

Unemployment Insurance Quality Appraisal Results FY 92



U.S. Department of Labor
Employment and Training Administration
Unemployment Insurance Service

1992



Material contained in this publication is in the public domain and may be reproduced, fully or partially, without permission of the Federal Government. Source credit is requested but not required. Permission is required only to reproduce any copyrighted material contained herein.

This material will be made available to sensory impaired individuals upon request.

Voice phone: 202-535-0616

TDD* phone: 1-800-326-2577

*Telecommunications Device for the Deaf.

Unemployment Insurance Quality Appraisal Results FY 92



U.S. Department of Labor
Lynn Martin, Secretary

Employment and Training Administration
Roberts T. Jones, Assistant Secretary
for Employment and Training

Unemployment Insurance Service
Mary Ann Wyrsh, Director

1992

UIS

PREFACE

The UI Quality Appraisal program was developed under the direction of the Department of Labor, Employment and Training Administration, to assess the quality of certain activities which are carried out in all State UI programs.

The very nature of the UI system - - a system administered under State laws in conformity with Federal laws and regulations - - results in differences among State laws, policies, and operating methods. Thus, absolute comparisons of quality among States cannot always be accomplished. This appraisal program provides the best information obtainable at this time with respect to the quality of each State's program and provides a means for empirical review of quality in all States.

CONTENTS

ii

PREFACE	1
CHAPTER ONE - EXECUTIVE SUMMARY	1
I. Background	3
II. Summary of Methodology	8
III. Summary of Results	10
CHAPTER TWO - STUDY METHODOLOGY	11
I. Appraisal Preparation	11
A. Selection of Local Offices	11
B. Determination of Sample Sizes	11
C. Selection of Sample Cases	12
II. Data Collection	14
A. Initial Claims Promptness	14
B. Nonmonetary Determinations	14
C. Combined Wage Claims	15
D. Appeals	16
E. Status Determinations	17
F. Field Audits	17
G. Report Delinquency	18
H. Collections	18
I. Cash Management	18
J. Benefit Payment Control	19
CHAPTER THREE - DETAILED PROJECT RESULTS	20
I. Initial Claims Promptness	20
II. Nonmonetary Determinations	38
A. Performance	38
B. Promptness	51
III. Combined Wage Claims	57
A. Initial Claims Promptness	57
B. Transferring State Promptness	60
C. Billing Promptness	64
D. Reimbursement Promptness	67

IV. Appeals	70
A. Performance	70
B. Promptness	74
V. Status Determinations	83
VI. Field Audits	87
A. Penetration	87
B. Performance	92
VII. Report Delinquency	95
VIII. Collections	99
IX. Cash Management	103
A. Employer Accounts	103
B. Clearing Account	103
C. Trust Fund	103
X. Benefit Payment Control	109

EXECUTIVE SUMMARY

The Unemployment Insurance Service (UIS) has established a comprehensive system for measuring and monitoring the quality of the Unemployment Insurance program as it is administered by the State agencies. This system, the UI Quality Appraisal program, is designed to provide information concerning performance and promptness that can be utilized as a basis for determining each State's quality level in program activities. The States' quality levels are compared with Secretary's Standards or Desired Levels of Achievement for each activity. These Secretary's Standards and Desired Levels of Achievement were selected for inclusion in the program by the National Office after consultation with the States and Regions.

Chapter One presents the background and objectives of the Quality Appraisal program. This chapter also summarizes the results of measurements made in all of the States for activities in which Secretary's Standards and Desired Levels of Achievement have been established. Chapter Two discusses in detail the data development, measurement approach, and manner in which the studies were conducted for all activities. Chapter Three presents the detailed numerical results for all measurements conducted in the States. These results are presented for the States, grouped within their Regions. Figure I-1 shows the States listed by Region and the State abbreviations used in this report. Asterisks indicate the appraisals were conducted by Federal teams. The remainder were conducted by the States as self-appraisals. Some States were not required to conduct certain Quality Appraisal measurements in FY 1992 because the established Desired Level of Achievement was met in FY 1991.

Overall, State performance levels for FY 1992 slipped a little from the levels achieved in the FY 1991 UI Quality Appraisal Results. There were several notable declines in the area of initial claims promptness for interstate and UCX benefits as well as further deterioration in the area of lower authority appeals promptness. At the same time, intrastate initial claims promptness improved after a dip in FY 1991.

The following activities showed a significant improvement in the number of States meeting specific Secretary's Standards or Desired Levels of Achievement: Intrastate Initial Claims Promptness (14/21 days), Appeals Performance, and Benefit Payment Control (Nonfraud). Specific activities showing a significant decline in performance or promptness included: Interstate and UCX Initial Claims Promptness (14/21 days), Nonmonetary Determinations Promptness (Intrastate), Lower Authority Appeals Promptness (30 and 45 days), Field Audit Penetration (Total Contributory Employers), Cash Management (Clearing Account and Benefit Payment Account), and Benefit Payment Control (Fraud).

STATE APPRAISALS CONDUCTED SEPTEMBER 1991
THROUGH FEBRUARY 1992

REGION 1:

Connecticut (CT)
Maine (ME)
*Massachusetts (MA)
*New Hampshire (NH)
Rhode Island (RI)
Vermont (VT)

REGION 2:

New Jersey (NJ)
New York (NY)
*Puerto Rico (PR)
*Virgin Islands (VI)

REGION 3:

Delaware (DE)
District of Columbia (DC)
*Maryland (MD)
Pennsylvania (PA)
*Virginia (VA)
West Virginia (WV)

REGION 4:

Alabama (AL)
Florida (FL)
Georgia (GA)
Kentucky (KY)
*Mississippi (MS)
*North Carolina (NC)
*South Carolina (SC)
Tennessee (TN)

REGION 5:

*Illinois (IL)
Indiana (IN)
Michigan (MI)
Minnesota (MN)
*Ohio (OH)
Wisconsin (WI)

REGION 6:

*Arkansas (AR)
*Louisiana (LA)
New Mexico (NM)
Oklahoma (OK)
Texas (TX)

REGION 7:

*Iowa (IA)
Kansas (KS)
Missouri (MO)
*Nebraska (NE)

REGION 8:

*Colorado (CO)
Montana (MT)
North Dakota (ND)
South Dakota (SD)
Utah (UT)
*Wyoming (WY)

REGION 9:

Arizona (AZ)
California (CA)
*Hawaii (HI)
Nevada (NV)

REGION 10:

*Alaska (AK)
*Idaho (ID)
Oregon (OR)
Washington (WA)

*Federal Appraisals (All others are State Self-Appraisals)

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service (UIS) has the responsibility by law (Title III of the Social Security Act) for assuring that State Employment Security Agencies operate an effective and efficient unemployment insurance program.

In order to assess the quality of operations, the UIS in 1975 assembled a task force consisting of Federal and State staff. A comprehensive system called the Performance Appraisal Package was developed for measuring and monitoring program quality. All existing performance and promptness measures were considered in developing this package. Three of the measurement systems are being utilized presently: "A Performance Based Quality Control Program for Nonmonetary Adjudication" (QPI), the Appeals Quality Package, and portions of the State UI Self Appraisal.

In Fiscal Years 1976 and 1977, following successful pilot testing, the Performance Appraisal package was used in all States by teams of UI technicians led by the National and Regional Offices. The results of these appraisals were disseminated in the form of a series of individual State reports detailing the quality levels attained in each of a variety of activities. These results were also published in a composite form to allow easy comparison of the results for all State agencies.

The results of the 53 appraisals were reviewed by the National Office in consultation with both the States and Regional Offices. Desired Levels of Achievement were established for most activities reviewed. In some areas the range of the performance and promptness levels attained was so large that the establishment of Desired Levels of Achievement was postponed pending further study and measurement. In others, new, more effective measures were developed because existing measures did not adequately represent the quality levels.

Desired Levels of Achievement were first established for Fiscal Year 1978 and revised from time to time thereafter. The Desired Levels of Achievement are used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards exist in two areas: the timeliness of processing lower authority appeals (20 CFR Part 650) and the timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

In Fiscal Year 1978, the appraisal system was fully implemented nationwide. In Fiscal Year 1979, the package was revised and renamed UI Quality Appraisal. For UI Quality Appraisal for Fiscal Year 1992, the Desired Levels of Achievement are shown in Figure I-2.

All major UI State program activities are reviewed, either by State personnel or by Regional staff. The results of all appraisals are transmitted to the National Office, and the data are incorporated into this report. These reports are distributed to each State to be used in the State Annual Program Budget Plan.

The fact that a State is currently meeting the Desired Level of Achievement in a certain activity should not be construed as justification for failure to seek additional improvement. The various levels of achievement were set at then currently attainable levels as opposed to imposing higher levels as a means for striving for higher levels of achievement.

In addition, activities for which Desired Levels of Achievement have not yet been established are no less important areas of performance of UI operations than those activities for which Desired Levels of Achievement have been established.

SECRETARY'S STANDARDS (SS) AND DESIRED LEVELS OF ACHIEVEMENT (DLA)

Initial Claims Promptness-Intrastate (SS):

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-Interstate (SS):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness-UCFE (DLA):

In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date

A minimum of 78 percent of first payments made within 35 days of first compensable week ending date

Initial Claims Promptness - UCX (DLA):

In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date

In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date

A minimum of 93 percent of first payments made within 35 days of first compensable week ending date

Nonmonetary Determinations Performance - Intrastate (DLA):

For Separation Cases: A minimum of 75 percent of cases having acceptable scores

For Nonseparation Cases: A minimum of 80 percent of cases having acceptable scores

Nonmonetary Determinations Promptness - Intrastate (DLA):

A minimum of 80 percent of determinations made timely

Combined Wage Claims (DLA):

A minimum of 75 percent of wage transfers made timely

Appeals Performance (DLA):

A minimum of 80 percent of cases scoring 80 percent of points or more

Appeals Promptness - Lower Authority (SS):

A minimum of 60 percent of appeal decisions made within 30 days

A minimum of 80 percent of appeal decisions made within 45 days

Appeals Promptness - Higher Authority (DLA):

A minimum of 40 percent of appeal decisions made within 45 days

A minimum of 80 percent of appeal decisions made within 75 days

Status Determination Promptness (DLA):

A minimum of 80 percent of determinations of employer liability made within 180 days of the liability date

Field Audits (DLA):

A minimum penetration rate for contributory employer audits of 4 percent

A minimum penetration rate for large employer audits of 1 percent of the number of audits required for total audit penetration rate

Report Delinquency (DLA):

A minimum of 95 percent of employers filing reports by end of quarter

Collections (DLA):

A minimum of 75 percent of delinquent accounts with some monies obtained within 150 days from the end of the quarter

Fund Management (DLA):

A minimum of 90 percent of collected taxes deposited in the Clearing Account within 3 work-days of receipt

A maximum of 2 business days for transferring funds on deposit in the Clearing Account to the Trust Fund

Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account

Benefit Payment Control (DLA):

A minimum recovery of 55 percent of regular State UI fraudulent overpayments

A minimum recovery of 55 percent of regular State UI nonfraudulent overpayments

The methodology for quality appraisal on-site measurements includes an in-depth review of a sample of work performed in each activity. Measurement techniques include reviewing tape recordings of appeals hearings and reviewing claims records. Figure I-3 shows the various activities reviewed, with identification of sample sizes and the measurement techniques utilized.

Completion of the appraisal requires staff with special skills. These skills include the following:

- using ETA Handbook No. 365, "Unemployment Insurance Quality Appraisal,"

- using ETA Handbook No. 301, "A Performance Based Quality Control Program for Nonmonetary Adjudication," and

- using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions."

A more comprehensive discussion on the methodology is found in Chapter Two.

TECHNIQUES OF MEASUREMENT

ACTIVITY	TYPE OF MEASURE	SAMPLE	TECHNIQUES
Initial Claims	Promptness	250 intrastate	Records review
	Promptness	200 interstate	Records review
	Promptness	50 UCFE	Records review
	Promptness	50 UCX	Records review
	Promptness	50 CWC	Records review
Nonmonetary Determinations	Performance	130 intrastate*	Records review
	Performance	55 interstate*	Records review
	Performance	25 UCFE	Records review
	Promptness	125 intrastate*	Records review
	Promptness	60 interstate	Records review
Combined Wage Claims	Promptness	70 wage transfers*	Records review
	Promptness	50 IB-6 billings	Records review
	Promptness	50 IB-6 reimbursements	Records review
Appeals	Performance	20-50 decisions*	Review of records and hearings
Status Determinations	Promptness	150-235 determinations*	Records review
Field Audits	Performance	60-80 audit reports	Records review
Collections	Promptness	165-275 accounts*	Records review
Employer Accounts	Promptness	200-600 remittances*	Records review

* Produces desired levels of achievement figures.

This section presents results from all Fiscal Year 1992 quality appraisal measurements and report data for which Secretary's Standards or Desired Levels of Achievement (DLA) have been established.

Because of the subjectivity involved in some of the measurements, it would be difficult to assign an exact score that could be used to rank each State. For these measurements, charts are provided showing which States exceeded the DLA and which States scored below the DLA. The States are listed alphabetically within each group.

Meeting or exceeding the DLA should not be regarded as an indication that further improvement is unnecessary. Detailed numerical results for all measurements can be found in Chapter Three.

STUDY METHODOLOGY

This chapter discusses the steps required to conduct the on-site quality appraisal measurements. In some instances, due to particular conditions in the State, these procedures are modified; however, the basic results remain the same. A more detailed discussion of the methodology can be found in ETA Handbook No. 365, entitled "Unemployment Insurance Quality Appraisal."

I. APPRAISAL PREPARATION

One or two weeks prior to the appraisal, the study team initiates steps to prepare for the appraisal. The steps are outlined below.

A. Selection of Local Offices.

Local offices are selected on a random basis to ensure a valid measurement of statewide quality. Up to 10 local offices are chosen depending on the total number of local offices in the State.

B. Determination of Sample Sizes.

For most of the measurements in the appraisal system, the sample sizes are based on the following standard statistical formula:

$$n = \frac{Np(1-p)}{2 \cdot 2 + p(1-p)}$$

Where:

- n = desired sample size
- N = population size
- p = estimated population proportion
- B = bound on estimate (.07 to .10)
- Z = 1.96, corresponds to a 95% confidence interval

The formula provides 95% confidence that the estimate will be between seven and 10 percentage points of true population value.

For most measurements, the range in the sample sizes between States with the largest and smallest population sizes are minimal. As a result, uniform sample sizes have been prescribed for all States. For other measurements where the range is significant, a reference chart has been provided to simplify identification of the proper sample size for each State.

C. SELECTION OF SAMPLE CASES

1. **Initial Claims Promptness.** The State is required to make an analysis of delayed first payments in any area where it did not meet the Secretary's Standard (for intrastate or interstate) or the Desired Level of Achievement (for UCFE or UCX). The Secretary of Labor's Standard prescribes the 12 months ending March 31 as the measurement period for intrastate and interstate first payments (20 CFR Part 640). The sample sizes are: 250 for intrastate, 200 for interstate, 50 for UCFE, and 50 for UCX. The samples are randomly selected statewide from the most recent 12 months available.

2. **Nonmonetary Determinations.** Samples of nonmonetary determinations are reviewed for both performance and promptness. Where possible, samples are taken statewide; otherwise, they are divided among selected local offices. Samples are selected from the most recent 12 months available and include both formal and informal determinations from State UI, UCFE, and UCX.

For the performance portion of the appraisal, samples are taken of 70 intrastate separation issues, 60 intrastate nonseparation issues, 30 interstate separation issues, 25 interstate nonseparation issues, and 25 UCFE separation issues.

For the promptness portion of the appraisal, samples are taken of 125 intrastate determinations and 60 interstate determinations. The types of determinations reviewed are limited to issues arising after the initial determinations -- issues arising in connection with additional claims and issues arising during claims series.

3. **Combined Wage Claims.** Measurements in the CWC area require samples of 50 delayed first payments from the most recent 12 months at the time of appraisal to determine the causes for delay, 70 IB-4s received during the last 12 months to determine the promptness of processing requests for wage transfers, 50 CWC payments made during the third quarter of the fiscal year to determine the billing promptness, and 50 IB-6s received during the third and fourth quarters of the fiscal year to determine reimbursement promptness.

4. Appeals. A random sample of between 20 and 50 intrastate appeal decisions is selected to measure the performance of lower authority appeals. The sample is selected from decisions issued during the most recent 12 months. The sample size depends on the number of referees in the State.

5. Status Determinations. The promptness of establishing employer liability is measured by sampling between 150 and 235 status determinations, depending on the size of the population. The sample is taken from the most recent 12-month period and includes both newly liable accounts and successorships.

6. Field Audits. A sample of 60 to 80 audit reports, depending on the size of the population, is selected for review from the most recent 12 months to grade performance.

7. Collection Promptness. Depending on the size of the population, a sample of 165 to 275 accounts delinquent for the first quarter of the calendar year is reviewed to measure the promptness of collection activity. The sample includes delinquencies of contributions, or of contributions and interest and/or penalty, but not of interest and/or penalty alone. Excluded from the sample are accounts of reimbursable employers, accounts with less than \$100 delinquent, and accounts determined uncollectible.

8. Cash Management. The selection of cases for the measurement for the promptness of depositing employer remittances is conducted at a prescribed time -- the 10-workday period surrounding the delinquency date for the third quarter of the calendar year. Checks are sampled according to intervals prescribed according to the number of employers in the State. The resultant sample size is generally between 200 and 600. In States where checks are segregated prior to opening, separate samples are taken from each group.

Routines for the collection and summarization of data are discussed in the following paragraphs. The worksheets and summary sheets referenced can be found in ETA Handbook No. 365.

A. Initial Claims Promptness.

The payment promptness of intrastate, interstate, UCFE, and UCX initial claims is determined from the ETA 5159 Reports for the 12 months ending March 31, 1992. The data are not gathered on site during the appraisal, but are compiled by the National Office.

Where the applicable Secretary's Standard for intrastate or interstate or the Desired Level of Achievement for UCFE and UCX was not met during the 12 months ending March 31, 1991, a review is made of a sample of delayed first payments to identify the reasons for delay. Claimant files are pulled and examined for each delay in the sample. Worksheets D, E, F, and G are used to record the reasons for delay and to identify whether the reasons were controllable or uncontrollable by the State, based on the criteria explained in Chapter II. The percentages of controllable delays are summarized for all programs on Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

B. Nonmonetary Determinations.

This section describes the study routines used to gather and classify data for the evaluation of nonmonetary determinations performance and promptness.

1. **Performance Review.** The measurement of the performance of nonmonetary determinations is accomplished using the QPI package, "A Performance Based Quality Control Program for Nonmonetary Adjudication," ETA Handbook No. 301. This system involves grading the quality and completeness of the factfinding and the correctness of the determination. The grading system allows a maximum of 100 points, with grades of 81 points or above considered acceptable quality. The system also provides a score (51 or above) indicating whether the determinations were in accordance with State law. The results are summarized on Summary Sheet ETA 39A, "Nonmonetary Determination Summary."

2. Promptness Review. The nonmonetary determinations promptness measurements have separate requirements for each of the two types of determinations reviewed. For the intra-state measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the week ending date of the first week claimed; issues arising during a claims series are to be determined in seven days or less from the end of the week in which the issues are identified. For the interstate measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the end of the week in which the liable State received notification of an issue; issues arising during a claims series are to be determined in 7 days or less from the end of the week in which the liable State received notification of an issue. Results of the measurements are documented on Worksheet U, and the percentages are recorded on Summary Sheet ETA 39A.

In addition to measuring time lapse, analyses are conducted of all delayed determinations to identify the reasons for delay and whether these reasons were controllable or uncontrollable by the State. These analyses are required only in States not meeting the DLA for the previous year's measurement. These delays are summarized on Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

C. Combined Wage Claims.

This section describes the methods used to collect data for all CWC measurements.

1. Initial Claims Promptness. The payment promptness for CWC is determined from the ETA 586 Reports for the four quarters ending March 31, 1992. The data are not gathered on site during the appraisal, but are compiled by the National Office.

In States where the percentage of CWC first payments made in 14/21 days was less than 70 percent timely for the most recent 12-month measurement period, an analysis is made of delayed first payments to identify the causes of delays. Worksheet T is used to record the data from the claimant files sampled. The reasons for delay are identified and judged to be either controllable or uncontrollable by the State based on established criteria explained in Chapter III. The percentage of controllable delays is summarized in Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

2. **Transferring State Promptness.** A sample of IB-4's which have been completed and returned to paying States is selected and reviewed to determine timeliness. The promptness objectives are: (a) seven calendar days when the wages are on record or should be on record and (b) 14 calendar days for wages not required to be on record. Further analyses are made of all cases not timely to determine the causes of delay. The data are recorded on Worksheet C and summarized in Part III of ETA 40.

3. **Billing Promptness.** A sample of CWC payments is compared with IB-6's sent to the appropriate transferring States. The IB-6's are examined to see if the claims were listed and to measure the time lapse in billing the transferring States. The promptness objective is that billings should be sent in no more than 45 days from the end of the quarter. The data are recorded on Worksheet P and summarized on Part IV of ETA 40.

4. **Reimbursement Promptness.** A sample of IB-6's received from paying States is reviewed to determine the promptness with which the States make reimbursements. The promptness objective is that reimbursements should be made in no more than 45 days from receipt. The data are recorded on Worksheet Q and summarized in Part V of ETA 40.

D. Appeals.

Described in this section are the methods used to collect data necessary to evaluate performance and promptness for the Appeals area.

1. **Performance Review.** The measurement of the performance of appeals is accomplished using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions." This package applies specific tests by which recordings of hearings and the written decisions can be evaluated by trained personnel.

The evaluation is conducted of lower-authority, intrastate cases. Certain cases are omitted from the study sample. These include default cases in which the appellant did not appear, multi-claimant cases, cases with inaudible recordings, and hearings and decisions to determine whether an appeal was timely. Also excluded are DUA, TRA, labor disputes, EB, and employer liability hearings.

The appeals hearings selected for review are rated on each of the 30 categories measured in the package. These include 21 related to the hearing and nine related to the decision. The rating of each case is completed on a worksheet contained in the Handbook.

Each category evaluated has an associated value based on how the case was rated for that category and the weight of that category as opposed to the others. Each case then receives the sum of the values for all categories which apply to the case. The overall score is then expressed as a percentage of the total possible points that the case could receive.

The States are rated based upon the percentage of cases which receive a score of 80 percent or more. These scores are summarized on Summary Sheet ETA 37, "Appeals Performance Summary."

2. **Promptness Review.** The measurement for appeals promptness is not done as a part of the appraisal. The data are gathered in the National Office on all UI decisions (the total of intrastate and interstate) for both lower authority and higher authority from the ETA 5130 Reports for the 12 months ending March 31, 1992.

E. Status Determinations.

This section describes the method used to measure promptness in establishing employer liability. For each sampled employer, the time lapse from the date the employer first became subject until the employer was officially informed of subject status is calculated and recorded on Worksheet L. The measurement used is the percentage of determinations which are established in 180 days or less and is entered on Summary Sheet ETA 38, "Summary of Tax Operations."

F. Field Audits.

This section describes the methods used to collect data in the area of Field Audits.

1. **Penetration.** The penetration rate for Field Audits is not gathered on-site during the appraisal, but is compiled by the National Office. The total number of audits conducted during the four quarters comprising the previous fiscal year is recorded from ETA 581 Reports. The number of contributory employers at the end of the fiscal year prior to that fiscal year identified above was obtained from the appropriate ETA 581 Report. From these figures, the percentage of contributory employers who were audited is computed.

2. **Performance.** The measurement for performance in Field Audits is accomplished by reviewing audit reports utilizing the nine questions contained in Attachment No. 14 of ETA Handbook No. 365 and recording the scores on Worksheet R. Scores of 70 points or more are considered passing. The percentage of audit reports obtaining scores of 70 points or more is entered on Summary Sheet ETA 8571, "Field Audit Summary."

G. Report Delinquency.

Data to measure the extent of Report Delinquency are not gathered on-site during the appraisal, but are compiled by the National Office. ETA 581 Reports for the previous fiscal year are utilized to obtain the total number of contributory and reimbursable employers delinquent in filing reports of wages and taxes. This is compared with the total number of employers shown on the ETA 581 Reports for the four quarters ending June 30 (the corresponding quarters for which employer reports were delinquent) to determine the average of the percentage of employers delinquent in filing reports. The percentage of employers filing reports timely is computed from this data.

H. Collections.

This section describes the method used to collect data necessary to measure the promptness of collections. A sample of employer accounts that were delinquent for the first quarter of the calendar year is reviewed to determine the percentage of accounts for which full or partial payments were obtained within 150 days of the end of the quarter. The data are entered on Worksheet S and summarized on Summary Sheet ETA 38.

I. Cash Management.

This section describes the methods used to collect data in the area of Cash Management.

