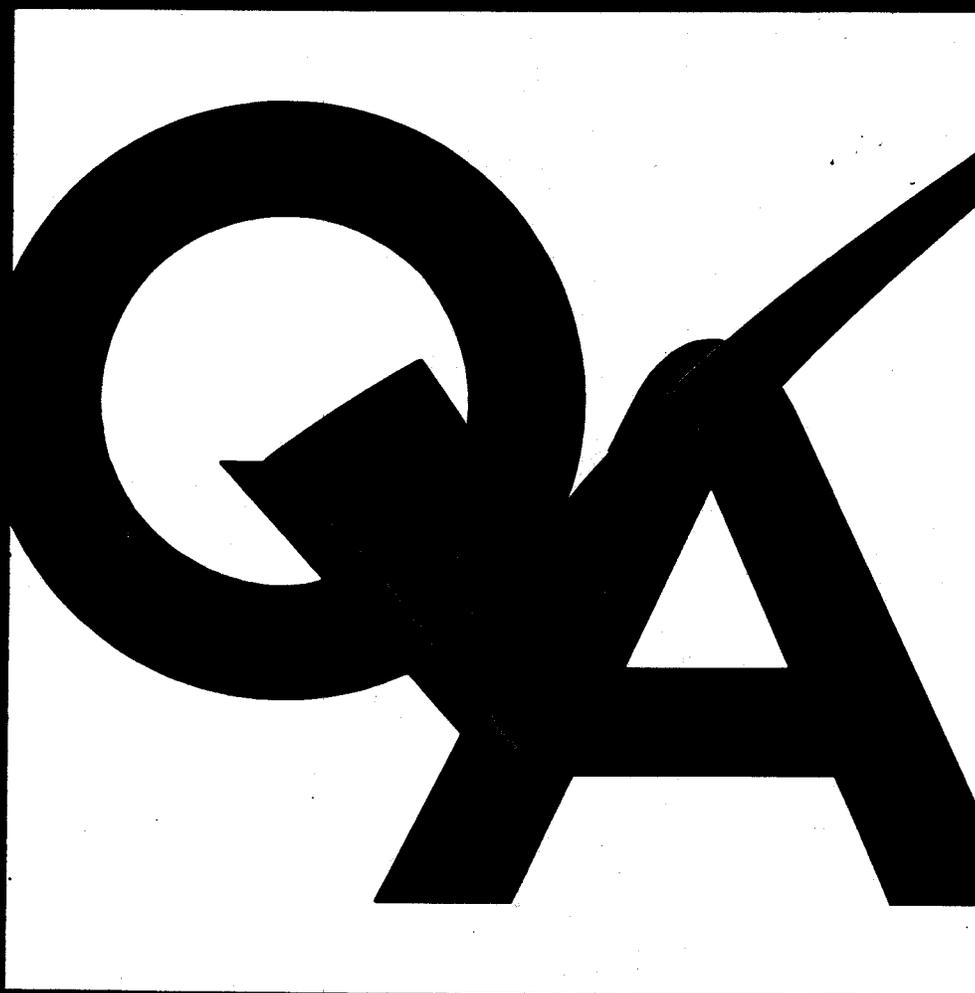


# Unemployment Insurance Quality Appraisal Results FY 95



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

1995



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# Unemployment Insurance Quality Appraisal Results FY 95

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U.S. Department of Labor  
Robert B. Reich, Secretary

Employment and Training Administration  
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for Employment and Training

Unemployment Insurance Service  
Mary Ann Wyrsh, Director

1995

**UIS**

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.

## **SPECIAL INFORMATION CONCERNING QUALITY APPRAISAL TAX REVIEWS**

1. The Unemployment Insurance Quality Appraisal Results FY 1995 will be the last with Quality Appraisal Tax Information included.
2. There will be no more Quality Appraisal Tax Reviews, either from samples of work, or from automated required reports.
3. There will be a phased in implementation of Revenue Quality Control (RQC) in 1995 and 1996 to coincide with distribution to the States of a revised form ETA 581 and instructions. The instructions contain clarifications to definitions and previous instructions, and the addition of new reporting items in the areas of Report Delinquency, Status Determination, Total Wages Audited and Accounts Receivable. After approval by OMB, the revised form and instructions were released to all State Employment Security Agencies (SESAS) by a change to ET Handbook No. 401, 2nd Edition.

The following steps are designed to coordinate RQC, QA, and Form ETA 581 reporting for full implementation of RQC.

- Step 1. Initiate RQC's Computed Measures with the revised Form ETA 581 reporting requirements. Reporting on the revised form will be effective with the start of Calendar Year 1995, with data for the quarter ending March 31, 1995 due in the National Office on May 20, 1995.
- Step 2. Suspend Quality Appraisal tax reviews after the November 1994 - January 1995 reviews are completed.
- Step 3. The balance of RQC will be mandatory effective January 1, 1996.

4. The following is a brief summary of current QA requirements and the measurements RQC will perform in their place.

a. Promptness: QA produces promptness measures for cashiering, status determination, collections, and reports delinquency. The first three are from samples, the fourth from ETA 581 data.

The RQC promptness measures will use Form ETA 581 data for three of the same measures. The RQC's cashiering measure--timeliness of deposit into the clearing account and the accuracy of posting the employer account--uses Estimation sampling. The RQC program has more detailed status timeliness measures, and two new report delinquency measures.

b. Performance/Accuracy: QA measures audit performance through a small sample, and uses ETA 581 data to measure audit penetration. RQC includes a comprehensive systems review of the audit operation as well as small samples of completed audits to ensure compliance with all Employment Security Manual requirements (performance). Also encompassed are measures for audit penetration, wage change, and wages audited.

In addition to evaluating field audit operations, RQC will measure accuracy and completeness in: status determination, cashiering, report delinquency, collections, and account maintenance (contribution processing, debits and billings, credits and refunds, benefit charging, and experience rating).

The full transition from QA to RQC (and the rest of the UIS oversight system) will be influenced by the State-Federal Performance Enhancement Workgroup's final recommendation on the most effective way to improve UIS performance.

For additional information refer to Unemployment Insurance Program Letter No. 32-94 dated June 24, 1994.

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## ***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 1995 showed significant improvement in meeting the Secretary's Standards and Desired Levels of Achievement compared to levels achieved in the FY 1994 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: Intrastate, Interstate, and UCX Initial Claims Promptness, 14/21 Days; Lower Authority Appeals Promptness, 30 Days and 45 Days; Higher Authority Appeals Promptness, 45 Days and 75 Days; and Cash Management, Clearing Account. Specific activities showing a significant decline in the number of States meeting Secretary's Standards and Desired Levels of Achievement in performance or promptness are: Benefit Payment Control, Fraud and Nonfraud Overpayments.

STATE APPRAISALS CONDUCTED OCTOBER 1994  
THROUGH FEBRUARY 1995

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 1995, 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 1995 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, 1995. 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, 1994, 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, 1995. 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, 1995.

#### **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, 1995. 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, 1995. 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, 1994. 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 1995 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.

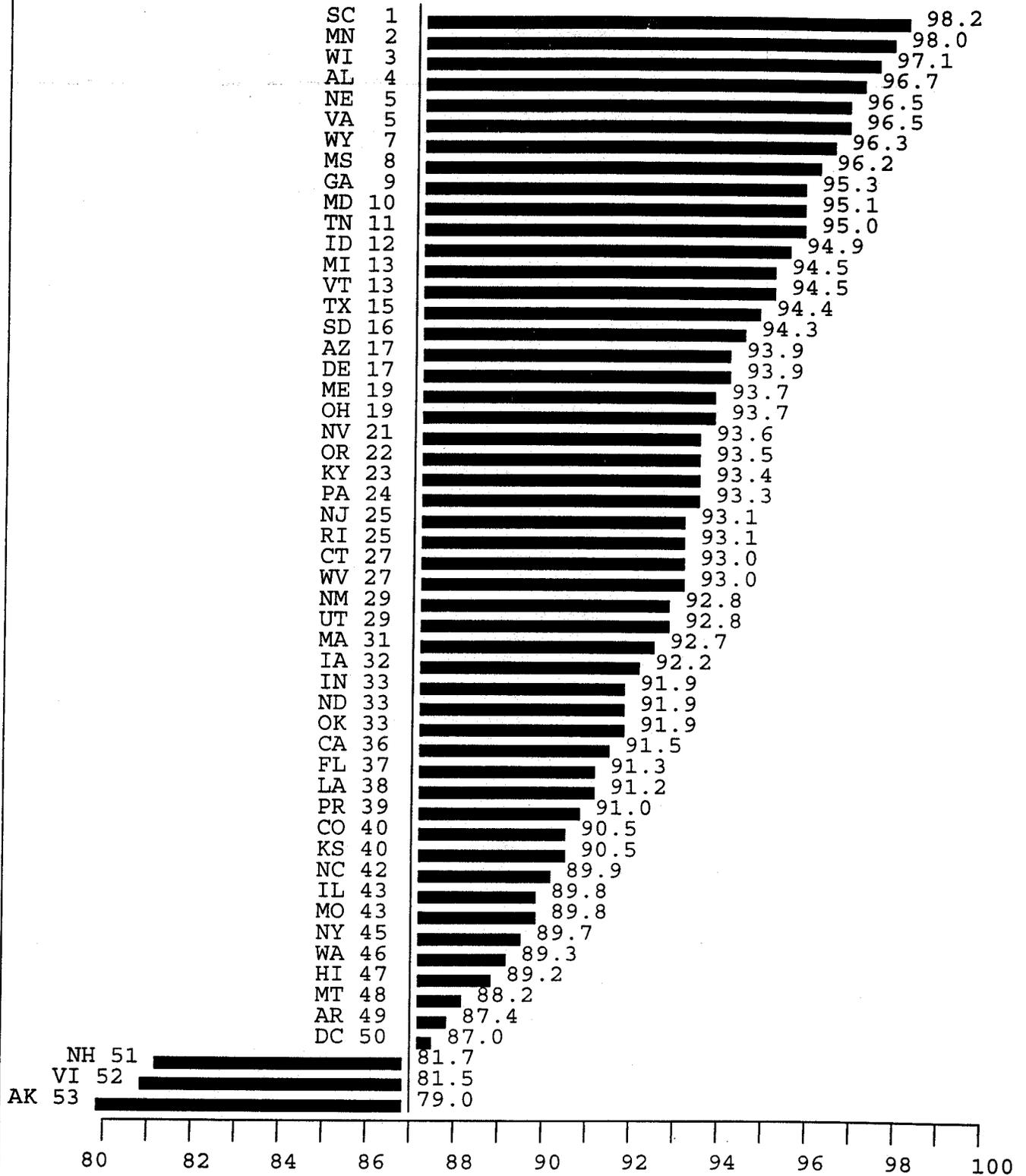
Figures III-1 through III-6 show the results from the 12-month period ending March 31, 1995, as recorded on the ETA 5-159 Reports for intrastate and interstate. Figures III-3 and III-6 show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week 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.

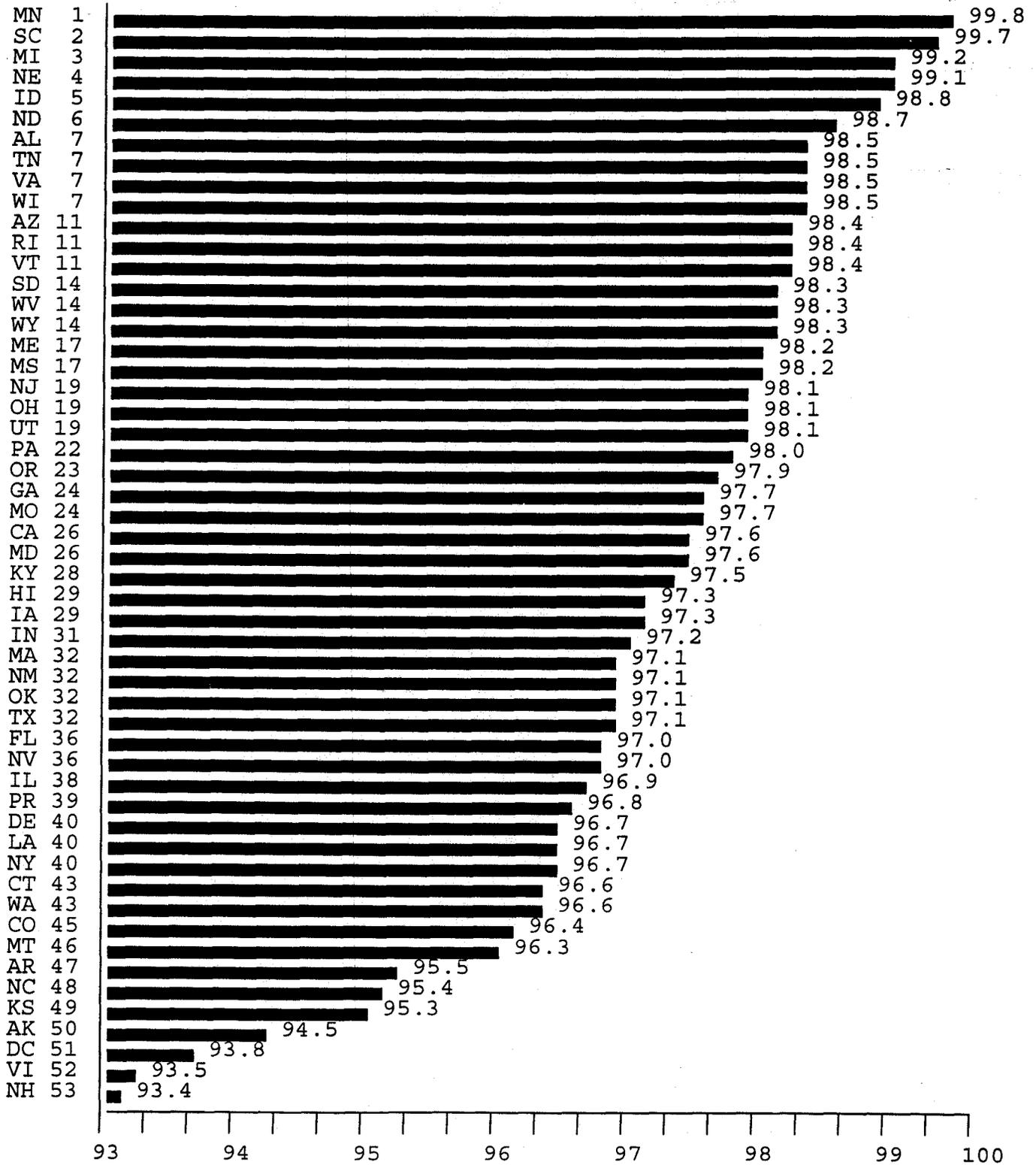
Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, UCFE, and UCX where the applicable Secretary's Standards or Desired Levels of Achievement were not met the previous year. Causes 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, 1994 through March 31, 1995**

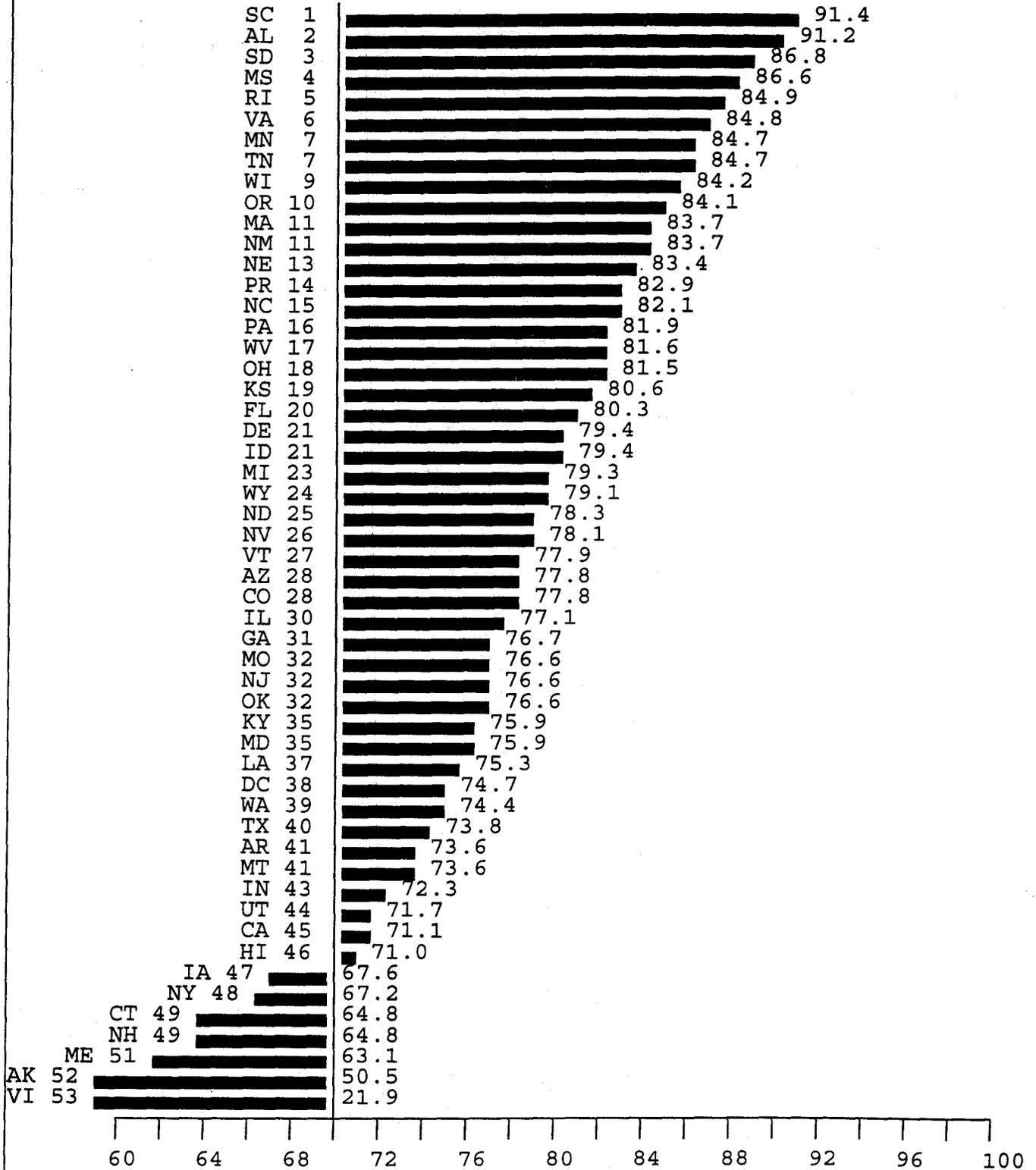
**Criteria:** Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	93.0	96.6	N/R
MAINE	93.7	98.2	N/R
MASSACHUSETTS	92.7	97.1	54.3
NEW HAMPSHIRE	81.7	93.4	N/R
RHODE ISLAND	93.1	98.4	N/R
VERMONT	94.5	98.4	N/R
<b>REGION 2</b>			
NEW JERSEY	93.1	98.1	N/R
NEW YORK	89.7	96.7	N/R
PUERTO RICO	91.0	96.8	N/R
VIRGIN ISLANDS	81.5	93.5	95.7
<b>REGION 3</b>			
DELAWARE	93.9	96.7	N/R
DIST OF COL	87.0	93.8	29.4
MARYLAND	95.1	97.6	N/R
PENNSYLVANIA	93.3	98.0	N/R
VIRGINIA	96.5	98.5	N/R
WEST VIRGINIA	93.0	98.3	N/R
<b>REGION 4</b>			
ALABAMA	96.7	98.5	N/R
FLORIDA	91.3	97.0	N/R
GEORGIA	95.3	97.7	N/R
KENTUCKY	93.4	97.5	64.0
MISSISSIPPI	96.2	98.2	N/R
NORTH CAROLINA	89.9	95.4	N/R
SOUTH CAROLINA	98.2	99.7	N/R
TENNESSEE	95.0	98.5	N/R

