

UI PERFORMS CY 2000 Annual Report

U.S. Department of Labor
Employment and Training Administration
Office of Workforce Security

July 2001



UI PERFORMS CY 2000 Annual Report

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UI PERFORMS ANNUAL REPORT CY 2000
TABLE OF CONTENTS

INTRODUCTION	5
<i>Benefit Accuracy Measurement</i>	<i>9</i>
<i>Benefits Timeliness and Quality</i>	<i>12</i>
<i>Tax Performance System</i>	<i>15</i>
<i>Benefit Payment Control</i>	<i>17</i>
NATIONAL REPORT	18
STATE REPORTS	49
<i>Alabama</i>	<i>50</i>
<i>Alaska</i>	<i>54</i>
<i>Arizona</i>	<i>58</i>
<i>Arkansas</i>	<i>62</i>
<i>California</i>	<i>66</i>
<i>Colorado</i>	<i>70</i>
<i>Connecticut</i>	<i>74</i>
<i>Delaware</i>	<i>78</i>
<i>District of Columbia</i>	<i>82</i>
<i>Florida</i>	<i>86</i>
<i>Georgia</i>	<i>90</i>
<i>Hawaii</i>	<i>94</i>
<i>Idaho</i>	<i>98</i>
<i>Illinois</i>	<i>102</i>
<i>Indiana</i>	<i>106</i>
<i>Iowa</i>	<i>110</i>
<i>Kansas</i>	<i>114</i>
<i>Kentucky</i>	<i>118</i>
<i>Louisiana</i>	<i>122</i>
<i>Maine</i>	<i>126</i>
<i>Maryland</i>	<i>130</i>
<i>Massachusetts</i>	<i>134</i>
<i>Michigan</i>	<i>138</i>
<i>Minnesota</i>	<i>142</i>
<i>Mississippi</i>	<i>146</i>
<i>Missouri</i>	<i>150</i>
<i>Montana</i>	<i>154</i>
<i>Nebraska</i>	<i>158</i>
<i>Nevada</i>	<i>162</i>
<i>New Hampshire</i>	<i>166</i>
<i>New Jersey</i>	<i>170</i>

UI PERFORMS ANNUAL REPORT CY 2000
TABLE OF CONTENTS

<i>New Mexico</i>	174
<i>New York</i>	178
<i>North Carolina</i>	182
<i>North Dakota</i>	186
<i>Ohio</i>	190
<i>Oklahoma</i>	194
<i>Oregon</i>	198
<i>Pennsylvania</i>	202
<i>Puerto Rico</i>	206
<i>Rhode Island</i>	210
<i>South Carolina</i>	214
<i>South Dakota</i>	218
<i>Tennessee</i>	222
<i>Texas</i>	226
<i>Utah</i>	230
<i>Vermont</i>	234
<i>Virginia</i>	238
<i>Virgin Islands</i>	242
<i>Washington</i>	246
<i>West Virginia</i>	250
<i>Wisconsin</i>	254
<i>Wyoming</i>	258
APPENDIX A: BAM DATA AND FOOTNOTES	262
APPENDIX B: TIER I MEASURES	265
APPENDIX C: TIER II MEASURES	268

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

This CY 2000 report is the fourth comprehensive UI PERFORMS Annual Report. It is intended to give a representative overview of Unemployment Insurance operational performance during the 12 months ending December 31, 2000. Thus, it presents the results of key indicators of the full range of UI operational performance—benefits, appeals, tax and cash management. At various times, the Department may supplement this report with reports in greater depth on individual areas, or present the same material using a different format.

UI PERFORMS

UI PERFORMS is the umbrella term adopted to designate the Department's closed-loop system for promoting continuous improvement in UI operational performance. The goal of UI PERFORMS is to ensure that the system's ultimate customers—UI beneficiaries and subject employers—receive ever-increasing quality of services. Key elements of the enhanced system are a revised set of performance objectives, developed in partnership with the States, for which the Department and the States will be held accountable; increased validation of data reported; and revitalized performance planning and improvement processes. In 1996, UIS began efforts to revise and enhance the various components of this closed-loop system as part of the UI PERFORMS initiative. The Department realized it would take several years to implement all changes envisioned; therefore, it phased in changes to the various components as they were completed. Most initial efforts focused on implementing or changing the system's three principal performance measurement modules. These are the Tax Performance System (TPS) which assesses the timeliness, accuracy, and sometimes the completeness of the major tax functions; the Benefit Accuracy Measurement (BAM) program which assesses accuracy of benefit payments and eventually decisions to deny; and Benefits Timeliness and Quality (BTQ) which embraces measurements of the timeliness and quality of benefit claims, payment and appeals operations. The performance indicators in this report are drawn from those systems plus the report on Benefit Payment Control activities.

To assess the state of performance and promote continuous improvement, the two advisory groups which have developed and guided the implementation of the UI PERFORMS system identified over 50 key performance measures. They designated ten of the most important of these as "Tier I" measures and instructed the Department to establish uniform national criteria for them representing minimally acceptable performance. States performing below a criterion would be required to include a corrective action plan in their annual State Quality Service Plan. Persistent performance below a criterion could result in various actions by the Department including the withholding of administrative grants. Because these measures have national criteria, the Tier I measures must be measured consistently and have comparable meanings in all States.

UI PERFORMS ANNUAL REPORT CY 2000

INTRODUCTION

In the fall of 1998 the Department asked the UI system and its stakeholders to comment on nine of the original ten measures, and the national criteria identifying minimally acceptable performance. (See Unemployment Insurance Program Letter (UIPL) 4-99 and Federal Register Notice 63 FR 63544, November 20, 1998). The Department deferred seeking comment on the tenth measure, timeliness of depositing tax contributions into the Clearing Account, until some States could resolve measurement inconsistencies. In the spring of 1999, the Department promulgated the final Tier I measures and their associated criteria by UIPL and Federal Register Notice. Table 1, on page 5, lists the measures, their criteria, and when they become effective. The Tier I measures, and how they are calculated, are also listed in Appendix B. This report includes every State's performance on all nine Tier I measures.

For a variety of reasons, the new measures and criteria become effective at various times between the date of issuance of the UIPL and FY 2005. The measures and criteria now used to implement the Secretary's Standards for Initial Claims timeliness and Lower Authority Appeals timeliness cannot be changed until the new UI PERFORMS regulation supersedes the regulations in which they are embodied. Some criteria are being delayed to give States time to raise performance, which is now considerably below the criteria in many States, or to work out measurement irregularities.

The UIPL which implements the new UI PERFORMS Tier I measures also identifies the so-called Tier II performance measures. Although many Tier II measures cover dimensions of performance as significant as Tier I measures, States may differ enough in these areas that the measures have varying meanings from one State to another. Thus, the Department will issue no national criteria for these measures. Instead, the States and the ETA Regional Offices will negotiate performance targets for those being emphasized in the current State Quality Service Plan (SQSP). Many of the performance measures included in this report are Tier II measures. Appendix C lists Tier II measures, and how they are calculated. This report includes State performance on about a third of the Tier II measures.

THE MAIN UNEMPLOYMENT INSURANCE MEASUREMENT SYSTEMS

Most of the UI performance measures use data from one of three measurement subsystems: Benefits Timeliness and Quality, Benefit Accuracy Measurement, and Tax Performance System. These were all developed to give a fuller view of State performance and thus better to permit the Department to exercise its role as a partner in ensuring that claimants and employers receive high-quality UI services.

The Department of Labor, Employment and Training Administration (ETA), Office of Workforce Security (OWS) has the responsibility by law, as mandated in Title III of the

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

TABLE 1 TIER I MEASURES	Criterion		
	Present	FY 2002 SQSP or New Reg	FY 2005
First Payment Timeliness			
% of 1st Payments within 14/21 days: IntraState UI, full weeks	87		
% of 1st Payments within 35 days: IntraState UI, full weeks	93		
% of 1st Payments within 14/21 days: InterState UI, full weeks	70		
% of 1st Payments within 35 days: InterState UI, full weeks	78		
% of 1st Payments within 14/21 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		90	90
% of 1st Payments within 35 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		95	95
Nonmonetary Determinations			
% of Separation Issues determined within 21 days of Detection Date (Intra + Inter State UI, UCFE, UCX)		80	80
% of Nonseparation Issues determined within 14 days of Detection Date (Intra + Inter State UI, UCFE, UCX)		80	80
% of Separation and Nonseparation Determinations with Quality Scores >80 points		75	75
Appeals			
% of Lower Authority Appeals decided within 30 Days of Filing	60	60	60
% of Lower Authority Appeals decided within 45 Days of Filing	80	85	85
% of Lower Authority Appeals decided within 90 Days of Filing		95	95
% of Higher Authority Appeals decided within 45 Days of Filing	50	50	50
% of Higher Authority Appeals decided within 75 Days of Filing	80	80	80
% of Higher Authority Appeals decided within 150 Days of Filing	95	95	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points	80	80	80
Tax/Cash Management			
% of New Status Determinations within 90 days of Quarter End Date	60	60	60
% of New Status Determinations within 180 days of Quarter End Date	80	80	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases		Pass	Pass
Days' Worth of Deposits in Clearing Account before Transfer to UTF	≤ 2		
Ratio of average daily loanable balance in Clearing Account to Avg. daily Transfer to UT		≤ 1.75	≤ 1.0

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

Social Security Act, for assuring that State Employment Security Agencies (SESAs) operate an effective and efficient unemployment insurance program. Various provisions of Federal law require that certain UI activities be performed promptly and accurately. Section 303(a)(1) of the Social Security Act requires, as a condition of a State's receiving UI administrative grants, “[s]uch methods of administration. . .as are found by the Secretary of Labor to be reasonably calculated to insure full payment of unemployment compensation when due.”

The UI PERFORMS measures computed using data from the BTQ, BAM, TPS and other administrative data systems represent the Department’s continuing effort to provide ever more accurate and useful information on the functioning of all UI program activities. These systems are designed and managed with certain considerations in mind, primarily:

- ☛ *Uniformity.* Performance data are a major vehicle for program oversight. Thus the Department tries to ensure that all States adhere to standard methodologies and definitions so that results are statistically valid, comparable from one State to another where possible, and present a consistent picture of State performance over time.

- ☛ *State and Federal Responsibilities.* The States have the primary responsibility not only for conducting UI operations but also for efficiently implementing and administering measurement systems. The Federal responsibility is to ensure data integrity and consistency through the establishment of definitions and procedures; approve any changes in methodology; establish monitoring procedures and operations; review the samples of cases investigated by the States; provide assistance and training to States; provide standard formats for data release; and evaluate results. The Federal responsibility also includes the analysis of data to diagnose problems with national implications or remedies and maintenance of a national database. The Federal partner provides technical assistance to States in case investigations, statistical theory, data analysis and use of applications software.

- ☛ *Program Improvement Orientation.* The major value of performance data is their usefulness in improving UI operations. They are designed to support State program improvement strategies and help States evaluate the effects of previous attempts to improve operations by identifying where and why errors occur, and their extent. State staff are trained in data analysis for this purpose. Reported data frequently need to be supplemented by other information if program improvements are to be structured. For this reason, the Department has encouraged States to undertake program improvement studies--analyses and/or data gathering studies intended to lead to program improvement actions. The recent reductions in BAM sample sizes were intended to free resources for further studies and improvements.

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

Benefit Accuracy Measurement

The UI Benefit Accuracy Measurement (BAM) program, formerly Benefits Quality Control (BQC), became mandatory in the fifty States, the District of Columbia, and Puerto Rico on October 5, 1987, for operation in calendar year (CY) 1988. This is the eleventh year for which calendar year data from the program have been published.

BAM is a diagnostic tool used to identify payment errors and measure the effect of previously initiated corrective actions. BAM is based on random samples of UI payments. The sampling procedures are designed to produce samples that are representative of a State's universe of paid UI claims. Each sample represents one compensated week of benefits. Each case in the sample is thoroughly reviewed for compliance with the State's UI laws, regulations, policies, and operating procedures. BAM's premise is that dollars overpaid and underpaid can be estimated by projecting the results from a State's BAM sample to its entire population of payments. The BAM program gathers information to assist States in developing program improvement plans to correct problems in their UI benefit payment systems and to enable them to measure the effects of implementing those plans. States also use this information in implementing policies to ensure accurate administration of their laws, regulations, and operating procedures.

The Department has one overriding goal for BAM: to ensure that the UI program operates with the highest degree of accuracy attainable within available administrative resources. The BAM methodology is a sound means for measuring the accuracy of State UI administration, and thus, BAM is an integral part of the Secretary's oversight system. It is the major vehicle by which the Department oversees the accuracy of State UI benefit payments.

Readers are strongly cautioned that it may be misleading to compare one State's BAM overpayment and underpayment rates with those of other States. No two States' written laws, regulations, or policies specifying eligibility conditions are identical, and differences in these conditions influence the potential for error. States with stringent, complex provisions will tend to have higher overpayment rates than those with simpler, more straightforward provisions, for example.

Program Development. The basic concept of intensive investigations of small but representative samples of cases was first applied to UI in the late 1970s. A National Commission on Unemployment Compensation (NCUC) study in six metropolitan areas revealed that the "true error rate" of UI payments in the test sites was several times higher than that reported by the measurement systems then in place. One important conclusion was that field verifications must supplement desk reviews to accurately estimate the UI payment error rate. The Department applied the approach, now called Random Audit (RA), at the State level and by 1984, 46 States operated RA programs.

UI PERFORMS ANNUAL REPORT CY 2000

INTRODUCTION

In the summer of 1983, an Interagency Benefit Payment Oversight Committee reviewed the findings from RA and other systems for measuring and correcting payment errors in the UI system and recommended that the Department establish a UI Quality Control program. After developmental work and policy review, most States began implementing the Benefits Quality Control (BQC) program on a voluntary basis in April 1986. The BQC program was established by regulation on September 3, 1987.

In July 1993, following a period of pilot testing, States were permitted to conduct certain portions of the field verifications by mail, telephone and fax instead of in person. In 1996, the Department began implementing other changes to BAM recommended by the Performance Enhancement Workgroup (PEWG). The program's name was changed to Benefit Accuracy Measurement from Benefits Quality Control, and States no longer were required to release their annual error rates to the public media. On January 1, 1997, allocated annual sample sizes were reduced to 360 in the ten smallest States and 480 in the rest, and States were given the option of conducting all aspects of verifications by mail, phone and fax. The Department also began designing a pilot test of the use of the BAM methodology to determine the accuracy of decisions denying eligibility.

Program Scope. BAM covers the three largest permanently authorized unemployment compensation (UC) programs: regular State UI (including benefits paid on the basis of combining wages), the federally-funded Unemployment Compensation for Federal Employees, and Unemployment Compensation for Ex-service members. Together, these programs accounted for 95.8% of benefit outlays in CY 2000. The BAM sample does not include UC benefits paid under Trade Adjustment Assistance, Disaster Unemployment Assistance, the interstate arrangement, or any Federal extended benefits program.

Although denied claims and appeals are not directly investigated, the BAM universe includes approximately 85.3% of all decisions. BAM covers monetary, separation, and nonmonetary/nonseparation issues which affect the claimant's eligibility for benefits but directly samples only those which the agency decided to pay. The BAM underpayment rate is based on payments which are less than the amount the claimant should have received. BAM underestimates the underpayment rate because erroneously denied claims are not identified. A successful 5-State pilot test of applying the BAM methodology to measuring denied claim accuracy (including claims filed on an interstate basis) concluded in September 1998. The Department intends to begin sampling denial decisions in the BAM program in CY 2001. The quality, including the accuracy, of benefit appeal decisions is reviewed and assessed quarterly under the BTQ system. There is no plan to incorporate appeal decisions into BAM.

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

CY 2000 Sample Size. The States received sufficient resources to investigate a total of 23,760 cases in CY 2000. Individual State sample sizes varied, with the ten smallest States receiving resources to investigate a sample of 360, and the 42 larger States receiving resources to investigate a sample of 480, cases per year. Some States chose to draw larger samples, and 25,859 cases were completed in CY 2000, an average of 497 cases per State.

Data Collected. BAM investigators compile a data record on each case consisting of up to 116 required elements and any additional elements defined and collected at each State's discretion. Since all States have computerized records on weeks compensated, many of the data elements can be transferred from the state's mainframe database directly to the BAM computer record at the time the case is selected for investigation. This both reduces coding time and minimizes coding and data entry errors.

Most elements pertain directly to UI eligibility, relating to the claimant's benefit history, base period work, monetary eligibility, reason for separation, ability to work, availability for work, and work search effort. Data on age, sex, and ethnic classification are gathered to verify the representativeness of the BAM samples. The data record concludes with elements related to error classification, including type of error (if any), amount of error, the responsible party, the cause, and the point of detection. Multiple errors can be detected in the course of one BAM case investigation and documented in the database.

The Department provides each State with computer hardware and software to store, retrieve, and analyze its own BAM data. States also have received remote terminals, printers, and modems so that outstationed investigators can enter case information directly in the BAM computer record.

Data Collection Methodology. The BAM investigator obtains information pertaining to the monetary, separation, and continuing eligibility issues for the payment selected, and various claimant characteristics. This is done through in-person and telephone contacts with the claimant, various employers, and third parties such as labor unions and employment agencies identified by the claimant. This information is compared to agency records to determine its impact on the accuracy of the payment received by the claimant. The BAM investigation also determines whether decisions conformed to State law, policy, and procedures.

UI PERFORMS ANNUAL REPORT CY 2000

INTRODUCTION

Benefits Timeliness and Quality

Development. The existing Benefits Timeliness and Quality (BTQ) measurement suite is a lineal descendent of the Quality Appraisal measures. These were initially developed in 1975 by a Federal-State task force. It developed a comprehensive system called the *Performance Appraisal Package* after considering all existing performance and promptness measures.

The Performance Appraisal consisted of three measurement systems: “A Performance Based Quality Control Program for Nonmonetary Adjudication” (known as QPI), the Appeals Quality Package, and portions of a State UI Self Appraisal. The results of the new appraisals were reviewed by the National Office together with States and Regional Offices, and Desired Levels of Achievement (DLAs) were established for many of the activities reviewed. DLAs were first established for Fiscal Year 1978 and were revised along with the evaluation package, which was renamed “*UI Quality Appraisal*” in 1979. The DLAs were used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards are mandated in two areas: timeliness of processing lower authority appeals (20 CFR 650) and timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

The results of the UI Quality Appraisal of all major UI State program activities, reviewed by Regional and National Offices, were distributed to each State to be used in the State Annual Program and Budget Plan (PBP). The data also were published in a UI Quality Appraisal annual report. This mode of presentation served more than one purpose. It indicated levels of performance, absolutely and relative to other States, and by giving performance relative to Secretary's Standards or DLAs it also served as the document of record for determining whether corrective actions plans had to be included in the annual Program Budget Plan submitted by each State.

Because technological changes in SESA operations had made new systems of oversight both possible and necessary, the Department of Labor initiated the Performance Measurement Review (PMR) project in 1988 to review and improve the Quality Appraisal (QA) measures. The QA process had not been subjected to in-depth review since the mid-1970's. Increasing use of automated and electronic systems, and other operational changes, had transformed the delivery of UI services to the public.

PMR was designed and completed in three phases. The first phase consisted of the *analysis* of existing benefits time lapse and quality measures to determine their legislative basis and to identify gaps or overlaps in measurement areas, the *development* of new or revised measures, and the *design* for a field test of selected measures. State and Federal UI representatives carefully defined time lapse measures and quality measures covering benefit payments, nonmonetary determinations, and lower and higher authority appeals.

UI PERFORMS ANNUAL REPORT CY 2000

INTRODUCTION

In the second phase of the project, six States conducted a 15-month field test of reporting data for the time lapse and quality measures. The evaluation showed that the new measures and the software developed for analysis of results could yield meaningful and statistically valid information in a cost-effective manner.

The third phase involved nationwide implementation of the new benefits time lapse and quality measures as a part of the new closed-loop management system, **UI PERFORMS**, which was implemented in UI in 1996. The nonmonetary promptness measure, implemented using the detection date of an issue on a claim as the starting point, was not field tested, but was included for implementation at the recommendation of the State-Federal PEWG after completion of the field test.

The new measures were embodied in a new “9050” series of reports. These new reports required programming changes in every State to allow reporting of all the measures with their new definitions and new intervals. State implementation of BTQ began with the quality reviews of nonmonetary determinations and lower authority appeals. After creating the universes for sampling, they drew the first samples in October 1996 for the quarter ending September 30, 1996. In January 1997 States began collecting the data from which the timeliness measures are calculated.

Changes in Reporting for Timeliness. The new timeliness measures incorporate changes designed to improve performance measurement in several ways.

- Except for the implementation time lapse measurements for nonmonetary determinations and lower authority appeals, which are derived from the quality review instruments, all time lapse measures are based on universe data from automated records instead of samples.
- They measure the performance of a wider universe of UI activity than before. They now include timeliness of continued weeks paid, the age of pending appeals cases, and different measures for calculating the timeliness of nonmonetary adjudications.
- All of the new timeliness measures call for reporting of extended intervals to allow analysis of the distribution of benefit activities. SESAs will be able to use the new range of data for internal program assessment and to monitor their continuous performance improvement programs.

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

Changes in Quality Assessment. Measures based on samples are used to track the quality of SESA nonmonetary determinations and lower authority appeals. The BTQ system made the following changes designed to improve overall assessment:

- The samples are drawn by computer from the time lapse universes of nonmonetary determinations and lower authority appeals, ensuring that the sampling process is completely random.
- The universe of determinations includes all issues with the potential to affect the claimant's present or future benefit eligibility, not just the major categories.
- The review instrument for assessing the quality of nonmonetary determinations was revised to give additional weight to the quality of the written determination. The instrument used to evaluate lower authority appeals was modified little and so scores will closely resemble those reported through the QA process.
- The new database for the quality scores is a micro database—enabling analysis of individual cases and individual quality elements.
- Nonmonetary adjudications are subjected to a tripartite review each quarter. In one review each year, two State reviewers and one Federal reviewer must be included to minimize subjectivity and improve consistency.
- The State automated system furnishes information about the records selected for review, including the date of the nonmonetary determination, the program, and the issue. The quality reviewer adds further information during the review process, including scores for quality criteria and the date that the result of the nonmonetary determination or appeal decision was applied to the claim. Completed review data is entered into the UI automated data base, which generates scores for individual records and overall scores for quarterly State performance.
- State sample sizes for nonmonetary determinations quality reviews are based on their nonmonetary activity levels reported in the preceding calendar quarter. States reporting fewer than 100,000 determinations draw quality samples of 60 each quarter; for others samples are 100 each quarter.

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

Tax Performance System

Development. The Department developed the Tax Performance System (TPS) to assist in exercising its general oversight responsibilities toward the UI program and to help meet its responsibility to protect and maintain the soundness of the Unemployment Trust Fund. At the time the Department began the development of the Benefits Quality Control (BQC) program in 1983, tax oversight consisted principally of review of data reported on the ETA 581 (Contribution Operations) report and periodic program reviews, and reviews of Trust Fund operations. The annual *Quality Appraisal Results* included indicators for which DLAs had been set: Status Determinations Promptness; Field Audit Penetration; Report Delinquency; Collections Promptness; Promptness of Deposit to the Clearing Account; and two Trust Fund deposit transfer timeliness measures. There was also a measure of field audit performance with no DLA. The long-term Quality Control program design envisioned a tax component.

In 1988 a Revenue Quality Control (RQC) Task Force comprising a small Federal staff assisted by State tax specialists was established to design a quality control program for tax operations. In 1990, the basic system, called Core RQC, was pretested in eight States. In the next two years, eight other States formally pilot tested the RQC approach. In 1993, 49 States began implementing the RQC design voluntarily. Mandatory implementation began in 1995 with changes to the form ETA 581, to obtain data needed for the new Computed Measures. All States implemented all aspects of RQC in January 1996. RQC was later renamed the Tax Performance System.

Methodology. The TPS approach divides tax operations into major functional components. For each function, it specifies key performance objectives based on three basic dimensions of quality: timeliness, accuracy, and completeness. There are performance indicators to measure the attainment of each objective. Measures and review techniques were selected to emphasize quality, cost-effectiveness, and reliance on data obtained as a by-product of ongoing program operations. Because TPS was designed to provide information which tax units can use directly to guide program improvement, it also seeks to gather and disseminate information on best practices in addition to methods for identifying weaknesses. The complete TPS “package” has three assessment components: (1) for timeliness and completeness, Computed Measures; (2) for accuracy, Program Reviews; and (3) to identify best practices, Methods Surveys.

UI PERFORMS ANNUAL REPORT CY 2000

INTRODUCTION

**TABLE 2
REVIEW METHODOLOGIES**

TAX FUNCTION	COMPUTED MEASURES	PROGRAM REVIEW Sys Rev & Sampling	METHODS SURVEY
STATUS DETERMINATION	✓	✓	✓
CASHIERING		✓	
REPORT DELINQUENCY	✓	✓	✓
COLLECTIONS	✓	✓	✓
FIELD AUDIT	✓	✓	✓
ACCOUNT MAINTENANCE		✓	

Table 2 shows the methodologies used to review the various tax functions. The combination of Computed Measures, System Reviews, Acceptance Samples, and Methods Surveys is shown in detail to present a well-rounded assessment of each function.

Timeliness and Completeness. Most of the information on timeliness and completeness of UI tax functions were taken from program data obtained from the key tax report, ETA 581. These indices are termed “Computed Measures”. The ETA 581 report was revised to ensure that States collected the data for calculating the computed measures.

Accuracy. The BAM model for measuring accuracy—reviewing large samples of end products, was found to be expensive and difficult to apply in the tax environment. Instead, a two-step methodology based on financial and program audits was developed, which TPS terms Program Review.

UI PERFORMS ANNUAL REPORT CY 2000
INTRODUCTION

➤ Systems Review. Staff first review each tax function thoroughly to ensure that all internal controls are in place. Unless a problem is indicated, or a program change has been initiated, these reviews only take place once every four years.

➤ Acceptance Sample. To ensure that the internal controls are operating as intended to produce timely and accurate outputs, every year a sample of completed work is examined. The reviewer extracts a small “Acceptance Sample” of sixty cases of each tax functions' output and examines it for accuracy. Failure of three or more cases out of the sample will cause the entire sample to fail, leading to the conclusion that there is not “reasonable assurance” the function is operating with an acceptable level of accuracy.

The combination of a thorough front-end review and a small acceptance sample efficiently establishes a reasonable assurance of accuracy, directly identifies any areas of program weakness, and immediately indicates where program improvements are needed. If there is a need to know the actual level of a particular tax function's problem, the Acceptance Sample can be readily expanded into a much larger Estimation Sample.

Best Practices. To identify best practices in several tax functions, TPS has designed Methods Surveys. States are required to complete these every four years. Plans are underway to compile and distribute information on best practices to States and Regions.

This Tax Performance System section of the UI PERFORMS Annual Report for CY 2000 presents only data from the Computed Measures and Acceptance Samples because the System Reviews' examination of State internal controls contains too much detail to present in a brief format without distortion. In addition, Systems Reviews are intended largely to guide State program and Regional staff. Data from Methods Surveys will be compiled and analyzed later. However, the combination of Computed Measures and Acceptance Sample results provides a concise overview of the quality of State tax operations.

Benefit Payment Control

The PMR initiative was originally intended to review Benefit Payment Control (BPC) measures, but they were deferred in Phase I. In 1996, a Federal-State workgroup developed 10 measures which were field-tested in three States. In 1998, the UIS circulated two of the tested measures for comment to the UI system but neither received strong support. Until revised measures are implemented, the Department will continue to report the BPC measures for which the Quality Appraisal system specified DLAs. These are the proportions of both fraud and nonfraud overpayments established in the current period which the agency collected.

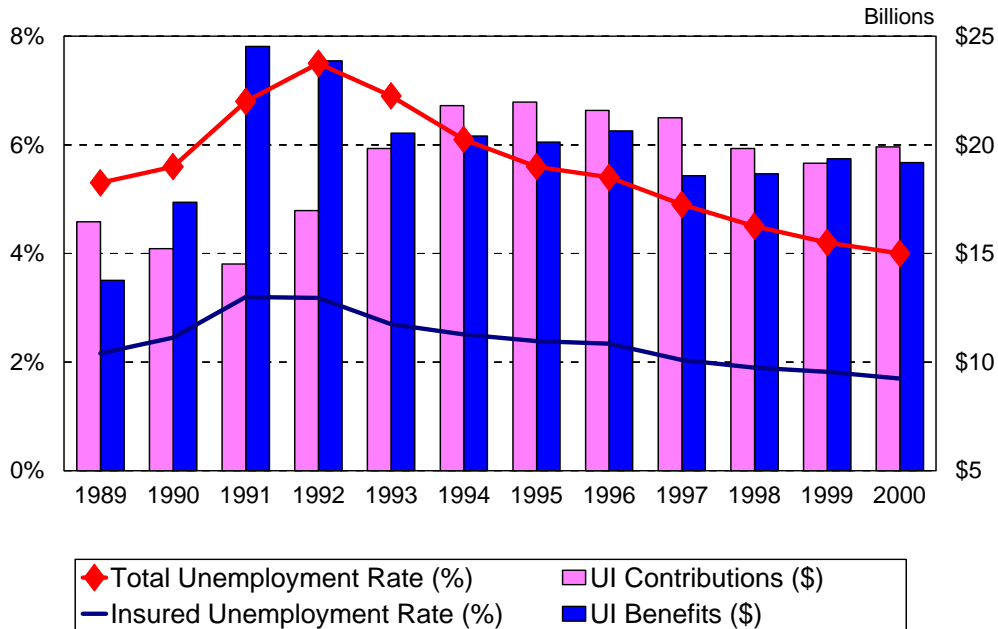
UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

This chapter is divided into three main sections. The first section presents a brief overview of the recent economic conditions and the resultant movement in certain UI tax and benefit activities. The second shows the movement of major benefit payment activities and then reviews the national pattern of selected key benefit payment performance indicators. The third section approaches tax activities in the same way.

ECONOMIC ACTIVITY AND MAJOR PROGRAM ACTIVITIES

The labor market in 2000 continued to tighten as the total unemployment rate fell to an average of 4.0% and the insured unemployment rate (IUR) to 1.7%. The total unemployment rate has been declining steadily since the most recent recession high of 7.5% in 1992.