1. **Employer Accounts.** This measurement evaluates the promptness of depositing employer remittances received in the State agency into the Clearing Account. The measurement is accomplished by reviewing a sample of transactions from the third quarter of the calendar year. Over the ten-workday period surrounding the delinquency date, checks are selected at a prescribed interval, determined by the number of employers in the State. The date of receipt of each check is recorded on Worksheet N. The dollar interval to be sampled is then determined by a computation utilizing the total dollars expected to be received during the quarter. After sufficient time has elapsed to allow for deposit of the checks, those checks in the sample are tracked, and the date of deposit is recorded. The results are expressed as the percentage of dollars deposited within three workdays of receipt and entered on Summary Sheet ETA 38.

2. **Clearing Account.** This measurement shows the average number of days funds were on deposit in the Clearing Account before being transferred to the Trust Fund. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8414 Reports for the 12 months ending September 30, 1991. For States maintaining Clearing Accounts in more than one bank, the figure represents the consolidation of all accounts.

3. **Benefit Payment Account.** This measurement shows the average number of days money was withdrawn from the Trust Fund before needed to pay benefits. The data are not gathered on-site during the appraisal, but are compiled by the National Office. The figures are obtained from the ETA 8413 Reports for the 12 months ending September 30, 1991. For States maintaining Benefit Payment Accounts in more than one bank, the figure represents the consolidation of all accounts.

J. Benefit Payment Control.

The recovery rate of both fraud and nonfraud overpayments is determined from the ETA 227 Reports for the 12 months ending December 31, 1991. The data are not gathered on-site during the appraisal, but are compiled by the National Office.

DETAILED PROJECT RESULTS

This chapter presents charts and bar graphs showing detailed results from all Fiscal Year 1992 quality appraisal measurements and report data for which Secretary's Standards (SS) or Desired Levels of Achievement (DLAs) have been established. Data derived from National reports are sometimes based on estimated figures. The charts display data arranged alphabetically by Region. The entry "INA" (information not available) is used for any of the following situations: the measurements were not conducted, the results were not received timely, the information on the summary sheets could not be reconciled with the accompanying worksheets, or the data was insufficient to calculate meaningful results. The entry "N/R" indicates an analysis is not required. In instances where discrepancies in the measurement question the validity of the scores, the entry "---" is used. The entry "N/A" indicates a measurement is not applicable to a State. Where established, the Secretary's Standard or Desired Level of Achievement is given on the chart and graph.

I. INITIAL CLAIMS PROMPTNESS

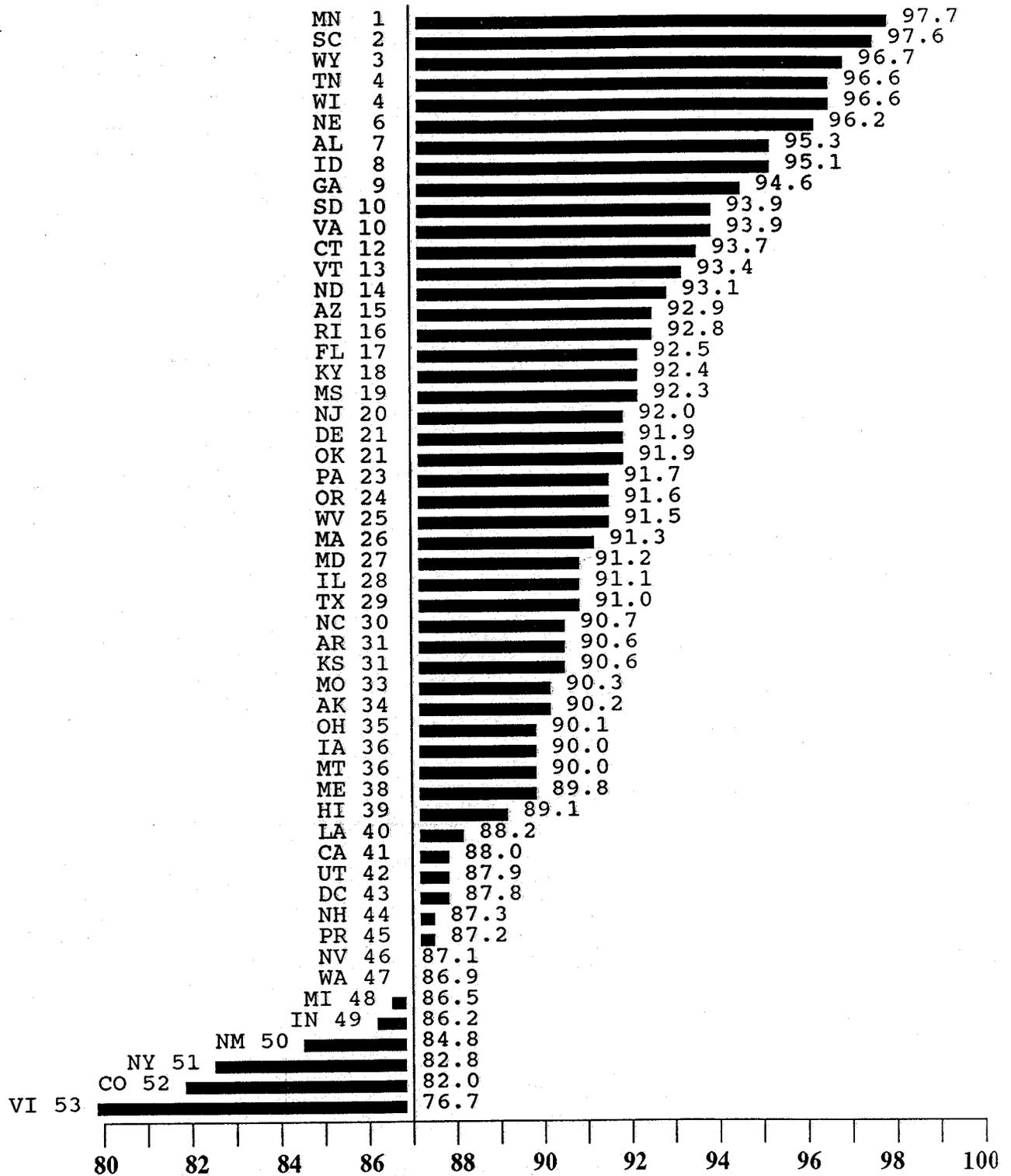
Results are shown from the following areas: intrastate, interstate, UCFE, and UCX.

Figures III-1 through III-6 show the results from the 12-month period ending March 31, 1992, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures III-3 and III-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days. The Secretary's Standards for intrastate are 87 percent paid within 14/21 days and 93 percent paid within 35 days. For interstate, the Secretary's Standards are 70 percent paid within 14/21 days and 78 percent paid within 35 days.

Figures III-7 through III-12 present the percentages of UCFE and UCX first payments made within the same timeframes as for intrastate and interstate as taken from the ETA 5-159 Reports. The Desired Levels of Achievement for UCFE are 70 percent paid within 14/21 days and 78 percent paid within 35 days. For UCX, the Desired Levels of Achievement are 87 percent paid within 14/21 days and 93 percent paid within 35 days.

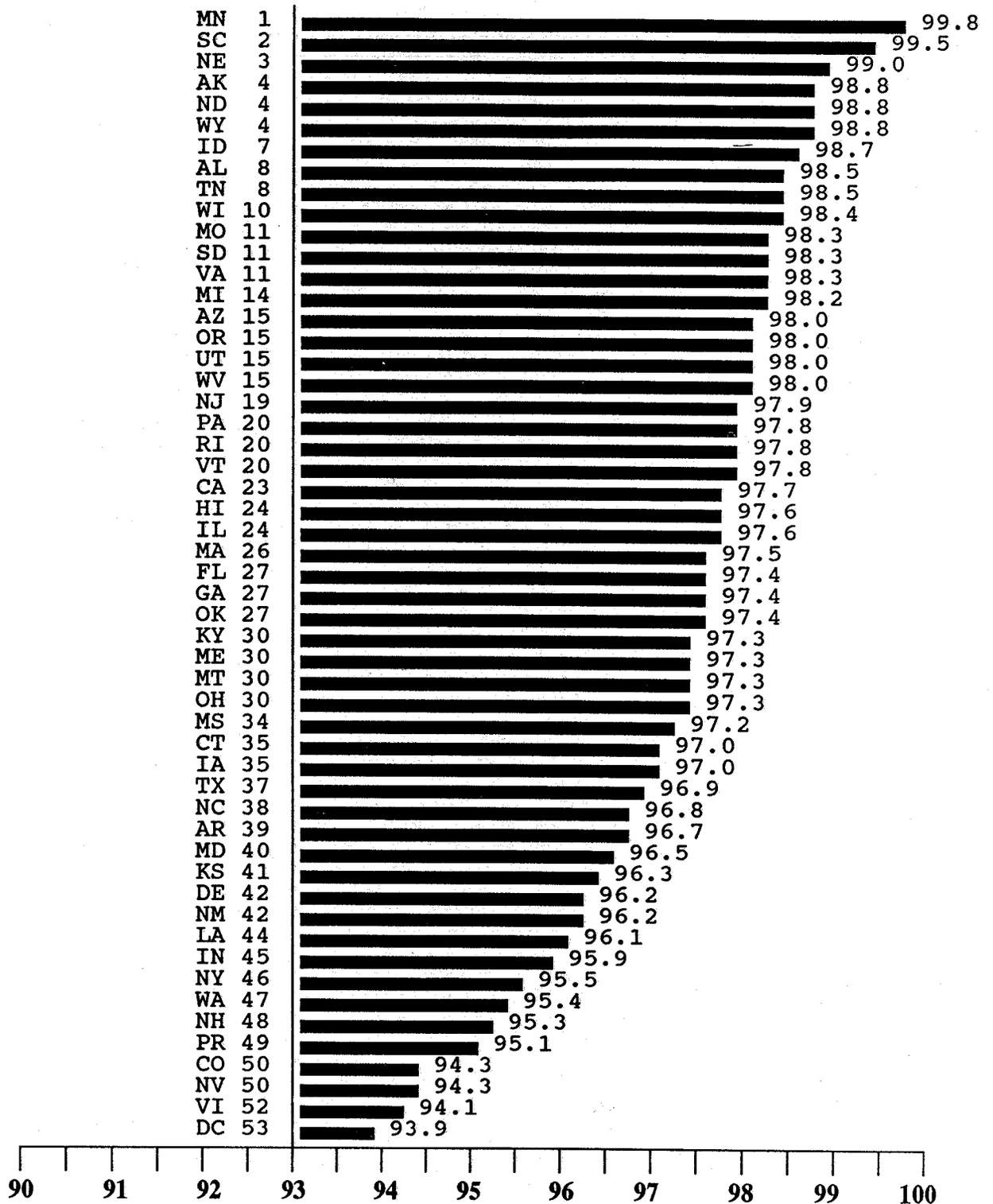
Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes for delays are grouped into two broad categories: controllable delays and uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Other causes such as appeal reversals, combined wage claims, and claimant errors are classified as uncontrollable delays. The percentage of controllable delays is shown in figures III-3, III-6, III-9 and III-12.

INTRASTATE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



SS: Minimum of 87% paid within 14/21 days of first compensable week ending date

INTRASTATE INITIAL CLAIMS PROMPTNESS -- 35 DAYS



SS: Minimum of 93% paid within 35 days of first compensable week ending date

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
INTRASTATE CLAIMS**

April 1, 1991 through March 31, 1992

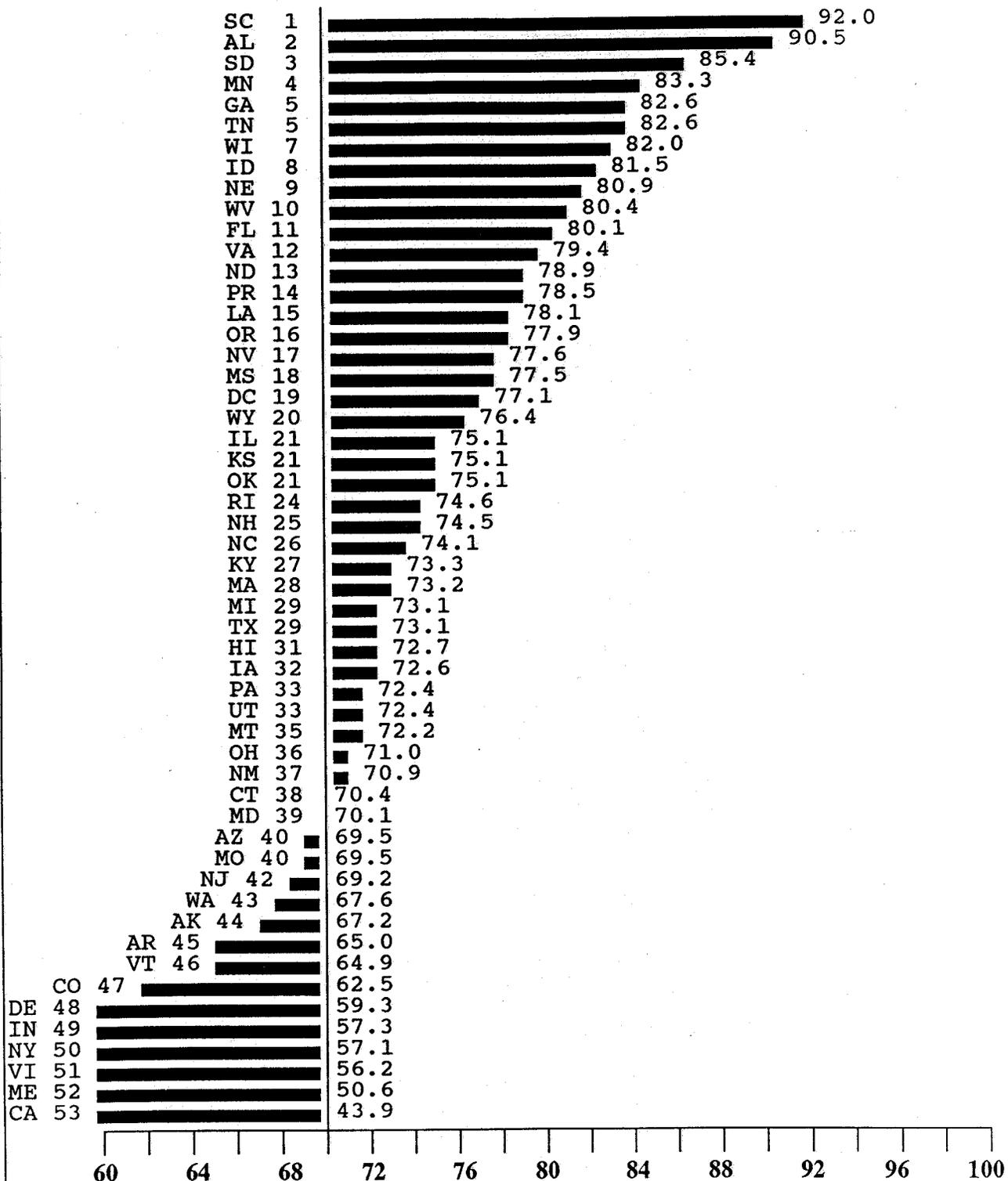
Criteria: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	93.7	97.0	N/R
MAINE	89.8	97.3	N/R
MASSACHUSETTS	91.3	97.5	N/R
NEW HAMPSHIRE	87.3	95.3	85.7
RHODE ISLAND	92.8	97.8	N/R
VERMONT	93.4	97.8	N/R
REGION 2			
NEW JERSEY	92.0	97.9	N/R
NEW YORK	82.8	95.5	58.8
PUERTO RICO	87.2	95.1	52.5
VIRGIN ISLANDS	76.7	94.1	90.5
REGION 3			
DELAWARE	91.9	96.2	N/R
DIST OF COL	87.8	93.9	N/R
MARYLAND	91.2	96.5	N/R
PENNSYLVANIA	91.7	97.8	N/R
VIRGINIA	93.9	98.3	N/R
WEST VIRGINIA	91.5	98.0	N/R
REGION 4			
ALABAMA	95.3	98.5	54.0
FLORIDA	92.5	97.4	N/R
GEORGIA	94.6	97.4	N/R
KENTUCKY	92.4	97.3	58.4
MISSISSIPPI	92.3	97.2	N/R
NORTH CAROLINA	90.7	96.8	N/R
SOUTH CAROLINA	97.6	99.5	N/R
TENNESSEE	96.6	98.5	N/R

continued

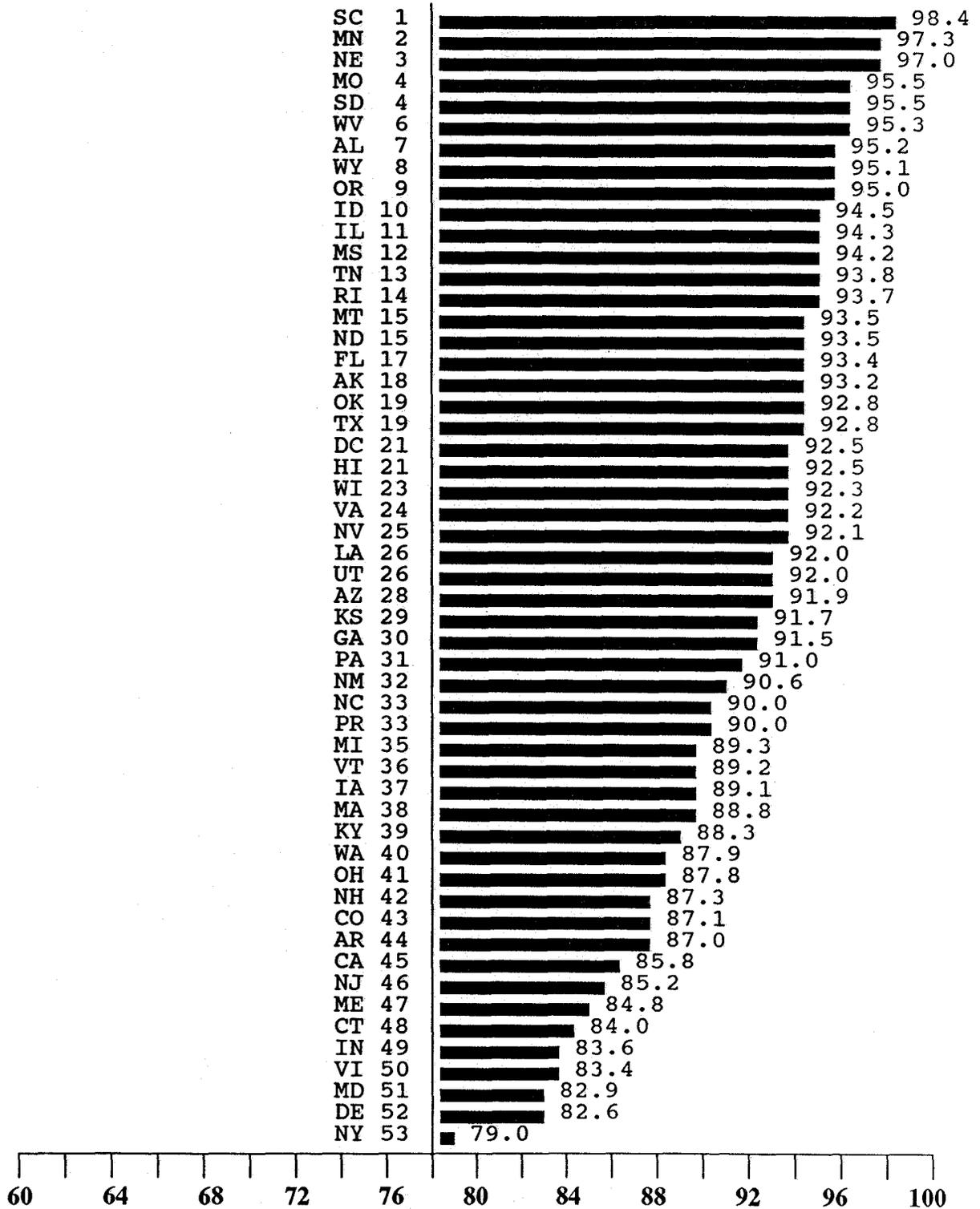
STATE	% TIMELY 14 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	91.1	97.6	N/R
INDIANA	86.2	95.9	64.0
MICHIGAN	86.5	98.2	80.8
MINNESOTA	97.7	99.8	N/R
OHIO	90.1	97.3	N/R
WISCONSIN	96.6	98.4	N/R
REGION 6			
ARKANSAS	90.6	96.7	N/R
LOUISIANA	88.2	96.1	INA
NEW MEXICO	84.8	96.2	65.2
OKLAHOMA	91.9	97.4	N/R
TEXAS	91.0	96.9	N/R
REGION 7			
IOWA	90.0	97.0	N/R
KANSAS	90.6	96.3	N/R
MISSOURI	90.3	98.3	N/R
NEBRASKA	96.2	99.0	N/R
REGION 8			
COLORADO	82.0	94.3	N/R
MONTANA	90.0	97.3	N/R
NORTH DAKOTA	93.1	98.8	N/R
SOUTH DAKOTA	93.9	98.3	N/R
UTAH	87.9	98.0	N/R
WYOMING	96.7	98.8	N/R
REGION 9			
ARIZONA	92.9	98.0	N/R
CALIFORNIA	88.0	97.7	N/R
HAWAII	89.1	97.6	N/R
NEVADA	87.1	94.3	64.4
REGION 10			
ALASKA	90.2	98.8	N/R
IDAHO	95.1	98.7	N/R
OREGON	91.6	98.0	N/R
WASHINGTON	86.9	95.4	25.8

