

UI PERFORMS Core Measures	Acceptable Levels of Performance
Benefits Measures	
First Payment Promptness: % of all 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period).	≥87%
Nonmonetary Determination Time Lapse: % of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.	≥80%
Nonmonetary Determination Quality- Nonseparations: % of Nonseparation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.	≥75%
Nonmonetary Determination Quality- Separations: % of Separation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.	≥75%
Program Integrity Measures	
Overpayment Measure Detection of Overpayments: % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.	≥50% and ≤95% of detectable / recoverable overpayments are established for recovery
Benefit Year Earnings (BYE) Measure: Percentage of the amount overpaid due to BYE issues divided by the total amount of UI benefits paid	25% reduction from State's CY 2010 - CY 2012 baseline BYE rate
Improper Payments Measure: Percentage of UI benefits overpaid plus UI benefits underpaid minus overpayments recovered divided by the total amount of UI benefits paid.	< 10%
UI Overpayment Recovery Measure: Percentage of Amount of overpayments recovered divided by (Amount of overpayments established minus overpayments waived) (example IPIA 2013 = July 1, 2012 – June 30, 2013)	IPIA 2013: 55%; IPIA 2014: 58%; IPIA 2015: 65%; IPIA 2016: 68% IPIA 2017: 68%
Appeals Measures	
Average Age of Pending Lower Authority Appeals: The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.	≤30 Days
Average Age of Pending Higher Authority Appeals: The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.	≤40 Days
Lower Authority Appeals Quality: % of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.	≥80%
Tax Measures	
New Employer Status Determinations Time Lapse: % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.	≥70%

Tax Quality: assessment of the accuracy and completeness of the tax program.	No more than 3 tax functions failing TPS in a year
	The same tax function cannot fail for 3 consecutive years
Reemployment Measure	
Facilitate Reemployment: % of UI claimants who are reemployed within the quarter following their first UI payment.	Varies by state See here for state details

SECRETARY STANDARDS IN REGULATIONS¹	Acceptable Levels of Performance
First Payment Promptness (Regulation): % of <i>all</i> 1st payments made within 14/21 days: Intrastate, UI, full weeks	≥87%
First Payment Promptness (Regulation): % of <i>all</i> 1st payments made within 35 days: Intrastate, UI, full weeks	≥93%
First Payment Promptness (Regulation): % of <i>all</i> 1st payments made within 14/21 days: Interstate, UI, full weeks	≥70%
First Payment Promptness (Regulation): % of <i>all</i> 1st payments made within 35 days: Intrastate, UI, full weeks	≥78%
Lower Authority Appeals (Regulation): % decided within 30 days of filing	≥60%
Lower Authority Appeals (Regulation): % decided within 45 days of filing	≥80%

¹ The criteria for measures of Secretary Standards are currently in regulation and will remain in effect until regulation is replaced.

UI PERFORMS MANAGEMENT INFORMATION MEASURES

Secretary's Standards

First payments Intrastate full weeks, within 14/21 days

First payments Intrastate full weeks, within 35 days

First payments Interstate full weeks, within 14/21 days

First payments Interstate full weeks, within 35 days

Lower Authority Appeals Timeliness – 30 days

Lower Authority Appeals Timeliness – 45 days

Tax Measures

New Status Determination Timeliness (within 180 days of Quarter Ending Date)

Successor Status Determination Timeliness (within 90 days of Quarter Ending Date)

Successor Status Determination Timeliness (within 180 days of Quarter Ending Date)

Contributory Employer Report Filing Timeliness

Reimbursing Employer Report Filing Timeliness

Secured Delinquent Contributory Reports Timeliness

Secured Delinquent Reimbursing Reports Timeliness

Resolved Delinquent Contributory Reports Timeliness

Resolved Delinquent Reimbursing Reports Timeliness

Contributory Employer Payments Timeliness

Reimbursing Employer Payments Timeliness

Percent of Contributory Employer Tax Due Declared Uncollectible

Percent of Reimbursing Employer Receivables Due Declared Uncollectible

Percent of Contributory Employer Accounts Receivable At End of Report Period to Tax Due

Percent of Reimbursing Employer Accounts Receivable At End of Report Period to Tax Due

Percent of Change in Total Wages Resulting from Audit

Percent of Total Wages Audited (Annualized)

Accuracy of New Status Determination

Accuracy of Successor Determination

Accuracy of Status inactivation

Timeliness of Cashiering

Accurate Identification and Resolution of Report Delinquency

Accurate identification and Resolution of Accounts Receivable

Audits to meet ESM Requirements

Accuracy of Contribution Reports processing

Accuracy of Debits and Billings of Contributory Employers

Accuracy of Debits and Billings of Reimbursing Employers

Accuracy of Credits and Refunds

Accuracy of Benefit Charging

Accuracy of Experience Rating

Cash Management Measures

Average Days on Deposit

Timeliness of transfer from clearing account to Trust Fund

Benefits Measures

Timeliness of Payments and Nonmonetary Determinations

First Payments Intrastate full weeks

First Payments Interstate full weeks

First Payments Intrastate, all weeks

First Payments Interstate, all weeks

First Payments, partial weeks
First Payments, UCFE
First Payments, UCX
First Payments, workshare
Continued Weeks Payment, all weeks
Continued Weeks Payment, partial weeks
Continued Weeks Payments, workshare
Intrastate Separation Determinations
Intrastate Nonseparation Determinations
Interstate Separation Determinations
Interstate Nonseparation Determinations
Combined Wage Claims Timeliness Measures
Combined Wage Claim Wage Transfer
Combined Wage Claim Billing
Combined Wage Claim Reimbursements
Benefits Accuracy Measures
Paid Claim Accuracy
Denied Claim Accuracy
Operational Overpayment Rates
Benefit Payment Control Measures
Fraud Overpayment Recovery Rate
Non-fraud Overpayment Recovery Rate
Appeals Measures
Appeals Timeliness Measures and Case Aging Measures
Lower Authority Appeals Timeliness
Higher Authority Appeals Timeliness
Lower Authority Appeals, Case Aging
Higher Authority Appeals, Case Aging
Appeals Quality Measure
Lower Authority Appeals Quality - Due Process
Macroeconomic Stabilization Measures
Reciprocity Rates
Exhaustion Rates
Unemployment Insurance Programs and Other Measures
Unemployment Compensation for Federal Employees (UCFE)
Unemployment Compensation for Ex-Service Members (UCX)
Benefit Payment Control (BPC)
Internal Security (IS)
UI Automation Support Account (UIASA)
State Audits
Benefit Accuracy Measurement (BAM)
National Directory of New Hires (NDNH)
Tax Performance System (TPS)
Data Validation (DV)
Benefits, Timeliness, and Quality (BTQ)
Reporting Delinquencies
UI Program Integrity