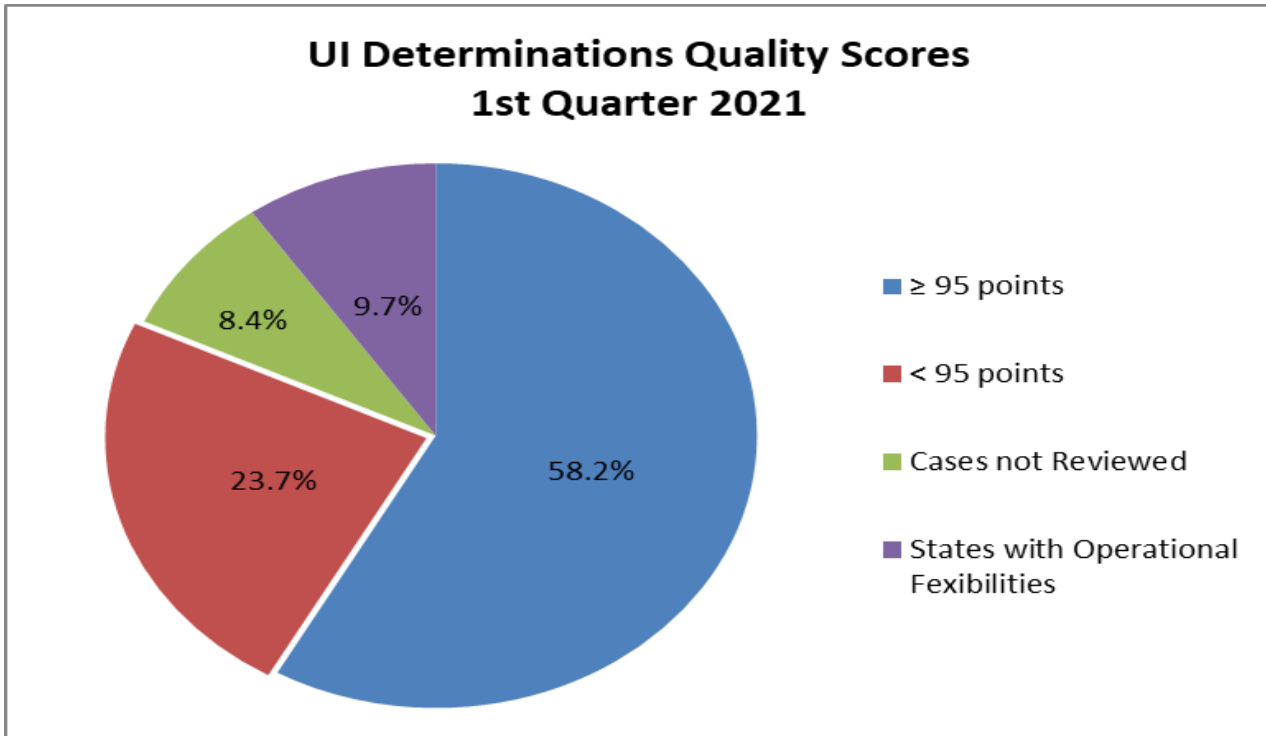


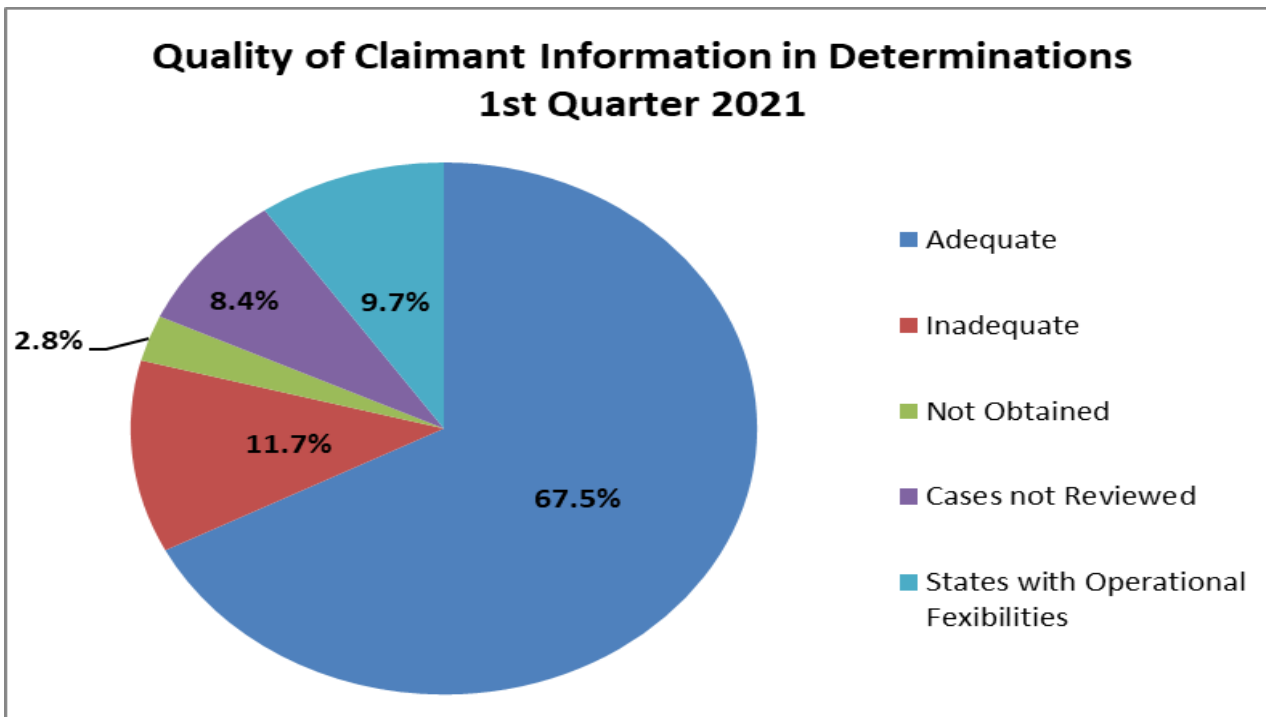
Unemployment Insurance (UI) Nonmonetary Determinations