INTERSTATE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



SS: Minimum of 70% paid within 14/21 days of first compensable week ending date

INTERSTATE INITIAL CLAIMS PROMPTNESS -- 35 DAYS



SS: Minimum of 78% paid within 35 days of first compensable week ending date

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
INTERSTATE CLAIMS**

April 1, 1991 through March 31, 1992

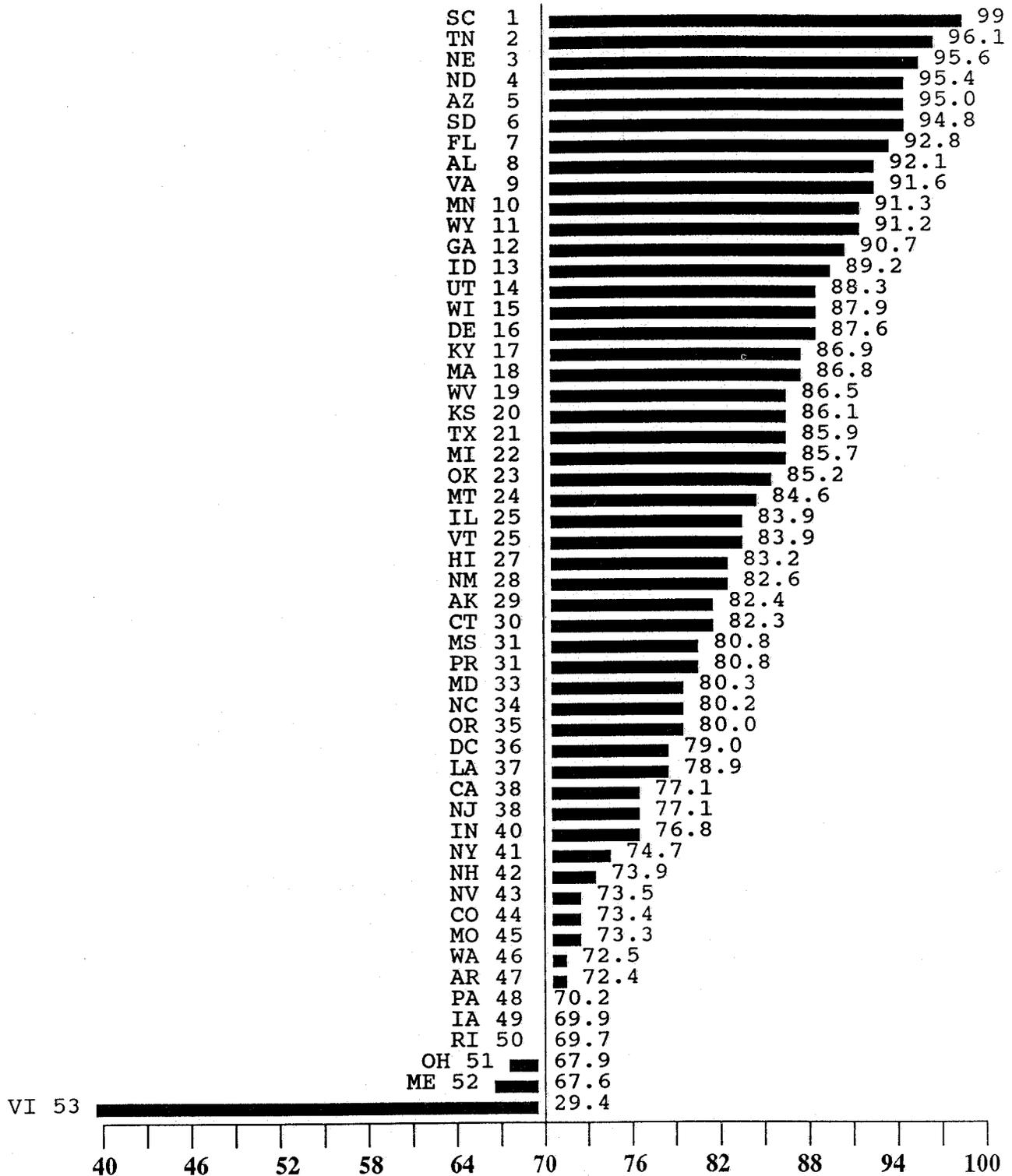
Criteria: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	70.4	84.0	63.0
MAINE	50.6	84.8	55.5
MASSACHUSETTS	73.2	88.8	N/R
NEW HAMPSHIRE	74.5	87.3	80.1
RHODE ISLAND	74.6	93.7	46.0
VERMONT	64.9	89.2	N/R
REGION 2			
NEW JERSEY	69.2	85.2	N/R
NEW YORK	57.1	79.0	48.2
PUERTO RICO	78.5	90.0	63.8
VIRGIN ISLANDS	56.2	83.4	INA
REGION 3			
DELAWARE	59.3	82.6	N/R
DIST OF COL	77.1	92.5	N/R
MARYLAND	70.1	82.9	N/R
PENNSYLVANIA	72.4	91.0	N/R
VIRGINIA	79.4	92.2	N/R
WEST VIRGINIA	80.4	95.3	N/R
REGION 4			
ALABAMA	90.5	95.2	N/R
FLORIDA	80.1	93.4	N/R
GEORGIA	82.6	91.5	N/R
KENTUCKY	73.3	88.3	61.0
MISSISSIPPI	77.5	94.2	N/R
NORTH CAROLINA	74.1	90.0	N/R
SOUTH CAROLINA	92.0	98.4	N/R
TENNESSEE	82.6	93.8	N/R

continued

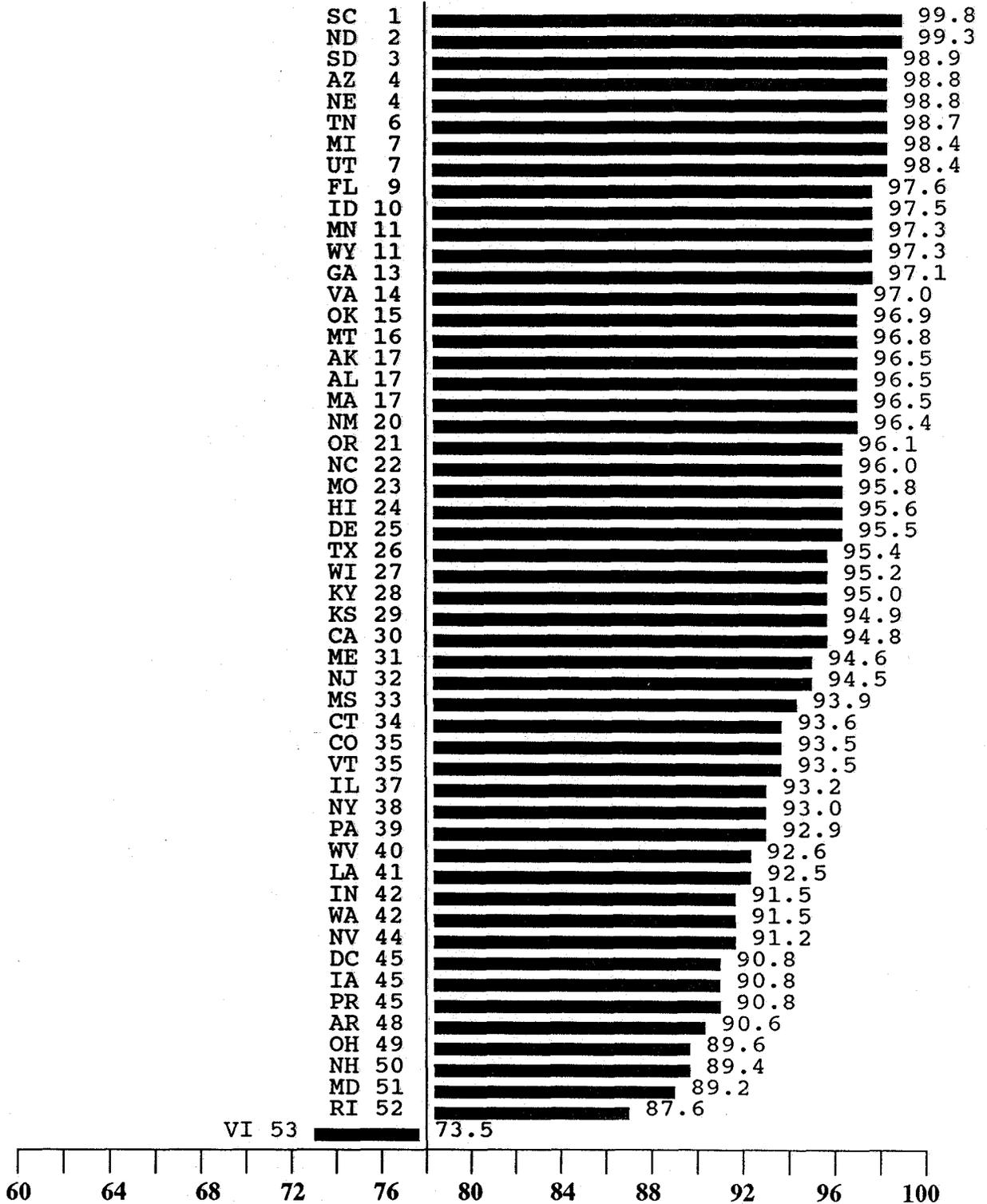
STATE	% TIMELY 14 - 21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	75.1	94.3	N/R
INDIANA	57.3	83.6	54.5
MICHIGAN	73.1	89.3	61.0
MINNESOTA	83.3	97.3	N/R
OHIO	71.0	87.8	N/R
WISCONSIN	82.0	92.3	N/R
REGION 6			
ARKANSAS	65.0	87.0	N/R
LOUISIANA	78.1	92.0	N/R
NEW MEXICO	70.9	90.6	N/R
OKLAHOMA	75.1	92.8	N/R
TEXAS	73.1	92.8	N/R
REGION 7			
IOWA	72.6	89.1	N/R
KANSAS	75.1	91.7	N/R
MISSOURI	69.5	95.5	66.7
NEBRASKA	80.9	97.0	N/R
REGION 8			
COLORADO	62.5	87.1	N/R
MONTANA	72.2	93.5	N/R
NORTH DAKOTA	78.9	93.5	N/R
SOUTH DAKOTA	85.4	95.5	N/R
UTAH	72.4	92.0	N/R
WYOMING	76.4	95.1	N/R
REGION 9			
ARIZONA	69.5	91.9	INA
CALIFORNIA	43.9	85.8	N/R
HAWAII	72.7	92.5	INA
NEVADA	77.6	92.1	N/R
REGION 10			
ALASKA	67.2	93.2	N/R
IDAHO	81.5	94.5	N/R
OREGON	77.9	95.0	N/R
WASHINGTON	67.6	87.9	25.9

UCFE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



DLA: Minimum of 70% paid within 14/21 days of first compensable week ending date

UCFE INITIAL CLAIMS PROMPTNESS -- 35 DAYS



DLA: Minimum of 78% paid within 35 days of first compensable week ending date

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
UCFE CLAIMS**

April 1, 1991 through March 31, 1992

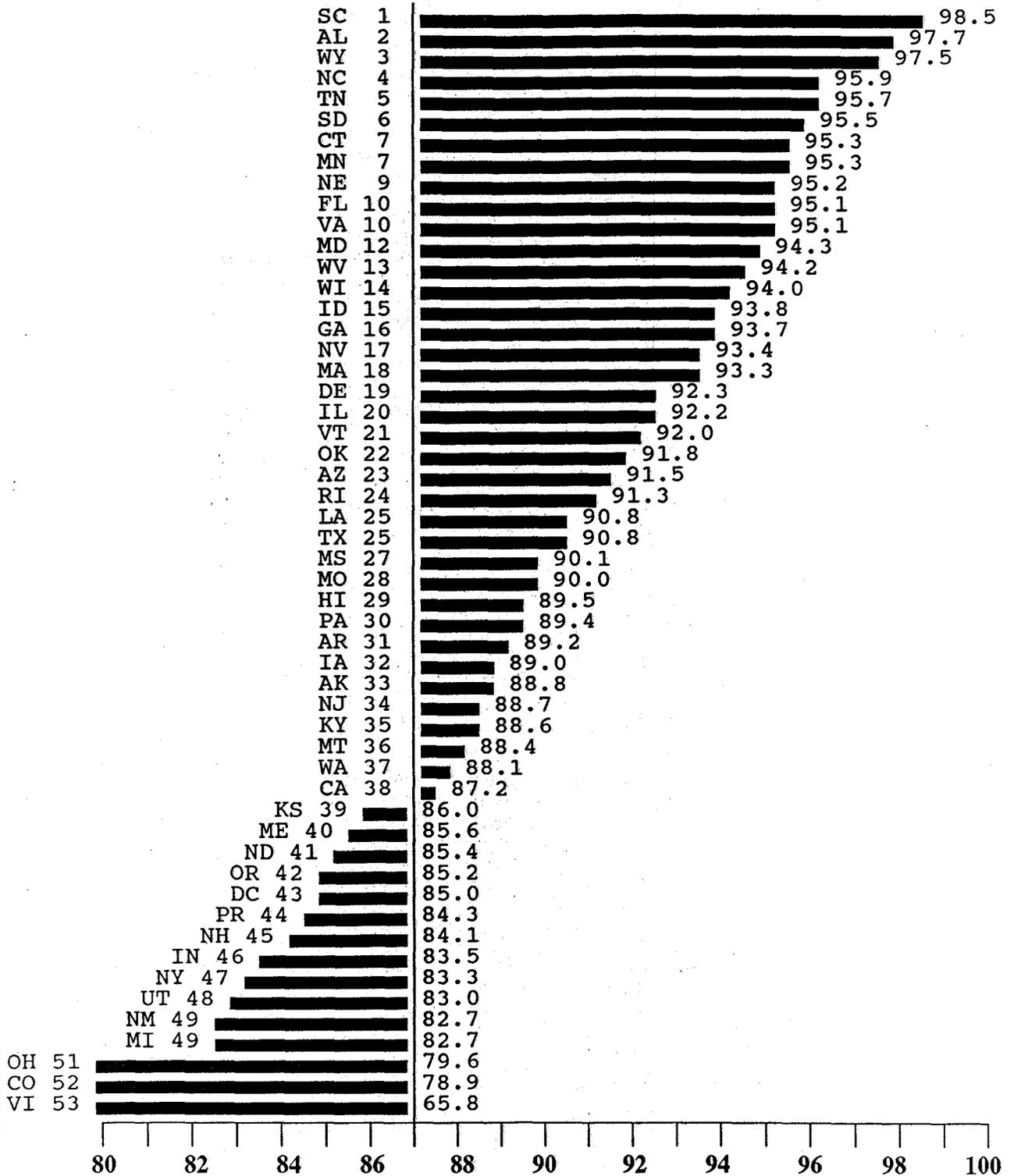
Desired Level of Achievement: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	%TIMELY 14 21	%TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	82.3	93.6	72.0
MAINE	67.6	94.6	N/R
MASSACHUSETTS	86.8	96.5	N/R
NEW HAMPSHIRE	73.9	89.4	67.7
RHODE ISLAND	69.7	87.6	69.4
VERMONT	83.9	93.5	N/R
REGION 2			
NEW JERSEY	77.1	94.5	N/R
NEW YORK	74.7	93.0	N/R
PUERTO RICO	80.8	90.8	N/R
VIRGIN ISLANDS	29.4	73.5	INA
REGION 3			
DELAWARE	87.6	95.5	N/R
DIST OF COL	79.0	90.8	N/R
MARYLAND	80.3	89.2	N/R
PENNSYLVANIA	70.2	92.9	N/R
VIRGINIA	91.6	97.0	N/R
WEST VIRGINIA	86.5	92.6	N/R
REGION 4			
ALABAMA	92.1	96.5	N/R
FLORIDA	92.8	97.6	N/R
GEORGIA	90.7	97.1	N/R
KENTUCKY	86.9	95.0	52.0
MISSISSIPPI	80.8	93.9	N/R
NORTH CAROLINA	80.2	96.0	N/R
SOUTH CAROLINA	99.2	99.8	N/R
TENNESSEE	96.1	98.7	N/R

continued

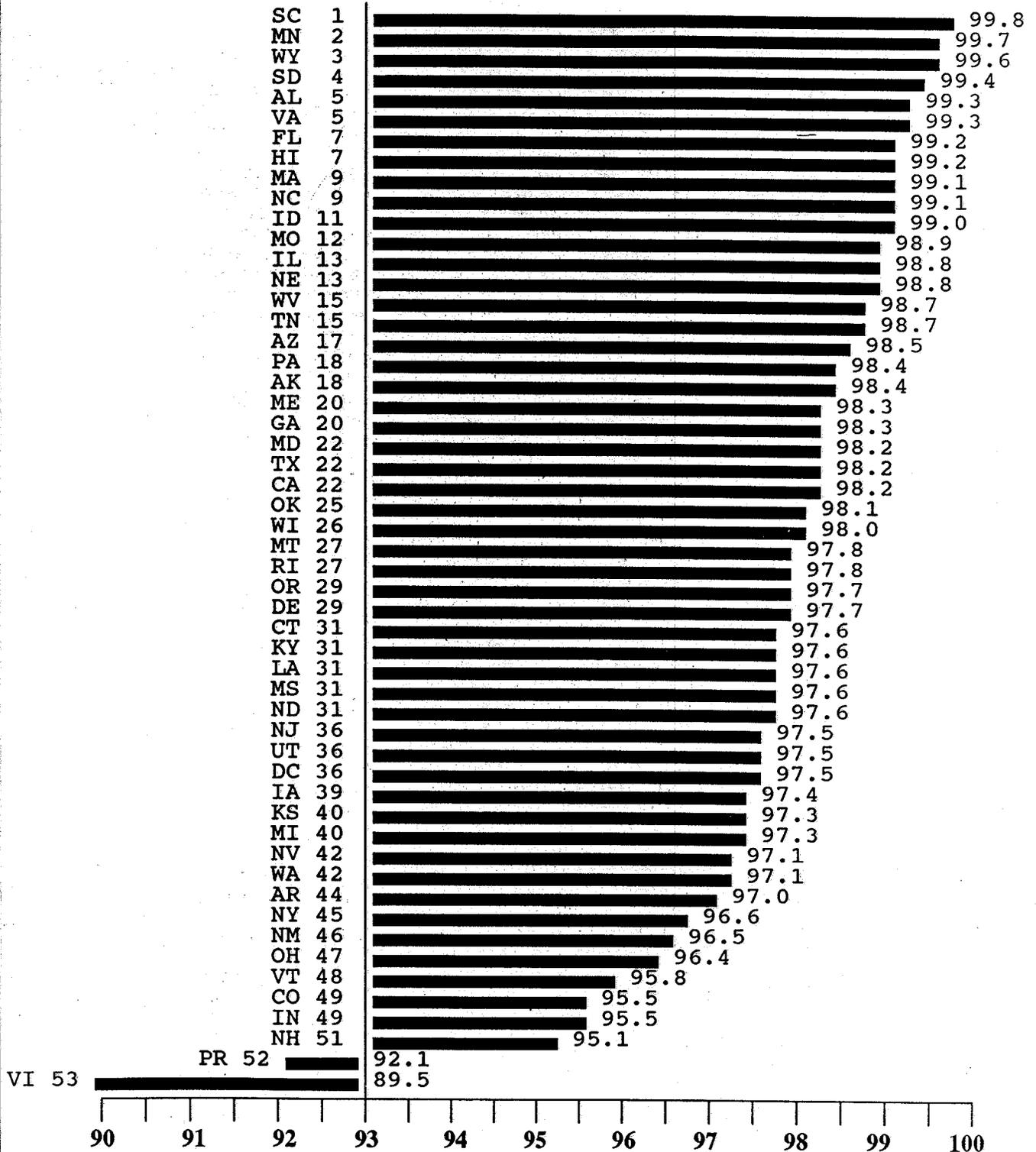
STATE	% TIMELY 14 '21	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	83.9	93.2	N/R
INDIANA	76.8	91.5	38.0
MICHIGAN	85.7	98.4	86.0
MINNESOTA	91.3	97.3	N/R
OHIO	67.9	89.6	92.2
WISCONSIN	87.9	95.2	N/R
REGION 6			
ARKANSAS	72.4	90.6	N/R
LOUISIANA	78.9	92.5	N/R
NEW MEXICO	82.6	96.4	N/R
OKLAHOMA	85.2	96.9	N/R
TEXAS	85.9	95.4	N/R
REGION 7			
IOWA	69.9	90.8	N/R
KANSAS	86.1	94.9	N/R
MISSOURI	73.3	95.8	N/R
NEBRASKA	95.6	98.8	N/R
REGION 8			
COLORADO	73.4	93.5	N/R
MONTANA	84.6	96.8	N/R
NORTH DAKOTA	95.4	99.3	N/R
SOUTH DAKOTA	94.8	98.9	N/R
UTAH	88.3	98.4	N/R
WYOMING	91.2	97.3	N/R
REGION 9			
ARIZONA	95.0	98.8	N/R
CALIFORNIA	77.1	94.8	N/R
HAWAII	83.2	95.6	N/R
NEVADA	73.5	91.2	N/R
REGION 10			
ALASKA	82.4	96.5	N/R
IDAHO	89.2	97.5	N/R
OREGON	80.0	96.1	N/R
WASHINGTON	72.5	91.5	N/R

UCX INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS



DLA: Minimum of 87% paid within 14/21 days of first compensable week ending date

UCX INITIAL CLAIMS PROMPTNESS -- 35 DAYS



DLA: Minimum of 93% paid within 35 days of first compensable week ending date

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
UCX CLAIMS**

April 1, 1991 through March 31, 1992

Desired Level of Achievement: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	95.3	97.6	37.8
MAINE	85.6	98.3	N/R
MASSACHUSETTS	93.3	99.1	N/R
NEW HAMPSHIRE	84.1	95.1	72.2
RHODE ISLAND	91.3	97.8	N/R
VERMONT	92.0	95.8	N/R
REGION 2			
NEW JERSEY	88.7	97.5	70.4
NEW YORK	83.3	96.6	66.0
PUERTO RICO	84.3	92.1	57.1
VIRGIN ISLANDS	65.8	89.5	N/A
REGION 3			
DELAWARE	92.3	97.7	N/R
DIST OF COL	85.0	97.5	N/R
MARYLAND	94.3	98.2	N/R
PENNSYLVANIA	89.4	98.4	66.0
VIRGINIA	95.1	99.3	N/R
WEST VIRGINIA	94.2	98.7	N/R
REGION 4			
ALABAMA	97.7	99.3	N/R
FLORIDA	95.1	99.2	N/R
GEORGIA	93.7	98.3	N/R
KENTUCKY	88.6	97.6	82.0
MISSISSIPPI	90.1	97.6	N/R
NORTH CAROLINA	95.9	99.1	N/R
SOUTH CAROLINA	98.5	99.8	N/R
TENNESSEE	95.7	98.7	N/R

continued

STATE	% TIMELY 14 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	92.2	98.8	N/R
INDIANA	83.5	95.5	52.0
MICHIGAN	82.7	97.3	88.9
MINNESOTA	95.3	99.7	N/R
OHIO	79.6	96.4	87.0
WISCONSIN	94.0	98.0	N/R
REGION 6			
ARKANSAS	89.2	97.0	N/R
LOUISIANA	90.8	97.6	N/R
NEW MEXICO	82.7	96.5	N/R
OKLAHOMA	91.8	98.1	N/R
TEXAS	90.8	98.2	N/R
REGION 7			
IOWA	89.0	97.4	N/R
KANSAS	86.0	97.3	N/R
MISSOURI	90.0	98.9	N/R
NEBRASKA	95.2	98.8	N/R
REGION 8			
COLORADO	78.9	95.5	N/R
MONTANA	88.4	97.8	60.5
NORTH DAKOTA	85.4	97.6	N/R
SOUTH DAKOTA	95.5	99.4	N/R
UTAH	83.0	97.5	46.7
WYOMING	97.5	99.6	N/R
REGION 9			
ARIZONA	91.5	98.5	N/R
CALIFORNIA	87.2	98.2	57.1
HAWAII	89.5	99.2	N/R
NEVADA	93.4	97.1	N/R
REGION 10			
ALASKA	88.8	98.4	N/R
IDAHO	93.8	99.0	N/R
OREGON	85.2	97.7	N/R
WASHINGTON	88.1	97.1	N/R

A. Performance. The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories of issues are reviewed--intrastate separation issues, intrastate nonseparation issues, interstate separation issues, interstate nonseparation issues and UCFE separation issues.

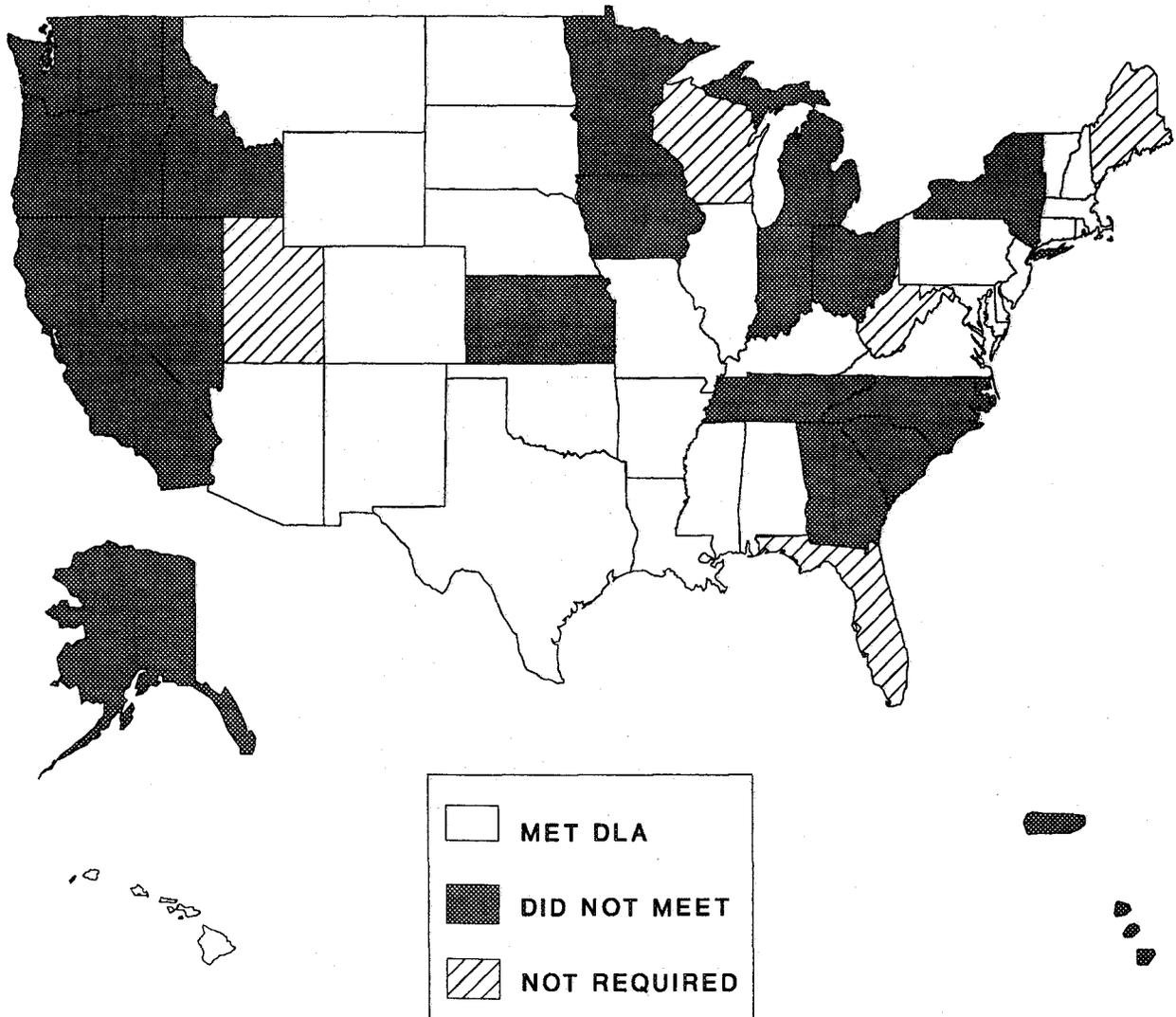
The results for intrastate separation and intrastate nonseparation issues are shown in Figures III-13 through III-16 respectively. Figures III-14 and III-16 show the total number of cases reviewed, the percentage of cases considered to have acceptable quality -- scores of 81 points or more, the percentage of cases meeting the State law and policy -- scores of 51 points or more. In States where samples were not selected statewide, the percentages of cases passing and cases meeting law and policy are weighted averages of the results based on the relative sizes of local office workloads. The Desired Level of Achievement for intrastate separation issues is a minimum of 75 percent of the cases meeting quality. For intrastate nonseparation issues, the Desired Level of Achievement is a minimum of 80 percent of the cases meeting quality.

