



UI PERFORMANCE REPORT

Glossary

Since data can vary significantly from quarter to quarter, a moving four quarters of data is used to reduce extreme outcomes on a quarterly basis. Each state's progress is determined relative to its baseline performance level, which is the year ending March 31. The Score Cards provide on-going information on states' performance and are intended to complement oversight activities. In addition, because the reported integrity measures use data from the Benefits Accuracy measurement (BAM) program, there is a built-in delay in reporting of 90 days to allow for the most complete data. In order to accommodate this distinction, integrity measures are now presented separately from other core measures. Please click on the links below for quarterly data on a rolling basis. Integrity-only performance data begins as of March 2020 and will generally post 120 days after the end of the quarter upon which the report is based.

For specific questions concerning a particular state's performance, please contact the respective workforce agency. For questions on scorecard functionality or formatting, please contact ui-reports@uis.doleta.gov.

Improper Payment Rate

Percentage of UI benefits overpaid plus UI benefits underpaid divided by the total amount of UI benefits paid. This rate is based on data that is reported quarterly.

Fraud Rate

This metric tracks the percentage of fraudulent payments detected. Lower values indicate better performance. This rate is based on data that is reported quarterly.

First Payment Promptness

Percentage 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). This rate is based on data that is reported monthly.

Nonmonetary Determination Time Lapse

Percentage of Nonmonetary Determinations (Separations and Non-separations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights. This rate is based on data that is reported quarterly.

Nonmonetary Determination Quality (Separation)

Percentage 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. Separation determinations are decided based on the circumstances surrounding a person's termination of employment, such as voluntarily quits or discharges for misconduct. This rate is based on data that is reported quarterly.

Nonmonetary Determination Quality (Nonseparation)

Percentage 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. Non-separation determinations are decided based on issues surrounding a person's continuing eligibility for benefits, such as being able and available for work. This rate is based on data that is reported quarterly.