1st Quarter of 2021

Quality

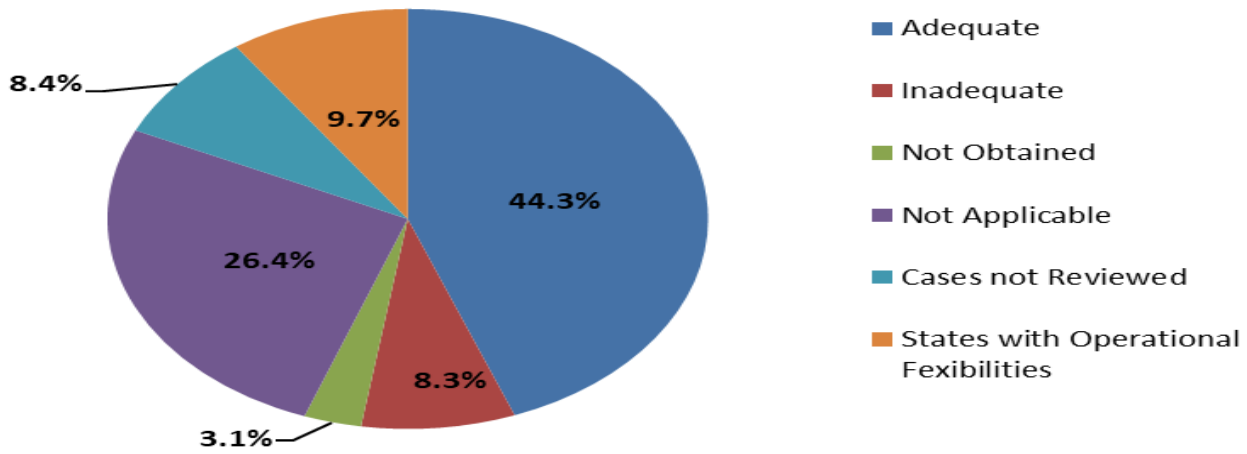


In the 1st quarter of 2021, 58.2% of the nonmonetary determinations sampled and reviewed for quality passed validation with 95 or more points out of 100, and 23.7% failed to meet that standard.



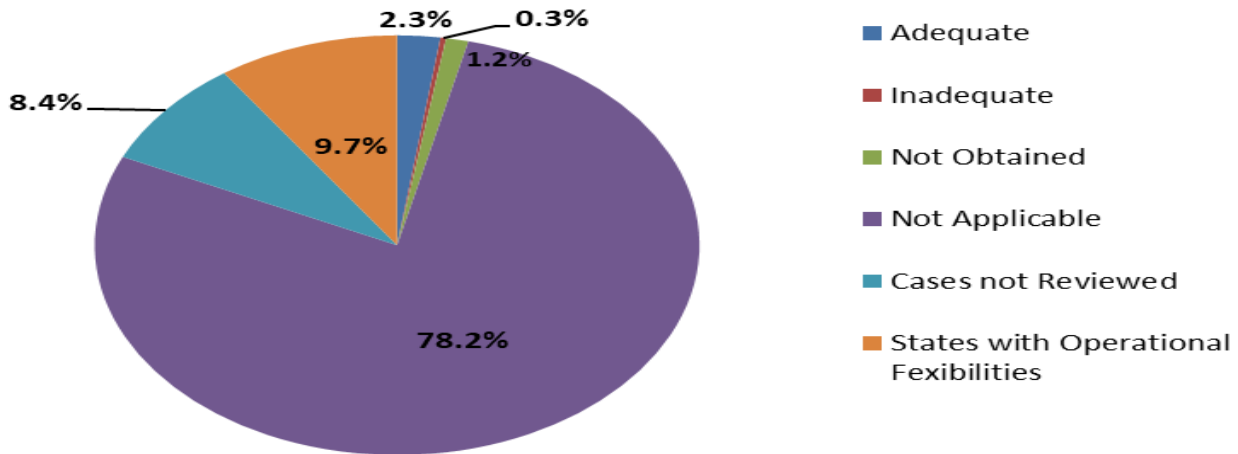
In the 1st quarter of 2021, the quality of claimant information was adequate for 67.5% of the nonmonetary determinations sampled and reviewed.

