

## Core Measures

### 1. New Employer Status Determinations

**Measure:** Percentage of employer status determinations made within 90 days from the last day of the quarter in which the business first became liable (for newly established employers) or re-established liability (for previously terminated accounts) or was reactivated (for previously inactivated accounts).

**Change:** Criterion

**Data Source:** Quarterly ETA 581 Contributions Operations Report.

**Computation and Criterion:** The sum of Item 15 (number of determinations made within the 90 day period) from the ETA 581 for four consecutive report quarters divided by the sum of all new status determinations (Item 14) made during the same four quarters. The result is multiplied by 100 to convert the decimal to a percentage.

Criterion goes up from 60% to 70%.

**Reporting Frequency:** Quarterly.

## Core Measures

### 2. Tax Quality

**Measure:** Assessment of the accuracy and completeness of the tax program.

**Change:** This is a new measure.

**Data Source:** The annual TPS Review report including Acceptance Sample scores for the following tax functions:

- Status Determinations Accuracy
  - New Status Determinations
  - Successor Status Determinations
  - Inactivations/Terminations
- Cashiering
- Report Delinquency
- Collections
- Field Audit
- Contribution Report Processing
- Debits/Billings
  - Contributory Employers
  - Reimbursing Employers
- Credits/Refunds
- Benefit Charging
- Tax Rates (usually sampled once every four years unless the previous year's sample of Tax Rates, Contribution Report Processing or Benefit Charging failed review or there have been changes to the state's tax rating system that could impact tax rate accuracy)

**Computation and Criterion:** Each of the 13 Acceptance Samples is scored as pass/fail. For each of the samples (with the exception of Cashiering) 3 or more case failures will cause the sample to fail the TPS review.

For tax quality, if 4 or more of the 13 samples fail the annual TPS review, a CAP will be required.

Additionally, if any Acceptance Sample fails for three (3) consecutive years, a CAP will be required regardless of whether the state passes the Tax Quality measure.

**Reporting Categories:** Results for each of the Acceptance Samples will be reported: the format for the data entry screen will be programmed for the state SUN systems, and a table in UIDB will be designed to capture the reports.

**Reporting Frequency:** Annually.

## Core Measures

### 3. First Payment Time Lapse

<b>Measure:</b>	<p>The number of days from the week ending date of the first compensable week in the benefit year to the date the payment is mailed, transferred electronically, or offset or intercept is applied on a claim. States determine “mail date” and provide DOL with the procedure used to derive it. When multiple weeks are paid at the same time, the earliest week should be reported as the first payment.</p> <ul style="list-style-type: none"> <li>➤ Includes intrastate and interstate total weeks, partial/part-total weeks and transitional payments.</li> <li>➤ Includes UCFE and UCX claims.</li> <li>➤ Includes Combined Wage Claim payments reported in the appropriate category determined by the nature of the base period wages.</li> <li>➤ Includes offsets and intercepts.</li>   <li>➤ Excludes episodic claims such as EB, DUA and TRA.</li> <li>➤ Excludes workshare claims.</li> <li>➤ Excludes retroactive payment for compensable waiting period.</li> </ul>
<b>Change:</b>	<p>The Core Measure of First Payment Time Lapse differs from the Secretary’s Standard in that it is all inclusive with the exceptions listed above. The Secretary’s Standard for First Payment Time Lapse applies to intrastate total weeks only. The Tier I measure definition is unchanged.</p>
<b>Data Source:</b>	<p>Universe of first payments currently reported on ETA 9050.</p>
<b>Computation and Criterion:</b>	<p>Start date: week ending date of first compensable week. End date: date check was mailed or electronic transfer made or offset or intercept applied.</p> <p>The criterion will be set at 87% of first payments made within 14 days for states requiring a waiting week and 21 days for states not requiring a waiting week.</p>
<b>Reporting Frequency:</b>	<p>Monthly.</p>