*continued*

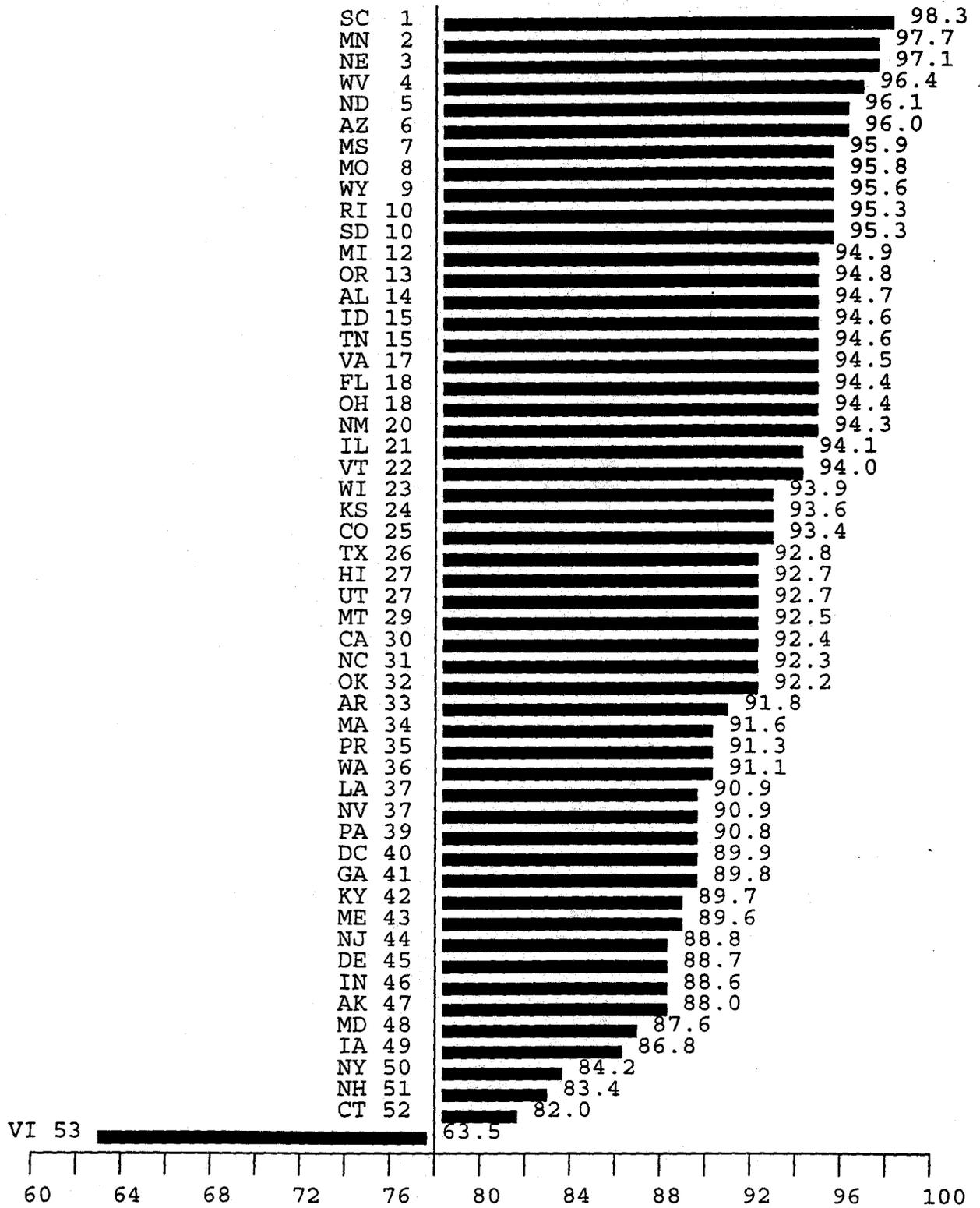
STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	89.8	96.9	N/R
INDIANA	91.9	97.2	N/R
MICHIGAN	94.5	99.2	N/R
MINNESOTA	98.0	99.8	N/R
OHIO	93.7	98.1	N/R
WISCONSIN	97.1	98.5	N/R
<b>REGION 6</b>			
ARKANSAS	87.4	95.5	N/R
LOUISIANA	91.2	96.7	N/R
NEW MEXICO	92.8	97.1	N/R
OKLAHOMA	91.9	97.1	N/R
TEXAS	94.4	97.1	N/R
<b>REGION 7</b>			
IOWA	92.2	97.3	N/R
KANSAS	90.5	95.3	N/R
MISSOURI	89.8	97.7	N/R
NEBRASKA	96.5	99.1	N/R
<b>REGION 8</b>			
COLORADO	90.5	96.4	N/R
MONTANA	88.2	96.3	N/R
NORTH DAKOTA	91.9	98.7	N/R
SOUTH DAKOTA	94.3	98.3	N/R
UTAH	92.8	98.1	N/R
WYOMING	96.3	98.3	N/R
<b>REGION 9</b>			
ARIZONA	93.9	98.4	N/R
CALIFORNIA	91.5	97.6	N/R
HAWAII	89.2	97.3	N/R
NEVADA	93.6	97.0	N/R
<b>REGION 10</b>			
ALASKA	79.0	94.5	N/R
IDAHO	94.9	98.8	N/R
OREGON	93.5	97.9	N/R
WASHINGTON	89.3	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, 1994 through March 31, 1995**

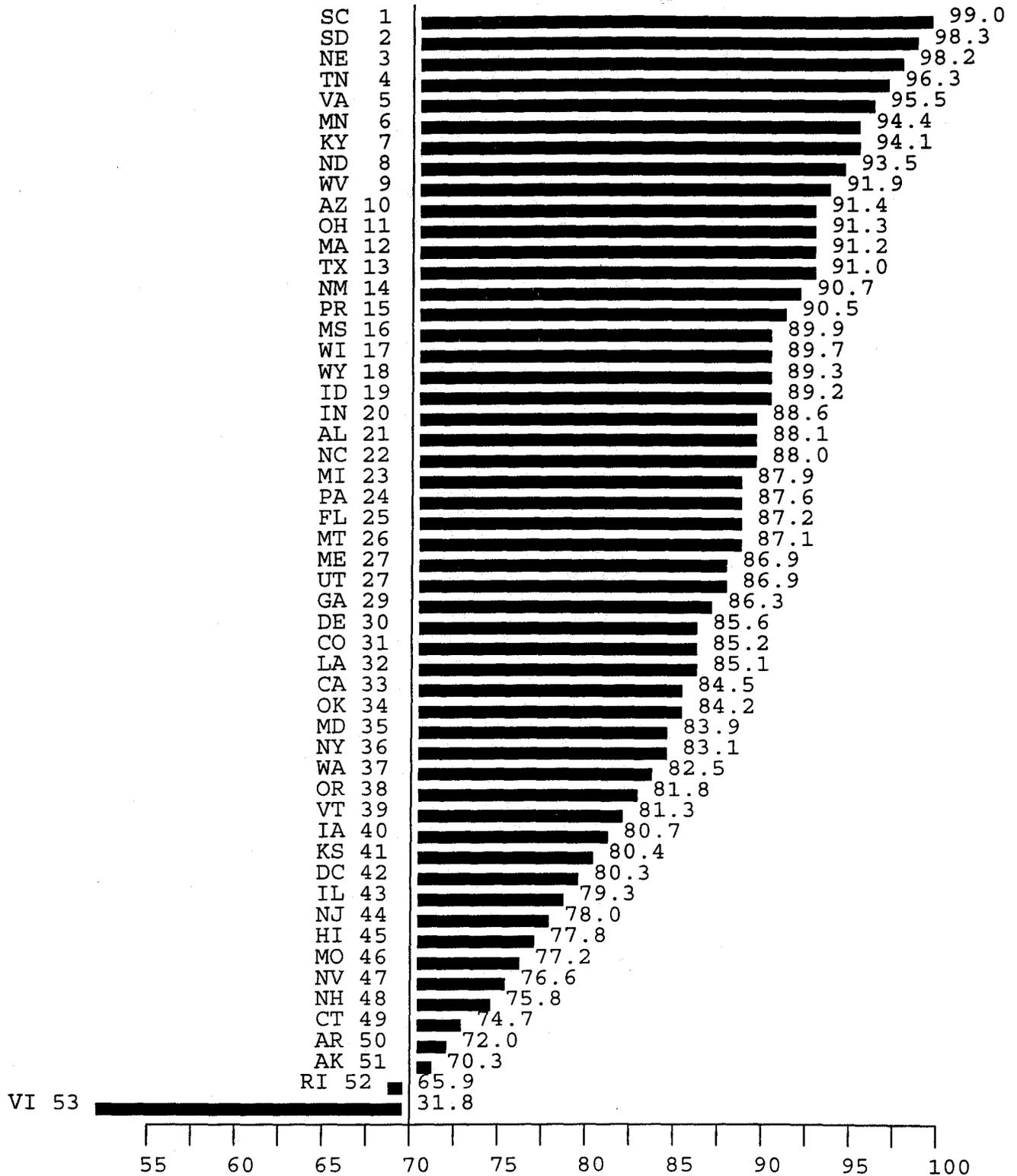
**Criteria:** Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	% TIMELY 14 / 21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	64.8	82.0	51.5
MAINE	63.1	89.6	26.5
MASSACHUSETTS	83.7	91.6	N/R
NEW HAMPSHIRE	64.8	83.4	69.3
RHODE ISLAND	84.9	95.3	N/R
VERMONT	77.9	94.0	N/R
<b>REGION 2</b>			
NEW JERSEY	76.6	88.8	67.0
NEW YORK	67.2	84.2	36.0
PUERTO RICO	82.9	91.3	N/R
VIRGIN ISLANDS	21.9	63.5	80.8
<b>REGION 3</b>			
DELAWARE	79.4	88.7	N/R
DIST OF COL	74.7	89.9	26.0
MARYLAND	75.9	87.6	N/R
PENNSYLVANIA	81.9	90.8	N/R
VIRGINIA	84.8	94.5	N/R
WEST VIRGINIA	81.6	96.4	N/R
<b>REGION 4</b>			
ALABAMA	91.2	94.7	N/R
FLORIDA	80.3	94.4	N/R
GEORGIA	76.7	89.8	N/R
KENTUCKY	75.9	89.7	63.0
MISSISSIPPI	86.6	95.9	N/R
NORTH CAROLINA	82.1	92.3	N/R
SOUTH CAROLINA	91.4	98.3	N/R
TENNESSEE	84.7	94.6	N/R

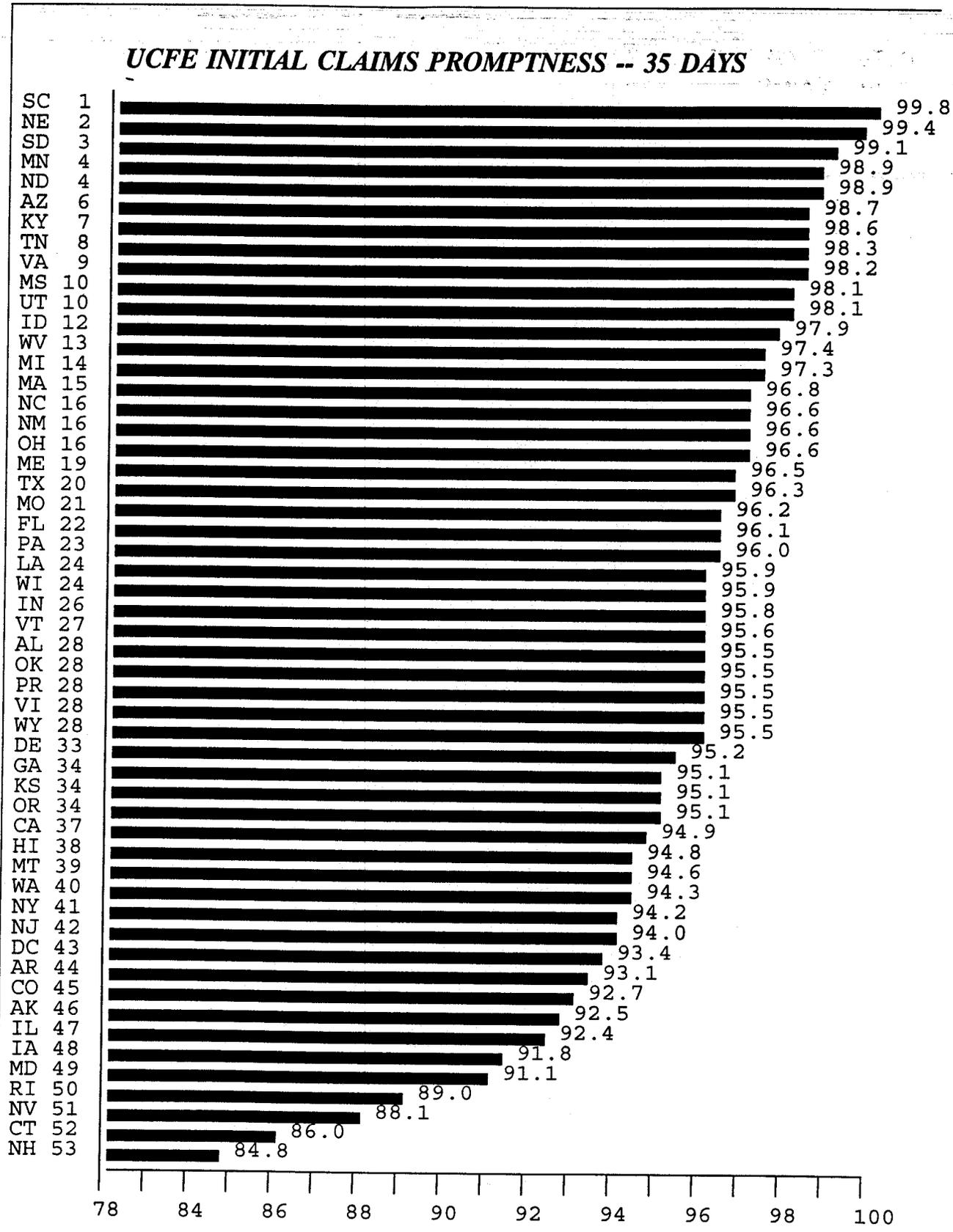
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STATE	% TIMELY 14 / 21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	77.1	94.1	N/R
INDIANA	72.3	88.6	N/R
MICHIGAN	79.3	94.9	N/R
MINNESOTA	84.7	97.7	N/R
OHIO	81.5	94.4	N/R
WISCONSIN	84.2	93.9	N/R
<b>REGION 6</b>			
ARKANSAS	73.6	91.8	83.3
LOUISIANA	75.3	90.9	N/R
NEW MEXICO	83.7	94.3	N/R
OKLAHOMA	76.6	92.2	N/R
TEXAS	73.8	92.8	N/R
<b>REGION 7</b>			
IOWA	67.6	86.8	N/R
KANSAS	80.6	93.6	N/R
MISSOURI	76.6	95.8	39.0
NEBRASKA	83.4	97.1	N/R
<b>REGION 8</b>			
COLORADO	77.8	93.4	N/R
MONTANA	73.6	92.5	44.5
NORTH DAKOTA	78.3	96.1	N/R
SOUTH DAKOTA	86.8	95.3	N/R
UTAH	71.7	92.7	N/R
WYOMING	79.1	95.6	N/R
<b>REGION 9</b>			
ARIZONA	77.8	96.0	N/R
CALIFORNIA	71.1	92.4	N/R
HAWAII	71.0	92.7	N/R
NEVADA	78.1	90.9	N/R
<b>REGION 10</b>			
ALASKA	50.5	88.0	96.7
IDAHO	79.4	94.6	N/R
OREGON	84.1	94.8	N/R
WASHINGTON	74.4	91.1	14.0

**UCFE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS**



**DLA:** Minimum of 70% paid within 14/21 days of first compensable week ending date



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, 1994 through March 31, 1995**

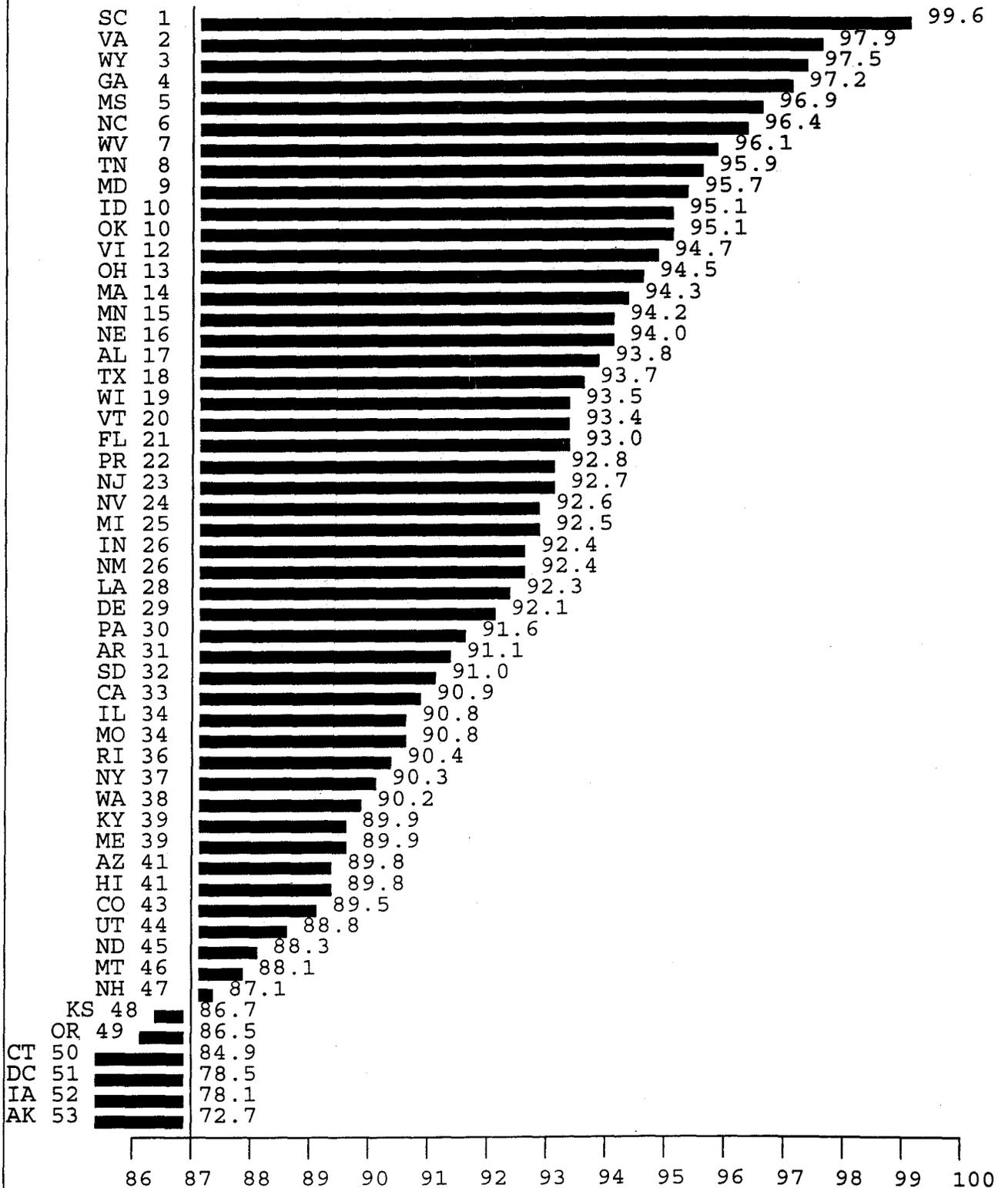
**Desired Level of Achievement:** Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

STATE	%TIMELY 14/21 DAYS	%TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 1</b>			
CONNECTICUT	74.7	86.0	N/R
MAINE	86.9	96.5	N/R
MASSACHUSETTS	91.2	96.8	N/R
NEW HAMPSHIRE	75.8	84.8	N/R
RHODE ISLAND	65.9	89.0	N/R
VERMONT	81.3	95.6	N/R
<b>REGION 2</b>			
NEW JERSEY	78.0	94.0	N/R
NEW YORK	83.1	94.2	N/R
PUERTO RICO	90.5	95.5	N/R
VIRGIN ISLANDS	31.8	95.5	100.0
<b>REGION 3</b>			
DELAWARE	85.6	95.2	N/R
DIST OF COL	80.3	93.4	88.0
MARYLAND	83.9	91.1	N/R
PENNSYLVANIA	87.6	96.0	N/R
VIRGINIA	95.5	98.2	N/R
WEST VIRGINIA	91.9	97.4	N/R
<b>REGION 4</b>			
ALABAMA	88.1	95.5	N/R
FLORIDA	87.2	96.1	N/R
GEORGIA	86.3	95.1	N/R
KENTUCKY	94.1	98.6	84.0
MISSISSIPPI	89.9	98.1	N/R
NORTH CAROLINA	88.0	96.6	N/R
SOUTH CAROLINA	99.0	99.8	N/R
TENNESSEE	96.3	98.3	N/R