Quality of Employer Information in Determinations 1st Quarter 2021



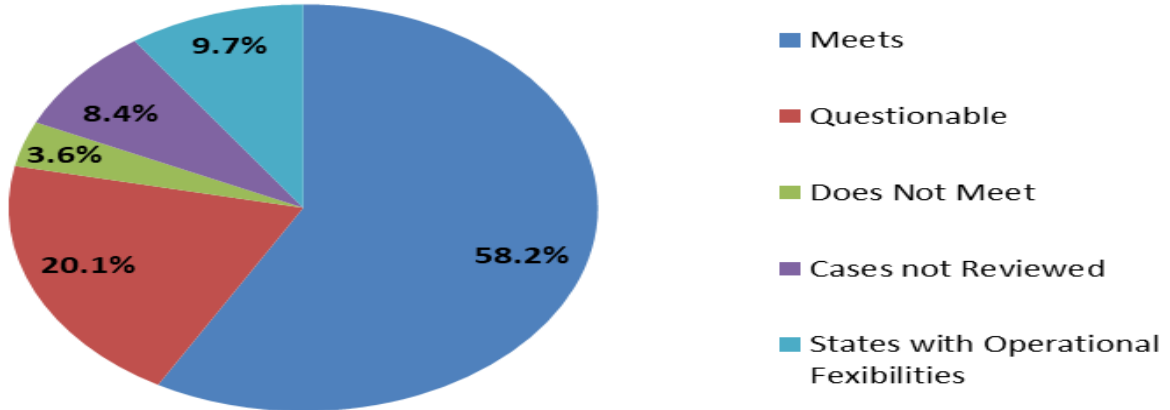
In the 1st quarter of 2021, the quality of the employer information was adequate for 44.3% of the nonmonetary determinations sampled and reviewed.

Quality of Information/Facts from Others in Determinations 1st Quarter 2021



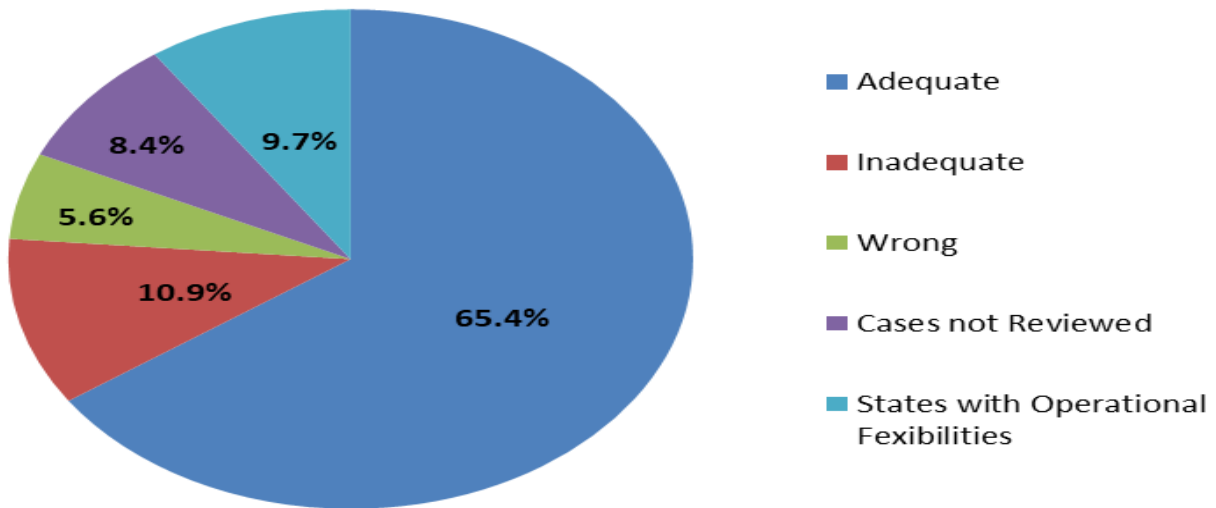
In the 1st quarter of 2021, the quality of the information and facts obtained from others (for example labor unions, private employment agencies, employer representatives) was adequate for 2.3% of the nonmonetary determinations sampled and reviewed.

Quality of Law/Policy in Determinations 1st Quarter 2021



In the 1st quarter of 2021, the quality reviews concluded that 58.2% 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*)

Quality of Written Determinations 1st Quarter 2021



In the 1st quarter of 2021, the quality of the written determination was adequate for 65.4% of the nonmonetary determinations sampled and reviewed.