UI PERFORMS Core Measures	Acceptable Levels of Performance
Benefits Measures	
<i>First Payment Promptness</i> : % of <i>all</i> 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period).	≥87%
Nonmonetary Determination Time Lapse: % of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.	≥80%
<i>Nonmonetary Determination Quality- Nonseparations</i> : % of <i>Nonseparation</i> Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.	≥75%
<i>Nonmonetary Determination Quality- Separations</i> : % of <i>Separation</i> Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.	≥75%
Program Integrity Measu	res
Overpayment Measure Detection of Overpayments: % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.	≥50% and ≤95% of detectable / recoverable overpayments are established for recovery
<i>Benefit Year Earnings (BYE) Measure:</i> Percentage of the amount overpaid due to BYE issues divided by the total amount of UI benefits paid	25% reduction from State's CY 2010 - CY 2012 baseline BYE rate
<i>Improper Payments Measure:</i> Percentage of UI benefits overpaid plus UI benefits underpaid minus overpayments recovered divided by the total amount of UI benefits paid.	< 10%
<i>UI Overpayment Recovery Measure:</i> Percentage of Amount of overpayments recovered divided by (Amount of overpayments established minus overpayments waived) (<i>example IPIA 2013 = July 1, 2012 – June 30, 2013</i>)	IPIA 2013: 55%; IPIA 2014: 58%; IPIA 2015: 65%; IPIA 2016: 68%; IPIA 2017: 68% IPIA 2018: 68%
Appeals Measures	
<i>Average Age of Pending Lower Authority Appeals:</i> The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.	≤30 Days
<i>Average Age of Pending Higher Authority Appeals:</i> The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.	≤40 Days
<i>Lower Authority Appeals Quality</i> : % of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.	≥80%
Tax Measures	
<i>New Employer Status Determinations Time Lapse</i> : % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.	≥70%

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

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

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

UI PERFORMS MANAGEMENT INFORMATION MEASURES

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Timeliness of Cashiering Accurate Identification and Resolution of Report Delinquency Accurate identification and Resolution of Accounts Receivable Audits to meet ESM Requirements Accuracy of Contribution Reports processing Accuracy of Debits and Billings of Contributory Employers Accuracy of Debits and Refunds Accuracy of Credits and Refunds Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Intrastate, all weeks	Accuracy of Successor Determination		
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Accurate identification and Resolution of Accounts Receivable Audits to meet ESM Requirements Accuracy of Contribution Reports processing Accuracy of Debits and Billings of Contributory Employers Accuracy of Debits and Billings of Reimbursing Employers Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Intrastate, all weeks First Payments Intrastate, all weeks	Timeliness of Cashiering		
Audits to meet ESM Requirements Accuracy of Contribution Reports processing Accuracy of Debits and Billings of Contributory Employers Accuracy of Debits and Billings of Reimbursing Employers Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Accurate Identification and Resolution of Report Delinquency		
Accuracy of Contribution Reports processing Accuracy of Debits and Billings of Contributory Employers Accuracy of Debits and Billings of Reimbursing Employers Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Accurate identification and Resolution of Accounts Receivable		
Accuracy of Debits and Billings of Contributory Employers Accuracy of Debits and Billings of Reimbursing Employers Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Intrastate, all weeks First Payments Intrastate, all weeks	Audits to meet ESM Requirements		
Accuracy of Debits and Billings of Reimbursing Employers Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Accuracy of Contribution Reports processing		
Accuracy of Credits and Refunds Accuracy of Benefit Charging Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks First Payments Intrastate, all weeks	Accuracy of Debits and Billings of Contributory Employers		
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Accuracy of Experience Rating Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Accuracy of Credits and Refunds		
Cash Management Measures Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Interstate, all weeks	Accuracy of Benefit Charging		
Average Days on Deposit Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Accuracy of Experience Rating		
Timeliness of transfer from clearing account to Trust Fund Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Cash Management Measures		
Benefits Measures Timeliness of Payments and Nonmonetary Determinations First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Interstate, all weeks			
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First Payments Intrastate full weeks First Payments Interstate full weeks First Payments Intrastate, all weeks	Benefits Measures		
First Payments Interstate full weeks First Payments Intrastate, all weeks	Timeliness of Payments and Nonmonetary Determinations		
First Payments Intrastate, all weeks	First Payments Intrastate full weeks		
•	First Payments Interstate full weeks		
First Payments Interstate, all weeks	First Payments Intrastate, all weeks		
	First Payments Interstate, all weeks		

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