*continued*

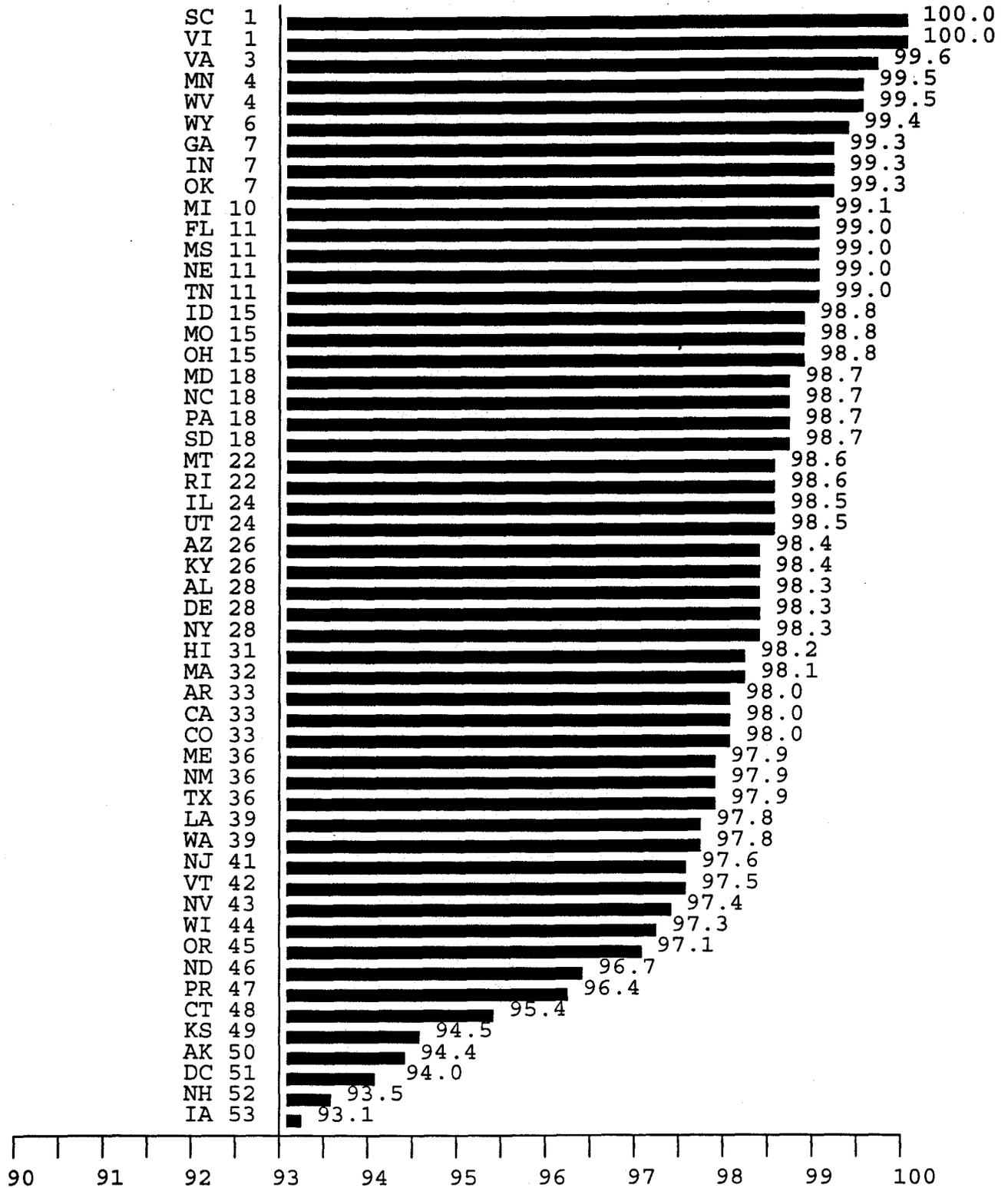
STATE	% TIMELY 14 /21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	79.3	92.4	N/R
INDIANA	88.6	95.8	N/R
MICHIGAN	87.9	97.3	N/R
MINNESOTA	94.4	98.9	N/R
OHIO	91.3	96.6	N/R
WISCONSIN	89.7	95.9	N/R
<b>REGION 6</b>			
ARKANSAS	72.0	93.1	N/R
LOUISIANA	85.1	95.9	N/R
NEW MEXICO	90.7	96.6	N/R
OKLAHOMA	84.2	95.5	N/R
TEXAS	91.0	96.3	N/R
<b>REGION 7</b>			
IOWA	80.7	91.8	N/R
KANSAS	80.4	95.1	N/R
MISSOURI	77.2	96.2	N/R
NEBRASKA	98.2	99.4	N/R
<b>REGION 8</b>			
COLORADO	85.2	92.7	N/R
MONTANA	87.1	94.6	N/R
NORTH DAKOTA	93.5	98.9	N/R
SOUTH DAKOTA	98.3	99.1	N/R
UTAH	86.9	98.1	N/R
WYOMING	89.3	95.5	N/R
<b>REGION 9</b>			
ARIZONA	91.4	98.7	N/R
CALIFORNIA	84.5	94.9	N/R
HAWAII	77.8	94.8	N/R
NEVADA	76.6	88.1	N/R
<b>REGION 10</b>			
ALASKA	70.3	92.5	N/R
IDAHO	89.2	97.9	N/R
OREGON	81.8	95.1	N/R
WASHINGTON	82.5	94.3	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, 1994 through March 31, 1995**

**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	84.9	95.4	58.0
MAINE	89.9	97.9	29.2
MASSACHUSETTS	94.3	98.1	N/R
NEW HAMPSHIRE	87.1	93.5	N/R
RHODE ISLAND	90.4	98.6	N/R
VERMONT	93.4	97.5	N/R
<b>REGION 2</b>			
NEW JERSEY	92.7	97.6	N/R
NEW YORK	90.3	98.3	N/R
PUERTO RICO	92.8	96.4	N/R
VIRGIN ISLANDS	94.7	100.0	INA
<b>REGION 3</b>			
DELAWARE	92.1	98.3	N/R
DIST OF COL	78.5	94.0	62.0
MARYLAND	95.7	98.7	N/R
PENNSYLVANIA	91.6	98.7	N/R
VIRGINIA	97.9	99.6	N/R
WEST VIRGINIA	96.1	99.5	N/R
<b>REGION 4</b>			
ALABAMA	93.8	98.3	N/R
FLORIDA	93.0	99.0	N/R
GEORGIA	97.2	99.3	N/R
KENTUCKY	89.9	98.4	76.0
MISSISSIPPI	96.9	99.0	N/R
NORTH CAROLINA	96.4	98.7	N/R
SOUTH CAROLINA	99.6	100.0	N/R
TENNESSEE	95.9	99.0	N/R

*continued*

STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	90.8	98.5	N/R
INDIANA	92.4	99.3	N/R
MICHIGAN	92.5	99.1	63.3
MINNESOTA	94.2	99.5	N/R
OHIO	94.5	98.8	N/R
WISCONSIN	93.5	97.3	N/R
<b>REGION 6</b>			
ARKANSAS	91.1	98.0	N/R
LOUISIANA	92.3	97.8	N/R
NEW MEXICO	92.4	97.9	N/R
OKLAHOMA	95.1	99.3	N/R
TEXAS	93.7	97.9	N/R
<b>REGION 7</b>			
IOWA	78.1	93.1	N/R
KANSAS	86.7	94.5	N/R
MISSOURI	90.8	98.8	N/R
NEBRASKA	94.0	99.0	N/R
<b>REGION 8</b>			
COLORADO	89.5	98.0	N/R
MONTANA	88.1	98.6	N/R
NORTH DAKOTA	88.3	96.7	18.5
SOUTH DAKOTA	91.0	98.7	N/R
UTAH	88.8	98.5	48.4
WYOMING	97.5	99.4	N/R
<b>REGION 9</b>			
ARIZONA	89.8	98.4	N/R
CALIFORNIA	90.9	98.0	N/R
HAWAII	89.8	98.2	N/R
NEVADA	92.6	97.4	N/R
<b>REGION 10</b>			
ALASKA	72.7	94.4	N/R
IDAHO	95.1	98.8	N/R
OREGON	86.5	97.1	N/R
WASHINGTON	90.2	97.8	N/R

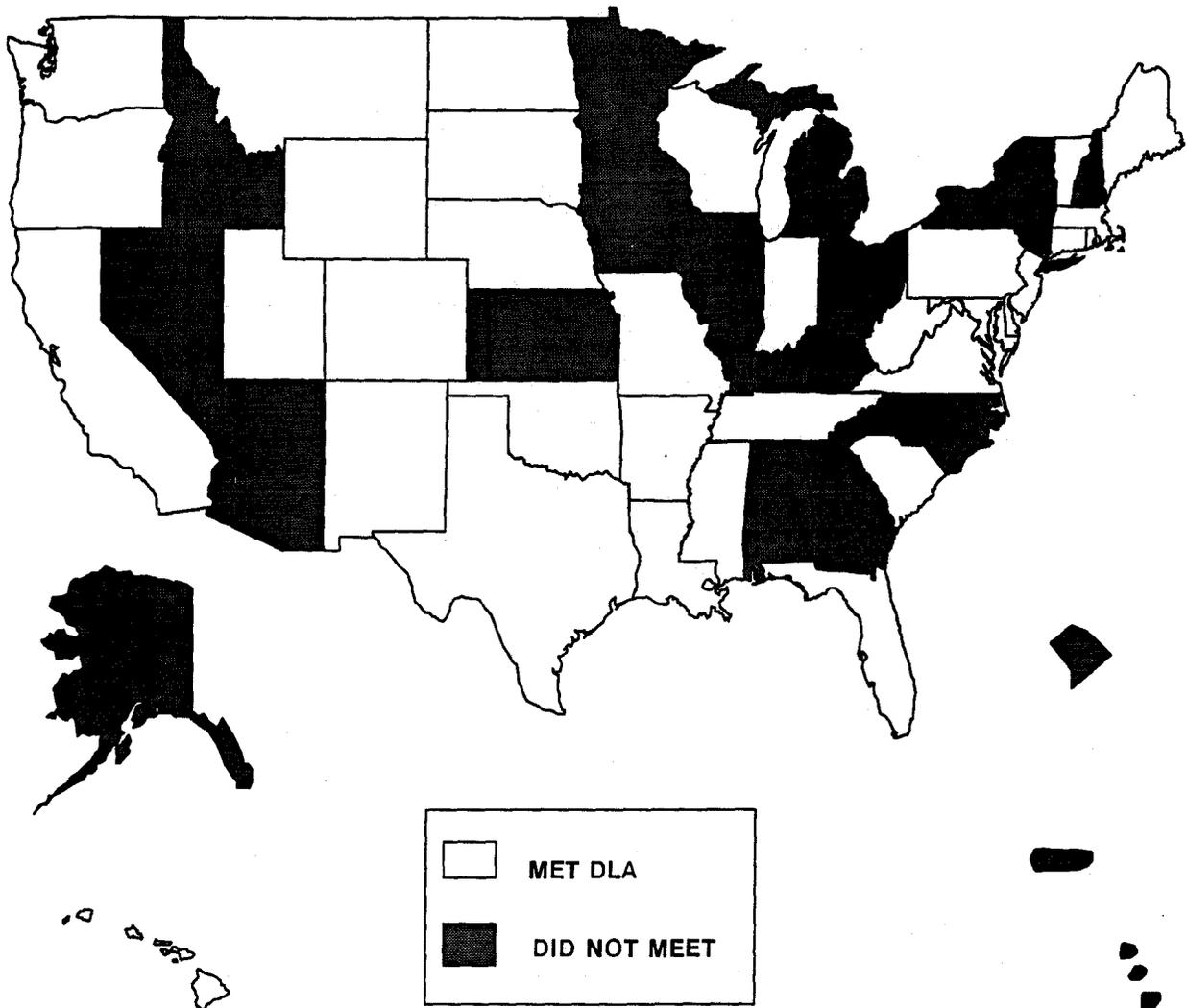
**A. Performance.** The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301. Samples are selected statewide, if possible, otherwise from randomly selected local offices. Five categories 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	78.6	91.4
MAINE	70	85.7	100.0
MASSACHUSETTS	70	92.9	100.0
NEW HAMPSHIRE	70	54.3	91.4
RHODE ISLAND	70	94.3	95.7
VERMONT	70	92.9	95.7
<b>REGION 2</b>			
NEW JERSEY	70	80.1	100.0
NEW YORK	70	46.7	100.0
PUERTO RICO	73	73.3	100.0
VIRGIN ISLANDS	70	25.5	100.0
<b>REGION 3</b>			
DELAWARE	70	88.6	100.0
DIST OF COL	70	57.1	97.1
MARYLAND	70	92.9	100.0
PENNSYLVANIA	70	77.1	77.1
VIRGINIA	70	88.6	98.6
WEST VIRGINIA	70	90.0	100.0
<b>REGION 4</b>			
ALABAMA	70	72.9	98.6
FLORIDA	70	80.0	98.6
GEORGIA	70	65.7	67.1
KENTUCKY	70	61.4	100.0
MISSISSIPPI	70	85.7	100.0
NORTH CAROLINA	70	54.3	100.0
SOUTH CAROLINA	70	84.3	100.0
TENNESSEE	70	84.3	100.0

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	70	74.3	98.6
INDIANA	70	82.9	100.0
MICHIGAN	70	64.3	95.7
MINNESOTA	70	61.4	97.1
OHIO	70	43.6	100.0
WISCONSIN	70	77.1	92.9
<b>REGION 6</b>			
ARKANSAS	70	87.1	100.0
LOUISIANA	70	87.1	100.0
NEW MEXICO	70	81.4	100.0
OKLAHOMA	70	87.1	100.0
TEXAS	70	94.3	100.0
<b>REGION 7</b>			
IOWA	72	70.8	100.0
KANSAS	70	55.7	100.0
MISSOURI	70	84.3	100.0
NEBRASKA	70	78.6	100.0
<b>REGION 8</b>			
COLORADO	75	89.3	100.0
MONTANA	70	91.4	100.0
NORTH DAKOTA	70	100.0	100.0
SOUTH DAKOTA	70	88.6	100.0
UTAH	70	80.0	98.6
WYOMING	76	90.8	100.0
<b>REGION 9</b>			
ARIZONA	70	68.6	100.0
CALIFORNIA	70	80.0	98.6
HAWAII	70	81.4	100.0
NEVADA	70	71.4	100.0
<b>REGION 10</b>			
ALASKA	70	55.7	100.0
IDAHO	70	57.1	100.0
OREGON	70	82.9	82.9
WASHINGTON	74	82.4	97.3



**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	96.7
MAINE	60	80.0	95.0
MASSACHUSETTS	61	100.0	100.0
NEW HAMPSHIRE	60	73.3	98.3
RHODE ISLAND	60	88.3	98.3
VERMONT	60	96.7	100.0
<b>REGION 2</b>			
NEW JERSEY	63	90.2	98.3
NEW YORK	62	50.2	99.3
PUERTO RICO	62	91.1	100.0
VIRGIN ISLANDS	46	69.2	94.2
<b>REGION 3</b>			
DELAWARE	60	96.7	100.0
DIST OF COL	60	75.0	93.3
MARYLAND	60	93.3	100.0
PENNSYLVANIA	60	91.7	91.7
VIRGINIA	60	93.3	100.0
WEST VIRGINIA	60	98.3	100.0
<b>REGION 4</b>			
ALABAMA	60	76.7	98.3
FLORIDA	60	85.0	100.0
GEORGIA	60	50.0	50.0
KENTUCKY	60	68.3	96.7
MISSISSIPPI	60	100.0	100.0
NORTH CAROLINA	60	93.3	100.0
SOUTH CAROLINA	60	88.3	100.0
TENNESSEE	60	83.3	98.3

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	60	81.7	91.7
INDIANA	60	83.3	100.0
MICHIGAN	60	65.0	100.0
MINNESOTA	60	70.0	100.0
OHIO	60	93.9	99.6
WISCONSIN	60	78.3	95.0
<b>REGION 6</b>			
ARKANSAS	60	91.7	100.0
LOUISIANA	60	88.3	100.0
NEW MEXICO	60	88.3	100.0
OKLAHOMA	60	96.7	100.0
TEXAS	60	95.0	100.0
<b>REGION 7</b>			
IOWA	60	85.0	100.0
KANSAS	60	85.0	98.3
MISSOURI	60	80.0	100.0
NEBRASKA	60	98.3	100.0
<b>REGION 8</b>			
COLORADO	63	93.7	100.0
MONTANA	60	100.0	100.0
NORTH DAKOTA	60	100.0	100.0
SOUTH DAKOTA	60	96.7	100.0
UTAH	61	85.2	98.4
WYOMING	64	95.3	98.4
<b>REGION 9</b>			
ARIZONA	60	96.7	98.3
CALIFORNIA	60	91.7	100.0
HAWAII	56	94.6	100.0
NEVADA	60	76.7	100.0
<b>REGION 10</b>			
ALASKA	60	66.7	100.0
IDAHO	61	70.5	100.0
OREGON	60	91.7	91.7
WASHINGTON	60	90.0	98.3

**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	30	76.7	96.7
MAINE	30	90.0	100.0
MASSACHUSETTS	30	86.7	93.3
NEW HAMPSHIRE	30	63.3	93.3
RHODE ISLAND	30	86.7	96.7
VERMONT	30	93.3	100.0
<b>REGION 2</b>			
NEW JERSEY	30	100.0	100.0
NEW YORK	30	80.0	93.3
PUERTO RICO	25	66.7	100.0
VIRGIN ISLANDS	25	36.0	100.0
<b>REGION 3</b>			
DELAWARE	30	83.3	93.3
DIST OF COL	30	76.7	100.0
MARYLAND	30	93.3	100.0
PENNSYLVANIA	30	70.0	70.0
VIRGINIA	30	90.0	100.0
WEST VIRGINIA	30	90.0	96.7
<b>REGION 4</b>			
ALABAMA	30	43.3	100.0
FLORIDA	30	100.0	100.0
GEORGIA	40	55.0	55.0
KENTUCKY	30	90.0	96.7
MISSISSIPPI	30	96.7	100.0
NORTH CAROLINA	30	83.3	100.0
SOUTH CAROLINA	30	100.0	100.0
TENNESSEE	30	93.3	100.0

*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	76.7	93.3
MINNESOTA	30	83.3	100.0
OHIO	30	83.3	100.0
WISCONSIN	30	83.3	93.3
<b>REGION 6</b>			
ARKANSAS	30	90.0	100.0
LOUISIANA	30	86.7	100.0
NEW MEXICO	30	93.3	100.0
OKLAHOMA	30	70.0	100.0
TEXAS	30	73.3	100.0
<b>REGION 7</b>			
IOWA	30	66.7	100.0
KANSAS	30	80.0	100.0
MISSOURI	30	90.0	100.0
NEBRASKA	30	93.3	100.0
<b>REGION 8</b>			
COLORADO	30	90.0	100.0
MONTANA	30	100.0	100.0
NORTH DAKOTA	30	100.0	100.0
SOUTH DAKOTA	30	90.0	100.0
UTAH	30	80.0	100.0
WYOMING	30	96.7	100.0
<b>REGION 9</b>			
ARIZONA	30	86.7	100.0
CALIFORNIA	30	100.0	100.0
HAWAII	30	83.3	100.0
NEVADA	30	60.0	100.0
<b>REGION 10</b>			
ALASKA	30	50.0	100.0
IDAHO	30	73.3	100.0
OREGON	30	86.7	86.7
WASHINGTON	33	81.8	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	25	80.0	100.0
MAINE	25	80.0	100.0
MASSACHUSETTS	25	100.0	100.0
NEW HAMPSHIRE	23	65.2	95.7
RHODE ISLAND	25	72.0	100.0
VERMONT	25	100.0	100.0
<b>REGION 2</b>			
NEW JERSEY	25	91.3	100.0
NEW YORK	25	80.0	92.0
PUERTO RICO	25	48.0	100.0
VIRGIN ISLANDS	16	56.2	100.0
<b>REGION 3</b>			
DELAWARE	25	96.0	96.0
DIST OF COL	25	80.0	100.0
MARYLAND	25	96.0	100.0
PENNSYLVANIA	25	72.0	72.0
VIRGINIA	25	96.0	100.0
WEST VIRGINIA	25	92.0	100.0
<b>REGION 4</b>			
ALABAMA	25	52.0	92.0
FLORIDA	25	92.0	100.0
GEORGIA	25	32.0	32.0
KENTUCKY	25	92.0	100.0
MISSISSIPPI	25	92.0	100.0
NORTH CAROLINA	25	72.0	92.0
SOUTH CAROLINA	25	100.0	100.0
TENNESSEE	25	88.0	100.0

*continued*

STATE	TOTAL CASES REVIEWED	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	25	92.0	100.0
INDIANA	25	84.0	100.0
MICHIGAN	25	68.0	88.0
MINNESOTA	25	80.0	96.0
OHIO	25	84.0	100.0
WISCONSIN	25	68.0	88.0
<b>REGION 6</b>			
ARKANSAS	25	96.0	100.0
LOUISIANA	25	88.0	100.0
NEW MEXICO	25	80.0	100.0
OKLAHOMA	25	84.0	100.0
TEXAS	25	76.0	100.0
<b>REGION 7</b>			
IOWA	25	60.0	100.0
KANSAS	25	96.0	100.0
MISSOURI	25	64.0	100.0
NEBRASKA	25	96.0	100.0
<b>REGION 8</b>			
COLORADO	26	96.2	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	25	100.0	100.0
SOUTH DAKOTA	25	96.0	100.0
UTAH	25	72.0	80.0
WYOMING	25	92.0	92.0
<b>REGION 9</b>			
ARIZONA	25	60.0	100.0
CALIFORNIA	25	64.0	100.0
HAWAII	25	88.0	100.0
NEVADA	23	44.0	100.0
<b>REGION 10</b>			
ALASKA	25	52.0	100.0
IDAHO	24	50.0	100.0
OREGON	25	88.0	88.0
WASHINGTON	26	96.2	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	92.0	96.0
MAINE	25	72.0	88.0
MASSACHUSETTS	25	100.0	100.0
NEW HAMPSHIRE	6	83.3	100.0
RHODE ISLAND	25	100.0	100.0
VERMONT	22	100.0	100.0
<b>REGION 2</b>			
NEW JERSEY	26	83.5	100.0
NEW YORK	26	71.1	100.0
PUERTO RICO	11	74.7	100.0
VIRGIN ISLANDS	4	50.0	100.0
<b>REGION 3</b>			
DELAWARE	25	96.0	100.0
DIST OF COL	25	64.0	84.0
MARYLAND	25	92.0	96.0
PENNSYLVANIA	25	92.0	92.0
VIRGINIA	25	84.0	100.0
WEST VIRGINIA	25	92.0	100.0
<b>REGION 4</b>			
ALABAMA	25	48.0	92.0
FLORIDA	25	84.0	92.0
GEORGIA	25	64.0	100.0
KENTUCKY	25	56.0	96.0
MISSISSIPPI	25	100.0	100.0
NORTH CAROLINA	25	80.0	100.0
SOUTH CAROLINA	25	92.0	100.0
TENNESSEE	25	92.0	96.0

