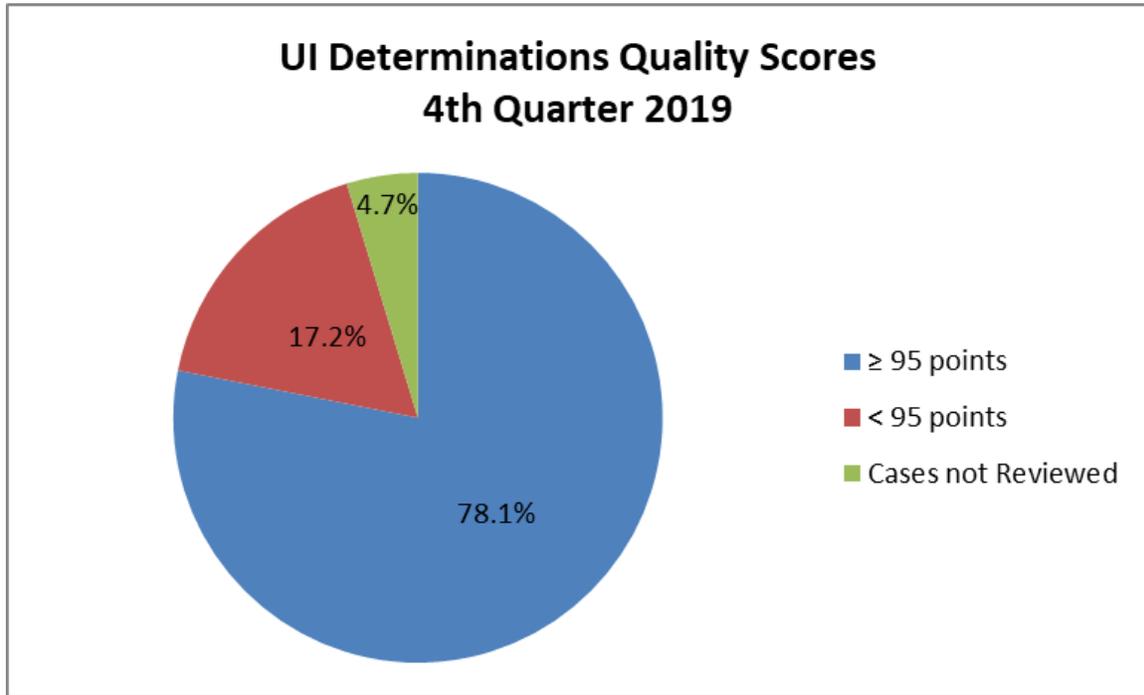


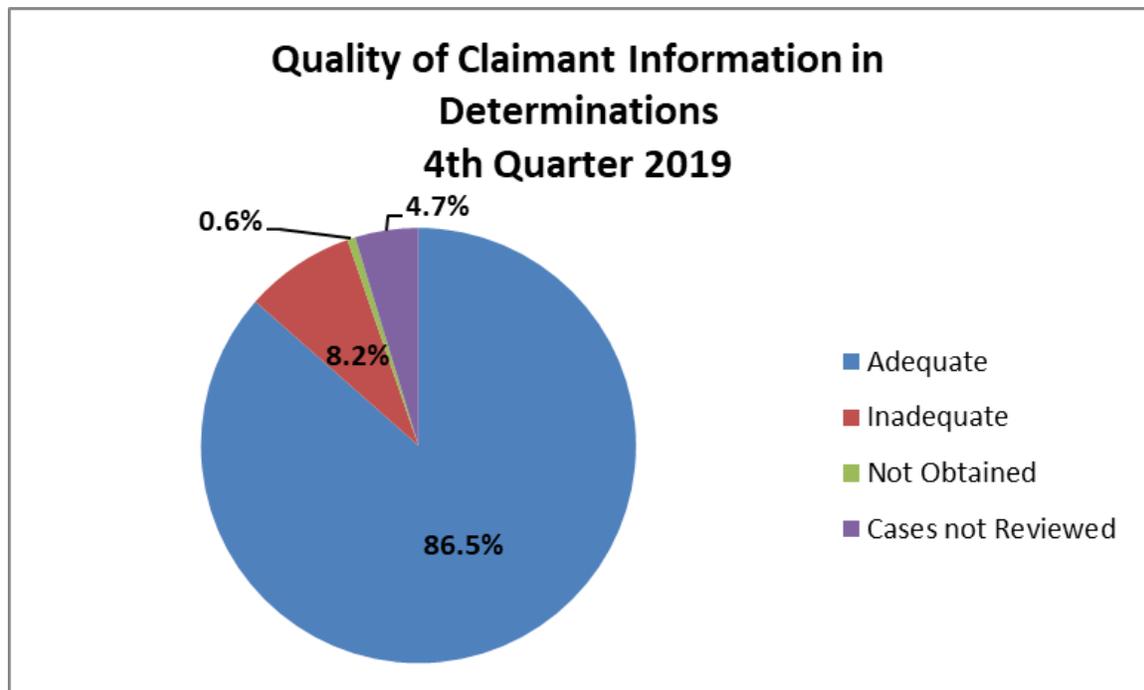
Unemployment Insurance (UI) Nonmonetary Determinations