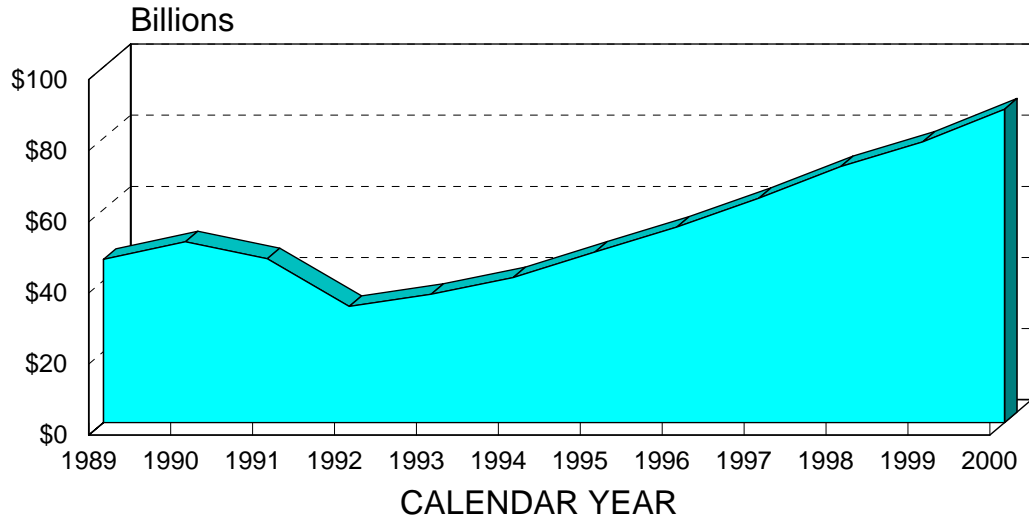
ECONOMIC CONDITIONS
CYs 1989 - 2000



The movement in the IUR, which peaked in 1991, has been less pronounced. The peak in the IUR coincides with the peak in benefit payments in 1991 at nearly \$25 billion. Benefit payments have since fallen to about \$19.2 billion in 2000. Contributions, on the other hand, reached their 12-year low in 1991 at about \$14 billion and rose to a high of over \$22 billion in 1995 before dropping to under \$20 billion since 1998.

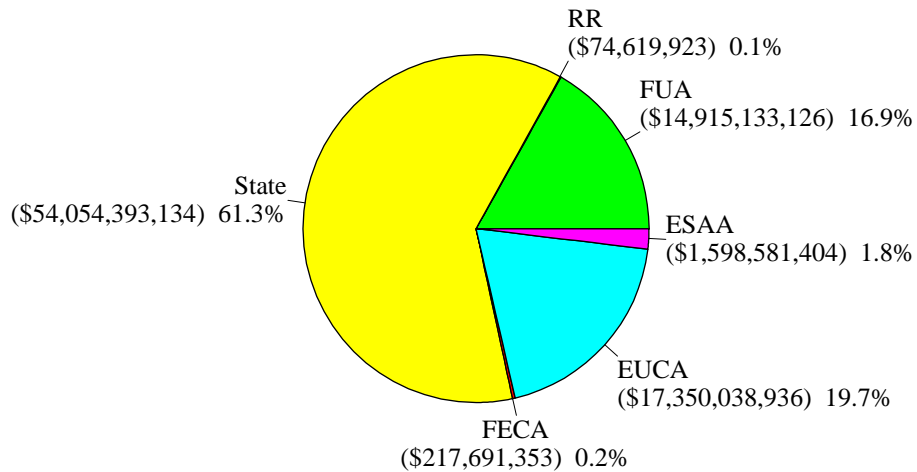
**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

END OF YEAR TRUST FUND BALANCE TOTAL
CYs 1989 - 2000



December 31 trust fund balances have risen steadily since their 12-year low in 1992 as States took advantage of improving conditions to replenish their funds. On December 31, 2000, balances in the UI trust fund reached \$88 Billion. Of this, State accounts constituted almost two thirds and the Extended Unemployment Compensation Account (EUCA) one fifth.

END OF YEAR TRUST FUND BALANCES
As of December 31, 2000

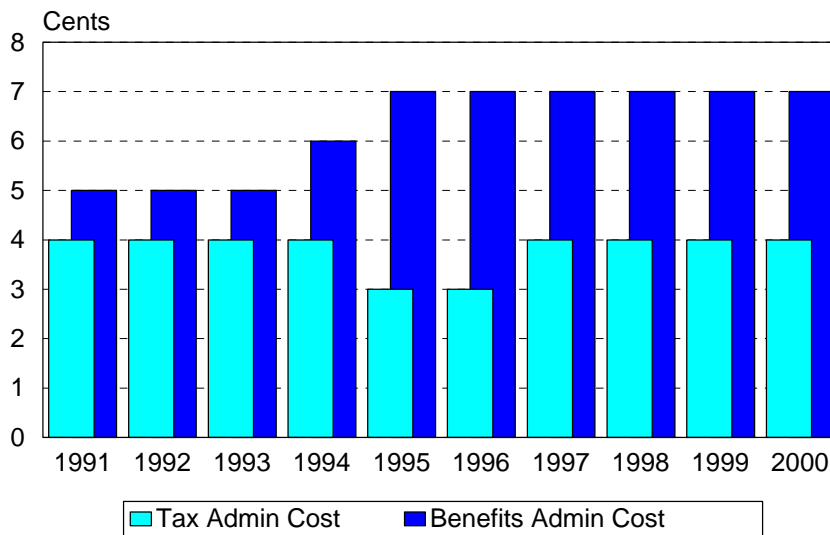


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NATIONAL REPORT

The cost of administering the UI program is expressed as cents per dollar of benefits paid or of taxes collected. Tax activity tends to vary little over the business cycle and hence the cost is quite stable. Benefit payment levels fluctuate much more widely over the cycle than the funds States receive to administer them, causing the benefit cost to vary inversely with the economic cycle.

ADMINISTRATIVE COST PER \$1 PAID

FYs 1991 - 2000



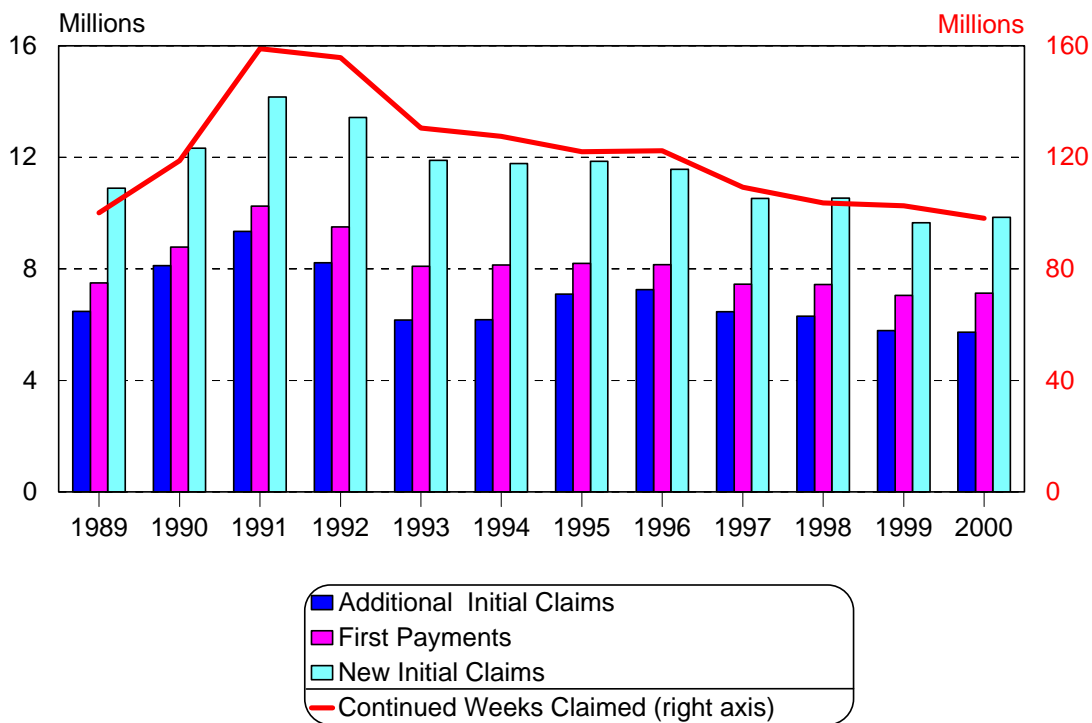
BENEFIT PAYMENT ACTIVITY

In 2000, unemployment insurance offices handled approximately 9.8 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 2.7 million claimants were determined to be ineligible for monetary or separation reasons, or found new jobs before filing a first week claimed, so that ultimately about 7.1 million claimants actually received a first payment. This compares with the 14 million new initial claims filed, and 9.5 million first payments made, in the recession year 1991. Additional initial claims, over the same period, track first payments closely because they represent occasions when claimants' benefit payment series were broken by intervening spells of employment. Each additional initial claim filed to resume benefit payments requires the agency to review the reason for separation (but not the monetary eligibility) and may lead to the identification and adjudication of a separation issue.

UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

More striking than the movement in initial claims has been the path of continued weeks claimed. The level of continued weeks claimed depends both on the number of first payments and on the average number of claims filed per benefit year, a measure of average duration.

CLAIMS ACTIVITY
CYs 1989 - 2000



Economic conditions drive both components of weeks claimed. After reaching a high of 160 million weeks during 1991, the number has fallen sharply to about 98 million in 2000. The great majority of claims filed, and payments made, in any year are intrastate made under the regular State UI program. Table 3 indicates the relative magnitudes of both first payment and continued weeks paid by program in 2000. Overall, interstate claims (State, UCFE, and UCX) constitute only about 3% of all first payments and about 4% of continued weeks paid.

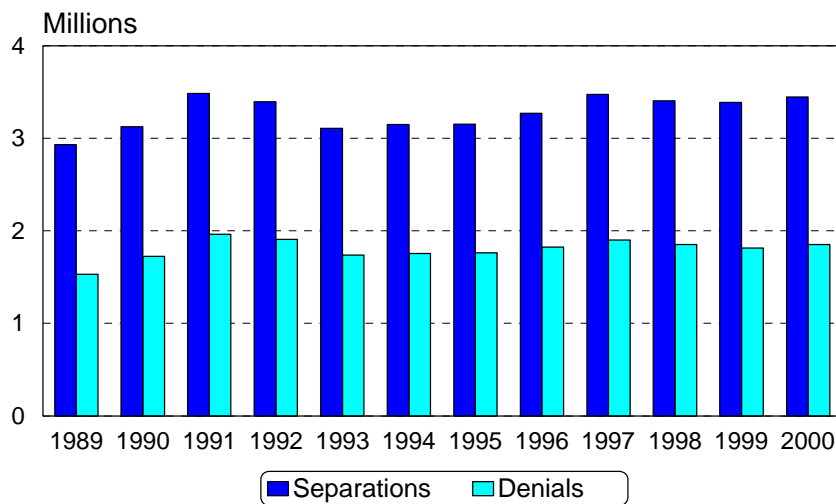
The regular State UI first payments are about 98.7% of the total, UCFE 0.8%, and UCX the remaining 0.5%. About 11% of first payments, and 7% of continued payments, were made for partial and part-total weeks claimed. These shares differ little from one year to the next.

UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

TABLE 3	FIRST PAYMENTS WORKLOAD			CONTINUED WEEKS PAID WORKLOAD		
	FULL	PARTIAL	TOTAL	FULL	PARTIAL	TOTAL
INTERSTATE	197,966	9,494	207,460	3,326,458	146,652	3,473,110
- STATE UI	193,745	9,364	203,109	3,237,787	142,453	3,380,240
- UCFE	3,392	103	3,395	53,550	2,500	56,050
- UCX	929	27	956	35,121	1,699	36,820
INTRASTATE	6,032,266	779,456	6,811,722	79,388,607	6,118,897	85,507,504
- STATE UI	5,949,053	774,902	6,723,955	78,176,350	6,047,885	84,224,235
- UCFE	48,746	2,929	51,675	719,446	44,512	763,958
- UCX	34,467	1,625	36,092	492,811	26,500	519,311
TOTALS	6,230,232	788,950	7,019,182	82,715,065	6,265,549	88,980,614

Although separation and nonseparation determinations both follow economic conditions, the relationship to their underlying claims series is not constant. Separation determinations are driven by the combination of new and additional initial claims. Although those claims have fallen since 1995, the number of separation issues adjudicated was actually higher in 2000 than in 1995. The reason is probably to be found in the fact that in good economic times, “clean” lack-of-work claims are a smaller proportion of total claims than in recessions.

SEPARATION DETERMINATIONS AND DENIALS
CYs 1989 - 2000

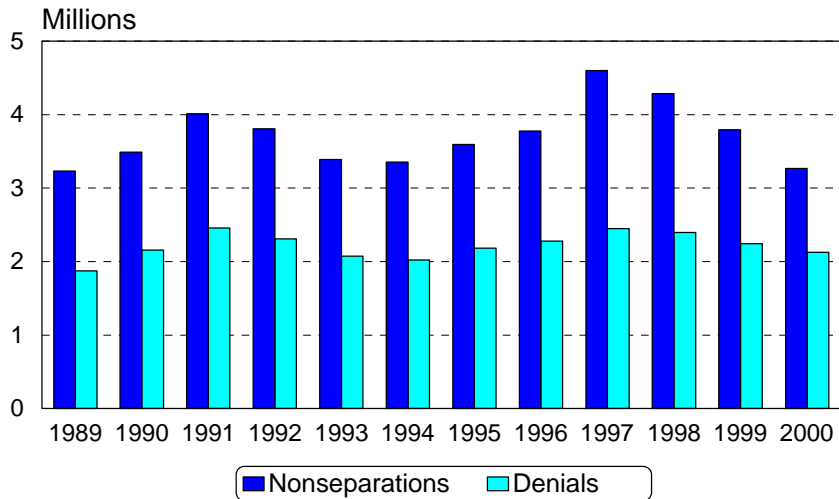


The same general pattern may be seen for nonseparation determinations, which depend on the number of weeks claimed. Nonseparation determinations declined along with continued weeks claimed from 1991 to 1994 but rose until they hit a peak of almost 4.6 million in 1997 despite the continued declines in weeks claimed.

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NATIONAL REPORT**

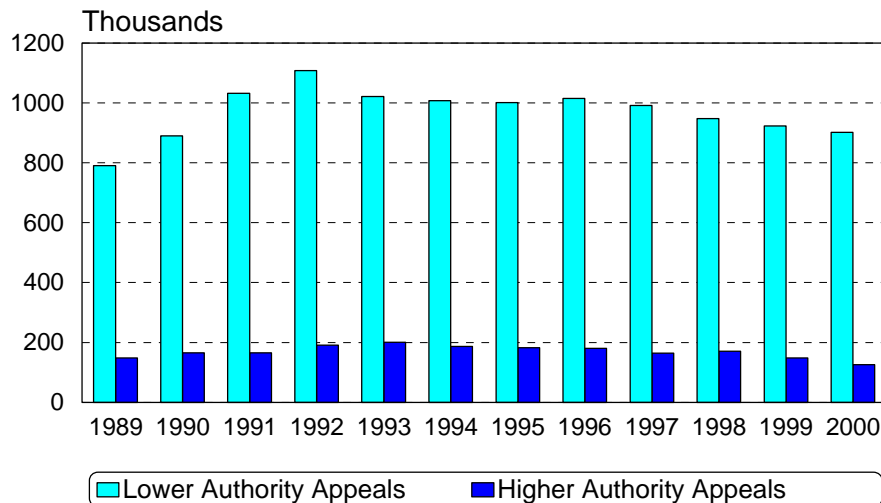
**NONSEPARATION DETERMINATIONS ACTIVITY
CYs 1989 - 2000**

Buoyant economic times give claimants greater opportunities to work while claiming benefits, giving rise to a greater proportion of claims with nonseparation issues.



Most appeals are filed by claimants, upon receiving a denial for either separation or nonseparation reasons. More than half of all nonmonetary determinations result in a denial. In 2000, about 4 million nonmonetary determinations, 60% of the total, were denied. About one in four (in 2000: 23%) went to a first level appeal, and of those about 14% went to a higher-authority appeal. Since 1996, the number of lower-authority appeals filed has declined yearly. Higher authority appeals have displayed a similar gentle down trend since their peak in 1993.

**APPEALS ACTIVITY
Number of Single and Multi-Claimant Appeals Filed
CYs 1989 - 2000**



UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

BENEFIT PAYMENT PERFORMANCE

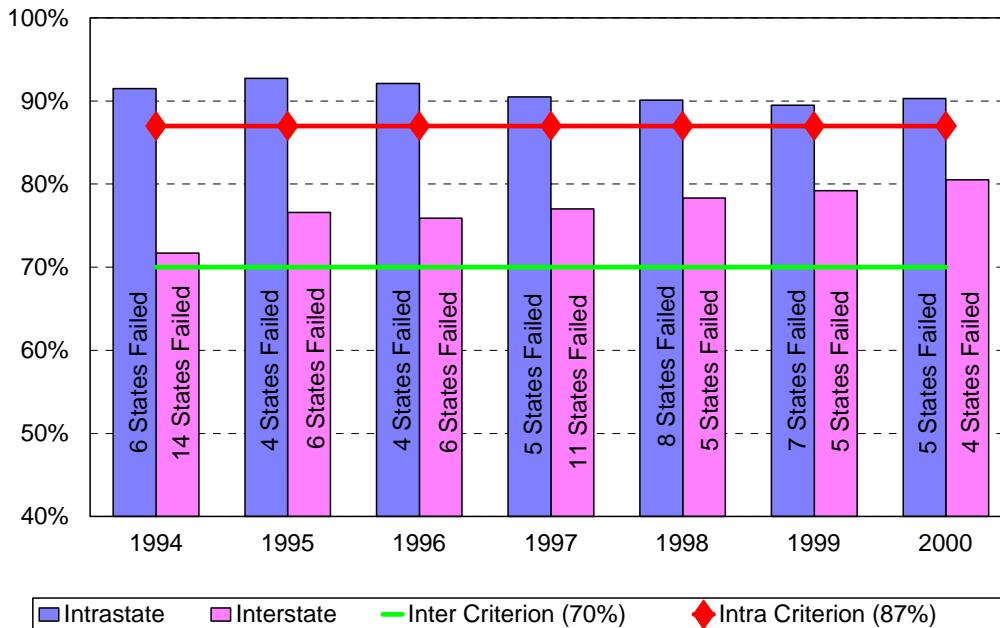
First Payment Timeliness

One of the UI system’s flagship measures is first payment time lapse. Criteria, set on a measure of the timeliness of full weeks of unemployment only, have been established to implement the Secretary’s Standards for first payments made within 14/21 days and 35 days for both intrastate and interstate payments since 1978. At the 14/21 day level, aggregate timeliness performance for intrastate payments reached its peak in 1995, and then drifted down slightly until rebounding somewhat in 2000. Interstate performance has trended upward since 1994.

The charts show that the aggregate performance can be a misleading indicator of the number of States failing to meet the Secretary’s criteria. The number of States missing the criteria fluctuates much more widely than the aggregate.

FIRST PAYMENT TIMELINESS

14/21 Days, Full Weeks
National Aggregate

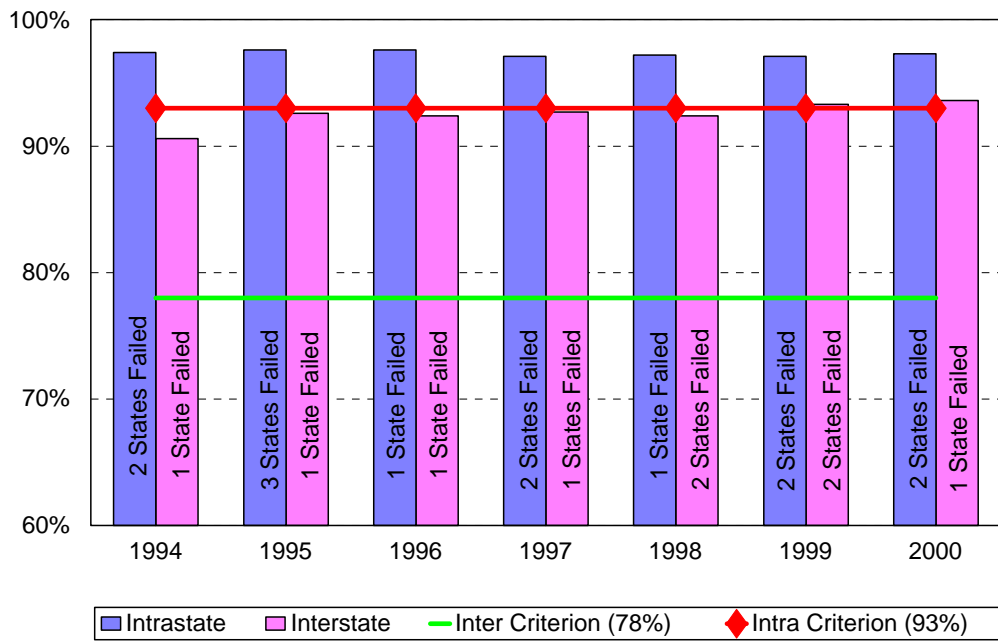


UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

For 35-day performance, the overall pattern is the same, with intrastate performance trending down slightly since 1995; interstate performance jumped up from 1994 to 1995 and continues to trend upward. At both levels, aggregate performance is comfortably above the criteria and few States fail to attain the criteria.

FIRST PAYMENT TIMELINESS

35 Days, Full Weeks
National Aggregate

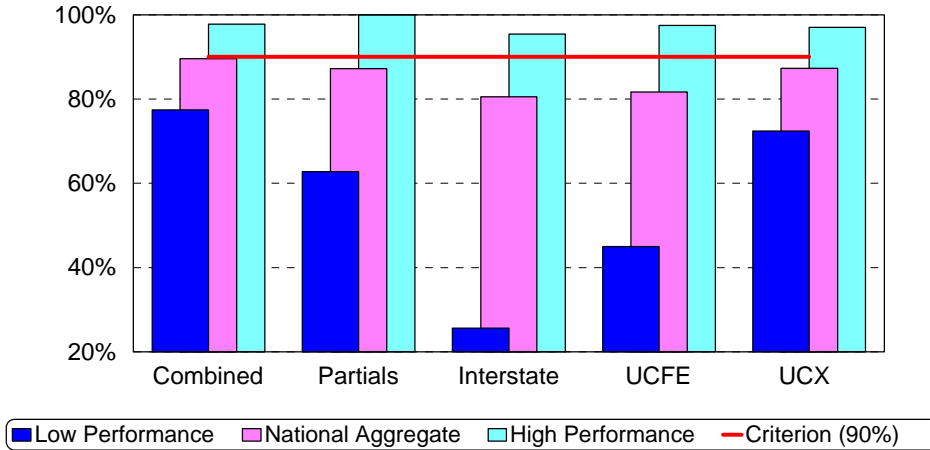


In July 1999 the Department issued the new UI PERFORMS performance criteria (see introduction for the criteria and their effective dates). New 14/21-day and 35-day criteria based on a combined measure will replace the old criteria illustrated above when the new UI PERFORMS regulation becomes effective. The new measure combines all first payments for partial as well as full weeks, intrastate and interstate payments, and payments made under the UCFE and UCX programs as well as State UI. The next two charts show 2000 performance under this combined measure, and illustrate the performance of the combined measure's various components other than the dominant intrastate, full weeks, State UI element.

UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

FIRST PAYMENT TIMELINESS

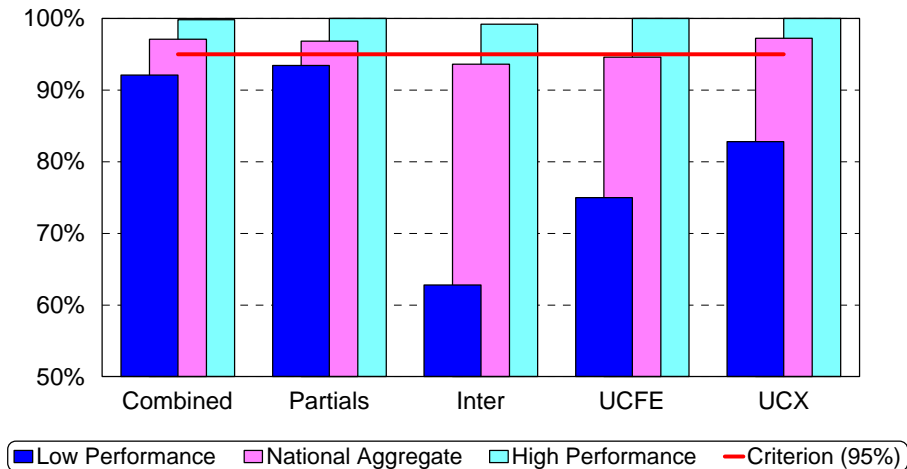
CY 2000 - 14/21 Days



In 2000, aggregate performance under the combined measure fell just below the 14/21 day criterion of 90%, pulled down by its new components. However, at 35 days the aggregate performance under the combined measure exceeded the criterion of 95%, as did the performance for three of its five components.

FIRST PAYMENT TIMELINESS

CY 2000 - 35 Days



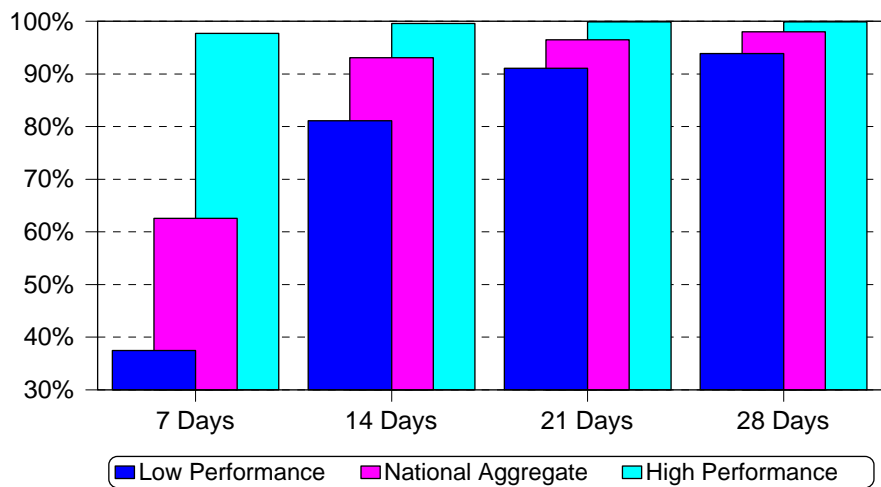
**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

Continued Weeks Timeliness

Overall, States paid about 63% of continued claims within 7 days in 2000, and about 93% within two weeks. Average performance at 7 and 14 days for partial weeks has run an average of 6.6 percentage points below the aggregate for the last four years.

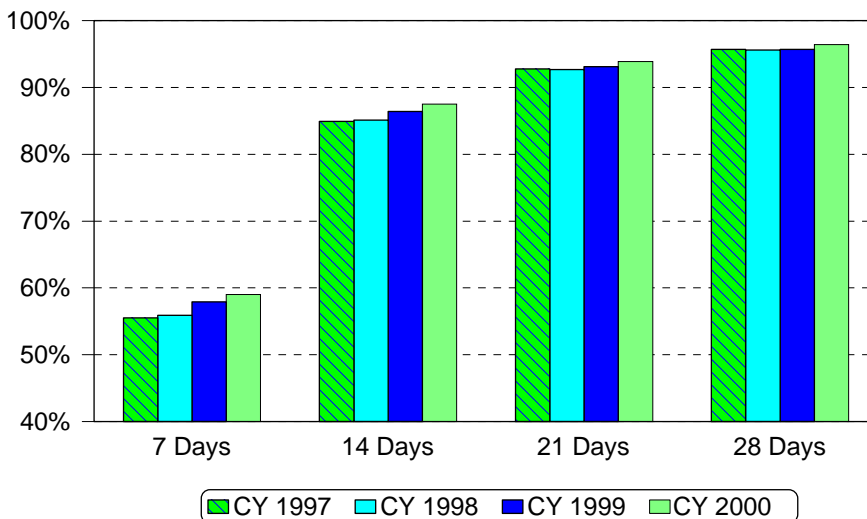
CONTINUED PAYMENT TIMELINESS

All Weeks - CY 2000



CONTINUED PAYMENT TIMELINESS

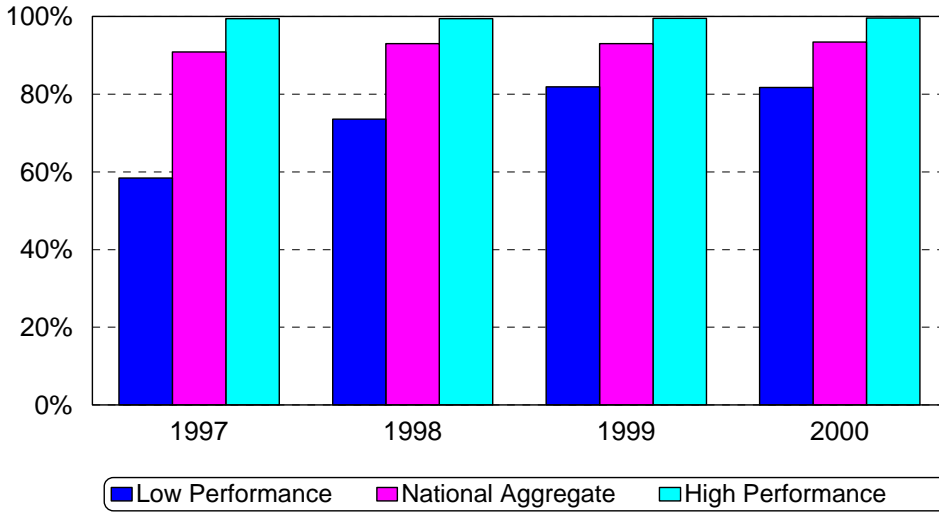
All Partial Weeks - CY 1997 to CY 2000



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NATIONAL REPORT

CONTINUED PAYMENT TIMELINESS

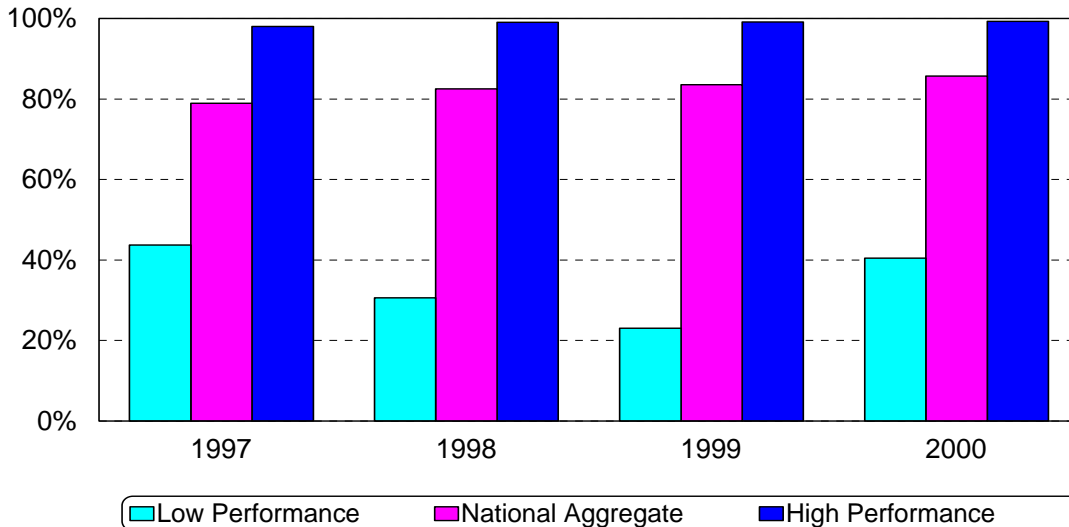
Intrastate - 14 Days



Aggregate time lapse performance for both intrastate and interstate payments exhibited a gentle upward trend from 1997 to 2000.