The results for interstate separation and interstate nonseparation issues are shown in Figures III-17 and III-18 respectively. Desired Levels of Achievement have not been established to measure the quality of interstate determinations.

The results for UCFE separation issues are shown in Figure III-19. A Desired Level of Achievement has not been established for UCFE.

"N/R" indicates that the State was not required to conduct the measurement in FY 1992 because the established Desired Level of Achievement was met in FY 1991.

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE SEPARATION ISSUES**



DLA: Minimum of 75% of cases having acceptable scores

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE SEPARATION ISSUES**

Desired Level of Achievement:

Minimum of 75 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	70	84.3	95.7
MAINE	N/R	N/R	N/R
MASSACHUSETTS	70	80.0	81.4
NEW HAMPSHIRE	71	88.7	97.2
RHODE ISLAND	75	85.3	100.0
VERMONT	70	91.4	94.3
REGION 2			
NEW JERSEY	70	77.2	100.0
NEW YORK	70	57.8	89.0
PUERTO RICO	109	65.4	97.5
VIRGIN ISLANDS	71	53.5	100.0
REGION 3			
DELAWARE	70	97.1	100.0
DIST OF COL	75	46.7	98.7
MARYLAND	86	95.3	100.0
PENNSYLVANIA	70	82.9	88.6
VIRGINIA	70	90.0	100.0
WEST VIRGINIA	N/R	N/R	N/R
REGION 4			
ALABAMA	70	85.7	95.7
FLORIDA	N/R	N/R	N/R
GEORGIA	70	61.4	100.0
KENTUCKY	70	75.7	100.0
MISSISSIPPI	70	78.6	100.0
NORTH CAROLINA	70	57.1	100.0
SOUTH CAROLINA	70	74.3	100.0
TENNESSEE	70	74.3	91.4

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	70	80.0	98.6
INDIANA	70	31.5	96.1
MICHIGAN	70	28.6	95.7
MINNESOTA	70	72.9	98.6
OHIO	71	71.8	97.2
WISCONSIN	N/R	N/R	N/R
REGION 6			
ARKANSAS	68	94.1	98.5
LOUISIANA	70	88.6	100.0
NEW MEXICO	70	87.1	100.0
OKLAHOMA	70	91.4	100.0
TEXAS	70	77.1	100.0
REGION 7			
IOWA	70	50.0	100.0
KANSAS	70	70.0	100.0
MISSOURI	70	81.4	100.0
NEBRASKA	70	81.4	98.6
REGION 8			
COLORADO	70	82.9	98.6
MONTANA	70	97.1	97.1
NORTH DAKOTA	70	94.3	100.0
SOUTH DAKOTA	70	94.3	100.0
UTAH	N/R	N/R	N/R
WYOMING	70	91.4	98.6
REGION 9			
ARIZONA	70	85.7	94.3
CALIFORNIA	70	66.1	93.7
HAWAII	75	92.0	100.0
NEVADA	70	58.6	97.1
REGION 10			
ALASKA	69	52.2	97.1
IDAHO	70	45.7	97.1
OREGON	70	54.3	92.9
WASHINGTON	70	54.3	97.1

**NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE NONSEPARATION ISSUES**

Desired Level of Achievement:

Minimum of 80 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	60	78.3	98.3
MAINE	N/R	N/R	N/R
MASSACHUSETTS	65	95.4	98.5
NEW HAMPSHIRE	61	93.2	100.0
RHODE ISLAND	60	95.0	96.7
VERMONT	60	98.3	98.3
REGION 2			
NEW JERSEY	N/R	N/R	N/R
NEW YORK	60	50.7	95.3
PUERTO RICO	79	91.5	99.9
VIRGIN ISLANDS	59	81.4	96.6
REGION 3			
DELAWARE	60	98.3	100.0
DIST OF COL	55	74.8	96.3
MARYLAND	66	97.0	100.0
PENNSYLVANIA	60	98.3	98.3
VIRGINIA	68	97.1	98.5
WEST VIRGINIA	N/R	N/R	N/R
REGION 4			
ALABAMA	60	91.7	96.7
FLORIDA	N/R	N/R	N/R
GEORGIA	60	70.0	100.0
KENTUCKY	60	85.0	98.3
MISSISSIPPI	60	95.0	100.0
NORTH CAROLINA	60	70.0	100.0
SOUTH CAROLINA	60	93.3	100.0
TENNESSEE	60	65.0	85.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	60	71.7	100.0
INDIANA	60	59.0	99.1
MICHIGAN	60	38.3	95.0
MINNESOTA	60	88.3	96.7
OHIO	63	93.7	96.8
WISCONSIN	N/R	N/R	N/R
REGION 6			
ARKANSAS	60	93.3	98.3
LOUISIANA	60	96.7	100.0
NEW MEXICO	60	95.0	100.0
OKLAHOMA	60	100.0	100.0
TEXAS	60	81.7	100.0
REGION 7			
IOWA	60	78.3	98.3
KANSAS	60	88.3	100.0
MISSOURI	60	86.7	100.0
NEBRASKA	60	96.7	98.3
REGION 8			
COLORADO	61	96.7	100.0
MONTANA	60	98.3	98.3
NORTH DAKOTA	60	100.0	100.0
SOUTH DAKOTA	60	100.0	100.0
UTAH	N/R	N/R	N/R
WYOMING	70	100.0	100.0
REGION 9			
ARIZONA	60	91.7	93.3
CALIFORNIA	60	73.5	97.1
HAWAII	70	97.1	100.0
NEVADA	50	82.0	98.0
REGION 10			
ALASKA	56	76.8	92.9
IDAHO	59	54.2	98.3
OREGON	60	68.3	93.3
WASHINGTON	60	58.3	96.7

**NONMONETARY DETERMINATIONS PERFORMANCE
INTERSTATE SEPARATION ISSUES**

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	30	80.0	90.0
MAINE	30	80.0	100.0
MASSACHUSETTS	32	84.4	100.0
NEW HAMPSHIRE	30	93.3	100.0
RHODE ISLAND	30	83.3	96.7
VERMONT	33	100.0	100.0
REGION 2			
NEW JERSEY	30	86.7	100.0
NEW YORK	30	80.0	100.0
PUERTO RICO	30	86.7	100.0
VIRGIN ISLANDS	41	73.2	95.1
REGION 3			
DELAWARE	30	96.7	100.0
DIST OF COL	30	70.0	100.0
MARYLAND	37	89.2	100.0
PENNSYLVANIA	30	76.7	96.7
VIRGINIA	30	70.0	100.0
WEST VIRGINIA	30	90.0	100.0
REGION 4			
ALABAMA	30	90.0	100.0
FLORIDA	29	79.3	100.0
GEORGIA	30	66.7	100.0
KENTUCKY	30	90.0	100.0
MISSISSIPPI	30	83.3	96.7
NORTH CAROLINA	30	90.0	100.0
SOUTH CAROLINA	30	96.7	100.0
TENNESSEE	32	75.0	96.9

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	30	90.0	100.0
INDIANA	30	16.7	100.0
MICHIGAN	30	50.0	96.7
MINNESOTA	30	80.0	96.7
OHIO	30	36.7	93.3
WISCONSIN	30	76.7	96.7
REGION 6			
ARKANSAS	31	83.9	100.0
LOUISIANA	30	80.0	100.0
NEW MEXICO	30	96.7	100.0
OKLAHOMA	30	70.0	100.0
TEXAS	30	86.7	100.0
REGION 7			
IOWA	30	80.0	100.0
KANSAS	30	66.7	100.0
MISSOURI	30	93.3	100.0
NEBRASKA	30	80.0	100.0
REGION 8			
COLORADO	38	84.2	100.0
MONTANA	30	100.0	100.0
NORTH DAKOTA	30	100.0	100.0
SOUTH DAKOTA	30	93.3	100.0
UTAH	30	96.7	96.7
WYOMING	33	93.9	100.0
REGION 9			
ARIZONA	30	96.7	100.0
CALIFORNIA	30	66.7	100.0
HAWAII	29	100.0	100.0
NEVADA	30	66.7	100.0
REGION 10			
ALASKA	29	75.9	96.6
IDAHO	30	80.0	100.0
OREGON	30	80.0	100.0
WASHINGTON	30	73.3	100.0

**NONMONETARY DETERMINATIONS PERFORMANCE
INTERSTATE NONSEPARATION ISSUES**

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASSES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	25	92.0	100.0
MAINE	25	88.0	100.0
MASSACHUSETTS	25	96.0	96.0
NEW HAMPSHIRE	25	92.0	100.0
RHODE ISLAND	25	84.0	100.0
VERMONT	26	100.0	100.0
REGION 2			
NEW JERSEY	25	75.3	100.0
NEW YORK	25	68.0	96.0
PUERTO RICO	25	96.0	100.0
VIRGIN ISLANDS	21	90.5	95.2
REGION 3			
DELAWARE	25	100.0	100.0
DIST OF COL	25	56.0	100.0
MARYLAND	27	96.3	100.0
PENNSYLVANIA	25	84.0	100.0
VIRGINIA	26	96.2	100.0
WEST VIRGINIA	25	44.0	92.0
REGION 4			
ALABAMA	25	100.0	100.0
FLORIDA	24	83.3	100.0
GEORGIA	25	72.0	100.0
KENTUCKY	25	88.0	100.0
MISSISSIPPI	25	96.0	100.0
NORTH CAROLINA	25	84.0	100.0
SOUTH CAROLINA	25	80.0	100.0
TENNESSEE	15	80.0	100.0

continued

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	25	68.0	96.0
INDIANA	25	76.0	100.0
MICHIGAN	25	40.0	100.0
MINNESOTA	25	84.0	100.0
OHIO	25	88.0	96.0
WISCONSIN	25	92.0	96.0
REGION 6			
ARKANSAS	25	96.0	100.0
LOUISIANA	25	88.0	100.0
NEW MEXICO	25	100.0	100.0
OKLAHOMA	28	92.9	100.0
TEXAS	25	44.0	100.0
REGION 7			
IOWA	25	88.0	100.0
KANSAS	25	88.0	100.0
MISSOURI	25	76.0	96.0
NEBRASKA	25	100.0	100.0
REGION 8			
COLORADO	25	96.0	96.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	25	100.0	100.0
SOUTH DAKOTA	25	100.0	100.0
UTAH	25	96.0	96.0
WYOMING	25	96.0	96.0
REGION 9			
ARIZONA	25	92.0	96.0
CALIFORNIA	26	53.8	96.2
HAWAII	26	96.2	100.0
NEVADA	24	79.2	95.8
REGION 10			
ALASKA	24	95.8	100.0
IDAHO	27	77.8	100.0
OREGON	25	80.0	100.0
WASHINGTON	31	96.8	100.0

**NONMONETARY DETERMINATIONS PERFORMANCE
UCFE CLAIMS**

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
REGION 1			
CONNECTICUT	25	80.0	100.0
MAINE	25	80.0	100.0
MASSACHUSETTS	28	89.3	100.0
NEW HAMPSHIRE	1	100.0	100.0
RHODE ISLAND	40	92.5	97.5
VERMONT	25	100.0	100.0
REGION 2			
NEW JERSEY	22	85.2	100.0
NEW YORK	INA	INA	INA
PUERTO RICO	10	47.7	100.0
VIRGIN ISLANDS	2	100.0	100.0
REGION 3			
DELAWARE	25	100.0	100.0
DIST OF COL	21	35.2	100.0
MARYLAND	28	92.9	92.9
PENNSYLVANIA	25	84.0	96.0
VIRGINIA	25	84.0	96.0
WEST VIRGINIA	25	64.0	100.0
REGION 4			
ALABAMA	25	96.0	100.0
FLORIDA	25	68.0	100.0
GEORGIA	25	88.0	100.0
KENTUCKY	25	88.0	100.0
MISSISSIPPI	25	88.0	100.0
NORTH CAROLINA	25	88.0	100.0
SOUTH CAROLINA	25	88.0	96.0
TENNESSEE	25	80.0	96.0

continued

STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
REGION 5			
ILLINOIS	25	80.0	96.0
INDIANA	25	56.0	96.0
MICHIGAN	25	56.0	92.0
MINNESOTA	25	80.0	100.0
OHIO	25	64.0	96.0
WISCONSIN	25	84.0	88.0
REGION 6			
ARKANSAS	23	73.9	87.0
LOUISIANA	25	92.0	100.0
NEW MEXICO	25	92.0	100.0
OKLAHOMA	25	84.0	100.0
TEXAS	20	45.0	100.0
REGION 7			
IOWA	25	76.0	96.0
KANSAS	25	68.0	96.0
MISSOURI	25	76.0	96.0
NEBRASKA	25	80.0	100.0
REGION 8			
COLORADO	25	84.0	84.0
MONTANA	25	92.0	92.0
NORTH DAKOTA	25	96.0	100.0
SOUTH DAKOTA	25	88.0	100.0
UTAH	25	96.0	96.0
WYOMING	25	92.0	92.0
REGION 9			
ARIZONA	25	84.0	100.0
CALIFORNIA	INA	INA	INA
HAWAII	25	100.0	100.0
NEVADA	26	84.6	100.0
REGION 10			
ALASKA	INA	INA	INA
IDAHO	INA	INA	INA
OREGON	25	40.0	96.0
WASHINGTON	32	65.6	96.9

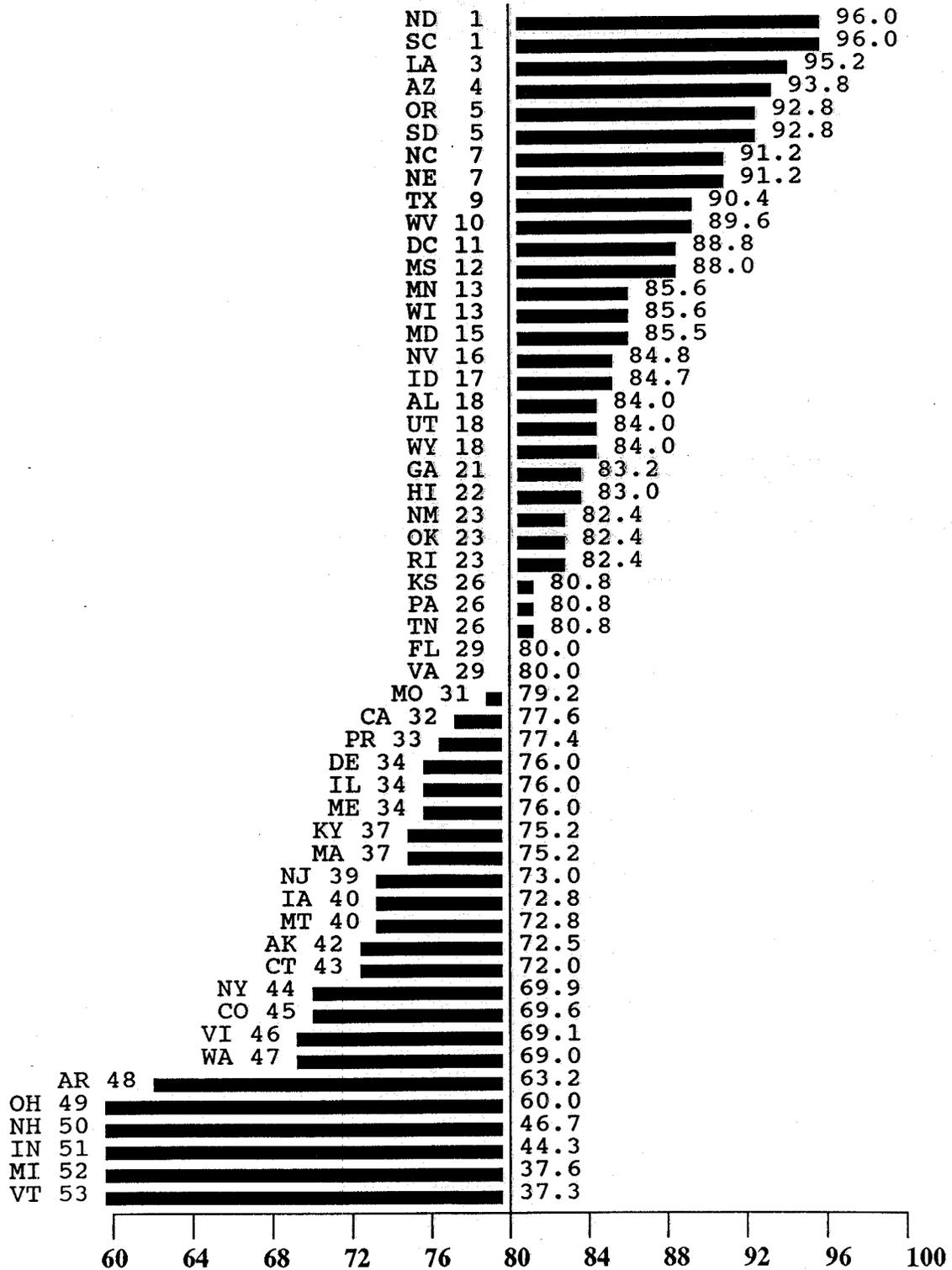
B. Promptness

Nonmonetary Determinations promptness measurements are made of samples of issues from both intrastate cases and from interstate cases.

The results for intrastate promptness are shown in Figures III-20 and III-21. Figure III-21 shows the number of cases reviewed and the percentage of cases meeting the time lapse objectives. In States where samples were not selected statewide, these percentages are the weighted averages of the results based on the relative sizes of their local office workloads. The Desired Level of Achievement for intrastate is a minimum of 80 percent meeting the time lapse objectives. An analysis of delayed determinations is required only in those States not meeting the Desired Level of Achievement for the previous year. Figure III-21 also shows the percentage of controllable delays.

The results for interstate promptness are shown in Figure III-22. No Desired Level of Achievement has been established for interstate.

INTRASTATE NONMONETARY DETERMINATIONS PROMPTNESS



DLA: Minimum of 80% of determinations made timely

**NONMONETARY DETERMINATIONS PROMPTNESS
INTRASTATE**

Desired Level of Achievement: Minimum of 80 Percent of Determinations Made Timely.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	125	72.0	77.1
MAINE	125	76.0	100.0
MASSACHUSETTS	125	75.2	93.5
NEW HAMPSHIRE	126	46.7	79.4
RHODE ISLAND	125	82.4	96.0
VERMONT	126	37.3	92.4
REGION 2			
NEW JERSEY	126	73.0	78.1
NEW YORK	125	69.9	75.9
PUERTO RICO	118	77.4	66.7
VIRGIN ISLANDS	68	69.1	95.2
REGION 3			
DELAWARE	125	76.0	93.3
DIST OF COL	125	88.8	48.1
MARYLAND	124	85.5	78.1
PENNSYLVANIA	125	80.8	83.3
VIRGINIA	125	80.0	92.0
WEST VIRGINIA	125	89.6	46.2
REGION 4			
ALABAMA	125	84.0	100.0
FLORIDA	125	80.0	64.0
GEORGIA	125	83.2	90.5
KENTUCKY	125	75.2	61.3
MISSISSIPPI	125	88.0	86.7
NORTH CAROLINA	125	91.2	100.0
SOUTH CAROLINA	125	96.0	100.0
TENNESSEE	125	80.8	79.2

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	125	76.0	83.3
INDIANA	125	44.3	100.0
MICHIGAN	125	37.6	88.5
MINNESOTA	125	85.6	77.8
OHIO	125	60.0	92.0
WISCONSIN	125	85.6	100.0
REGION 6			
ARKANSAS	125	63.2	93.5
LOUISIANA	125	95.2	100.0
NEW MEXICO	125	82.4	95.5
OKLAHOMA	125	82.4	86.4
TEXAS	125	90.4	91.7
REGION 7			
IOWA	125	72.8	100.0
KANSAS	125	80.8	100.0
MISSOURI	125	79.2	73.1
NEBRASKA	125	91.2	100.0
REGION 8			
COLORADO	125	69.6	97.3
MONTANA	125	72.8	97.1
NORTH DAKOTA	125	96.0	100.0
SOUTH DAKOTA	125	92.8	100.0
UTAH	125	84.0	85.0
WYOMING	125	84.0	90.0
REGION 9			
ARIZONA	130	93.8	75.0
CALIFORNIA	123	77.6	INA
HAWAII	135	83.0	78.3
NEVADA	125	84.8	73.7
REGION 10			
ALASKA	120	72.5	87.9
IDAHO	118	84.7	N/R
OREGON	125	92.8	88.9
WASHINGTON	145	69.0	57.8

**NONMONETARY DETERMINATIONS PROMPTNESS
INTERSTATE**

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	60	33.3	100.0
MAINE	60	31.7	0.0
MASSACHUSETTS	60	61.7	100.0
NEW HAMPSHIRE	60	71.7	94.1
RHODE ISLAND	60	75.0	81.0
VERMONT	60	45.0	90.9
REGION 2			
NEW JERSEY	60	10.2	96.3
NEW YORK	60	35.0	82.1
PUERTO RICO	50	26.0	62.2
VIRGIN ISLANDS	23	47.8	100.0
REGION 3			
DELAWARE	60	61.7	95.7
DIST OF COL	60	80.0	70.6
MARYLAND	58	53.4	73.0
PENNSYLVANIA	60	76.7	92.9
VIRGINIA	60	81.7	90.9
WEST VIRGINIA	60	86.7	62.5
REGION 4			
ALABAMA	60	81.7	100.0
FLORIDA	60	68.3	84.2
GEORGIA	60	65.0	76.2
KENTUCKY	60	55.0	81.5
MISSISSIPPI	60	83.3	100.0
NORTH CAROLINA	60	81.7	INA
SOUTH CAROLINA	60	86.7	87.5
TENNESSEE	60	90.0	100.0

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	60	63.3	100.0
INDIANA	60	30.0	100.0
MICHIGAN	60	43.3	91.2
MINNESOTA	60	85.0	77.8
OHIO	60	23.3	100.0
WISCONSIN	60	81.6	90.9
REGION 6			
ARKANSAS	60	70.0	94.4
LOUISIANA	60	81.7	81.8
NEW MEXICO	60	83.3	100.0
OKLAHOMA	60	75.0	93.3
TEXAS	60	91.7	80.0
REGION 7			
IOWA	60	78.3	100.0
KANSAS	60	45.0	97.0
MISSOURI	60	86.7	87.5
NEBRASKA	60	91.7	40.0
REGION 8			
COLORADO	60	55.0	100.0
MONTANA	60	75.0	93.3
NORTH DAKOTA	60	100.0	INA
SOUTH DAKOTA	60	93.3	100.0
UTAH	60	88.3	100.0
WYOMING	60	91.7	80.0
REGION 9			
ARIZONA	60	85.0	55.6
CALIFORNIA	60	43.3	INA
HAWAII	45	40.0	85.2
NEVADA	60	91.7	80.0
REGION 10			
ALASKA	54	20.4	100.0
IDAHO	60	83.3	INA
OREGON	60	93.3	100.0
WASHINGTON	62	54.8	42.9

A. Initial Claims Promptness.

Data are obtained from the ETA 586 Reports for the four quarters ending March 31, 1992 to show the percentage of CWC intrastate first payments made timely. Figure III-23 shows the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days. No Desired Levels of Achievement are applicable for CWC first payments since it is not a separate program but is included in the regular intrastate program and subject to the applicable Secretary's Standards.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are required only in those States which did not make 70 percent of CWC first payments timely for the previous year. Causes for delays are grouped into two broad categories: (a) controllable delays, and (b) uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Uncontrollable delays include late receipt of IB-4's, claimant errors, and appeal reversals. The percentage of controllable delays is shown in Figure III-23.

**INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
CWC CLAIMS (INTRASTATE)**

April 1, 1991 through March 31, 1992

Desired Level of Achievement: None Currently Established For This Activity.