4th Quarter of 2019

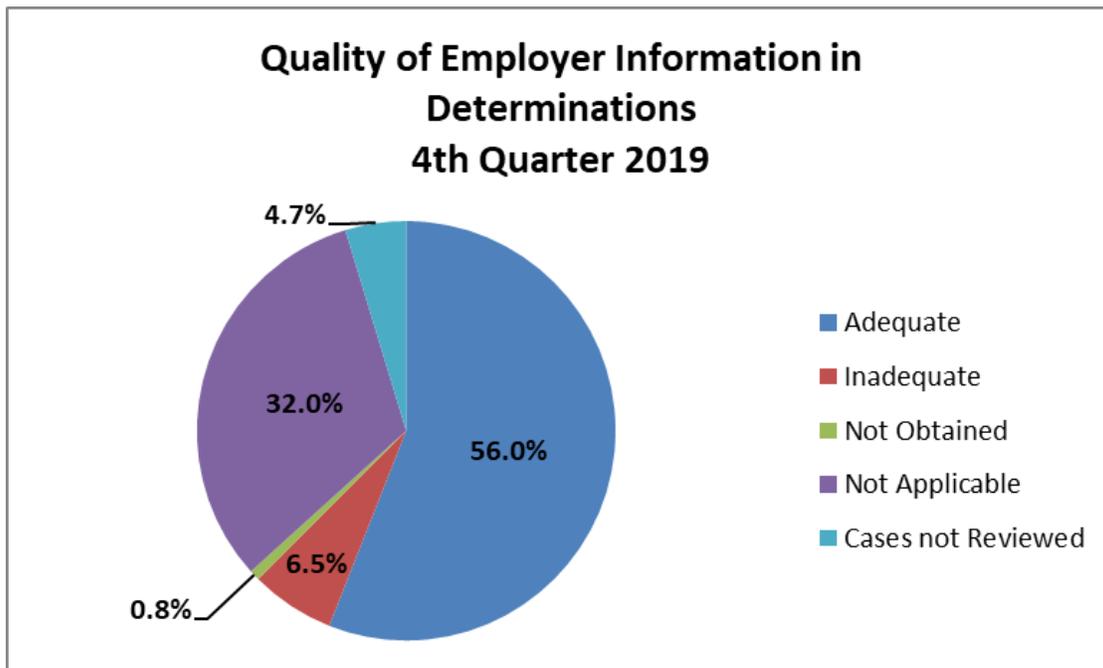
Quality



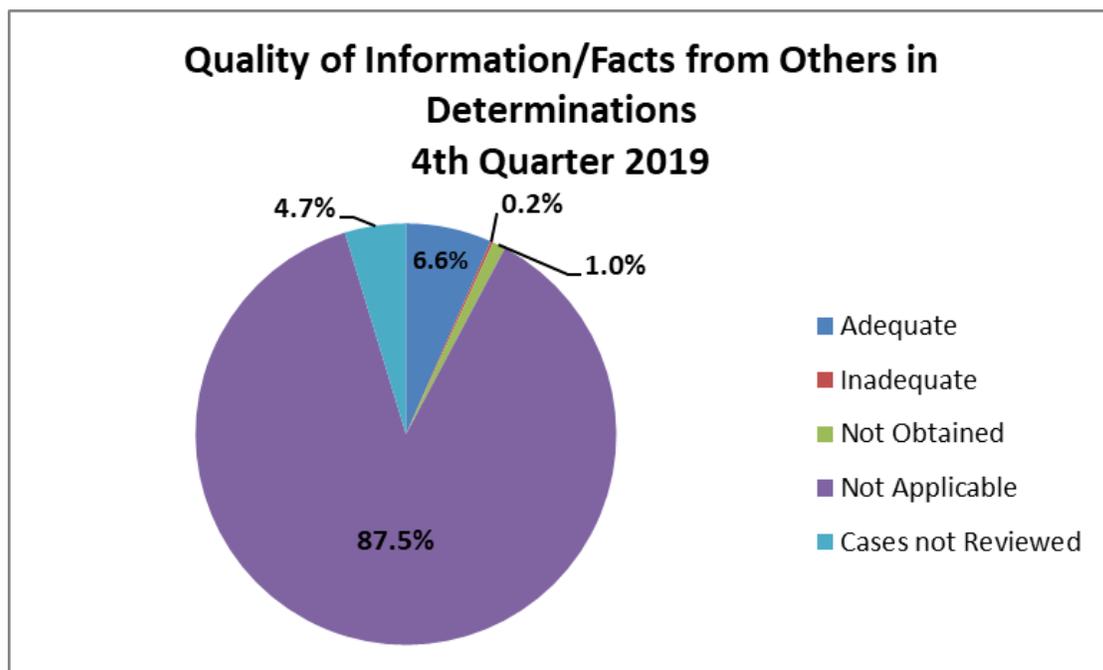
In the 4th quarter of 2019, 78.1% of the nonmonetary determinations sampled and reviewed for quality passed validation with 95 or