CONTINUED PAYMENT TIMELINESS

Interstate - 14 Days



**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

Nonmonetary Determinations Timeliness

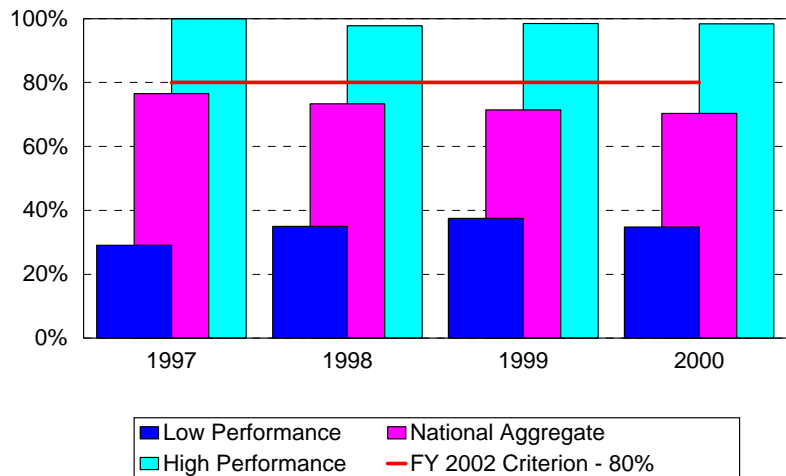
The new UI PERFORMS system includes separate national criteria for aggregates of nonmonetary decision time lapse. There are separate criteria for the timeliness of separation and nonseparation determinations (also called adjudications), measured from the date an issue was detected to the date of the decision. In both cases, the measures include nonmons detected on State, UCFE and UCX claims, both intrastate and interstate.

Aggregate separation performance--the percent of separation determinations made within 21 days of the date the State detected an issue--lay below the 80% criterion which will go into effect in FY 2002.

Aggregate performance has declined each year since 1997.

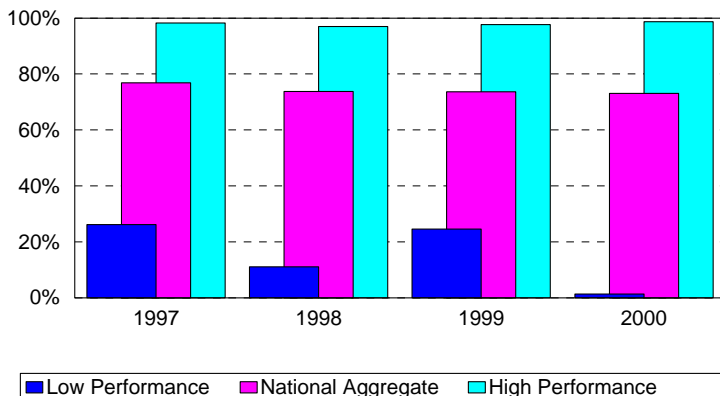
**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Separations - 21 Days



**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Interstate Separations - 21 Days



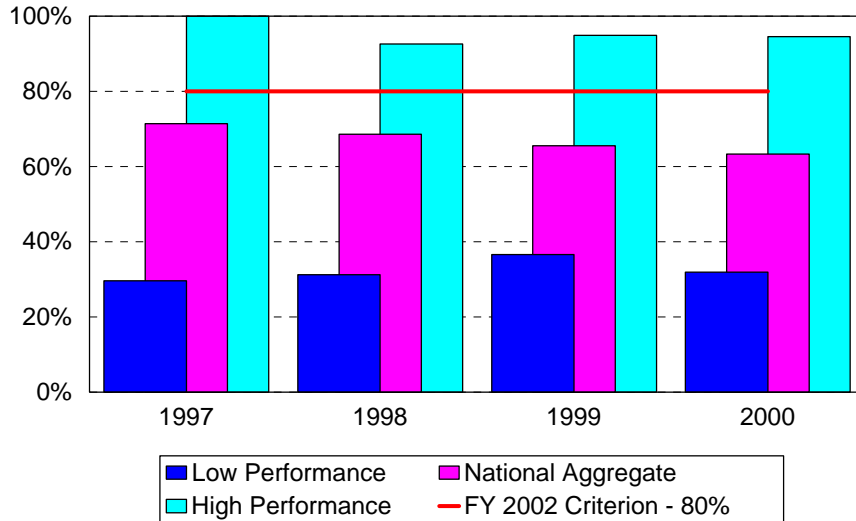
Aggregate performance on the interstate component--interstate performance is traditionally lower than intrastate for most measures--is quite similar to the criterioned aggregate measure, except for the worst-performing State, where it is noticeably lower than the aggregate.

UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

For nonseparation determinations, aggregate performance has run about 13 percentage points below the 80% within 14-day criterion for all four years. Like separation time lapse, it has also declined steadily since 1997. In 2000, there was more than a 60-point difference in performance between the best- and worst-performing State.

**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

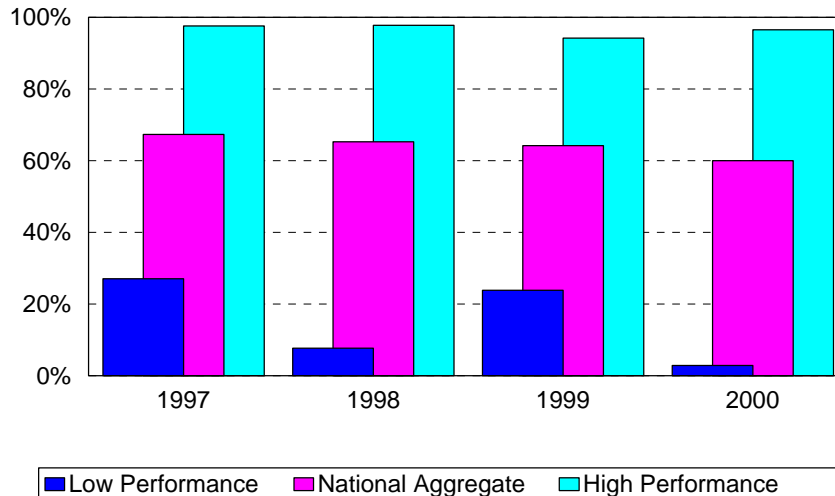
Nonseparations - 14 Days



As with separations, the performance on interstate nonseparation determinations has declined steadily from 1997 to 2000 and lies about three percentage points below the aggregate measure.

**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Interstate Nonseparations - 14 Days

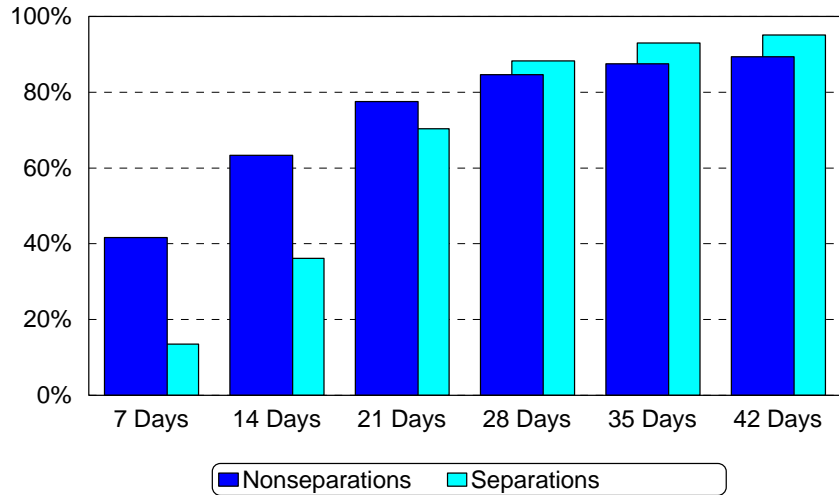


**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

The adjacent chart shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 2000. Forty-two percent of nonseparation issues were decided within the first week after detection, versus only 14% of separations (nearly all

**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

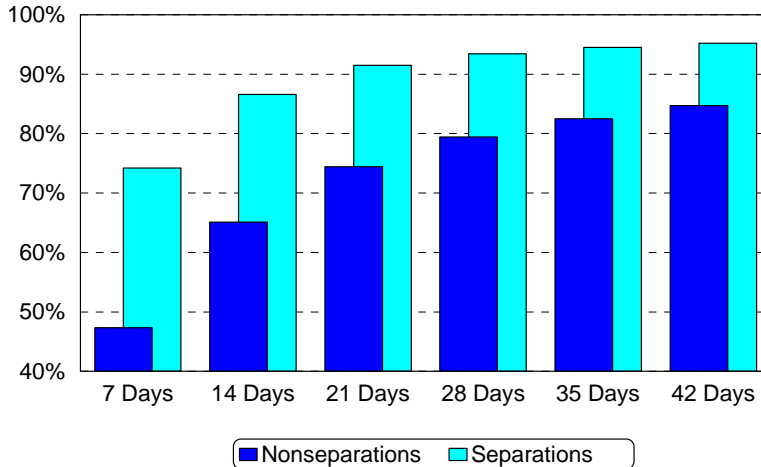
CY 2000



separations require obtaining information from employers). The percentage of nonseparation determinations exceeded those for separations at the 14-day interval (the nonsep criterion interval) and 21-day interval (the separation criterion interval). At 28 days and longer, States had issued a higher percentage of separations than nonseparation. By 42 days, they had made at least 90% of both kinds of determinations.

**NONMONETARY DETERMINATIONS
DETECTION TIMELINESS**

CY 2000



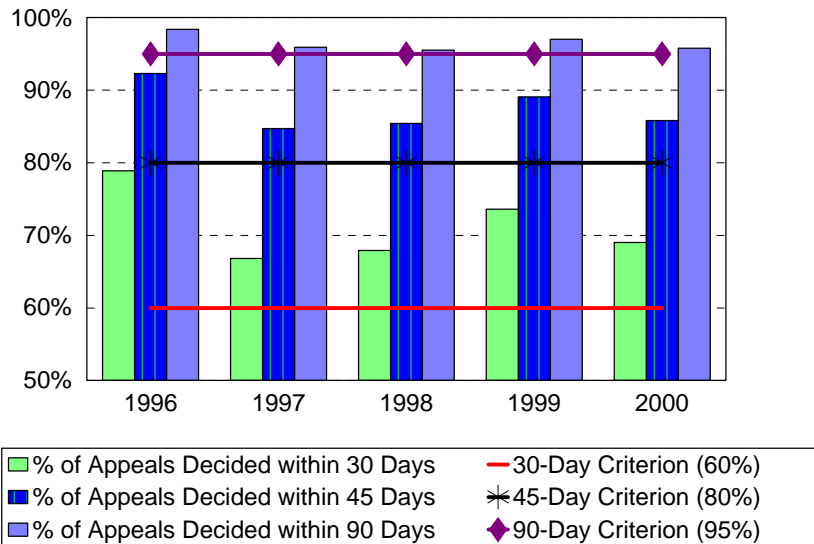
States reported that they detected separation issues much earlier than nonseparation issues in 2000. Over 90% of separation issues were detected within 21 days, whereas by 42 days, they had detected less than 85% of nonseparation issues.

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NATIONAL REPORT

Appeals Timeliness

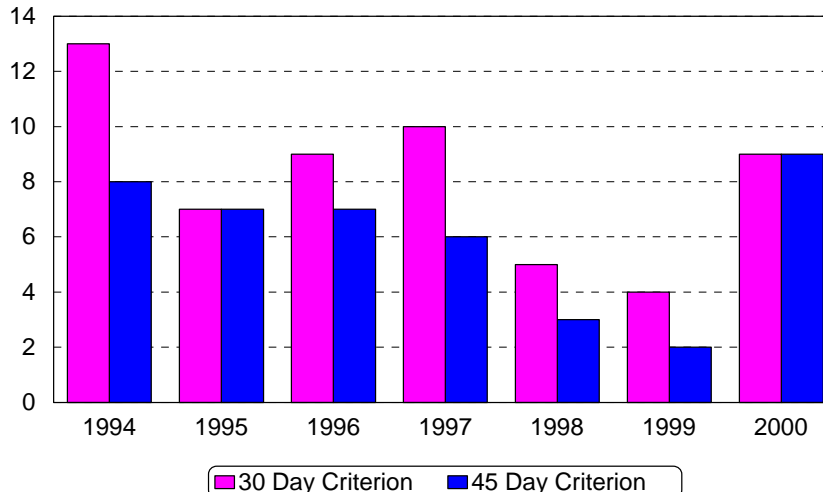
Appeals performance is one of the most cyclically sensitive UI activities and thus has benefited from the decline in unemployment rates. However, the improvement has been reflected much more in the number of States passing the criteria than in the aggregate performance. Throughout the past five years, the aggregate percentage of lower authority appeals decided within 30 days dropped from 79% in 1996 to about 67% in both 1997 and 1998, then jumped to 74% in 1999, before dropping again to 69% in 2000. The percentage of appeals decided within 45 days followed the same pattern so that both series show no trend.

LOWER AUTHORITY APPEALS TIMELINESS
CYs 1996 - 2000



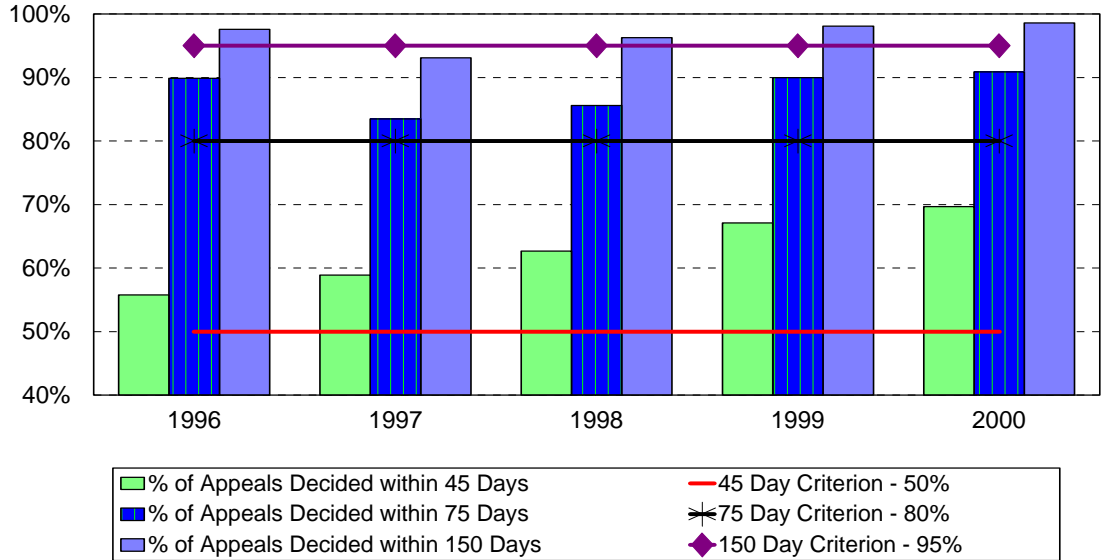
Between 1994 and 1999 the number of States failing the Secretary's criteria showed a down trend more in keeping with the improvement in economic conditions. In 2000, however, the number of states failing both criteria jumped significantly.

LOWER AUTHORITY APPEALS TIMELINESS
Number of States Failing to Meet Criteria



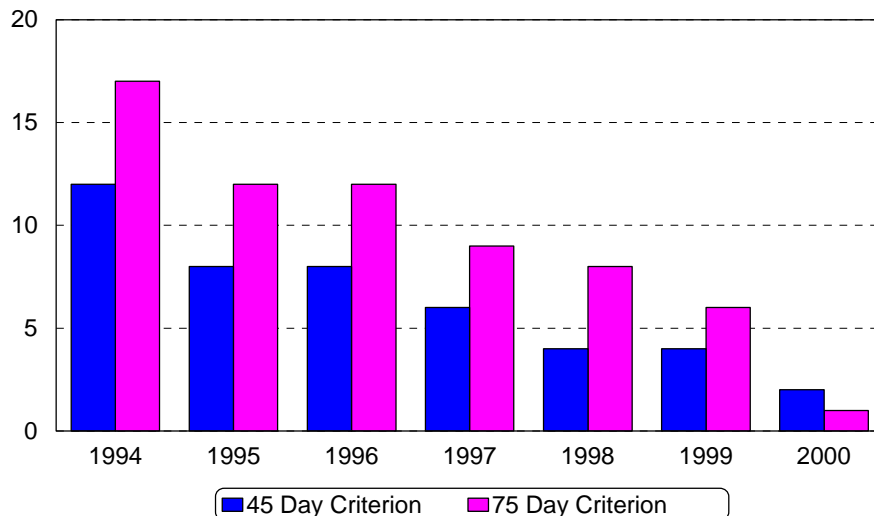
**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

**HIGHER AUTHORITY APPEALS TIMELINESS
CYs 1996-2000**



The past five years have seen continuing improvement in Higher Authority time lapse. The rise in aggregate time lapse has been accompanied by regular declines in the number of States that would have or have failed to meet the new Tier I criteria established in 1999.

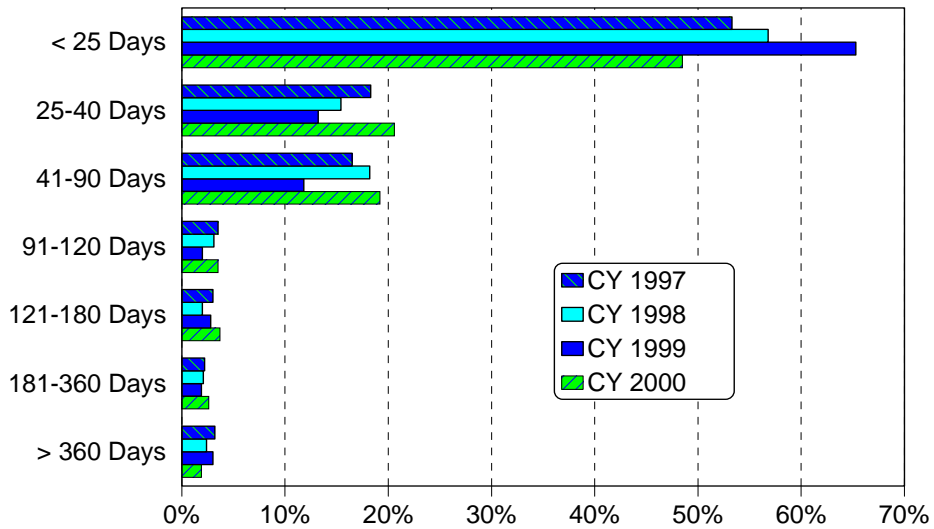
**HIGHER AUTHORITY APPEALS TIMELINESS
Number of States Failing to Meet Criteria**



UI PERFORMS ANNUAL REPORT CY 2000

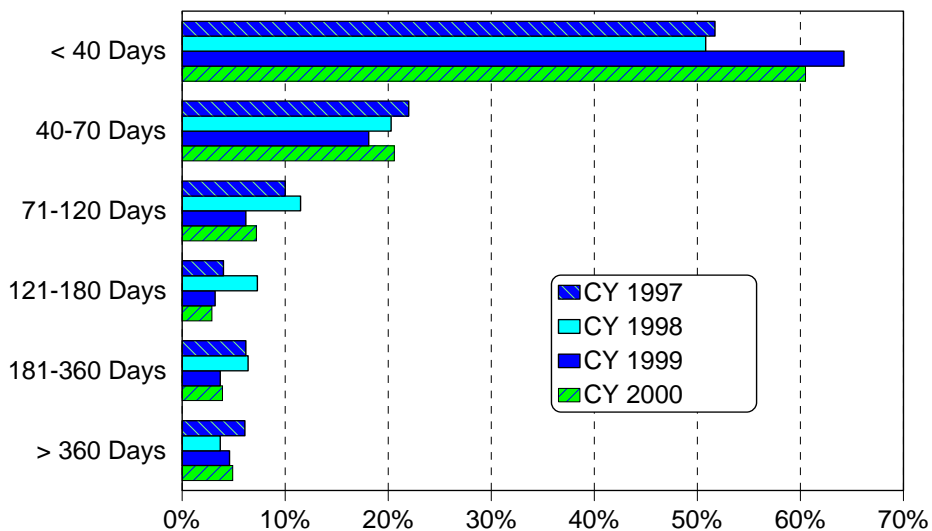
Supplementing the measures of how quickly States decide appeals is the age of undecided or pending appeals at the end of the year. The chart below shows that at the end of 2000, 49% of all undecided Lower Authority appeals had been filed less than 25 days ago (and hence were still likely to be decided within the first time lapse interval of 30 days). This is the lowest percentage in the last five years, and is accompanied by a rise in appeals aged 25 to 360 days.

LOWER AUTHORITY APPEALS CASE AGING
Age of Appeals Pending at End of Calendar Year



The share of Higher Authority Appeals meeting 45-day time lapse rose from 59% in 1997 to 70% in 2000, with corresponding declines in the shares at all age categories longer than 40 days.

HIGHER AUTHORITY APPEALS CASE AGING
Age of Appeals Pending at End of Calendar Year

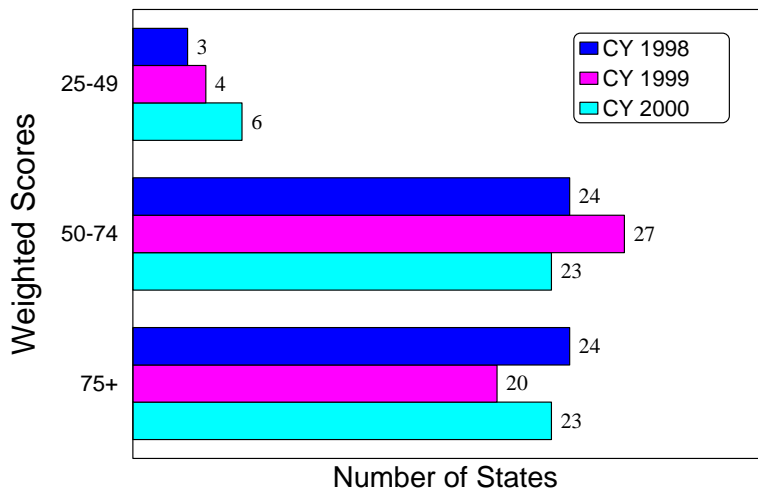


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NATIONAL REPORT**

Nonmonetary Determinations Quality

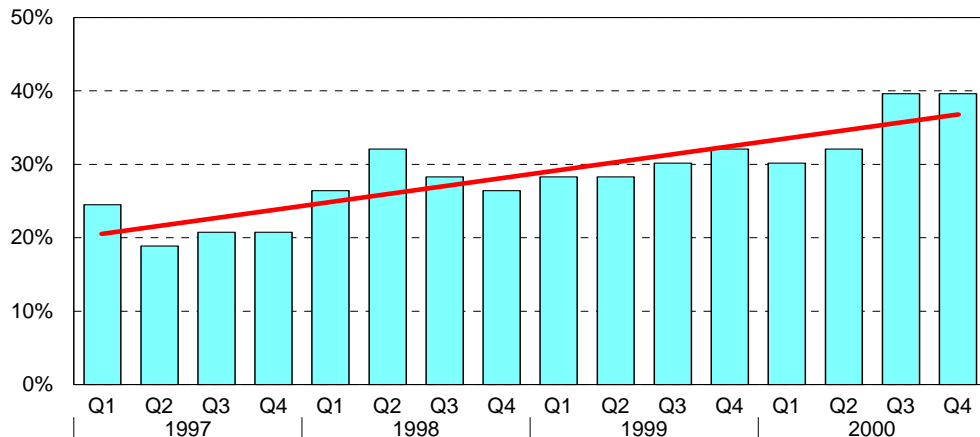
The chart below shows that the number of States meeting the new Tier I criterion (75% or more of their cases have scores over 80 points) rose to 23 in 2000 from 20 in 1999. However, there is an upward trend in the number of States with quality scores below 50%.

NONMONETARY DETERMINATION QUALITY
Distribution of Annualized Weighted Scores
CY 1998 -CY 2000



The percentage of States that would have passed each quarter has trended upward since the first quarter of 1997. A comparison of the annualized and quarterly pass rates suggest, though, that many States' performance is inconsistent from quarter to quarter.

NONMONETARY DETERMINATION QUALITY
Percent of States Passing Nonmonetary Determination Quality
First Quarter of 1997 to Fourth Quarter of 2000



UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

Lower Authority Appeals Quality

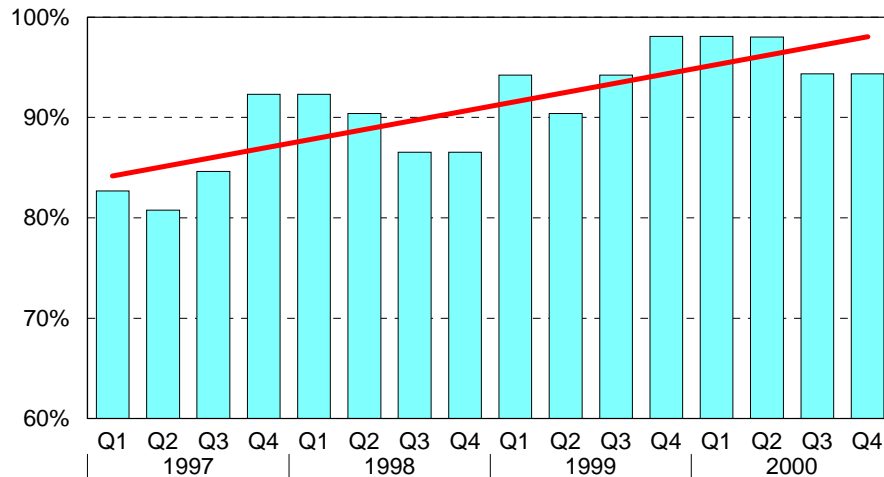
UI PERFORMS established a new Tier I performance criterion for appeals quality: 80 percent of appeals must pass with at least 85% of potential points. The chart below shows a general upward trend in the percent of States passing Lower Authority Appeals quality.

The scores of the due process subset of rating elements are also tabulated. For a case to pass the due process evaluation every element must be scored satisfactory.

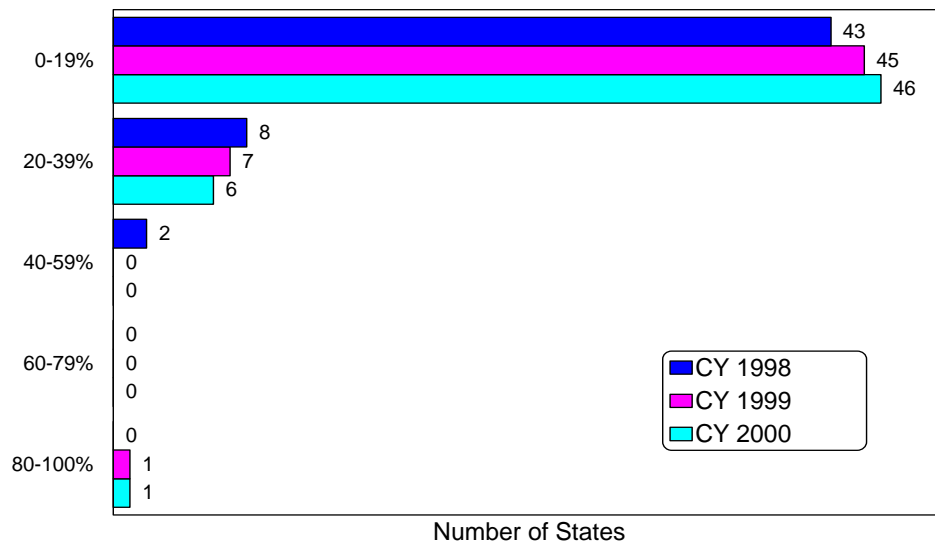
The lower chart shows the number of States grouped by the percentage of cases failing due process.

LOWER AUTHORITY APPEALS

Percent of States Passing Quality
 First Quarter of 1997 to Fourth Quarter of 2000



DISTRIBUTION OF THE PERCENT OF LOWER AUTHORITY APPEALS FAILING DUE PROCESS
 CY 1998 - CY 2000



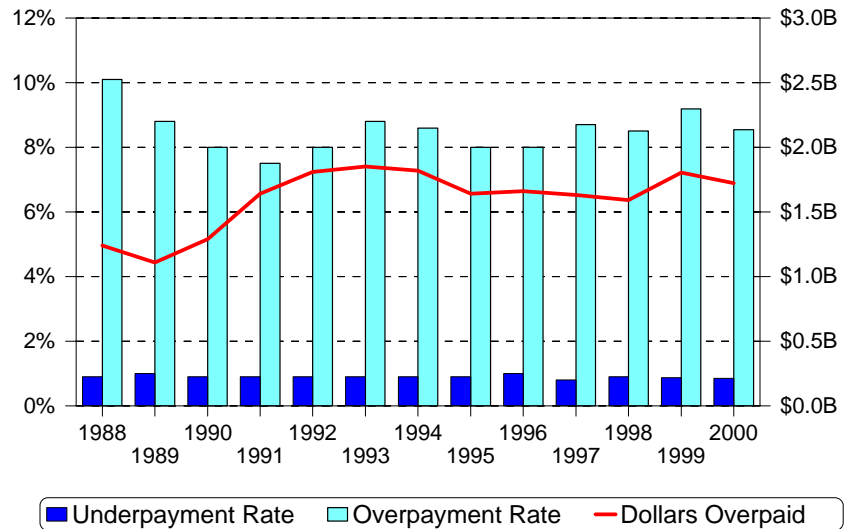
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NATIONAL REPORT

Benefit Accuracy Measurement Error Rates

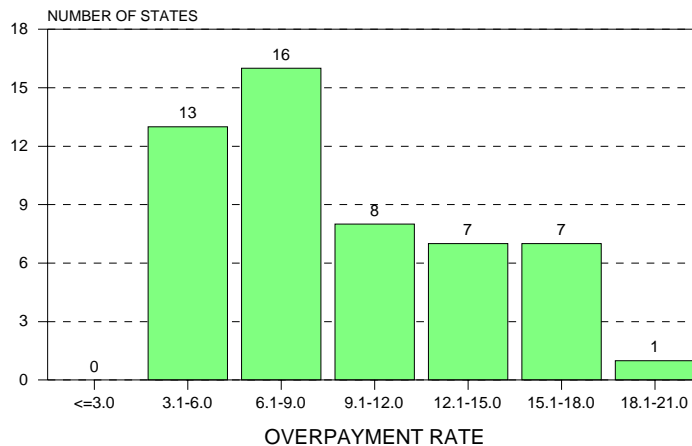
In CY 2000, the weighted BAM overpayment rate was 8.54%, and the underpayment rate was 0.85%, of benefits paid. When first reported, for 1988, the rate exceeded 10%; it declined regularly to 7.5% in 1991, then stayed in the narrow range of 8% to 8.8% until 1999 when it exceeded 9%. Underpayments have been approximately 0.9% of benefits every year. Dollars overpaid, reflecting the drop in the overpayment rate, fell to \$1.7 B in 2000.