STATE	% TIMELY 14 - 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 1			
CONNECTICUT	83.6	95.1	40.0
MAINE	63.2	88.3	42.0
MASSACHUSETTS	81.1	95.2	N/R
NEW HAMPSHIRE	47.6	68.7	64.0
RHODE ISLAND	80.1	99.6	56.0
VERMONT	74.0	89.4	34.0
REGION 2			
NEW JERSEY	61.0	83.8	30.0
NEW YORK	24.2	60.8	58.0
PUERTO RICO	25.9	48.4	INA
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	66.6	81.3	INA
DIST OF COL	77.8	88.9	N/R
MARYLAND	69.2	86.9	INA
PENNSYLVANIA	59.9	86.8	36.0
VIRGINIA	84.3	94.2	N/R
WEST VIRGINIA	85.2	95.3	N/R
REGION 4			
ALABAMA	76.2	87.2	N/R
FLORIDA	82.0	94.2	N/R
GEORGIA	83.7	91.4	N/R
KENTUCKY	71.9	87.7	50.0
MISSISSIPPI	80.6	93.6	N/R
NORTH CAROLINA	83.2	93.1	N/R
SOUTH CAROLINA	48.6	79.6	54.0
TENNESSEE	89.7	94.4	N/R

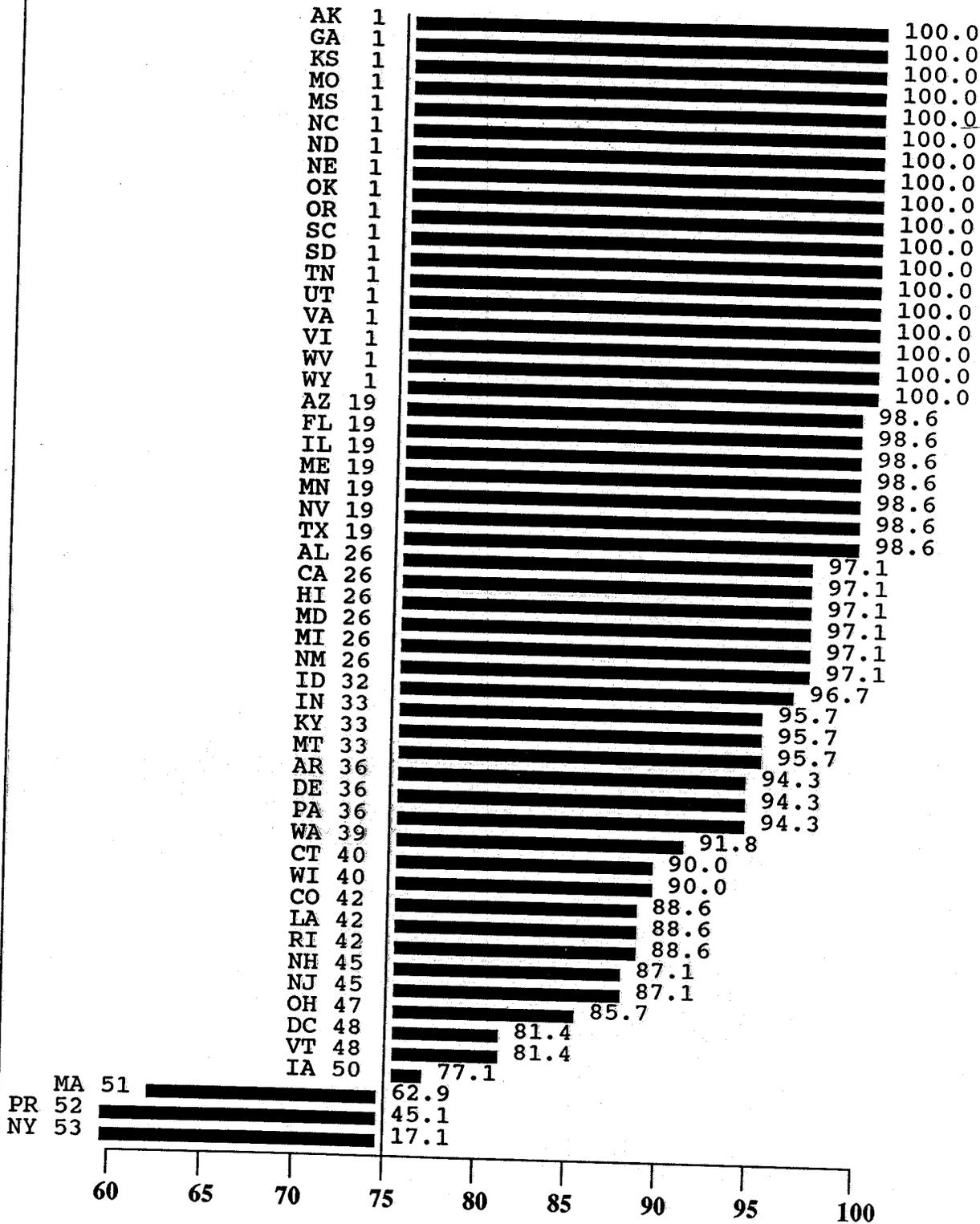
continued

STATE	% TIMELY 14 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
REGION 5			
ILLINOIS	84.2	98.0	N/R
INDIANA	57.0	84.4	40.0
MICHIGAN	37.2	60.1	51.2
MINNESOTA	96.1	99.5	N/R
OHIO	56.2	78.8	64.0
WISCONSIN	84.5	92.2	38.0
REGION 6			
ARKANSAS	54.8	78.3	59.2
LOUISIANA	71.5	90.4	62.0
NEW MEXICO	71.9	89.7	N/R
OKLAHOMA	82.5	94.6	N/R
TEXAS	81.4	93.0	N/R
REGION 7			
IOWA	75.4	91.1	N/R
KANSAS	84.0	94.6	N/R
MISSOURI	81.3	97.8	N/R
NEBRASKA	84.8	95.9	N/R
REGION 8			
COLORADO	74.5	91.8	N/R
MONTANA	76.4	93.7	INA
NORTH DAKOTA	84.9	96.6	N/R
SOUTH DAKOTA	83.0	93.2	N/R
UTAH	69.5	94.6	N/R
WYOMING	92.1	97.8	N/R
REGION 9			
ARIZONA	86.3	95.7	N/R
CALIFORNIA	59.0	85.2	28.9
HAWAII	71.7	89.6	N/R
NEVADA	69.6	85.4	56.0
REGION 10			
ALASKA	78.9	94.7	N/R
IDAHO	81.3	95.7	N/R
OREGON	76.7	93.8	N/R
WASHINGTON	78.1	92.2	12.0

B. Transferring State Promptness.

The results of the measurement are shown in Figures III-24 and III-25. Figure III-25 shows the total cases reviewed, the percentage of cases meeting the time lapse objectives, and the percentage of delays which were controllable. The Desired Level of Achievement is a minimum of 75 percent of transfers made timely.

COMBINED WAGE CLAIM - WAGE TRANSFER PROMPTNESS



DLA: Minimum of 75% of wage transfers made timely

CWC TRANSFERRING STATE PROMPTNESS

Desired Level of Achievement: Minimum of 75 Percent of Wage Transfers Made Timely.

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 1			
CONNECTICUT	70	90.0	85.7
MAINE	70	98.6	0.0
MASSACHUSETTS	70	62.9	76.9
NEW HAMPSHIRE	70	87.1	100.0
RHODE ISLAND	70	88.6	100.0
VERMONT	70	81.4	100.0
REGION 2			
NEW JERSEY	70	87.1	88.9
NEW YORK	70	17.1	72.4
PUERTO RICO	71	45.1	97.4
VIRGIN ISLANDS	88	100.0	N/R
REGION 3			
DELAWARE	70	94.3	100.0
DIST OF COL	70	81.4	100.0
MARYLAND	70	97.1	100.0
PENNSYLVANIA	70	94.3	75.0
VIRGINIA	70	100.0	N/R
WEST VIRGINIA	70	100.0	N/R
REGION 4			
ALABAMA	70	97.1	100.0
FLORIDA	70	98.6	100.0
GEORGIA	70	100.0	N/R
KENTUCKY	70	95.7	100.0
MISSISSIPPI	75	100.0	N/R
NORTH CAROLINA	70	100.0	N/R
SOUTH CAROLINA	75	100.0	N/R
TENNESSEE	70	100.0	N/R

continued

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
REGION 5			
ILLINOIS	70	98.6	100.0
INDIANA	70	95.7	100.0
MICHIGAN	70	97.1	50.0
MINNESOTA	70	98.6	100.0
OHIO	70	85.7	90.9
WISCONSIN	70	90.0	100.0
REGION 6			
ARKANSAS	70	94.3	100.0
LOUISIANA	70	88.6	100.0
NEW MEXICO	70	97.1	100.0
OKLAHOMA	70	100.0	N/R
TEXAS	70	98.6	100.0
REGION 7			
IOWA	70	77.1	100.0
KANSAS	70	100.0	N/R
MISSOURI	77	100.0	N/R
NEBRASKA	70	100.0	N/R
REGION 8			
COLORADO	70	88.6	87.5
MONTANA	70	95.7	100.0
NORTH DAKOTA	70	100.0	N/R
SOUTH DAKOTA	70	100.0	N/R
UTAH	70	100.0	N/R
WYOMING	75	100.0	N/R
REGION 9			
ARIZONA	70	98.6	100.0
CALIFORNIA	70	97.1	100.0
HAWAII	70	97.1	100.0
NEVADA	70	98.6	100.0
REGION 10			
ALASKA	72	100.0	N/R
IDAHO	90	96.7	66.7
OREGON	70	100.0	N/R
WASHINGTON	73	91.8	16.7

C. Billing Promptness.

The measurement period is the April-June quarter preceding the appraisal. The results of the measurement are shown in Figure III-26. Figure III-26 shows the total cases reviewed, the number of IB-6's sent within 45 days, and the percentage of IB-6's sent timely. No Desired Level of Achievement has been established for CWC billing promptness.

CWC - BILLING PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	50	50	100.0
MAINE	50	50	100.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	50	100.0
RHODE ISLAND	50	50	100.0
VERMONT	50	0	0.0
REGION 2			
NEW JERSEY	50	47	94.0
NEW YORK	50	50	100.0
PUERTO RICO	60	0	0.0
VIRGIN ISLANDS	6	6	100.0
REGION 3			
DELAWARE	50	50	100.0
DIST OF COL	50	50	100.0
MARYLAND	50	50	100.0
PENNSYLVANIA	50	50	100.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	50	50	100.0
REGION 4			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	49	98.0
KENTUCKY	50	50	100.0
MISSISSIPPI	69	0	0.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	50	100.0

continued

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	50	49	98.0
INDIANA	50	50	100.0
MICHIGAN	50	50	100.0
MINNESOTA	50	50	100.0
OHIO	50	50	100.0
WISCONSIN	50	50	100.0
REGION 6			
ARKANSAS	50	0	0.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	49	98.0
OKLAHOMA	50	50	100.0
TEXAS	50	50	100.0
REGION 7			
IOWA	50	50	100.0
KANSAS	53	0	0.0
MISSOURI	61	61	100.0
NEBRASKA	50	49	98.0
REGION 8			
COLORADO	50	50	100.0
MONTANA	50	50	100.0
NORTH DAKOTA	50	50	100.0
SOUTH DAKOTA	50	50	100.0
UTAH	49	49	100.0
WYOMING	50	50	100.0
REGION 9			
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	50	100.0
REGION 10			
ALASKA	50	50	100.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	50	50	100.0

D. Reimbursement Promptness.

The results of the measurement are shown in Figure III-27. Figure III-27 shows the total number of cases reviewed, the number of IB-6's reimbursed within 45 days, and the percentage of reimbursements made timely. No Desired Level of Achievement has been established for CWC reimbursement promptness.

CWC - REIMBURSEMENT PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

STATE	TOTAL IB-6s REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	50	50	100.0
MAINE	50	47	94.0
MASSACHUSETTS	50	41	82.0
NEW HAMPSHIRE	50	50	100.0
RHODE ISLAND	51	51	100.0
VERMONT	50	8	16.0
REGION 2			
NEW JERSEY	50	48	96.0
NEW YORK	50	28	56.0
PUERTO RICO	46	38	82.6
VIRGIN ISLANDS	45	38	84.4
REGION 3			
DELAWARE	50	45	90.0
DIST OF COL	50	32	64.0
MARYLAND	50	49	98.0
PENNSYLVANIA	50	48	96.0
VIRGINIA	50	49	98.0
WEST VIRGINIA	46	46	100.0
REGION 4			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	50	100.0
MISSISSIPPI	50	50	100.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	50	100.0

continued

STATE	TOTAL IB - 6s REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	50	49	98.0
INDIANA	50	32	64.0
MICHIGAN	50	49	98.0
MINNESOTA	50	50	100.0
OHIO	50	46	92.0
WISCONSIN	50	22	44.0
REGION 6			
ARKANSAS	50	50	100.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	50	100.0
OKLAHOMA	50	50	100.0
TEXAS	50	17	34.0
REGION 7			
IOWA	50	43	86.0
KANSAS	50	0	0.0
MISSOURI	50	26	52.0
NEBRASKA	50	50	100.0
REGION 8			
COLORADO	50	50	100.0
MONTANA	50	48	96.0
NORTH DAKOTA	50	49	98.0
SOUTH DAKOTA	50	44	88.0
UTAH	49	49	100.0
WYOMING	50	50	100.0
REGION 9			
ARIZONA	50	11	22.0
CALIFORNIA	50	50	100.0
HAWAII	59	55	93.2
NEVADA	50	46	92.0
REGION 10			
ALASKA	91	89	97.8
IDAHO	50	32	64.0
OREGON	50	33	66.0
WASHINGTON	51	51	100.0

A. Performance.

The Appeals performance measurement is an assessment of the degree to which the appeals hearings and decisions have attained the specific quality levels established for appeals evaluations.

The results of the evaluations are shown in Figures III-28 and III-29. Figure III-29 shows the size of the sample, the number of cases which obtained a score of 80 percent or more of the total possible points, and the percentage of cases which obtained scores of 80 percent or more. The Desired Level of Achievement is a minimum of 80 percent of the cases scoring 80 percent or more of the total possible points.

"N/R" indicates that the State was not required to conduct the measurement in FY 1992 because the established Desired Level of Achievement was met in FY 1991.

APPEALS PERFORMANCE

Desired Level of Achievement: Minimum of 80 Percent of Cases Scoring 80 or More Percentage Points.

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
REGION 1			
CONNECTICUT	35	34	97.1
MAINE	N/R	N/R	N/R
MASSACHUSETTS	34	29	85.3
NEW HAMPSHIRE	16	15	93.8
RHODE ISLAND	N/R	N/R	N/R
VERMONT	20	20	100.0
REGION 2			
NEW JERSEY	N/R	N/R	N/R
NEW YORK	50	42	84.0
PUERTO RICO	25	22	88.0
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	20	20	100.0
DIST OF COL	35	34	97.1
MARYLAND	35	---	---
PENNSYLVANIA	50	47	94.0
VIRGINIA	20	19	95.0
WEST VIRGINIA	26	26	100.0
REGION 4			
ALABAMA	35	30	85.7
FLORIDA	N/R	N/R	N/R
GEORGIA	35	31	88.6
KENTUCKY	35	35	100.0
MISSISSIPPI	19	19	100.0
NORTH CAROLINA	35	28	80.0
SOUTH CAROLINA	20	18	90.0
TENNESSEE	35	34	97.1

continued

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
REGION 5			
ILLINOIS	29	28	96.6
INDIANA	35	35	100.0
MICHIGAN	50	50	100.0
MINNESOTA	N/R	N/R	N/R
OHIO	46	37	80.4
WISCONSIN	20	20	100.0
REGION 6			
ARKANSAS	20	20	100.0
LOUISIANA	25	25	100.0
NEW MEXICO	35	34	97.1
OKLAHOMA	35	35	100.0
TEXAS	N/R	N/R	N/R
REGION 7			
IOWA	21	21	100.0
KANSAS	36	35	97.2
MISSOURI	50	50	100.0
NEBRASKA	27	26	96.3
REGION 8			
COLORADO	20	20	100.0
MONTANA	25	25	100.0
NORTH DAKOTA	N/R	N/R	N/R
SOUTH DAKOTA	20	20	100.0
UTAH	35	35	100.0
WYOMING	20	19	95.0
REGION 9			
ARIZONA	N/R	N/R	N/R
CALIFORNIA	52	52	100.0
HAWAII	17	---	---
NEVADA	N/R	N/R	N/R
REGION 10			
ALASKA	13	13	100.0
IDAHO	18	18	100.0
OREGON	35	33	94.3
WASHINGTON	50	44	88.0

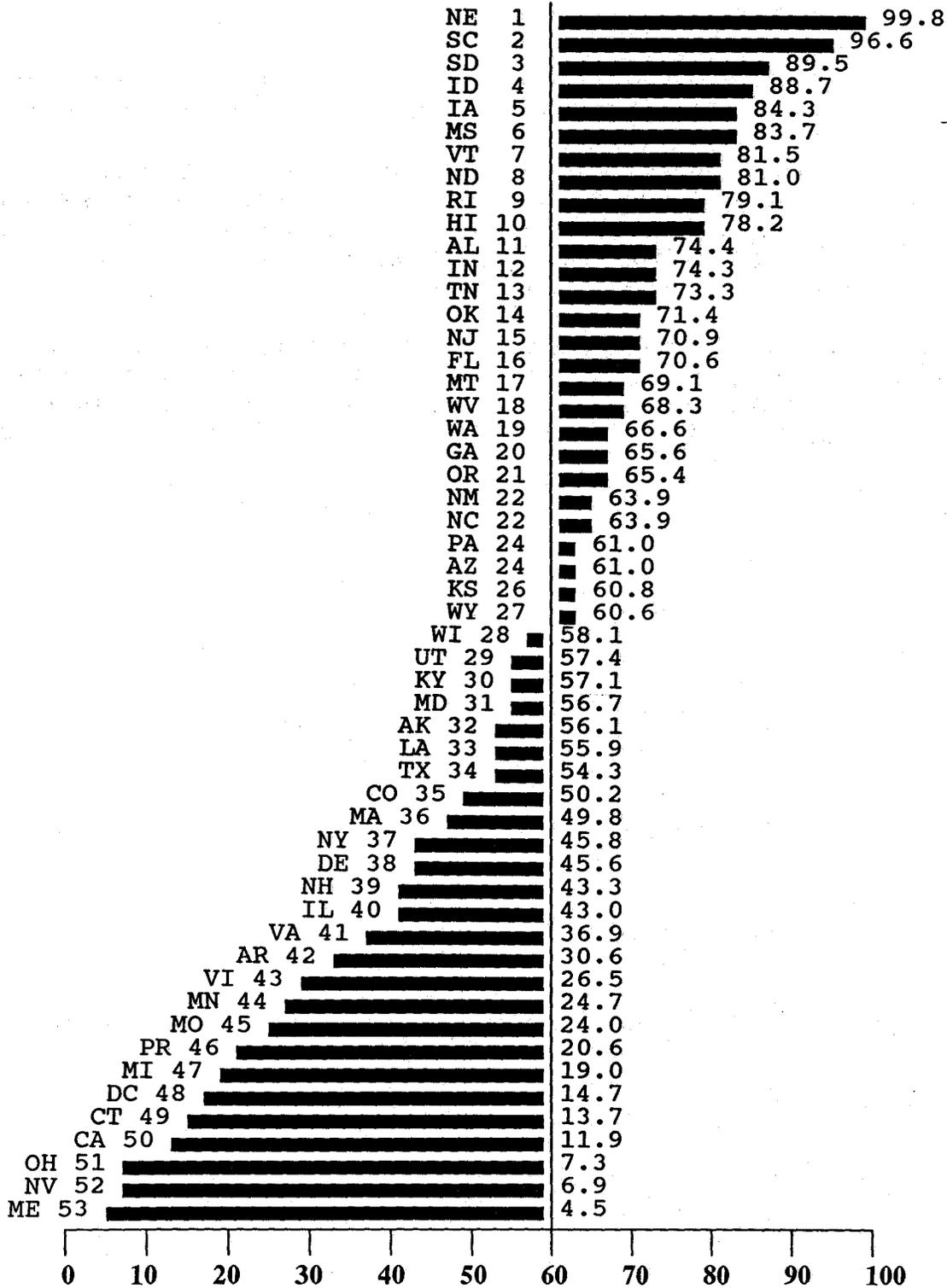
B. Promptness.

Results are included for both lower authority and higher authority appeals. The information is obtained from the MA 5-130 Reports from the 12-month period ending March 31, 1992.

Figures III-30 through III-32 show the results for lower authority appeals. Figure III-32 shows the percentage of decisions issued within 30 days, and the percentage of decisions issued within 45 days. The Secretary of Labor's Standard prescribes the criteria for lower authority appeals as a minimum of 60 percent of decisions issued within 30 days and a minimum of 80 percent of decisions issued within 45 days.

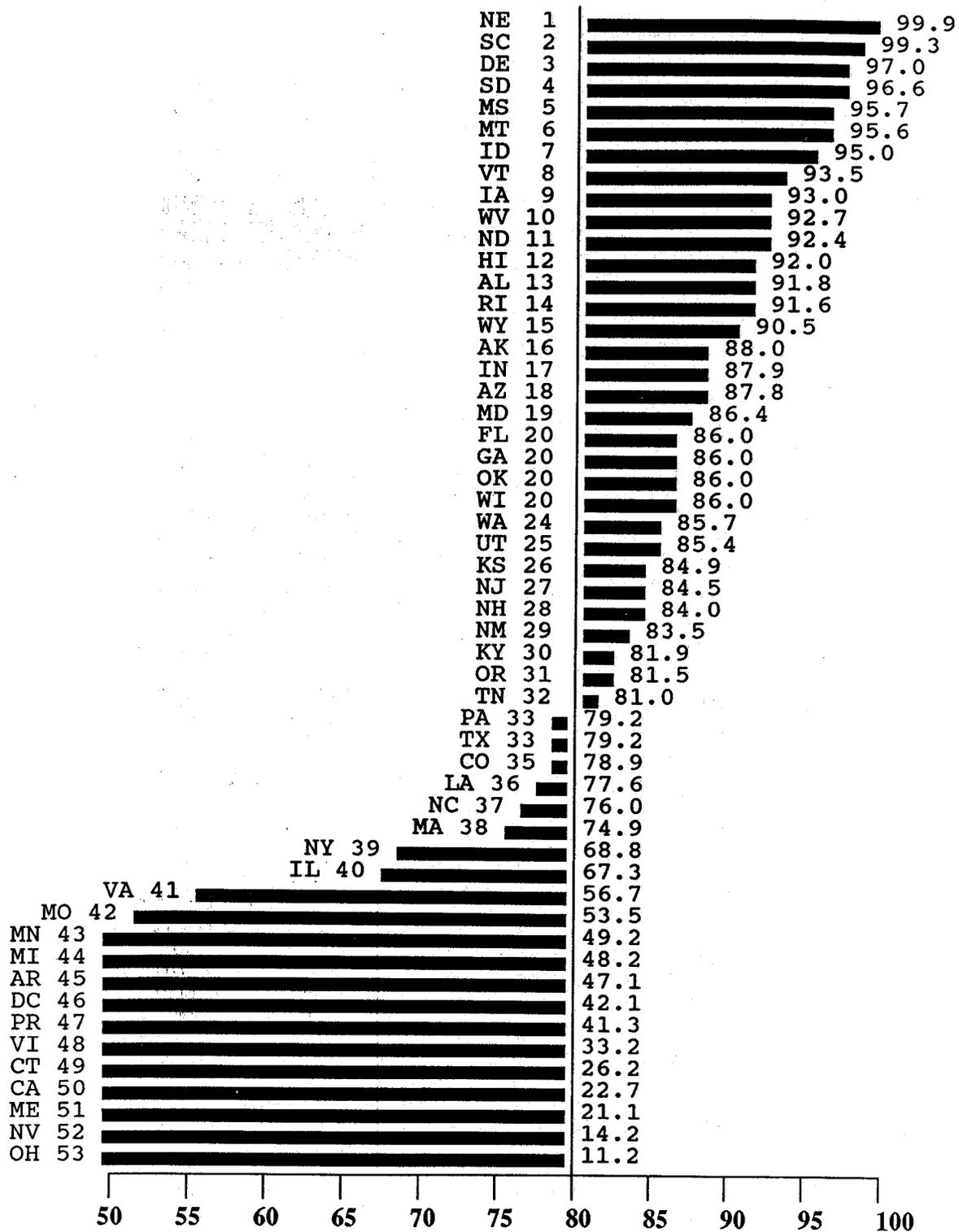
Figures III-33 through III-35 show the results for higher authority appeals. Figure III-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and a minimum of 80 percent of decisions issued within 75 days.

