

# Unemployment Insurance Quality Appraisal Results FY 94



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

1994



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# Unemployment Insurance Quality Appraisal Results FY 94



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Employment and Training Administration  
Doug Ross, Assistant Secretary  
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Unemployment Insurance Service  
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1994

UIS

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## **PREFACE**

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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.

<b>PREFACE</b>	<b>1</b>
<b>CHAPTER ONE - EXECUTIVE SUMMARY</b>	<b>1</b>
I. Background	3
II. Summary of Methodology	8
III. Summary of Results	10
<b>CHAPTER TWO - STUDY METHODOLOGY</b>	<b>11</b>
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
<b>CHAPTER THREE - DETAILED PROJECT RESULTS</b>	<b>20</b>
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. Benefit Payment Account	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 base 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.

Overall, State performance levels for Fiscal Year 1994 showed vast improvement in meeting the Secretary's Standards and Desired Levels of Achievement compared to levels achieved in the FY 1993 UI Quality Appraisal Results. Specific activities showing significant improvement in the number of States meeting Secretary's Standards and Desired Levels of Achievement in performance or promptness are: UCFE and UCX First Payment Time Lapse, 14/21 Days; Intrastate Nonmonetary Determinations Promptness; Lower Authority Appeals Promptness, 30 Days and 45 Days; Higher Authority Appeals Promptness, 75 Days; Cash Management, Employer Accounts; and Benefit Payment Control, Nonfraudulent Overpayments.

STATE APPRAISALS CONDUCTED OCTOBER 1993  
THROUGH FEBRUARY 1994

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 1994, 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 and 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 2 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

**Cash 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

The DLA no longer applies for withdrawal from the State account in the Unemployment Trust Fund. The States must now adhere to the funding mechanism stipulated in the Treasury - State agreement executed under the Cash Management Improvement Act (CMIA).

**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 1994 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:

$$n = \frac{Np(1-p)}{B^2 / Z^2 + p(1-p)}$$

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, 1994. 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, 1993, 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, 1994. 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, 1994.

#### **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 March 31, 1994. 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 March 31, 1994. 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, 1993. 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 1994 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.

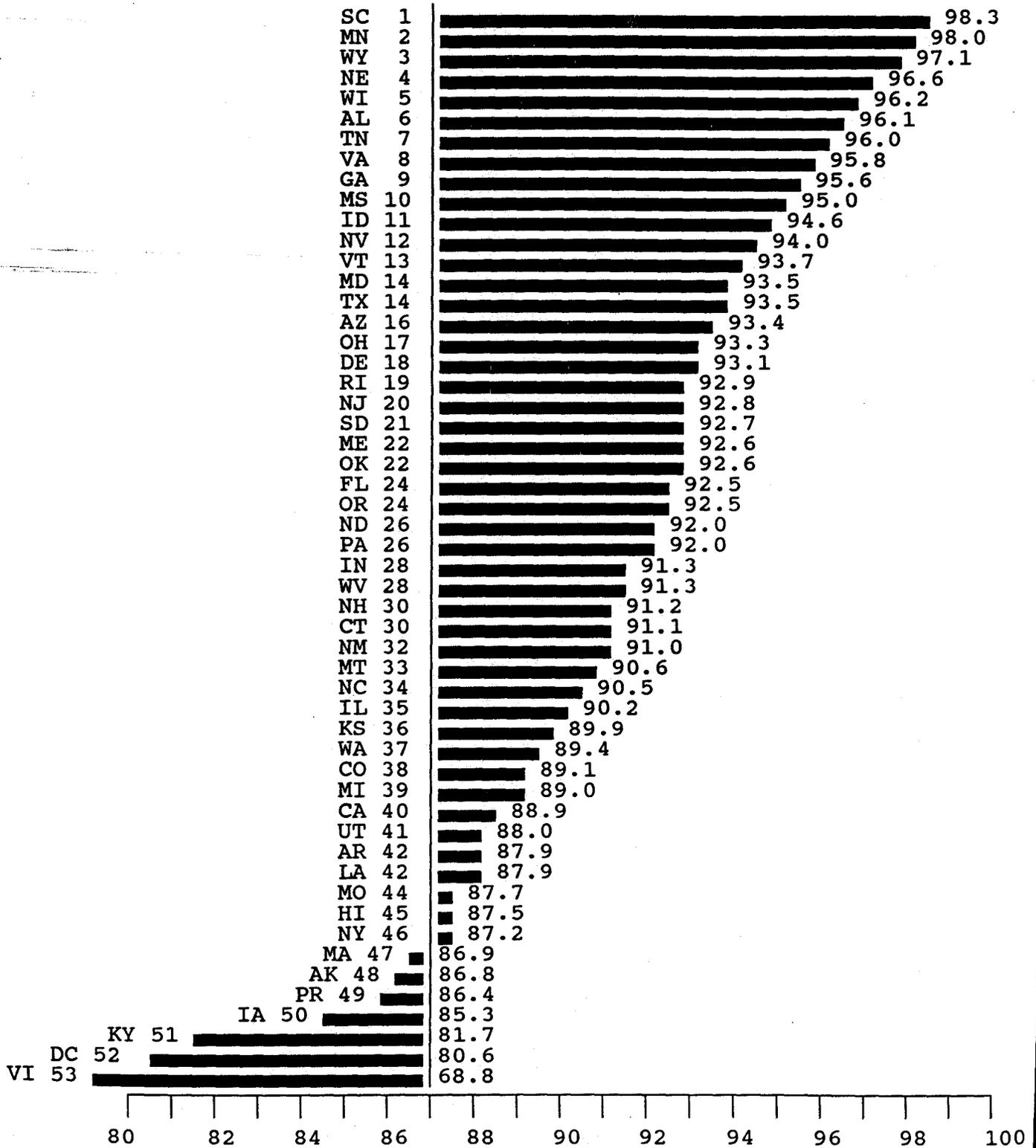
Figures III-1 through III-6 show the results from the 12-month period ending March 31, 1994, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures III-3 and III-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days.

The Secretary's Standard for Initial Claims Promptness of Intrastate and Interstate claims is the full payment of unemployment benefits to eligible claimants with the greatest promptness that is administratively feasible. The criteria used to determine whether there has been substantial compliance with this standard is for 87 percent of intrastate claims to be paid within 14/21 days and 93 percent to be paid within 35 days. The criteria for interstate claims is for 70 percent to be paid within 14/21 days and 78 percent to be paid within 35 days. (20 C.F.R. 640.5.)

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.

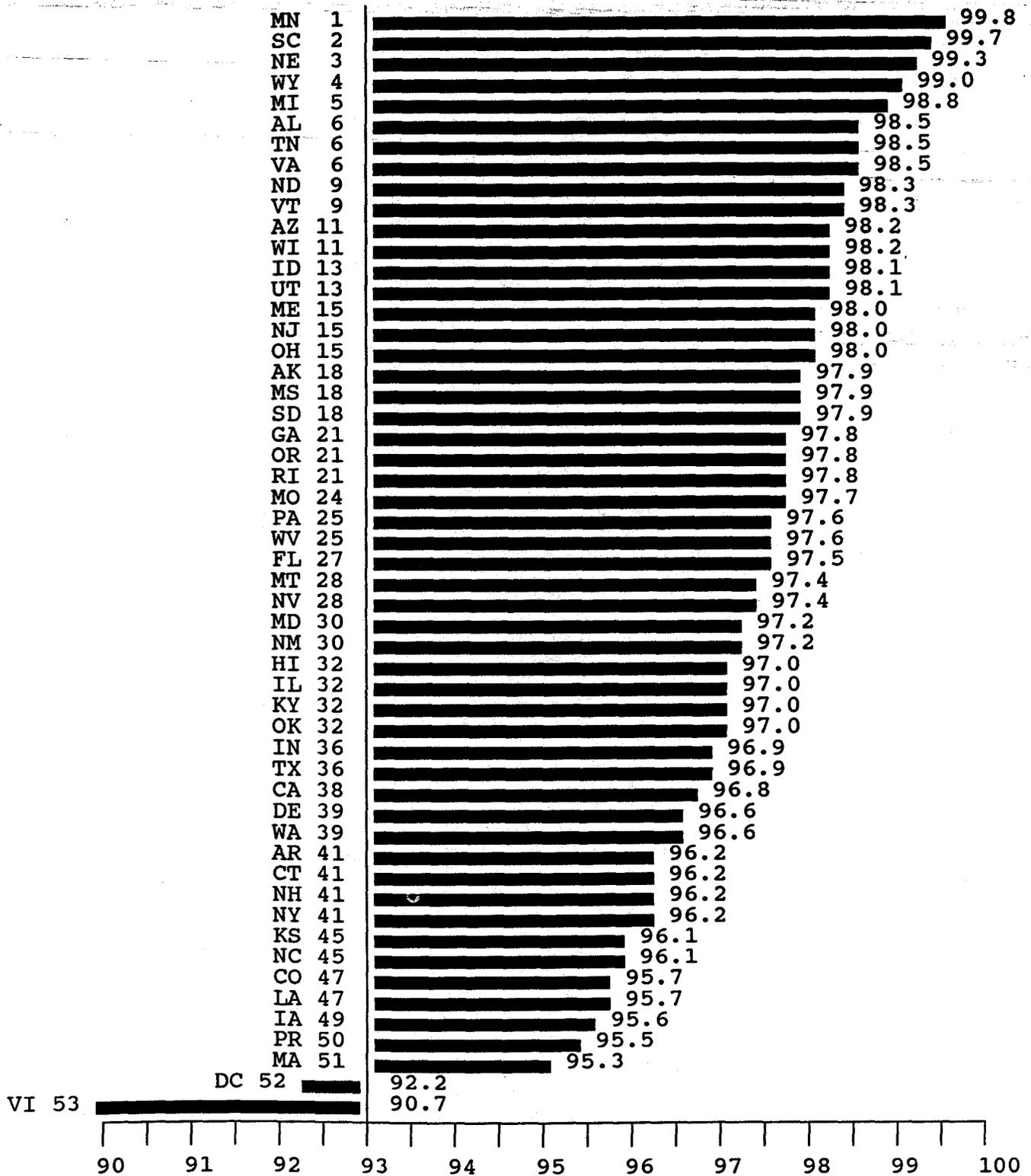
Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes 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, 1993 through March 31, 1994**

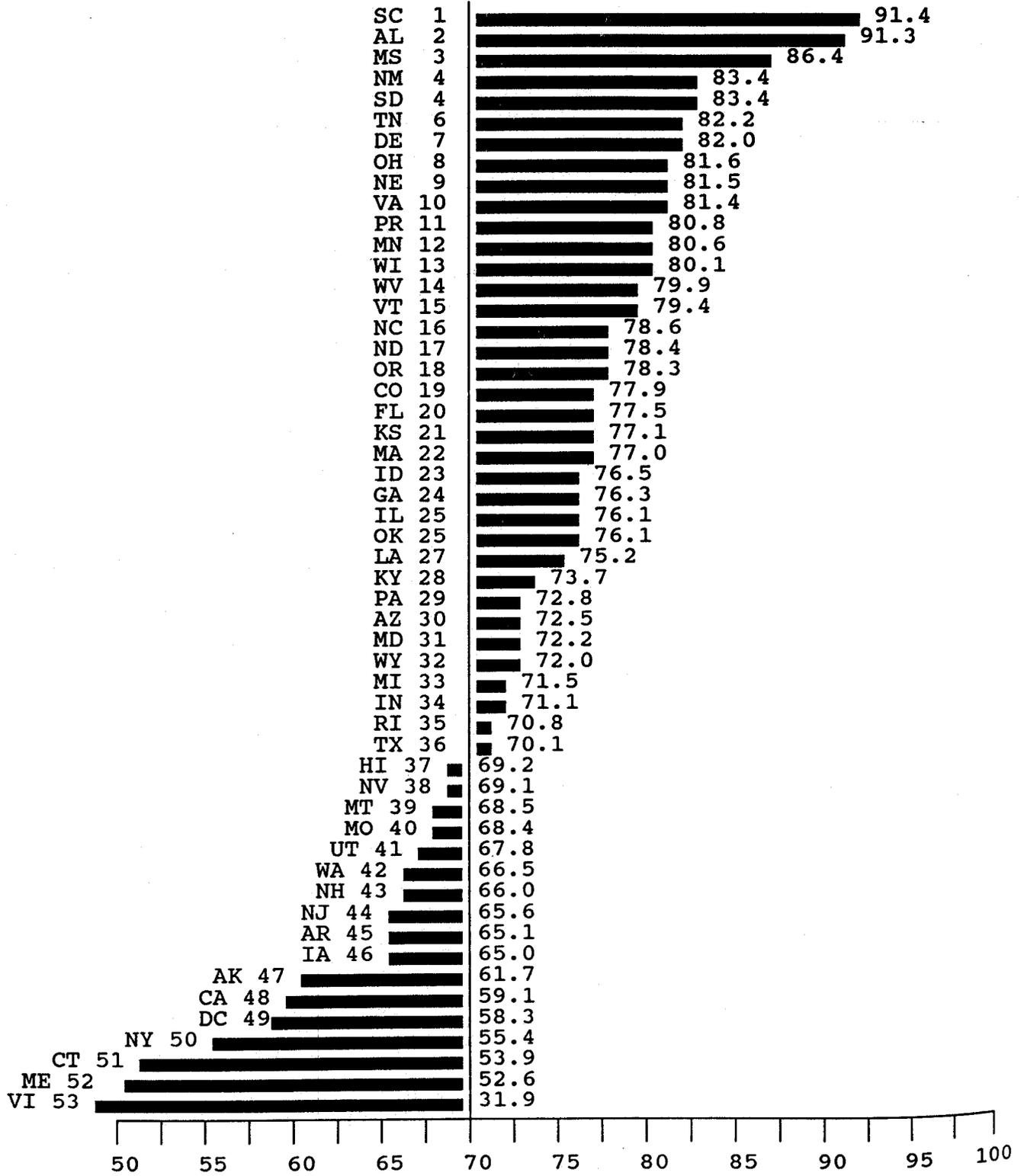
**Criteria:** Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	91.1	96.2	N/R
MAINE	92.6	98.0	N/R
MASSACHUSETTS	86.9	95.3	N/R
NEW HAMPSHIRE	91.2	96.2	N/R
RHODE ISLAND	92.9	97.8	N/R
VERMONT	93.7	98.3	N/R
<b>REGION 2</b>			
NEW JERSEY	92.8	98.0	N/R
NEW YORK	87.2	96.2	N/R
PUERTO RICO	86.4	95.5	38.4
VIRGIN ISLANDS	68.8	90.7	66.3
<b>REGION 3</b>			
DELAWARE	93.1	96.6	N/R
DIST OF COL	80.6	92.2	52.4
MARYLAND	93.5	97.2	N/R
PENNSYLVANIA	92.0	97.6	N/R
VIRGINIA	95.8	98.5	N/R
WEST VIRGINIA	91.3	97.6	N/R
<b>REGION 4</b>			
ALABAMA	96.1	98.5	N/R
FLORIDA	92.5	97.5	N/R
GEORGIA	95.6	97.8	N/R
KENTUCKY	81.7	97.0	57.2
MISSISSIPPI	95.0	97.9	N/R
NORTH CAROLINA	90.5	96.1	N/R
SOUTH CAROLINA	98.3	99.7	N/R
TENNESSEE	96.0	98.5	N/R

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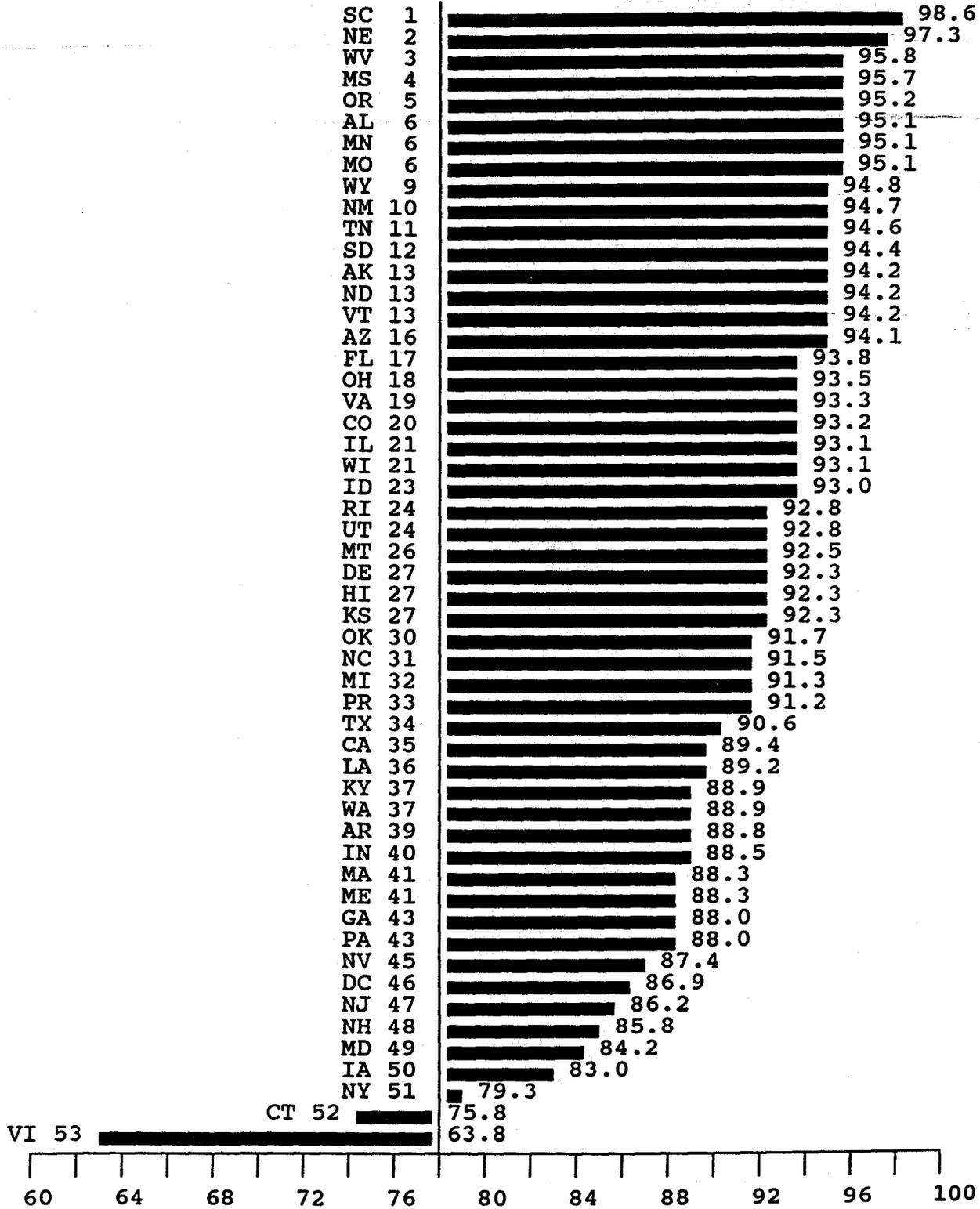
STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	90.2	97.0	N/R
INDIANA	91.3	96.9	N/R
MICHIGAN	89.0	98.8	88.4
MINNESOTA	98.0	99.8	N/R
OHIO	93.3	98.0	N/R
WISCONSIN	96.2	98.2	N/R
<b>REGION 6</b>			
ARKANSAS	87.9	96.2	N/R
LOUISIANA	87.9	95.7	N/R
NEW MEXICO	91.0	97.2	N/R
OKLAHOMA	92.6	97.0	N/R
TEXAS	93.5	96.9	N/R
<b>REGION 7</b>			
IOWA	85.3	95.6	N/R
KANSAS	89.9	96.1	N/R
MISSOURI	87.7	97.7	N/R
NEBRASKA	96.6	99.3	N/R
<b>REGION 8</b>			
COLORADO	89.1	95.7	38.8
MONTANA	90.6	97.4	N/R
NORTH DAKOTA	92.0	98.3	N/R
SOUTH DAKOTA	92.7	97.9	N/R
UTAH	88.0	98.1	N/R
WYOMING	97.1	99.0	N/R
<b>REGION 9</b>			
ARIZONA	93.4	98.2	N/R
CALIFORNIA	88.9	96.8	N/R
HAWAII	87.5	97.0	N/R
NEVADA	94.0	97.4	N/R
<b>REGION 10</b>			
ALASKA	86.8	97.9	N/R
IDAHO	94.6	98.1	N/R
OREGON	92.5	97.8	N/R
WASHINGTON	89.4	96.6	N/R