BENEFIT ACCURACY MEASUREMENT

National Estimates
CY 1988 to CY 2000



DISTRIBUTION OF BAM OVERPAYMENT RATES
CY 2000

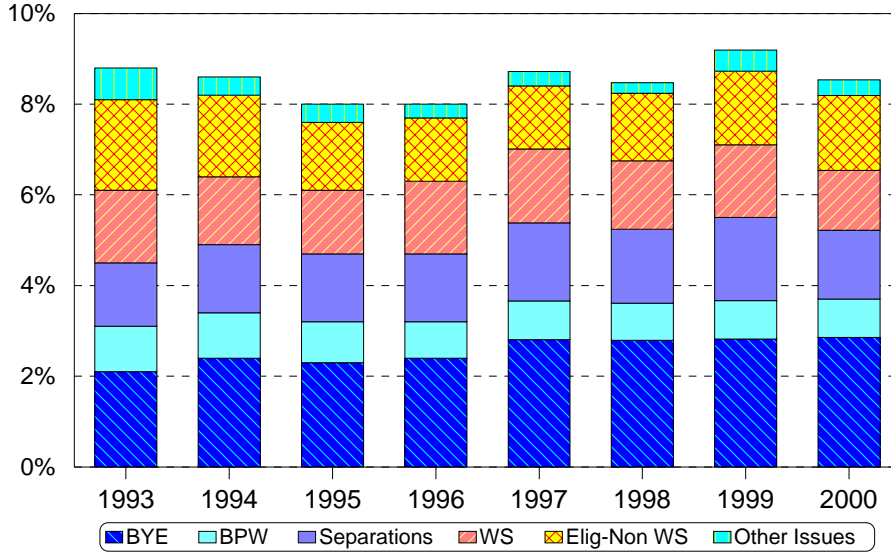


In 2000, 71% of States reported overpayment rates of 12% or less.

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NATIONAL REPORT

BAM OVERPAYMENTS BY CAUSE

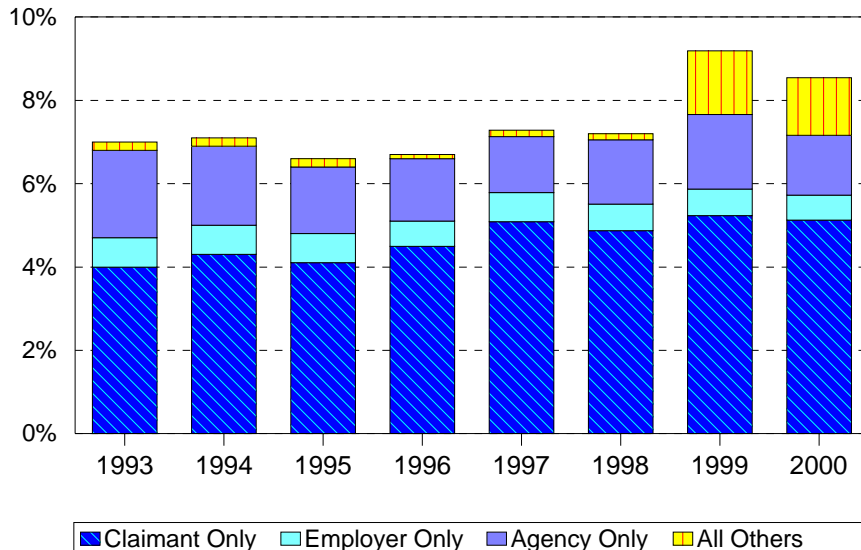
As a Percent of Dollars Paid



The largest cause of dollars overpaid in 2000 was Benefit Year Earnings violations-- failing to report all or part of moneys earned while claiming benefits during the key week--followed by separations and then eligibility violations other than work search. Claimant errors were responsible for about 60%, agency errors were responsible for 17% and employers were responsible for 7% of overpayment errors. The remaining 16% of overpayment errors resulted from actions, or inactions, of the parties in combination.

BAM OVERPAYMENT RATES BY RESPONSIBILITY

As a Percent of Dollars Paid



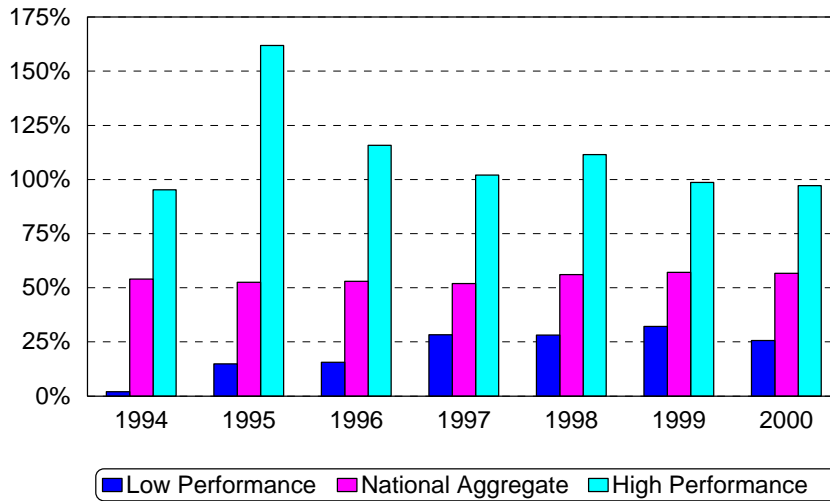
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Benefit Payment Control Recovery Performance

States reported that they recovered approximately 54% of the fraud overpayments they established in 2000, and about 57% of the nonfraud overpayments established. The aggregate recovery rate has been quite steady since 1994 for both fraud and nonfraud cases, in spite of the wild fluctuations reported by high-performing States.

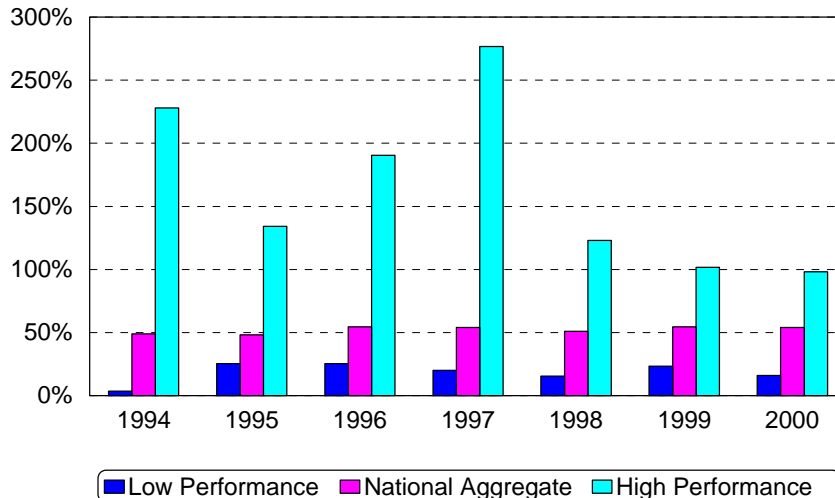
BENEFIT PAYMENT CONTROL

Nonfraud Recovery Rates



BENEFIT PAYMENT CONTROL

Fraud Recovery Rates



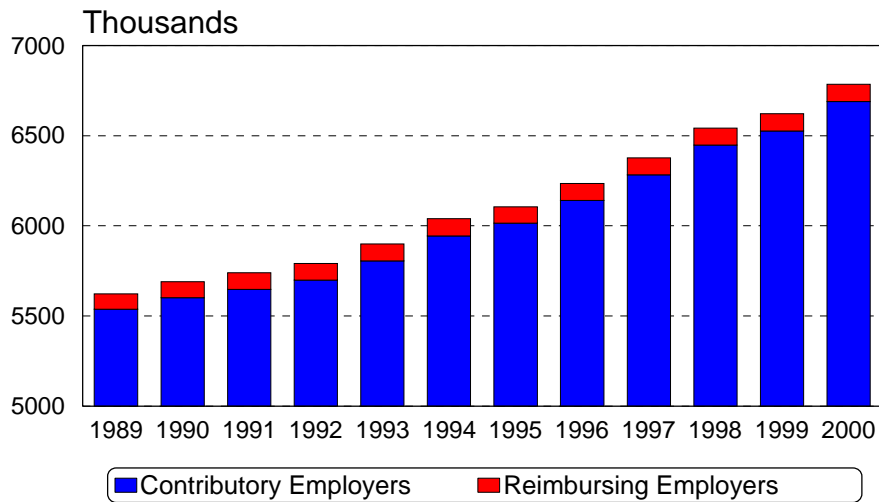
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NATIONAL REPORT

TAX PROGRAM ACTIVITY AND PERFORMANCE

The number of subject employers has grown fairly steadily at a rate of about 1.7% a year since 1989 to a total of 6.8 million in 2000. Of these, about 6.7 million, or 99%, were contributory.

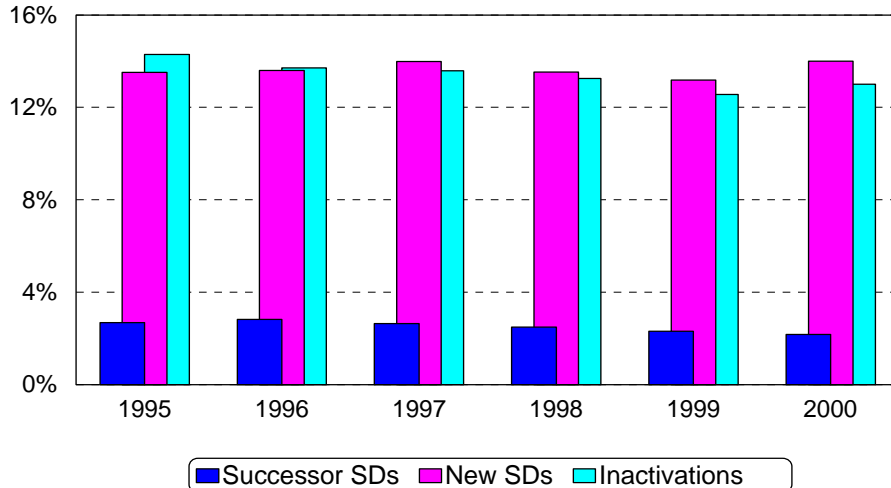
NUMBER OF SUBJECT EMPLOYERS
CYs 1989 - 2000

The slow, steady annual growth in the number of subject employers conceals considerable turnover. Measured by status determination activity, turnover is quite high.



TURNOVER IN EMPLOYER POPULATION
Status Determinations (SDs) as % of Subject Employers
CYs 1995 - 2000

Each year since 1994, new accounts and inactivations/terminations each amounted to about 14% of liable employers, and successorships close to 3%.



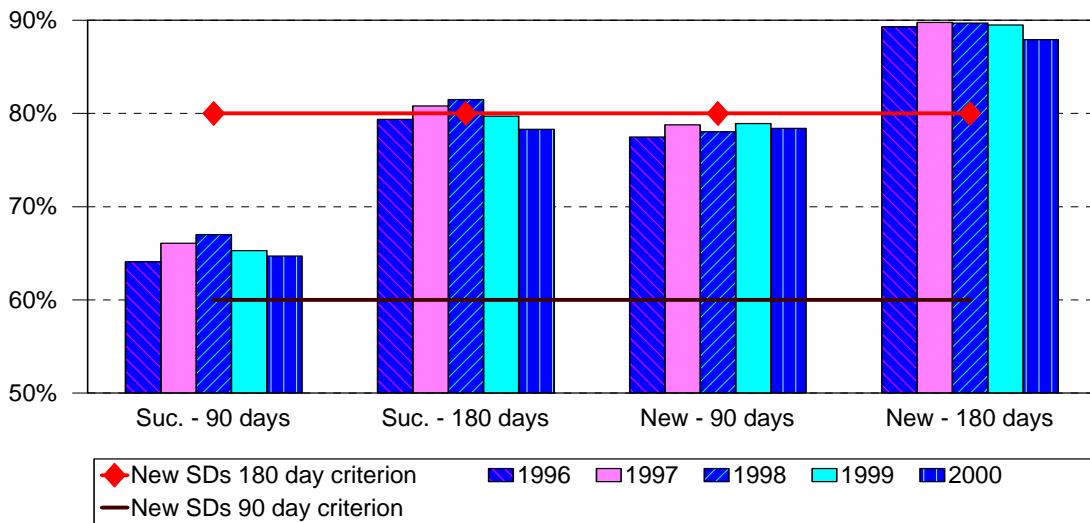
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NATIONAL REPORT**

Status Determinations

State performance on both new and successor status determinations has remained quite stable since 1996. Nationally, about 78% of new determinations are made within 90 days, well above the criterion of 60%, and about 88% within 180 days, also well over the 180-day criterion.

TIMELINESS OF STATUS DETERMINATIONS

CYs 1996 - 2000

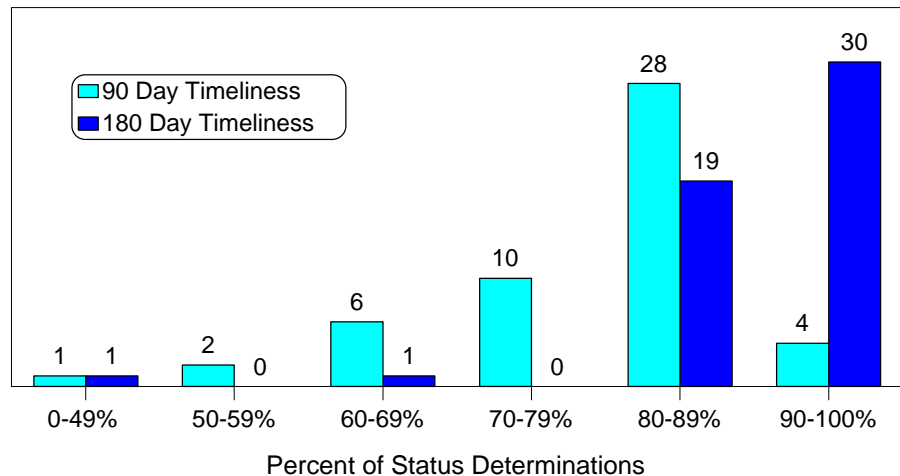


However, three States would have failed to meet the 90-day criterion, and two the 180-day mark, in 2000, while three out of five States made at least 90% of new determinations within 180 days.

TIMELINESS OF STATUS DETERMINATIONS

New Employers - CY 2000

Number of States

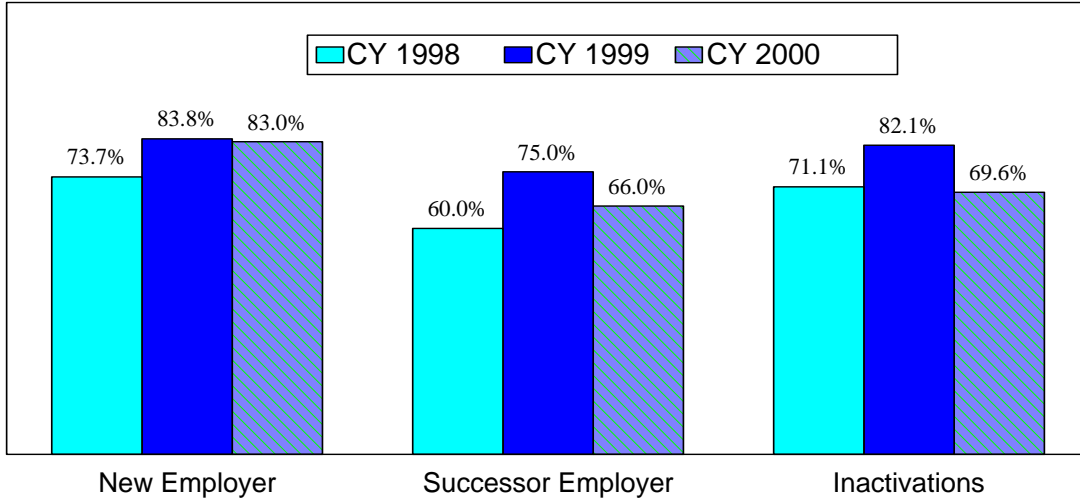


UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

ACCURACY OF STATUS DETERMINATIONS

Percent of States Passing

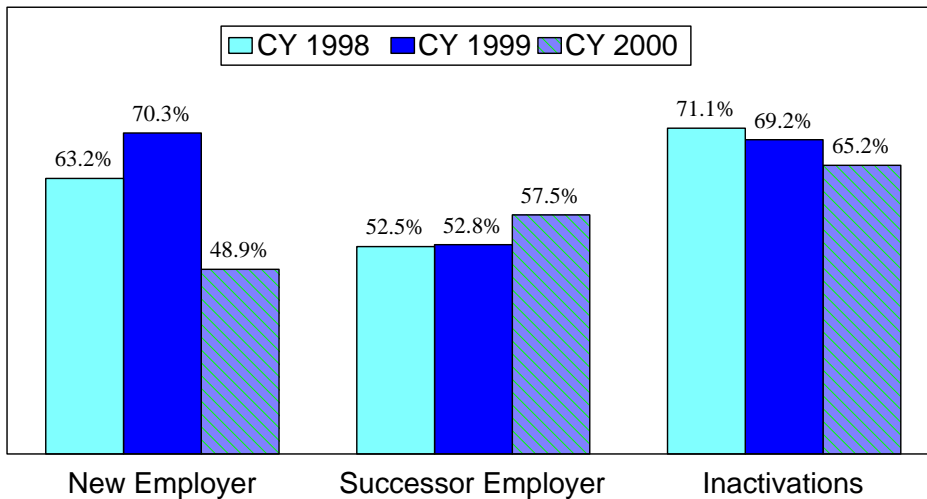
(New SDs pass with ≤ 6 failures and other SDs pass with ≤ 2 failures)



In 2000, States lost much of their performance gain in status determination accuracy acquired in 1999. The percent of States passing the new, successor, and terminations/activations acceptance samples declined an average of 6.5%. Among postings, only those for successor determinations improved from 1999. The accuracy of new postings declined substantially.

ACCURACY OF POSTINGS

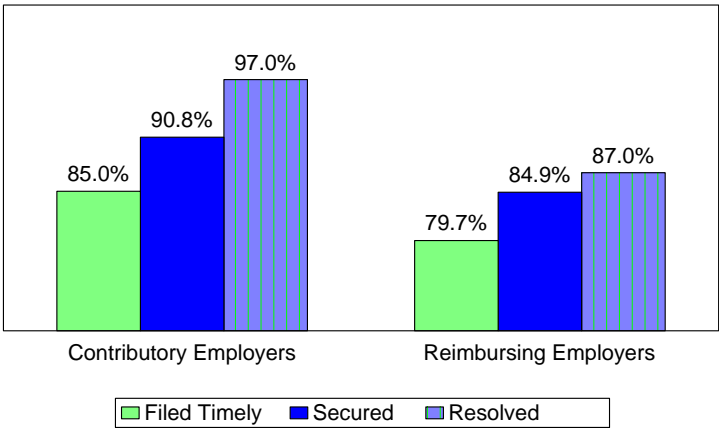
Percent of States Passing



**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

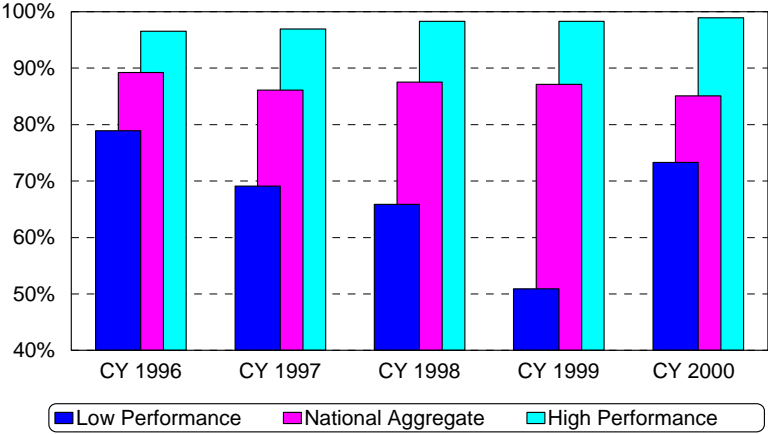
Report Delinquency

**REPORT DELINQUENCY ACTIVITY
CY 2000**



States receive more reports on time, and secure or resolve more delinquent reports, from contributory employers than from reimbursing. Over the last five years, there has been a slight decline in the average timely reporting among contributory employers, although the performance of the best-performing State has improved.

**REPORTS FILED TIMELY
Contributory Employers
CYs 1996 - 2000**

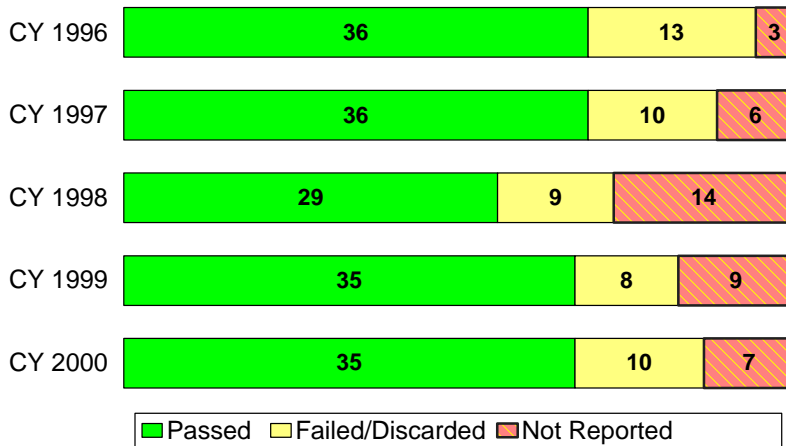


UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

The number of States passing the acceptance sample for quality in delinquent reports operations remains steady since the low in 1998.

RESOLUTION OF REPORT DELINQUENCIES

Number of States Passing/Failing Acceptance Sample



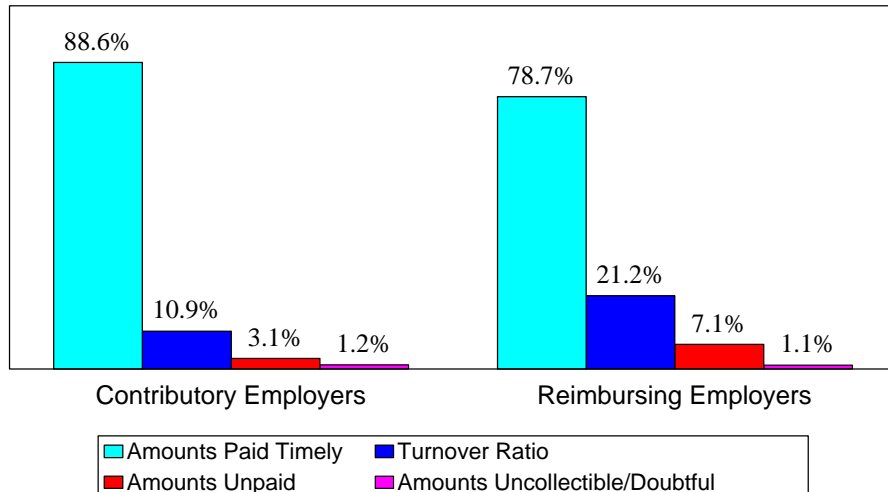
Collections

Just as with reporting, contributory employers are considerably more likely (89% to 79%) to pay due amounts on time than are reimbursing employers.

Although States write off, or declare doubtful, about the same proportions of unpaid amounts for reimbursing employers as contributory, the rates of turnover of

COLLECTION ACTIVITIES

CY 2000

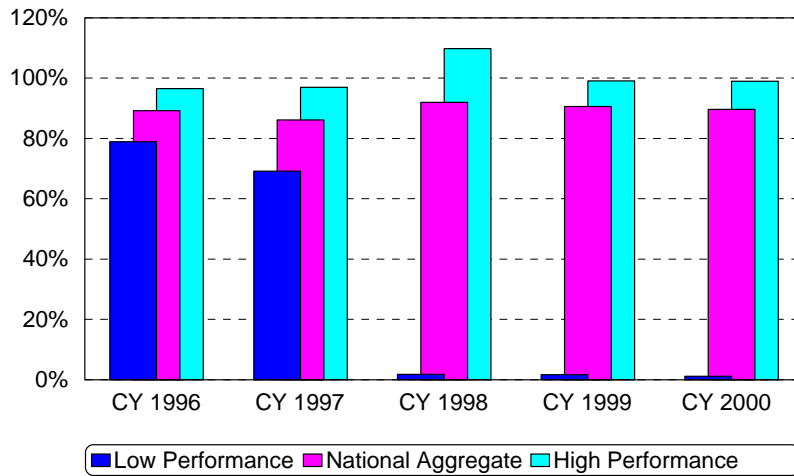


**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

delinquent amounts for reimbursing employers is twice that of contributory employers. The proportion of total contributory employers' taxes due that were paid timely was slightly lower in 2000 than in 1999, which was in turn lower than the peak of 92% in 1998. Slightly more than half of the reporting States passed the acceptance sample for quality operation of the collections function in 2000.

AMOUNTS PAID TIMELY

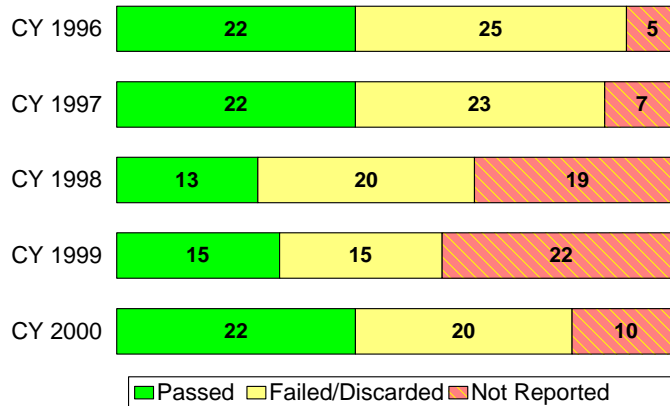
Contributory Employers
CYs 1996 - 2000



GA data excluded.

COLLECTION OF TAXES DUE

Number of States Passing/Failing Acceptance Sample

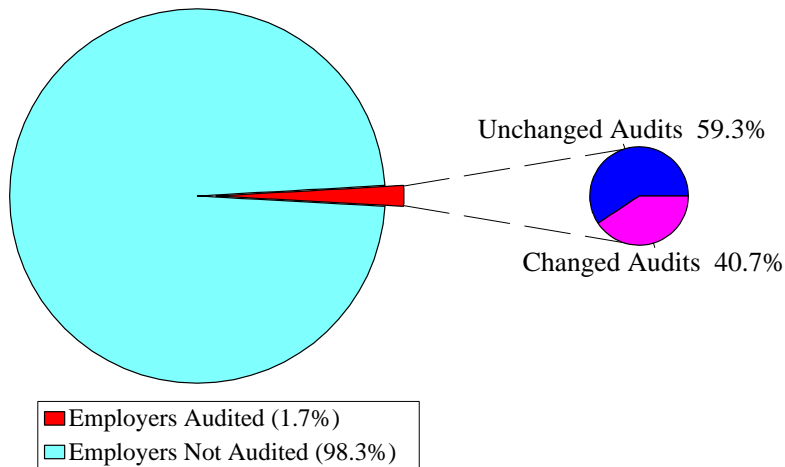


UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

Field Audit

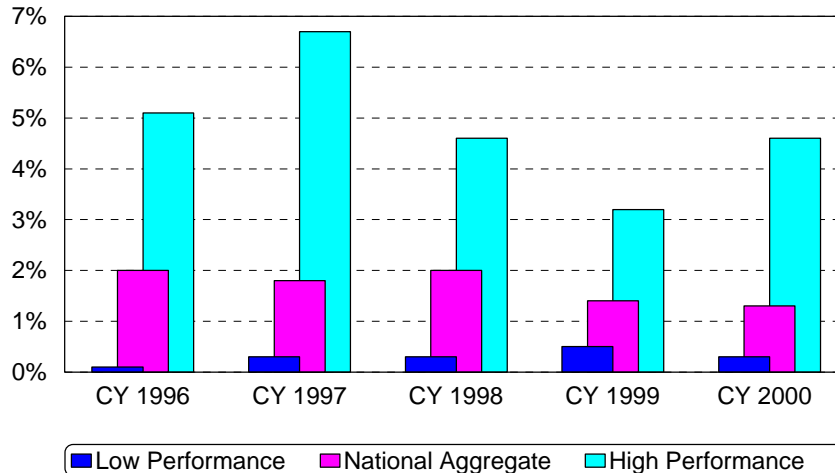
In 2000, States audited about 1.7% of contributory employers. About two in five resulted in some change in the audited employer's liability or taxes due. The aggregate penetration of wages is slightly lower than of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

FIELD AUDIT PENETRATION AND CHANGE
CY 2000



FIELD AUDIT RESULTS
Annualized Percent of Total Wages Audited
CYs 1996 - 2000

State performance in audit penetration varies considerably: the high State attains a penetration rate of wages which is from two to three times the national aggregate, and the low State averages one sixth of the aggregate.



Note: CA excluded.

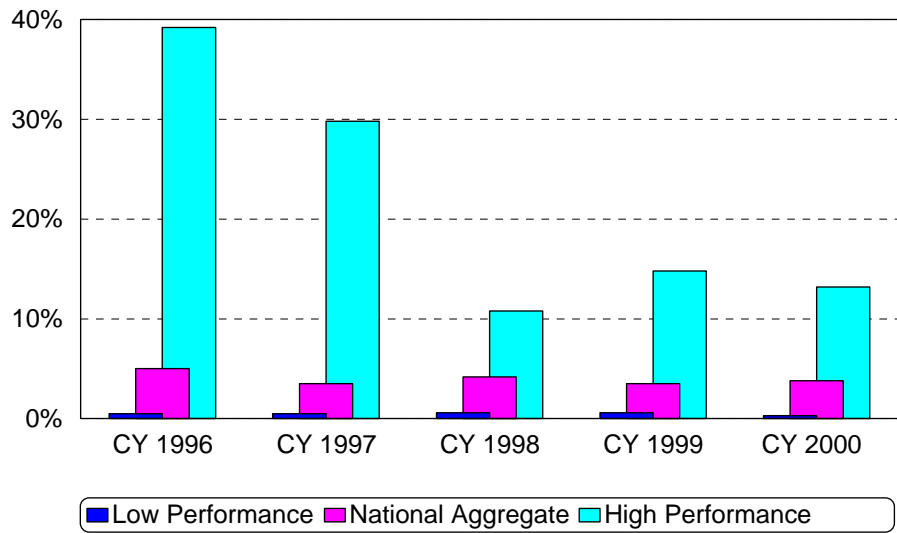
**UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT**

For the country as a whole, these audits resulted in a change of about 3.8% in aggregate wages in 2000, up slightly from the previous year. As with wage penetration, the range among States has always been

considerable, from the lowest State reporting less than 1% of wages changed due to audits to the highest of about 13% in 2000. The reported range was much greater in 1996 and 1997, because of changes reported by the highest-change States.

FIELD AUDIT RESULTS

Percent Change in Total Wages Resulting From Audit
CYs 1996 - 2000

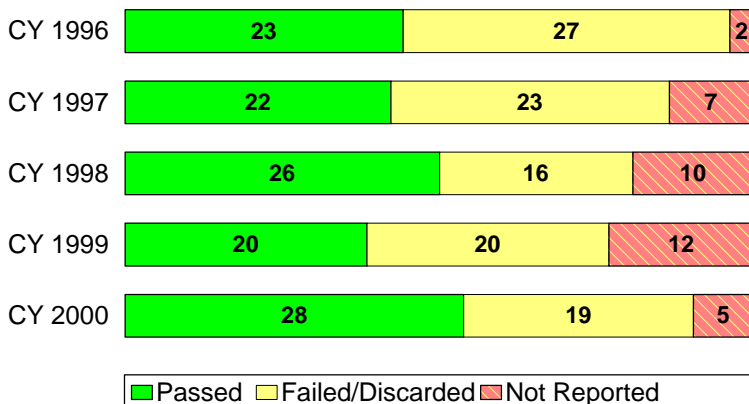


Note: CA excluded.

