSep Quality Score
- Invalid /NF
- Criterion
- Threshold
A Look at Nonmonetary Performance and Quality

TN - Claimant Information Problems
Separations - - 1998 - 2000

TN - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

TN- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

Info from Others | Rebuttal | Sample Size

TN- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000

# Passing or Not Applicable

Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec

Info from Others | Rebuttal | Sample Size
A Look at Nonmonetary Performance and Quality

TN - Meets Law & Policy - Results
Separations - - 1998 - 2000

Meets | Questionable | Not Met

Dec 2000
Sep 2000
Jun 2000
Mar 2000
Dec 1999
Sep 1999
Jun 1999
Mar 1999
Dec 1998
Sep 1998
Jun 1998
Mar 1998

TN - Meets Law & Policy - Results
Separations - - 1998 - 2000

Meets | Questionable | Not Met

Dec 2000
Sep 2000
Jun 2000
Mar 2000
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Jun 1998
Mar 1998

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Mar 1998
Jun 1998
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Sep 1999
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Sep 1998
Jun 1998
Mar 1998
A Look at Nonmonetary Performance and Quality

TEXAS

Nonmonetary Determinations Timeliness

TX - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness

TX - TIER I - NONSEPS - 1998-2000
TEXAS
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

TEXAS: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

TEXAS: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
A Look at Nonmonetary Performance and Quality

TX - Claimant Information Problems
Separations - - 1998 - 2000

TX - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

**TX- Information from Others & Rebuttal**

**Separations** - - 1998 - 2000

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**TX- Information from Others & Rebuttal**

**Nonseparations** - - 1998 - 2000

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A Look at Nonmonetary Performance and Quality

TX - Written Determination - Results
Separations - - 1998 - 2000

TX - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

Nonmonetary Determinations Timeliness
UT - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
UT - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

**UT - Claimant Information Problems**

**Separations - - 1998 - 2000**

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- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

**UT - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

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- **Invalid /NF**
- **Inadequate**
- **Not Obtained**
A Look at Nonmonetary Performance and Quality

**UT - Employer Information Problems**

**Separations - 1998 - 2000**

- Number of Cases
- Invalid /NF
- Inadequate
- Not Obtained

**UT - Employer Information Problems**

**Nonseparations - 1998 - 2000**

- Number of Cases
- Invalid /NF
- Inadequate
- Not Obtained

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A Look at Nonmonetary Performance and Quality

UT- Information from Others & Rebuttal

Separations - - 1998 - 2000

# Passing or Not Applicable


Info from Others  Rebuttal  Sample Size

UT- Information from Others & Rebuttal

Nonseparations - - 1998 - 2000

# Passing or Not Applicable


Info from Others  #NF  Sample Size
A Look at Nonmonetary Performance and Quality

UT - Meets Law & Policy - Results
Separations - - 1998 - 2000

UT - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

UT - Written Determination - Results
Separations - - 1998 - 2000

UT - Written Determination - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

VERMONT

Nonmonetary Determinations Timeliness
VT - TIER I - SEPARATIONS - 1998-2000

Percent of Determinations

0% 20% 40% 60% 80% 100%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

1998 1999 2000

- COMPLETED IN 21 DAYS - CRITERION

Nonmonetary Determinations Timeliness
VT - TIER I - NONSEPS - 1998-2000

Percent of Determinations

0% 20% 40% 60% 80% 100%

Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov Jan Mar May Jul Sep Nov

1998 1999 2000

- COMPLETED IN 14 DAYS - CRITERION
A Look at Nonmonetary Performance and Quality

VT - Claimant Information Problems
Separations - - 1998 - 2000

Number of Cases

VT - Claimant Information Problems
Nonseparations - - 1998 - 2000

Number of Cases
VT - Employer Information Problems

Separations - 1998 - 2000

Number of Cases

- Invalid /NF
- Inadequate
- Not Obtained

VT - Employer Information Problems

Nonseparations - - 1998 - 2000

Number of Cases

- Invalid /NF
- Inadequate
- Not Obtained
A Look at Nonmonetary Performance and Quality

VT - Written Determination - Results
Separations -- 1998 - 2000

VT - Written Determination - Results
Nonseparations -- 1998 - 2000
A Look at Nonmonetary Performance and Quality

**VIRGINIA**
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

- Weighted Quality Score
- Criterion

**VIRGINIA: SEPARATIONS**
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

- Sep Quality Score
- Invalid /NF
- Criterion
- Threshold

**VIRGINIA: NONSEPARATIONS**
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

- NonSep Quality Score
- Invalid /NF
- Criterion
- Threshold
A Look at Nonmonetary Performance and Quality