LOWER AUTHORITY APPEALS PROMPTNESS -- 30 DAYS



SS: Minimum of 60% of decisions issued within 30 days

LOWER AUTHORITY APPEALS PROMPTNESS -- 45 DAYS



SS: Minimum of 80% of decisions issued within 45 days

APPEALS PROMPTNESS - LOWER AUTHORITY

April 1, 1991 through March 31, 1992

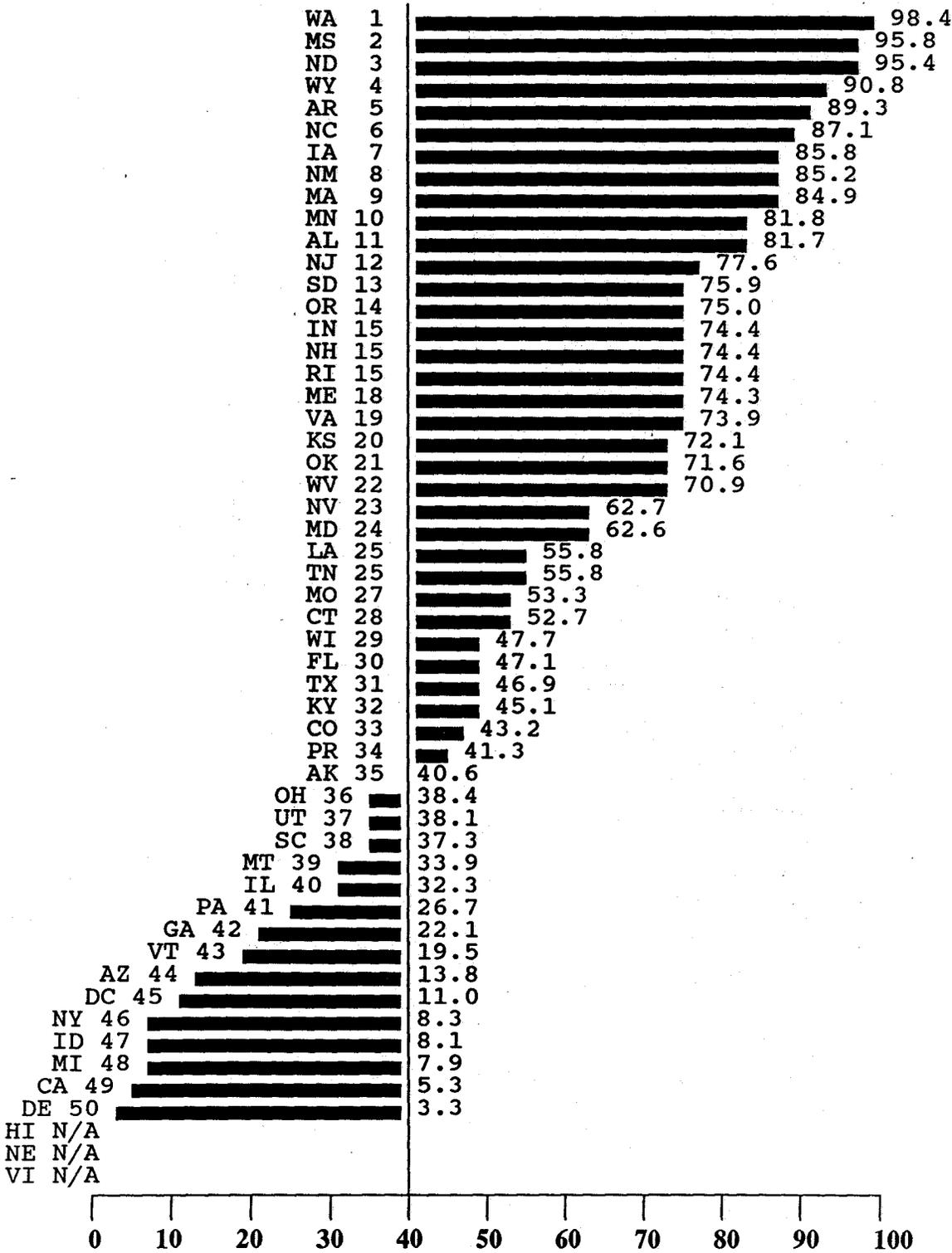
**Criteria: Minimum of 60 Percent of Decisions Issued Within 30 Days.
Minimum of 80 Percent of Decisions Issued Within 45 Days.**

STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
REGION 1		
CONNECTICUT	13.7	26.2
MAINE	4.5	21.1
MASSACHUSETTS	49.8	74.9
NEW HAMPSHIRE	43.3	84.0
RHODE ISLAND	79.1	91.6
VERMONT	81.5	93.5
REGION 2		
NEW JERSEY	70.9	84.5
NEW YORK	45.8	68.8
PUERTO RICO	20.6	41.3
VIRGIN ISLANDS	26.5	33.2
REGION 3		
DELAWARE	45.6	97.0
DIST OF COL	14.7	42.1
MARYLAND	56.7	86.4
PENNSYLVANIA	61.0	79.2
VIRGINIA	36.9	56.7
WEST VIRGINIA	68.3	92.7
REGION 4		
ALABAMA	74.4	91.8
FLORIDA	70.6	86.0
GEORGIA	65.6	86.0
KENTUCKY	57.1	81.9
MISSISSIPPI	83.7	95.7
NORTH CAROLINA	63.9	76.0
SOUTH CAROLINA	96.6	99.3
TENNESSEE	73.3	81.0

continued

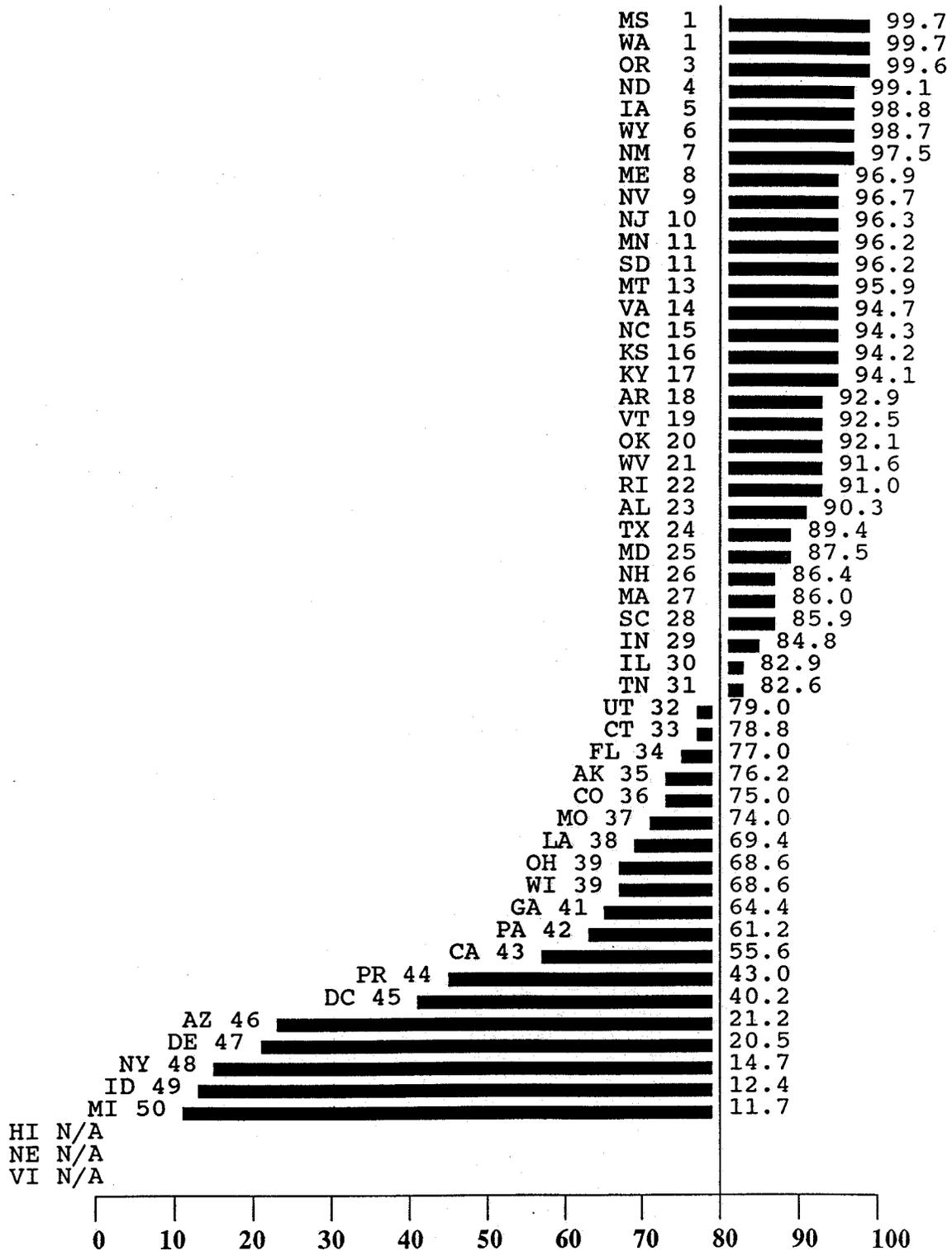
STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
REGION 5		
ILLINOIS	43.0	67.3
INDIANA	74.3	87.9
MICHIGAN	19.0	48.2
MINNESOTA	24.7	49.2
OHIO	7.3	11.2
WISCONSIN	58.1	86.0
REGION 6		
ARKANSAS	30.6	47.1
LOUISIANA	55.9	77.6
NEW MEXICO	63.9	83.5
OKLAHOMA	71.4	86.0
TEXAS	54.3	79.2
REGION 7		
IOWA	84.3	93.0
KANSAS	60.8	84.9
MISSOURI	24.0	53.5
NEBRASKA	99.8	99.9
REGION 8		
COLORADO	50.2	78.9
MONTANA	69.1	95.6
NORTH DAKOTA	81.0	92.4
SOUTH DAKOTA	89.5	96.6
UTAH	57.4	85.4
WYOMING	60.6	90.5
REGION 9		
ARIZONA	61.0	87.8
CALIFORNIA	11.9	22.7
HAWAII	78.2	92.0
NEVADA	6.9	14.2
REGION 10		
ALASKA	56.1	88.0
IDAHO	88.7	95.0
OREGON	65.4	81.5
WASHINGTON	66.6	85.7

HIGHER AUTHORITY APPEALS PROMPTNESS -- 45 DAYS



DLA: Minimum of 40% of decisions issued within 45 days

HIGHER AUTHORITY APPEALS PROMPTNESS -- 75 DAYS



DLA: Minimum of 80% of decisions issued within 75 days

APPEALS PROMPTNESS - HIGHER AUTHORITY

April 1, 1991 through March 31, 1992

Desired Level of Achievement: Minimum of 40 Percent of Decisions Issued Within 45 Days. Minimum of 80 Percent of Decisions Issued Within 75 Days.

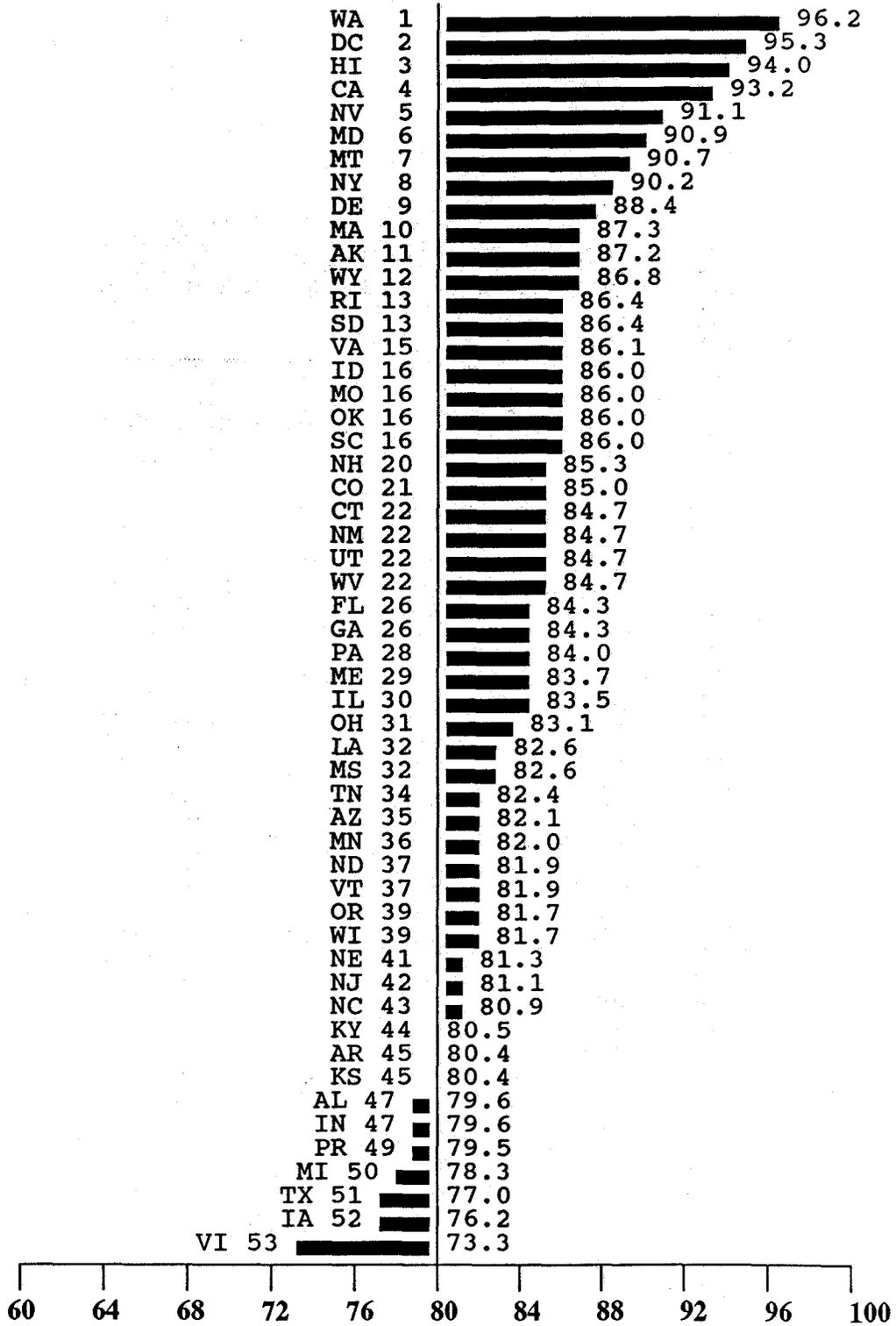
STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
REGION 1		
CONNECTICUT	52.7	78.8
MAINE	74.3	96.9
MASSACHUSETTS	84.9	86.0
NEW HAMPSHIRE	74.4	86.4
RHODE ISLAND	74.4	91.0
VERMONT	19.5	92.5
REGION 2		
NEW JERSEY	77.6	96.3
NEW YORK	8.3	14.7
PUERTO RICO	41.3	43.0
VIRGIN ISLANDS	N / A	N / A
REGION 3		
DELAWARE	3.3	20.5
DIST OF COL	11.0	40.2
MARYLAND	62.6	87.5
PENNSYLVANIA	26.7	61.2
VIRGINIA	73.9	94.7
WEST VIRGINIA	70.9	91.6
REGION 4		
ALABAMA	81.7	90.3
FLORIDA	47.1	77.0
GEORGIA	22.1	64.4
KENTUCKY	45.1	94.1
MISSISSIPPI	95.8	99.7
NORTH CAROLINA	87.1	94.3
SOUTH CAROLINA	37.3	85.9
TENNESSEE	55.8	82.6

continued

STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
REGION 5		
ILLINOIS	32.3	82.9
INDIANA	74.4	84.8
MICHIGAN	7.9	11.7
MINNESOTA	81.8	96.2
OHIO	38.4	68.6
WISCONSIN	47.7	68.6
REGION 6		
ARKANSAS	89.3	92.9
LOUISIANA	55.8	69.4
NEW MEXICO	85.2	97.5
OKLAHOMA	71.6	92.1
TEXAS	46.9	89.4
REGION 7		
IOWA	85.8	98.8
KANSAS	72.1	94.2
MISSOURI	53.3	74.0
NEBRASKA	N/A	N/A
REGION 8		
COLORADO	43.2	75.0
MONTANA	33.9	95.9
NORTH DAKOTA	95.4	99.1
SOUTH DAKOTA	75.9	96.2
UTAH	38.1	79.0
WYOMING	90.8	98.7
REGION 9		
ARIZONA	13.8	21.2
CALIFORNIA	5.3	55.6
HAWAII	N/A	N/A
NEVADA	62.7	96.7
REGION 10		
ALASKA	40.6	76.2
IDAHO	8.1	12.4
OREGON	75.0	99.6
WASHINGTON	98.4	99.7

The results of the measurement are shown in Figures III-36 and III-37. Figure III-37 shows the number of determinations reviewed, the number of determinations in which the employer was officially notified within 180 days of first becoming liable, and the percentage of determinations made with 180 days. The Desired Level of Achievement is a minimum of 80 percent of determinations of employer liability made within 180 days.

STATUS DETERMINATIONS PROMPTNESS



DLA: Minimum of 80% of determinations of employer liability made within 180 days

STATUS DETERMINATIONS PROMPTNESS

Desired Level of Achievement: Minimum of 80 Percent of Determinations of Employer Liability Made Within 180 Days.

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 1			
CONNECTICUT	235	199	84.7
MAINE	215	180	83.7
MASSACHUSETTS	237	207	87.3
NEW HAMPSHIRE	218	186	85.3
RHODE ISLAND	235	203	86.4
VERMONT	215	176	81.9
REGION 2			
NEW JERSEY	285	231	81.1
NEW YORK	235	212	90.2
PUERTO RICO	215	171	79.5
VIRGIN ISLANDS	150	110	73.3
REGION 3			
DELAWARE	215	190	88.4
DIST OF COL	215	205	95.3
MARYLAND	276	251	90.9
PENNSYLVANIA	250	210	84.0
VIRGINIA	22,266 *	19,182	86.1
WEST VIRGINIA	235	199	84.7
REGION 4			
ALABAMA	235	187	79.6
FLORIDA	235	198	84.3
GEORGIA	235	198	84.3
KENTUCKY	215	173	80.5
MISSISSIPPI	235	194	82.6
NORTH CAROLINA	235	190	80.9
SOUTH CAROLINA	235	202	86.0
TENNESSEE	250	206	82.4

continued

* Number represents all status determinations made during the 12-month period

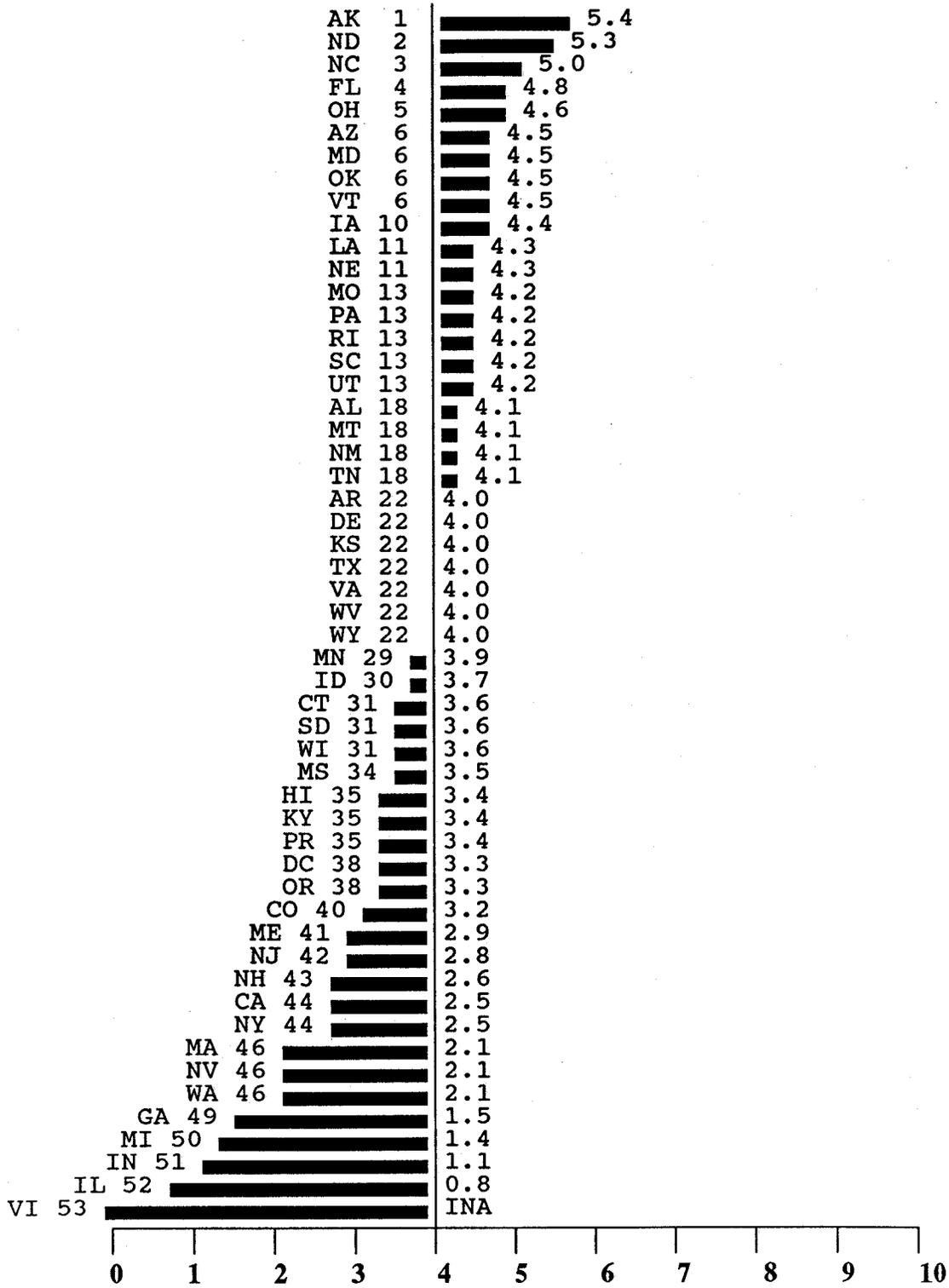
STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
REGION 5			
ILLINOIS	237	198	83.5
INDIANA	235	187	79.6
MICHIGAN	235	184	78.3
MINNESOTA	50	41	82.0
OHIO	248	206	83.1
WISCONSIN	235	192	81.7
REGION 6			
ARKANSAS	235	189	80.4
LOUISIANA	235	194	82.6
NEW MEXICO	275	233	84.7
OKLAHOMA	235	202	86.0
TEXAS	235	181	77.0
REGION 7			
IOWA	235	179	76.2
KANSAS	235	189	80.4
MISSOURI	235	202	86.0
NEBRASKA	235	191	81.3
REGION 8			
COLORADO	234	199	85.0
MONTANA	215	195	90.7
NORTH DAKOTA	215	176	81.9
SOUTH DAKOTA	221	191	86.4
UTAH	235	199	84.7
WYOMING	235	204	86.8
REGION 9			
ARIZONA	235	193	82.1
CALIFORNIA	235	219	93.2
HAWAII	215	202	94.0
NEVADA	235	214	91.1
REGION 10			
ALASKA	250	218	87.2
IDAHO	215	185	86.0
OREGON	235	192	81.7
WASHINGTON	237	228	96.2

A. Penetration.

The results are shown in Figures III-38 through III-40. Figure III-40 shows the total number of audits conducted during the four quarters of the fiscal year, the percentage of contributory employers audited, and the percentage of large employers audited. The number of contributory employers for the above computations is based on the number of such employers at the end of the fiscal year prior to the fiscal year in which the audits were conducted. The Desired Level of Achievement for total contributory employer audits is a minimum penetration rate of four percent. The Desired Level of Achievement for large employer audits is a minimum penetration rate of one percent of the number of audits required for the total audit penetration rate.