Field audit acceptance sample results improved in 2000, to the highest level of

QUALITY OF FIELD AUDITS

Number of States Meeting/Not Meeting
ESM Requirement Criterion



performance to date. In 2000, about 60% of reporting States passed the acceptance sample for satisfaction of Employment Security Manual audit requirements.

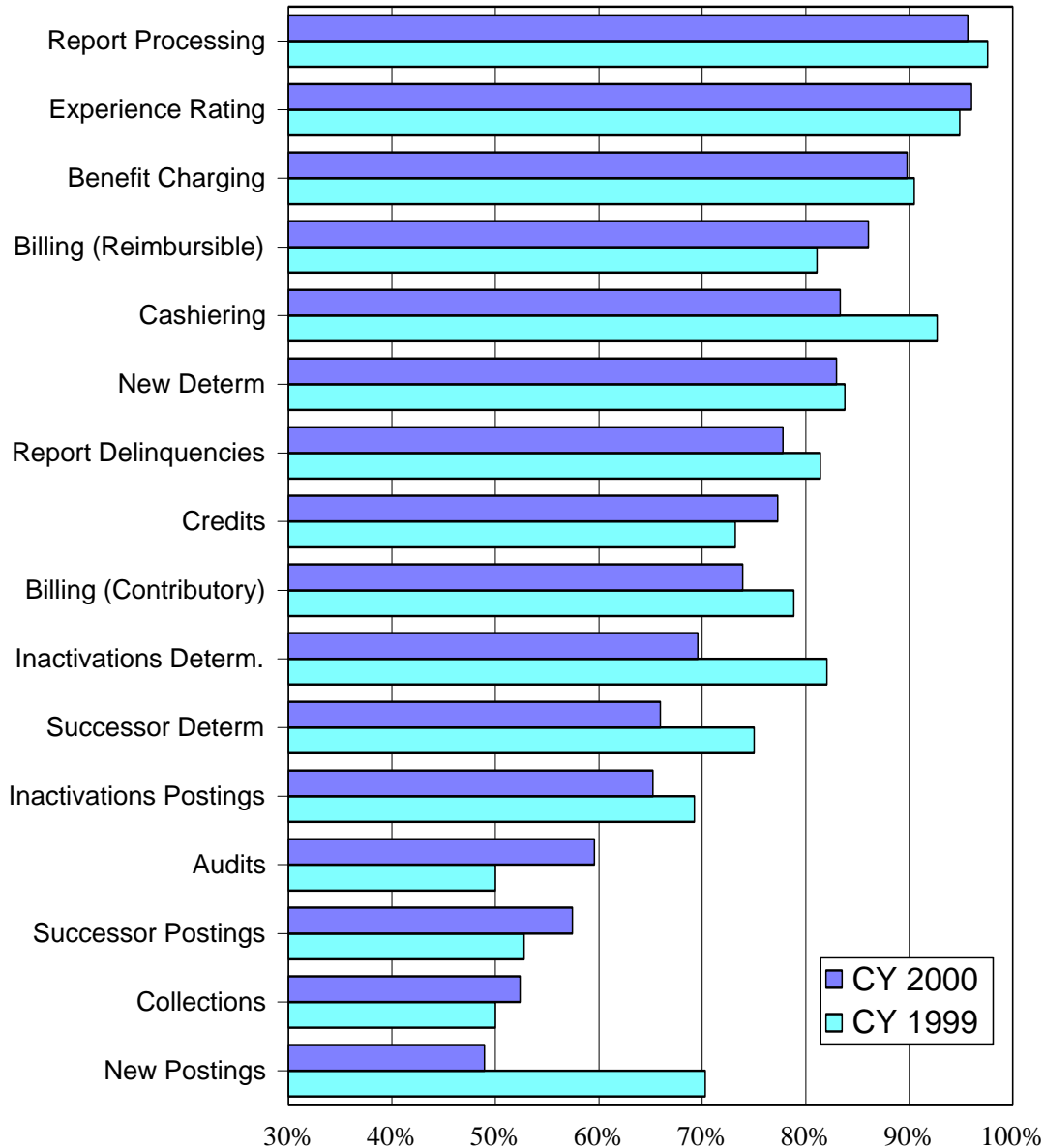
UI PERFORMS ANNUAL REPORT CY 2000
NATIONAL REPORT

Account Maintenance

CY 2000 acceptance sample results show declining performance in the accuracy of most tax functions. The accuracy of successor status determinations, new employer postings and cashiering declined significantly from 1999.

ACCEPTANCE SAMPLE RESULTS

States Passing as a Percent of Reported Samples



UI PERFORMS ANNUAL REPORT CY 2000
STATE REPORTS

The CY 2000 UI PERFORMS results, including data from the Benefit Accuracy Measurement, Benefits Timeliness and Quality, and the Tax Performance System programs, are displayed in a four-page format, individually, for each state. The display includes all Tier I measures and many Tier II measures. The corresponding national data is given as a means of comparison. Additionally, nonmonetary and lower authority appeals quality, and new status determination timeliness are displayed graphically.

The following symbols are used in the State reports:

- * State did not report BAM, TPS, or BTQ data as of 5/14/2001, or State did not report TPS acceptance sample results as of 6/1/2001.
- ^ State did not participate in the program.
- + State does not have higher authority appeals.
- ++ State does not require reimbursing employers to report.
- P** State passed acceptance sample.
- F** State failed acceptance sample.
- D** State discarded acceptance sample.

A description of the footnotes referred to in the Benefit Accuracy Measurement section of the tabular display can be found in Appendix A.

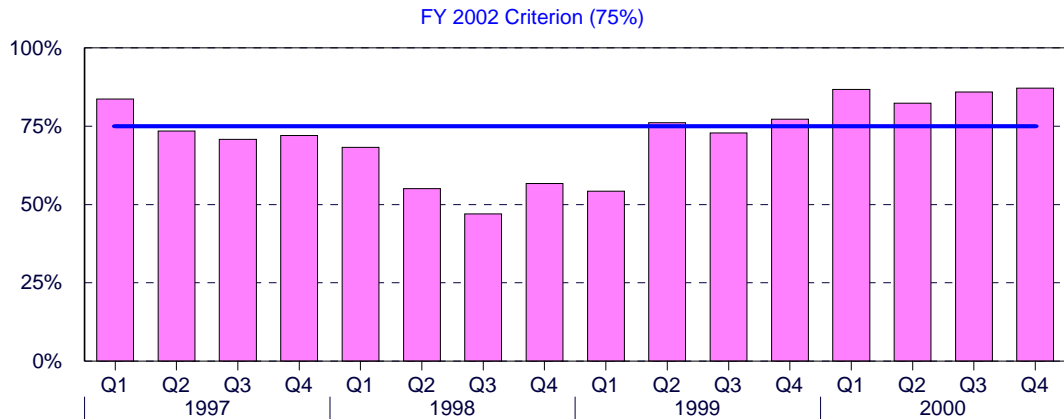
UI PERFORMS ANNUAL REPORT CY 2000
ALABAMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	107,086	95.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	107,086	98.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,551	89.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,551	95.7%	93.6%	78%
All First Payments - 14/21 Days	121,563	95.7%	89.6%	90% (FY '02)
All First Payments - 35 Days	121,563	98.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	95,124	79.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	43,064	56.7%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	95,124	74.6%	65.2%	none
Separation Issues within 21 Days	43,064	95.0%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,425	80.5%	69.0%	60%
Decisions within 45 Days of Filing	12,425	96.0%	85.8%	80%
Decisions within 90 Days of Filing	12,425	99.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,265	68.5%	69.7%	50%
Decisions within 75 Days of Filing	2,265	81.5%	90.9%	80%
Decisions within 150 Days of Filing	2,265	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,924	89.9%	82.4%	none
Wage Transfers Made within 14 Days	9,924	98.5%	96.9%	none
Billing Made within 45 Days	184	100.0%	96.9%	none
Reimbursements Made within 45 Days	224	86.6%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,215,330	90.2%	62.6%	none
Payments Made within 14 Days	1,215,330	97.5%	93.1%	none
Payments Made within 21 Days	1,215,330	98.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	391	85.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	992,601	75.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	5,506,944	55.8%	56.7%	none

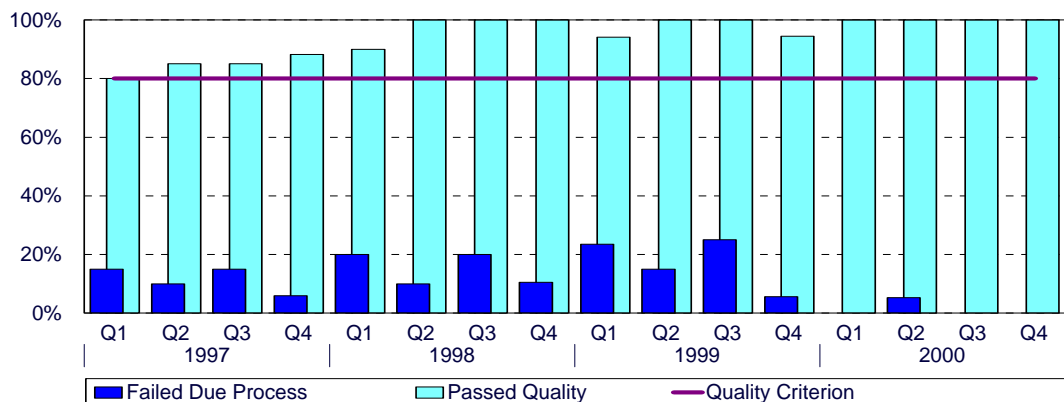
UI PERFORMS ANNUAL REPORT CY 2000
ALABAMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.61	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.37	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$193,390,354	\$20.2 B	none
Sample Size	506	25,859	none
Proper Payment Rate	93.9% +/- 2.2	91.46%	none
Overpayment Rate	6.1% +/- 2.2	8.54%	none
Underpayment Rate	0.4% +/- 0.3	0.85%	none
Footnotes:	#3	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
ALABAMA

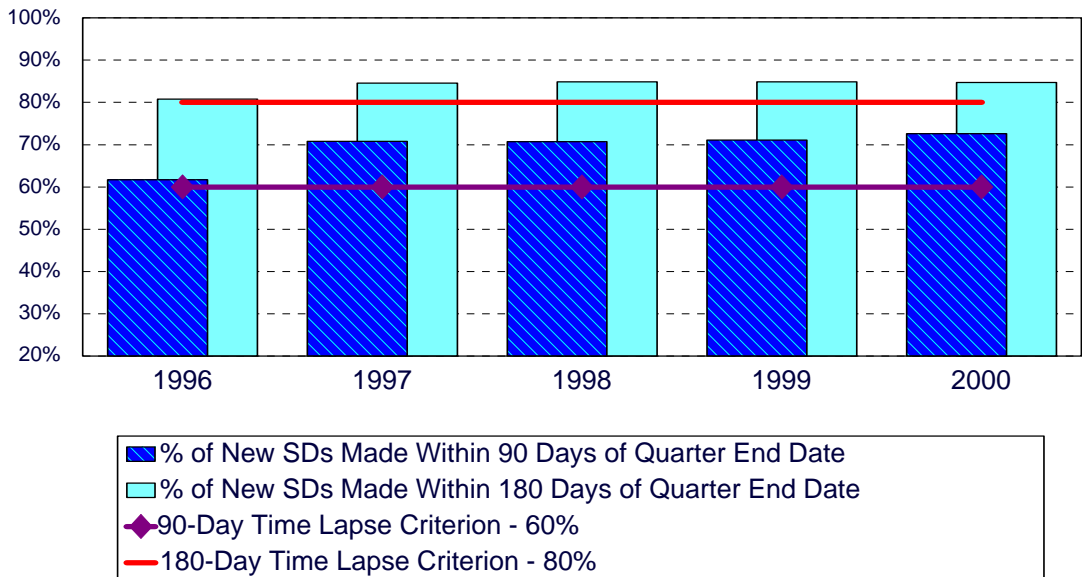
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	72.6%	78.4%
Percentage Made Within 180 Days	84.7%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.3%	64.7%
Percentage Made Within 180 Days	83.0%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.9%	85.0%
Percentage Secured	96.6%	90.8%
Percentage Resolved	100.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.1%	79.7%
Percentage Secured	96.0%	84.9%
Percentage Resolved	97.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	89.6%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.5%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	65.0%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	32.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	11.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
ALABAMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	1.1%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	*	95.7% Pass
Accuracy In Contributory Employer Billing?	*	73.9% Pass
Accuracy In Reimbursing Employer Billings?	F	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



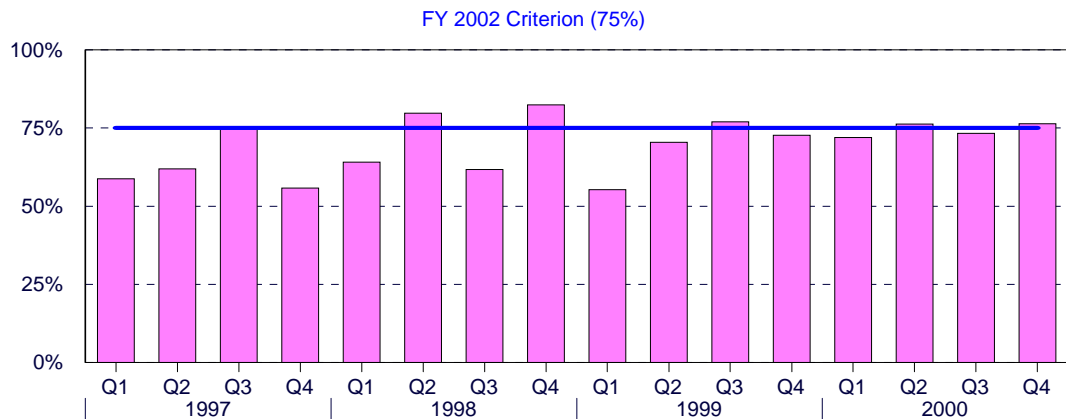
UI PERFORMS ANNUAL REPORT CY 2000
ALASKA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	27,547	91.8%	90.3%	87%
Intrastate UI, full weeks - 35 Days	27,547	97.6%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	12,640	88.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	12,640	96.7%	93.6%	78%
All First Payments - 14/21 Days	44,961	90.2%	89.6%	90% (FY '02)
All First Payments - 35 Days	44,961	97.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	29,782	88.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	19,321	90.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	29,782	80.6%	65.2%	none
Separation Issues within 21 Days	19,321	52.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,387	81.8%	69.0%	60%
Decisions within 45 Days of Filing	2,387	95.0%	85.8%	80%
Decisions within 90 Days of Filing	2,387	99.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	132	56.8%	69.7%	50%
Decisions within 75 Days of Filing	132	84.8%	90.9%	80%
Decisions within 150 Days of Filing	132	98.5%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,658	68.9%	82.4%	none
Wage Transfers Made within 14 Days	5,658	96.6%	96.9%	none
Billing Made within 45 Days	197	100.0%	96.9%	none
Reimbursements Made within 45 Days	159	89.9%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	608,996	45.0%	62.6%	none
Payments Made within 14 Days	608,996	93.6%	93.1%	none
Payments Made within 21 Days	608,996	97.4%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	74.6%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	80	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,180,506	47.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,223,465	85.8%	56.7%	none

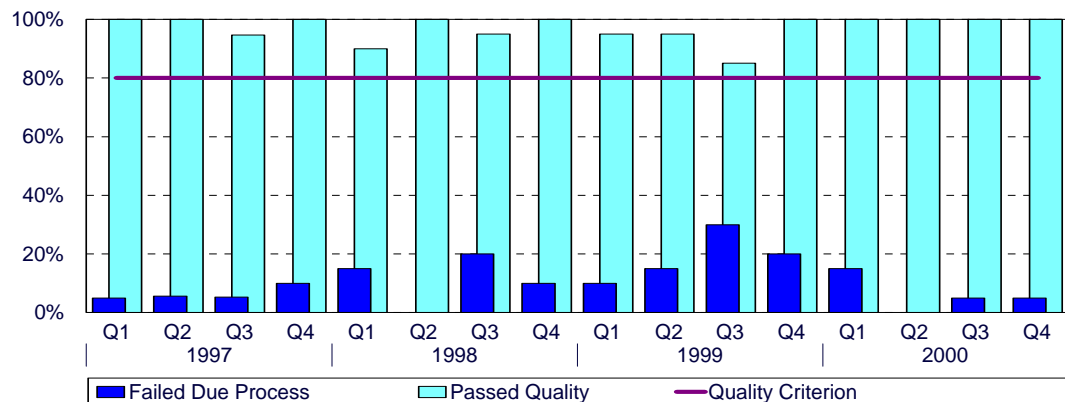
**UI PERFORMS ANNUAL REPORT CY 2000
ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.83	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.46	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$100,782,737	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	91.1% +/- 2.6	91.46%	none
Overpayment Rate	8.9% +/- 2.6	8.54%	none
Underpayment Rate	1.1% +/- 0.5	0.85%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



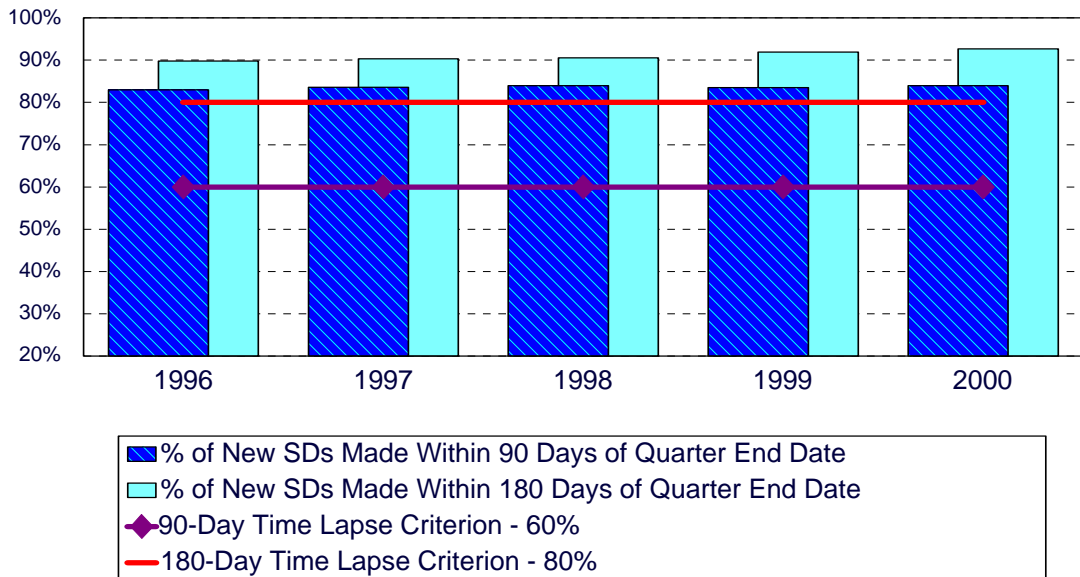
UI PERFORMS ANNUAL REPORT CY 2000
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	84.0%	78.4%
Percentage Made Within 180 Days	92.7%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.9%	64.7%
Percentage Made Within 180 Days	87.9%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.5%	85.0%
Percentage Secured	96.1%	90.8%
Percentage Resolved	99.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.8%	79.7%
Percentage Secured	98.6%	84.9%
Percentage Resolved	99.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	87.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.6%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.0%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	2.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	F	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

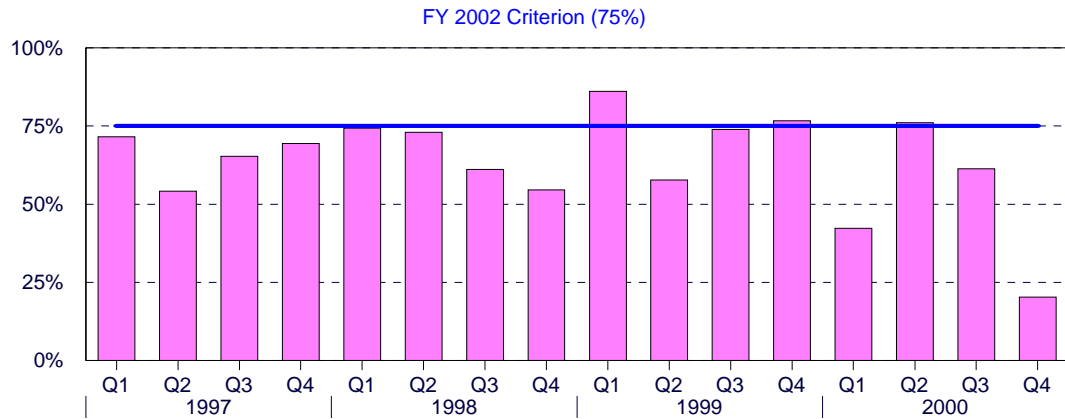
UI PERFORMS ANNUAL REPORT CY 2000
ARIZONA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	55,960	95.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	55,960	98.2%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,832	81.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,832	95.0%	93.6%	78%
All First Payments - 14/21 Days	62,753	94.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	62,753	98.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	38,503	75.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	49,035	94.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	38,503	88.3%	65.2%	none
Separation Issues within 21 Days	49,035	95.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,744	80.3%	69.0%	60%
Decisions within 45 Days of Filing	12,744	95.1%	85.8%	80%
Decisions within 90 Days of Filing	12,744	99.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,283	84.7%	69.7%	50%
Decisions within 75 Days of Filing	1,283	96.3%	90.9%	80%
Decisions within 150 Days of Filing	1,283	98.2%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,671	95.6%	82.4%	none
Wage Transfers Made within 14 Days	10,671	99.7%	96.9%	none
Billing Made within 45 Days	196	100.0%	96.9%	none
Reimbursements Made within 45 Days	200	93.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	918,277	95.0%	62.6%	none
Payments Made within 14 Days	918,277	98.2%	93.1%	none
Payments Made within 21 Days	918,277	99.0%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	51.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	95.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,693,309	60.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,593,012	54.0%	56.7%	none

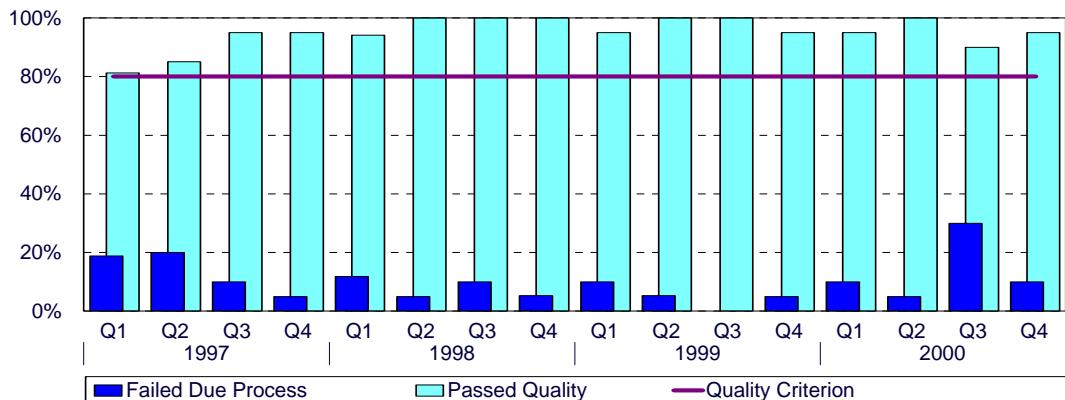
UI PERFORMS ANNUAL REPORT CY 2000
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.81	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.84	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$158,815,777	\$20.2 B	none
Sample Size	460	25,859	none
Proper Payment Rate	87.6% +/- 3.1	91.46%	none
Overpayment Rate	12.4% +/- 3.1	8.54%	none
Underpayment Rate	0.4% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
ARIZONA

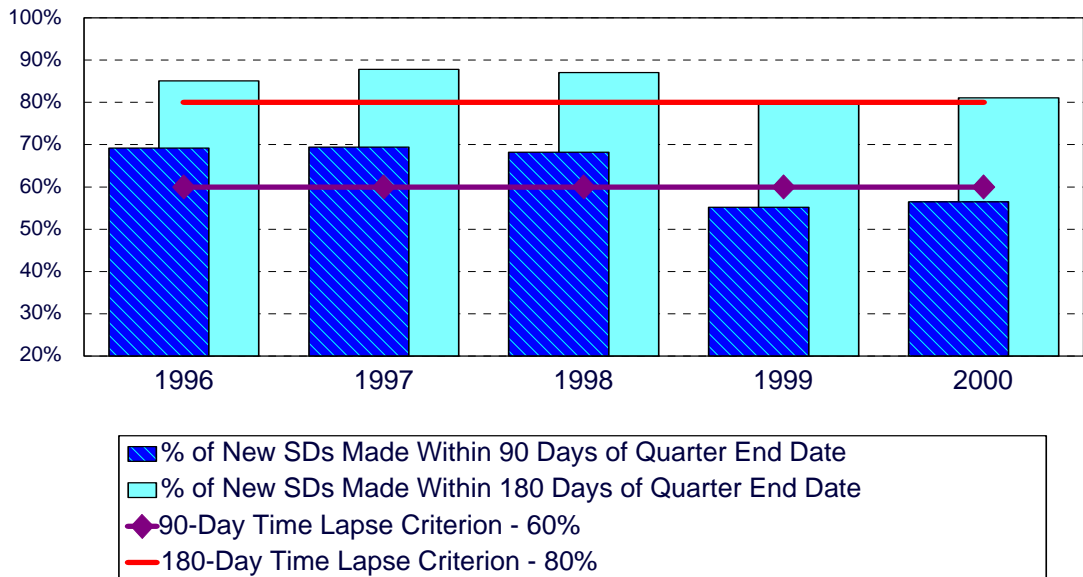
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	56.5%	78.4%
Percentage Made Within 180 Days	81.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	53.5%	64.7%
Percentage Made Within 180 Days	73.5%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.3%	85.0%
Percentage Secured	96.8%	90.8%
Percentage Resolved	101.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.7%
Percentage Secured	98.4%	84.9%
Percentage Resolved	99.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.1%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.4%	1.7%
Annualized Percentage Of Total Wages Audited	1.9%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



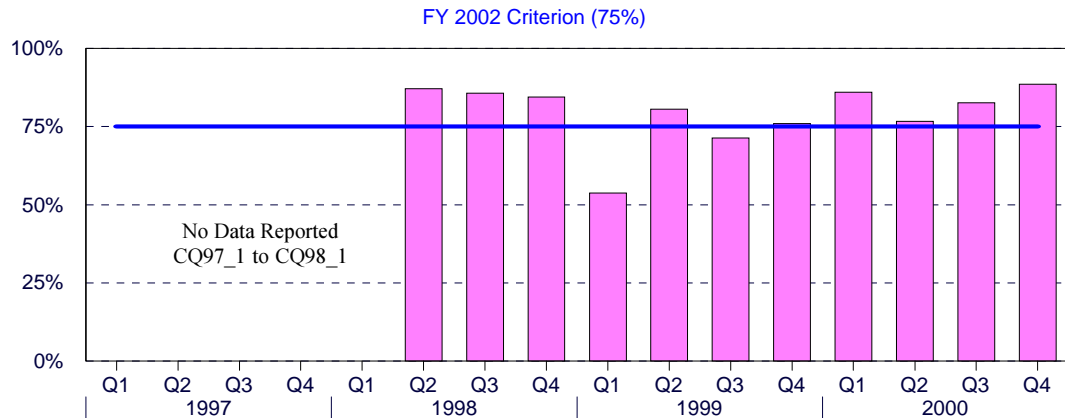
UI PERFORMS ANNUAL REPORT CY 2000
ARKANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	56,576	93.5%	90.3%	87%
Intrastate UI, full weeks - 35 Days	56,576	97.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,855	79.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,855	94.2%	93.6%	78%
All First Payments - 14/21 Days	77,081	93.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	77,081	98.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	16,397	63.3%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	35,314	66.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	16,397	81.9%	65.2%	none
Separation Issues within 21 Days	35,314	95.9%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,285	91.6%	69.0%	60%
Decisions within 45 Days of Filing	9,285	97.8%	85.8%	80%
Decisions within 90 Days of Filing	9,285	99.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,703	86.6%	69.7%	50%
Decisions within 75 Days of Filing	1,703	95.0%	90.9%	80%
Decisions within 150 Days of Filing	1,703	98.7%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,667	23.2%	82.4%	none
Wage Transfers Made within 14 Days	6,667	77.1%	96.9%	none
Billing Made within 45 Days	199	100.0%	96.9%	none
Reimbursements Made within 45 Days	170	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	866,318	94.2%	62.6%	none
Payments Made within 14 Days	866,318	98.6%	93.1%	none
Payments Made within 21 Days	866,318	99.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	83.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	77	97.5%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,742,201	25.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,843,748	33.7%	56.7%	none

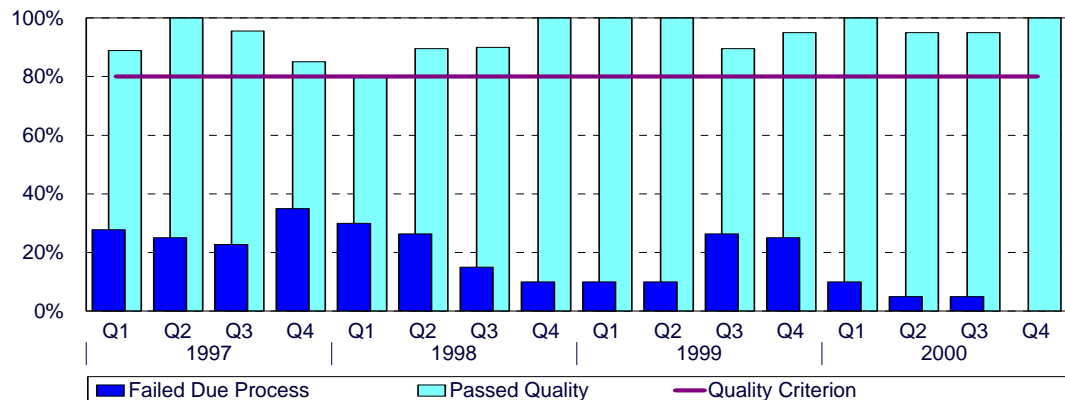
UI PERFORMS ANNUAL REPORT CY 2000
ARKANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.69	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.81	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$184,308,974	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	86.6% +/- 3.0	91.46%	none
Overpayment Rate	13.4% +/- 3.0	8.54%	none
Underpayment Rate	0.5% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
ARKANSAS