**VA - Claimant Information Problems**

**Separations - - 1998 - 2000**

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- **Invalid /NF**
- **Inadequate**
- **Not Obtained**

**VA - Claimant Information Problems**

**Nonseparations - - 1998 - 2000**

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A Look at Nonmonetary Performance and Quality

VA - Employer Information Problems
Separations - 1998 - 2000

VA - Employer Information Problems
Nonseparations - 1998 - 2000
A Look at Nonmonetary Performance and Quality

VA - Written Determination - Results
Separations -- 1998 - 2000

VA - Written Determination - Results
Nonseparations -- 1998 - 2000
Nonmonetary Determinations Timeliness

VI - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness

VI - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

WASHINGTON
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

WASHINGTON: SEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

WASHINGTON: NONSEPARATIONS
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
A Look at Nonmonetary Performance and Quality

WA - Claimant Information Problems
Separations - - 1998 - 2000

WA - Claimant Information Problems
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

**WA - Employer Information Problems**

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**WA - Employer Information Problems**

**Nonseparations - 1998 - 2000**

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A Look at Nonmonetary Performance and Quality

WA- Information from Others & Rebuttal
Separations - - 1998 - 2000

WA- Information from Others & Rebuttal
Nonseparations - - 1998 - 2000

354
WA - Meets Law & Policy - Results
Separations - - 1998 - 2000

WA - Meets Law & Policy - Results
Nonseparations - - 1998 - 2000
A Look at Nonmonetary Performance and Quality

WEST VIRGINIA
NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

West Virginia: Separations
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

West Virginia: Nonseparations
NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

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A Look at Nonmonetary Performance and Quality

### WV - Employer Information Problems

**Separations - 1998 - 2000**

![Separations Chart]

**Nonseparations - 1998 - 2000**

![Nonseparations Chart]
A Look at Nonmonetary Performance and Quality

WV- Information from Others & Rebuttal

**Separations - - 1998 - 2000**

- **Info from Others**
- **Rebuttal**
- **Sample Size**

WV- Information from Others & Rebuttal

**Nonseparations - - 1998 - 2000**

- **Info from Others**
- **Rebuttal**
- **Sample Size**
A Look at Nonmonetary Performance and Quality
A Look at Nonmonetary Performance and Quality

### WV - Written Determination - Results

#### Separations - 1998 - 2000

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#### WV - Written Determination - Results

#### Nonseparations - 1998 - 2000

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Nonmonetary Determinations Timeliness
WI - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
WI - TIER I - NONSEPS - 1998-2000

COMPLETED IN 21 DAYS
CRITERION

COMPLETED IN 14 DAYS
CRITERION
A Look at Nonmonetary Performance and Quality

WISCONSIN NONMON QUALITY 1998-2000

Line is Tier I Quality Criterion - 75%

WISCONSIN: SEPARATIONS NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold

WISCONSIN: NONSEPARATIONS NONMON QUALITY 1998-2000

Blue Line is Sample Validity Threshold
A Look at Nonmonetary Performance and Quality

WI - Claimant Information Problems
Separations - - 1998 - 2000

Number of Cases

1998
1999
2000

Invalid /NF  Inadequate  Not Obtained

WI - Claimant Information Problems
Separations - - 1998 - 2000

Number of Cases

1998
1999
2000

Invalid /NF  Inadequate  Not Obtained

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A Look at Nonmonetary Performance and Quality

WI - Employer Information Problems
Separations - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained

WI - Employer Information Problems
Nonseparations - - 1998 - 2000

Number of Cases


Invalid /NF | Inadequate | Not Obtained

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A Look at Nonmonetary Performance and Quality

WI- Information from Others & Rebuttal

Separations - 1998 - 2000

# Passing or Not Applicable


- Info from Others
- Rebuttal
- Sample Size

WI- Information from Others & Rebuttal

Nonseparations - 1998 - 2000

# Passing or Not Applicable


- Info from Others
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Nonmonetary Determinations Timeliness
WY - TIER I - SEPARATIONS - 1998-2000

Nonmonetary Determinations Timeliness
WY - TIER I - NONSEPS - 1998-2000
A Look at Nonmonetary Performance and Quality

**WYOMING**
NONMON QUALITY 1998-2000

- **Line is Tier I Quality Criterion - 75%**

**WYOMING: SEPARATIONS**
NONMON QUALITY 1998-2000

- **Blue Line is Sample Validity Threshold**

**WYOMING: NONSEPARATIONS**
NONMON QUALITY 1998-2000

- **Blue Line is Sample Validity Threshold**
A Look at Nonmonetary Performance and Quality

**WY - Employer Information Problems**

**Separations - 1998 - 2000**

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**WY - Employer Information Problems**

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