## Core Measures

### 4. Nonmonetary Determinations Time Lapse

<b>Measure:</b>	<p>Number of days elapsed from date of detection by the state of any nonmonetary issue that had the potential to affect the claimant's past, present or future benefit rights to the date on the determination which resolves the issue.</p> <ul style="list-style-type: none"> <li>➤ Includes the universe of nonmonetary determinations made during the month.</li> <li>➤ Includes BAM and BPC-generated nonmonetary determinations.</li> <li>➤ Excludes episodic claims such as EB, DUA and TRA.</li> <li>➤ Excludes BPC crossmatch and overpayment (monetary) notices.</li> </ul>
<b>Change:</b>	<p>The criterion for both separations and nonseparations will be 80% within 21 days. Confidence in reporting of issue detection date will be studied for four quarters to determine causes of error.</p>
<b>Data Source:</b>	<p>Universe of nonmonetary determinations.</p> <p>Note: The population identified for this measure must be identical with the population from which the samples for nonmonetary determinations quality are drawn.</p>
<b>Computation and Criterion:</b>	<p>Start date: the date on which the agency detected an issue on a claim which could affect past, present, or future benefit rights. End date: the date on the determination which resolves the issue.</p> <p>Percent of separation and nonseparation nonmonetary determinations completed in 21 days.</p>
<b>Reporting Categories:</b>	<p>Report Management Information separately for:</p> <ul style="list-style-type: none"> <li>➤ Intrastate UI, UCFE, UCX – Seps and Nonseps.</li> <li>➤ Interstate UI, UCFE, UCX – Seps and Nonseps.</li> </ul>
<b>Reporting Frequency:</b>	<p>Monthly</p>

## Core Measures

### 5. Nonmonetary Determinations Quality: Separation Issues

<b>Measure:</b>	Assessment of the quality of nonmonetary determinations dealing with separation issues.
<b>Change:</b>	Separation issue samples must meet the threshold criteria for “case material found” and issue validity to be considered valid. The separation issue sample must be able to pass the criteria on its own, without reference to the validity of the nonseparation issue sample, and the score will be reported separately.
<b>Data Source:</b>	Universe of nonmonetary determinations completed on separation issues within the calendar quarter being reviewed.
<b>Computation and Criterion:</b>	<p>Quarterly random sample of 30 or 50 separation determinations drawn from the universe. Sample size is determined by the number of nonmonetary determinations completed in the previous calendar year.</p> <p>75% of the cases must score more than 80 points. Invalid cases, those out of scope of the review, and those for which no documentation is found are not scored, and must not exceed set thresholds for scores to be considered representative of the quality of the state’s nonmonetary determinations.</p>
<b>Reporting:</b>	Scoring uses a data collection instrument; the elements are entered into the ETA 9056 report for each scored case. The ETA 9056 transmission report will automatically apply the sample validity tests and produce the unweighted quality score when the state transmits the sample results to the National Office. Annually, the National Office will report a quality score weighted by the numbers of separation and nonseparation determinations in the sample universe for each state.
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Quarterly

## Core Measures

### 6. Nonmonetary Determinations Quality: Nonseparation Issues

<b>Measure:</b>	Assessment of the quality of nonmonetary determinations dealing with nonseparation issues.
<b>Change:</b>	Nonseparation issue samples must meet the threshold criteria for “case material found” and issue validity to be considered valid samples. The nonseparation issue sample must be able to pass the criteria on its own, without reference to the validity of the separation issue sample, and the score will be reported separately.
<b>Data Source:</b>	Universe of nonmonetary determinations completed on nonseparation issues within the calendar quarter being reviewed.
<b>Computation and Criterion:</b>	<p>Quarterly random sample of 30 or 50 determinations drawn from the universe. Sample size is determined by the number of nonmonetary determinations completed in the previous calendar year.</p> <p>75% of the cases must score more than 80 points. Invalid cases, those out of scope of the review, and those for which no documentation is found are not scored, and must not exceed set thresholds for scores to be considered representative of the quality of the state’s nonmonetary determinations.</p>
<b>Reporting:</b>	Scoring uses a data collection instrument; the elements are entered into the ETA 9056 report for each scored case. The ETA 9056 transmission report will automatically apply the sample validity tests and produce the unweighted quality score when the state transmits the sample results to the National Office. Annually, the National Office will report a quality score weighted by the numbers of separation and nonseparation determinations in the sample universe for each state.
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Quarterly.