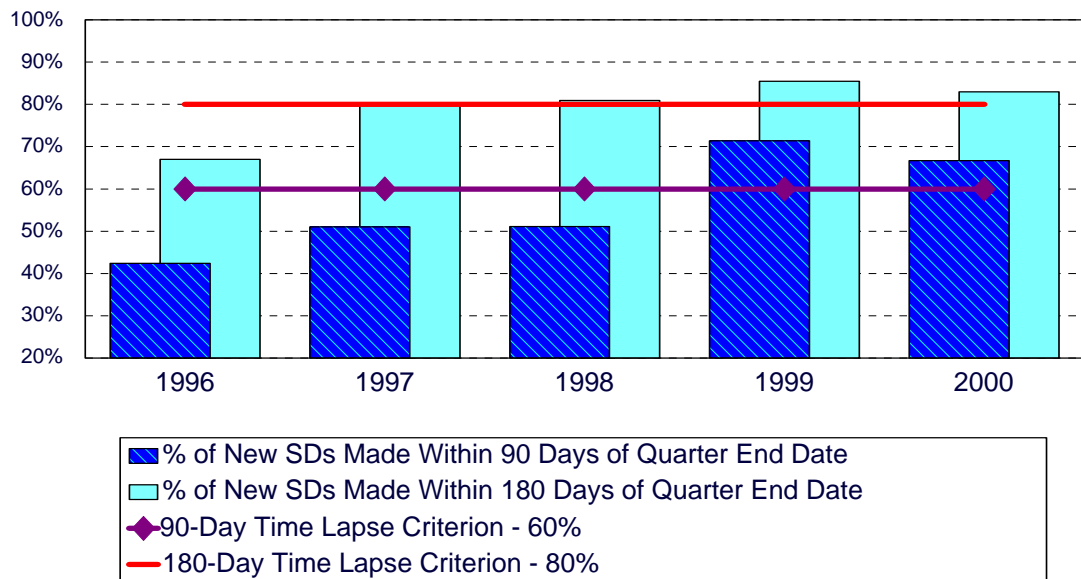
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	66.7%	78.4%
Percentage Made Within 180 Days	83.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.8%	64.7%
Percentage Made Within 180 Days	84.5%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.7%	85.0%
Percentage Secured	95.5%	90.8%
Percentage Resolved	98.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.7%
Percentage Secured	97.7%	84.9%
Percentage Resolved	99.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.9%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.8%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	65.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	31.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.1%
Accounts Receivable As A Percentage Of Tax Due	5.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
ARKANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.0%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	0.7%	1.7%
Annualized Percentage Of Total Wages Audited	0.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	D	95.7% Pass
Accuracy In Contributory Employer Billing?	D	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



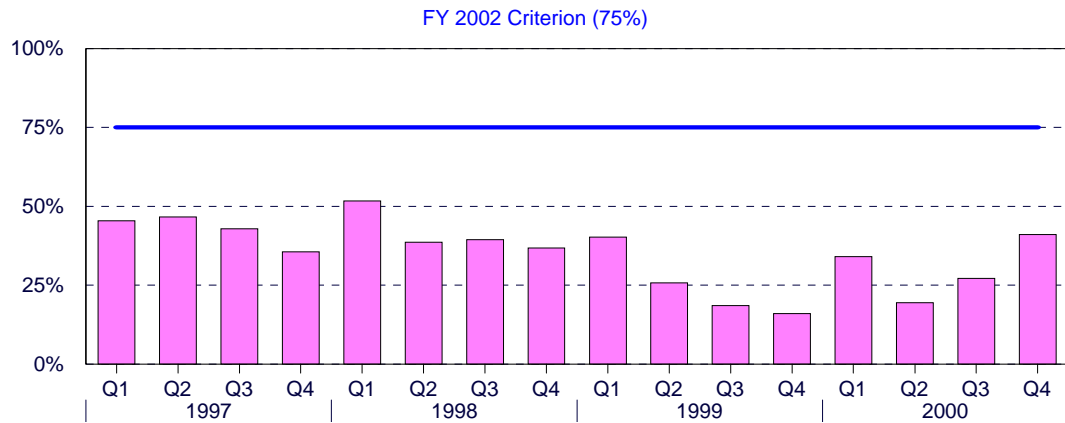
UI PERFORMS ANNUAL REPORT CY 2000
CALIFORNIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	898,702	87.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	898,702	97.1%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	18,424	78.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	18,424	94.0%	93.6%	78%
All First Payments - 14/21 Days	985,767	87.1%	89.6%	90% (FY '02)
All First Payments - 35 Days	985,767	96.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	836,893	64.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	540,613	86.5%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	805,666	48.6%	65.2%	none
Separation Issues within 21 Days	528,804	90.6%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	175,013	61.5%	69.0%	60%
Decisions within 45 Days of Filing	175,013	78.9%	85.8%	80%
Decisions within 90 Days of Filing	175,013	91.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	10,748	23.3%	69.7%	50%
Decisions within 75 Days of Filing	10,748	67.6%	90.9%	80%
Decisions within 150 Days of Filing	10,748	97.3%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	27,122	95.4%	82.4%	none
Wage Transfers Made within 14 Days	27,122	99.9%	96.9%	none
Billing Made within 45 Days	208	75.0%	96.9%	none
Reimbursements Made within 45 Days	205	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	14,736,512	40.0%	62.6%	none
Payments Made within 14 Days	14,736,512	86.2%	93.1%	none
Payments Made within 21 Days	14,736,512	94.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	334	30.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	129	81.1%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	96,974,362	51.5%	54.1%	none
Nonfraud Overpayment Recovery Rate	11,948,615	48.2%	56.7%	none

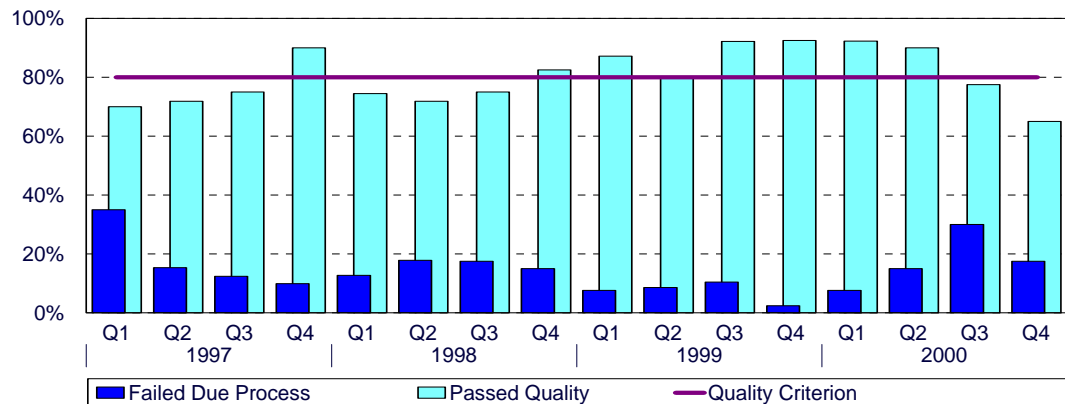
**UI PERFORMS ANNUAL REPORT CY 2000
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.07	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.34	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$2,476,575,401	\$20.2 B	none
Sample Size	1,815	25,859	none
Proper Payment Rate	94.9% +/- 0.9	91.46%	none
Overpayment Rate	5.1% +/- 0.9	8.54%	none
Underpayment Rate	0.6% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



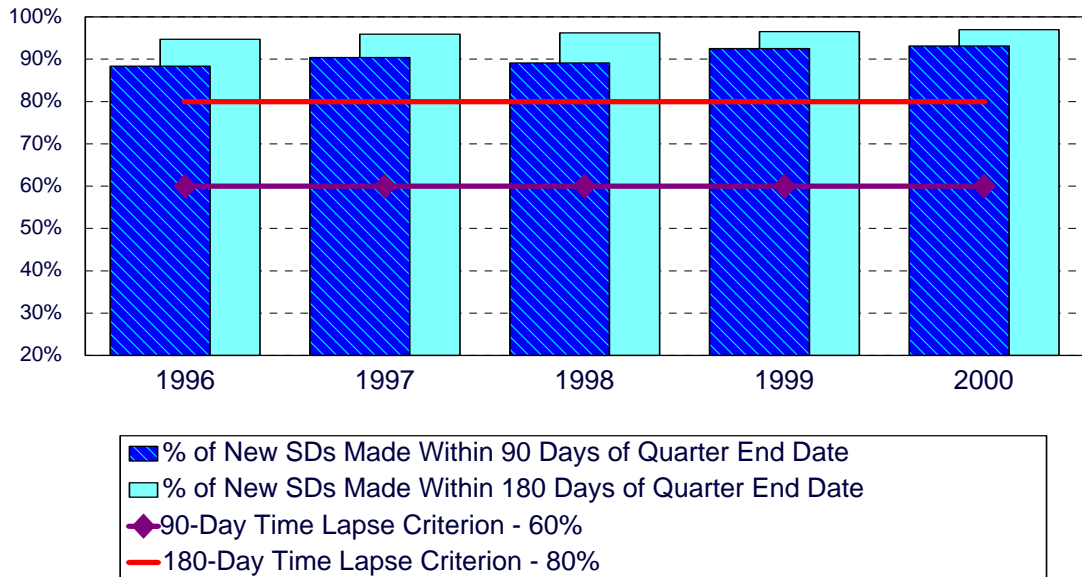
UI PERFORMS ANNUAL REPORT CY 2000
CALIFORNIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	93.1%	78.4%
Percentage Made Within 180 Days	97.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	29.9%	64.7%
Percentage Made Within 180 Days	53.0%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	75.6%	85.0%
Percentage Secured	75.6%	90.8%
Percentage Resolved	88.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	99.7%	79.7%
Percentage Secured	99.7%	84.9%
Percentage Resolved	98.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.7%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.4%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.5%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.8%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

**UI PERFORMS ANNUAL REPORT CY 2000
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	*	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	0.2%	1.7%
Annualized Percentage Of Total Wages Audited	*	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	F	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001, and State did not report computed measures as of 5/14/2001.

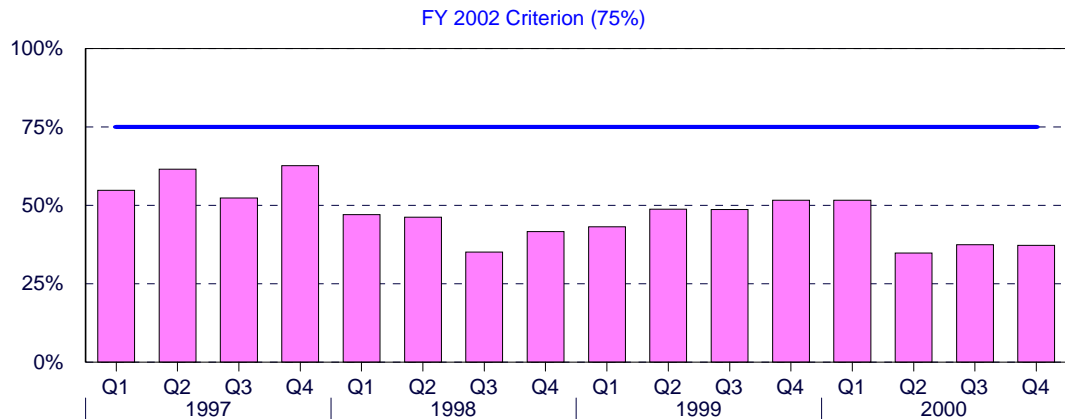
UI PERFORMS ANNUAL REPORT CY 2000
COLORADO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	33,799	91.7%	90.3%	87%
Intrastate UI, full weeks - 35 Days	33,799	97.1%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,391	89.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,391	96.8%	93.6%	78%
All First Payments - 14/21 Days	39,096	91.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	39,096	97.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	42,931	59.1%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	72,042	35.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	42,931	81.0%	65.2%	none
Separation Issues within 21 Days	72,042	97.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,107	82.6%	69.0%	60%
Decisions within 45 Days of Filing	13,107	94.2%	85.8%	80%
Decisions within 90 Days of Filing	13,107	99.1%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,372	52.9%	69.7%	50%
Decisions within 75 Days of Filing	1,372	95.6%	90.9%	80%
Decisions within 150 Days of Filing	1,372	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,068	94.2%	82.4%	none
Wage Transfers Made within 14 Days	10,068	100.0%	96.9%	none
Billing Made within 45 Days	194	100.0%	96.9%	none
Reimbursements Made within 45 Days	200	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	548,472	46.1%	62.6%	none
Payments Made within 14 Days	548,472	95.5%	93.1%	none
Payments Made within 21 Days	548,472	97.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	366	40.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,426,933	51.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	3,553,474	70.0%	56.7%	none

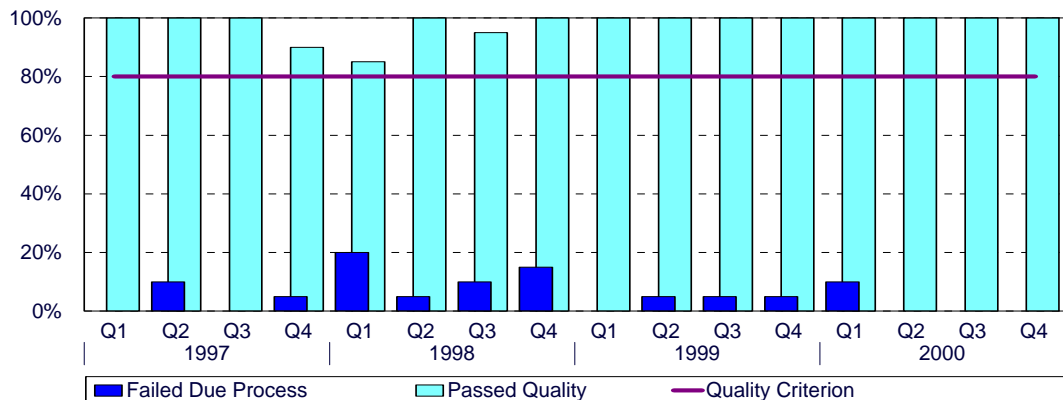
UI PERFORMS ANNUAL REPORT CY 2000
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.34	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.65	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$145,298,544	\$20.2 B	none
Sample Size	474	25,859	none
Proper Payment Rate	83.7% +/- 3.3	91.46%	none
Overpayment Rate	16.3% +/- 3.3	8.54%	none
Underpayment Rate	0.5% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



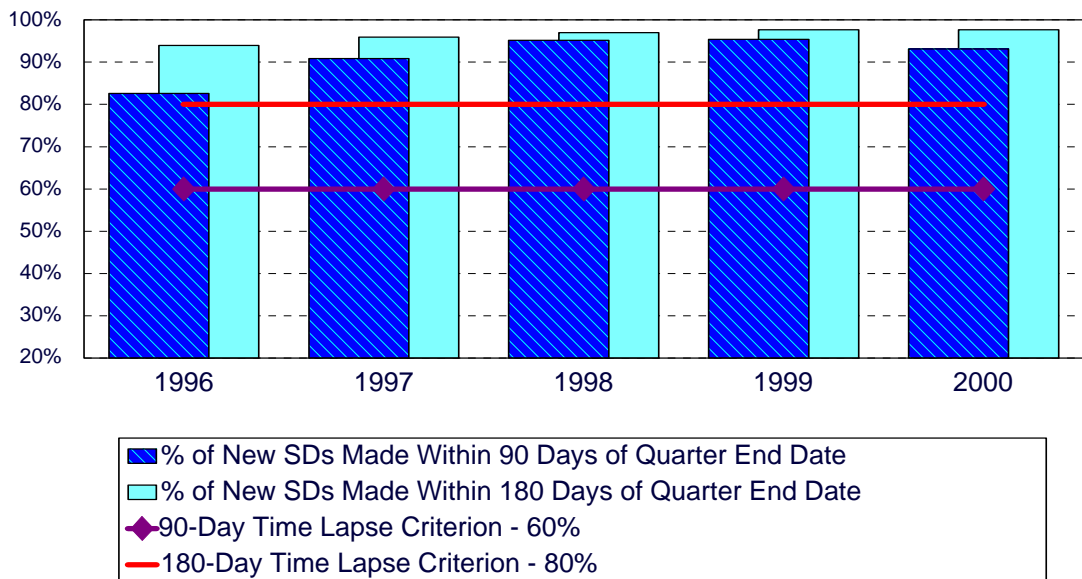
UI PERFORMS ANNUAL REPORT CY 2000
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	93.1%	78.4%
Percentage Made Within 180 Days	97.7%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.2%	64.7%
Percentage Made Within 180 Days	89.8%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.5%	85.0%
Percentage Secured	92.4%	90.8%
Percentage Resolved	96.2%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.6%	79.7%
Percentage Secured	98.2%	84.9%
Percentage Resolved	101.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	1.2%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	98.3%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	4.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	96.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	3.5%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.4%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.7%
Annualized Percentage Of Total Wages Audited	1.1%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



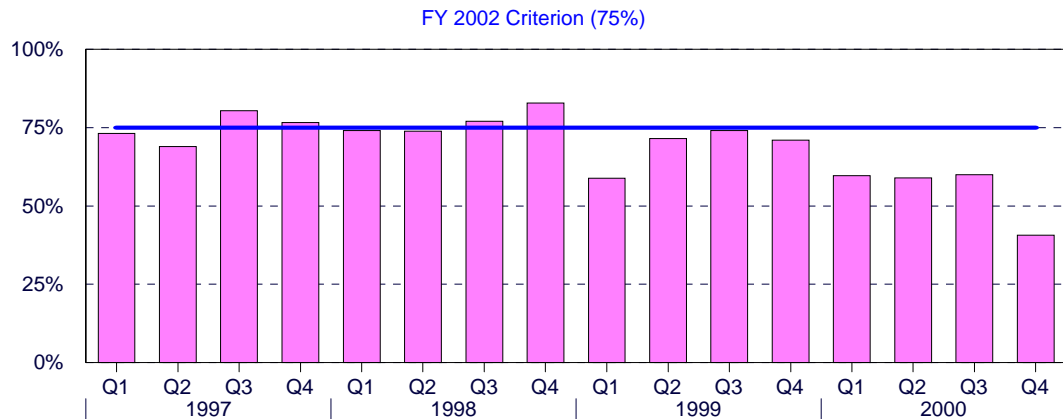
UI PERFORMS ANNUAL REPORT CY 2000
CONNECTICUT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	79,867	95.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	79,867	97.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,997	72.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,997	87.0%	93.6%	78%
All First Payments - 14/21 Days	104,319	93.6%	89.6%	90% (FY '02)
All First Payments - 35 Days	104,319	97.3%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	36,342	65.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	46,128	86.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	36,342	85.7%	65.2%	none
Separation Issues within 21 Days	46,128	96.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,315	76.5%	69.0%	60%
Decisions within 45 Days of Filing	14,315	90.9%	85.8%	80%
Decisions within 90 Days of Filing	14,315	96.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,700	78.1%	69.7%	50%
Decisions within 75 Days of Filing	1,700	92.4%	90.9%	80%
Decisions within 150 Days of Filing	1,700	97.4%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,368	96.5%	82.4%	none
Wage Transfers Made within 14 Days	6,368	99.5%	96.9%	none
Billing Made within 45 Days	189	100.0%	96.9%	none
Reimbursements Made within 45 Days	187	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,364,108	93.0%	62.6%	none
Payments Made within 14 Days	1,364,108	96.7%	93.1%	none
Payments Made within 21 Days	1,364,108	97.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	221	55.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	73	97.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,295,940	54.1%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,278,057	65.0%	56.7%	none

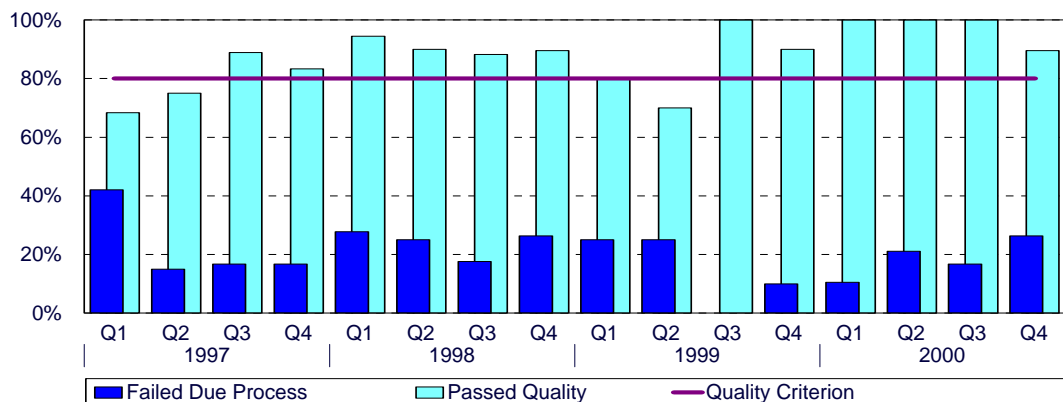
**UI PERFORMS ANNUAL REPORT CY 2000
CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.04	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.49	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$330,167,778	\$20.2 B	none
Sample Size	483	25,859	none
Proper Payment Rate	96.1% +/- 1.4	91.46%	none
Overpayment Rate	3.9% +/- 1.4	8.54%	none
Underpayment Rate	0.7% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



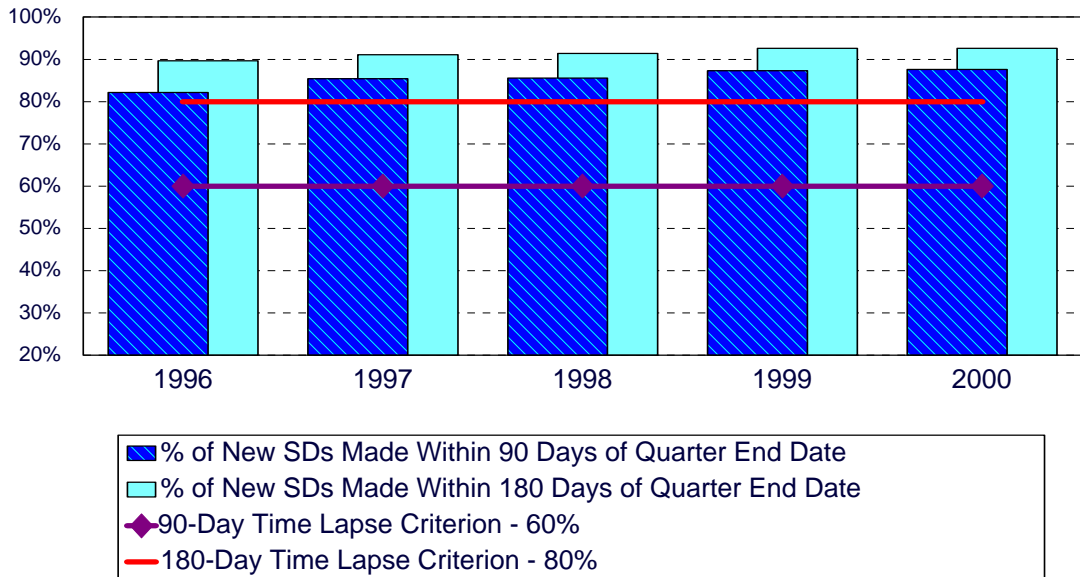
UI PERFORMS ANNUAL REPORT CY 2000
CONNECTICUT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.6%	78.4%
Percentage Made Within 180 Days	92.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.5%	64.7%
Percentage Made Within 180 Days	81.5%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.3%	85.0%
Percentage Secured	93.9%	90.8%
Percentage Resolved	97.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.3%	79.7%
Percentage Secured	94.0%	84.9%
Percentage Resolved	95.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.9%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.5%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.5%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	67.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	33.0%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.1%
Accounts Receivable As A Percentage Of Tax Due	7.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
CONNECTICUT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.8%	1.7%
Annualized Percentage Of Total Wages Audited	1.1%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



* State did not report computed measures as of 5/14/2001.

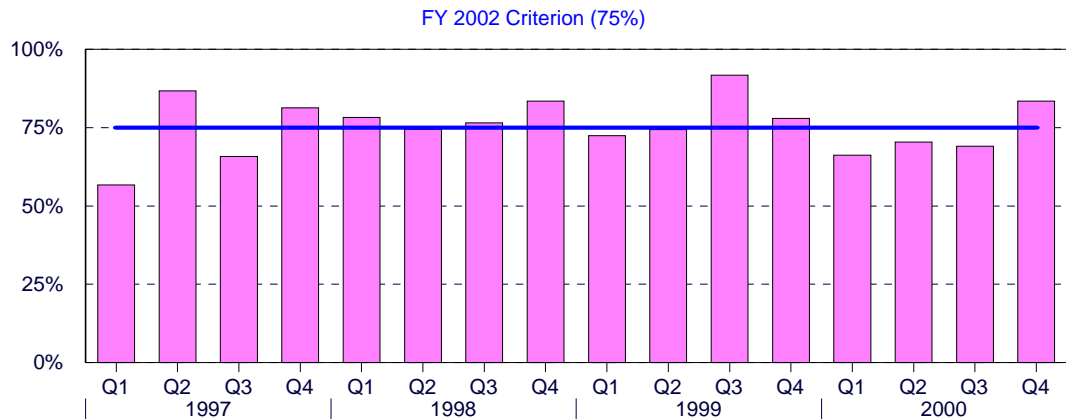
**UI PERFORMS ANNUAL REPORT CY 2000
DELAWARE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	18,800	94.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	18,800	97.3%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,073	80.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,073	92.0%	93.6%	78%
All First Payments - 14/21 Days	26,985	93.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	26,985	96.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness: Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	2,269	67.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	8,973	83.4%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness: First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	2,269	68.5%	65.2%	none
Separation Issues within 21 Days	8,973	94.9%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,571	72.2%	69.0%	60%
Decisions within 45 Days of Filing	2,571	99.3%	85.8%	80%
Decisions within 90 Days of Filing	2,571	100.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	522	75.7%	69.7%	50%
Decisions within 75 Days of Filing	522	89.1%	90.9%	80%
Decisions within 150 Days of Filing	522	96.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,733	100.0%	82.4%	none
Wage Transfers Made within 14 Days	4,733	100.0%	96.9%	none
Billing Made within 45 Days	137	100.0%	96.9%	none
Reimbursements Made within 45 Days	161	99.4%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	311,676	81.3%	62.6%	none
Payments Made within 14 Days	311,676	93.6%	93.1%	none
Payments Made within 21 Days	311,676	96.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	229	71.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	683,485	47.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,008,470	73.5%	56.7%	none

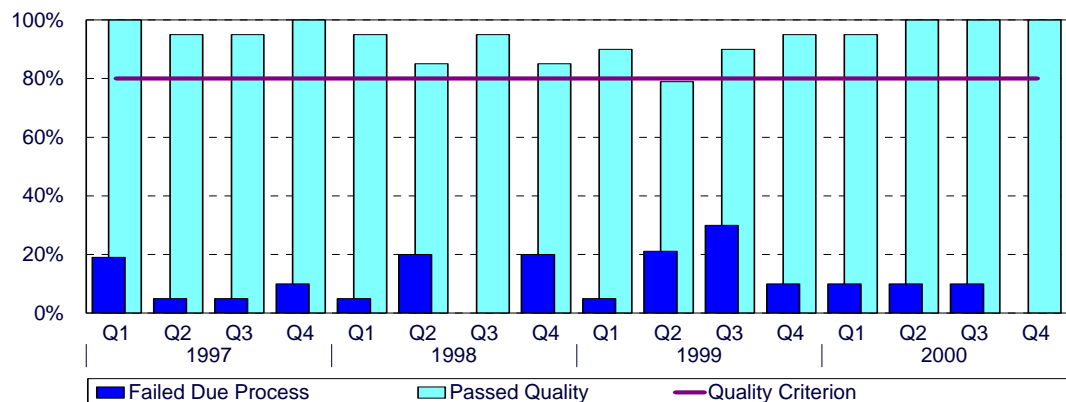
**UI PERFORMS ANNUAL REPORT CY 2000
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.21	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.73	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$64,529,294	\$20.2 B	none
Sample Size	370	25,859	none
Proper Payment Rate	88.5% +/- 3.3	91.46%	none
Overpayment Rate	11.5% +/- 3.3	8.54%	none
Underpayment Rate	2.0% +/- 1.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



**UI PERFORMS ANNUAL REPORT CY 2000
DELAWARE**

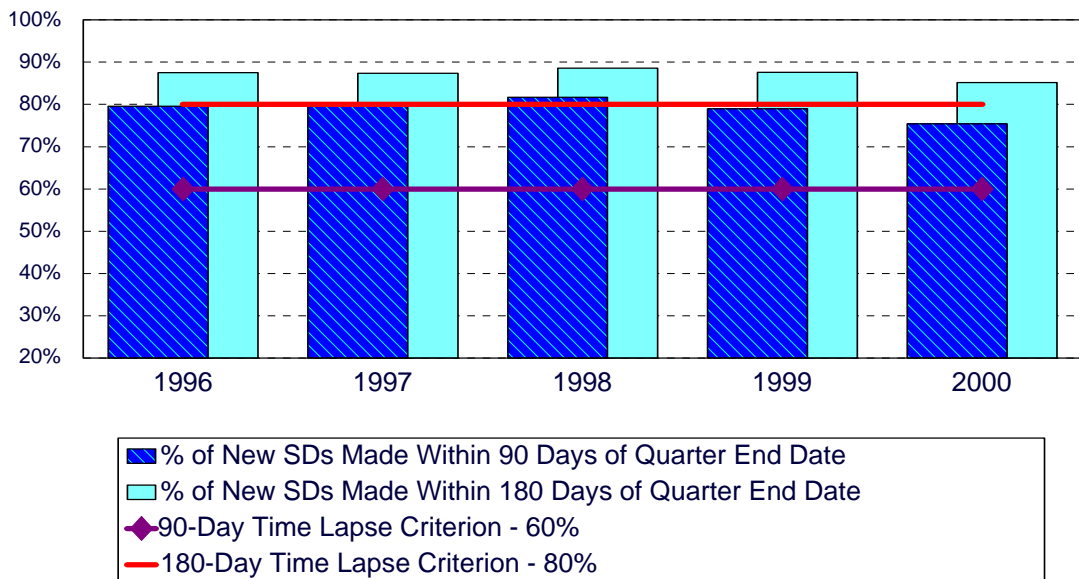
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	75.4%	78.4%
Percentage Made Within 180 Days	85.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	78.7%	64.7%
Percentage Made Within 180 Days	88.8%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.5%	85.0%
Percentage Secured	93.5%	90.8%
Percentage Resolved	97.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	++	79.7%
Percentage Secured	++	84.9%
Percentage Resolved	++	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	79.8%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.4%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	11.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	81.1%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.3%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	16.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

++ Delaware does not require reimbursing employers to report.