**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, 1993 through March 31, 1994**

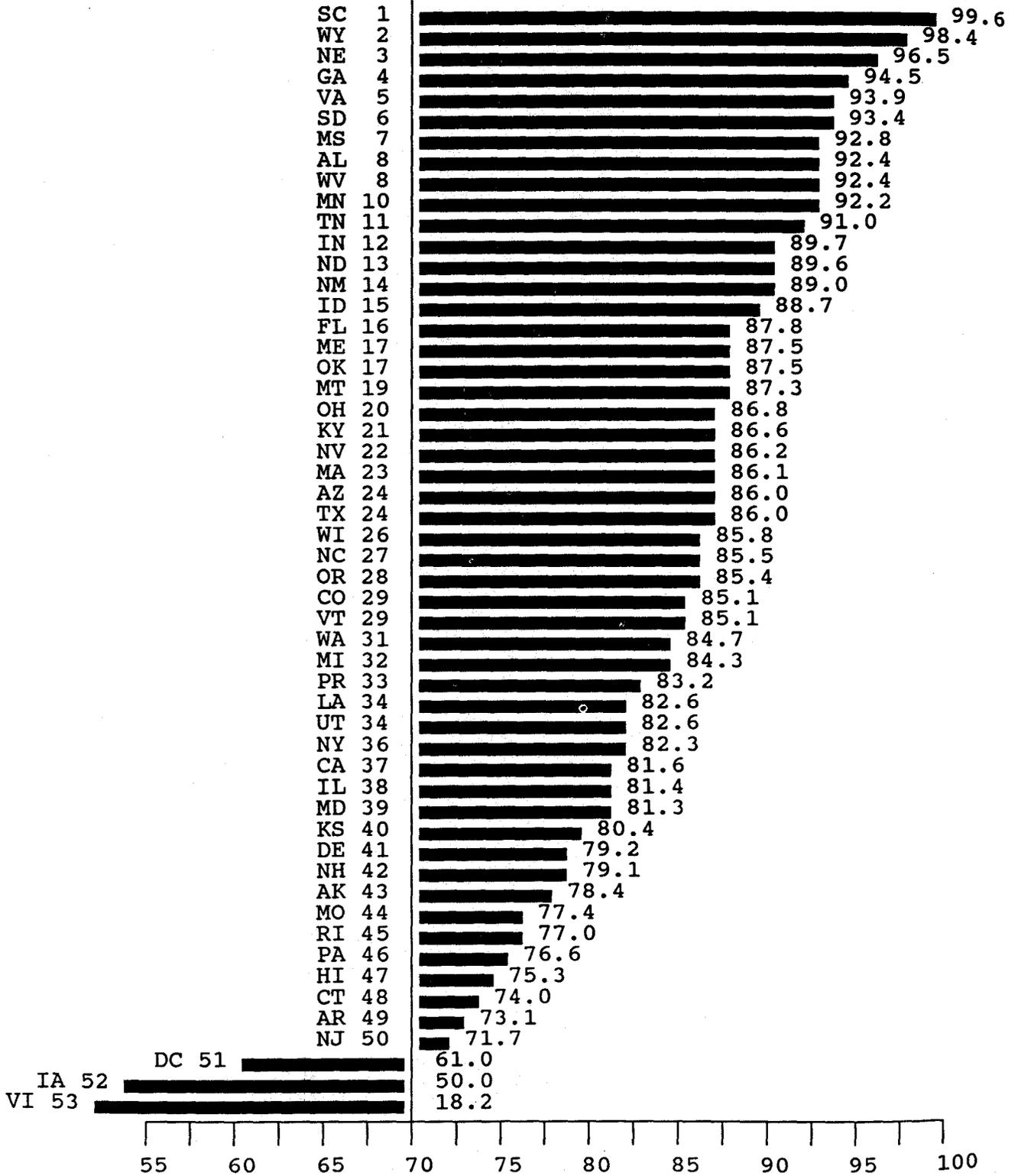
**Criteria:** Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	53.9	75.8	55.5
MAINE	52.6	88.3	64.6
MASSACHUSETTS	77.0	88.3	N/R
NEW HAMPSHIRE	66.0	85.8	53.0
RHODE ISLAND	70.8	92.8	39.5
VERMONT	79.4	94.2	N/R
<b>REGION 2</b>			
NEW JERSEY	65.6	86.2	N/R
NEW YORK	55.4	79.3	58.5
PUERTO RICO	80.8	91.2	56.0
VIRGIN ISLANDS	31.9	63.8	INA
<b>REGION 3</b>			
DELAWARE	82.0	92.3	N/R
DIST OF COL	58.3	86.9	33.0
MARYLAND	72.2	84.2	N/R
PENNSYLVANIA	72.8	88.0	N/R
VIRGINIA	81.4	93.3	N/R
WEST VIRGINIA	79.9	95.8	N/R
<b>REGION 4</b>			
ALABAMA	91.3	95.1	N/R
FLORIDA	77.5	93.8	N/R
GEORGIA	76.3	88.0	N/R
KENTUCKY	73.7	88.9	51.0
MISSISSIPPI	86.4	95.7	N/R
NORTH CAROLINA	78.6	91.5	N/R
SOUTH CAROLINA	91.4	98.6	N/R
TENNESSEE	82.2	94.6	N/R

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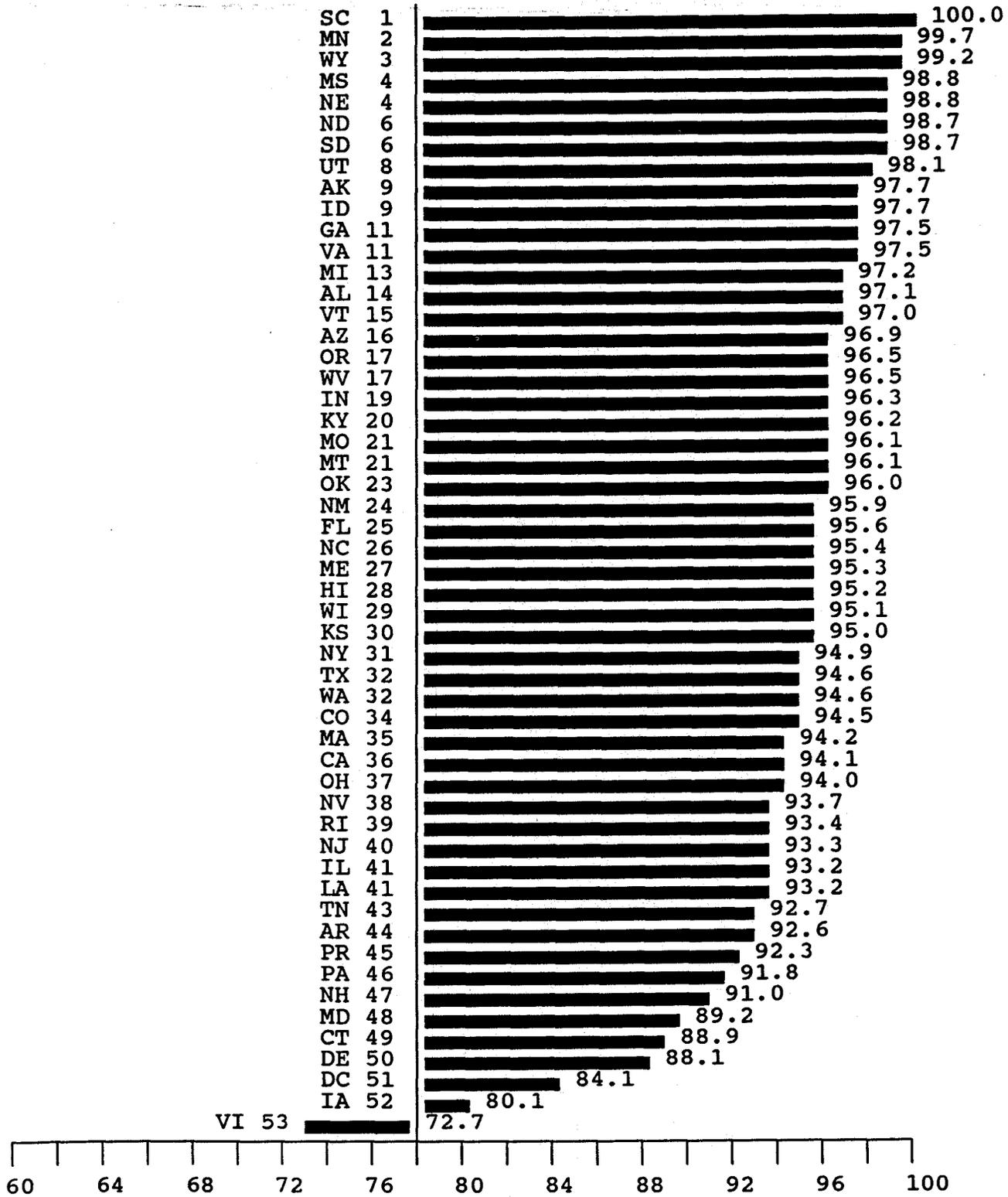
STATE	% TIMELY 14 / 21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	76.1	93.1	N/R
INDIANA	71.1	88.5	46.5
MICHIGAN	71.5	91.3	70.8
MINNESOTA	80.6	95.1	N/R
OHIO	81.6	93.5	N/R
WISCONSIN	80.1	93.1	N/R
<b>REGION 6</b>			
ARKANSAS	65.1	88.8	N/R
LOUISIANA	75.2	89.2	N/R
NEW MEXICO	83.4	94.7	N/R
OKLAHOMA	76.1	91.7	N/R
TEXAS	70.1	90.6	N/R
<b>REGION 7</b>			
IOWA	65.0	83.0	43.5
KANSAS	77.1	92.3	N/R
MISSOURI	68.4	95.1	48.0
NEBRASKA	81.5	97.3	INA
<b>REGION 8</b>			
COLORADO	77.9	93.2	N/R
MONTANA	68.5	92.5	46.9
NORTH DAKOTA	78.4	94.2	N/R
SOUTH DAKOTA	83.4	94.4	N/R
UTAH	67.8	92.8	34.5
WYOMING	72.0	94.8	N/R
<b>REGION 9</b>			
ARIZONA	72.5	94.1	24.0
CALIFORNIA	59.1	89.4	73.5
HAWAII	69.2	92.3	N/R
NEVADA	69.1	87.4	62.0
<b>REGION 10</b>			
ALASKA	61.7	94.2	48.1
IDAHO	76.5	93.0	N/R
OREGON	78.3	95.2	N/R
WASHINGTON	66.5	88.9	N/R

**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, 1993 through March 31, 1994

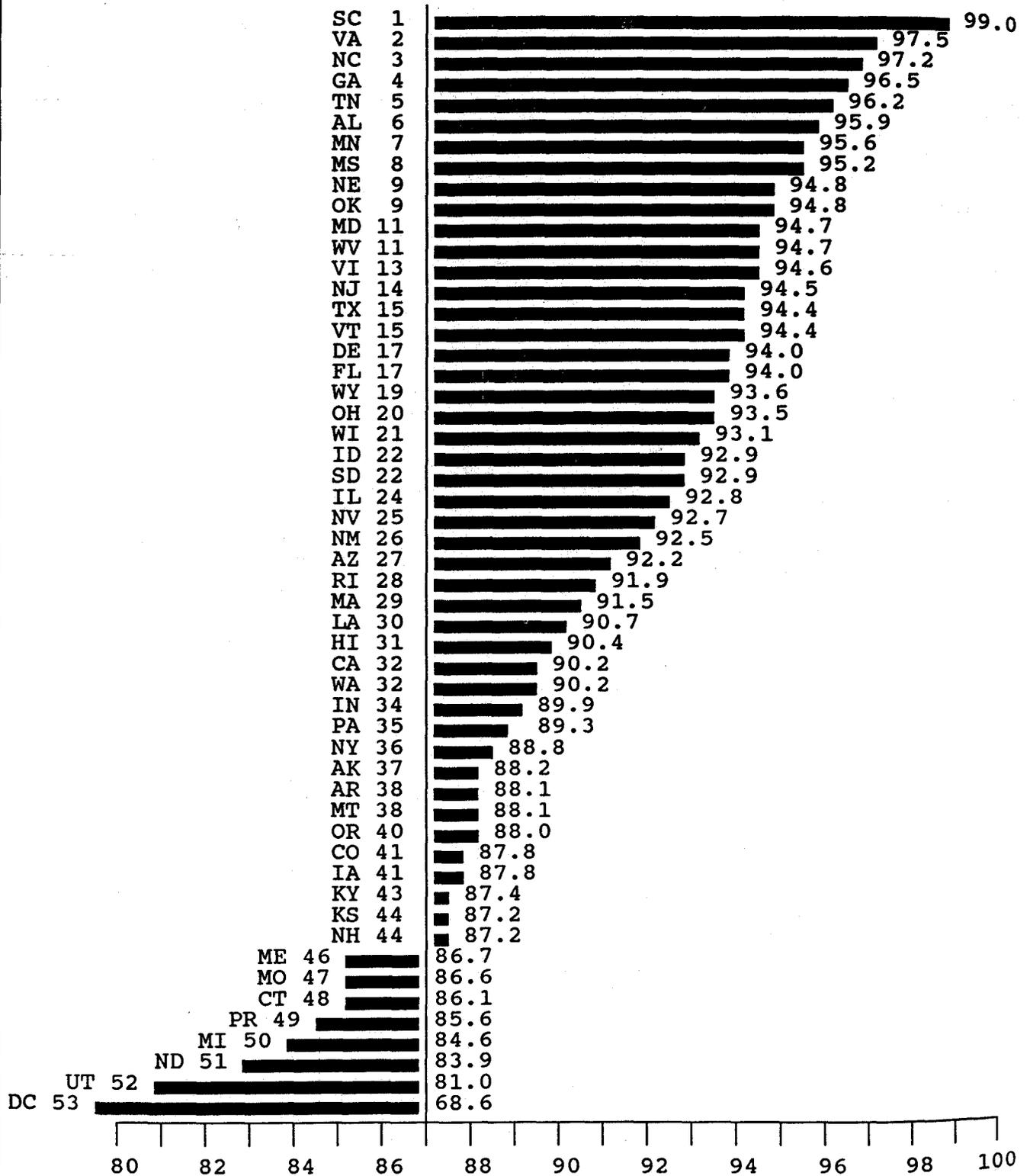
**Desired Level of Achievement:** Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	%TIMELY 14 /21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	74.0	88.9	N/R
MAINE	87.5	95.3	68.0
MASSACHUSETTS	86.1	94.2	N/R
NEW HAMPSHIRE	79.1	91.0	N/R
RHODE ISLAND	77.0	93.4	76.0
VERMONT	85.1	97.0	N/R
<b>REGION 2</b>			
NEW JERSEY	71.7	93.3	N/R
NEW YORK	82.3	94.9	N/R
PUERTO RICO	83.2	92.3	84.0
VIRGIN ISLANDS	18.2	72.7	100.0
<b>REGION 3</b>			
DELAWARE	79.2	88.1	N/R
DIST OF COL	61.0	84.1	82.0
MARYLAND	81.3	89.2	N/R
PENNSYLVANIA	76.6	91.8	N/R
VIRGINIA	93.9	97.5	N/R
WEST VIRGINIA	92.4	96.5	N/R
<b>REGION 4</b>			
ALABAMA	92.4	97.1	N/R
FLORIDA	87.8	95.6	N/R
GEORGIA	94.5	97.5	N/R
KENTUCKY	86.6	96.2	N/R
MISSISSIPPI	92.8	98.8	N/R
NORTH CAROLINA	85.5	95.4	N/R
SOUTH CAROLINA	99.6	100.0	N/R
TENNESSEE	91.0	92.7	N/R

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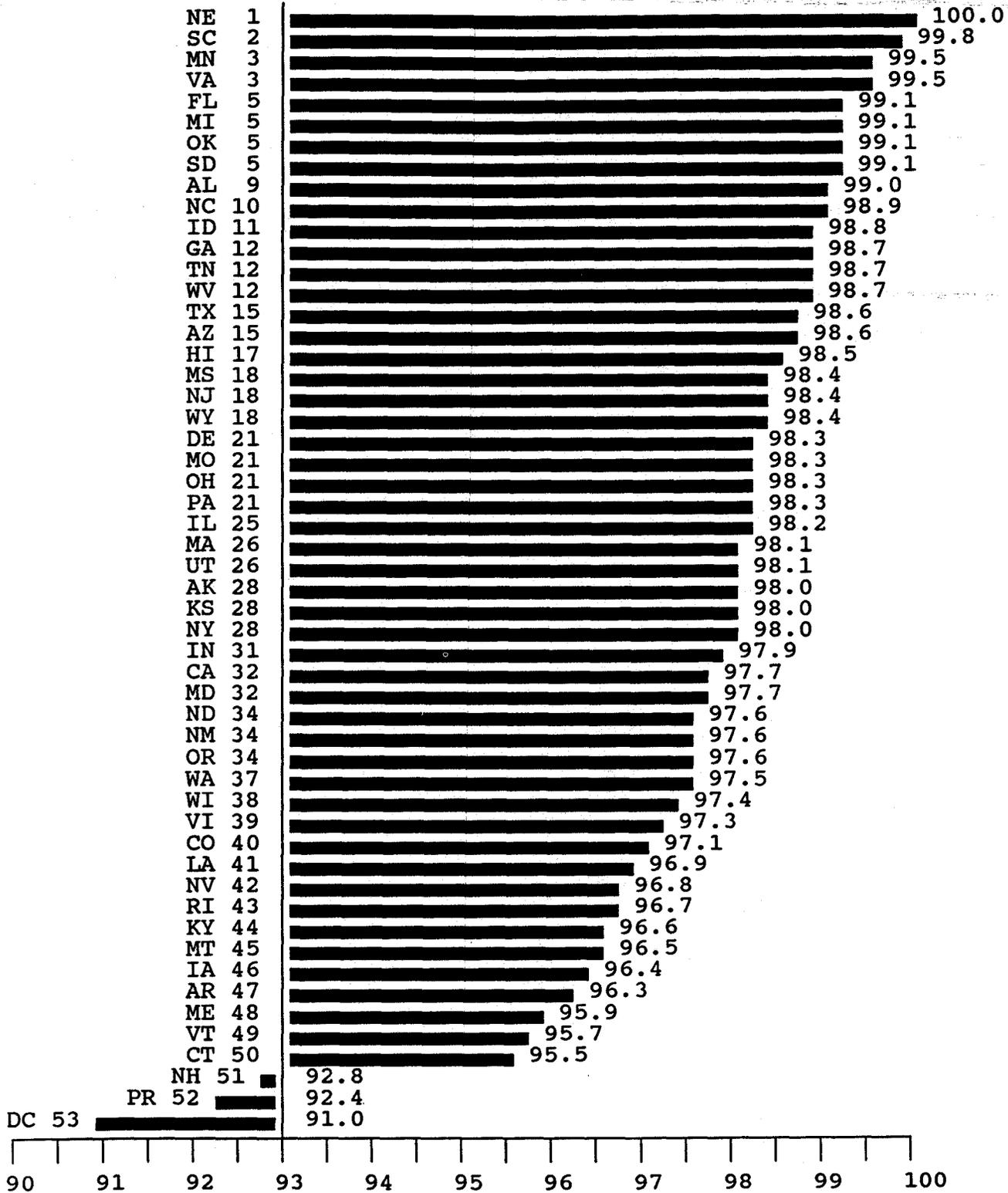
STATE	% TIMELY 14 /21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	81.4	93.2	N/R
INDIANA	89.7	96.3	N/R
MICHIGAN	84.3	97.2	N/R
MINNESOTA	92.2	99.7	N/R
OHIO	86.8	94.0	78.0
WISCONSIN	85.8	95.1	N/R
<b>REGION 6</b>			
ARKANSAS	73.1	92.6	N/R
LOUISIANA	82.6	93.2	N/R
NEW MEXICO	89.0	95.9	N/R
OKLAHOMA	87.5	96.0	N/R
TEXAS	86.0	94.6	N/R
<b>REGION 7</b>			
IOWA	50.0	80.1	83.3
KANSAS	80.4	95.0	N/R
MISSOURI	77.4	96.1	N/R
NEBRASKA	96.5	98.8	N/R
<b>REGION 8</b>			
COLORADO	85.1	94.5	N/R
MONTANA	87.3	96.1	N/R
NORTH DAKOTA	89.6	98.7	N/R
SOUTH DAKOTA	93.4	98.7	N/R
UTAH	82.6	98.1	N/R
WYOMING	98.4	99.2	N/R
<b>REGION 9</b>			
ARIZONA	86.0	96.9	N/R
CALIFORNIA	81.6	94.1	N/R
HAWAII	75.3	95.2	N/R
NEVADA	86.2	93.7	N/R
<b>REGION 10</b>			
ALASKA	78.4	97.7	N/R
IDAHO	88.7	97.7	N/R
OREGON	85.4	96.5	N/R
WASHINGTON	84.7	94.6	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, 1993 through March 31, 1994**

**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
<b>REGION 1</b>			
CONNECTICUT	86.1	95.5	N/R
MAINE	86.7	95.9	59.5
MASSACHUSETTS	91.5	98.1	N/R
NEW HAMPSHIRE	87.2	92.8	56.3
RHODE ISLAND	91.9	96.7	N/R
VERMONT	94.4	95.7	N/R
<b>REGION 2</b>			
NEW JERSEY	94.5	98.4	75.0
NEW YORK	88.8	98.0	N/R
PUERTO RICO	85.6	92.4	74.0
VIRGIN ISLANDS	94.6	97.3	INA
<b>REGION 3</b>			
DELAWARE	94.0	98.3	N/R
DIST OF COL	68.6	91.0	52.0
MARYLAND	94.7	97.7	N/R
PENNSYLVANIA	89.3	98.3	N/R
VIRGINIA	97.5	99.5	N/R
WEST VIRGINIA	94.7	98.7	N/R
<b>REGION 4</b>			
ALABAMA	95.9	99.0	N/R
FLORIDA	94.0	99.1	N/R
GEORGIA	96.5	98.7	N/R
KENTUCKY	87.4	96.6	92.0
MISSISSIPPI	95.2	98.4	N/R
NORTH CAROLINA	97.2	98.9	N/R
SOUTH CAROLINA	99.0	99.8	N/R
TENNESSEE	96.2	98.7	N/R