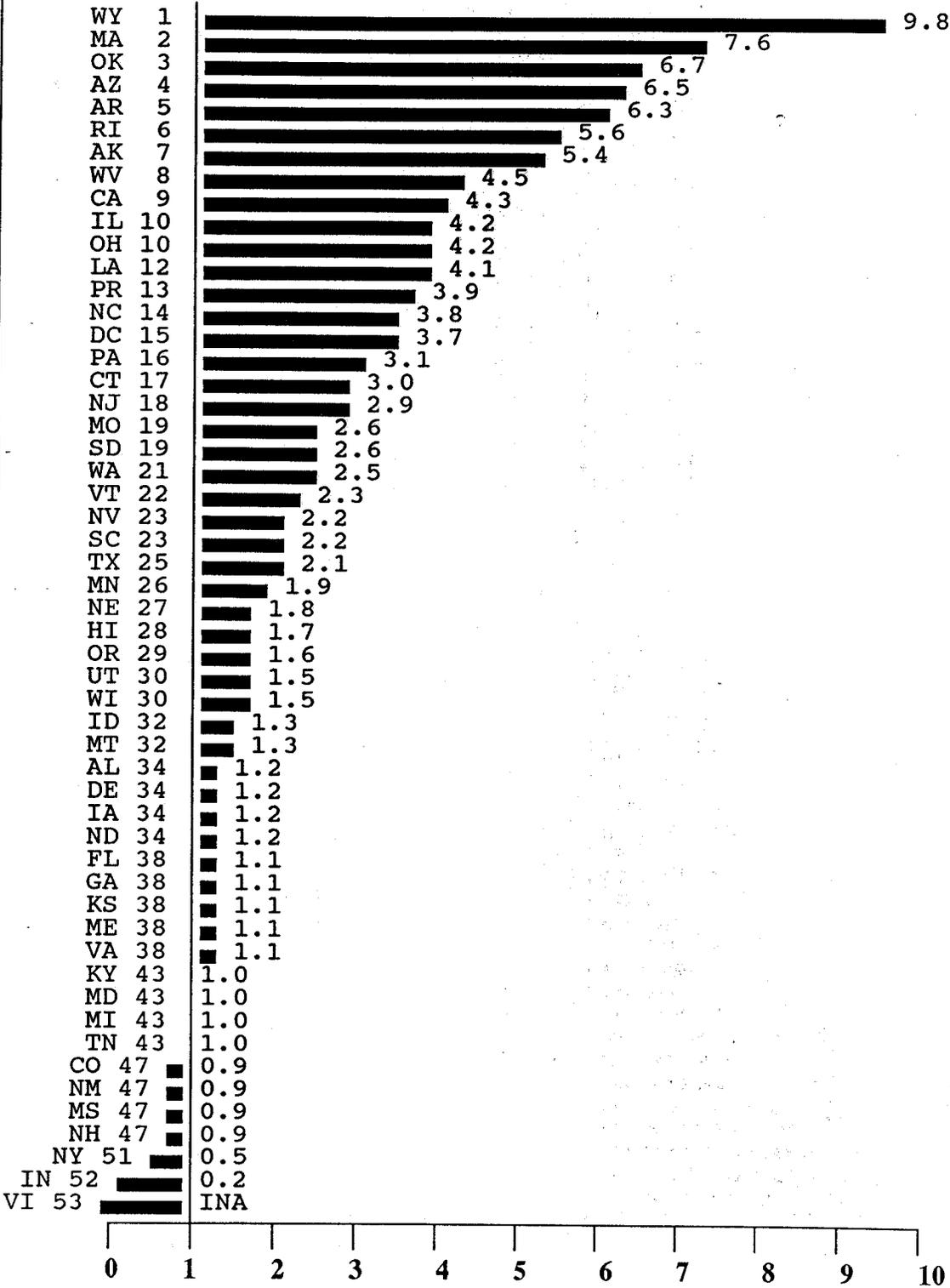
For purposes of Quality Appraisal field audit penetration measurement, a "large employer" is defined as "an employing unit reporting wages paid to 100 or more individuals during the current or preceding calendar year or an employing unit reporting at least \$1,000,000 (one million dollars) in taxable payroll for the calendar year preceding the first quarter being audited." Refer to MTL No. 1463, Part 3677.

FIELD AUDIT PENETRATION



DLA: Minimum penetration rate: Total contributory employer audits 4% at end of preceding FY

FIELD AUDIT PENETRATION - LARGE EMPLOYERS



DLA: Minimum penetration rate: Large employer audits
1% of number of audits required for total audits

FIELD AUDIT PENETRATION

Desired Level of Achievement: Minimum Penetration Rates: Total Contributory Employer Audits: 4 Percent of Contributory Employers at End of Preceding FY. Large Employer Audits: 1 Percent of Number of Audits Required for Total Audit Penetration DLA.

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
REGION 1			
CONNECTICUT	3,739	3.6	3.0
MAINE	1,310	2.9	1.1
MASSACHUSETTS	6,000	2.1	7.6
NEW HAMPSHIRE	1,291	2.6	0.9
RHODE ISLAND	1,098	4.2	5.6
VERMONT	724	4.5	2.3
REGION 2			
NEW JERSEY	8,116	2.8	2.9
NEW YORK	17,346	2.5	0.5
PUERTO RICO	1,996	3.4	3.9
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	728	4.0	1.2
DIST OF COL	835	3.3	3.7
MARYLAND	4,466	4.5	1.0
PENNSYLVANIA	9,128	4.2	3.1
VIRGINIA	5,141	4.0	1.1
WEST VIRGINIA	1,368	4.0	4.5
REGION 4			
ALABAMA	3,123	4.1	1.2
FLORIDA	12,323	4.8	1.1
GEORGIA	5,640	1.5	1.1
KENTUCKY	2,812	3.4	1.0
MISSISSIPPI	1,832	3.5	0.9
NORTH CAROLINA	5,303	5.0	3.8
SOUTH CAROLINA	2,778	4.2	2.2
TENNESSEE	3,671	4.1	1.0

continued

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
REGION 5			
ILLINOIS	9,767	0.8	4.2
INDIANA	4,229	1.1	0.2
MICHIGAN	7,385	1.4	1.0
MINNESOTA	3,840	3.9	1.9
OHIO	8,127	4.6	4.2
WISCONSIN	3,944	3.6	1.5
REGION 6			
ARKANSAS	1,938	4.0	6.3
LOUISIANA	3,171	4.3	4.1
NEW MEXICO	1,321	4.1	0.9
OKLAHOMA	2,569	4.5	6.7
TEXAS	12,559	4.0	2.1
REGION 7			
IOWA	2,390	4.4	1.2
KANSAS	2,240	4.0	1.1
MISSOURI	5,015	4.2	2.6
NEBRASKA	1,514	4.3	1.8
REGION 8			
COLORADO	3,526	3.2	0.9
MONTANA	951	4.1	1.3
NORTH DAKOTA	679	5.3	1.2
SOUTH DAKOTA	720	3.6	2.6
UTAH	1,278	4.2	1.5
WYOMING	595	4.0	9.8
REGION 9			
ARIZONA	3,132	4.5	6.5
CALIFORNIA	30,170	2.5	4.3
HAWAII	1,047	3.4	1.7
NEVADA	1,116	2.1	2.2
REGION 10			
ALASKA	522	5.4	5.4
IDAHO	1,010	3.7	1.3
OREGON	2,952	3.3	1.6
WASHINGTON	5,299	2.1	2.5

B. Performance.

The results are shown in Figure III-41. Figure III-41 shows the number of field audit reports reviewed, the number of audit reports which obtained passing scores of 70 points or more, and the percentage of audit reports which obtained passing scores of 70 points or more. No Desired Level of Achievement has been established for this activity.

FIELD AUDIT PERFORMANCE

Desired Level of Achievement: None Currently Established For This Activity.

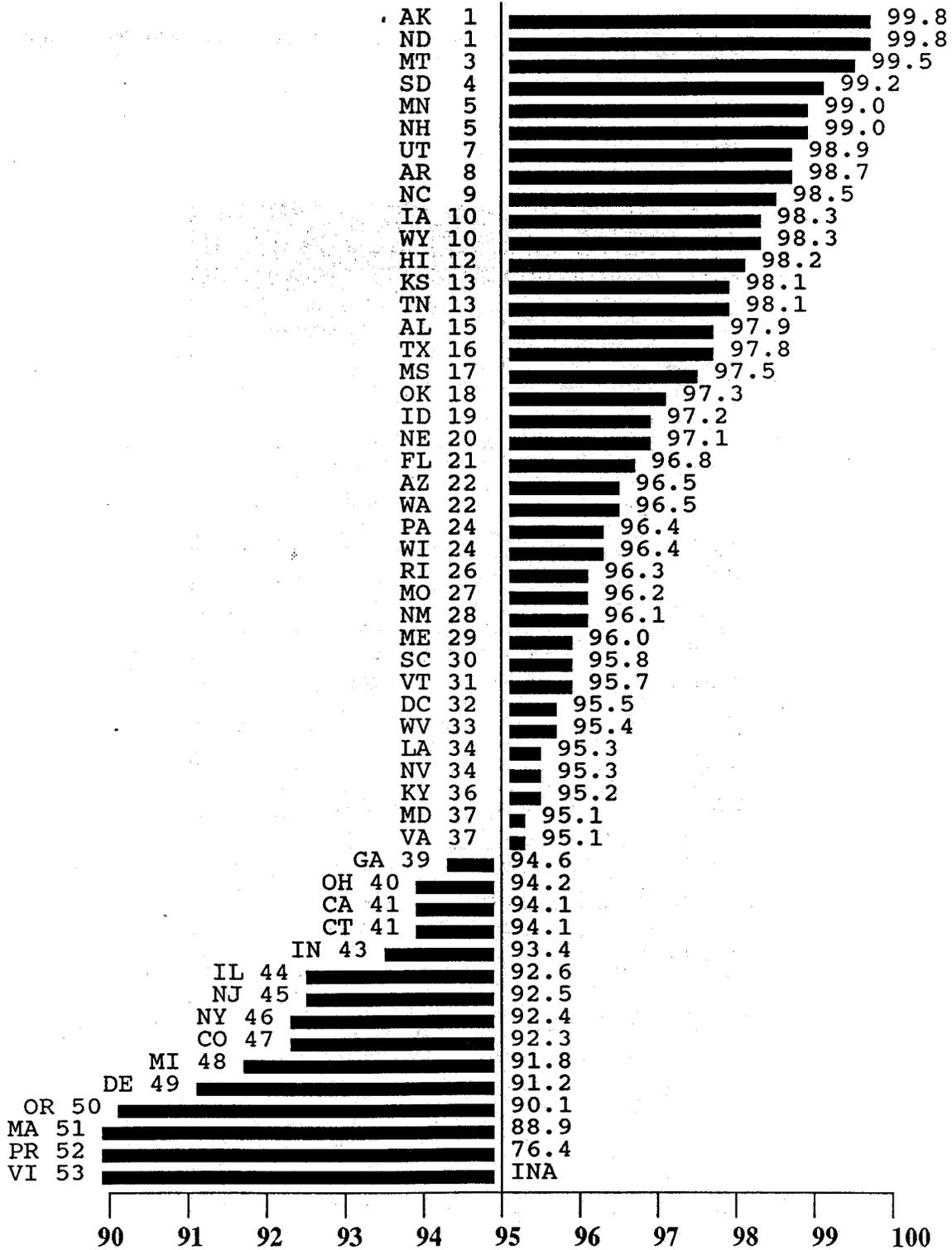
STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
REGION 1			
CONNECTICUT	75	75	100.0
MAINE	75	74	98.7
MASSACHUSETTS	78	76	97.4
NEW HAMPSHIRE	70	69	98.6
RHODE ISLAND	75	75	100.0
VERMONT	78	78	100.0
REGION 2			
NEW JERSEY	80	80	100.0
NEW YORK	80	80	100.0
PUERTO RICO	75	75	100.0
VIRGIN ISLANDS	0	0	0.0
REGION 3			
DELAWARE	70	70	100.0
DIST OF COL	71	71	100.0
MARYLAND	80	79	98.8
PENNSYLVANIA	80	80	100.0
VIRGINIA	80	80	100.0
WEST VIRGINIA	75	75	100.0
REGION 4			
ALABAMA	75	75	100.0
FLORIDA	80	80	100.0
GEORGIA	75	75	100.0
KENTUCKY	75	75	100.0
MISSISSIPPI	75	75	100.0
NORTH CAROLINA	84	84	100.0
SOUTH CAROLINA	75	75	100.0
TENNESSEE	76	76	100.0

continued

STATE	REVIEWED	NUMBER	PERCENT
		PASSING	PASSING
REGION 5			
ILLINOIS	80	78	97.5
INDIANA	75	75	100.0
MICHIGAN	80	77	96.3
MINNESOTA	75	75	100.0
OHIO	80	80	100.0
WISCONSIN	75	75	100.0
REGION 6			
ARKANSAS	80	80	100.0
LOUISIANA	80	80	100.0
NEW MEXICO	75	74	98.7
OKLAHOMA	75	75	100.0
TEXAS	80	80	100.0
REGION 7			
IOWA	75	75	100.0
KANSAS	75	75	100.0
MISSOURI	75	74	98.7
NEBRASKA	75	70	93.3
REGION 8			
COLORADO	80	80	100.0
MONTANA	70	69	98.6
NORTH DAKOTA	70	69	98.6
SOUTH DAKOTA	75	75	100.0
UTAH	75	75	100.0
WYOMING	75	75	100.0
REGION 9			
ARIZONA	75	75	100.0
CALIFORNIA	80	80	100.0
HAWAII	70	70	100.0
NEVADA	70	70	100.0
REGION 10			
ALASKA	75	74	98.7
IDAHO	77	77	100.0
OREGON	75	75	100.0
WASHINGTON	75	75	100.0

The results are shown in Figures III-42 and III-43. Figure III-43 shows the number of employers in the State, the number of reports received by the end of the quarter, and the percentage of reports received timely. The Desired Level of Achievement is a minimum of 95 percent of employers filing reports by the end of the quarter in which they were due.

REPORT DELINQUENCY



DLA: Minimum of 95% of all employers filing reports by end of quarter

REPORT DELINQUENCY

Desired Level of Achievement: Minimum of 95 Percent of All Employers Filing Reports by End of Quarter.

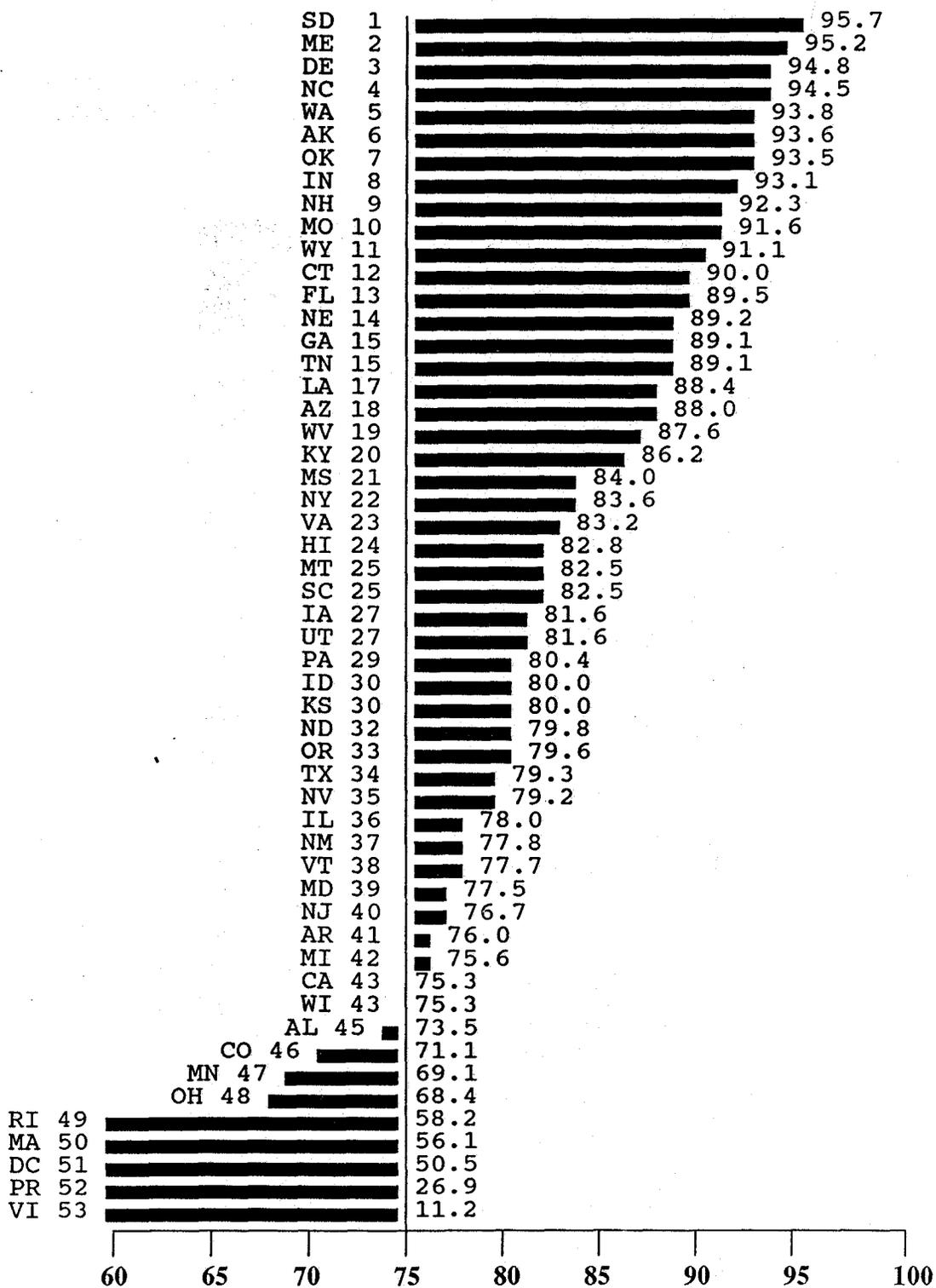
STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
REGION 1			
CONNECTICUT	379,979	357,392	94.1
MAINE	134,110	128,793	96.0
MASSACHUSETTS	604,164	537,267	88.9
NEW HAMPSHIRE	130,023	128,696	99.0
RHODE ISLAND	111,887	107,698	96.3
VERMONT	75,583	72,327	95.7
REGION 2			
NEW JERSEY	813,577	752,233	92.5
NEW YORK	1,758,174	1,623,869	92.4
PUERTO RICO	199,825	152,557	76.4
VIRGIN ISLANDS	INA	INA	INA
REGION 3			
DELAWARE	74,084	67,589	91.2
DIST OF COL	83,426	79,696	95.5
MARYLAND	451,394	429,232	95.1
PENNSYLVANIA	934,254	900,791	96.4
VIRGINIA	517,845	492,652	95.1
WEST VIRGINIA	140,267	133,835	95.4
REGION 4			
ALABAMA	319,615	312,993	97.9
FLORIDA	1,249,179	1,208,782	96.8
GEORGIA	574,281	543,019	94.6
KENTUCKY	286,434	272,589	95.2
MISSISSIPPI	185,701	180,973	97.5
NORTH CAROLINA	538,826	530,948	98.5
SOUTH CAROLINA	282,395	270,462	95.8
TENNESSEE	375,089	367,890	98.1

continued

STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
REGION 5			
ILLINOIS	994,891	920,788	92.6
INDIANA	435,145	406,271	93.4
MICHIGAN	731,433	671,619	91.8
MINNESOTA	400,595	396,631	99.0
OHIO	834,396	786,119	94.2
WISCONSIN	411,839	396,940	96.4
REGION 6			
ARKANSAS	197,644	195,169	98.7
LOUISIANA	321,716	306,519	95.3
NEW MEXICO	135,106	129,894	96.1
OKLAHOMA	260,348	253,203	97.3
TEXAS	1,275,998	1,248,005	97.8
REGION 7			
IOWA	248,890	244,696	98.3
KANSAS	233,720	229,352	98.1
MISSOURI	509,199	489,845	96.2
NEBRASKA	158,506	153,871	97.1
REGION 8			
COLORADO	359,767	332,104	92.3
MONTANA	95,742	95,293	99.5
NORTH DAKOTA	71,212	71,092	99.8
SOUTH DAKOTA	75,430	74,821	99.2
UTAH	130,634	129,132	98.9
WYOMING	60,812	59,789	98.3
REGION 9			
ARIZONA	313,760	306,600	96.5
CALIFORNIA	3,047,380	2,866,326	94.1
HAWAII	106,320	104,448	98.2
NEVADA	114,513	109,134	95.3
REGION 10			
ALASKA	52,893	52,779	99.8
IDAHO	105,217	102,221	97.2
OREGON	308,822	278,330	90.1
WASHINGTON	542,269	523,048	96.5

The results are shown in Figures III-44 and III-45. Figure III-45 shows the number of accounts reviewed, the number of accounts for which some collection was achieved within 150 days of the end of the quarter, and the percentage of accounts for which some collection was achieved within 150 days. The Desired Level of Achievement is a minimum of 75 percent of delinquent accounts for which some collection was obtained within 150 days of the end of the quarter for which taxes were due.

COLLECTIONS PROMPTNESS



DLA: Minimum of 75% of delinquent accounts for which some monies were obtained within 150 days of end of quarter

COLLECTIONS

Desired Level of Achievement: Promptness - Minimum of 75 Percent of Delinquent Accounts For Which Some Monies Were Obtained Within 150 Days of End of Quarter.

STATE	# REVIEWED	# COL	% COL
REGION 1			
CONNECTICUT	250	225	90.0
MAINE	250	238	95.2
MASSACHUSETTS	303	170	56.1
NEW HAMPSHIRE	181	167	92.3
RHODE ISLAND	275	160	58.2
VERMONT	251	195	77.7
REGION 2			
NEW JERSEY	275	211	76.7
NEW YORK	275	230	83.6
PUERTO RICO	275	74	26.9
VIRGIN ISLANDS	178	20	11.2
REGION 3			
DELAWARE	250	237	94.8
DIST OF COL	289	146	50.5
MARYLAND	298	231	77.5
PENNSYLVANIA	275	221	80.4
VIRGINIA	315	262	83.2
WEST VIRGINIA	250	219	87.6
REGION 4			
ALABAMA	275	202	73.5
FLORIDA	275	246	89.5
GEORGIA	275	245	89.1
KENTUCKY	275	237	86.2
MISSISSIPPI	250	210	84.0
NORTH CAROLINA	275	260	94.5
SOUTH CAROLINA	275	227	82.5
TENNESSEE	275	245	89.1

continued

STATE	# REVIEWED	# COL	% COL
REGION 5			
ILLINOIS	287	224	78.0
INDIANA	275	256	93.1
MICHIGAN	275	208	75.6
MINNESOTA	275	190	69.1
OHIO	275	188	68.4
WISCONSIN	275	207	75.3
REGION 6			
ARKANSAS	526	400	76.0
LOUISIANA	250	221	88.4
NEW MEXICO	275	214	77.8
OKLAHOMA	275	257	93.5
TEXAS	275	218	79.3
REGION 7			
IOWA	250	204	81.6
KANSAS	250	200	80.0
MISSOURI	275	252	91.6
NEBRASKA	250	223	89.2
REGION 8			
COLORADO	235	167	71.1
MONTANA	200	165	82.5
NORTH DAKOTA	228	182	79.8
SOUTH DAKOTA	140	134	95.7
UTAH	250	204	81.6
WYOMING	192	175	91.1
REGION 9			
ARIZONA	275	242	88.0
CALIFORNIA	14,860 *	11,197	75.3
HAWAII	250	207	82.8
NEVADA	250	198	79.2
REGION 10			
ALASKA	250	234	93.6
IDAHO	160	128	80.0
OREGON	275	219	79.6
WASHINGTON	7,835 *	7,349	93.8

* Number represents all delinquent contributory employers for the first quarter of CY 1991

A. Employer Accounts.

The results of the analysis are shown in Figure III-46 and Figure III-49. The Desired Level of Achievement is a minimum of 90 percent of dollars deposited within three days of receipt.

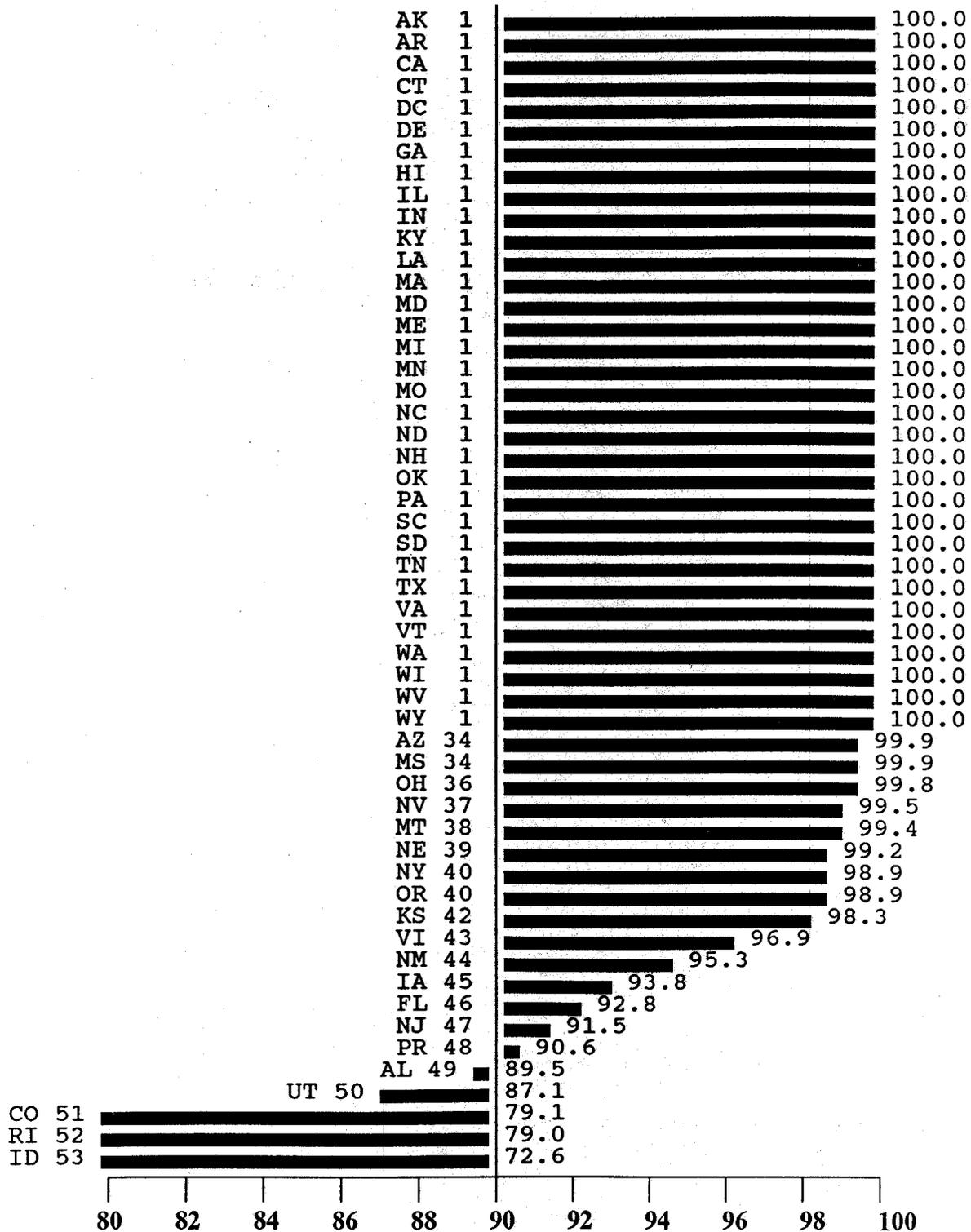
B. Clearing Account.