## Core Measures

### 7. Detection of Overpayments

<b>Measure:</b>	Percent of estimated detectable, recoverable overpayments (dollars) established for recovery.
<b>Change:</b>	This measure is new in UI Performs.
<b>Data Source:</b>	BAM and BPC reports.
<b>Computation and Criterion:</b>	<p>BAM reports of recoverable overpayments (dollars) divided by BPC reports of overpayments established for recovery. An interactive report will be available on the OWS web site for SWA and Regional Offices to use to find SWA performance.</p> <p>The criterion will be a percentage (to be determined after a year of data collection) of estimated detectable, recoverable overpayments (dollars) established for recovery.</p>
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Quarterly.

## Core Measures

### 8. Average Age of Pending Lower Authority Appeals

<b>Measure:</b>	A count of all pending Lower Authority Appeals divided into the sum of their actual age in days to produce an average age.
<b>Change:</b>	<p>This measure is new in UI Performs. It takes the age of all pending appeals into account and allows prediction of and planning for future performance.</p> <p>The measure is contingent upon OMB approval for the data collection.</p>
<b>Data Source:</b>	Universe of pending Lower Authority Appeals.
<b>Computation and Criterion:</b>	<p>At the close of business on the last day of each month, access the universe of pending Lower Authority Appeals.</p> <p>Determine actual age of each pending Appeal by counting days elapsed from the date of filing to the date of count.</p> <p>Sum actual age in days of all pending Lower Authority Appeals and divide by the total number of pending Lower Authority Appeals to arrive at the average age.</p> <p>The criterion will be determined when twelve months of data have been recorded.</p>
<b>Reporting:</b>	Report the dividend, divisor, and average age as determined by the computation.
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Monthly

## Core Measures

### 9. Average Age of Pending Higher Authority Appeals.

<b>Measure:</b>	A count of all pending Higher Authority Appeals divided into the sum of their actual age in days to produce an average age.
<b>Change:</b>	<p>This measure is new in UI Performs. It takes the age of all pending appeals into account and allows prediction of and planning for future performance.</p> <p>The measure is contingent upon OMB approval for the data collection.</p>
<b>Data Source:</b>	Universe of Higher Authority Appeals.
<b>Computation and Criterion:</b>	<p>At the close of business on the last day of each month, access the universe of pending Higher Authority Appeals.</p> <p>Determine actual age of each pending Appeal by counting days elapsed from the date of filing to the date of count.</p> <p>Sum actual age in days of all pending Higher Authority Appeals and divide by the total number of pending Higher Authority Appeals to arrive at the average age.</p> <p>The criterion will be determined when twelve months of data have been recorded.</p>
<b>Reporting:</b>	Report the dividend, divisor, and average age as determined by the computation.
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Monthly

## Core Measures

### 10. Lower Authority Appeals Quality

**Measure:** Assessment of the quality of Lower Authority Appeals by scoring a random sample of Lower Authority Appeals decisions completed in the calendar quarter being reviewed.

**Change:** None.

**Data Source:** Universe of Lower Authority Appeals.

**Computation and Criterion:** Scores recorded on the data collection instrument for each case will be entered into the UI data base using the ETA 9057.

The criterion is 80% of cases scoring 85% or more.

**Reporting Intervals:** None.

**Reporting Categories:** None.

**Reporting Frequency:** Quarterly.

## Core Measures

### 11. Facilitate Reemployment

**Measure:** Percent of UI claimants who become reemployed within the quarter following their first UI payment.

**Change:** This is a new measure in UI Performs.

The measure is contingent upon OMB approval for the data collection.

**Data Source:** ETA 5159 and state UI wage records.

**Computation and Criterion:** State UI wage records will be accessed and a cross-match run against claimant benefits records for the previous calendar quarter to determine the percent of claimants who have been reemployed.

A performance goal will be deferred until data have been collected from all states for four quarters.

**Reporting Intervals:** None.

**Reporting Categories:** None.

**Reporting Frequency:** Quarterly.