*continued*

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	92.8	98.2	N/R
INDIANA	89.9	97.9	N/R
MICHIGAN	84.6	99.1	92.0
MINNESOTA	95.6	99.5	N/R
OHIO	93.5	98.3	N/R
WISCONSIN	93.1	97.4	N/R
<b>REGION 6</b>			
ARKANSAS	88.1	96.3	N/R
LOUISIANA	90.7	96.9	N/R
NEW MEXICO	92.5	97.6	N/R
OKLAHOMA	94.8	99.1	N/R
TEXAS	94.4	98.6	N/R
<b>REGION 7</b>			
IOWA	87.8	96.4	38.0
KANSAS	87.2	98.0	N/R
MISSOURI	86.6	98.3	N/R
NEBRASKA	94.8	100.0	N/R
<b>REGION 8</b>			
COLORADO	87.8	97.1	24.0
MONTANA	88.1	96.5	N/R
NORTH DAKOTA	83.9	97.6	N/R
SOUTH DAKOTA	92.9	99.1	N/R
UTAH	81.0	98.1	24.0
WYOMING	93.6	98.4	N/R
<b>REGION 9</b>			
ARIZONA	92.2	98.5	N/R
CALIFORNIA	90.2	97.7	N/R
HAWAII	90.4	98.4	N/R
NEVADA	92.7	96.8	N/R
<b>REGION 10</b>			
ALASKA	88.2	98.0	N/R
IDAHO	92.9	98.8	N/R
OREGON	88.0	97.6	N/R
WASHINGTON	90.2	97.5	N/R

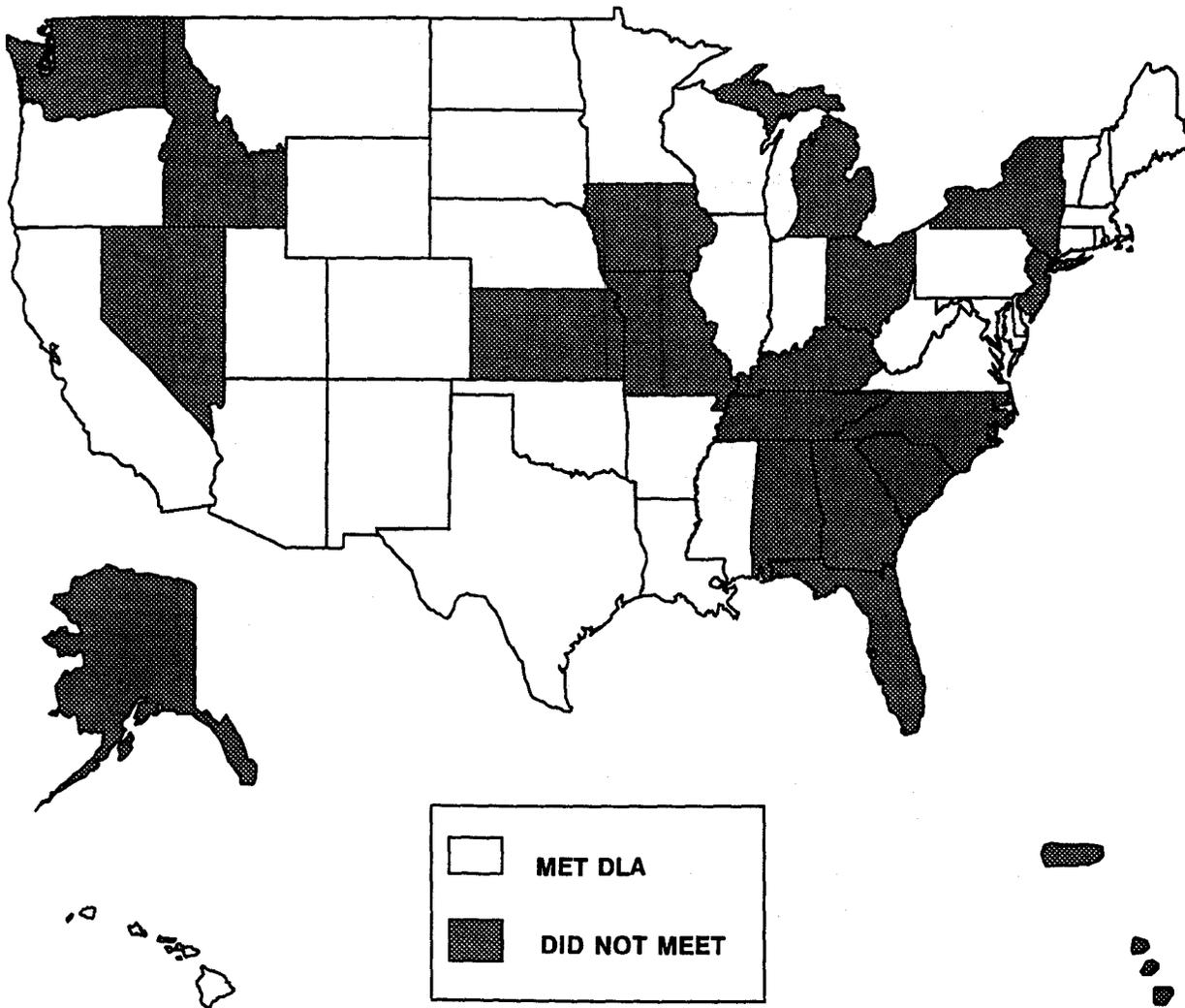
**A. Performance.** The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories 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.

**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:**

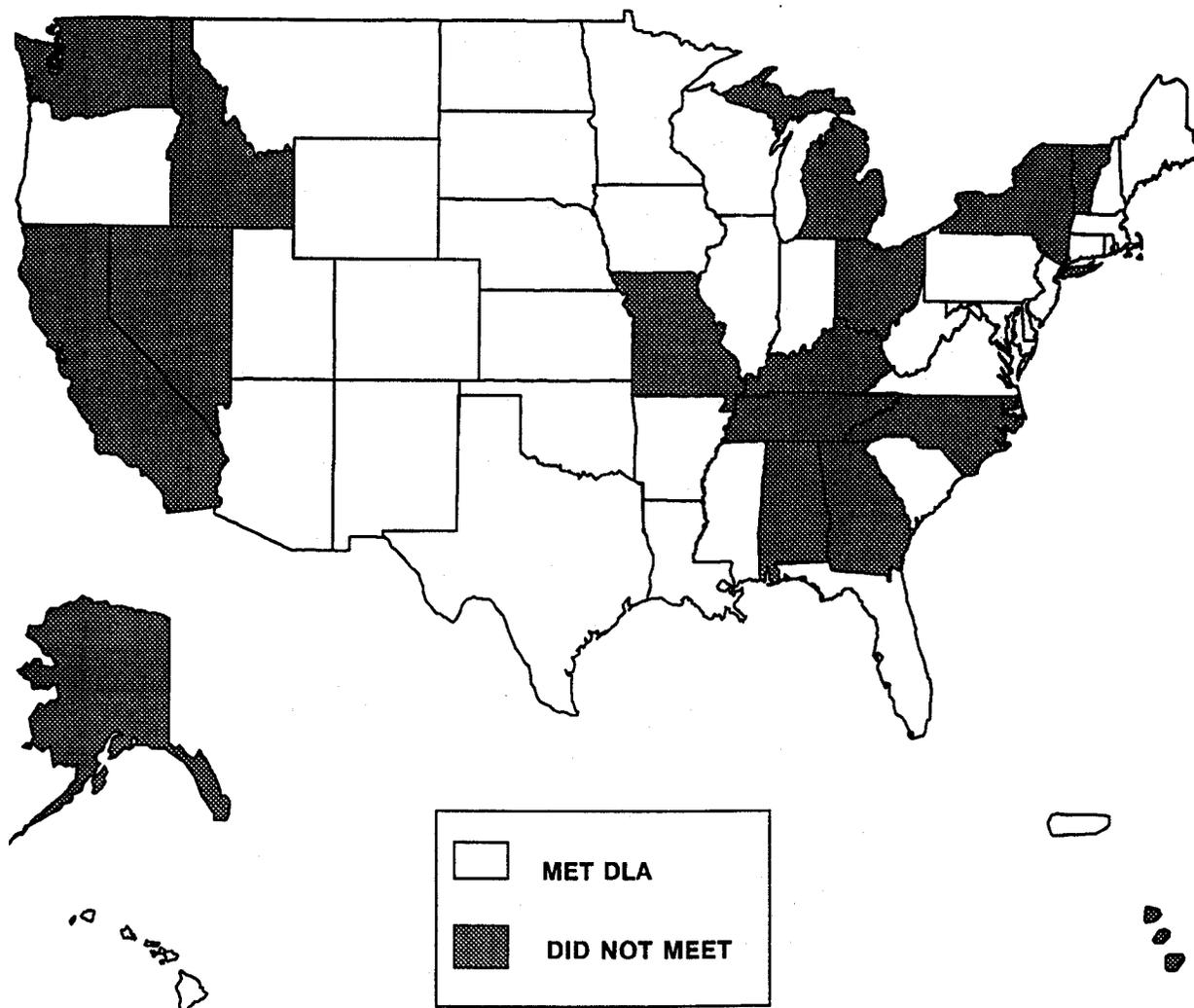
Minimum of 75 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 1</b>			
CONNECTICUT	70	75.7	90.0
MAINE	76	78.9	96.1
MASSACHUSETTS	70	90.0	95.7
NEW HAMPSHIRE	70	75.3	97.1
RHODE ISLAND	70	80.0	100.0
VERMONT	70	97.1	97.1
<b>REGION 2</b>			
NEW JERSEY	70	65.9	98.2
NEW YORK	66	56.2	97.1
PUERTO RICO	70	65.7	99.9
VIRGIN ISLANDS	62	37.1	98.4
<b>REGION 3</b>			
DELAWARE	70	94.3	100.0
DIST OF COL	70	54.3	88.6
MARYLAND	70	85.7	97.1
PENNSYLVANIA	70	81.4	81.4
VIRGINIA	70	91.4	100.0
WEST VIRGINIA	70	77.1	100.0
<b>REGION 4</b>			
ALABAMA	70	47.1	98.6
FLORIDA	70	72.9	100.0
GEORGIA	70	58.6	100.0
KENTUCKY	70	61.4	95.7
MISSISSIPPI	70	100.0	100.0
NORTH CAROLINA	70	57.1	57.1
SOUTH CAROLINA	70	64.3	100.0
TENNESSEE	70	68.6	98.6

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	70	78.6	98.6
INDIANA	70	75.7	100.0
MICHIGAN	72	59.8	100.0
MINNESOTA	70	87.1	97.1
OHIO	70	64.4	97.3
WISCONSIN	70	90.0	100.0
<b>REGION 6</b>			
ARKANSAS	70	87.1	100.0
LOUISIANA	70	91.4	100.0
NEW MEXICO	70	85.7	100.0
OKLAHOMA	70	85.7	100.0
TEXAS	70	92.9	100.0
<b>REGION 7</b>			
IOWA	70	64.3	91.4
KANSAS	70	68.6	100.0
MISSOURI	70	71.4	100.0
NEBRASKA	70	75.7	100.0
<b>REGION 8</b>			
COLORADO	70	81.4	100.0
MONTANA	73	90.4	97.3
NORTH DAKOTA	70	97.1	100.0
SOUTH DAKOTA	70	88.6	100.0
UTAH	72	90.3	98.6
WYOMING	70	90.0	100.0
<b>REGION 9</b>			
ARIZONA	71	78.9	100.0
CALIFORNIA	70	77.9	100.0
HAWAII	84	85.7	100.0
NEVADA	70	55.7	97.1
<b>REGION 10</b>			
ALASKA	70	61.4	92.9
IDAHO	70	65.7	95.7
OREGON	70	78.6	78.6
WASHINGTON	71	57.7	97.2

**NONMONETARY DETERMINATIONS PERFORMANCE  
INTRASTATE NONSEPARATION ISSUES**



**DLA: Minimum of 80% of cases having acceptable scores**

**NONMONETARY DETERMINATIONS PERFORMANCE  
INTRASTATE NONSEPARATION ISSUES**

**Desired Level of Achievement:**

Minimum of 80 Percent of Cases Having Acceptable Scores.

STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
<b>REGION 1</b>			
CONNECTICUT	60	80.0	95.0
MAINE	60	90.0	100.0
MASSACHUSETTS	60	91.7	96.7
NEW HAMPSHIRE	60	81.3	91.6
RHODE ISLAND	60	90.0	100.0
VERMONT	60	100.0	100.0
<b>REGION 2</b>			
NEW JERSEY	63	84.8	97.3
NEW YORK	38	61.0	100.0
PUERTO RICO	60	86.4	99.9
VIRGIN ISLANDS	17	17.6	100.0
<b>REGION 3</b>			
DELAWARE	60	100.0	100.0
DIST OF COL	60	76.7	93.3
MARYLAND	60	86.7	93.3
PENNSYLVANIA	60	86.7	86.7
VIRGINIA	60	93.3	100.0
WEST VIRGINIA	60	80.0	96.7
<b>REGION 4</b>			
ALABAMA	60	75.0	95.0
FLORIDA	60	85.0	98.3
GEORGIA	60	61.7	100.0
KENTUCKY	60	60.0	95.0
MISSISSIPPI	60	100.0	100.0
NORTH CAROLINA	60	68.3	68.3
SOUTH CAROLINA	60	86.7	98.3
TENNESSEE	60	61.7	93.3

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	60	83.3	98.3
INDIANA	60	88.3	100.0
MICHIGAN	60	63.3	98.3
MINNESOTA	60	93.3	100.0
OHIO	60	75.1	94.3
WISCONSIN	60	98.3	100.0
<b>REGION 6</b>			
ARKANSAS	60	93.3	100.0
LOUISIANA	60	83.3	100.0
NEW MEXICO	60	96.7	100.0
OKLAHOMA	60	90.0	100.0
TEXAS	60	95.0	100.0
<b>REGION 7</b>			
IOWA	60	83.3	96.7
KANSAS	60	85.0	100.0
MISSOURI	60	60.0	96.7
NEBRASKA	60	88.3	100.0
<b>REGION 8</b>			
COLORADO	60	95.0	100.0
MONTANA	60	90.2	100.0
NORTH DAKOTA	60	100.0	100.0
SOUTH DAKOTA	60	96.7	100.0
UTAH	60	83.3	100.0
WYOMING	70	80.0	100.0
<b>REGION 9</b>			
ARIZONA	59	83.1	100.0
CALIFORNIA	60	51.1	98.6
HAWAII	72	80.6	100.0
NEVADA	60	73.3	98.3
<b>REGION 10</b>			
ALASKA	56	71.4	67.9
IDAHO	60	70.0	95.0
OREGON	60	83.3	83.3
WASHINGTON	59	74.6	96.6

FIGURE 111-17

**NONMONETARY DETERMINATIONS PERFORMANCE  
INTERSTATE SEPARATION ISSUES**

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

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 1</b>			
CONNECTICUT	25	96.0	100.0
MAINE	32	87.5	100.0
MASSACHUSETTS	30	93.3	96.7
NEW HAMPSHIRE	30	70.0	96.7
RHODE ISLAND	30	83.3	90.0
VERMONT	30	93.3	93.3
<b>REGION 2</b>			
NEW JERSEY	30	100.0	100.0
NEW YORK	29	82.8	100.0
PUERTO RICO	30	20.0	100.0
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	30	96.7	100.0
DIST OF COL	30	40.0	100.0
MARYLAND	30	66.7	93.3
PENNSYLVANIA	30	63.3	63.3
VIRGINIA	30	100.0	100.0
WEST VIRGINIA	30	96.7	100.0
<b>REGION 4</b>			
ALABAMA	30	30.0	100.0
FLORIDA	30	73.3	96.7
GEORGIA	30	76.7	100.0
KENTUCKY	30	76.7	100.0
MISSISSIPPI	30	93.3	100.0
NORTH CAROLINA	30	86.7	86.7
SOUTH CAROLINA	30	83.3	100.0
TENNESSEE	30	66.7	96.7

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	30	80.0	100.0
INDIANA	30	66.7	100.0
MICHIGAN	30	80.0	100.0
MINNESOTA	30	96.7	100.0
OHIO	30	56.7	96.7
WISCONSIN	30	96.7	100.0
<b>REGION 6</b>			
ARKANSAS	30	83.3	100.0
LOUISIANA	30	83.3	100.0
NEW MEXICO	30	93.3	100.0
OKLAHOMA	30	86.7	100.0
TEXAS	30	93.3	100.0
<b>REGION 7</b>			
IOWA	30	76.7	86.7
KANSAS	30	80.0	100.0
MISSOURI	30	86.7	100.0
NEBRASKA	30	80.0	100.0
<b>REGION 8</b>			
COLORADO	30	90.0	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	30	100.0	100.0
SOUTH DAKOTA	30	96.7	100.0
UTAH	31	93.5	100.0
WYOMING	30	86.7	100.0
<b>REGION 9</b>			
ARIZONA	32	75.0	100.0
CALIFORNIA	30	70.0	100.0
HAWAII	30	83.3	100.0
NEVADA	30	53.3	100.0
<b>REGION 10</b>			
ALASKA	30	66.7	100.0
IDAHO	30	73.3	100.0
OREGON	30	90.0	90.0
WASHINGTON	30	86.7	100.0

**NONMONETARY DETERMINATIONS PERFORMANCE  
INTERSTATE NONSEPARATION ISSUES**

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

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 1</b>			
CONNECTICUT	35	82.9	91.4
MAINE	28	96.4	100.0
MASSACHUSETTS	25	84.0	88.0
NEW HAMPSHIRE	25	84.0	100.0
RHODE ISLAND	25	96.0	96.0
VERMONT	25	96.0	96.0
<b>REGION 2</b>			
NEW JERSEY	25	91.5	100.0
NEW YORK	25	72.0	100.0
PUERTO RICO	25	72.0	100.0
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	25	100.0	100.0
DIST OF COL	25	76.0	96.0
MARYLAND	25	64.0	88.0
PENNSYLVANIA	25	56.0	56.0
VIRGINIA	25	100.0	100.0
WEST VIRGINIA	25	52.0	100.0
<b>REGION 4</b>			
ALABAMA	25	84.0	100.0
FLORIDA	25	92.0	100.0
GEORGIA	25	100.0	100.0
KENTUCKY	25	92.0	100.0
MISSISSIPPI	25	100.0	100.0
NORTH CAROLINA	25	100.0	100.0
SOUTH CAROLINA	25	100.0	100.0
TENNESSEE	20	70.0	100.0

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	25	88.0	100.0
INDIANA	25	72.0	100.0
MICHIGAN	25	80.0	96.0
MINNESOTA	25	88.0	96.0
OHIO	25	52.0	100.0
WISCONSIN	25	100.0	100.0
<b>REGION 6</b>			
ARKANSAS	25	92.0	100.0
LOUISIANA	25	92.0	100.0
NEW MEXICO	25	100.0	100.0
OKLAHOMA	25	80.0	100.0
TEXAS	25	88.0	100.0
<b>REGION 7</b>			
IOWA	25	96.0	100.0
KANSAS	25	92.0	100.0
MISSOURI	25	68.0	100.0
NEBRASKA	25	96.0	100.0
<b>REGION 8</b>			
COLORADO	25	100.0	100.0
MONTANA	28	100.0	100.0
NORTH DAKOTA	25	100.0	100.0
SOUTH DAKOTA	25	100.0	100.0
UTAH	25	96.0	100.0
WYOMING	25	88.0	100.0
<b>REGION 9</b>			
ARIZONA	29	86.2	100.0
CALIFORNIA	25	64.0	100.0
HAWAII	25	80.0	100.0
NEVADA	23	73.9	100.0
<b>REGION 10</b>			
ALASKA	25	76.0	100.0
IDAHO	25	80.0	100.0
OREGON	25	84.0	84.0
WASHINGTON	25	88.0	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
<b>REGION 1</b>			
CONNECTICUT	25	76.0	88.0
MAINE	25	76.0	96.0
MASSACHUSETTS	25	88.0	96.0
NEW HAMPSHIRE	25	80.0	92.0
RHODE ISLAND	22	86.4	100.0
VERMONT	25	96.0	96.0
<b>REGION 2</b>			
NEW JERSEY	28	93.1	96.1
NEW YORK	28	78.6	100.0
PUERTO RICO	25	67.3	100.0
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	25	92.0	100.0
DIST OF COL	25	56.0	100.0
MARYLAND	25	88.0	92.0
PENNSYLVANIA	25	72.0	72.0
VIRGINIA	25	80.0	100.0
WEST VIRGINIA	25	80.0	92.0
<b>REGION 4</b>			
ALABAMA	25	72.0	100.0
FLORIDA	25	80.0	100.0
GEORGIA	25	56.0	100.0
KENTUCKY	25	68.0	92.0
MISSISSIPPI	25	92.0	100.0
NORTH CAROLINA	25	84.0	84.0
SOUTH CAROLINA	25	80.0	100.0
TENNESSEE	25	84.0	100.0