This measurement is an assessment of the promptness with which money is transferred from the Clearing Account to the Trust Fund. The data are obtained from the ETA 8414 Reports for the 12 months ending September 30, 1991. Figure III-47 and Figure III-49 show the average number of days deposits remained in the Clearing Account before being transferred to the Trust Fund. The Desired Level of Achievement is a maximum of two days for which funds are on deposit in the Clearing Account before being transferred to the Trust Fund. The figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

C. Trust Fund.

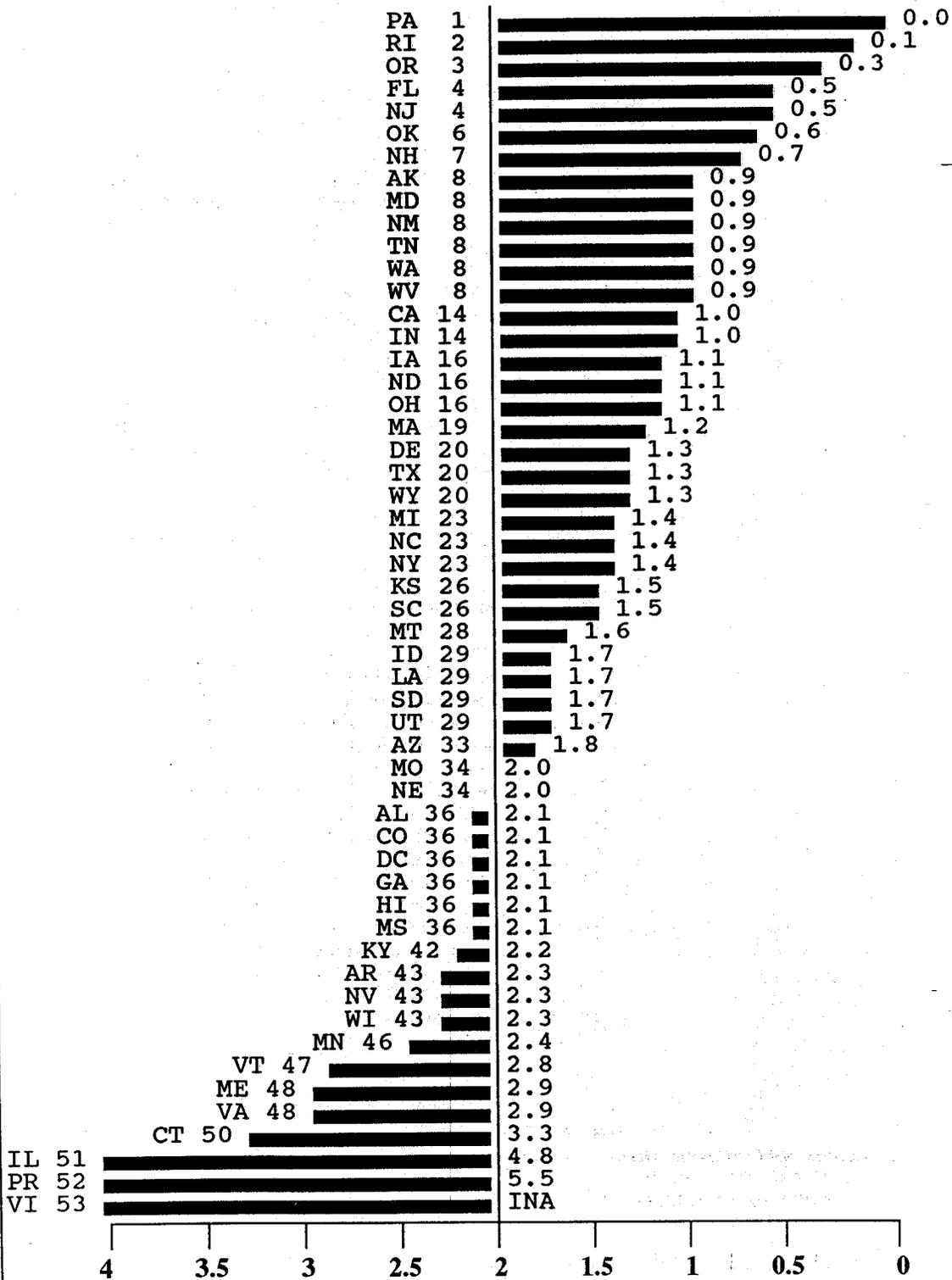
The effectiveness of the management of the Trust Fund is measured by determining how little time in advance of paying benefits that money is withdrawn from the Trust Fund. The data are obtained from the ETA 8413 Reports for the 12 months ending September 30, 1991. Figure III-48 and Figure III-49 show the average number of days Trust Fund money was withdrawn before needed to pay benefits. The Desired Level of Achievement is: Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account. As above, the figures printed (for States required by law to have more than one bank account) may vary due to the calculation used to combine bank account data.

EMPLOYER ACCOUNTS PROMPTNESS



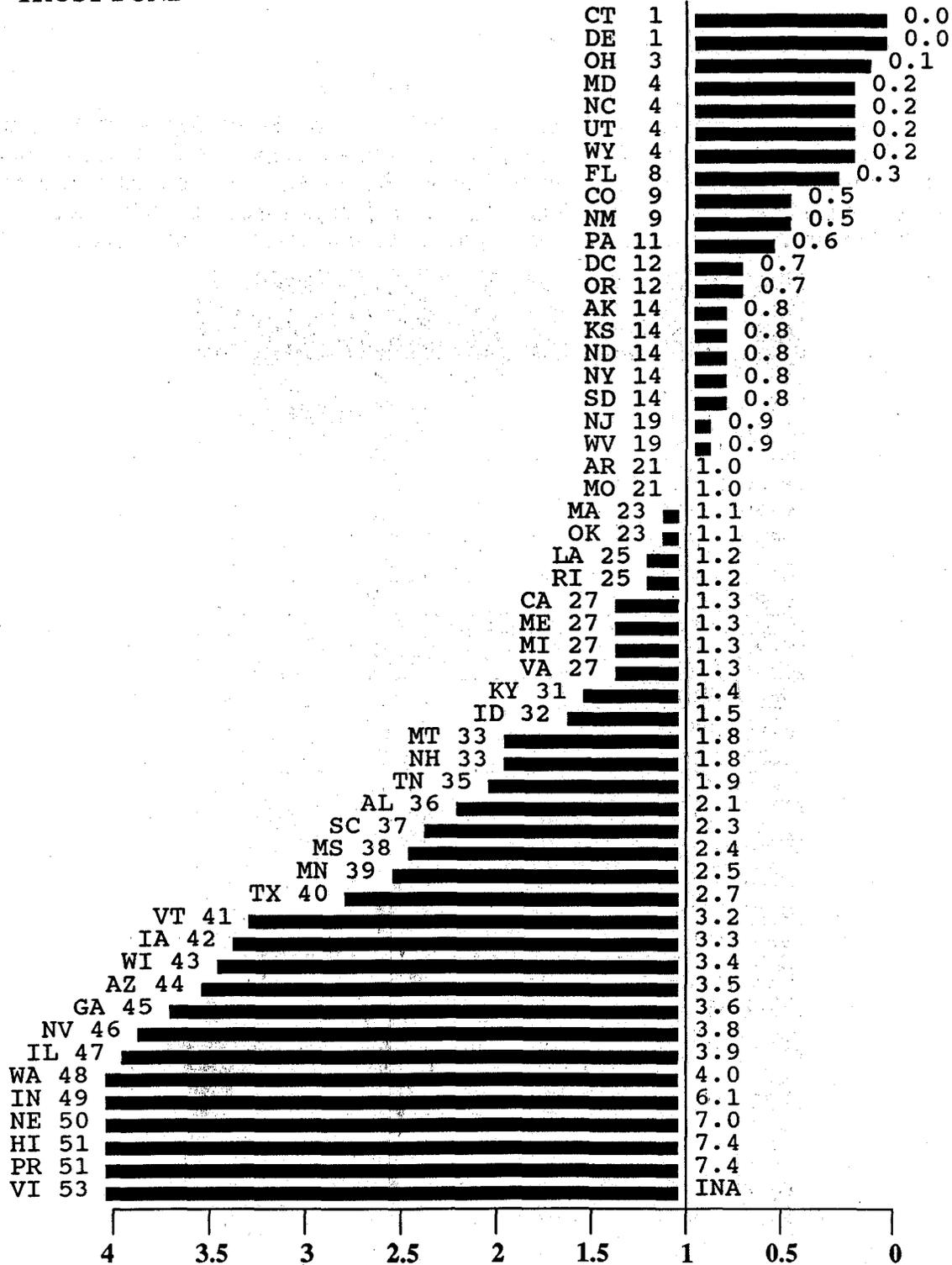
DLA: Minimum of 90% of monies deposited within 3 days of receipt

CLEARING ACCOUNT



DLA: Maximum of 2 days for which funds are on deposit in clearing account before transferred to trust fund

TRUST FUND



DLA: Withdraw from the State account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from the account

CASH MANAGEMENT

Desired Level of Achievement: Minimum of 90 Percent of Monies Deposited Within 3 Days of Receipt. Maximum of 2 Days for Which Funds are on Deposit in Clearing Account Before Transferred to Trust Fund. Withdraw from the State Account in the Unemployment Trust Fund an amount sufficient to maintain in the benefit payment account a balance equivalent to not more than one day's benefit payment requirement from that account.

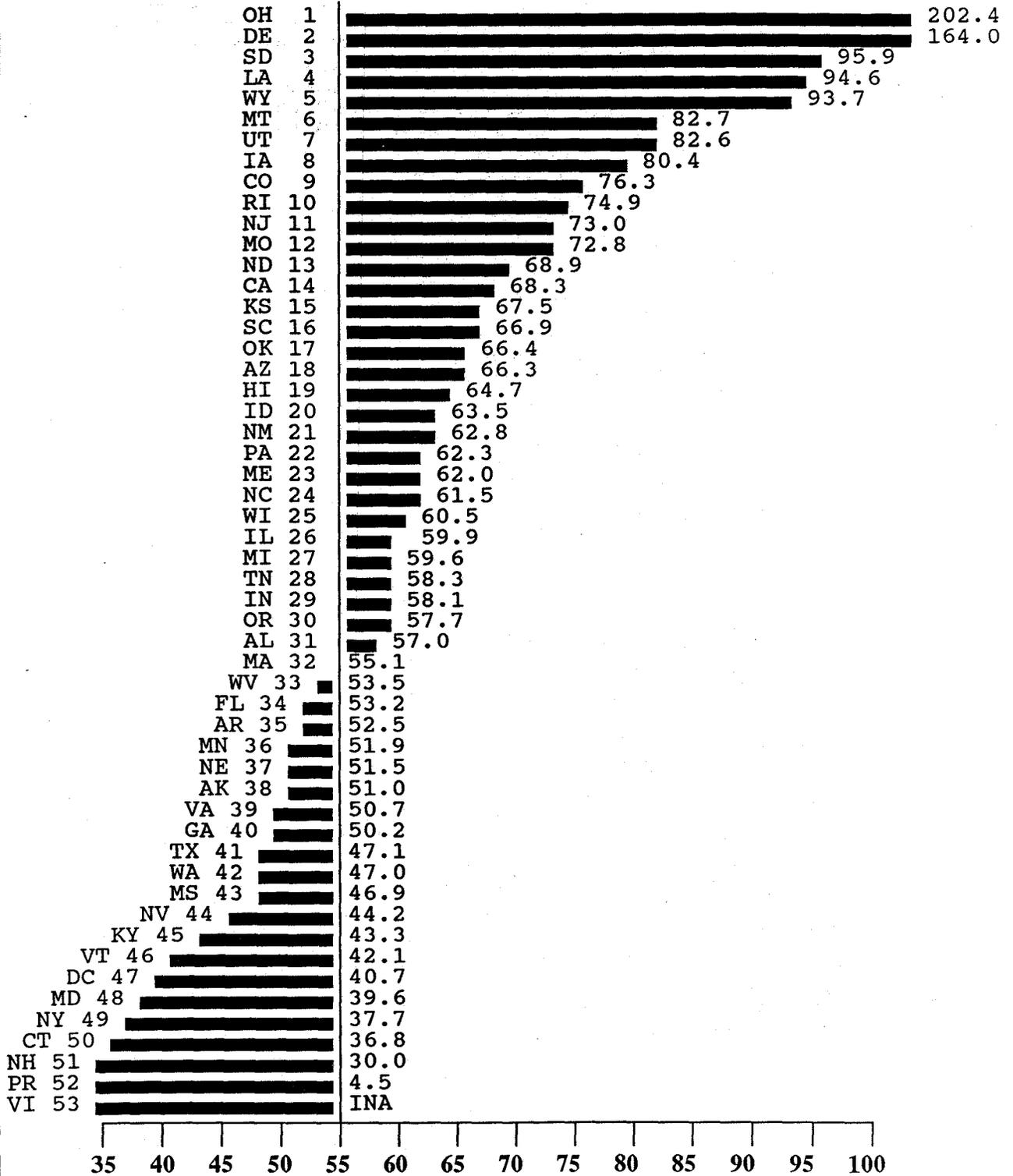
STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
REGION 1			
CONNECTICUT	100.0	3.3	0.0
MAINE	100.0	2.9	1.3
MASSACHUSETTS	100.0	1.2	1.1
NEW HAMPSHIRE	100.0	0.7	1.8
RHODE ISLAND	79.0	0.1	1.2
VERMONT	100.0	2.8	3.2
REGION 2			
NEW JERSEY	91.5	0.5	0.9
NEW YORK	98.9	1.4	0.8
PUERTO RICO	90.6	5.5	7.4
VIRGIN ISLANDS	96.9	INA	INA
REGION 3			
DELAWARE	100.0	1.3	0.0
DIST OF COL	100.0	2.1	0.7
MARYLAND	100.0	0.9	0.2
PENNSYLVANIA	100.0	0.0	0.6
VIRGINIA	100.0	2.9	1.3
WEST VIRGINIA	100.0	0.9	0.9
REGION 4			
ALABAMA	89.5	2.1	2.1
FLORIDA	92.8	0.5	0.3
GEORGIA	100.0	2.1	3.6
KENTUCKY	100.0	2.2	1.4
MISSISSIPPI	99.9	2.1	2.4
NORTH CAROLINA	100.0	1.4	0.2
SOUTH CAROLINA	100.0	1.5	2.3
TENNESSEE	100.0	0.9	1.9

continued

STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
REGION 5			
ILLINOIS	100.0	4.8	3.9
INDIANA	100.0	1.0	6.1
MICHIGAN	100.0	1.4	1.3
MINNESOTA	100.0	2.4	2.5
OHIO	99.8	1.1	0.1
WISCONSIN	100.0	2.3	3.4
REGION 6			
ARKANSAS	100.0	2.3	1.0
LOUISIANA	100.0	1.7	1.2
NEW MEXICO	95.3	0.9	0.5
OKLAHOMA	100.0	0.6	1.1
TEXAS	100.0	1.3	2.7
REGION 7			
IOWA	93.8	1.1	3.3
KANSAS	98.3	1.5	0.8
MISSOURI	100.0	2.0	1.0
NEBRASKA	99.2	2.0	7.0
REGION 8			
COLORADO	79.1	2.1	0.5
MONTANA	99.4	1.6	1.8
NORTH DAKOTA	100.0	1.1	0.8
SOUTH DAKOTA	100.0	1.7	0.8
UTAH	87.1	1.7	0.2
WYOMING	100.0	1.3	0.2
REGION 9			
ARIZONA	99.9	1.8	3.5
CALIFORNIA	100.0	1.0	1.3
HAWAII	100.0	2.1	7.4
NEVADA	99.5	2.3	3.8
REGION 10			
ALASKA	100.0	0.9	0.8
IDAHO	72.6	1.7	1.5
OREGON	98.9	0.3	0.7
WASHINGTON	100.0	0.9	4.0

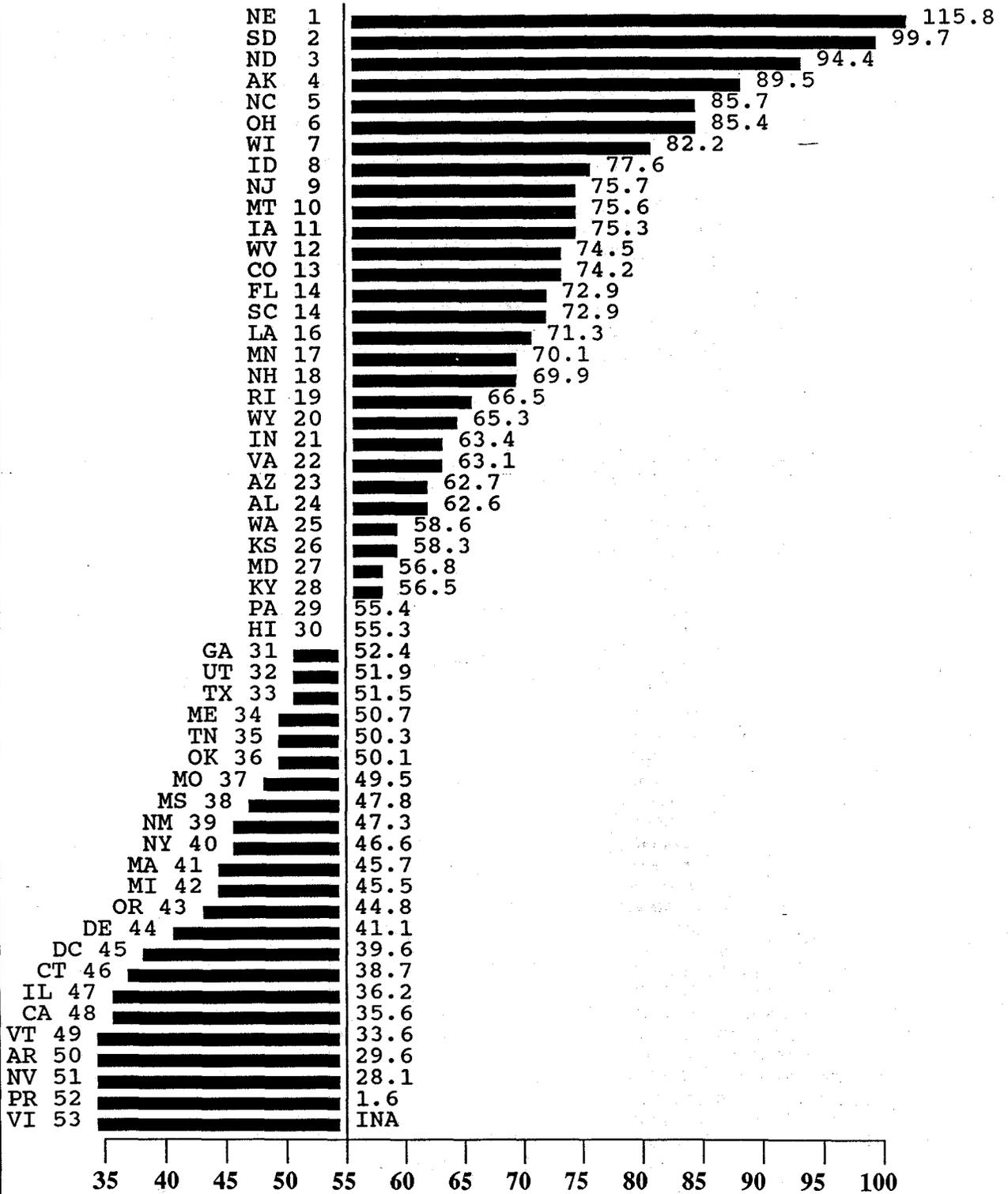
The results are shown in Figures III-50 through Figure III-52. Figure III-52 shows the percent of regular State UI fraud overpayments recovered and the percent of regular State UI non-fraud overpayments recovered. The Desired Level of Achievement for fraud overpayments is a minimum recovery of 55 percent of regular State UI overpayments as a percent of all regular State UI fraudulent overpayments established. The Desired Level of Achievement for nonfraud overpayments is a minimum recovery of 55 percent of all regular State UI nonfraud overpayments as a percent of all regular State UI nonfraudulent overpayments established.

FRAUD



DLA: Minimum recovery of 55% of regular State UI fraudulent overpayments established

NONFRAUD



DLA: Minimum recovery of 55% of regular State UI nonfraudulent overpayments established

BENEFIT PAYMENT CONTROL

Desired Level of Achievement: Minimum Recovery of 55 Percent of Regular State UI Fraudulent Overpayments Established.

Minimum Recovery of 55 Percent of Regular State UI Nonfraudulent Overpayments Established.

STATE	FRAUD	NONFRAUD
REGION 1		
CONNECTICUT	36.8	38.7
MAINE	62.0	50.7
MASSACHUSETTS	55.1	45.7
NEW HAMPSHIRE	30.0	69.9
RHODE ISLAND	74.9	66.5
VERMONT	42.1	33.6
REGION 2		
NEW JERSEY	73.0	75.7
NEW YORK	37.7	46.6
PUERTO RICO	4.5	1.6
VIRGIN ISLANDS	INA	INA
REGION 3		
DELAWARE	164.0	41.1
DIST OF COL	40.7	39.6
MARYLAND	39.6	56.8
PENNSYLVANIA	62.3	55.4
VIRGINIA	50.7	63.1
WEST VIRGINIA	53.5	74.5
REGION 4		
ALABAMA	57.0	62.6
FLORIDA	53.2	72.9
GEORGIA	50.2	52.4
KENTUCKY	43.3	56.5
MISSISSIPPI	46.9	47.8
NORTH CAROLINA	61.5	85.7
SOUTH CAROLINA	66.9	72.9
TENNESSEE	58.3	50.3

continued

STATE	FRAUD	NONFRAUD
REGION 5		
ILLINOIS	59.9	36.2
INDIANA	58.1	63.4
MICHIGAN	59.6	45.5
MINNESOTA	51.9	70.1
OHIO	202.4	85.4
WISCONSIN	60.5	82.2
REGION 6		
ARKANSAS	52.5	29.6
LOUISIANA	94.6	71.3
NEW MEXICO	62.8	47.3
OKLAHOMA	66.4	50.1
TEXAS	47.1	51.5
REGION 7		
IOWA	80.4	75.3
KANSAS	67.5	58.3
MISSOURI	72.8	49.5
NEBRASKA	51.5	115.8
REGION 8		
COLORADO	76.3	74.2
MONTANA	82.7	75.6
NORTH DAKOTA	68.9	94.4
SOUTH DAKOTA	95.9	99.7
UTAH	82.6	51.9
WYOMING	93.7	65.3
REGION 9		
ARIZONA	66.3	62.7
CALIFORNIA	68.3	35.6
HAWAII	64.7	55.3
NEVADA	44.2	28.1
REGION 10		
ALASKA	51.0	89.5
IDAHO	63.5	77.6
OREGON	57.7	44.8
WASHINGTON	47.0	58.6

U.S. Department of Labor
Employment and Training Administration
Washington, D.C. 20210

Official Business

Penalty for Private Use, 300

A-130