more points out of 100, and 17.2% failed validation.



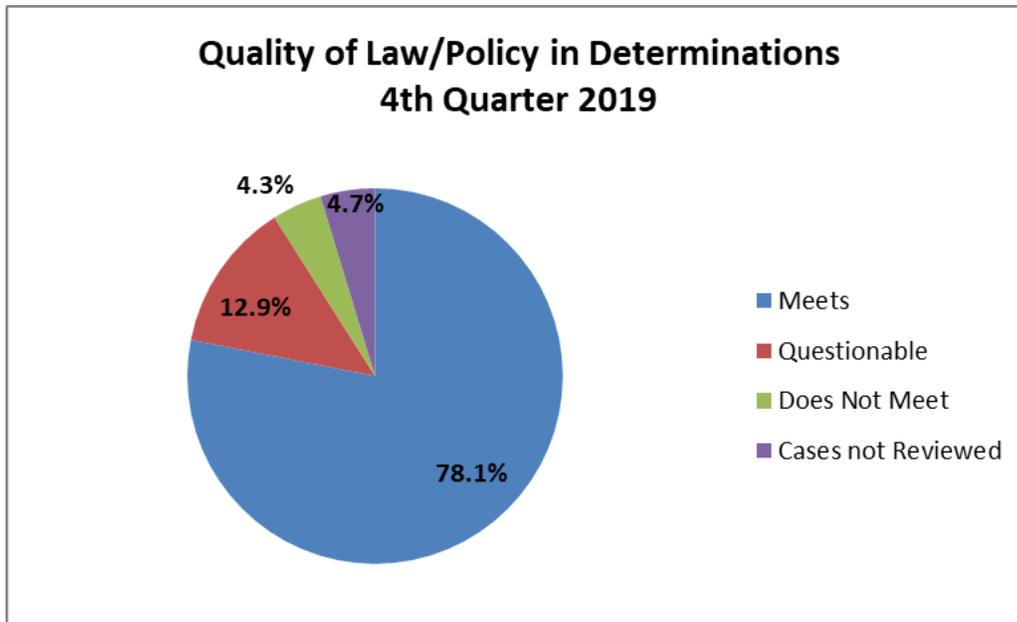
In the 4th quarter of 2019, the quality of claimant information was adequate for 86.5% of the nonmonetary determinations sampled and reviewed.