*continued*

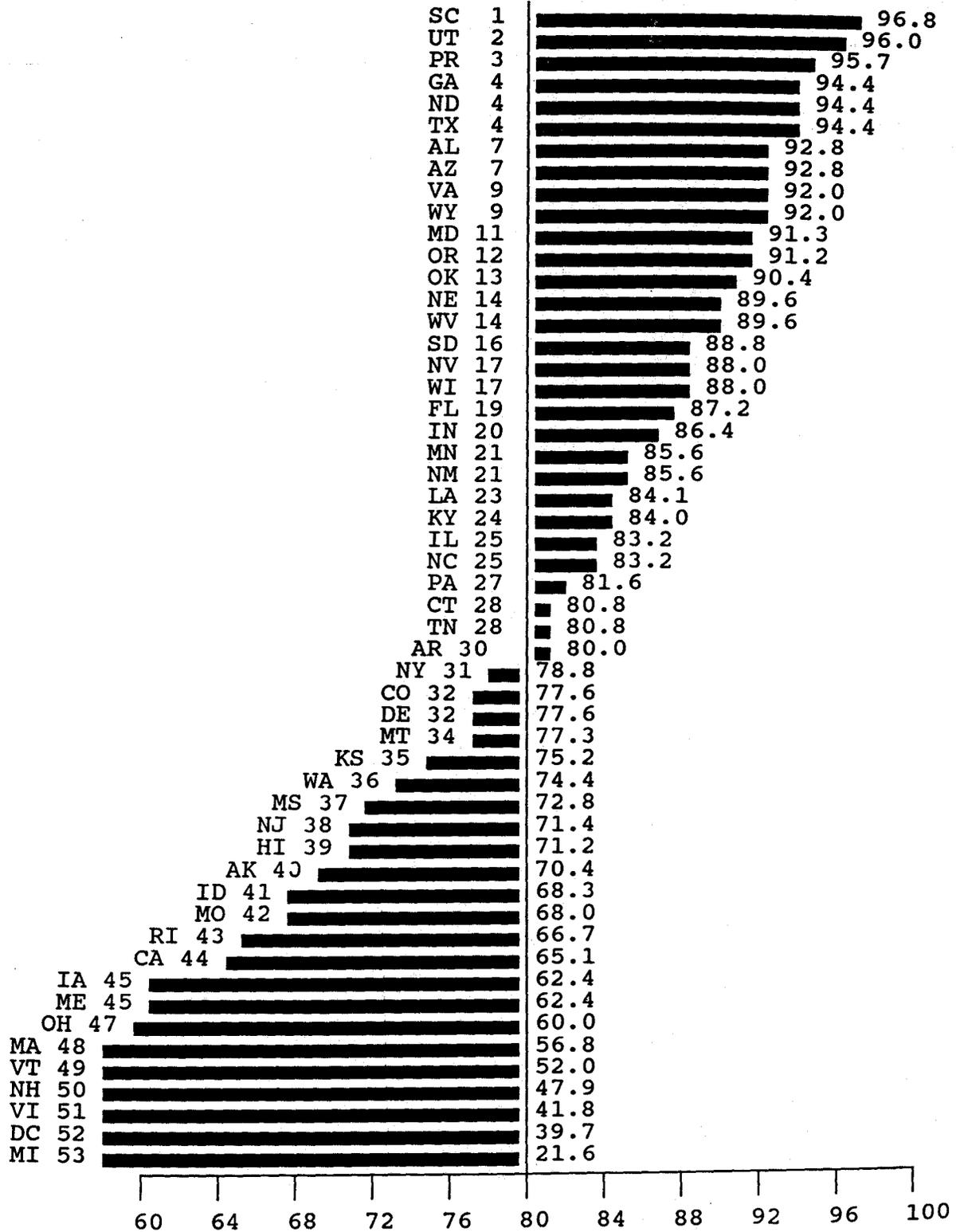
STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	25	88.0	100.0
INDIANA	20	55.0	100.0
MICHIGAN	25	80.0	100.0
MINNESOTA	25	96.0	100.0
OHIO	25	52.0	92.0
WISCONSIN	25	92.0	92.0
<b>REGION 6</b>			
ARKANSAS	25	76.0	100.0
LOUISIANA	25	96.0	100.0
NEW MEXICO	25	92.0	100.0
OKLAHOMA	25	92.0	100.0
TEXAS	24	62.5	100.0
<b>REGION 7</b>			
IOWA	25	76.0	100.0
KANSAS	25	68.0	96.0
MISSOURI	25	80.0	100.0
NEBRASKA	25	84.0	100.0
<b>REGION 8</b>			
COLORADO	25	80.0	100.0
MONTANA	26	96.2	100.0
NORTH DAKOTA	25	100.0	100.0
SOUTH DAKOTA	25	92.0	100.0
UTAH	29	69.0	89.7
WYOMING	25	80.0	100.0
<b>REGION 9</b>			
ARIZONA	25	64.0	92.0
CALIFORNIA	25	84.0	100.0
HAWAII	26	84.6	100.0
NEVADA	25	37.5	95.8
<b>REGION 10</b>			
ALASKA	18	94.4	100.0
IDAHO	INA	INA	INA
OREGON	INA	INA	INA
WASHINGTON	7	85.7	100.0

**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 must be made of those cases not meeting the time lapse requirements to determine and record the causes of delay and whether the delay was controllable or uncontrollable by the State agency. Figure III-21 also shows the percentage of controllable delays.

**INTRASTATE NONMONETARY DETERMINATION 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
<b>REGION 1</b>			
CONNECTICUT	125	80.8	50.0
MAINE	125	62.4	89.4
MASSACHUSETTS	125	56.8	94.4
NEW HAMPSHIRE	126	47.9	85.9
RHODE ISLAND	129	66.7	100.0
VERMONT	125	52.0	93.3
<b>REGION 2</b>			
NEW JERSEY	126	71.4	94.4
NEW YORK	133	78.8	90.0
PUERTO RICO	125	95.7	75.0
VIRGIN ISLANDS	91	41.8	56.6
<b>REGION 3</b>			
DELAWARE	125	77.6	89.3
DIST OF COL	126	39.7	100.0
MARYLAND	126	91.3	100.0
PENNSYLVANIA	125	81.6	65.2
VIRGINIA	125	92.0	90.0
WEST VIRGINIA	125	89.6	100.0
<b>REGION 4</b>			
ALABAMA	125	92.8	100.0
FLORIDA	125	87.2	93.8
GEORGIA	125	94.4	71.4
KENTUCKY	125	84.0	85.0
MISSISSIPPI	125	72.8	97.1
NORTH CAROLINA	125	83.2	81.0
SOUTH CAROLINA	125	96.8	100.0
TENNESSEE	125	80.8	91.7

*continued*

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	125	83.2	47.6
INDIANA	125	86.4	100.0
MICHIGAN	125	21.6	90.8
MINNESOTA	125	85.6	77.8
OHIO	125	60.0	80.0
WISCONSIN	125	88.0	100.0
<b>REGION 6</b>			
ARKANSAS	125	80.0	96.0
LOUISIANA	126	84.1	50.0
NEW MEXICO	125	85.6	100.0
OKLAHOMA	125	90.4	66.7
TEXAS	125	94.4	85.7
<b>REGION 7</b>			
IOWA	125	62.4	95.7
KANSAS	125	75.2	90.3
MISSOURI	125	68.0	87.5
NEBRASKA	125	89.6	100.0
<b>REGION 8</b>			
COLORADO	125	77.6	96.4
MONTANA	141	77.3	96.9
NORTH DAKOTA	125	94.4	100.0
SOUTH DAKOTA	125	88.8	85.7
UTAH	125	96.0	100.0
WYOMING	125	92.0	90.0
<b>REGION 9</b>			
ARIZONA	125	92.8	44.4
CALIFORNIA	127	65.1	71.8
HAWAII	125	71.2	94.4
NEVADA	125	88.0	80.0
<b>REGION 10</b>			
ALASKA	125	70.4	86.5
IDAHO	120	68.3	78.9
OREGON	125	91.2	90.9
WASHINGTON	125	74.4	81.3

**NONMONETARY DETERMINATIONS PROMPTNESS  
INTERSTATE**

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

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	60	38.3	81.0
MAINE	60	50.0	76.7
MASSACHUSETTS	60	53.3	75.0
NEW HAMPSHIRE	45	42.2	61.5
RHODE ISLAND	60	31.7	90.2
VERMONT	60	40.0	94.4
<b>REGION 2</b>			
NEW JERSEY	60	15.4	100.0
NEW YORK	60	35.0	84.6
PUERTO RICO	60	6.7	92.7
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	60	38.3	86.5
DIST OF COL	60	20.0	100.0
MARYLAND	60	73.3	100.0
PENNSYLVANIA	60	63.3	77.3
VIRGINIA	60	81.7	100.0
WEST VIRGINIA	60	83.3	80.0
<b>REGION 4</b>			
ALABAMA	60	80.0	100.0
FLORIDA	60	81.7	100.0
GEORGIA	60	81.7	100.0
KENTUCKY	60	75.0	93.3
MISSISSIPPI	60	76.7	100.0
NORTH CAROLINA	60	86.7	87.5
SOUTH CAROLINA	60	93.3	75.0
TENNESSEE	60	78.3	92.9

*continued*

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	60	63.3	86.4
INDIANA	60	76.7	100.0
MICHIGAN	60	21.7	93.6
MINNESOTA	60	65.0	85.7
OHIO	60	31.7	92.7
WISCONSIN	60	86.7	62.5
<b>REGION 6</b>			
ARKANSAS	60	50.0	96.7
LOUISIANA	60	80.0	75.0
NEW MEXICO	60	88.3	100.0
OKLAHOMA	60	73.3	93.8
TEXAS	65	63.1	100.0
<b>REGION 7</b>			
IOWA	60	71.7	64.7
KANSAS	60	41.7	97.1
MISSOURI	60	68.3	63.2
NEBRASKA	60	88.3	57.1
<b>REGION 8</b>			
COLORADO	60	61.7	100.0
MONTANA	77	46.8	95.1
NORTH DAKOTA	60	91.7	100.0
SOUTH DAKOTA	60	90.0	100.0
UTAH	63	82.5	81.8
WYOMING	60	80.0	25.0
<b>REGION 9</b>			
ARIZONA	60	80.0	66.7
CALIFORNIA	60	51.7	89.7
HAWAII	60	16.7	98.0
NEVADA	60	71.7	94.1
<b>REGION 10</b>			
ALASKA	60	40.0	80.6
IDAHO	60	36.7	73.7
OREGON	60	80.0	100.0
WASHINGTON	60	60.0	100.0

**A. Initial Claims Promptness.**

Data are obtained from the ETA 586 Reports for the four quarters ending March 31, 1994 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, 1993 through March 31, 1994**

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

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	83.6	95.3	N/R
MAINE	76.9	92.4	N/R
MASSACHUSETTS	81.8	95.0	N/R
NEW HAMPSHIRE	60.3	79.3	29.5
RHODE ISLAND	86.5	99.8	N/R
VERMONT	74.5	92.5	46.0
<b>REGION 2</b>			
NEW JERSEY	68.5	88.0	53.6
NEW YORK	26.5	64.7	66.7
PUERTO RICO	66.6	86.5	86.0
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	68.4	83.0	N/R
DIST OF COL	69.3	85.8	34.7
MARYLAND	77.2	90.2	N/R
PENNSYLVANIA	64.6	89.1	28.0
VIRGINIA	90.2	96.6	N/R
WEST VIRGINIA	88.5	96.9	N/R
<b>REGION 4</b>			
ALABAMA	80.4	88.9	N/R
FLORIDA	82.1	93.4	N/R
GEORGIA	91.3	95.6	N/R
KENTUCKY	68.2	86.7	58.0
MISSISSIPPI	88.2	95.7	N/R
NORTH CAROLINA	88.6	95.6	N/R
SOUTH CAROLINA	90.9	96.2	N/R
TENNESSEE	92.0	96.8	N/R

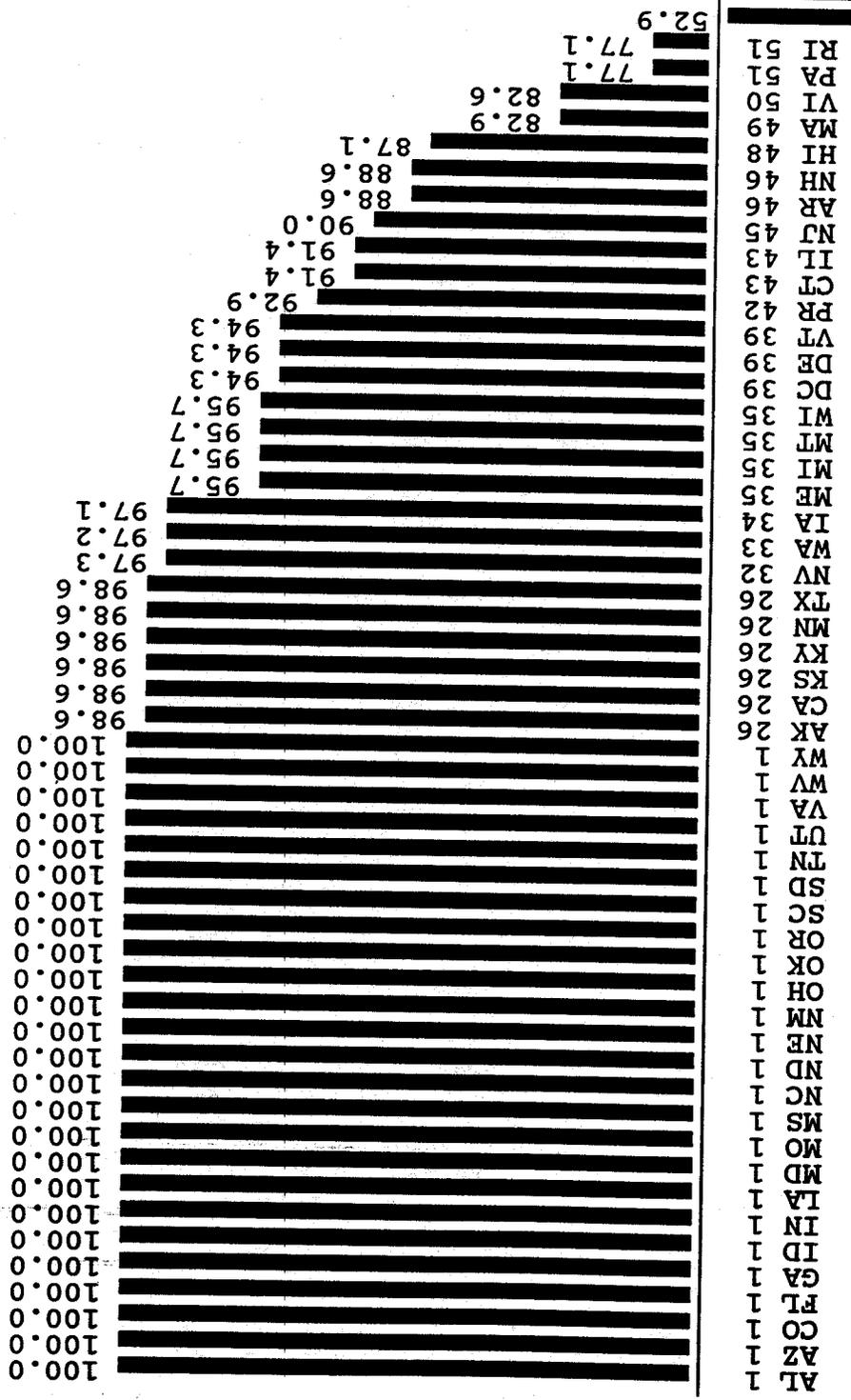
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STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	86.8	98.0	N/R
INDIANA	79.5	93.9	N/R
MICHIGAN	72.8	86.0	46.0
MINNESOTA	96.5	99.3	N/R
OHIO	78.6	91.2	N/R
WISCONSIN	85.4	94.0	20.0
<b>REGION 6</b>			
ARKANSAS	75.7	88.8	N/R
LOUISIANA	81.4	92.2	46.0
NEW MEXICO	83.6	92.1	N/R
OKLAHOMA	83.4	95.5	N/R
TEXAS	86.5	95.0	N/R
<b>REGION 7</b>			
IOWA	75.5	91.1	N/R
KANSAS	84.0	94.7	N/R
MISSOURI	79.4	97.4	N/R
NEBRASKA	85.3	96.8	N/R
<b>REGION 8</b>			
COLORADO	84.7	94.5	N/R
MONTANA	83.4	94.9	N/R
NORTH DAKOTA	84.4	97.0	N/R
SOUTH DAKOTA	86.2	96.0	N/R
UTAH	76.0	95.7	4.0
WYOMING	94.7	98.9	N/R
<b>REGION 9</b>			
ARIZONA	91.1	97.5	N/R
CALIFORNIA	61.7	87.5	30.0
HAWAII	75.6	94.2	N/R
NEVADA	81.8	93.6	N/R
<b>REGION 10</b>			
ALASKA	71.1	93.4	N/R
IDAHO	81.4	95.7	N/R
OREGON	85.8	95.8	N/R
WASHINGTON	79.5	92.4	N/R

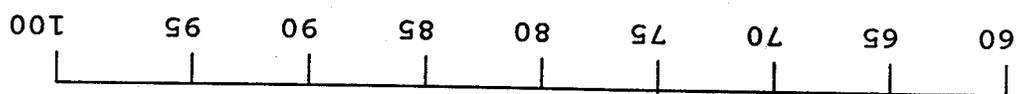
**B. Transferring State Promptness.**

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
<b>REGION 1</b>			
CONNECTICUT	70	91.4	83.3
MAINE	70	95.7	100.0
MASSACHUSETTS	70	82.9	91.7
NEW HAMPSHIRE	70	88.6	37.5
RHODE ISLAND	70	77.1	87.5
VERMONT	70	94.3	100.0
<b>REGION 2</b>			
NEW JERSEY	70	90.0	85.7
NEW YORK	70	52.9	69.7
PUERTO RICO	70	92.9	100.0
VIRGIN ISLANDS	69	82.6	83.3
<b>REGION 3</b>			
DELAWARE	70	94.3	75.0
DIST OF COL	70	94.3	100.0
MARYLAND	70	100.0	0.0
PENNSYLVANIA	70	77.1	87.5
VIRGINIA	70	100.0	0.0
WEST VIRGINIA	70	100.0	0.0
<b>REGION 4</b>			
ALABAMA	70	100.0	0.0
FLORIDA	70	100.0	0.0
GEORGIA	70	100.0	0.0
KENTUCKY	70	98.6	0.0
MISSISSIPPI	70	100.0	0.0
NORTH CAROLINA	70	100.0	0.0
SOUTH CAROLINA	70	100.0	0.0
TENNESSEE	70	100.0	0.0

*continued*

STATE	TOTAL CASES REVIEWED	%, TIMELY	%, DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	70	91.4	100.0
INDIANA	70	100.0	0.0
MICHIGAN	70	95.7	100.0
MINNESOTA	70	98.6	0.0
OHIO	70	100.0	0.0
WISCONSIN	70	95.7	66.7
<b>REGION 6</b>			
ARKANSAS	70	88.6	62.5
LOUISIANA	71	100.0	0.0
NEW MEXICO	70	100.0	0.0
OKLAHOMA	70	100.0	0.0
TEXAS	70	98.6	100.0
<b>REGION 7</b>			
IOWA	70	97.1	0.0
KANSAS	70	98.6	100.0
MISSOURI	70	100.0	0.0
NEBRASKA	70	100.0	0.0
<b>REGION 8</b>			
COLORADO	70	100.0	0.0
MONTANA	70	95.7	0.0
NORTH DAKOTA	70	100.0	0.0
SOUTH DAKOTA	70	100.0	0.0
UTAH	70	100.0	0.0
WYOMING	70	100.0	0.0
<b>REGION 9</b>			
ARIZONA	70	100.0	0.0
CALIFORNIA	70	98.6	100.0
HAWAII	70	87.1	100.0
NEVADA	75	97.3	0.0
<b>REGION 10</b>			
ALASKA	70	98.6	100.0
IDAHO	70	100.0	0.0
OREGON	70	100.0	0.0
WASHINGTON	71	97.2	100.0

**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
<b>REGION 1</b>			
CONNECTICUT	50	45	90.0
MAINE	50	50	100.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	0	0.0
RHODE ISLAND	50	50	100.0
VERMONT	50	49	98.0
<b>REGION 2</b>			
NEW JERSEY	50	49	98.0
NEW YORK	60	60	100.0
PUERTO RICO	50	6	12.0
VIRGIN ISLANDS	2	2	100.0
<b>REGION 3</b>			
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
<b>REGION 4</b>			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	44	88.0
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 CASES REVIEWED	#TIMELY	% TIMELY
<b>REGION 5</b>			
ILLINOIS	50	48	96.0
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
<b>REGION 6</b>			
ARKANSAS	50	0	0.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	50	100.0
OKLAHOMA	50	50	100.0
TEXAS	50	0	0.0
<b>REGION 7</b>			
IOWA	50	50	100.0
KANSAS	50	0	0.0
MISSOURI	50	50	100.0
NEBRASKA	50	50	100.0
<b>REGION 8</b>			
COLORADO	50	50	100.0
MONTANA	50	50	100.0
NORTH DAKOTA	50	49	98.0
SOUTH DAKOTA	50	50	100.0
UTAH	50	50	100.0
WYOMING	50	49	98.0
<b>REGION 9</b>			
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	49	98.0
<b>REGION 10</b>			
ALASKA	50	48	96.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	50	49	98.0

**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
<b>REGION 1</b>			
CONNECTICUT	50	50	100.0
MAINE	50	38	76.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	33	66.0
RHODE ISLAND	50	48	96.0
VERMONT	50	43	86.0
<b>REGION 2</b>			
NEW JERSEY	50	50	100.0
NEW YORK	50	20	40.0
PUERTO RICO	41	23	56.1
VIRGIN ISLANDS	25	23	92.0
<b>REGION 3</b>			
DELAWARE	50	49	98.0
DIST OF COL	50	27	54.0
MARYLAND	50	49	98.0
PENNSYLVANIA	50	50	100.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	50	50	100.0
<b>REGION 4</b>			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	6	12.0
MISSISSIPPI	50	50	100.0
NORTH CAROLINA	50	50	100.0
SOUTH CAROLINA	50	50	100.0
TENNESSEE	50	50	100.0