**UI PERFORMS ANNUAL REPORT CY 2000
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.2%	1.7%
Annualized Percentage Of Total Wages Audited	0.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	F	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

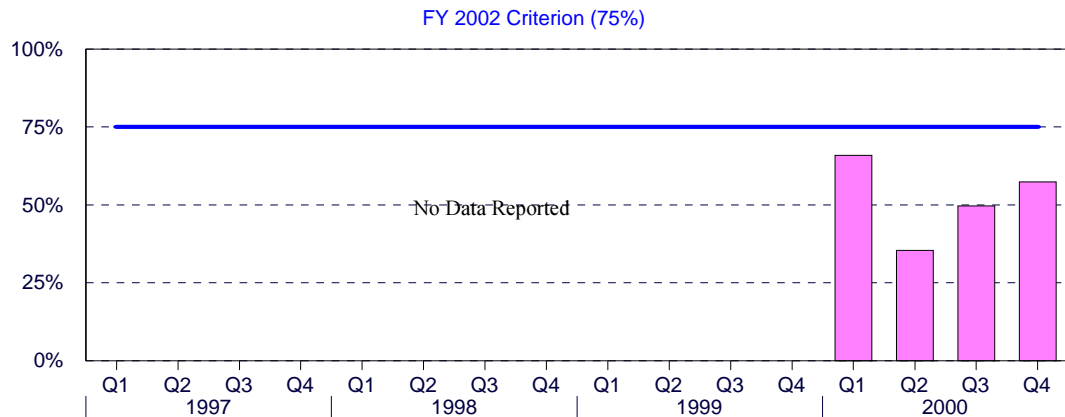
UI PERFORMS ANNUAL REPORT CY 2000
DISTRICT OF COLUMBIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	10,494	85.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	10,494	92.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,852	76.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,852	92.7%	93.6%	78%
All First Payments - 14/21 Days	15,884	82.1%	89.6%	90% (FY '02)
All First Payments - 35 Days	15,884	92.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	1,518	48.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	7,950	63.3%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	270	57.4%	65.2%	none
Separation Issues within 21 Days	1,129	77.6%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,849	62.3%	69.0%	60%
Decisions within 45 Days of Filing	2,849	85.3%	85.8%	80%
Decisions within 90 Days of Filing	2,849	95.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	594	76.9%	69.7%	50%
Decisions within 75 Days of Filing	594	94.8%	90.9%	80%
Decisions within 150 Days of Filing	594	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,856	55.1%	82.4%	none
Wage Transfers Made within 14 Days	4,856	89.1%	96.9%	none
Billing Made within 45 Days	99	49.5%	96.9%	none
Reimbursements Made within 45 Days	133	88.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	311,644	39.5%	62.6%	none
Payments Made within 14 Days	311,644	86.4%	93.1%	none
Payments Made within 21 Days	311,644	94.5%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	224	51.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	73	91.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	743,012	15.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	740,809	39.2%	56.7%	none

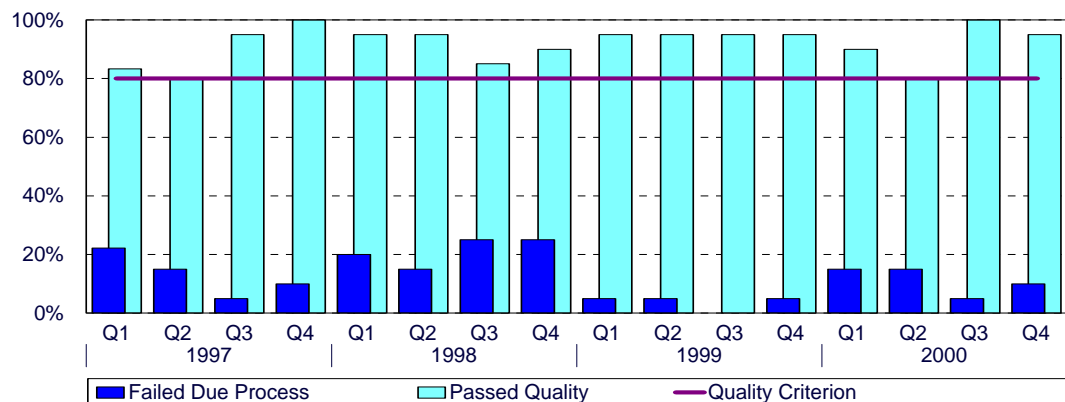
UI PERFORMS ANNUAL REPORT CY 2000
DISTRICT OF COLUMBIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.07	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.68	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$53,184,530	\$20.2 B	none
Sample Size	365	25,859	none
Proper Payment Rate	85.8% +/- 3.7	91.46%	none
Overpayment Rate	14.2% +/- 3.7	8.54%	none
Underpayment Rate	0.9% +/- 0.5	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



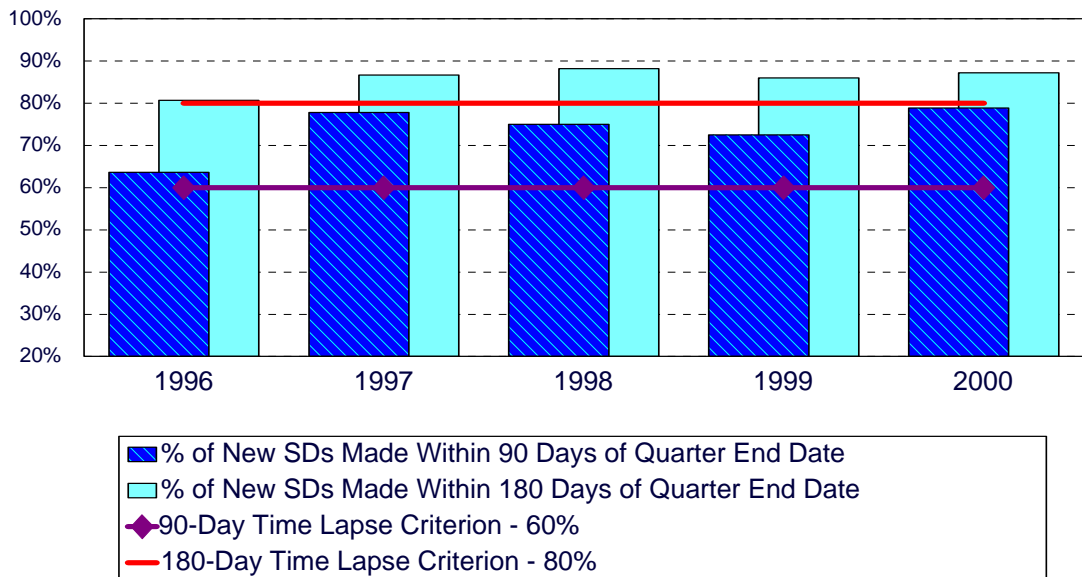
UI PERFORMS ANNUAL REPORT CY 2000
DISTRICT OF COLUMBIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	78.9%	78.4%
Percentage Made Within 180 Days	87.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	^	83.0% Pass
Accuracy In Postings?	^	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	49.5%	64.7%
Percentage Made Within 180 Days	58.9%	78.3%
Accuracy In Determinations?	^	66.0% Pass
Accuracy In Postings?	^	57.5% Pass
Inactivations:		
Accuracy In Determinations?	^	69.6% Pass
Accuracy In Postings?	^	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	73.4%	85.0%
Percentage Secured	88.0%	90.8%
Percentage Resolved	94.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	76.4%	79.7%
Percentage Secured	85.4%	84.9%
Percentage Resolved	95.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	^	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	71.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.3%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	12.4%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	25.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	99.6%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	8.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	38.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	^	52.4% Pass

**UI PERFORMS ANNUAL REPORT CY 2000
DISTRICT OF COLUMBIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	^	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	*	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	*	1.7%
Annualized Percentage Of Total Wages Audited	*	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	^	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	^	95.7% Pass
Accuracy In Contributory Employer Billing?	^	73.9% Pass
Accuracy In Reimbursing Employer Billings?	^	86.1% Pass
Accuracy In Credits/Refunds?	^	77.3% Pass
Accuracy In Benefit Charging?	^	89.8% Pass
Accuracy In Experience Rating?	^	96.0% Pass

New Status Determinations Time Lapse



* State did not report computed measures as of 5/14/2001.

^ DC did not participate in the review of the Tax Performance System Acceptance Samples.

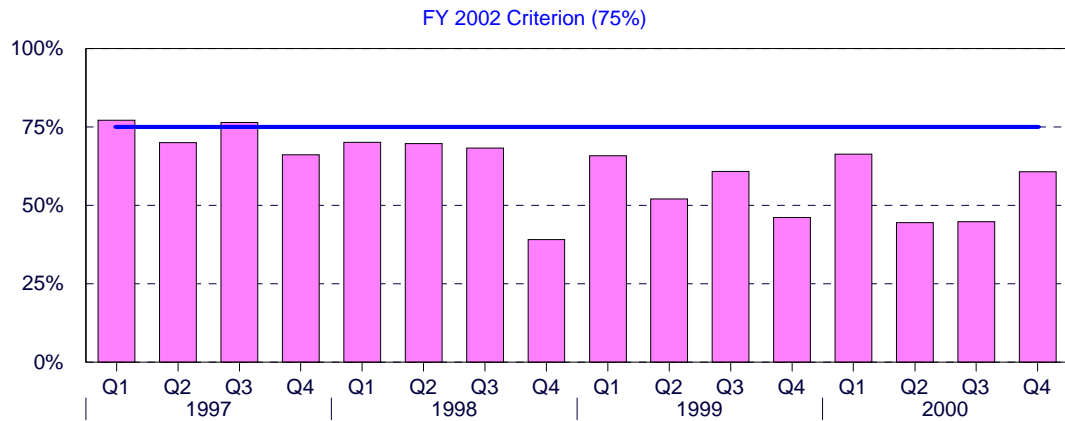
UI PERFORMS ANNUAL REPORT CY 2000
FLORIDA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	211,472	89.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	211,472	96.3%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	5,922	84.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	5,922	94.7%	93.6%	78%
All First Payments - 14/21 Days	229,095	88.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	229,095	96.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	46,766	53.4%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	125,694	71.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	46,766	73.0%	65.2%	none
Separation Issues within 21 Days	125,694	90.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	43,047	72.2%	69.0%	60%
Decisions within 45 Days of Filing	43,047	89.6%	85.8%	80%
Decisions within 90 Days of Filing	43,047	95.4%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,494	53.5%	69.7%	50%
Decisions within 75 Days of Filing	6,494	94.1%	90.9%	80%
Decisions within 150 Days of Filing	6,494	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	17,216	98.2%	82.4%	none
Wage Transfers Made within 14 Days	17,216	99.1%	96.9%	none
Billing Made within 45 Days	208	94.2%	96.9%	none
Reimbursements Made within 45 Days	201	89.1%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,798,028	42.8%	62.6%	none
Payments Made within 14 Days	2,798,028	90.2%	93.1%	none
Payments Made within 21 Days	2,798,028	95.5%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	334	54.0%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	143	91.7%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,071,646	54.7%	54.1%	none
Nonfraud Overpayment Recovery Rate	10,131,633	45.7%	56.7%	none

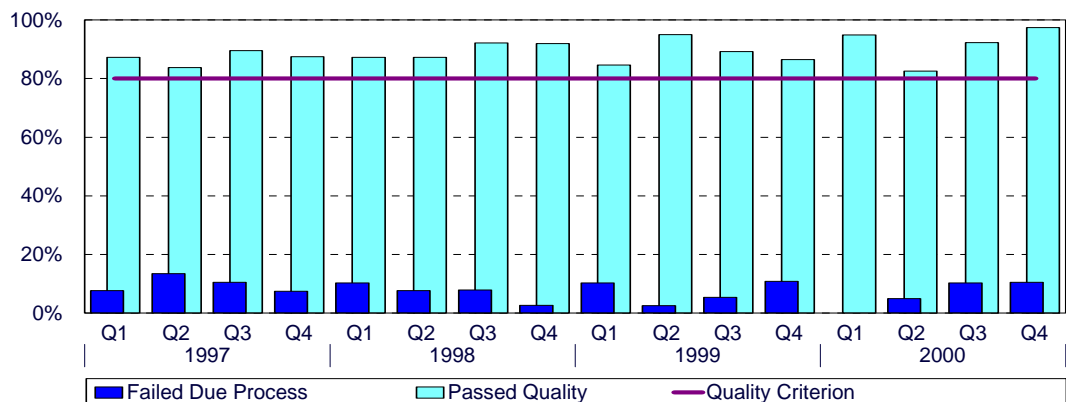
UI PERFORMS ANNUAL REPORT CY 2000
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.98	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.00	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$646,285,970	\$20.2 B	none
Sample Size	481	25,859	none
Proper Payment Rate	95.6% +/- 1.8	91.46%	none
Overpayment Rate	4.4% +/- 1.8	8.54%	none
Underpayment Rate	0.2% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



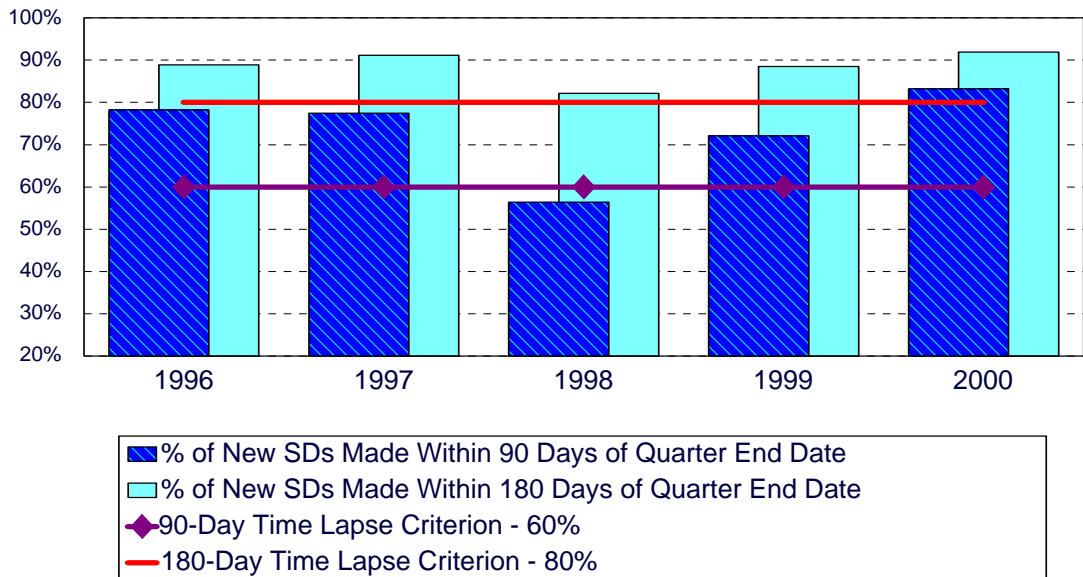
UI PERFORMS ANNUAL REPORT CY 2000
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
* Percentage Made Within 90 Days	83.2%	78.4%
Percentage Made Within 180 Days	91.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.6%	64.7%
Percentage Made Within 180 Days	89.8%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	73.3%	85.0%
Percentage Secured	83.0%	90.8%
Percentage Resolved	103.2%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	83.6%	79.7%
Percentage Secured	89.7%	84.9%
Percentage Resolved	98.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	77.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	6.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.0%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.1%
Accounts Receivable As A Percentage Of Tax Due	5.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.3%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	0.9%	1.7%
Annualized Percentage Of Total Wages Audited	0.4%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	F	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



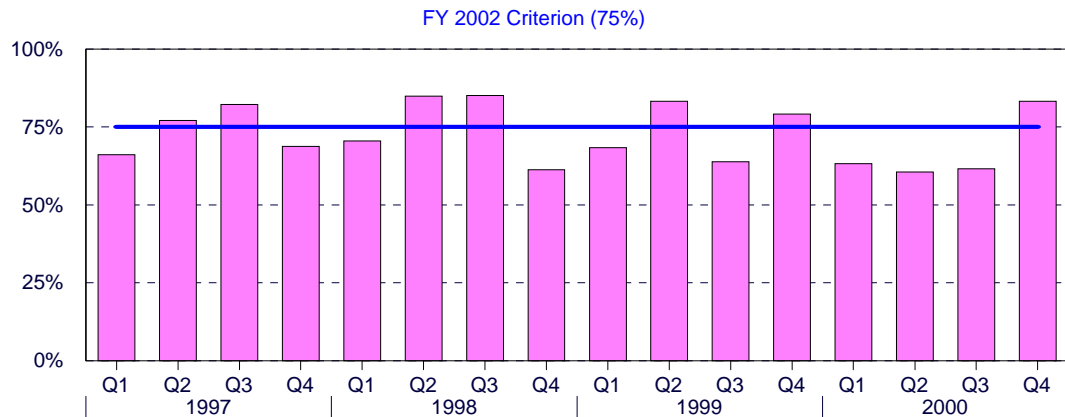
UI PERFORMS ANNUAL REPORT CY 2000
GEORGIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	135,901	94.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	135,901	97.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,600	79.4%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,600	91.8%	93.6%	78%
All First Payments - 14/21 Days	178,341	92.6%	89.6%	90% (FY '02)
All First Payments - 35 Days	178,341	96.8%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,758	65.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	77,242	90.8%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	26,758	91.6%	65.2%	none
Separation Issues within 21 Days	77,242	99.1%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	22,220	78.0%	69.0%	60%
Decisions within 45 Days of Filing	22,220	95.7%	85.8%	80%
Decisions within 90 Days of Filing	22,220	99.7%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,377	98.0%	69.7%	50%
Decisions within 75 Days of Filing	3,377	99.9%	90.9%	80%
Decisions within 150 Days of Filing	3,377	99.9%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,518	93.0%	82.4%	none
Wage Transfers Made within 14 Days	14,518	98.3%	96.9%	none
Billing Made within 45 Days	126	100.0%	96.9%	none
Reimbursements Made within 45 Days	206	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,445,015	86.6%	62.6%	none
Payments Made within 14 Days	1,445,015	95.1%	93.1%	none
Payments Made within 21 Days	1,445,015	97.3%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	385	67.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	72	91.1%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,353,332	88.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	5,366,543	41.6%	56.7%	none

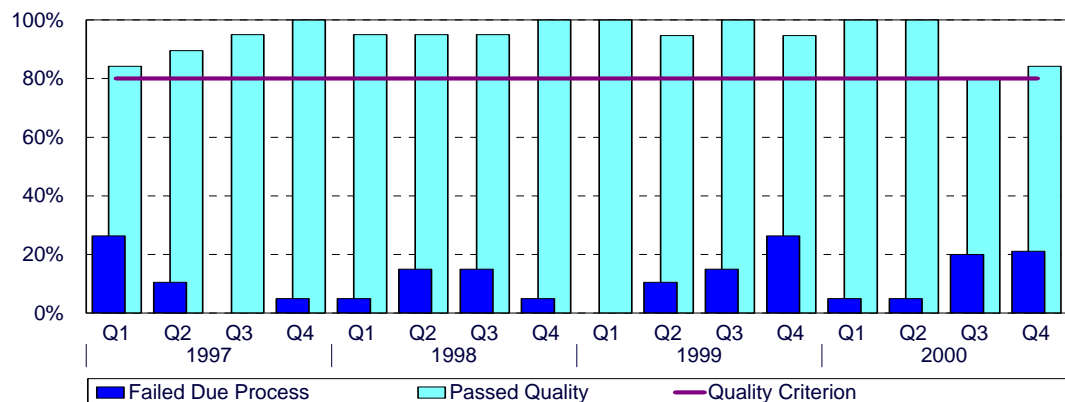
UI PERFORMS ANNUAL REPORT CY 2000
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.98	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.52	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$295,091,959	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	95.9% +/- 2.1	91.46%	none
Overpayment Rate	4.1% +/- 2.1	8.54%	none
Underpayment Rate	0.4% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



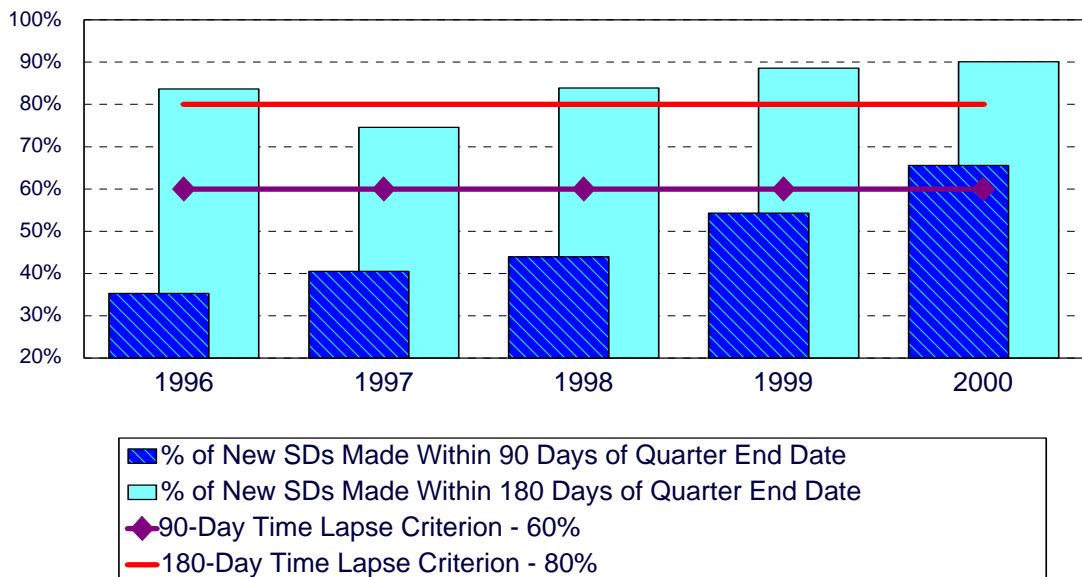
UI PERFORMS ANNUAL REPORT CY 2000
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	65.6%	78.4%
Percentage Made Within 180 Days	90.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	75.8%	64.7%
Percentage Made Within 180 Days	87.8%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.3%	85.0%
Percentage Secured	92.0%	90.8%
Percentage Resolved	99.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.5%	79.7%
Percentage Secured	97.6%	84.9%
Percentage Resolved	100.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	169.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	171.3%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.2%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	71.3%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.0%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	11.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	D	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	0.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
HAWAII

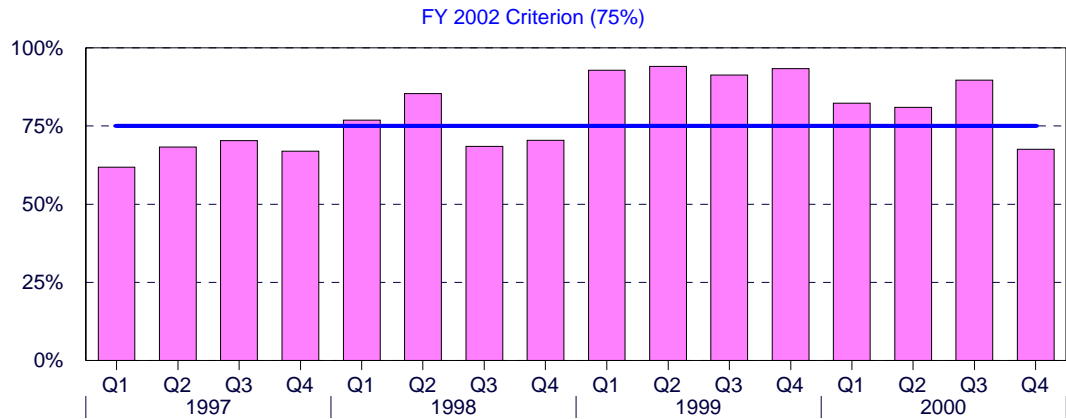
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	20,057	90.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	20,057	97.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,308	77.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,308	95.9%	93.6%	78%
All First Payments - 14/21 Days	26,481	89.0%	89.6%	90% (FY '02)
All First Payments - 35 Days	26,481	97.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,735	78.2%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	14,134	86.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,735	48.8%	65.2%	none
Separation Issues within 21 Days	14,134	55.1%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,247	72.5%	69.0%	60%
Decisions within 45 Days of Filing	3,247	85.7%	85.8%	80%
Decisions within 90 Days of Filing	3,247	92.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	69.7%	50%
Decisions within 75 Days of Filing	+	+	90.9%	80%
Decisions within 150 Days of Filing	+	+	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,129	99.6%	82.4%	none
Wage Transfers Made within 14 Days	1,129	99.9%	96.9%	none
Billing Made within 45 Days	175	100.0%	96.9%	none
Reimbursements Made within 45 Days	146	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	382,577	41.2%	62.6%	none
Payments Made within 14 Days	382,577	84.7%	93.1%	none
Payments Made within 21 Days	382,577	95.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	234	80.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	95.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	334,265	44.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	632,353	55.3%	56.7%	none

+ Hawaii does not have higher authority appeals.

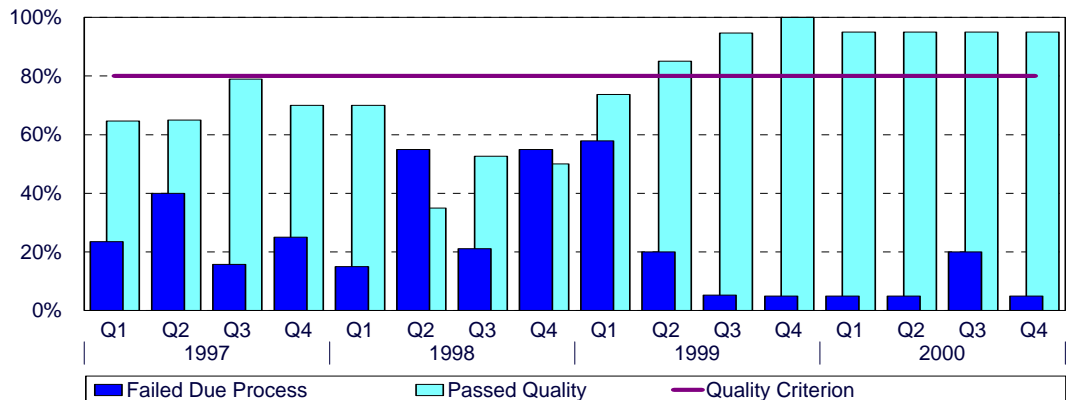
UI PERFORMS ANNUAL REPORT CY 2000
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.92	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.28	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$103,450,940	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	96.3% +/- 1.5	91.46%	none
Overpayment Rate	3.7% +/- 1.5	8.54%	none
Underpayment Rate	0.7% +/- 0.4	0.85%	none
Footnotes:	#5 (91.5%)	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



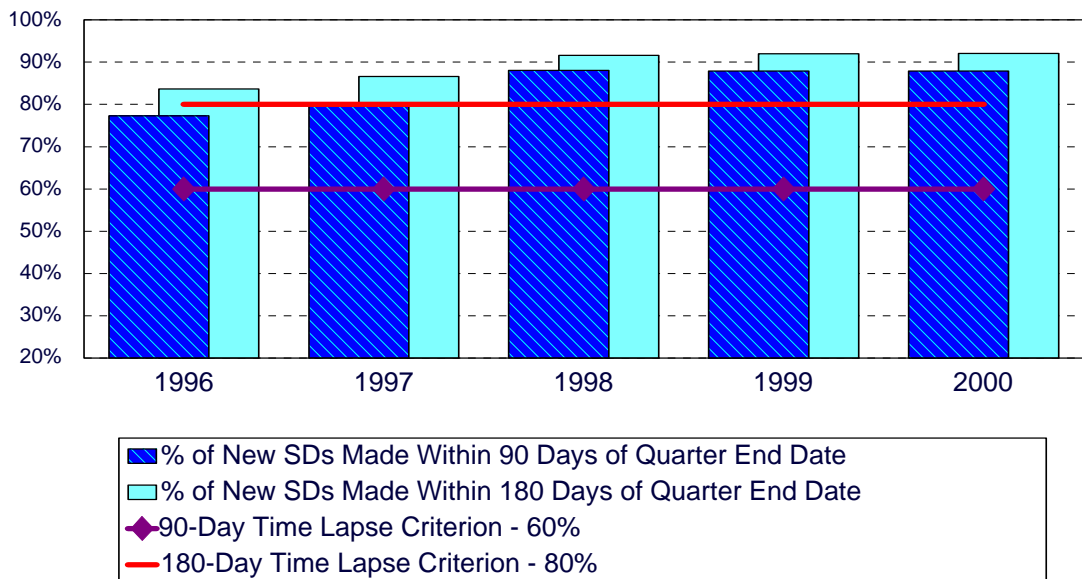
UI PERFORMS ANNUAL REPORT CY 2000
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.9%	78.4%
Percentage Made Within 180 Days	92.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	56.5%	64.7%
Percentage Made Within 180 Days	76.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.8%	85.0%
Percentage Secured	92.5%	90.8%
Percentage Resolved	96.4%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.6%	79.7%
Percentage Secured	97.1%	84.9%
Percentage Resolved	100.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.6%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.0%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.3%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	8.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.5%	1.7%
Annualized Percentage Of Total Wages Audited	1.8%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

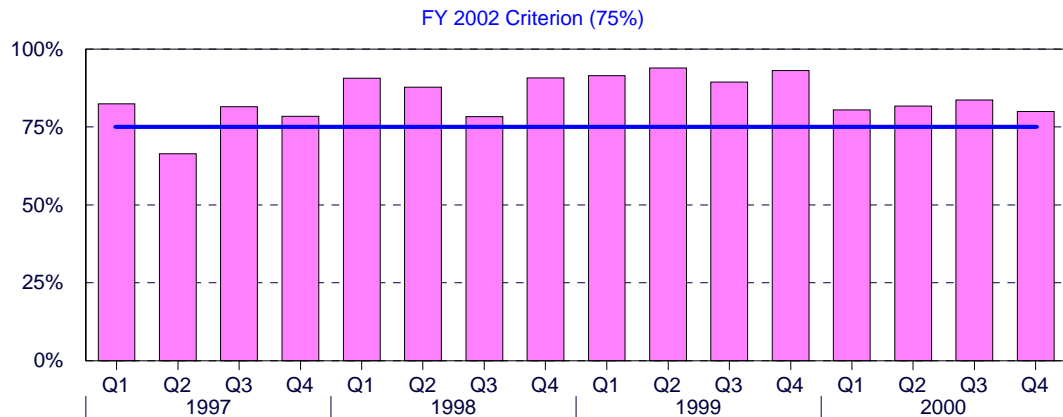
UI PERFORMS ANNUAL REPORT CY 2000
IDAHO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	34,839	96.7%	90.3%	87%
Intrastate UI, full weeks - 35 Days	34,839	99.2%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	860	91.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	860	97.9%	93.6%	78%
All First Payments - 14/21 Days	42,834	96.7%	89.6%	90% (FY '02)
All First Payments - 35 Days	42,834	99.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,185	89.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	13,772	85.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	26,185	86.5%	65.2%	none
Separation Issues within 21 Days	13,772	96.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,086	88.0%	69.0%	60%
Decisions within 45 Days of Filing	3,086	97.1%	85.8%	80%
Decisions within 90 Days of Filing	3,086	99.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	438	90.0%	69.7%	50%
Decisions within 75 Days of Filing	438	98.6%	90.9%	80%
Decisions within 150 Days of Filing	438	98.9%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,781	100.0%	82.4%	none
Wage Transfers Made within 14 Days	6,781	100.0%	96.9%	none
Billing Made within 45 Days	182	100.0%	96.9%	none
Reimbursements Made within 45 Days	159	99.4%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	495,730	92.4%	62.6%	none
Payments Made within 14 Days	495,730	98.8%	93.1%	none
Payments Made within 21 Days	495,730	99.5%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	237	81.3%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	66	85.7%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,332,920	77.3%	54.1%	none
Nonfraud Overpayment Recovery Rate	976,904	85.6%	56.7%	none