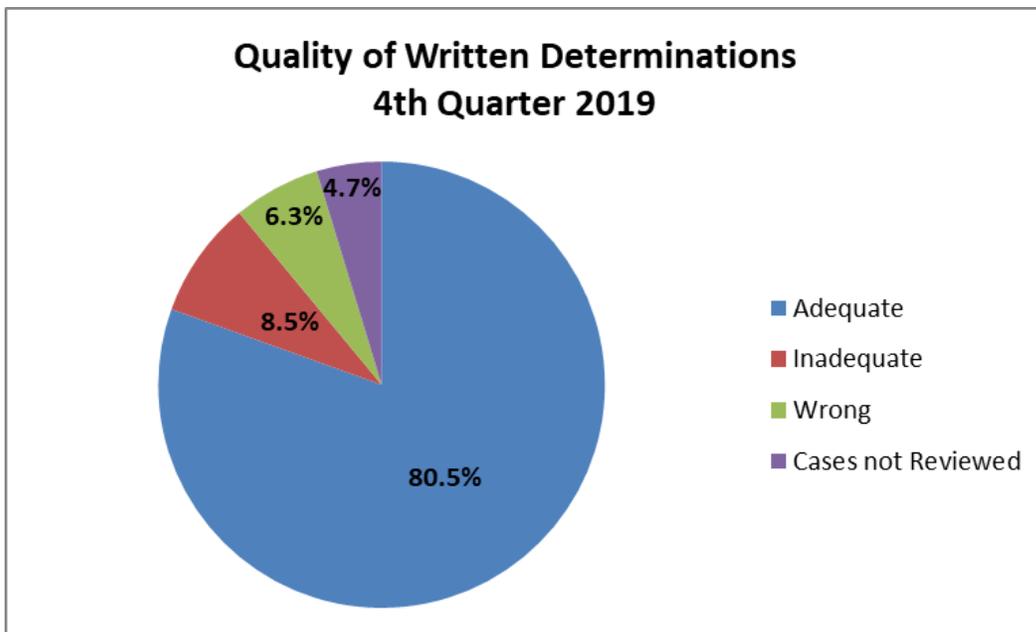
In the 4th quarter of 2019, the quality of the employer information was adequate for 56% of the nonmonetary determinations sampled and reviewed.



In the 4th quarter of 2019, the quality of the information and facts obtained from others (for example labor unions, private employment agencies, employer representatives) was adequate for 6.6% of the nonmonetary determinations sampled and reviewed.



In the 4th quarter of 2019, the quality reviews concluded that 78.1% of the nonmonetary determinations sampled met the standards for the application of law and policy. A nonmonetary determination meets the standard if “all relevant and critical facts were obtained or a reasonable attempt was made to obtain them and the nonmonetary determination is clearly correct.” (ET Handbook 301, *UI Performs: Benefits Timeliness and Quality Nonmonetary Determinations Quality Review*)



In the 4th quarter of 2019, the quality of the written determination was adequate for 80.5% of the nonmonetary determinations sampled and reviewed.