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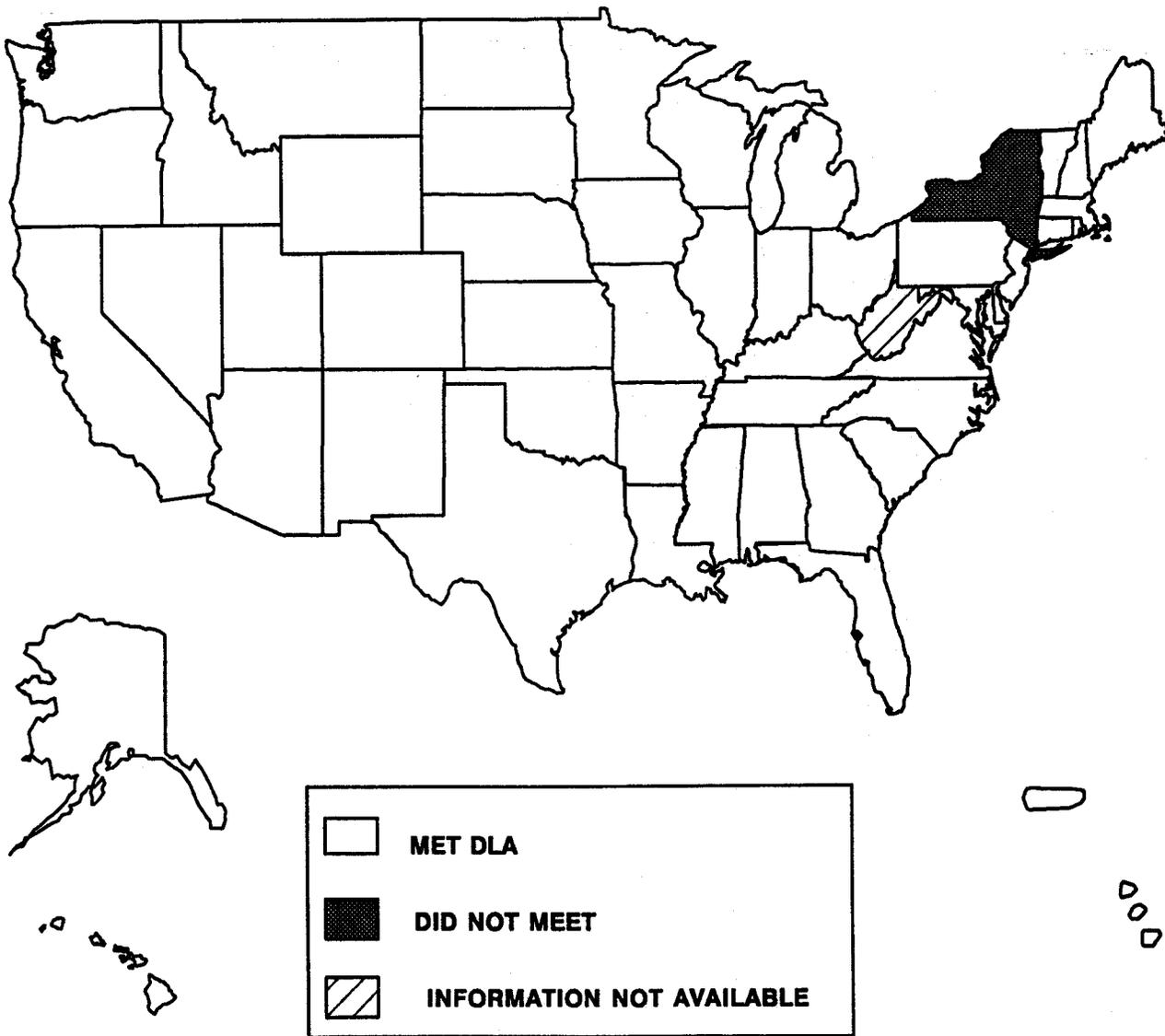
STATE	TOTAL IB - 6 s REVIEWED	#TIMELY	% TIMELY
<b>REGION 5</b>			
ILLINOIS	50	49	98.0
INDIANA	50	50	100.0
MICHIGAN	50	41	82.0
MINNESOTA	50	50	100.0
OHIO	50	46	92.0
WISCONSIN	50	27	54.0
<b>REGION 6</b>			
ARKANSAS	50	42	84.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	50	100.0
OKLAHOMA	50	48	96.0
TEXAS	50	47	94.0
<b>REGION 7</b>			
IOWA	50	40	80.0
KANSAS	50	47	94.0
MISSOURI	50	40	80.0
NEBRASKA	50	50	100.0
<b>REGION 8</b>			
COLORADO	50	50	100.0
MONTANA	50	50	100.0
NORTH DAKOTA	50	50	100.0
SOUTH DAKOTA	50	47	94.0
UTAH	50	50	100.0
WYOMING	50	47	94.0
<b>REGION 9</b>			
ARIZONA	70	66	94.3
CALIFORNIA	50	50	100.0
HAWAII	50	42	84.0
NEVADA	50	45	90.0
<b>REGION 10</b>			
ALASKA	50	50	100.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	50	50	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.

APPEALS PERFORMANCE



DLA: Minimum of 80% of cases scoring 80 or more percentage points

**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
<b>REGION 1</b>			
CONNECTICUT	50	48	96.0
MAINE	35	35	100.0
MASSACHUSETTS	50	45	90.0
NEW HAMPSHIRE	20	16	80.0
RHODE ISLAND	20	20	100.0
VERMONT	20	20	100.0
<b>REGION 2</b>			
NEW JERSEY	50	49	98.0
NEW YORK	47	---	---
PUERTO RICO	35	32	91.4
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	35	30	85.7
DIST OF COL	30	---	---
MARYLAND	50	50	100.0
PENNSYLVANIA	50	47	94.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	INA	INA	INA
<b>REGION 4</b>			
ALABAMA	35	34	97.1
FLORIDA	25	24	96.0
GEORGIA	25	24	96.0
KENTUCKY	35	34	97.1
MISSISSIPPI	35	35	100.0
NORTH CAROLINA	50	48	96.0
SOUTH CAROLINA	35	33	94.3
TENNESSEE	35	35	100.0

*continued*

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
<b>REGION 5</b>			
ILLINOIS	50	50	100.0
INDIANA	35	35	100.0
MICHIGAN	50	47	94.0
MINNESOTA	23	21	91.3
OHIO	50	45	90.0
WISCONSIN	25	24	96.0
<b>REGION 6</b>			
ARKANSAS	35	35	100.0
LOUISIANA	35	35	100.0
NEW MEXICO	35	35	100.0
OKLAHOMA	35	34	97.1
TEXAS	50	50	100.0
<b>REGION 7</b>			
IOWA	35	35	100.0
KANSAS	23	19	82.6
MISSOURI	50	50	100.0
NEBRASKA	35	35	100.0
<b>REGION 8</b>			
COLORADO	35	35	100.0
MONTANA	22	21	95.5
NORTH DAKOTA	20	20	100.0
SOUTH DAKOTA	20	20	100.0
UTAH	36	30	83.3
WYOMING	20	19	95.0
<b>REGION 9</b>			
ARIZONA	31	28	90.3
CALIFORNIA	51	51	100.0
HAWAII	32	32	100.0
NEVADA	20	18	90.0
<b>REGION 10</b>			
ALASKA	21	21	100.0
IDAHO	20	19	95.0
OREGON	52	52	100.0
WASHINGTON	31	25	80.6

**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, 1994.

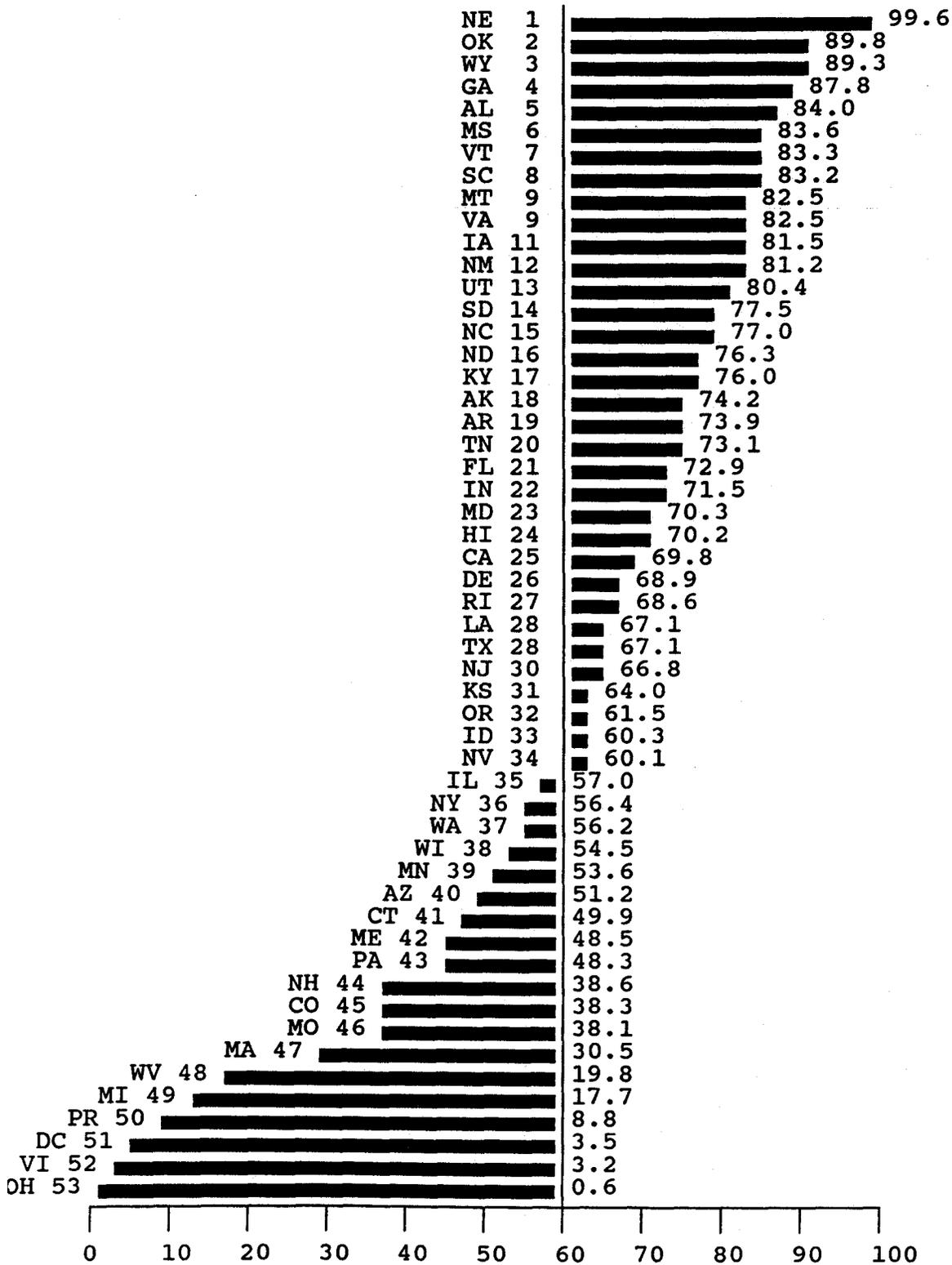
The Secretary's Standard for both lower and higher authority benefit appeals is that State law provides for hearings and decisions for claimants who are parties to an administrative appeal affecting benefit rights with the greatest promptness that is administratively feasible. (20 C.F.R. 650.4 (a)).

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 criteria used to determine whether there has been substantial compliance with this standard is to issue at least 60 percent of all first level benefit appeal decisions within 30 days of the date of the appeal, and at least 80 percent within 45 days.

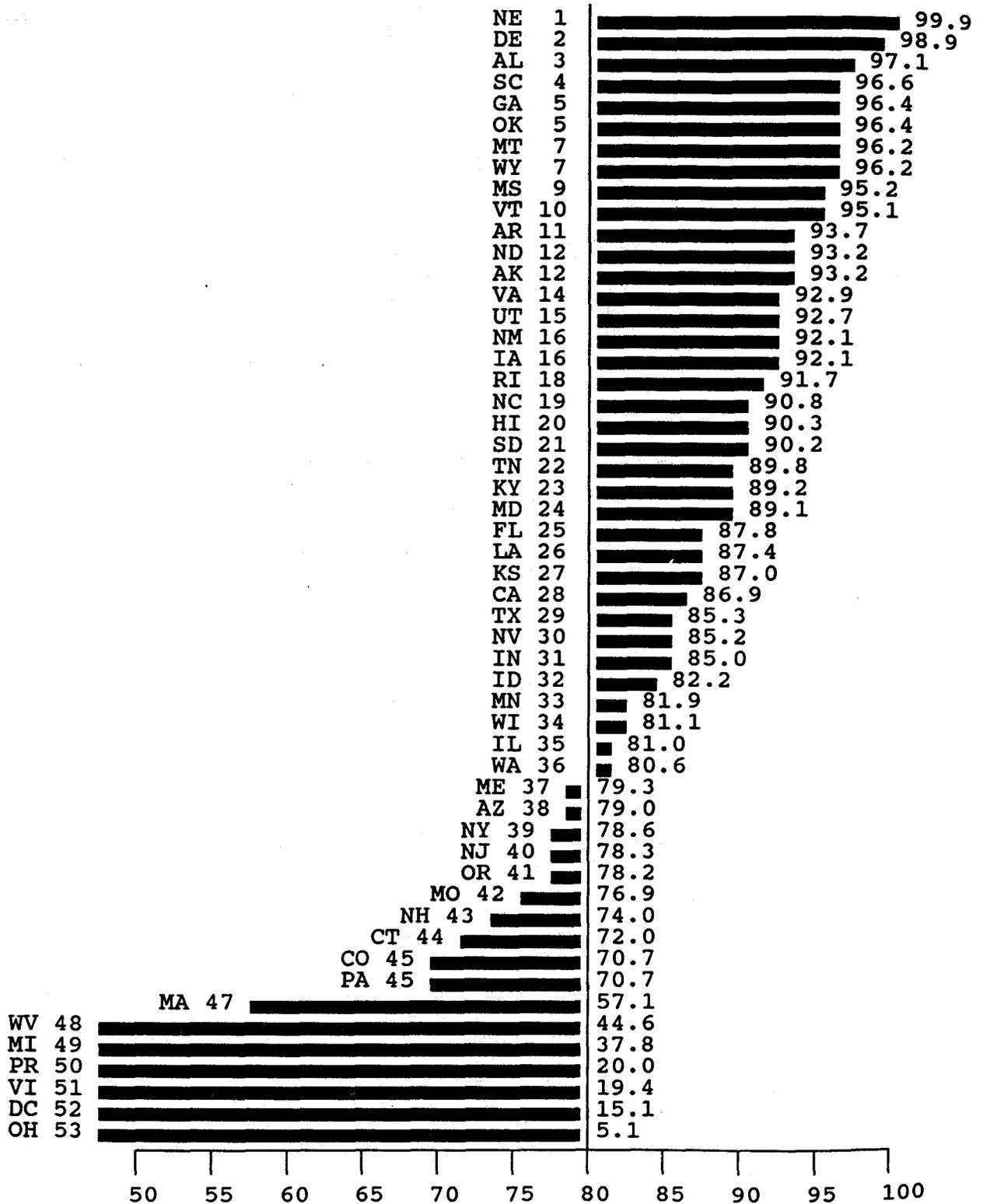
Figures III-33 through III-35 show the results for higher authority appeals. Figure III-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and 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, 1993 through March 31, 1994**

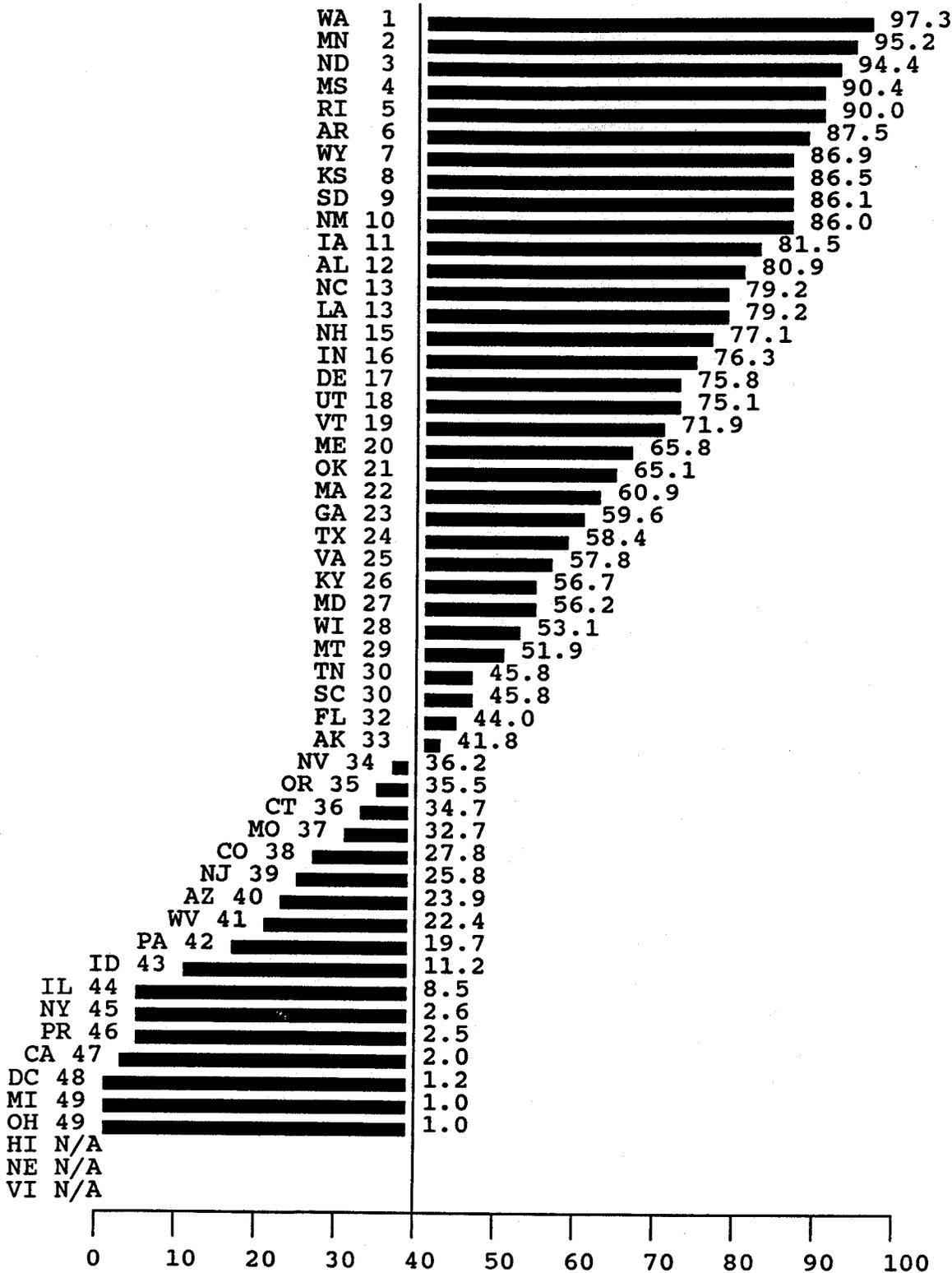
**Criteria:** Minimum of 60 Percent of Decisions Issued Within 30 Days.  
 Minimum of 80 Percent of Decisions Issued Within 45 Days.

STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
<b>REGION 1</b>		
CONNECTICUT	49.9	72.0
MAINE	48.5	79.3
MASSACHUSETTS	30.5	57.1
NEW HAMPSHIRE	38.6	74.0
RHODE ISLAND	68.6	91.7
VERMONT	83.3	95.1
<b>REGION 2</b>		
NEW JERSEY	66.8	78.3
NEW YORK	56.4	78.6
PUERTO RICO	8.8	20.0
VIRGIN ISLANDS	3.2	19.4
<b>REGION 3</b>		
DELAWARE	68.9	98.9
DIST OF COL	3.5	15.1
MARYLAND	70.3	89.1
PENNSYLVANIA	48.3	70.7
VIRGINIA	82.5	92.9
WEST VIRGINIA	19.8	44.6
<b>REGION 4</b>		
ALABAMA	84.0	97.1
FLORIDA	72.9	87.8
GEORGIA	87.8	96.4
KENTUCKY	76.0	89.2
MISSISSIPPI	83.6	95.2
NORTH CAROLINA	77.0	90.8
SOUTH CAROLINA	83.2	96.6
TENNESSEE	73.1	89.8

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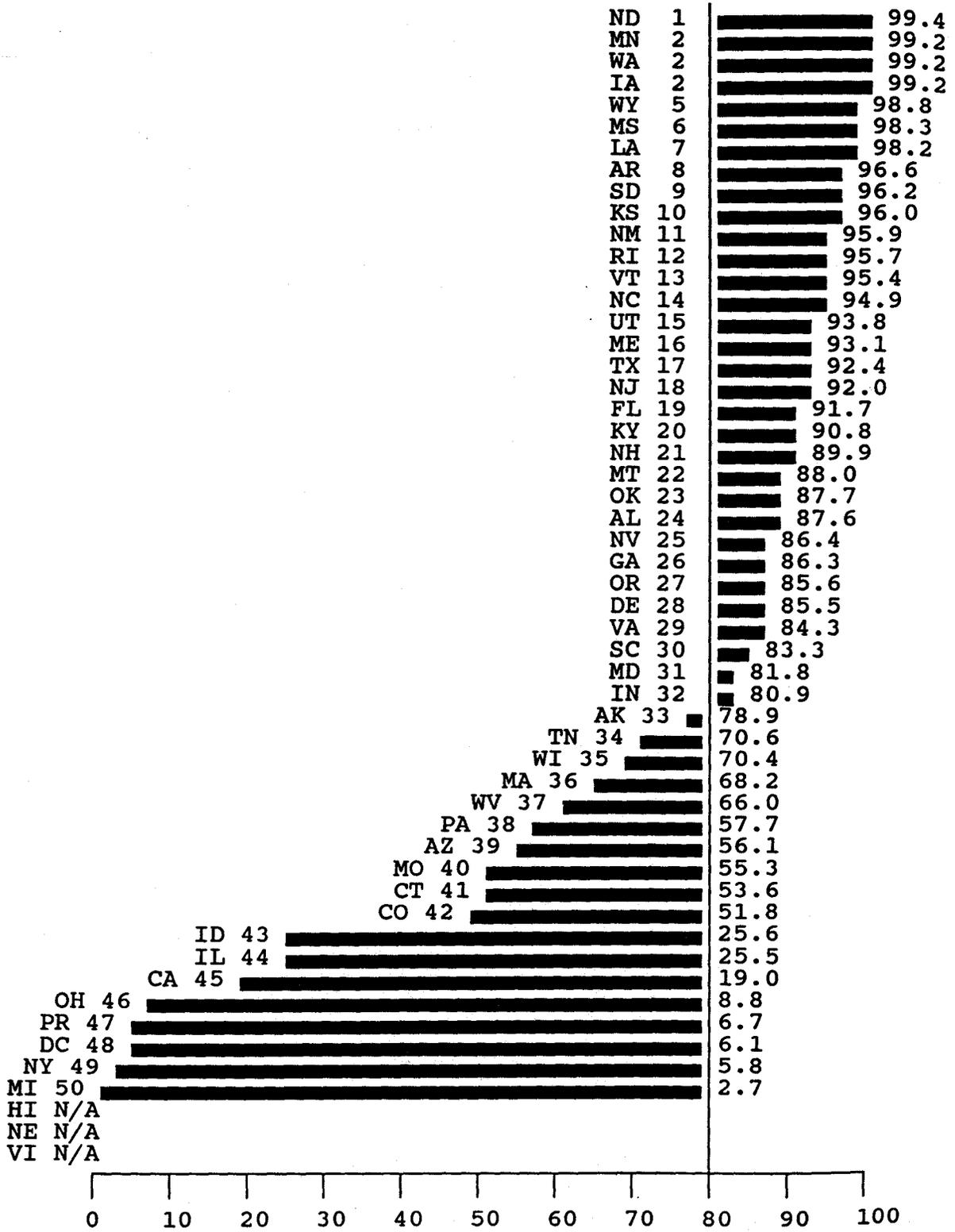
STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
<b>REGION 5</b>		
ILLINOIS	57.0	81.0
INDIANA	71.5	85.0
MICHIGAN	17.7	37.8
MINNESOTA	53.6	81.9
OHIO	0.6	5.1
WISCONSIN	54.5	81.1
<b>REGION 6</b>		
ARKANSAS	73.9	93.7
LOUISIANA	67.1	87.4
NEW MEXICO	81.2	92.1
OKLAHOMA	89.8	96.4
TEXAS	67.1	85.3
<b>REGION 7</b>		
IOWA	81.5	92.1
KANSAS	64.0	87.0
MISSOURI	38.1	76.9
NEBRASKA	99.6	99.9
<b>REGION 8</b>		
COLORADO	38.3	70.7
MONTANA	82.5	96.2
NORTH DAKOTA	76.3	93.2
SOUTH DAKOTA	77.5	90.2
UTAH	80.4	92.7
WYOMING	89.3	96.2
<b>REGION 9</b>		
ARIZONA	51.2	79.0
CALIFORNIA	69.8	86.9
HAWAII	70.2	90.3
NEVADA	60.1	85.2
<b>REGION 10</b>		
ALASKA	74.2	93.2
IDAHO	60.3	82.2
OREGON	61.5	78.2
WASHINGTON	56.2	80.6

**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, 1993 through March 31, 1994**

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

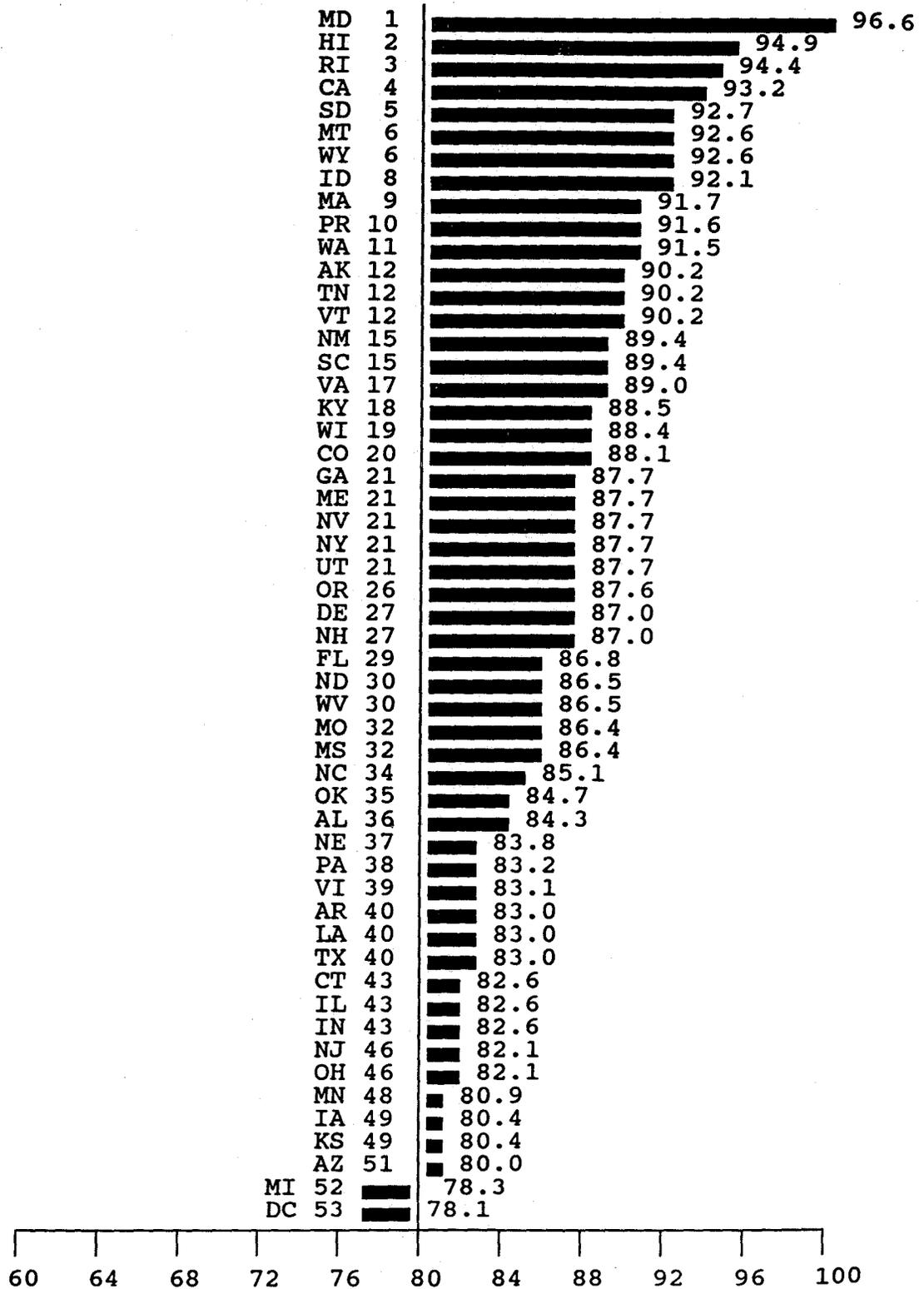
STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
<b>REGION 1</b>		
CONNECTICUT	34.7	53.6
MAINE	65.8	93.1
MASSACHUSETTS	60.9	68.2
NEW HAMPSHIRE	77.1	89.9
RHODE ISLAND	90.0	95.7
VERMONT	71.9	95.4
<b>REGION 2</b>		
NEW JERSEY	25.8	92.0
NEW YORK	2.6	5.8
PUERTO RICO	2.5	6.7
VIRGIN ISLANDS	N/A	N/A
<b>REGION 3</b>		
DELAWARE	75.8	85.5
DIST OF COL	1.2	6.1
MARYLAND	56.2	81.8
PENNSYLVANIA	19.7	57.7
VIRGINIA	57.8	84.3
WEST VIRGINIA	22.4	66.0
<b>REGION 4</b>		
ALABAMA	80.9	87.6
FLORIDA	44.0	91.7
GEORGIA	59.6	86.3
KENTUCKY	56.7	90.8
MISSISSIPPI	90.4	98.3
NORTH CAROLINA	79.2	94.9
SOUTH CAROLINA	45.8	83.3
TENNESSEE	45.8	70.6

*continued*

STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
<b>REGION 5</b>		
ILLINOIS	8.5	25.5
INDIANA	76.3	80.9
MICHIGAN	1.0	2.7
MINNESOTA	95.2	99.2
OHIO	1.0	8.8
WISCONSIN	53.1	70.4
<b>REGION 6</b>		
ARKANSAS	87.5	96.6
LOUISIANA	79.2	98.2
NEW MEXICO	86.0	95.9
OKLAHOMA	65.1	87.7
TEXAS	58.4	92.4
<b>REGION 7</b>		
IOWA	81.5	99.2
KANSAS	86.5	96.0
MISSOURI	32.7	55.3
NEBRASKA	N/A	N/A
<b>REGION 8</b>		
COLORADO	27.8	51.8
MONTANA	51.9	88.0
NORTH DAKOTA	94.4	99.4
SOUTH DAKOTA	86.1	96.2
UTAH	75.1	93.8
WYOMING	86.9	98.8
<b>REGION 9</b>		
ARIZONA	23.9	56.1
CALIFORNIA	2.0	19.0
HAWAII	N/A	N/A
NEVADA	36.2	86.4
<b>REGION 10</b>		
ALASKA	41.8	78.9
IDAHO	11.2	25.6
OREGON	35.5	85.6
WASHINGTON	97.3	99.2

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
<b>REGION 1</b>			
CONNECTICUT	235	194	82.6
MAINE	235	206	87.7
MASSACHUSETTS	264	242	91.7
NEW HAMPSHIRE	215	187	87.0
RHODE ISLAND	197	186	94.4
VERMONT	215	194	90.2
<b>REGION 2</b>			
NEW JERSEY	235	193	82.1
NEW YORK	235	206	87.7
PUERTO RICO	215	197	91.6
VIRGIN ISLANDS	130	108	83.1
<b>REGION 3</b>			
DELAWARE	215	187	87.0
DIST OF COL	215	168	78.1
MARYLAND	235	227	96.6
PENNSYLVANIA	250	208	83.2
VIRGINIA	22,641 *	20,148	89.0
WEST VIRGINIA	215	186	86.5
<b>REGION 4</b>			
ALABAMA	235	198	84.3
FLORIDA	235	204	86.8
GEORGIA	235	206	87.7
KENTUCKY	235	208	88.5
MISSISSIPPI	235	203	86.4
NORTH CAROLINA	235	200	85.1
SOUTH CAROLINA	235	210	89.4
TENNESSEE	235	212	90.2

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

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
<b>REGION 5</b>			
ILLINOIS	236	195	82.6
INDIANA	235	194	82.6
MICHIGAN	235	184	78.3
MINNESOTA	11,511 *	9,313	80.9
OHIO	235	193	82.1
WISCONSIN	12,130 *	10,722	88.4
<b>REGION 6</b>			
ARKANSAS	235	195	83.0
LOUISIANA	235	195	83.0
NEW MEXICO	235	210	89.4
OKLAHOMA	235	199	84.7
TEXAS	235	195	83.0
<b>REGION 7</b>			
IOWA	235	189	80.4
KANSAS	235	185	80.4
MISSOURI	235	203	86.4
NEBRASKA	235	197	83.8
<b>REGION 8</b>			
COLORADO	235	207	88.1
MONTANA	215	199	92.6
NORTH DAKOTA	215	186	86.5
SOUTH DAKOTA	232	215	92.7
UTAH	235	206	87.7
WYOMING	215	199	92.6
<b>REGION 9</b>			
ARIZONA	235	188	80.0
CALIFORNIA	235	219	93.2
HAWAII	215	204	94.9
NEVADA	235	206	87.7
<b>REGION 10</b>			
ALASKA	215	194	90.2
IDAHO	215	198	92.1
OREGON	13,022 *	11,403	87.6
WASHINGTON	235	215	91.5

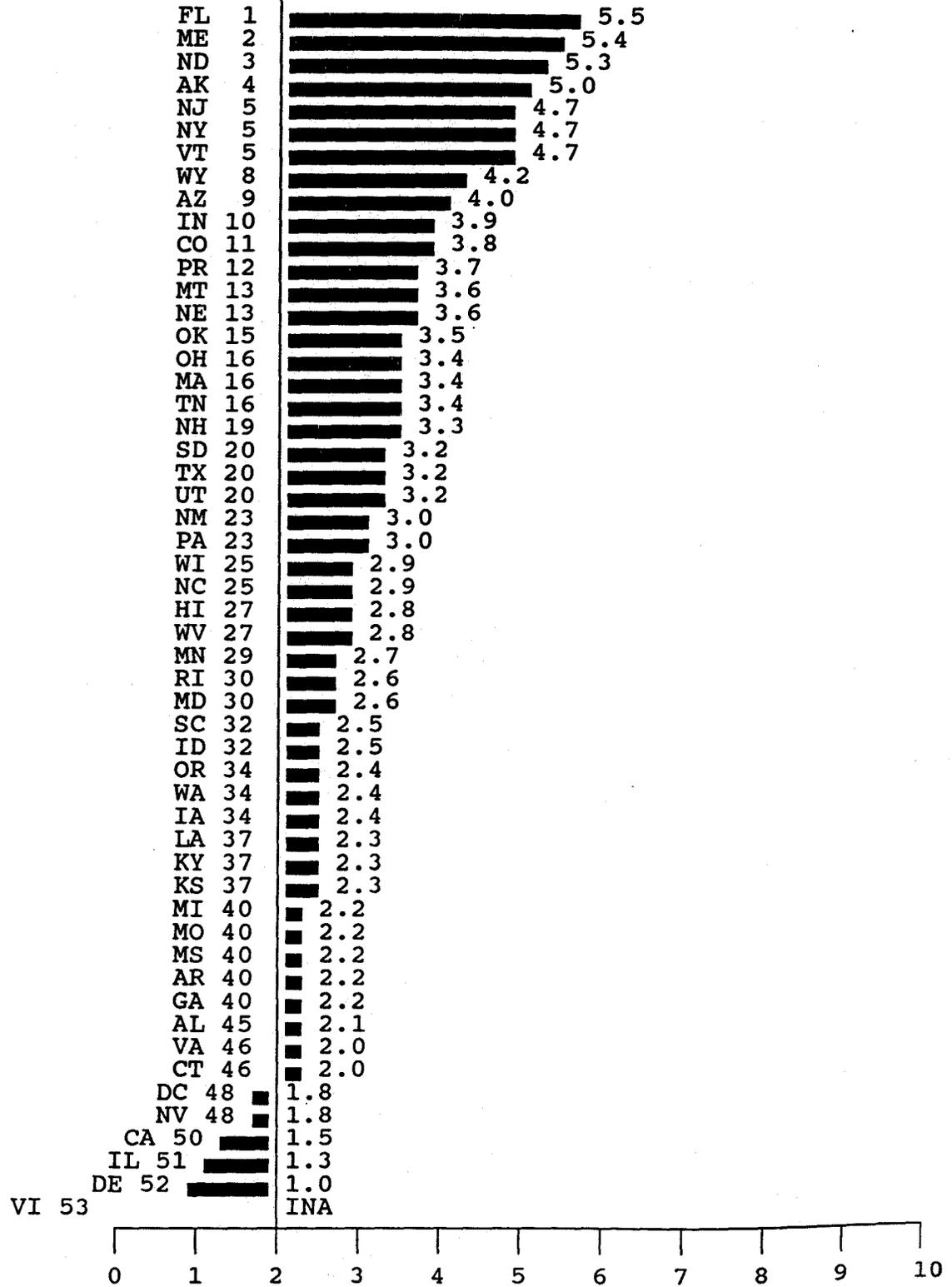
\* Number represents all status determinations made during the 12-month period

**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 two 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.

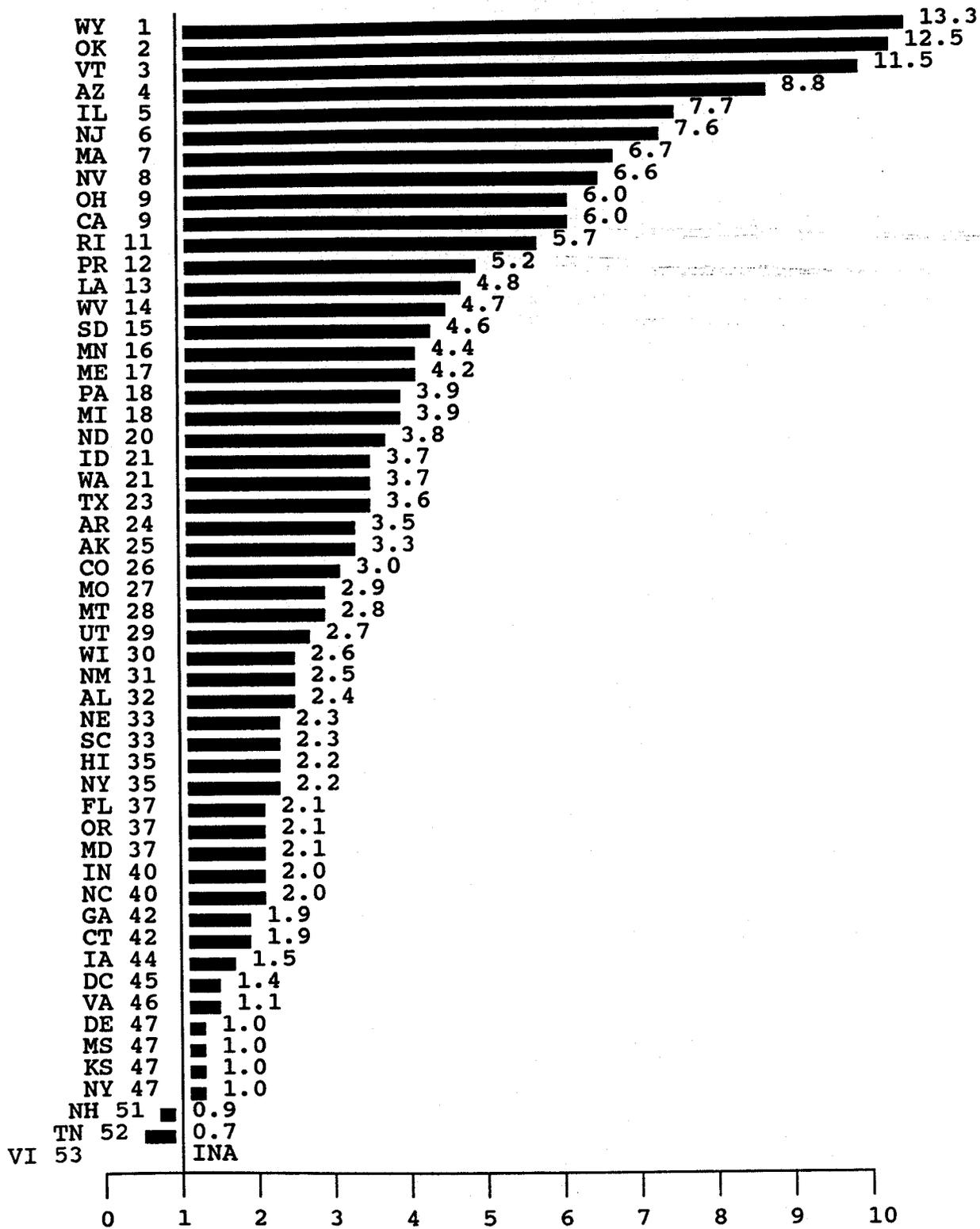
For purposes of Quality Appraisal field audit penetration measurement, a "large employer" is defined as "an employing unit reporting wages paid to 100 or more individuals during the current or preceding calendar year or an employing unit reporting at least \$1,000,000 (one million dollars) in taxable 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 2% 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: 2 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
<b>REGION 1</b>			
CONNECTICUT	1,814	2.0	1.9
MAINE	659	5.4	4.2
MASSACHUSETTS	2,886	3.4	6.7
NEW HAMPSHIRE	612	3.3	0.8
RHODE ISLAND	558	2.6	5.7
VERMONT	367	4.7	11.5
<b>REGION 2</b>			
NEW JERSEY	3,972	4.7	7.6
NEW YORK	8,458	4.7	2.2
PUERTO RICO	999	3.7	5.2
VIRGIN ISLANDS	62	INA	INA
<b>REGION 3</b>			
DELAWARE	390	1.0	1.0
DIST OF COL	434	1.8	1.4
MARYLAND	2,235	2.6	2.1
PENNSYLVANIA	4,558	3.0	3.9
VIRGINIA	2,627	2.0	1.1
WEST VIRGINIA	704	2.8	4.7
<b>REGION 4</b>			
ALABAMA	1,522	2.1	2.4
FLORIDA	6,328	5.5	2.1
GEORGIA	2,876	2.2	1.9
KENTUCKY	1,429	2.3	1.0
MISSISSIPPI	895	2.2	1.0
NORTH CAROLINA	2,704	2.9	2.0
SOUTH CAROLINA	1,421	2.5	2.3
TENNESSEE	1,883	3.4	0.7