*continued*

STATE	TOTAL CASES	% CASES PASSING	% MEETING LAW
<b>REGION 5</b>			
ILLINOIS	25	84.0	100.0
INDIANA	25	88.0	100.0
MICHIGAN	25	80.0	92.0
MINNESOTA	30	66.7	93.3
OHIO	25	52.0	92.0
WISCONSIN	25	60.0	92.0
<b>REGION 6</b>			
ARKANSAS	25	76.0	100.0
LOUISIANA	25	92.0	100.0
NEW MEXICO	25	96.0	100.0
OKLAHOMA	25	80.0	100.0
TEXAS	25	84.0	100.0
<b>REGION 7</b>			
IOWA	25	84.0	100.0
KANSAS	25	80.0	100.0
MISSOURI	25	92.0	100.0
NEBRASKA	25	64.0	100.0
<b>REGION 8</b>			
COLORADO	25	96.0	100.0
MONTANA	25	100.0	100.0
NORTH DAKOTA	25	100.0	100.0
SOUTH DAKOTA	25	96.0	100.0
UTAH	25	48.0	100.0
WYOMING	26	92.3	96.2
<b>REGION 9</b>			
ARIZONA	25	76.0	100.0
CALIFORNIA	25	100.0	100.0
HAWAII	24	87.5	95.8
NEVADA	25	68.0	100.0
<b>REGION 10</b>			
ALASKA	25	76.0	100.0
IDAHO	INA	INA	INA
OREGON	25	88.0	88.0
WASHINGTON	25	76.0	92.0

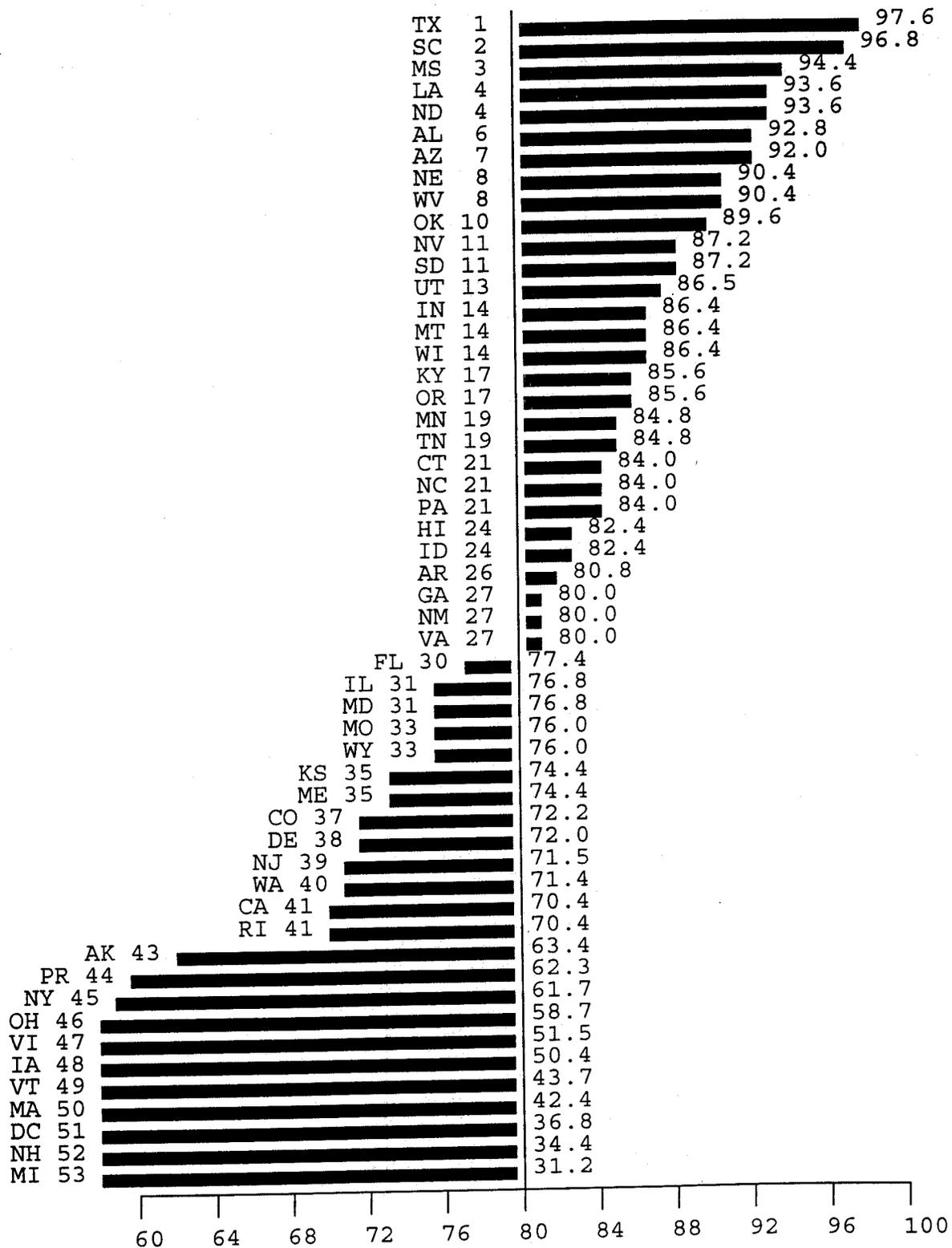
**B. Promptness**

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 of delayed determinations is required only in those States not meeting the Desired Level of Achievement for the previous year. Figure III-21 also shows the percentage of controllable delays.

The results for interstate promptness are shown in Figure III-22. No Desired Level of Achievement has been established for interstate.

**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	84.0	30.0
MAINE	125	74.4	78.1
MASSACHUSETTS	125	42.4	93.1
NEW HAMPSHIRE	125	34.4	98.8
RHODE ISLAND	125	70.4	89.2
VERMONT	126	43.7	100.0
<b>REGION 2</b>			
NEW JERSEY	126	71.5	88.9
NEW YORK	125	61.7	94.1
PUERTO RICO	106	62.3	96.2
VIRGIN ISLANDS	65	51.5	100.0
<b>REGION 3</b>			
DELAWARE	125	72.0	80.0
DIST OF COL	125	36.8	57.0
MARYLAND	125	76.8	82.8
PENNSYLVANIA	125	84.0	85.0
VIRGINIA	125	80.0	68.0
WEST VIRGINIA	125	90.4	83.3
<b>REGION 4</b>			
ALABAMA	125	92.8	88.9
FLORIDA	124	77.4	85.7
GEORGIA	125	80.0	88.0
KENTUCKY	125	85.6	77.8
MISSISSIPPI	125	94.4	100.0
NORTH CAROLINA	125	84.0	100.0
SOUTH CAROLINA	125	96.8	100.0
TENNESSEE	125	84.8	84.2

*continued*

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	125	76.8	82.8
INDIANA	125	86.4	100.0
MICHIGAN	125	31.2	76.7
MINNESOTA	125	84.8	78.9
OHIO	125	58.7	91.1
WISCONSIN	125	86.4	94.1
<b>REGION 6</b>			
ARKANSAS	125	80.8	79.2
LOUISIANA	125	93.6	87.5
NEW MEXICO	125	80.0	72.0
OKLAHOMA	125	89.6	53.8
TEXAS	125	97.6	100.0
<b>REGION 7</b>			
IOWA	125	50.4	96.8
KANSAS	125	74.4	90.6
MISSOURI	125	76.0	80.0
NEBRASKA	125	90.4	91.7
<b>REGION 8</b>			
COLORADO	126	72.2	100.0
MONTANA	125	86.4	70.6
NORTH DAKOTA	125	93.6	100.0
SOUTH DAKOTA	125	87.2	62.5
UTAH	126	86.5	82.4
WYOMING	126	76.0	100.0
<b>REGION 9</b>			
ARIZONA	125	92.0	70.0
CALIFORNIA	115	70.4	91.2
HAWAII	125	82.4	81.8
NEVADA	125	87.2	37.5
<b>REGION 10</b>			
ALASKA	131	63.4	93.8
IDAHO	125	82.4	86.4
OREGON	125	85.6	33.3
WASHINGTON	126	71.4	47.2

**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	30.0	85.7
MAINE	60	83.3	90.0
MASSACHUSETTS	67	40.3	95.0
NEW HAMPSHIRE	17	41.2	80.0
RHODE ISLAND	61	82.0	63.6
VERMONT	60	56.7	92.3
<b>REGION 2</b>			
NEW JERSEY	60	31.9	87.8
NEW YORK	60	21.7	95.7
PUERTO RICO	53	54.7	83.3
VIRGIN ISLANDS	7	42.9	100.0
<b>REGION 3</b>			
DELAWARE	60	40.0	91.7
DIST OF COL	60	31.7	41.5
MARYLAND	60	55.0	74.1
PENNSYLVANIA	60	60.0	87.5
VIRGINIA	60	55.0	96.3
WEST VIRGINIA	60	90.0	83.3
<b>REGION 4</b>			
ALABAMA	60	86.7	87.5
FLORIDA	60	71.7	47.1
GEORGIA	59	69.5	100.0
KENTUCKY	60	66.7	90.0
MISSISSIPPI	60	93.3	100.0
NORTH CAROLINA	60	88.3	100.0
SOUTH CAROLINA	60	90.0	100.0
TENNESSEE	60	90.0	100.0

*continued*

STATE	TOTAL CASES REVIEWED	% TIMELY	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	60	61.7	95.7
INDIANA	60	71.7	100.0
MICHIGAN	60	35.0	100.0
MINNESOTA	60	66.7	95.0
OHIO	60	46.7	75.0
WISCONSIN	60	85.0	100.0
<b>REGION 6</b>			
ARKANSAS	60	43.3	100.0
LOUISIANA	60	85.0	77.8
NEW MEXICO	60	80.0	66.7
OKLAHOMA	60	80.0	100.0
TEXAS	60	85.0	100.0
<b>REGION 7</b>			
IOWA	60	60.0	100.0
KANSAS	60	51.7	96.6
MISSOURI	60	81.7	72.7
NEBRASKA	60	63.3	90.9
<b>REGION 8</b>			
COLORADO	60	78.3	38.5
MONTANA	77	78.3	84.6
NORTH DAKOTA	60	95.0	100.0
SOUTH DAKOTA	60	83.3	40.0
UTAH	62	85.5	88.9
WYOMING	60	66.7	80.0
<b>REGION 9</b>			
ARIZONA	60	83.3	60.0
CALIFORNIA	60	75.0	53.3
HAWAII	60	40.0	97.2
NEVADA	60	81.7	90.9
<b>REGION 10</b>			
ALASKA	60	36.7	97.4
IDAHO	60	61.7	100.0
OREGON	60	93.3	100.0
WASHINGTON	63	47.6	42.4

**A. Initial Claims Promptness.**

Data are obtained from the ETA 586 Reports for the four quarters ending March 31, 1995 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, 1994 through March 31, 1995**

**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	83.7	96.7	N/R
MAINE	76.3	92.2	N/R
MASSACHUSETTS	85.7	95.8	N/R
NEW HAMPSHIRE	64.3	86.5	60.0
RHODE ISLAND	87.9	99.9	N/R
VERMONT	85.1	94.8	N/R
<b>REGION 2</b>			
NEW JERSEY	71.0	88.9	53.6
NEW YORK	32.0	72.0	48.0
PUERTO RICO	69.6	86.3	61.0
VIRGIN ISLANDS	INA	INA	75.0
<b>REGION 3</b>			
DELAWARE	75.4	84.7	38.0
DIST OF COL	77.3	89.9	56.0
MARYLAND	83.3	92.4	N/R
PENNSYLVANIA	75.4	92.8	40.0
VIRGINIA	92.5	97.5	N/R
WEST VIRGINIA	92.0	97.7	N/R
<b>REGION 4</b>			
ALABAMA	84.6	92.0	N/R
FLORIDA	82.7	94.3	N/R
GEORGIA	90.8	96.1	N/R
KENTUCKY	83.8	93.1	56.0
MISSISSIPPI	89.8	96.2	N/R
NORTH CAROLINA	88.4	95.2	N/R
SOUTH CAROLINA	93.4	98.2	N/R
TENNESSEE	90.0	93.5	N/R

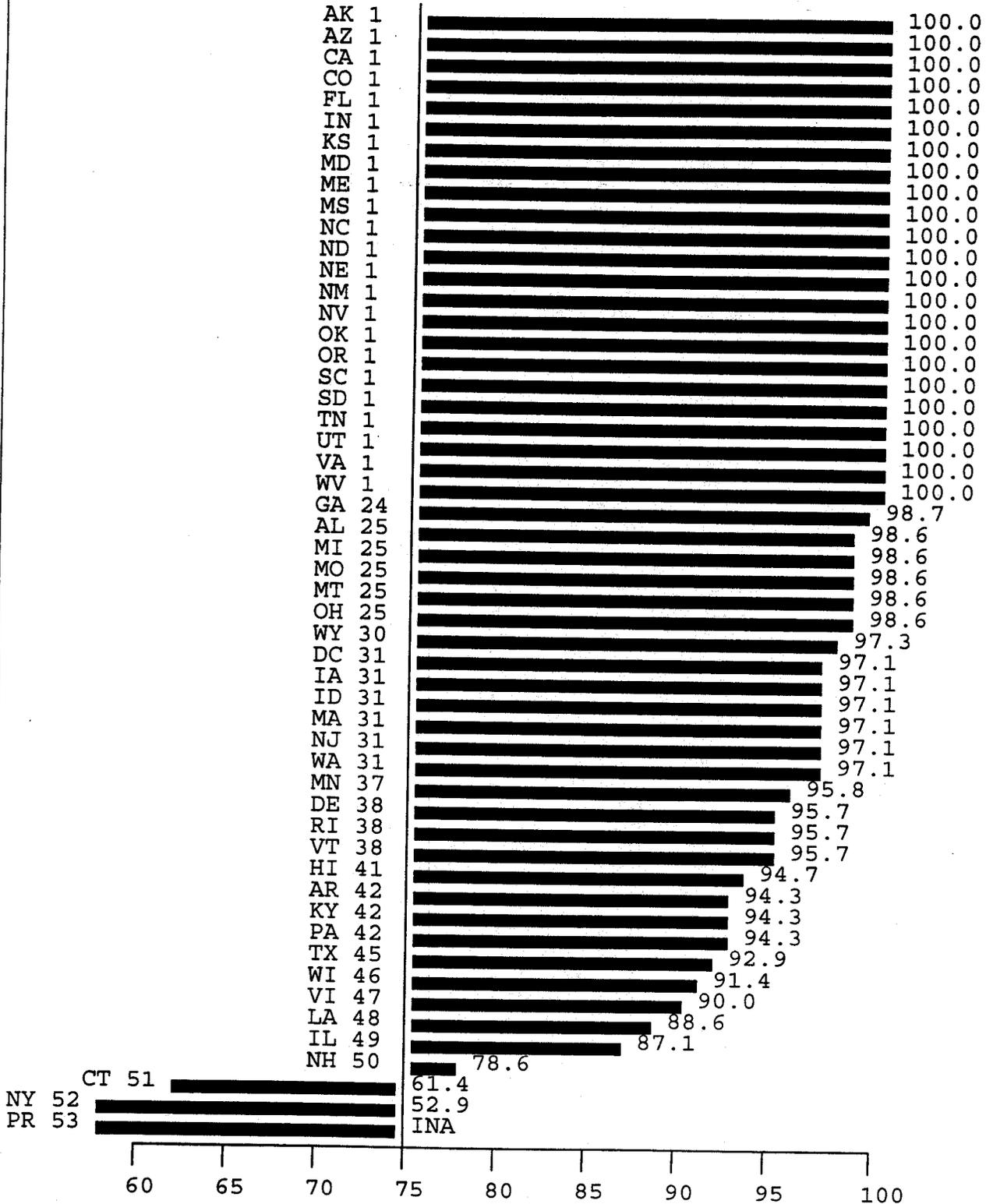
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STATE	% TIMELY 14/21 DAYS	% TIMELY 35 DAYS	% DELAYS CONT
<b>REGION 5</b>			
ILLINOIS	85.4	97.7	N/R
INDIANA	83.3	95.2	N/R
MICHIGAN	70.1	82.4	N/R
MINNESOTA	97.2	99.6	N/R
OHIO	79.2	91.8	N/R
WISCONSIN	88.5	94.9	N/R
<b>REGION 6</b>			
ARKANSAS	INA	INA	N/R
LOUISIANA	86.5	94.3	N/R
NEW MEXICO	87.8	94.3	N/R
OKLAHOMA	86.6	96.6	N/R
TEXAS	89.9	96.1	N/R
<b>REGION 7</b>			
IOWA	82.3	94.5	N/R
KANSAS	87.8	95.2	N/R
MISSOURI	84.8	98.1	N/R
NEBRASKA	86.3	96.5	N/R
<b>REGION 8</b>			
COLORADO	87.0	96.1	N/R
MONTANA	82.7	94.2	N/R
NORTH DAKOTA	86.6	96.7	N/R
SOUTH DAKOTA	84.1	91.2	N/R
UTAH	84.6	96.2	N/R
WYOMING	94.7	98.9	N/R
<b>REGION 9</b>			
ARIZONA	93.1	98.1	N/R
CALIFORNIA	67.2	89.1	N/R
HAWAII	74.6	88.8	N/R
NEVADA	85.2	94.3	36.0
<b>REGION 10</b>			
ALASKA	61.2	88.7	N/R
IDAHO	83.3	97.1	N/R
OREGON	85.0	95.8	N/R
WASHINGTON	78.5	91.7	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	61.4	100.0
MAINE	70	100.0	0.0
MASSACHUSETTS	70	97.1	50.0
NEW HAMPSHIRE	70	78.6	93.3
RHODE ISLAND	70	95.7	100.0
VERMONT	70	95.7	66.7
<b>REGION 2</b>			
NEW JERSEY	70	97.1	100.0
NEW YORK	70	52.9	54.5
PUERTO RICO	INA	INA	INA
VIRGIN ISLANDS	70	90.0	85.7
<b>REGION 3</b>			
DELAWARE	70	95.7	33.3
DIST OF COL	70	97.1	100.0
MARYLAND	70	100.0	0.0
PENNSYLVANIA	70	94.3	100.0
VIRGINIA	70	100.0	0.0
WEST VIRGINIA	70	100.0	0.0
<b>REGION 4</b>			
ALABAMA	70	98.6	100.0
FLORIDA	70	100.0	0.0
GEORGIA	75	98.7	0.0
KENTUCKY	70	94.3	75.0
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	87.1	100.0
INDIANA	70	100.0	0.0
MICHIGAN	70	98.6	100.0
MINNESOTA	71	95.8	33.3
OHIO	70	98.6	0.0
WISCONSIN	70	91.4	83.3
<b>REGION 6</b>			
ARKANSAS	70	94.3	100.0
LOUISIANA	70	88.6	100.0
NEW MEXICO	70	100.0	0.0
OKLAHOMA	70	100.0	0.0
TEXAS	70	92.9	80.0
<b>REGION 7</b>			
IOWA	70	97.1	100.0
KANSAS	70	100.0	0.0
MISSOURI	70	98.6	0.0
NEBRASKA	70	100.0	0.0
<b>REGION 8</b>			
COLORADO	70	100.0	0.0
MONTANA	70	98.6	0.0
NORTH DAKOTA	70	100.0	0.0
SOUTH DAKOTA	70	100.0	0.0
UTAH	75	100.0	0.0
WYOMING	75	97.3	100.0
<b>REGION 9</b>			
ARIZONA	70	100.0	0.0
CALIFORNIA	50	100.0	0.0
HAWAII	75	94.7	75.0
NEVADA	70	100.0	0.0
<b>REGION 10</b>			
ALASKA	68	100.0	0.0
IDAHO	70	97.1	100.0
OREGON	70	100.0	0.0
WASHINGTON	70	97.1	0.0

**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	33	66.0
MAINE	50	50	100.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	0	0.0
RHODE ISLAND	50	50	100.0
VERMONT	50	50	100.0
<b>REGION 2</b>			
NEW JERSEY	50	50	100.0
NEW YORK	60	60	100.0
PUERTO RICO	INA	INA	INA
VIRGIN ISLANDS	6	6	100.0
<b>REGION 3</b>			
DELAWARE	50	48	96.0
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	60	60	100.0
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	50	100.0
INDIANA	50	50	100.0
MICHIGAN	52	52	100.0
MINNESOTA	50	30	60.0
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	50	100.0
<b>REGION 7</b>			
IOWA	50	48	96.0
KANSAS	57	0	0.0
MISSOURI	50	50	100.0
NEBRASKA	50	50	100.0
<b>REGION 8</b>			
COLORADO	50	50	100.0
MONTANA	50	0	0.0
NORTH DAKOTA	50	50	100.0
SOUTH DAKOTA	50	50	100.0
UTAH	50	50	100.0
WYOMING	52	52	100.0
<b>REGION 9</b>			
ARIZONA	50	50	100.0
CALIFORNIA	50	0	0.0
HAWAII	50	50	100.0
NEVADA	50	50	100.0
<b>REGION 10</b>			
ALASKA	50	0	0.0
IDAHO	50	50	100.0
OREGON	50	50	100.0
WASHINGTON	53	53	100.0