*continued*

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
<b>REGION 5</b>			
ILLINOIS	4,948	1.3	7.7
INDIANA	2,156	3.9	2.0
MICHIGAN	3,661	2.2	3.9
MINNESOTA	1,993	2.7	4.4
OHIO	4,148	3.4	6.1
WISCONSIN	2,047	2.9	2.6
<b>REGION 6</b>			
ARKANSAS	1,010	2.2	3.5
LOUISIANA	1,625	2.3	4.8
NEW MEXICO	677	3.0	2.5
OKLAHOMA	1,309	3.5	12.5
TEXAS	6,583	3.2	3.6
<b>REGION 7</b>			
IOWA	1,226	2.4	1.5
KANSAS	1,124	2.3	1.0
MISSOURI	2,543	2.2	2.9
NEBRASKA	749	3.6	2.3
<b>REGION 8</b>			
COLORADO	1,835	3.8	2.9
MONTANA	491	3.6	2.8
NORTH DAKOTA	341	5.3	3.8
SOUTH DAKOTA	371	3.2	4.6
UTAH	694	3.2	2.7
WYOMING	308	4.2	13.3
<b>REGION 9</b>			
ARIZONA	1,613	4.0	8.8
CALIFORNIA	15,414	1.5	6.0
HAWAII	535	2.8	2.2
NEVADA	592	1.8	6.6
<b>REGION 10</b>			
ALASKA	270	5.0	3.3
IDAHO	544	2.5	3.7
OREGON	1,567	2.4	2.1
WASHINGTON	2,798	2.4	3.7

**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.

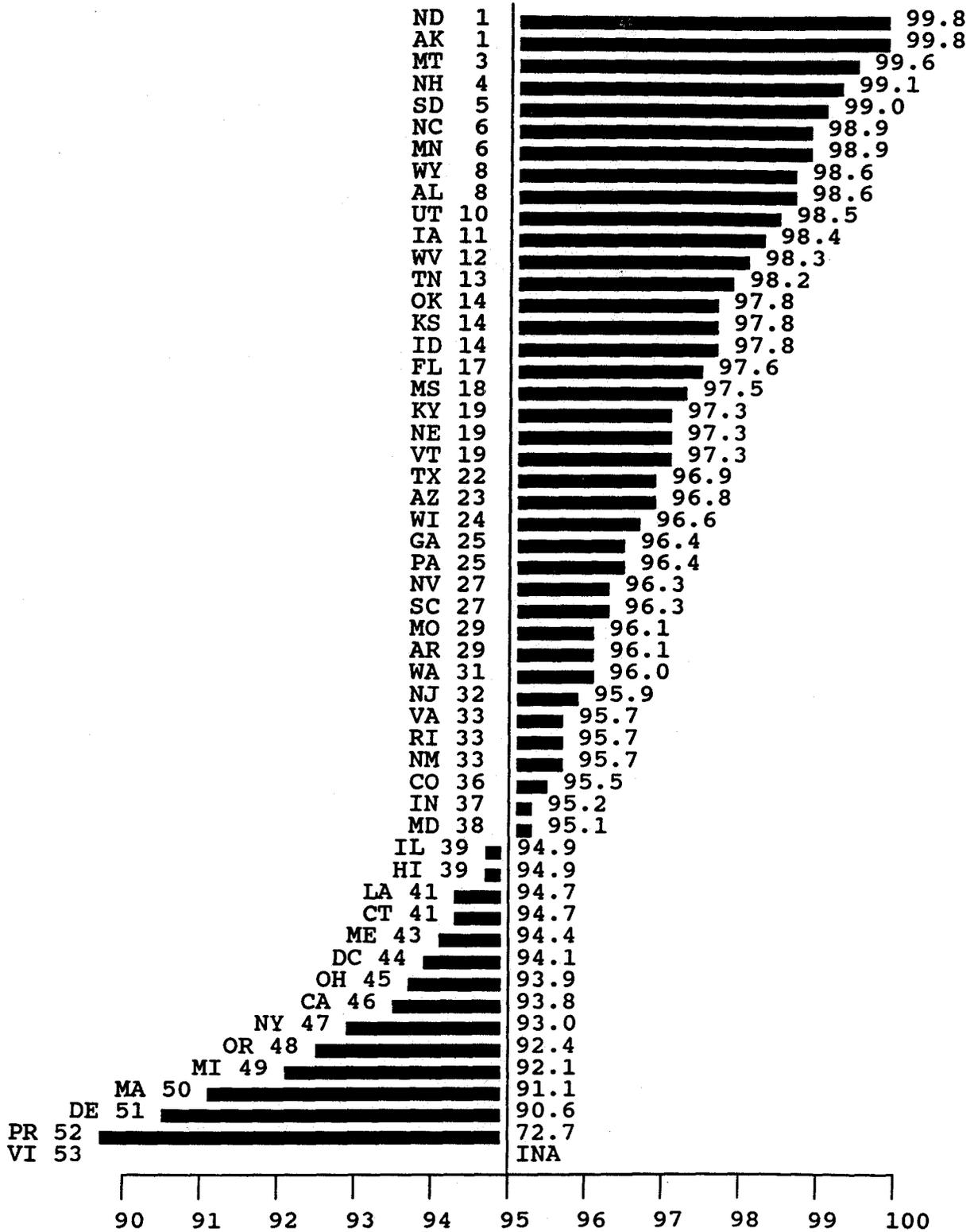
STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
<b>REGION 1</b>			
CONNECTICUT	80	80	100.0
MAINE	73	70	95.9
MASSACHUSETTS	75	75	100.0
NEW HAMPSHIRE	75	75	100.0
RHODE ISLAND	78	69	88.5
VERMONT	70	70	100.0
<b>REGION 2</b>			
NEW JERSEY	80	80	100.0
NEW YORK	80	80	100.0
PUERTO RICO	75	74	98.7
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	65	65	100.0
DIST OF COL	65	65	100.0
MARYLAND	75	75	100.0
PENNSYLVANIA	80	80	100.0
VIRGINIA	75	75	100.0
WEST VIRGINIA	76	76	100.0
<b>REGION 4</b>			
ALABAMA	50	50	100.0
FLORIDA	80	80	100.0
GEORGIA	75	75	100.0
KENTUCKY	75	74	98.7
MISSISSIPPI	70	70	100.0
NORTH CAROLINA	75	75	100.0
SOUTH CAROLINA	75	75	100.0
TENNESSEE	75	75	100.0

*continued*

STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
<b>REGION 5</b>			
ILLINOIS	80	80	100.0
INDIANA	75	75	100.0
MICHIGAN	78	76	97.4
MINNESOTA	75	74	98.7
OHIO	80	80	100.0
WISCONSIN	75	75	100.0
<b>REGION 6</b>			
ARKANSAS	70	70	100.0
LOUISIANA	75	75	100.0
NEW MEXICO	75	75	100.0
OKLAHOMA	75	75	100.0
TEXAS	80	80	100.0
<b>REGION 7</b>			
IOWA	75	75	100.0
KANSAS	75	75	100.0
MISSOURI	80	80	100.0
NEBRASKA	75	75	100.0
<b>REGION 8</b>			
COLORADO	71	71	100.0
MONTANA	70	70	100.0
NORTH DAKOTA	70	68	97.1
SOUTH DAKOTA	79	79	100.0
UTAH	75	75	100.0
WYOMING	70	70	100.0
<b>REGION 9</b>			
ARIZONA	75	75	100.0
CALIFORNIA	80	80	100.0
HAWAII	70	69	98.6
NEVADA	70	70	100.0
<b>REGION 10</b>			
ALASKA	70	70	100.0
IDAHO	70	70	100.0
OREGON	75	74	98.7
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.

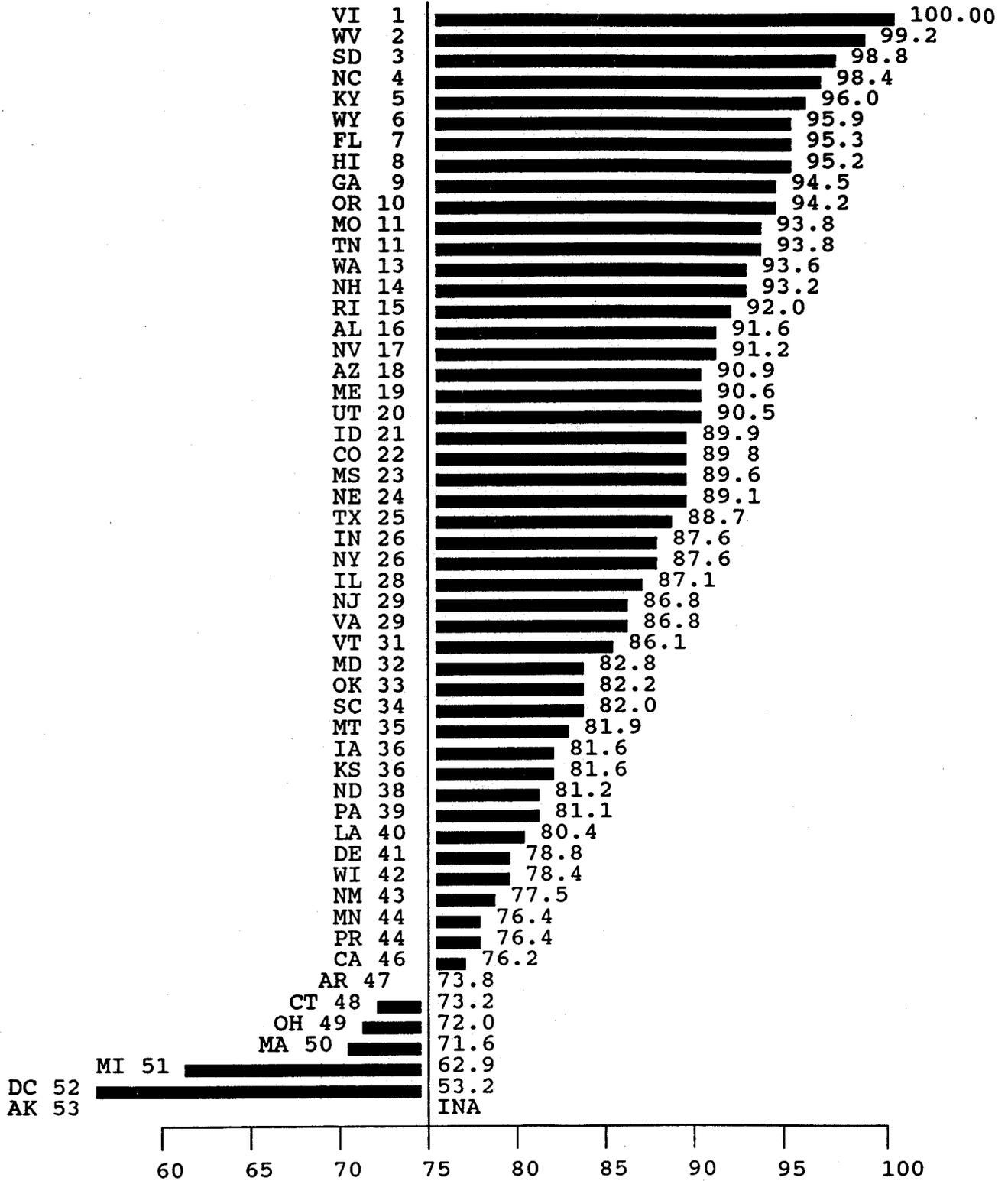
STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
<b>REGION 1</b>			
CONNECTICUT	368,372	348,945	94.7
MAINE	137,443	129,746	94.4
MASSACHUSETTS	584,066	532,342	91.1
NEW HAMPSHIRE	125,465	124,281	99.1
RHODE ISLAND	127,587	122,136	95.7
VERMONT	77,119	75,015	97.3
<b>REGION 2</b>			
NEW JERSEY	799,014	765,927	95.9
NEW YORK	1,721,277	1,599,998	93.0
PUERTO RICO	199,249	144,879	72.7
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	80,855	73,226	90.6
DIST OF COL	87,140	81,978	94.1
MARYLAND	454,143	431,983	95.1
PENNSYLVANIA	933,113	899,771	96.4
VIRGINIA	533,571	510,832	95.7
WEST VIRGINIA	143,561	141,138	98.3
<b>REGION 4</b>			
ALABAMA	312,385	307,934	98.6
FLORIDA	1,288,385	1,257,680	97.6
GEORGIA	586,411	565,534	96.4
KENTUCKY	292,917	285,000	97.3
MISSISSIPPI	185,111	180,505	97.5
NORTH CAROLINA	552,586	546,777	98.9
SOUTH CAROLINA	289,824	278,983	96.3
TENNESSEE	385,188	378,094	98.2

*continued*

STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
<b>REGION 5</b>			
ILLINOIS	1,008,421	956,798	94.9
INDIANA	445,435	423,861	95.2
MICHIGAN	754,930	695,664	92.1
MINNESOTA	417,372	412,873	98.9
OHIO	849,884	797,940	93.9
WISCONSIN	427,058	412,405	96.6
<b>REGION 6</b>			
ARKANSAS	207,831	199,654	96.1
LOUISIANA	331,006	313,626	94.7
NEW MEXICO	139,461	133,497	95.7
OKLAHOMA	267,244	261,477	97.8
TEXAS	1,342,073	1,300,367	96.9
<b>REGION 7</b>			
IOWA	254,944	250,871	98.4
KANSAS	237,125	231,905	97.8
MISSOURI	517,086	497,167	96.1
NEBRASKA	157,702	153,429	97.3
<b>REGION 8</b>			
COLORADO	382,689	365,642	95.5
MONTANA	99,711	99,283	99.6
NORTH DAKOTA	71,748	71,636	99.8
SOUTH DAKOTA	77,757	76,967	99.0
UTAH	143,740	141,560	98.5
WYOMING	63,265	62,388	98.6
<b>REGION 9</b>			
ARIZONA	326,505	316,073	96.8
CALIFORNIA	3,079,058	2,888,685	93.8
HAWAII	108,076	102,510	94.8
NEVADA	120,366	115,861	96.3
<b>REGION 10</b>			
ALASKA	55,349	55,228	99.8
IDAHO	114,092	111,547	97.8
OREGON	325,353	300,468	92.4
WASHINGTON	581,230	558,255	96.0

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
<b>REGION 1</b>			
CONNECTICUT	250	183	73.2
MAINE	277	251	90.6
MASSACHUSETTS	275	197	71.6
NEW HAMPSHIRE	250	233	93.2
RHODE ISLAND	187	172	92.0
VERMONT	259	223	86.1
<b>REGION 2</b>			
NEW JERSEY	250	217	86.8
NEW YORK	275	241	87.6
PUERTO RICO	275	210	76.4
VIRGIN ISLANDS	165	165	100.0
<b>REGION 3</b>			
DELAWARE	250	197	78.8
DIST OF COL	250	133	53.2
MARYLAND	250	207	82.8
PENNSYLVANIA	275	223	81.1
VIRGINIA	1,274	1,106	86.8
WEST VIRGINIA	250	248	99.2
<b>REGION 4</b>			
ALABAMA	275	252	91.6
FLORIDA	275	262	95.3
GEORGIA	275	260	94.5
KENTUCKY	275	264	96.0
MISSISSIPPI	250	224	89.6
NORTH CAROLINA	250	246	98.4
SOUTH CAROLINA	250	205	82.0
TENNESSEE	275	258	93.8

continued

STATE	# REVIEWED	# COL	% COL
<b>REGION 5</b>			
ILLINOIS	272	237	87.1
INDIANA	275	241	87.6
MICHIGAN	275	173	62.9
MINNESOTA	275	210	76.4
OHIO	250	180	72.0
WISCONSIN	966	757	78.4
<b>REGION 6</b>			
ARKANSAS	275	203	73.8
LOUISIANA	250	201	80.4
NEW MEXICO	275	213	77.5
OKLAHOMA	275	226	82.2
TEXAS	275	244	88.7
<b>REGION 7</b>			
IOWA	250	204	81.6
KANSAS	250	204	81.6
MISSOURI	275	258	93.8
NEBRASKA	275	245	89.1
<b>REGION 8</b>			
COLORADO	275	247	89.8
MONTANA	226	185	81.9
NORTH DAKOTA	255	207	81.2
SOUTH DAKOTA	165	163	98.8
UTAH	252	228	90.5
WYOMING	146	140	95.9
<b>REGION 9</b>			
ARIZONA	275	250	90.9
CALIFORNIA	20,635 *	15,728	76.2
HAWAII	250	238	95.2
NEVADA	250	228	91.2
<b>REGION 10</b>			
ALASKA	INA	INA	INA
IDAHO	227	204	89.9
OREGON	275	259	94.2
WASHINGTON	7,893 *	7,387	93.6

\* Number represents all delinquent contributory employers for the first quarter of CY 1993

**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.

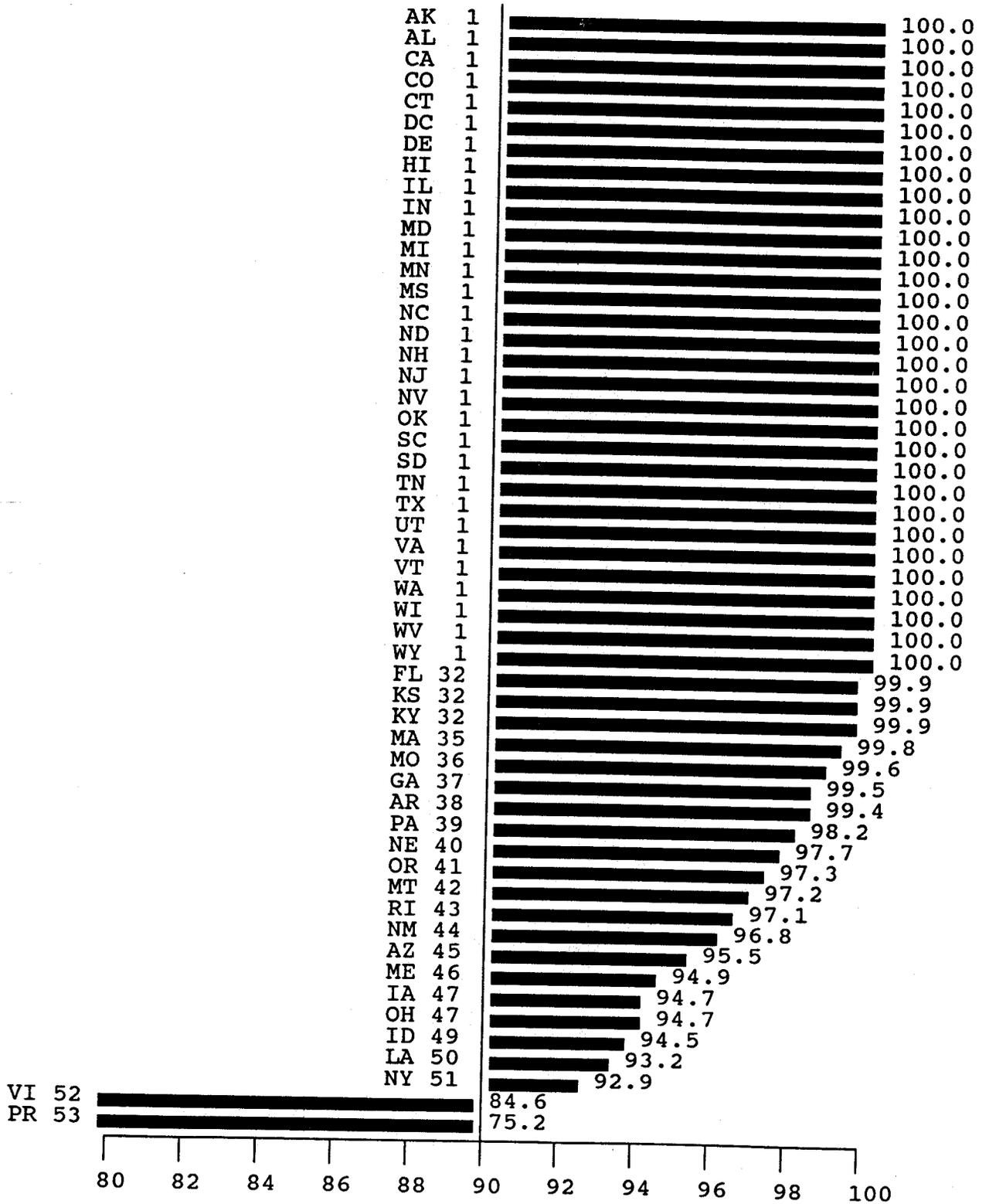
**B. Clearing Account.**

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 March 31, 1994. 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. Benefit Payment Account.**