**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	50	100.0
MASSACHUSETTS	50	50	100.0
NEW HAMPSHIRE	50	32	64.0
RHODE ISLAND	50	50	100.0
VERMONT	50	50	100.0
<b>REGION 2</b>			
NEW JERSEY	50	49	98.0
NEW YORK	50	25	50.0
PUERTO RICO	INA	INA	INA
VIRGIN ISLANDS	10	9	90.0
<b>REGION 3</b>			
DELAWARE	50	50	100.0
DIST OF COL	50	49	98.0
MARYLAND	50	50	100.0
PENNSYLVANIA	50	50	100.0
VIRGINIA	50	50	100.0
WEST VIRGINIA	51	51	100.0
<b>REGION 4</b>			
ALABAMA	50	50	100.0
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	50	49	98.0
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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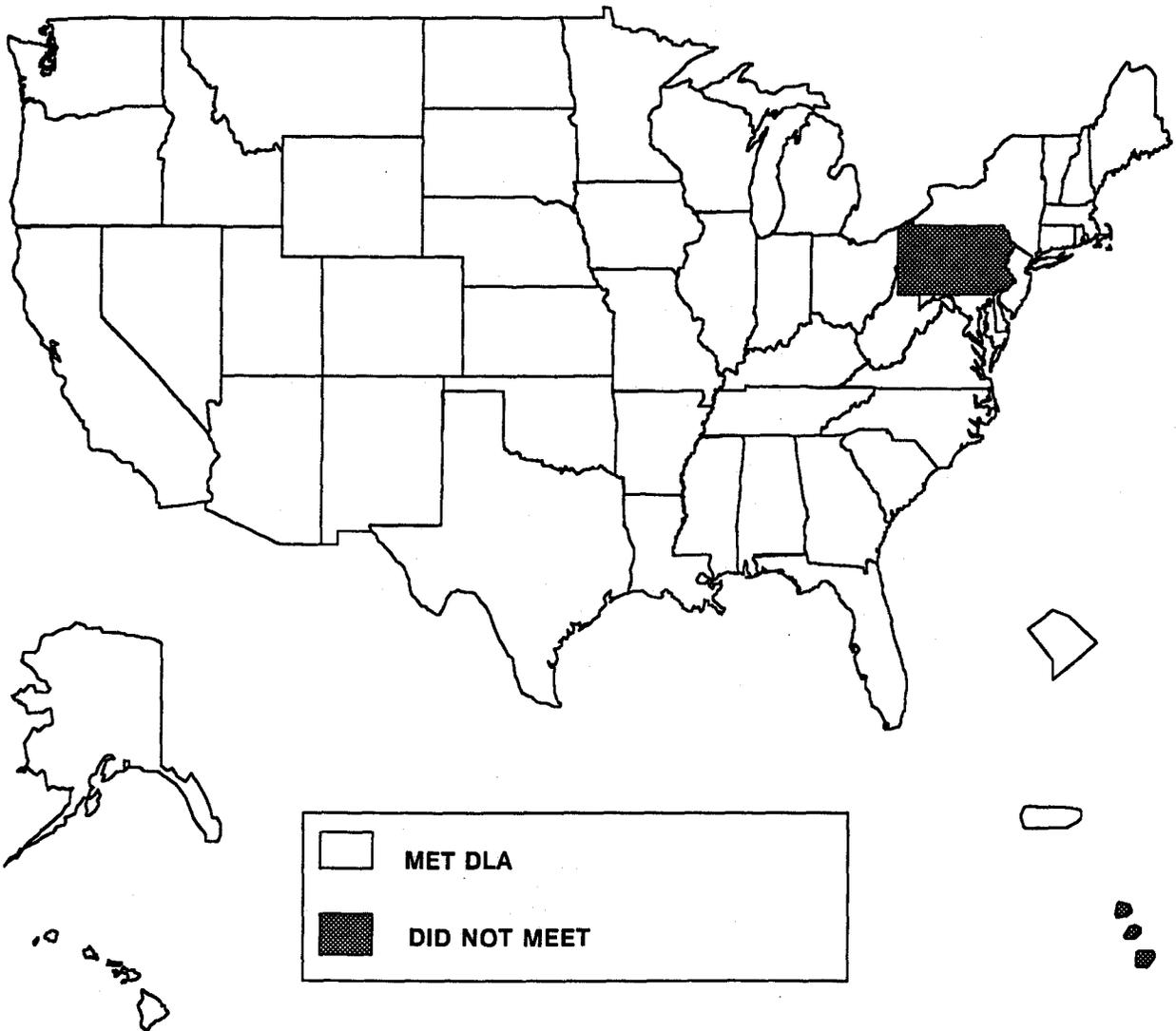
STATE	TOTAL IB - 6s REVIEWED	# TIMELY	% TIMELY
<b>REGION 5</b>			
ILLINOIS	50	43	86.0
INDIANA	50	50	100.0
MICHIGAN	51	50	98.0
MINNESOTA	50	50	100.0
OHIO	50	39	78.0
WISCONSIN	50	45	90.0
<b>REGION 6</b>			
ARKANSAS	50	47	94.0
LOUISIANA	50	50	100.0
NEW MEXICO	50	45	90.0
OKLAHOMA	50	50	100.0
TEXAS	50	50	100.0
<b>REGION 7</b>			
IOWA	50	42	84.0
KANSAS	50	49	98.0
MISSOURI	50	46	92.0
NEBRASKA	50	49	98.0
<b>REGION 8</b>			
COLORADO	54	54	100.0
MONTANA	50	50	100.0
NORTH DAKOTA	50	49	98.0
SOUTH DAKOTA	50	45	90.0
UTAH	50	50	100.0
WYOMING	53	53	100.0
<b>REGION 9</b>			
ARIZONA	50	48	96.0
CALIFORNIA	50	50	100.0
HAWAII	50	38	76.0
NEVADA	50	45	90.0
<b>REGION 10</b>			
ALASKA	50	48	96.0
IDAHO	50	49	98.0
OREGON	50	49	98.0
WASHINGTON	51	51	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	47	94.0
MAINE	35	34	97.1
MASSACHUSETTS	26	25	96.0
NEW HAMPSHIRE	20	17	85.0
RHODE ISLAND	20	20	100.0
VERMONT	20	19	95.0
<b>REGION 2</b>			
NEW JERSEY	50	49	98.0
NEW YORK	42	38	90.0
PUERTO RICO	33	31	94.0
VIRGIN ISLANDS	18	---	---
<b>REGION 3</b>			
DELAWARE	34	32	94.1
DIST OF COL	35	33	94.3
MARYLAND	20	19	95.0
PENNSYLVANIA	50	39	78.0
VIRGINIA	41	41	100.0
WEST VIRGINIA	21	17	80.0
<b>REGION 4</b>			
ALABAMA	35	33	94.3
FLORIDA	50	50	100.0
GEORGIA	50	50	100.0
KENTUCKY	35	34	97.1
MISSISSIPPI	20	20	100.0
NORTH CAROLINA	27	26	96.0
SOUTH CAROLINA	30	29	97.0
TENNESSEE	35	35	100.0

*continued*

STATE	TOTAL CASES REVIEWED	# CASES PASSING	% CASES PASSING
<b>REGION 5</b>			
ILLINOIS	41	40	98.0
INDIANA	35	35	100.0
MICHIGAN	52	52	100.0
MINNESOTA	35	35	100.0
OHIO	25	24	96.0
WISCONSIN	59	57	96.6
<b>REGION 6</b>			
ARKANSAS	16	16	100.0
LOUISIANA	18	18	100.0
NEW MEXICO	35	31	88.6
OKLAHOMA	40	39	97.5
TEXAS	55	55	100.0
<b>REGION 7</b>			
IOWA	20	18	90.0
KANSAS	35	35	100.0
MISSOURI	50	50	100.0
NEBRASKA	29	28	97.0
<b>REGION 8</b>			
COLORADO	20	20	100.0
MONTANA	20	20	100.0
NORTH DAKOTA	20	20	100.0
SOUTH DAKOTA	20	20	100.0
UTAH	35	35	100.0
WYOMING	17	17	100.0
<b>REGION 9</b>			
ARIZONA	50	50	100.0
CALIFORNIA	50	50	100.0
HAWAII	18	18	100.0
NEVADA	35	35	100.0
<b>REGION 10</b>			
ALASKA	16	16	100.0
IDAHO	14	14	100.0
OREGON	35	34	97.1
WASHINGTON	50	49	98.0

**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, 1995.

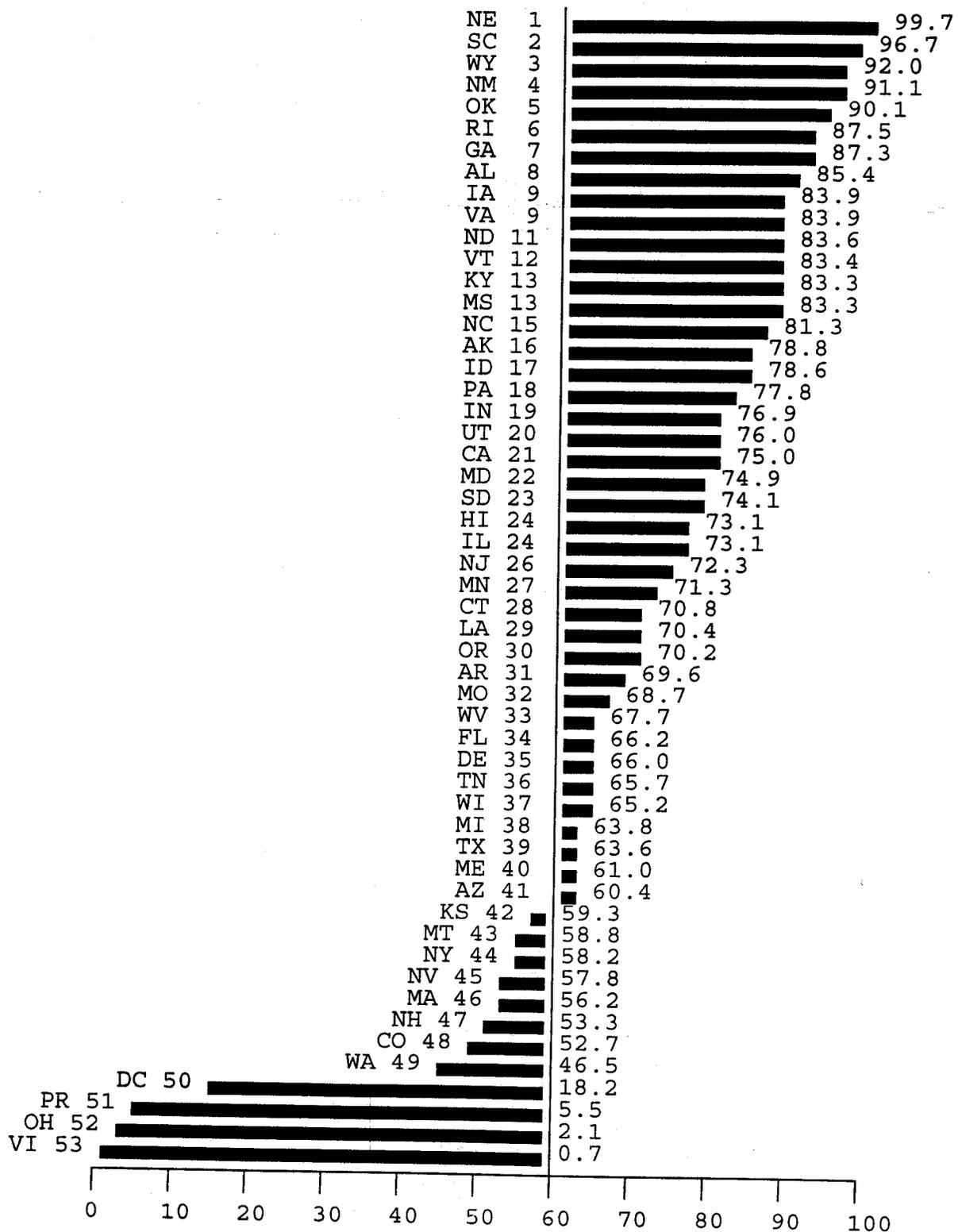
The Secretary's Standard for both lower and higher authority benefit appeals is that State law provides for hearings and decisions for claimants who are parties to an administrative appeal affecting benefit rights with the greatest promptness that is administratively feasible. (20 C.F.R. 650.4 (a)).

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.

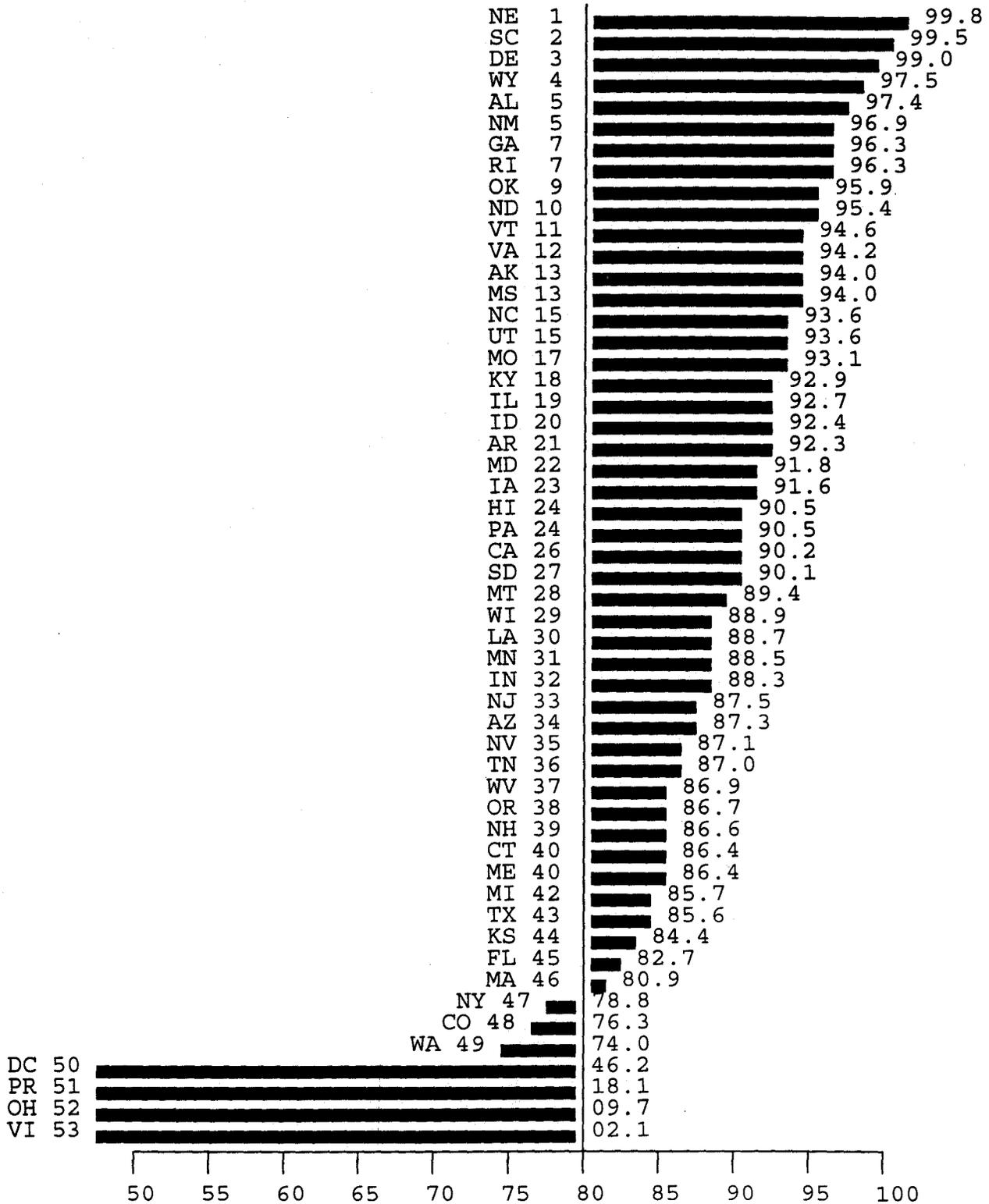
Figures III-33 through III-35 show the results for higher authority appeals. Figure III-35 shows the percentage of decisions issued within 45 days and the percentage of decisions issued within 75 days. The Desired Levels of Achievement are a minimum of 40 percent of decisions issued within 45 days and 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, 1994 through March 31, 1995**

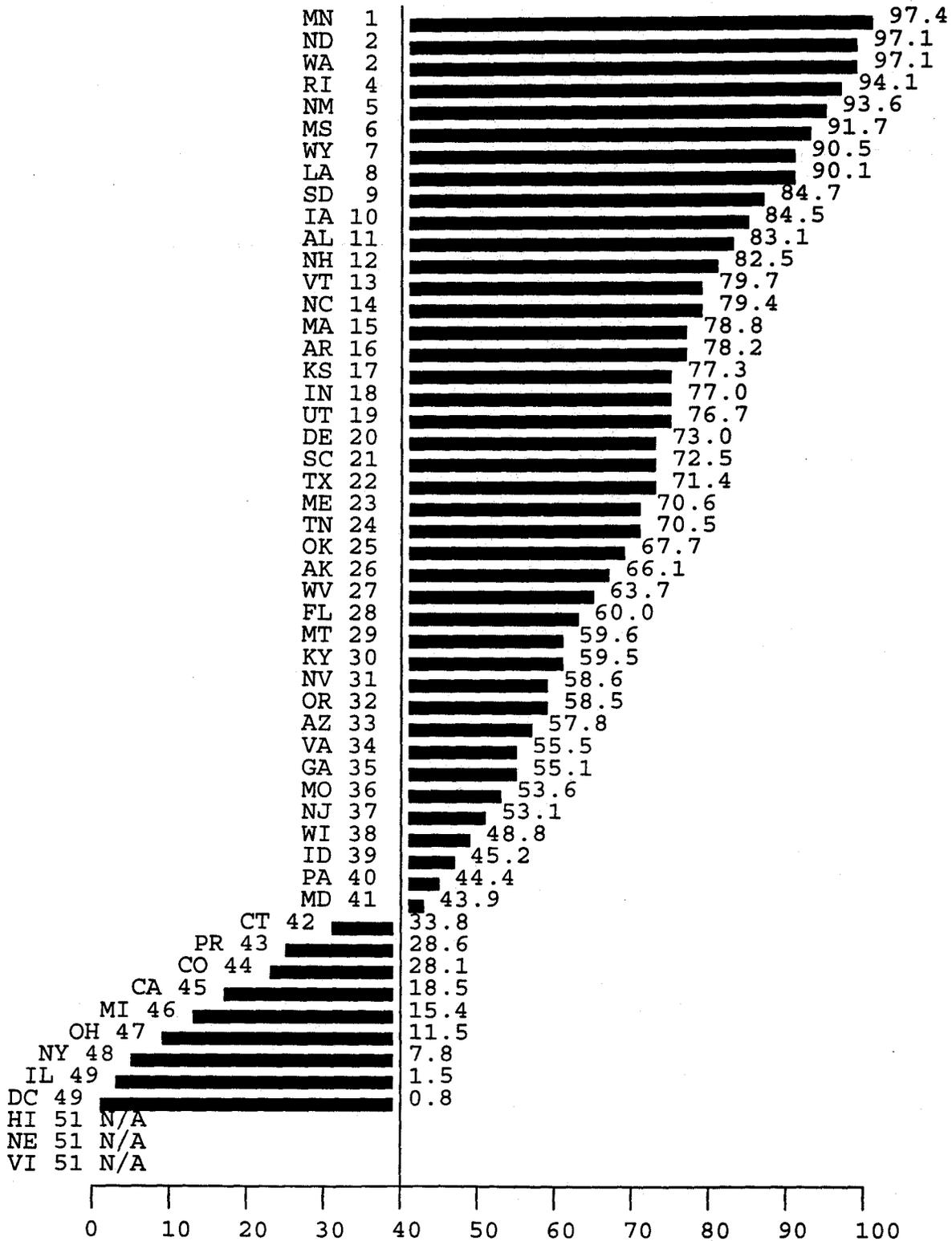
**Criteria:** Minimum of 60 Percent of Decisions Issued Within 30 Days.  
 Minimum of 80 Percent of Decisions Issued Within 45 Days.

STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
<b>REGION 1</b>		
CONNECTICUT	70.8	86.4
MAINE	61.0	86.4
MASSACHUSETTS	56.2	80.9
NEW HAMPSHIRE	53.3	86.6
RHODE ISLAND	87.5	96.3
VERMONT	83.4	94.6
<b>REGION 2</b>		
NEW JERSEY	72.3	87.5
NEW YORK	58.2	78.8
PUERTO RICO	5.5	18.1
VIRGIN ISLANDS	0.7	2.1
<b>REGION 3</b>		
DELAWARE	66.0	99.0
DIST OF COL	18.2	46.2
MARYLAND	74.9	91.8
PENNSYLVANIA	77.8	90.5
VIRGINIA	83.9	94.2
WEST VIRGINIA	67.7	86.9
<b>REGION 4</b>		
ALABAMA	85.4	97.4
FLORIDA	66.2	82.7
GEORGIA	87.3	96.3
KENTUCKY	83.3	92.9
MISSISSIPPI	83.3	94.0
NORTH CAROLINA	81.3	93.6
SOUTH CAROLINA	96.7	99.5
TENNESSEE	65.7	87.0

*continued*

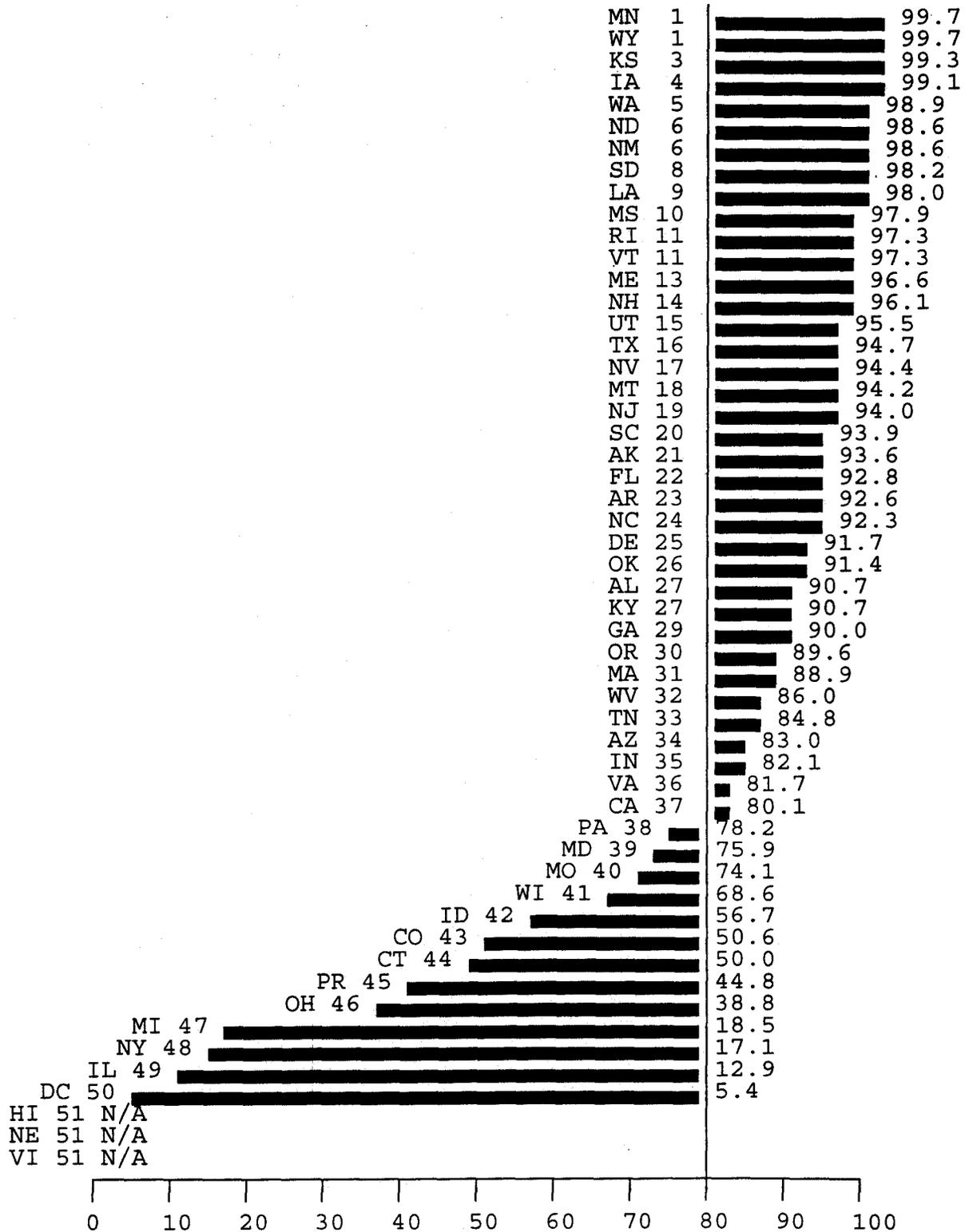
STATE	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
<b>REGION 5</b>		
ILLINOIS	73.1	92.7
INDIANA	76.9	88.3
MICHIGAN	63.8	85.7
MINNESOTA	71.3	88.5
OHIO	2.1	9.7
WISCONSIN	65.2	88.9
<b>REGION 6</b>		
ARKANSAS	69.6	92.3
LOUISIANA	70.4	88.7
NEW MEXICO	91.1	96.9
OKLAHOMA	90.1	95.9
TEXAS	63.6	85.6
<b>REGION 7</b>		
IOWA	83.9	91.6
KANSAS	59.3	84.4
MISSOURI	68.7	93.1
NEBRASKA	99.7	99.8
<b>REGION 8</b>		
COLORADO	52.7	76.3
MONTANA	58.8	89.4
NORTH DAKOTA	83.6	95.4
SOUTH DAKOTA	74.1	90.1
UTAH	76.0	93.6
WYOMING	92.0	97.5
<b>REGION 9</b>		
ARIZONA	60.4	87.3
CALIFORNIA	75.0	90.2
HAWAII	73.1	90.5
NEVADA	57.8	87.1
<b>REGION 10</b>		
ALASKA	78.8	94.0
IDAHO	78.6	92.4
OREGON	70.2	86.7
WASHINGTON	46.5	74.0

**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, 1994 through March 31, 1995**

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

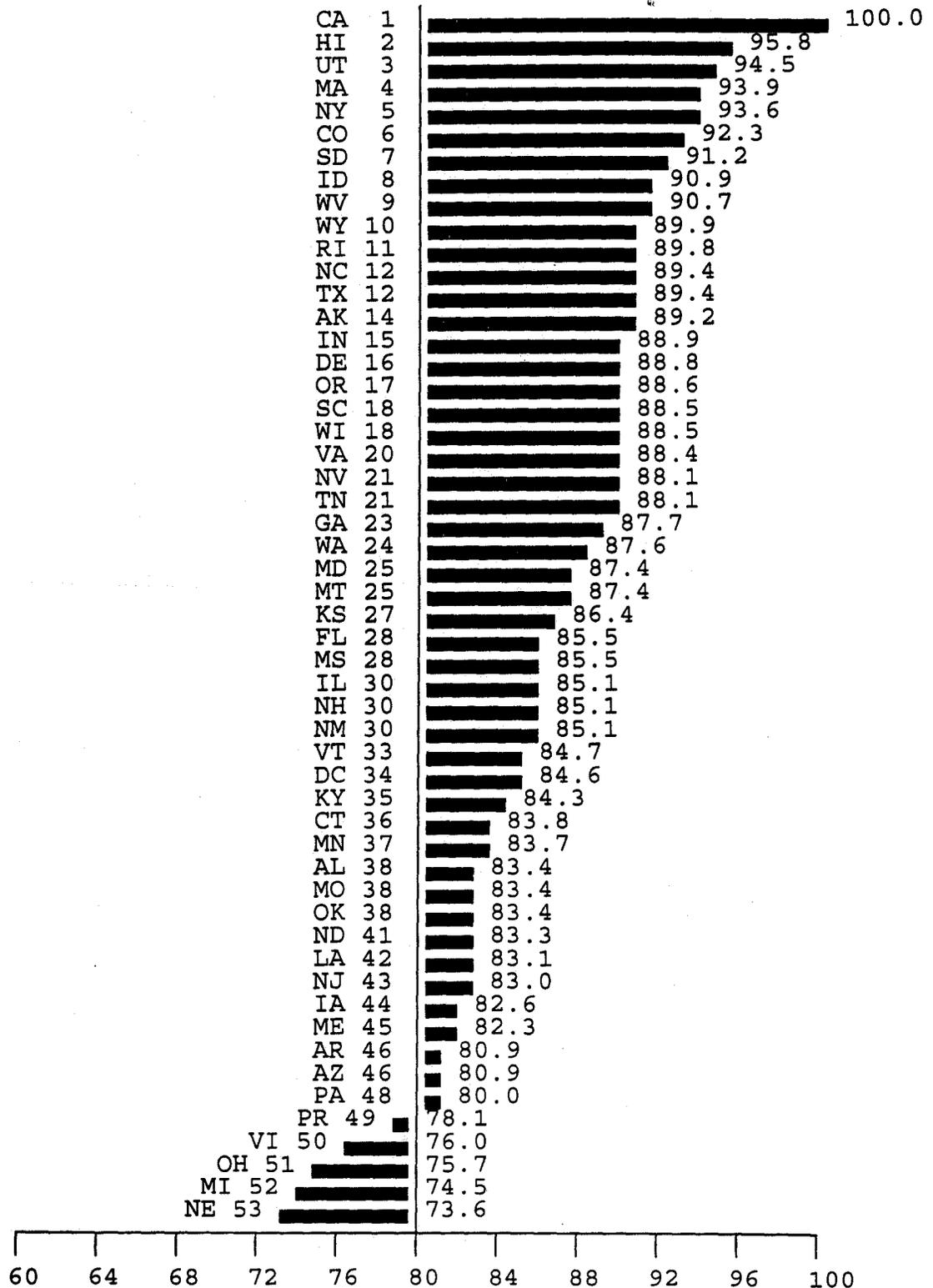
STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
<b>REGION 1</b>		
CONNECTICUT	33.8	50.0
MAINE	70.6	96.6
MASSACHUSETTS	78.8	88.9
NEW HAMPSHIRE	82.5	96.1
RHODE ISLAND	94.1	97.3
VERMONT	79.7	97.3
<b>REGION 2</b>		
NEW JERSEY	53.1	94.0
NEW YORK	7.8	17.1
PUERTO RICO	28.6	44.8
VIRGIN ISLANDS	N/A	N/A
<b>REGION 3</b>		
DELAWARE	73.0	91.7
DIST OF COL	0.8	5.4
MARYLAND	43.9	75.9
PENNSYLVANIA	44.4	78.2
VIRGINIA	55.5	81.7
WEST VIRGINIA	63.7	86.0
<b>REGION 4</b>		
ALABAMA	83.1	90.7
FLORIDA	60.0	92.8
GEORGIA	55.1	90.0
KENTUCKY	59.5	90.7
MISSISSIPPI	91.7	97.9
NORTH CAROLINA	79.4	92.3
SOUTH CAROLINA	72.5	93.9
TENNESSEE	70.5	84.8

*continued*

STATE	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
<b>REGION 5</b>		
ILLINOIS	1.5	12.9
INDIANA	77.0	82.1
MICHIGAN	15.4	18.5
MINNESOTA	97.4	99.7
OHIO	11.5	38.8
WISCONSIN	48.8	68.6
<b>REGION 6</b>		
ARKANSAS	78.2	92.6
LOUISIANA	90.1	98.0
NEW MEXICO	93.6	98.6
OKLAHOMA	67.7	91.4
TEXAS	71.4	94.7
<b>REGION 7</b>		
IOWA	84.5	99.1
KANSAS	77.3	99.3
MISSOURI	53.6	74.1
NEBRASKA	N/A	N/A
<b>REGION 8</b>		
COLORADO	28.1	50.6
MONTANA	59.6	94.2
NORTH DAKOTA	97.1	98.6
SOUTH DAKOTA	84.7	98.2
UTAH	76.7	95.5
WYOMING	90.5	99.7
<b>REGION 9</b>		
ARIZONA	57.8	83.0
CALIFORNIA	18.5	80.1
HAWAII	N/A	N/A
NEVADA	58.6	94.4
<b>REGION 10</b>		
ALASKA	66.1	93.6
IDAHO	45.2	56.7
OREGON	58.5	89.6
WASHINGTON	97.1	98.9

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	197	83.8
MAINE	215	177	82.3
MASSACHUSETTS	264	248	93.9
NEW HAMPSHIRE	235	200	85.1
RHODE ISLAND	235	211	89.8
VERMONT	215	182	84.7
<b>REGION 2</b>			
NEW JERSEY	235	195	83.0
NEW YORK	235	220	93.6
PUERTO RICO	242	189	78.1
VIRGIN ISLANDS	150	114	76.0
<b>REGION 3</b>			
DELAWARE	215	191	88.8
DIST OF COL	221	187	84.6
MARYLAND	230	201	87.4
PENNSYLVANIA	250	200	80.0
VIRGINIA	23,534 *	20,807	88.4
WEST VIRGINIA	215	195	90.7
<b>REGION 4</b>			
ALABAMA	235	196	83.4
FLORIDA	235	201	85.5
GEORGIA	235	206	87.7
KENTUCKY	235	198	84.3
MISSISSIPPI	235	201	85.5
NORTH CAROLINA	235	210	89.4
SOUTH CAROLINA	235	208	88.5
TENNESSEE	235	207	88.1

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

STATE	TOTAL CASES REVIEWED	# TIMELY	% TIMELY
<b>REGION 5</b>			
ILLINOIS	235	200	85.1
INDIANA	235	209	88.9
MICHIGAN	231	172	74.5
MINNESOTA	15,442 *	12,931	83.7
OHIO	235	178	75.7
WISCONSIN	235	208	88.5
<b>REGION 6</b>			
ARKANSAS	235	190	80.9
LOUISIANA	236	196	83.1
NEW MEXICO	235	200	85.1
OKLAHOMA	235	196	83.4
TEXAS	235	210	89.4
<b>REGION 7</b>			
IOWA	235	194	82.6
KANSAS	235	203	86.4
MISSOURI	235	196	83.4
NEBRASKA	235	173	73.6
<b>REGION 8</b>			
COLORADO	235	217	92.3
MONTANA	215	188	87.4
NORTH DAKOTA	215	179	83.3
SOUTH DAKOTA	215	196	91.2
UTAH	235	222	94.5
WYOMING	257	231	89.9
<b>REGION 9</b>			
ARIZONA	235	190	80.9
CALIFORNIA	9,002 *	9,002	100.0
HAWAII	215	206	95.8
NEVADA	235	207	88.1
<b>REGION 10</b>			
ALASKA	249	222	89.2
IDAHO	232	211	90.9
OREGON	13,622 *	12,064	88.6
WASHINGTON	242	212	87.6

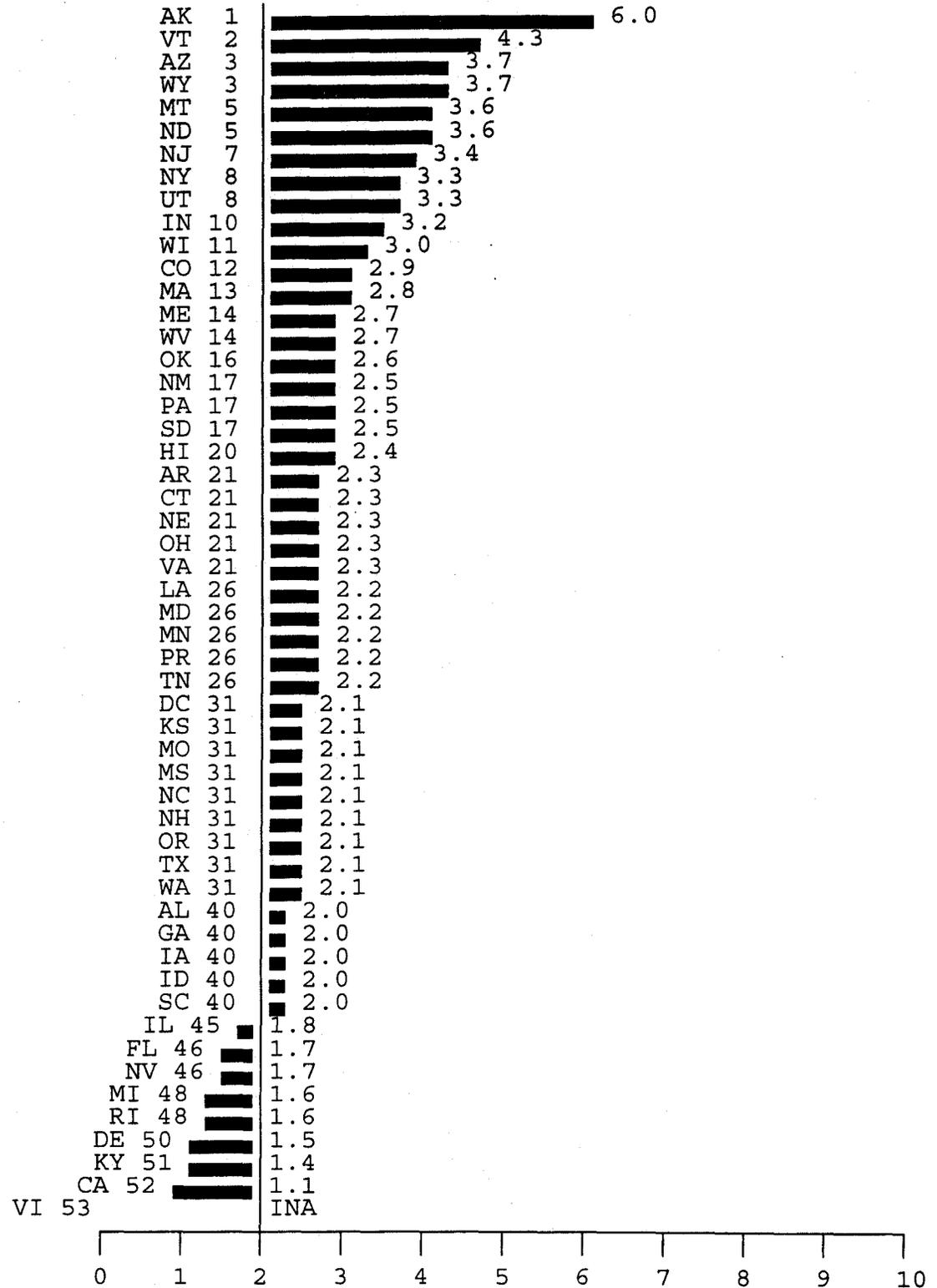
\* Number represents all status determinations  
made during the 12-month period

**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.

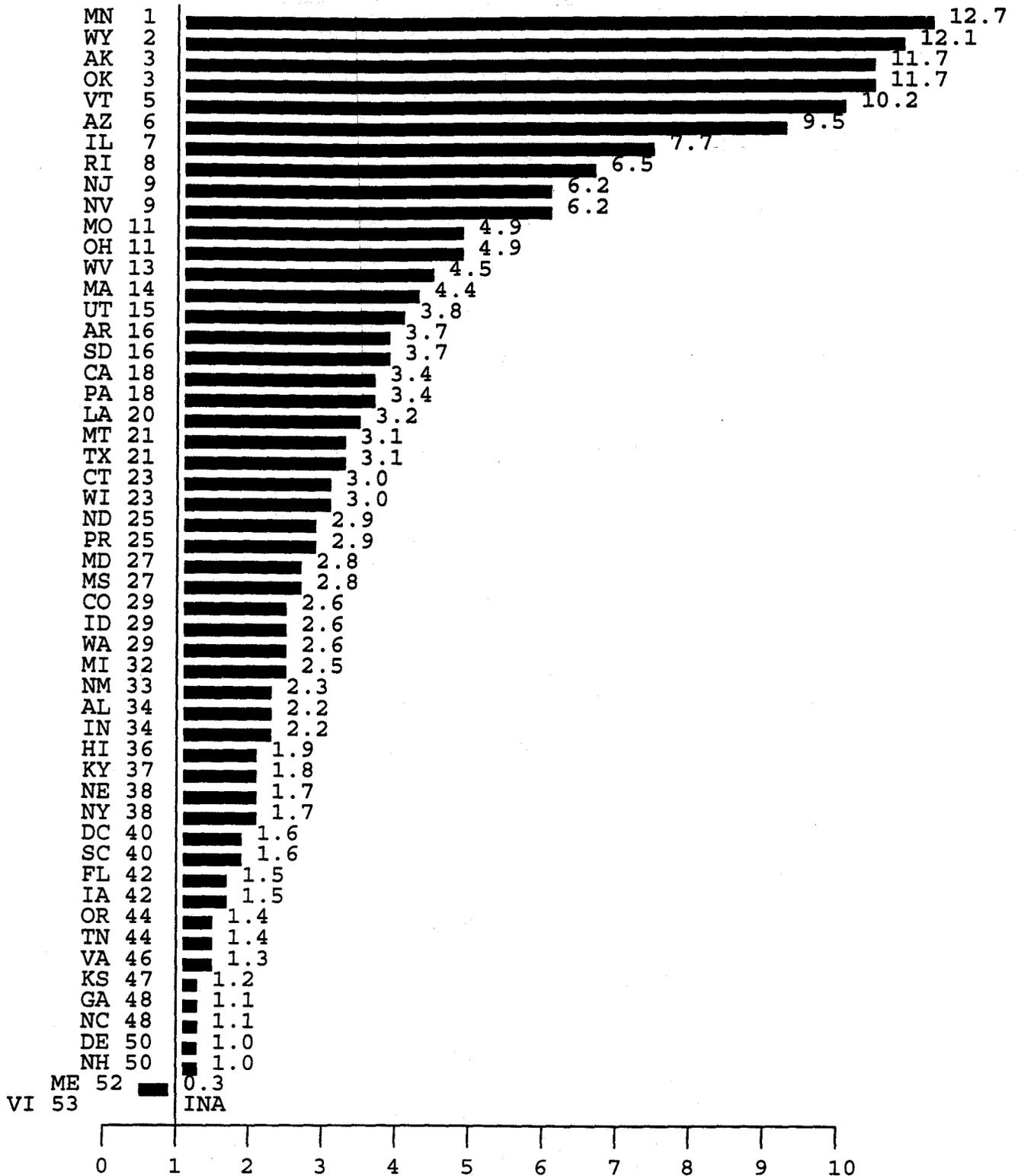
For purposes of Quality Appraisal field audit penetration measurement, a "large employer" is defined as "an employing unit reporting wages paid to 100 or more individuals during the current or preceding calendar year or an employing unit reporting at least \$1,000,000 (one million dollars) in taxable 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	1,793	2.3	3.0
MAINE	685	2.7	0.3
MASSACHUSETTS	2,866	2.8	4.4
NEW HAMPSHIRE	625	2.1	1.0
RHODE ISLAND	566	1.6	6.5
VERMONT	371	4.3	10.2
<b>REGION 2</b>			
NEW JERSEY	3,997	3.4	6.2
NEW YORK	8,484	3.3	1.7
PUERTO RICO	952	2.2	2.9
VIRGIN ISLANDS	62	INA	INA
<b>REGION 3</b>			
DELAWARE	409	1.5	1.0
DIST OF COL	440	2.1	1.6
MARYLAND	2,282	2.2	2.8
PENNSYLVANIA	4,547	2.5	3.4
VIRGINIA	2,698	2.3	1.3
WEST VIRGINIA	714	2.7	4.5
<b>REGION 4</b>			
ALABAMA	1,561	2.0	2.2
FLORIDA	6,499	1.7	1.5
GEORGIA	2,947	2.0	1.1
KENTUCKY	1,450	1.4	1.8
MISSISSIPPI	915	2.1	2.8
NORTH CAROLINA	2,758	2.1	1.1
SOUTH CAROLINA	1,448	2.0	1.6
TENNESSEE	1,936	2.2	1.4

*continued*

STATE	#TOTAL AUDITS REQUIRED	% AUDITS COMPLETED	% LARGE EMPLOYER AUDITS COMPL
<b>REGION 5</b>			
ILLINOIS	5,062	1.8	7.7
INDIANA	2,232	3.2	2.2
MICHIGAN	3,696	1.6	2.5
MINNESOTA	2,018	2.2	12.7
OHIO	4,180	2.3	4.9
WISCONSIN	2,092	3.0	3.0
<b>REGION 6</b>			
ARKANSAS	1,030	2.3	3.7
LOUISIANA	1,648	2.2	3.2
NEW MEXICO	705	2.5	2.3
OKLAHOMA	1,342	2.6	11.7
TEXAS	6,772	2.1	3.1
<b>REGION 7</b>			
IOWA	1,239	2.0	1.5
KANSAS	1,148	2.1	1.2
MISSOURI	2,572	2.1	4.9
NEBRASKA	751	2.3	1.7
<b>REGION 8</b>			
COLORADO	1,969	2.9	2.6
MONTANA	508	3.6	3.1
NORTH DAKOTA	345	3.6	2.9
SOUTH DAKOTA	379	2.5	3.7
UTAH	740	3.3	3.8
WYOMING	313	3.7	12.1
<b>REGION 9</b>			
ARIZONA	1,645	3.7	9.5
CALIFORNIA	15,291	1.1	3.4
HAWAII	538	2.4	1.9
NEVADA	615	1.7	6.2
<b>REGION 10</b>			
ALASKA	282	6.0	11.7
IDAHO	575	2.0	2.6
OREGON	1,620	2.1	1.4
WASHINGTON	3,007	2.1	2.6

**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.

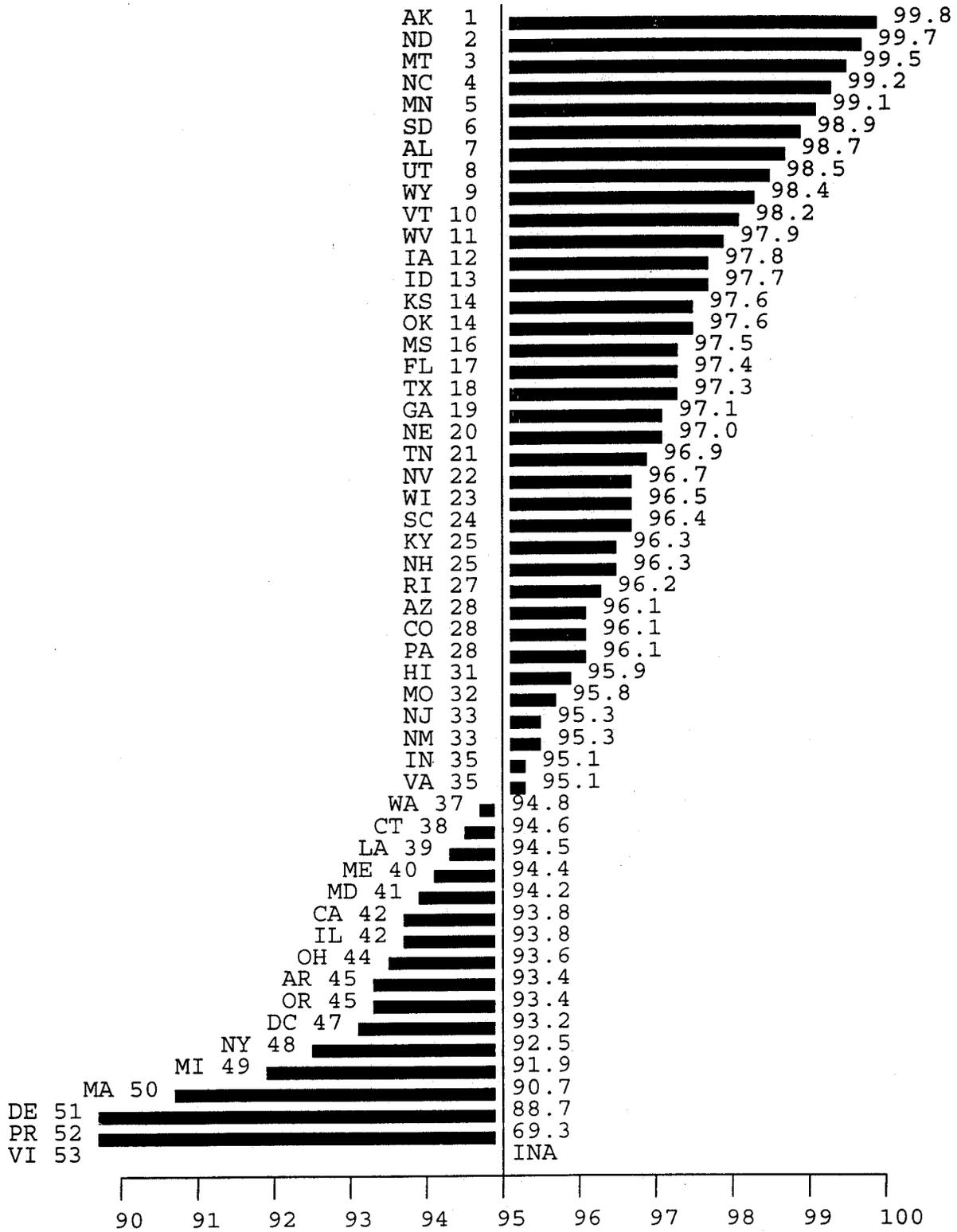
STATE	REVIEWED	NUMBER PASSING	PERCENT PASSING
<b>REGION 1</b>			
CONNECTICUT	75	75	100.0
MAINE	72	72	100.0
MASSACHUSETTS	81	81	100.0
NEW HAMPSHIRE	75	75	100.0
RHODE ISLAND	75	75	100.0
VERMONT	70	70	100.0
<b>REGION 2</b>			
NEW JERSEY	80	80	100.0
NEW YORK	80	80	100.0
PUERTO RICO	75	75	100.0
VIRGIN ISLANDS	0	0	0.0
<b>REGION 3</b>			
DELAWARE	65	65	100.0
DIST OF COL	75	69	92.0
MARYLAND	70	70	100.0
PENNSYLVANIA	88	88	100.0
VIRGINIA	60	60	100.0
WEST VIRGINIA	70	70	100.0
<b>REGION 4</b>			
ALABAMA	70	70	100.0
FLORIDA	80	80	100.0
GEORGIA	75	75	100.0
KENTUCKY	75	75	100.0
MISSISSIPPI	70	70	100.0
NORTH CAROLINA	75	75	100.0
SOUTH CAROLINA	70	70	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	90	89	98.9
MINNESOTA	80	80	100.0
OHIO	80	80	100.0
WISCONSIN	75	75	100.0
<b>REGION 6</b>			
ARKANSAS	75	75	100.0
LOUISIANA	75	75	100.0
NEW MEXICO	70	70	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	80	80	100.0
<b>REGION 8</b>			
COLORADO	71	71	100.0
MONTANA	70	70	100.0
NORTH DAKOTA	70	70	100.0
SOUTH DAKOTA	70	70	100.0
UTAH	75	75	100.0
WYOMING	75	75	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	78	78	100.0
WASHINGTON	74	74	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.

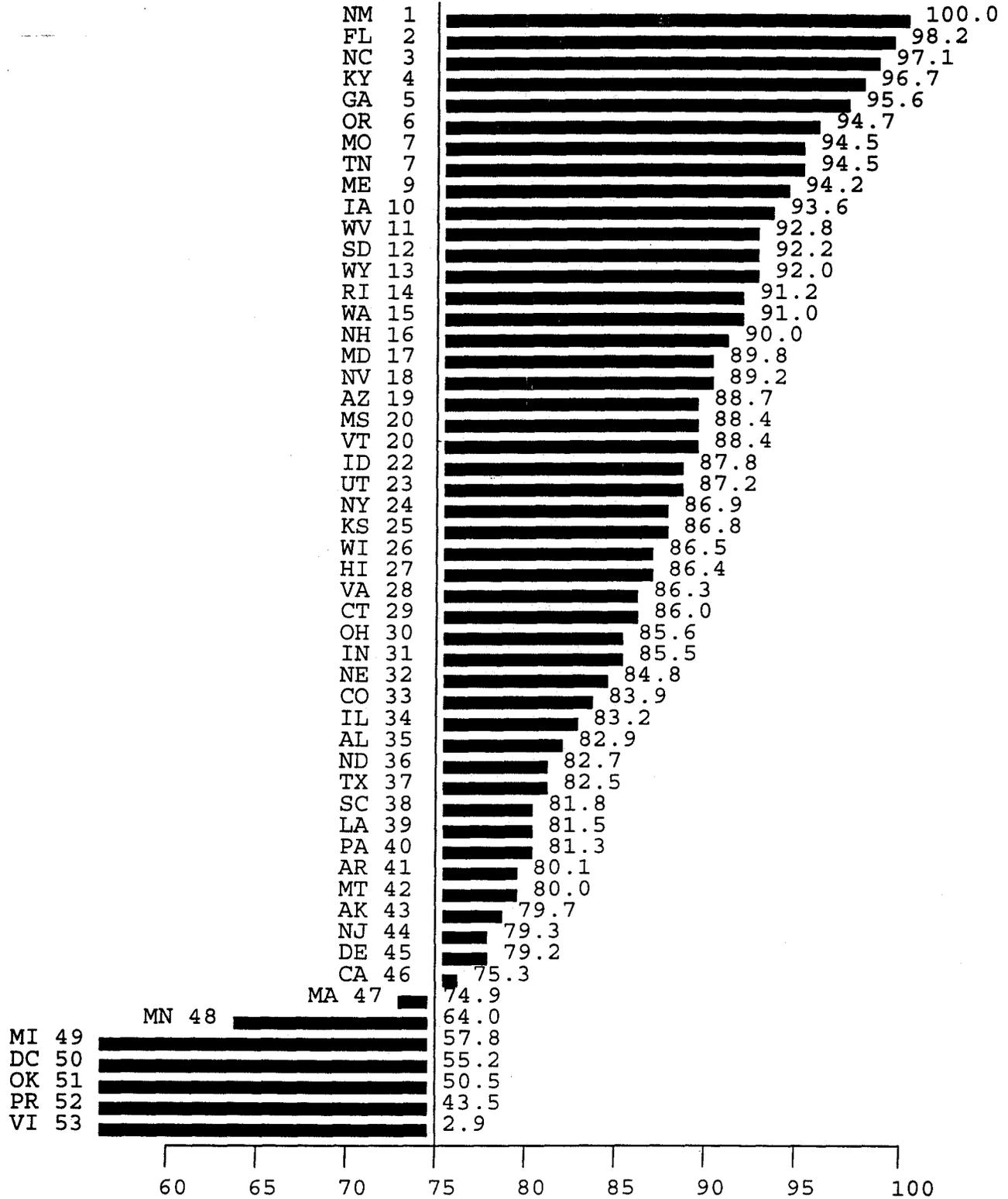
STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
<b>REGION 1</b>			
CONNECTICUT	369,378	349,615	94.6
MAINE	142,790	134,855	94.4
MASSACHUSETTS	586,937	532,127	90.7
NEW HAMPSHIRE	129,351	124,555	96.3
RHODE ISLAND	130,081	125,115	96.2
VERMONT	77,430	76,036	98.2
<b>REGION 2</b>			
NEW JERSEY	805,773	767,934	95.3
NEW YORK	1,726,393	1,596,736	92.5
PUERTO RICO	195,147	135,180	69.3
VIRGIN ISLANDS	INA	INA	INA
<b>REGION 3</b>			
DELAWARE	83,178	73,781	88.7
DIST OF COL	89,471	83,421	93.2
MARYLAND	464,371	437,277	94.2
PENNSYLVANIA	934,503	898,294	96.1
VIRGINIA	551,532	524,670	95.1
WEST VIRGINIA	146,425	143,294	97.9
<b>REGION 4</b>			
ALABAMA	321,876	317,602	98.7
FLORIDA	1,323,956	1,289,214	97.4
GEORGIA	602,660	585,286	97.1
KENTUCKY	298,260	287,294	96.3
MISSISSIPPI	189,417	184,629	97.5
NORTH CAROLINA	564,094	559,620	99.2
SOUTH CAROLINA	296,718	286,052	96.4
TENNESSEE	395,248	382,994	96.9

*continued*

STATE	# OF EMPLOYER REPORTS	# REPORTS TIMELY	% REPORTS TIMELY
<b>REGION 5</b>			
ILLINOIS	1,028,769	965,199	93.8
INDIANA	460,250	437,916	95.1
MICHIGAN	771,483	709,331	91.9
MINNESOTA	428,011	424,072	99.1
OHIO	862,743	807,204	93.6
WISCONSIN	437,247	421,819	96.5
<b>REGION 6</b>			
ARKANSAS	212,595	198,603	93.4
LOUISIANA	337,274	318,889	94.5
NEW MEXICO	148,073	141,178	95.3
OKLAHOMA	274,329	267,820	97.6
TEXAS	1,384,258	1,347,030	97.3
<b>REGION 7</b>			
IOWA	258,149	252,452	97.8
KANSAS	242,852	237,096	97.6
MISSOURI	525,295	503,065	95.8
NEBRASKA	164,102	159,159	97.0
<b>REGION 8</b>			
COLORADO	398,571	383,033	96.1
MONTANA	103,543	103,016	99.5
NORTH DAKOTA	72,349	72,165	99.7
SOUTH DAKOTA	79,748	78,899	98.9
UTAH	152,975	150,675	98.5
WYOMING	65,639	64,603	98.4
<b>REGION 9</b>			
ARIZONA	338,616	325,342	96.1
CALIFORNIA	3,077,638	2,885,756	93.8
HAWAII	108,259	103,823	95.9
NEVADA	126,749	122,537	96.7
<b>REGION 10</b>			
ALASKA	57,783	57,682	99.8
IDAHO	121,012	118,276	97.7
OREGON	340,337	317,951	93.4
WASHINGTON	622,834	590,393	94.8

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	215	86.0
MAINE	275	259	94.2
MASSACHUSETTS	275	206	74.9
NEW HAMPSHIRE	250	225	90.0
RHODE ISLAND	193	176	91.2
VERMONT	620 *	548	88.4
<b>REGION 2</b>			
NEW JERSEY	275	218	79.3
NEW YORK	275	239	86.9
PUERTO RICO	278	121	43.5
VIRGIN ISLANDS	136	4	2.9
<b>REGION 3</b>			
DELAWARE	250	198	79.2
DIST OF COL	250	138	55.2
MARYLAND	275	247	89.8
PENNSYLVANIA	278	226	81.3
VIRGINIA	1,222 *	1,055	86.3
WEST VIRGINIA	250	232	92.8
<b>REGION 4</b>			
ALABAMA	275	228	82.9
FLORIDA	275	270	98.2
GEORGIA	275	263	95.6
KENTUCKY	275	266	96.7
MISSISSIPPI	275	243	88.4
NORTH CAROLINA	275	267	97.1
SOUTH CAROLINA	275	225	81.8
TENNESSEE	275	260	94.5

\* Number represents all delinquent contributory employers for the first quarter of CY 1994

*continued*

STATE	# REVIEWED	# COL	% COL
<b>REGION 5</b>			
ILLINOIS	279	232	83.2
INDIANA	275	235	85.5
MICHIGAN	275	159	57.8
MINNESOTA	275	176	64.0
OHIO	250	214	85.6
WISCONSIN	275	238	86.5
<b>REGION 6</b>			
ARKANSAS	272	218	80.1
LOUISIANA	275	224	81.5
NEW MEXICO	275	275	100.0
OKLAHOMA	275	139	50.5
TEXAS	275	227	82.5
<b>REGION 7</b>			
IOWA	250	234	93.6
KANSAS	250	217	86.8
MISSOURI	275	260	94.5
NEBRASKA	250	212	84.8
<b>REGION 8</b>			
COLORADO	428	359	83.9
MONTANA	200	160	80.0
NORTH DAKOTA	208	172	82.7
SOUTH DAKOTA	77	71	92.2
UTAH	156	136	87.2
WYOMING	112	103	92.0
<b>REGION 9</b>			
ARIZONA	275	244	88.7
CALIFORNIA	16,705 *	12,574	75.3
HAWAII	250	216	86.4
NEVADA	250	223	89.2
<b>REGION 10</b>			
ALASKA	123	98	79.7
IDAHO	131	115	87.8
OREGON	284	269	94.7
WASHINGTON	5,478 *	4,987	91.0

\* Number represents all delinquent contributory employers for the first quarter of CY 1994

**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.

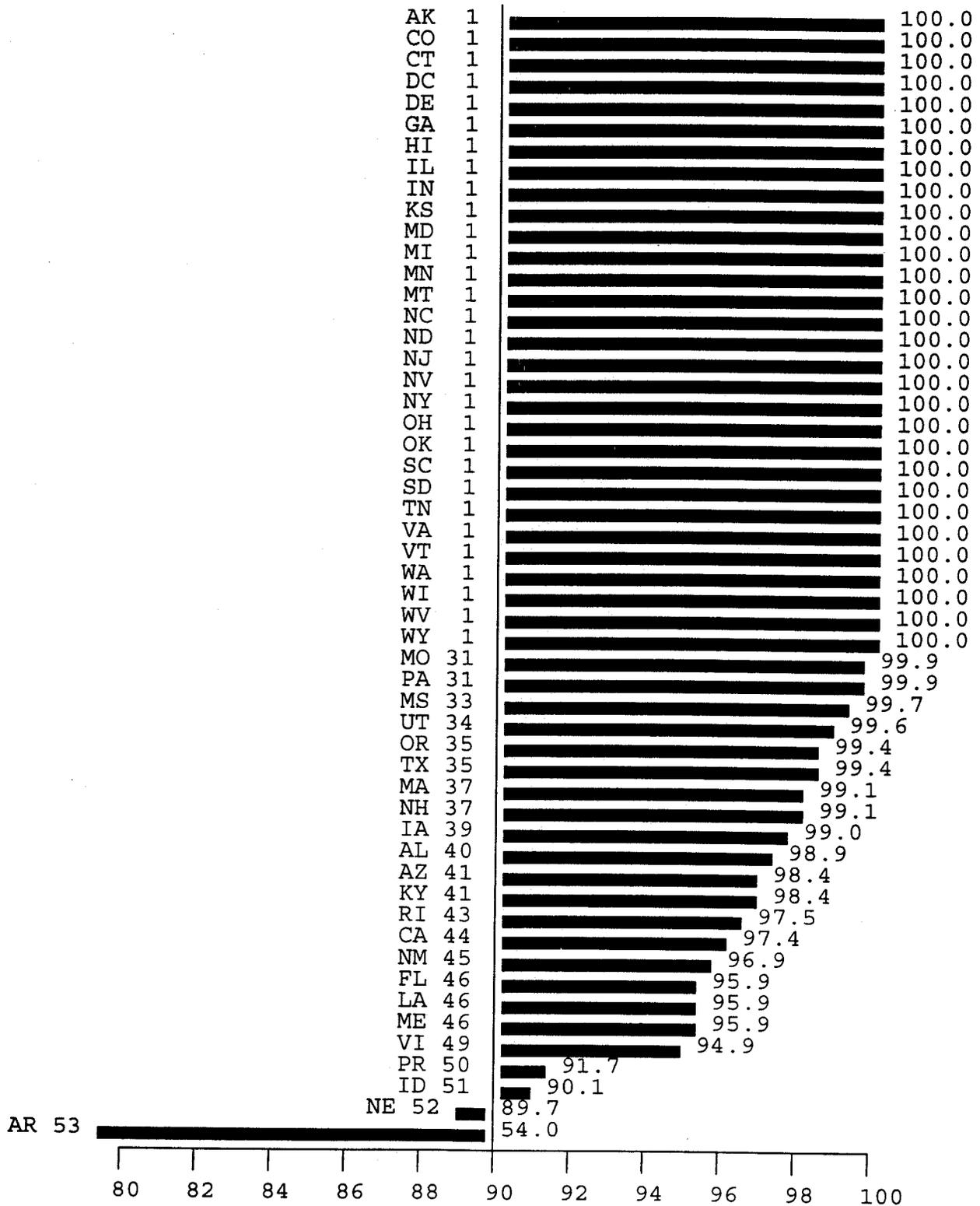
**B. Clearing Account.**

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, 1995. 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.**