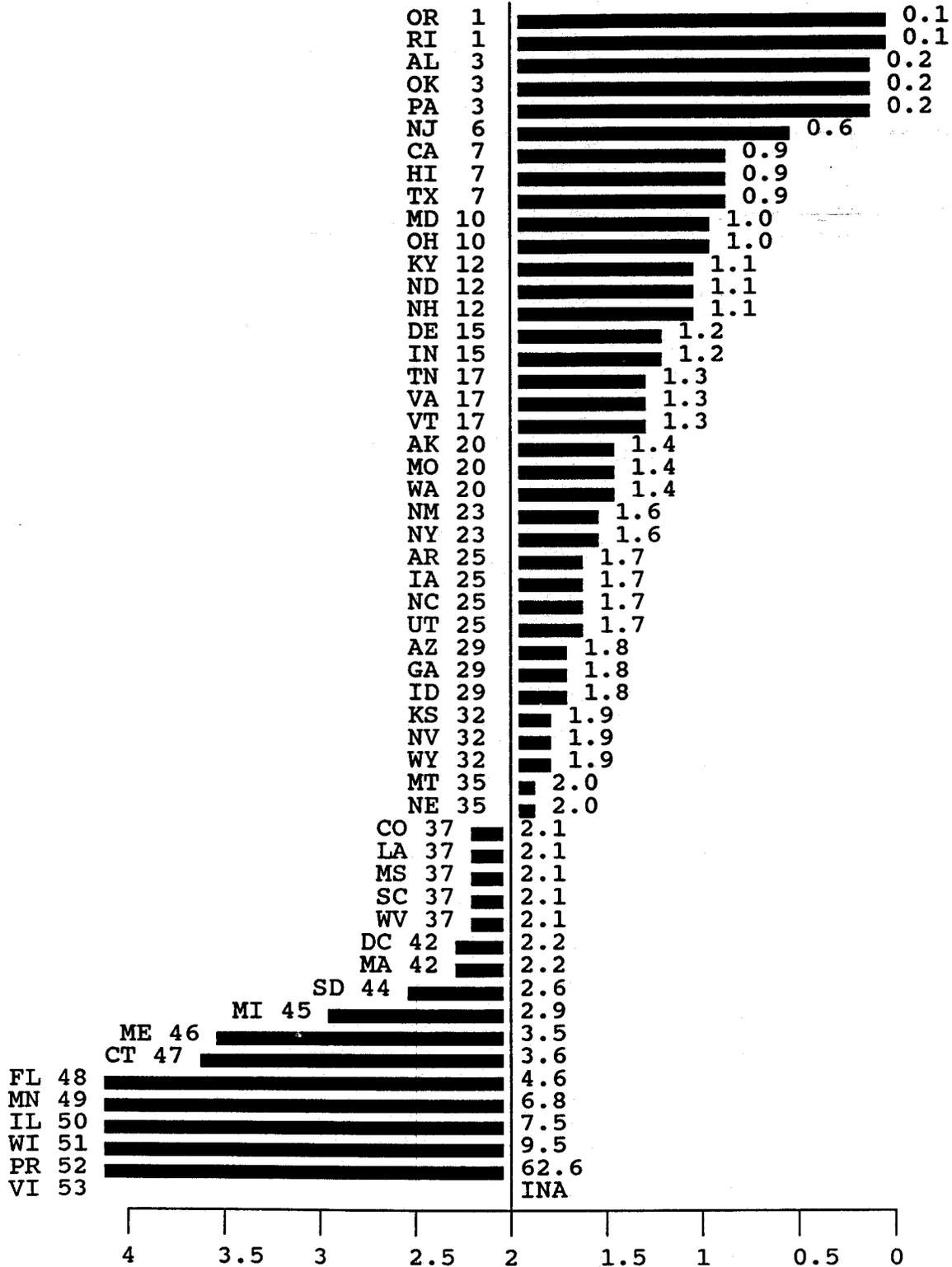
State Employment Security Agencies (SESAS) withdraw funds from the Benefit Payment Account in accordance with individual agreements between States and the U.S. Department of the Treasury executed under the Cash Management Improvement Act (CMIA). Compliance with these agreements can be determined by a review of the annual reports that the SESAS prepare to fulfill the requirements in 31 Code of Federal Regulations, Part 205.15 (57 Federal Regulations 44272, September 24, 1992). The annual report includes the respective Federal and State interest liabilities, including all funds withdrawn from the Benefit Payment Account.

**EMPLOYER ACCOUNTS PROMPTNESS**



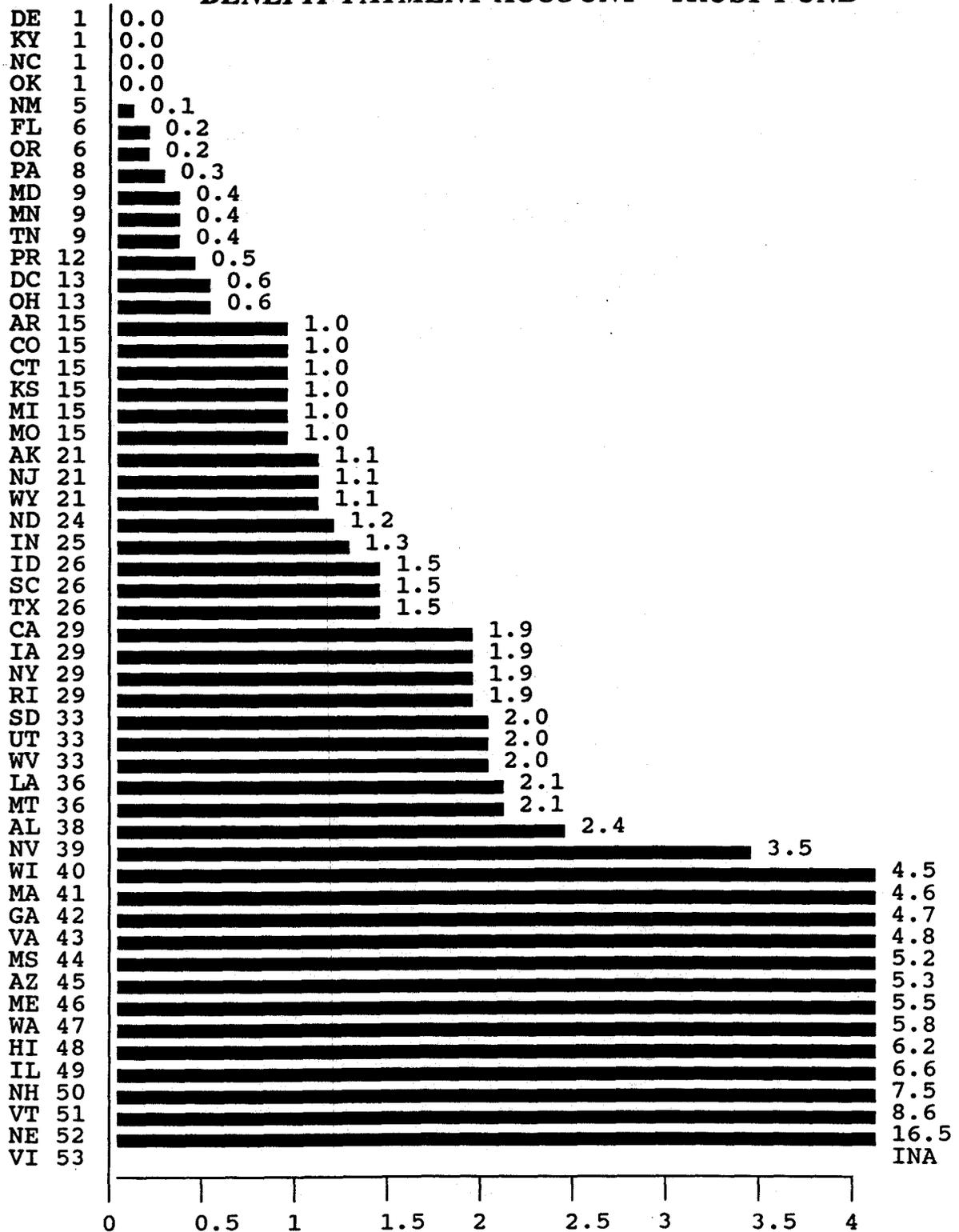
**DLA: Minimum of 90% of monies deposited within 3 days of receipt**

**CLEARING ACCOUNT**



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

**BENEFIT PAYMENT ACCOUNT - TRUST FUND**



**DLA:** *There is no longer a Desired Level of Achievement for this Activity. States must now adhere to the funding mechanism stipulated in the Treasury - State agreement executed under the Cash Management Improvement Act (CMLA)*

**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. There is no longer a DLA for Trust Fund Withdrawal. For the Benefit Payment Account, the States must now adhere to the funding mechanism stipulated in the Treasury - State agreement executed under the Cash Management Improvement Act (CMIA).

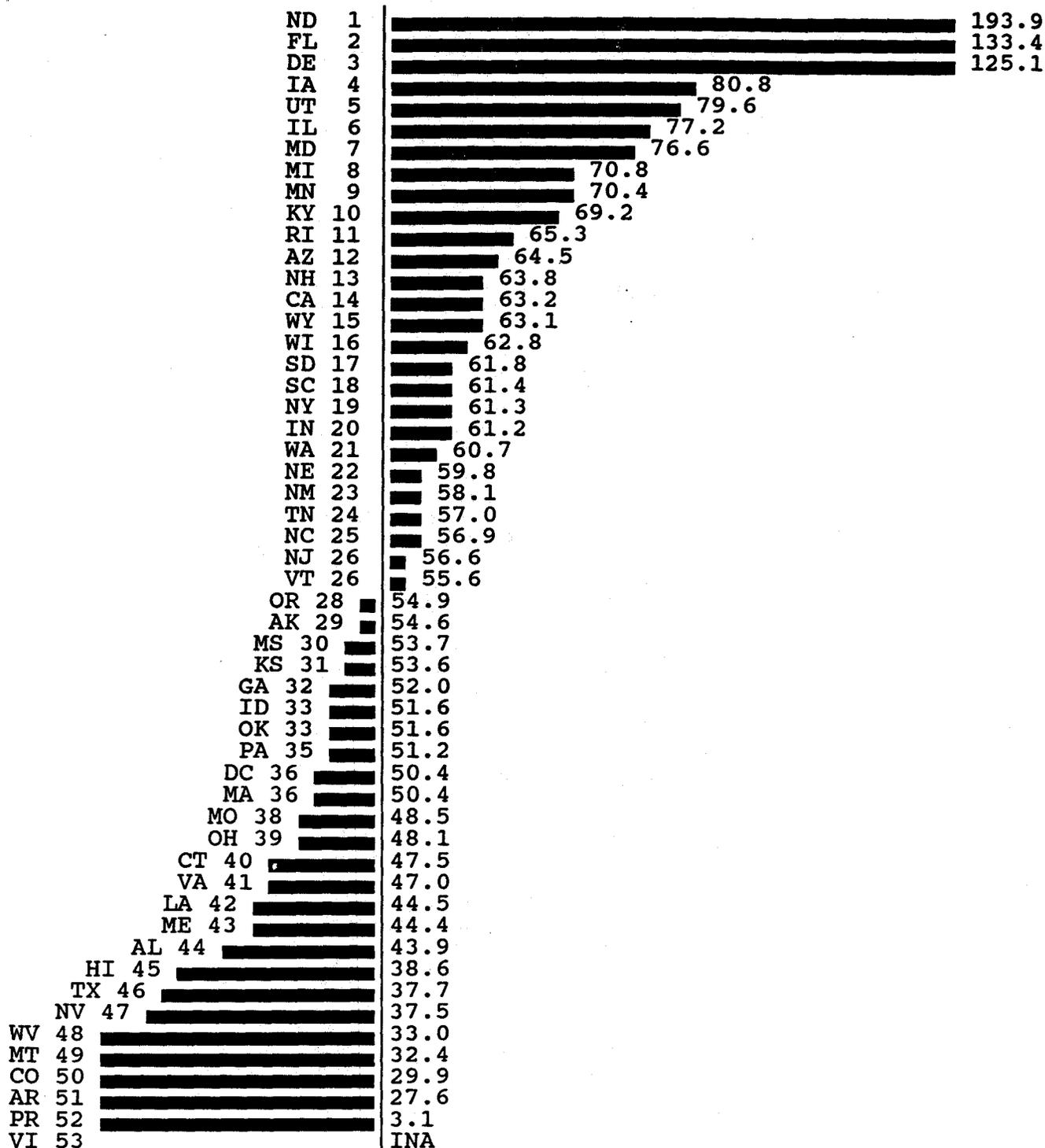
STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
<b>REGION 1</b>			
CONNECTICUT	100.0	3.6	1.0
MAINE	94.9	3.5	5.5
MASSACHUSETTS	99.8	2.2	4.6
NEW HAMPSHIRE	100.0	1.1	7.5
RHODE ISLAND	97.1	0.1	1.9
VERMONT	100.0	1.3	8.6
<b>REGION 2</b>			
NEW JERSEY	100.0	0.6	1.1
NEW YORK	92.9	1.6	1.9
PUERTO RICO	75.2	62.6	0.5
VIRGIN ISLANDS	84.6	INA	INA
<b>REGION 3</b>			
DELAWARE	100.0	1.2	0.0
DIST OF COL	100.0	2.2	0.6
MARYLAND	100.0	1.0	0.4
PENNSYLVANIA	98.2	0.2	0.3
VIRGINIA	100.0	1.3	4.8
WEST VIRGINIA	100.0	2.1	2.0
<b>REGION 4</b>			
ALABAMA	100.0	0.2	2.4
FLORIDA	99.9	4.6	0.2
GEORGIA	99.5	1.8	4.7
KENTUCKY	99.9	1.1	0.0
MISSISSIPPI	100.0	2.1	5.2
NORTH CAROLINA	100.0	1.7	0.0
SOUTH CAROLINA	100.0	2.1	1.5
TENNESSEE	100.0	1.3	0.4

*continued*

STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
REGION 5			
ILLINOIS	100.0	7.5	6.6
INDIANA	100.0	1.2	1.3
MICHIGAN	100.0	2.9	1.0
MINNESOTA	100.0	6.8	0.4
OHIO	94.7	1.0	0.6
WISCONSIN	100.0	9.5	4.5
REGION 6			
ARKANSAS	99.4	1.7	1.0
LOUISIANA	93.2	2.1	2.1
NEW MEXICO	96.8	1.6	0.1
OKLAHOMA	100.0	0.2	0.0
TEXAS	100.0	0.9	1.5
REGION 7			
IOWA	94.7	1.7	1.9
KANSAS	99.9	1.9	1.0
MISSOURI	99.6	1.4	1.0
NEBRASKA	97.7	2.0	16.5
REGION 8			
COLORADO	100.0	2.1	1.0
MONTANA	97.2	2.0	2.1
NORTH DAKOTA	100.0	1.1	1.2
SOUTH DAKOTA	100.0	2.6	2.0
UTAH	100.0	1.7	2.0
WYOMING	100.0	1.9	1.1
REGION 9			
ARIZONA	95.5	1.8	5.3
CALIFORNIA	100.0	0.9	1.9
HAWAII	100.0	0.9	6.2
NEVADA	100.0	1.9	3.5
REGION 10			
ALASKA	100.0	1.4	1.1
IDAHO	94.5	1.8	1.5
OREGON	97.3	0.1	0.2
WASHINGTON	100.0	1.4	5.8

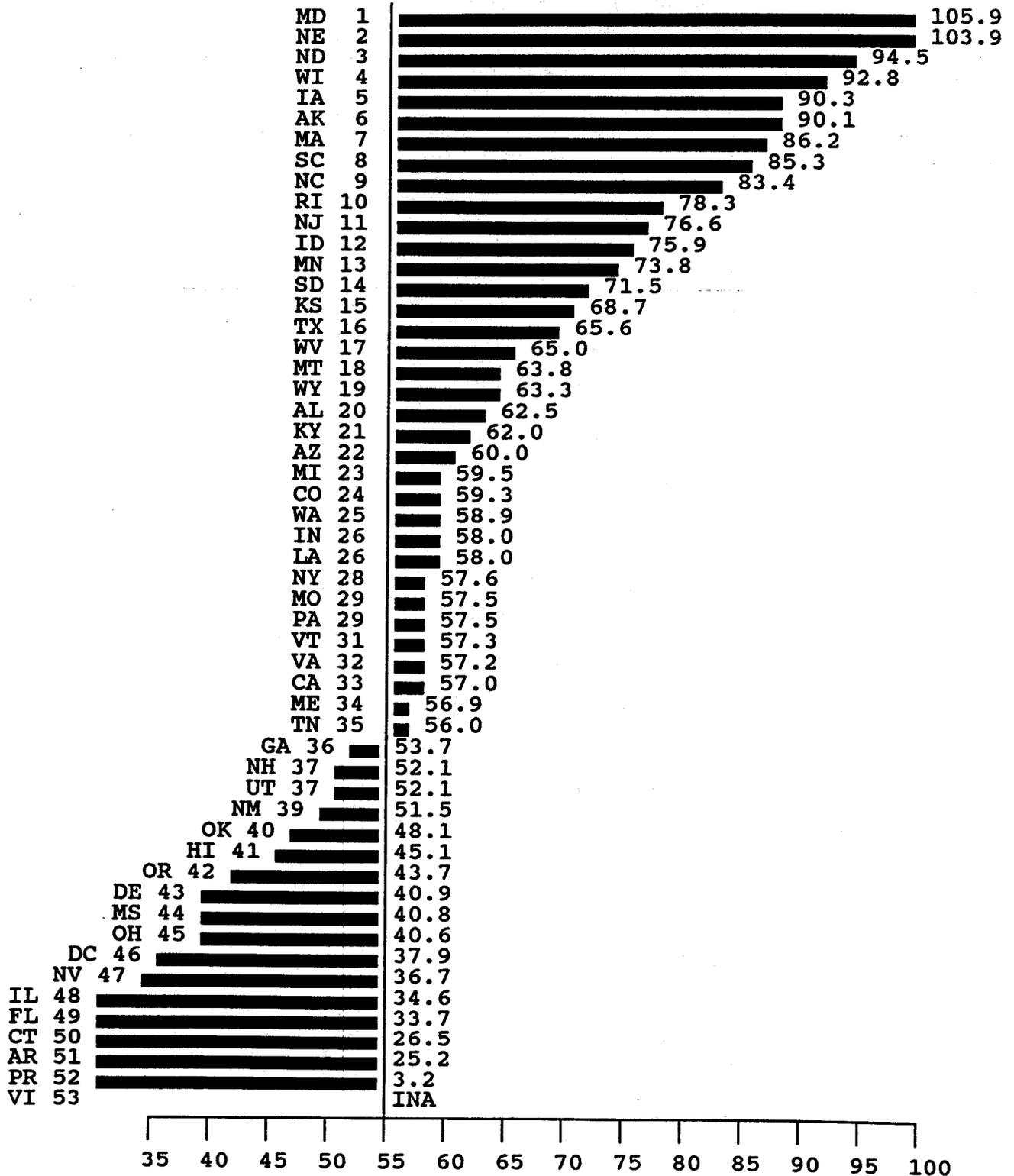
The results are shown in Figures III-50 through Figure III-52. Figure III-52 shows the percent of regular State UI fraud overpayments recovered and the percent of regular State UI non-fraud overpayments recovered. The Desired Level of Achievement for fraud overpayments is a minimum recovery of 55 percent 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
<b>REGION 1</b>		
CONNECTICUT	47.5	26.5
MAINE	44.4	56.9
MASSACHUSETTS	50.4	86.2
NEW HAMPSHIRE	63.8	52.1
RHODE ISLAND	65.3	78.3
VERMONT	55.6	57.3
<b>REGION 2</b>		
NEW JERSEY	56.6	76.6
NEW YORK	61.3	57.6
PUERTO RICO	3.1	3.2
VIRGIN ISLANDS	INA	INA
<b>REGION 3</b>		
DELAWARE	125.1	40.9
DIST OF COL	50.4	37.9
MARYLAND	76.6	105.9
PENNSYLVANIA	51.2	57.5
VIRGINIA	47.0	57.2
WEST VIRGINIA	33.0	65.0
<b>REGION 4</b>		
ALABAMA	43.9	62.5
FLORIDA	133.4	33.7
GEORGIA	52.0	53.7
KENTUCKY	69.2	62.0
MISSISSIPPI	53.7	40.8
NORTH CAROLINA	56.9	83.4
SOUTH CAROLINA	61.4	85.3
TENNESSEE	57.0	56.0

*continued*

STATE	FRAUD	NONFRAUD
<b>REGION 5</b>		
ILLINOIS	77.2	34.6
INDIANA	61.2	58.0
MICHIGAN	70.8	59.5
MINNESOTA	70.4	73.8
OHIO	48.1	40.6
WISCONSIN	62.8	92.8
<b>REGION 6</b>		
ARKANSAS	27.6	25.2
LOUISIANA	44.5	58.0
NEW MEXICO	58.1	51.5
OKLAHOMA	51.6	48.1
TEXAS	37.7	65.6
<b>REGION 7</b>		
IOWA	80.8	90.3
KANSAS	53.6	68.7
MISSOURI	48.5	57.5
NEBRASKA	59.8	103.9
<b>REGION 8</b>		
COLORADO	29.9	59.3
MONTANA	32.4	63.8
NORTH DAKOTA	193.9	94.5
SOUTH DAKOTA	61.8	71.5
UTAH	79.6	52.1
WYOMING	63.1	63.3
<b>REGION 9</b>		
ARIZONA	64.5	60.0
CALIFORNIA	63.2	57.0
HAWAII	38.6	45.1
NEVADA	37.5	36.7
<b>REGION 10</b>		
ALASKA	54.6	90.1
IDAHO	51.6	75.9
OREGON	54.9	43.7
WASHINGTON	60.7	58.9