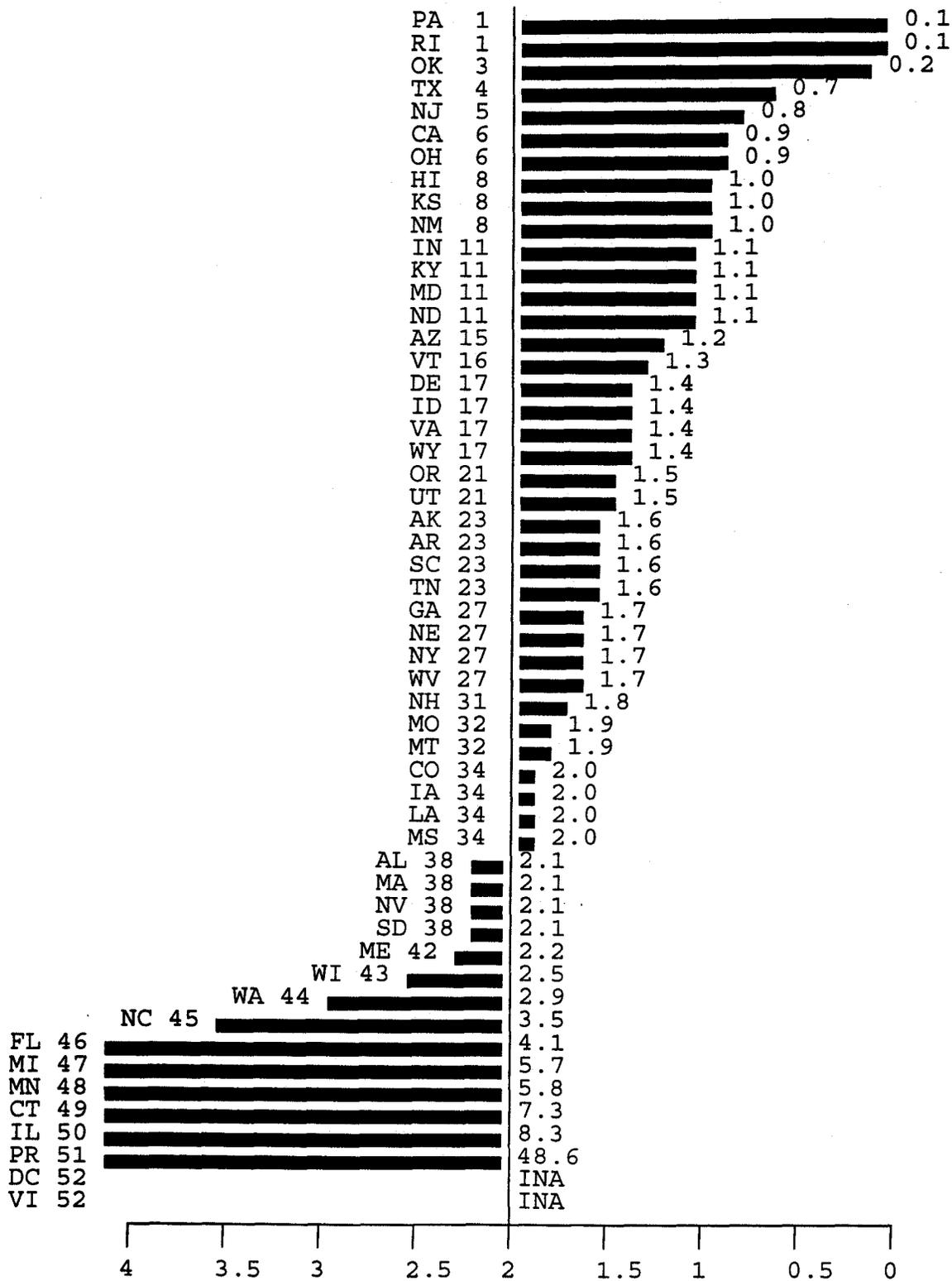
State Employment Security Agencies (SESAs) withdraw funds from the Benefit Payment Account in accordance with individual agreements between States and the U.S. Department of the Treasury executed under the Cash Management Improvement Act (CMIA). Compliance with these agreements can be determined by a 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**



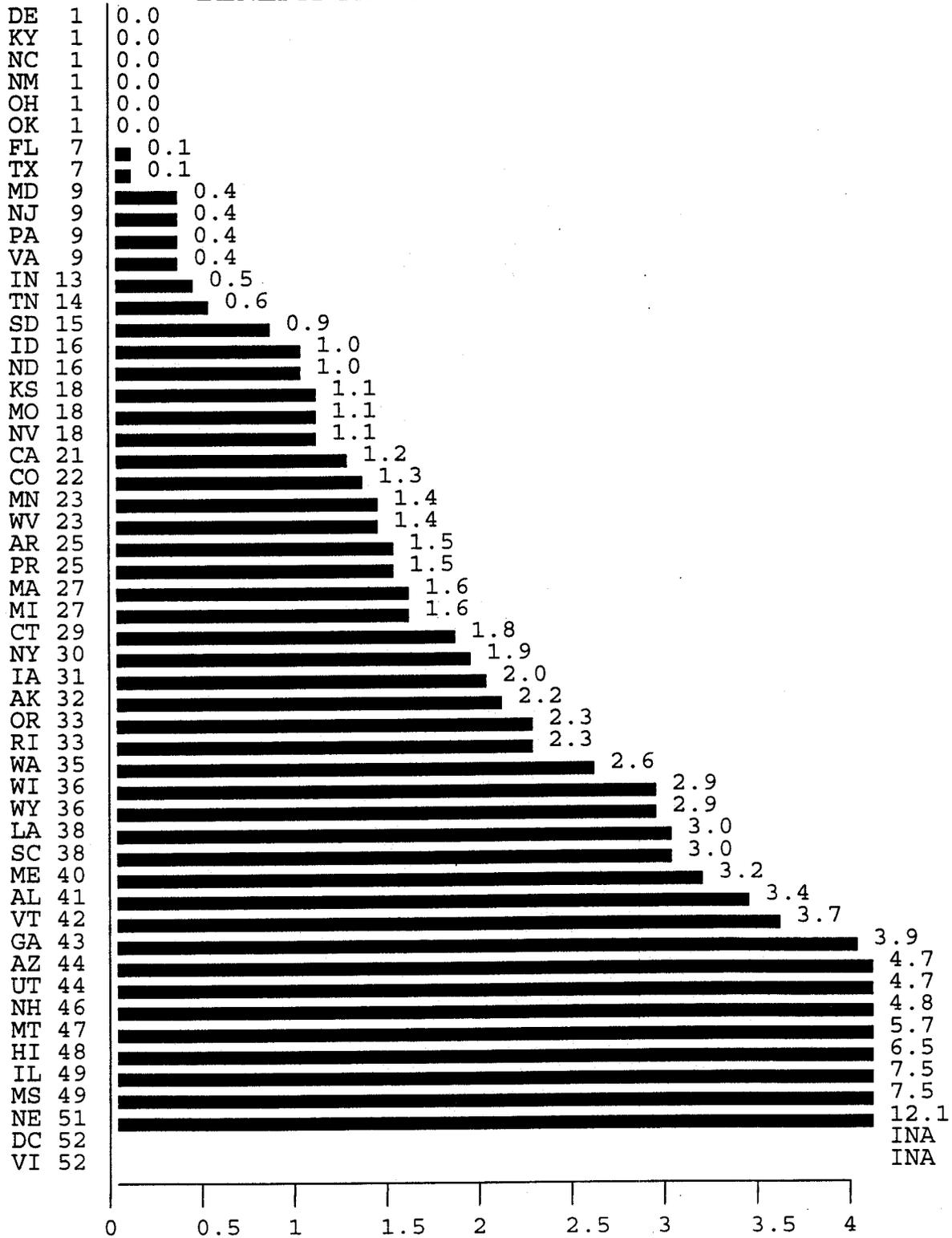
**DLA: Minimum of 90% of monies deposited within 3 days of receipt**

**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).

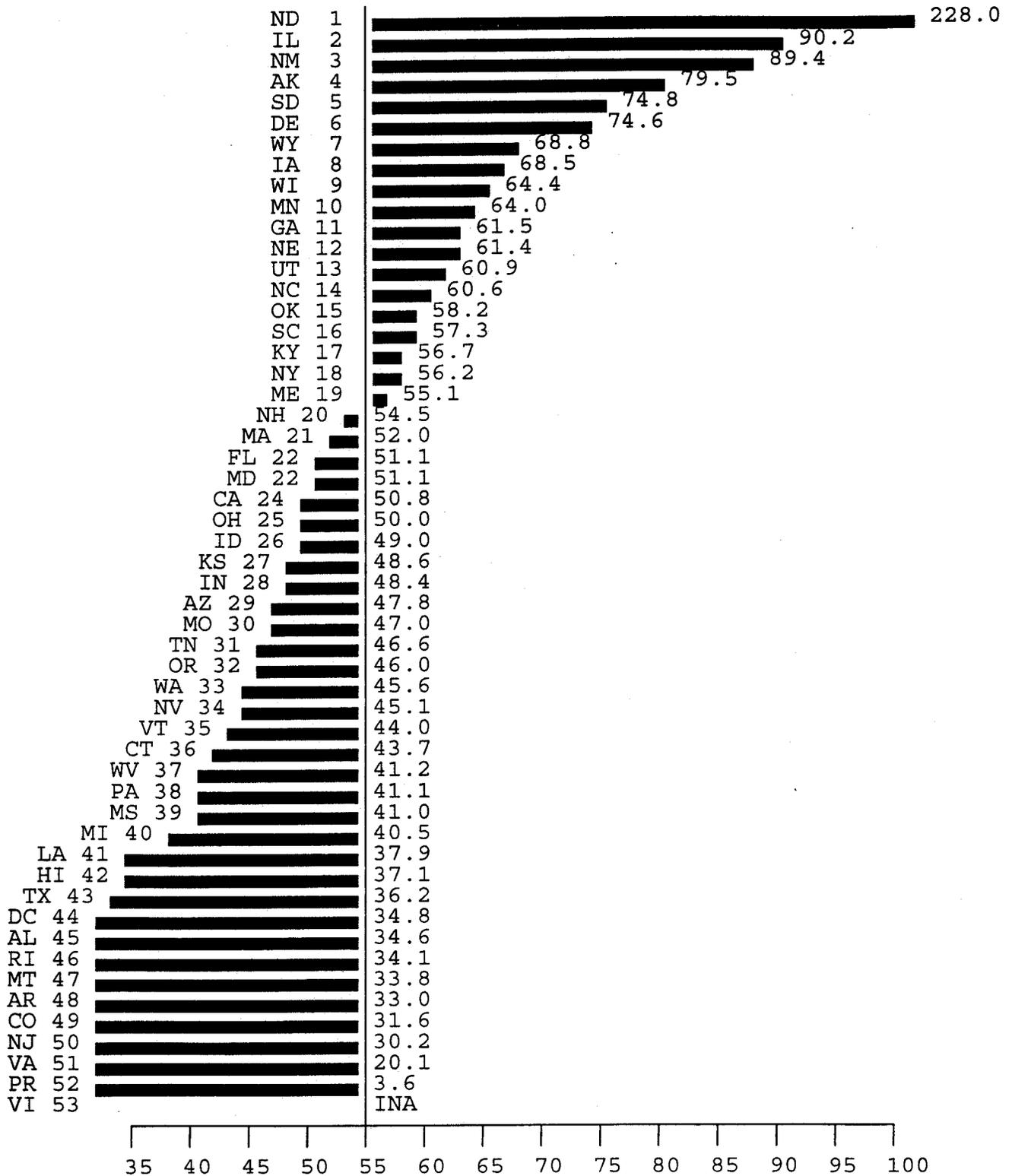
STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
<b>REGION 1</b>			
CONNECTICUT	100.0	7.3	1.8
MAINE	95.9	2.2	3.2
MASSACHUSETTS	99.1	2.1	1.6
NEW HAMPSHIRE	99.1	1.8	4.8
RHODE ISLAND	97.5	0.1	2.3
VERMONT	100.0	1.3	3.7
<b>REGION 2</b>			
NEW JERSEY	100.0	0.8	0.4
NEW YORK	100.0	1.7	1.9
PUERTO RICO	91.7	48.6	1.5
VIRGIN ISLANDS	94.9	INA	INA
<b>REGION 3</b>			
DELAWARE	100.0	1.4	0.0
DIST OF COL	100.0	INA	INA
MARYLAND	100.0	1.1	0.4
PENNSYLVANIA	99.9	0.1	0.4
VIRGINIA	100.0	1.4	0.4
WEST VIRGINIA	100.0	1.7	1.4
<b>REGION 4</b>			
ALABAMA	98.9	2.1	3.4
FLORIDA	95.9	4.1	0.1
GEORGIA	100.0	1.7	3.9
KENTUCKY	98.4	1.1	0.0
MISSISSIPPI	99.7	2.0	7.5
NORTH CAROLINA	100.0	3.5	0.0
SOUTH CAROLINA	100.0	1.6	3.0
TENNESSEE	100.0	1.6	0.6

*continued*

STATE	EMPLOYER ACCOUNTS % TIMELY	TRANSFER TO TRUST FUND AVG. DAYS	TRUST FUND WITHDRAWAL AVG. DAYS
<b>REGION 5</b>			
ILLINOIS	100.0	8.3	7.5
INDIANA	100.0	1.1	0.5
MICHIGAN	100.0	5.7	1.6
MINNESOTA	100.0	5.8	1.4
OHIO	100.0	0.9	0.0
WISCONSIN	100.0	2.5	2.9
<b>REGION 6</b>			
ARKANSAS	54.0	1.6	1.5
LOUISIANA	95.9	2.0	3.0
NEW MEXICO	96.9	1.0	0.0
OKLAHOMA	100.0	0.2	0.0
TEXAS	99.4	0.7	0.1
<b>REGION 7</b>			
IOWA	99.0	2.0	2.0
KANSAS	100.0	1.0	1.1
MISSOURI	99.9	1.9	1.1
NEBRASKA	89.7	1.7	12.1
<b>REGION 8</b>			
COLORADO	100.0	2.0	1.3
MONTANA	100.0	1.9	5.7
NORTH DAKOTA	100.0	1.1	1.0
SOUTH DAKOTA	100.0	2.1	0.9
UTAH	99.6	1.5	4.7
WYOMING	100.0	1.4	2.9
<b>REGION 9</b>			
ARIZONA	98.4	1.2	4.7
CALIFORNIA	97.4	0.9	1.2
HAWAII	100.0	1.0	6.5
NEVADA	100.0	2.1	1.1
<b>REGION 10</b>			
ALASKA	100.0	1.6	2.2
IDAHO	90.1	1.4	1.0
OREGON	99.4	1.5	2.3
WASHINGTON	100.0	2.9	2.6

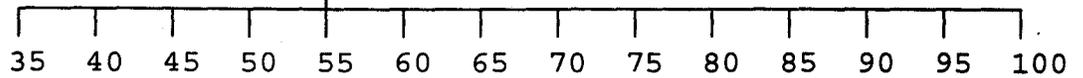
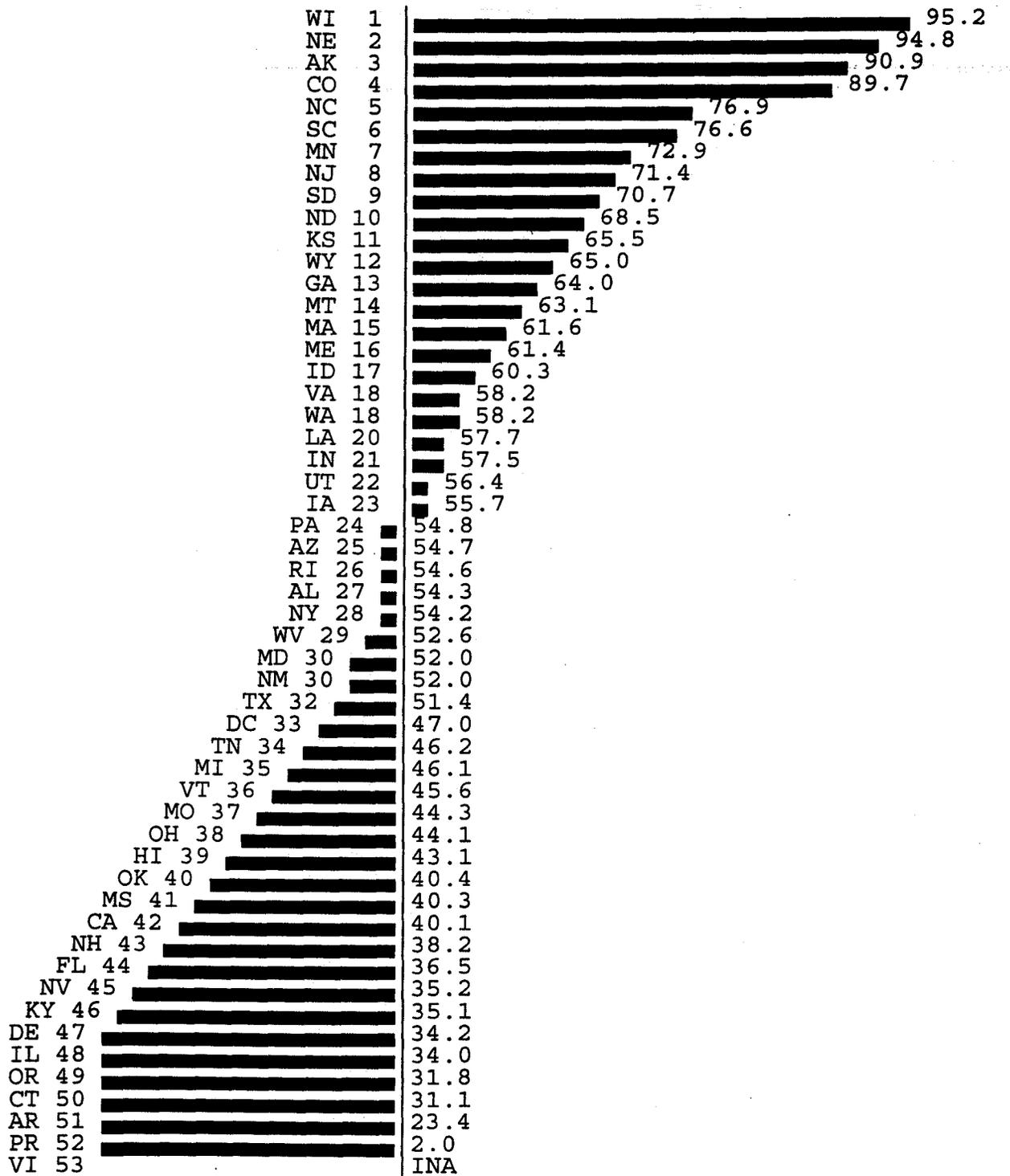
The results are shown in Figures III-50 through Figure III-52. Figure III-52 shows the percent of regular State UI fraud overpayments recovered and the percent of regular State UI non-fraud overpayments recovered. The Desired Level of Achievement for fraud overpayments is a minimum recovery of 55 percent 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	43.7	31.1
MAINE	55.1	61.4
MASSACHUSETTS	52.0	61.6
NEW HAMPSHIRE	54.5	38.2
RHODE ISLAND	34.1	54.6
VERMONT	44.0	45.6
<b>REGION 2</b>		
NEW JERSEY	30.2	71.4
NEW YORK	56.2	54.2
PUERTO RICO	3.6	2.0
VIRGIN ISLANDS	INA	INA
<b>REGION 3</b>		
DELAWARE	74.6	34.2
DIST OF COL	34.8	47.0
MARYLAND	51.1	52.0
PENNSYLVANIA	41.1	54.8
VIRGINIA	20.1	58.2
WEST VIRGINIA	41.2	52.6
<b>REGION 4</b>		
ALABAMA	34.6	54.3
FLORIDA	51.1	36.5
GEORGIA	61.5	64.0
KENTUCKY	56.7	35.1
MISSISSIPPI	41.0	40.3
NORTH CAROLINA	60.6	76.9
SOUTH CAROLINA	57.3	76.6
TENNESSEE	46.6	46.2

*continued*

STATE	FRAUD	NONFRAUD
<b>REGION 5</b>		
ILLINOIS	90.2	34.0
INDIANA	48.4	57.5
MICHIGAN	40.5	46.1
MINNESOTA	64.0	72.9
OHIO	50.0	44.1
WISCONSIN	64.4	95.2
<b>REGION 6</b>		
ARKANSAS	33.0	23.4
LOUISIANA	37.9	57.7
NEW MEXICO	89.4	52.0
OKLAHOMA	58.2	40.4
TEXAS	36.2	51.4
<b>REGION 7</b>		
IOWA	68.5	55.7
KANSAS	48.6	65.5
MISSOURI	47.0	44.3
NEBRASKA	61.4	94.8
<b>REGION 8</b>		
COLORADO	31.6	89.7
MONTANA	33.8	63.1
NORTH DAKOTA	228.0	68.5
SOUTH DAKOTA	74.8	70.7
UTAH	60.9	56.4
WYOMING	68.8	65.0
<b>REGION 9</b>		
ARIZONA	47.8	54.7
CALIFORNIA	50.8	40.1
HAWAII	37.1	43.1
NEVADA	45.1	35.2
<b>REGION 10</b>		
ALASKA	79.5	90.9
IDAHO	49.0	60.3
OREGON	46.0	31.8
WASHINGTON	45.6	58.2