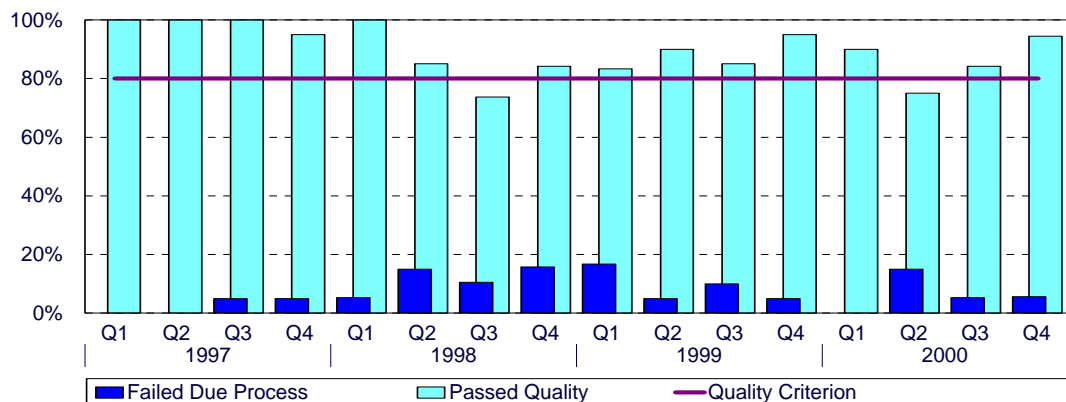
UI PERFORMS ANNUAL REPORT CY 2000
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.58	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.59	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$105,536,632	\$20.2 B	none
Sample Size	491	25,859	none
Proper Payment Rate	87.6% +/- 3.1	91.46%	none
Overpayment Rate	12.4% +/- 3.1	8.54%	none
Underpayment Rate	0.8% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



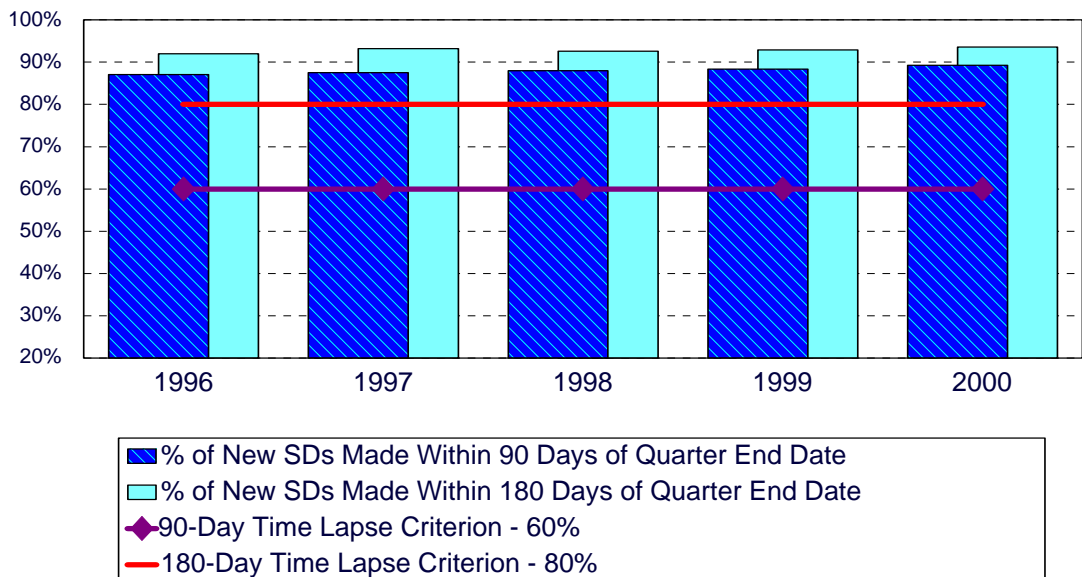
UI PERFORMS ANNUAL REPORT CY 2000
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	89.3%	78.4%
Percentage Made Within 180 Days	93.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.4%	64.7%
Percentage Made Within 180 Days	95.5%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.7%	85.0%
Percentage Secured	96.3%	90.8%
Percentage Resolved	99.4%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.3%	79.7%
Percentage Secured	97.7%	84.9%
Percentage Resolved	99.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.0%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	1.2%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

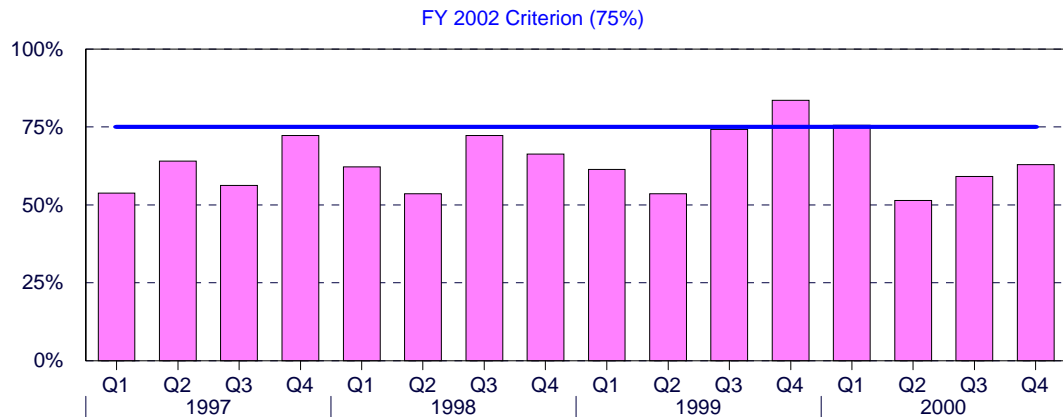
UI PERFORMS ANNUAL REPORT CY 2000
ILLINOIS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	262,552	92.2%	90.3%	87%
Intrastate UI, full weeks - 35 Days	262,552	97.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	8,539	84.9%	80.5%	70%
Interstate UI, full weeks - 35 Days	8,539	94.9%	93.6%	78%
All First Payments - 14/21 Days	279,580	91.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	279,580	97.4%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	130,575	72.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	156,994	85.8%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	130,574	63.0%	65.2%	none
Separation Issues within 21 Days	156,994	94.8%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	45,013	75.7%	69.0%	60%
Decisions within 45 Days of Filing	45,013	93.3%	85.8%	80%
Decisions within 90 Days of Filing	45,013	99.3%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	10,208	60.3%	69.7%	50%
Decisions within 75 Days of Filing	10,208	91.1%	90.9%	80%
Decisions within 150 Days of Filing	10,208	98.8%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,487	68.3%	82.4%	none
Wage Transfers Made within 14 Days	13,487	98.4%	96.9%	none
Billing Made within 45 Days	155	100.0%	96.9%	none
Reimbursements Made within 45 Days	150	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,591,561	45.8%	62.6%	none
Payments Made within 14 Days	4,591,561	96.8%	93.1%	none
Payments Made within 21 Days	4,591,561	98.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	369	62.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	151	96.2%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	21,748,220	38.5%	54.1%	none
Nonfraud Overpayment Recovery Rate	32,602,507	54.8%	56.7%	none

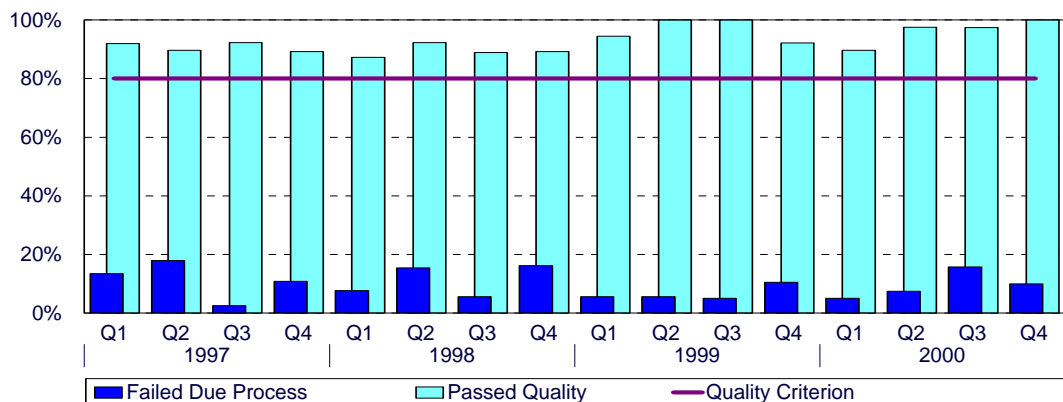
UI PERFORMS ANNUAL REPORT CY 2000
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.82	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.85	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,227,269,536	\$20.2 B	none
Sample Size	720	25,859	none
Proper Payment Rate	89.6% +/- 2.4	91.46%	none
Overpayment Rate	10.4% +/- 2.4	8.54%	none
Underpayment Rate	0.7% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



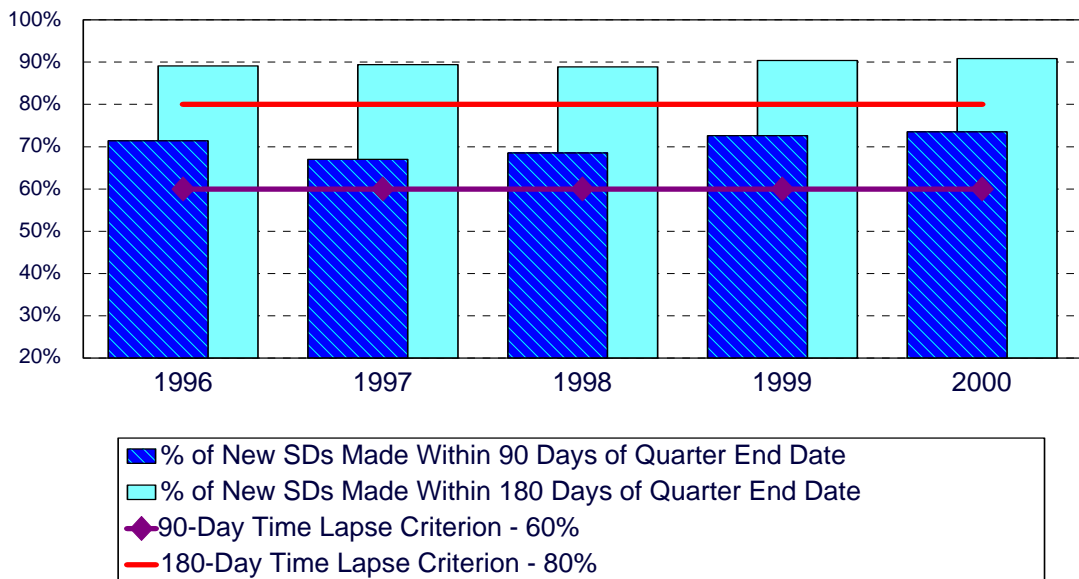
UI PERFORMS ANNUAL REPORT CY 2000
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	73.5%	78.4%
Percentage Made Within 180 Days	90.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.6%	64.7%
Percentage Made Within 180 Days	93.3%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.3%	85.0%
Percentage Secured	93.4%	90.8%
Percentage Resolved	98.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.9%	79.7%
Percentage Secured	98.7%	84.9%
Percentage Resolved	100.4%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.6%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.4%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.7%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	1.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



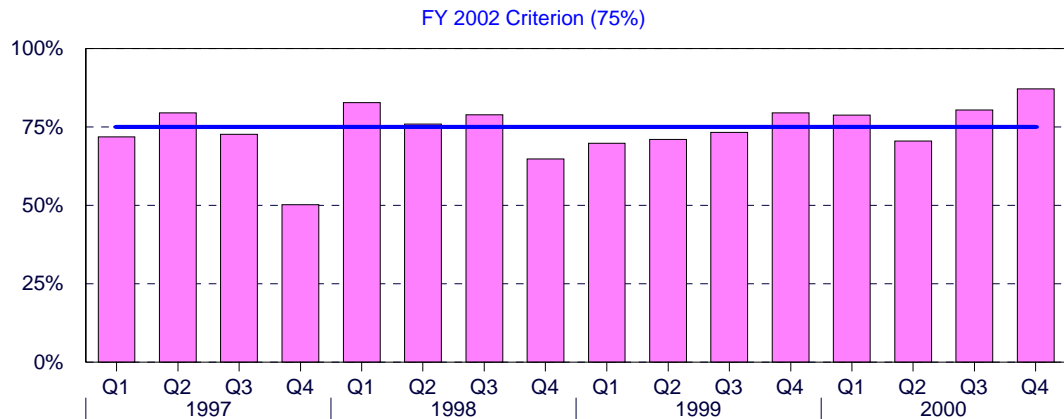
UI PERFORMS ANNUAL REPORT CY 2000
INDIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	107,479	89.2%	90.3%	87%
Intrastate UI, full weeks - 35 Days	107,479	96.7%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,421	71.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,421	88.2%	93.6%	78%
All First Payments - 14/21 Days	117,765	88.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	117,765	96.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	35,930	60.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	128,936	72.5%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	35,930	92.3%	65.2%	none
Separation Issues within 21 Days	128,936	97.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	22,743	23.0%	69.0%	60%
Decisions within 45 Days of Filing	22,743	57.2%	85.8%	80%
Decisions within 90 Days of Filing	22,743	94.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,172	70.8%	69.7%	50%
Decisions within 75 Days of Filing	2,172	86.8%	90.9%	80%
Decisions within 150 Days of Filing	2,172	95.5%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,176	84.6%	82.4%	none
Wage Transfers Made within 14 Days	15,176	95.1%	96.9%	none
Billing Made within 45 Days	140	100.0%	96.9%	none
Reimbursements Made within 45 Days	272	98.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,275,667	77.5%	62.6%	none
Payments Made within 14 Days	1,275,667	91.8%	93.1%	none
Payments Made within 21 Days	1,275,667	96.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	394	79.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,162,820	54.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	6,128,865	60.8%	56.7%	none

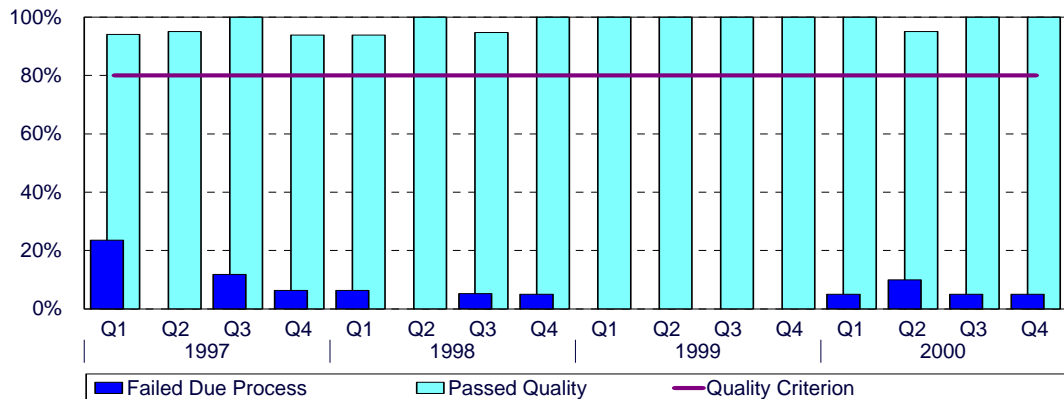
UI PERFORMS ANNUAL REPORT CY 2000
INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.08	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.11	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$304,449,525	\$20.2 B	none
Sample Size	489	25,859	none
Proper Payment Rate	91.5% +/- 2.5	91.46%	none
Overpayment Rate	8.5% +/- 2.5	8.54%	none
Underpayment Rate	0.4% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



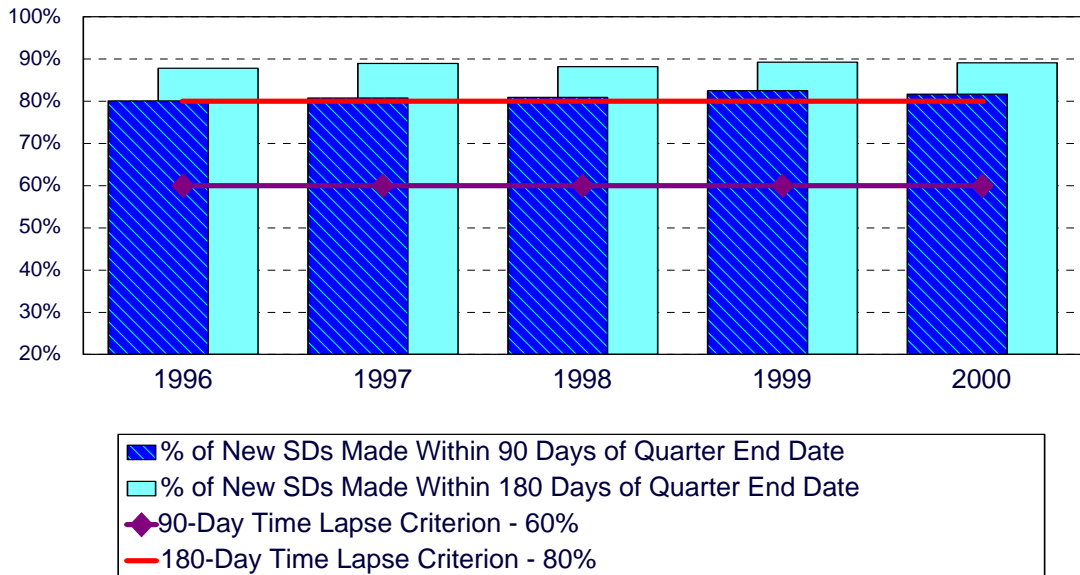
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INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.7%	78.4%
Percentage Made Within 180 Days	89.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.9%	64.7%
Percentage Made Within 180 Days	71.4%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.8%	85.0%
Percentage Secured	93.8%	90.8%
Percentage Resolved	94.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.9%	79.7%
Percentage Secured	97.1%	84.9%
Percentage Resolved	98.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.3%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.1%
Accounts Receivable As A Percentage Of Tax Due	1.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.4%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.5%	1.7%
Annualized Percentage Of Total Wages Audited	1.9%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2000

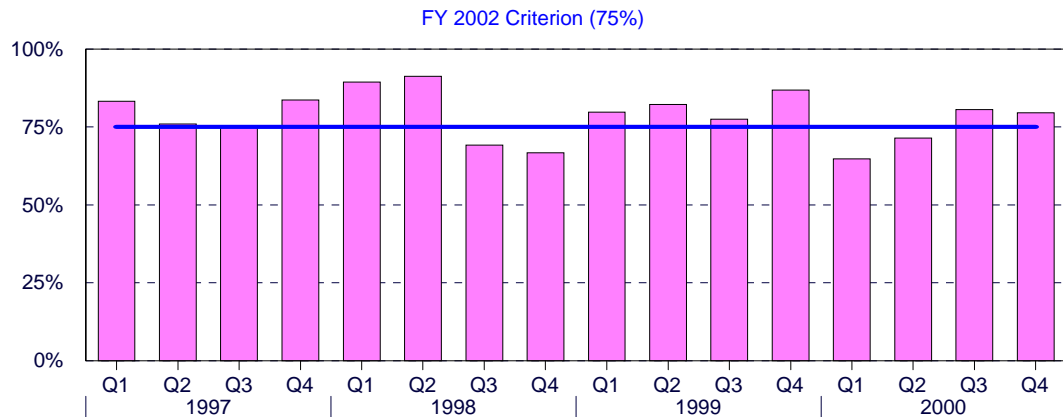
IOWA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	57,369	90.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	57,369	95.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,779	81.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,779	91.4%	93.6%	78%
All First Payments - 14/21 Days	78,705	89.2%	89.6%	90% (FY '02)
All First Payments - 35 Days	78,705	94.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	23,723	73.5%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	33,681	38.8%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	23,723	75.6%	65.2%	none
Separation Issues within 21 Days	33,681	94.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,527	74.9%	69.0%	60%
Decisions within 45 Days of Filing	9,527	91.5%	85.8%	80%
Decisions within 90 Days of Filing	9,527	97.6%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,605	61.5%	69.7%	50%
Decisions within 75 Days of Filing	1,605	99.2%	90.9%	80%
Decisions within 150 Days of Filing	1,605	99.9%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,645	96.6%	82.4%	none
Wage Transfers Made within 14 Days	7,645	99.1%	96.9%	none
Billing Made within 45 Days	188	100.0%	96.9%	none
Reimbursements Made within 45 Days	182	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	901,805	70.1%	62.6%	none
Payments Made within 14 Days	901,805	95.9%	93.1%	none
Payments Made within 21 Days	901,805	97.3%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	210	73.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	91.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,984,979	72.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	5,758,075	59.6%	56.7%	none

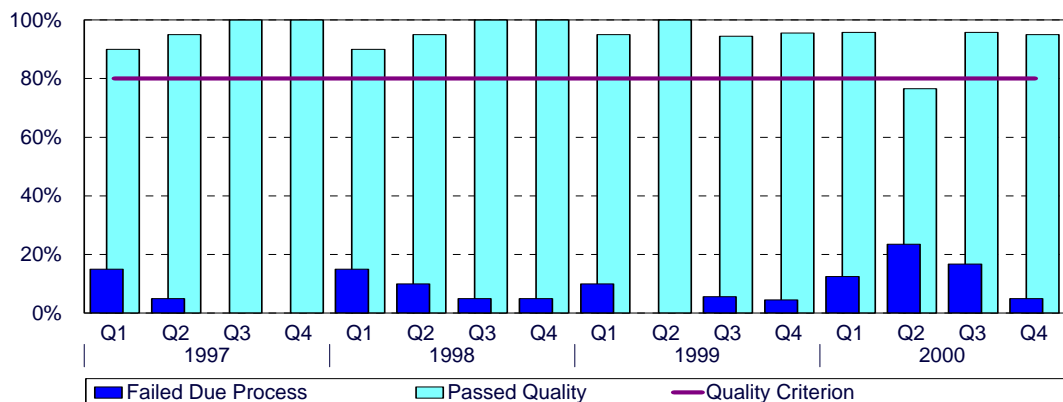
UI PERFORMS ANNUAL REPORT CY 2000
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.29	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.23	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$214,728,758	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	90.6% +/- 2.3	91.46%	none
Overpayment Rate	9.4% +/- 2.3	8.54%	none
Underpayment Rate	1.7% +/- 0.9	0.85%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000

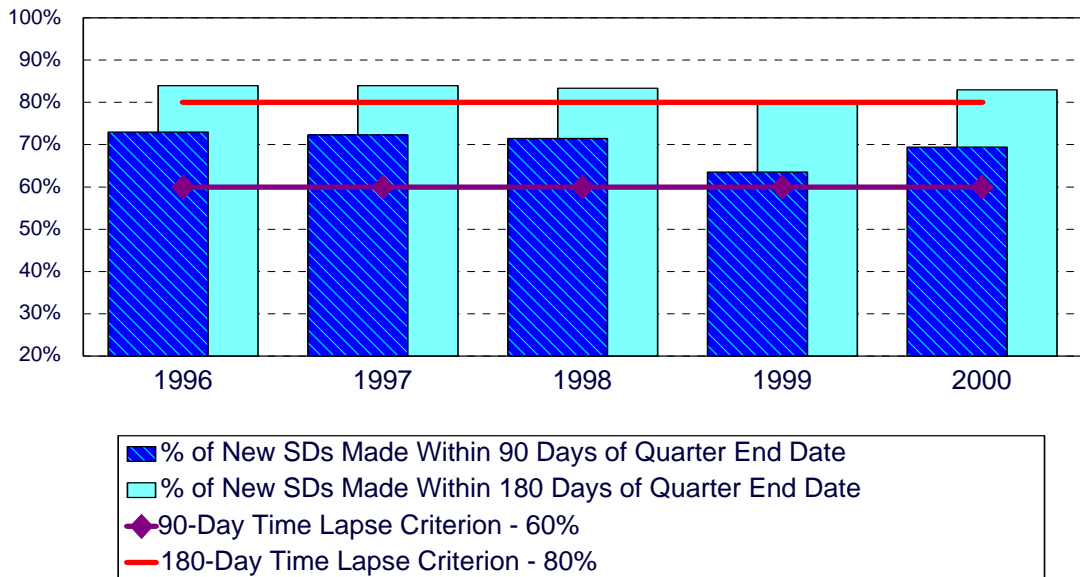
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	69.4%	78.4%
Percentage Made Within 180 Days	83.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.4%	64.7%
Percentage Made Within 180 Days	85.1%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.7%	85.0%
Percentage Secured	96.4%	90.8%
Percentage Resolved	98.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.4%	79.7%
Percentage Secured	98.9%	84.9%
Percentage Resolved	99.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.8%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	93.1%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.1%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.7%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	1.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

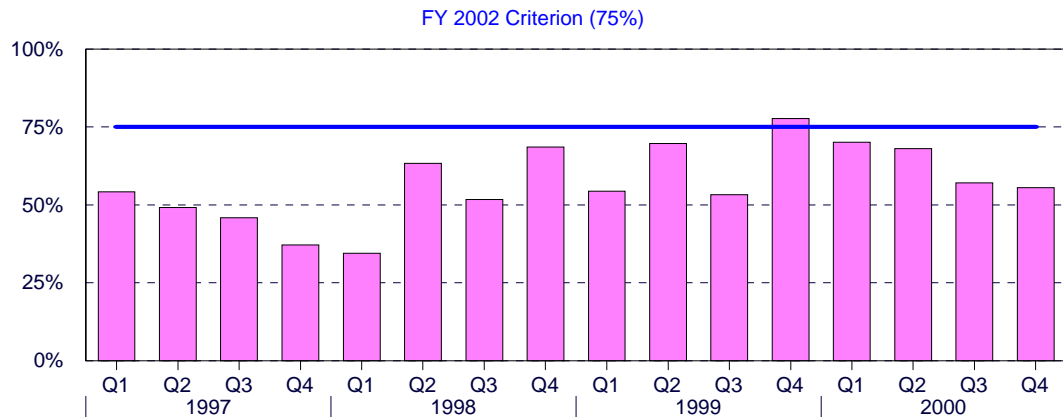
UI PERFORMS ANNUAL REPORT CY 2000
KANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	46,406	92.3%	90.3%	87%
Intrastate UI, full weeks - 35 Days	46,406	97.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,132	89.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,132	95.8%	93.6%	78%
All First Payments - 14/21 Days	55,299	92.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	55,299	97.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,396	39.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	33,857	84.5%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	25,447	83.8%	65.2%	none
Separation Issues within 21 Days	34,806	99.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,629	83.0%	69.0%	60%
Decisions within 45 Days of Filing	9,629	93.2%	85.8%	80%
Decisions within 90 Days of Filing	9,629	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,463	88.3%	69.7%	50%
Decisions within 75 Days of Filing	1,463	99.9%	90.9%	80%
Decisions within 150 Days of Filing	1,463	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,533	98.5%	82.4%	none
Wage Transfers Made within 14 Days	6,533	100.0%	96.9%	none
Billing Made within 45 Days	190	98.4%	96.9%	none
Reimbursements Made within 45 Days	186	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	677,443	94.4%	62.6%	none
Payments Made within 14 Days	677,443	97.7%	93.1%	none
Payments Made within 21 Days	677,443	98.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	227	62.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	74	98.7%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,281,595	61.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,495,827	67.0%	56.7%	none

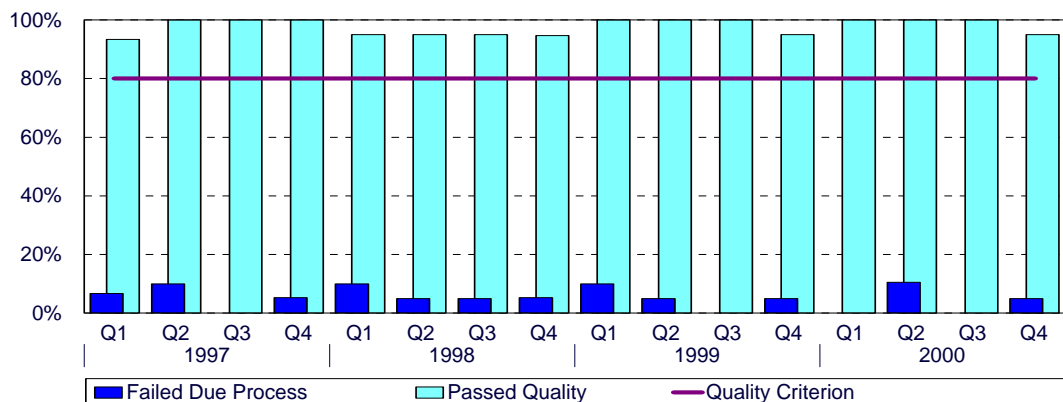
UI PERFORMS ANNUAL REPORT CY 2000
KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.76	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.64	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$157,828,449	\$20.2 B	none
Sample Size	503	25,859	none
Proper Payment Rate	82.7% +/- 3.3	91.46%	none
Overpayment Rate	17.3% +/- 3.3	8.54%	none
Underpayment Rate	0.1% +/- 0.1	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



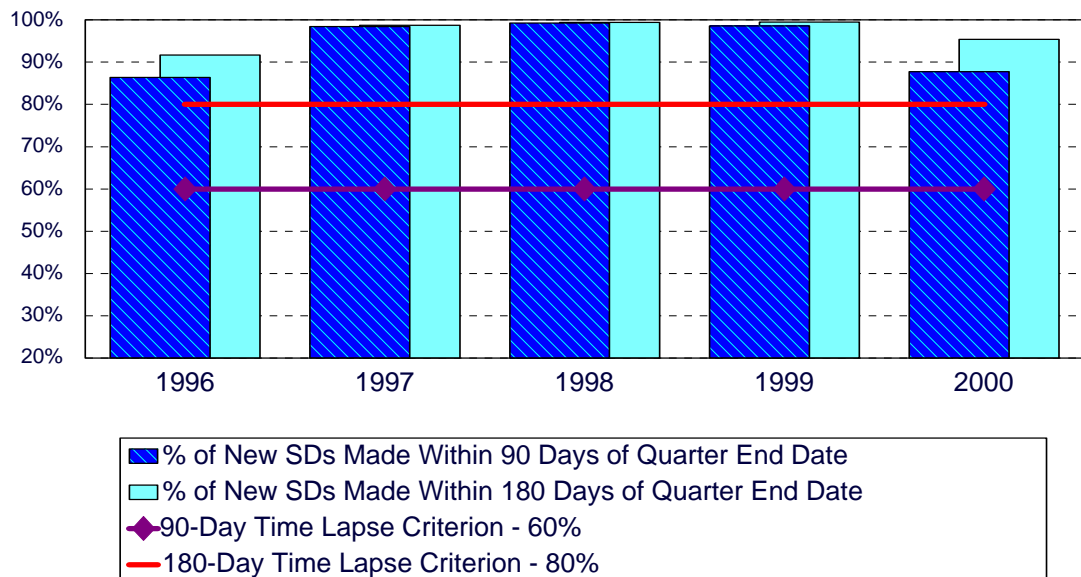
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KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.8%	78.4%
Percentage Made Within 180 Days	95.4%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	94.7%	64.7%
Percentage Made Within 180 Days	97.6%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.1%	85.0%
Percentage Secured	95.5%	90.8%
Percentage Resolved	99.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.5%	79.7%
Percentage Secured	96.8%	84.9%
Percentage Resolved	100.1%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.9%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.1%	1.7%
Annualized Percentage Of Total Wages Audited	0.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

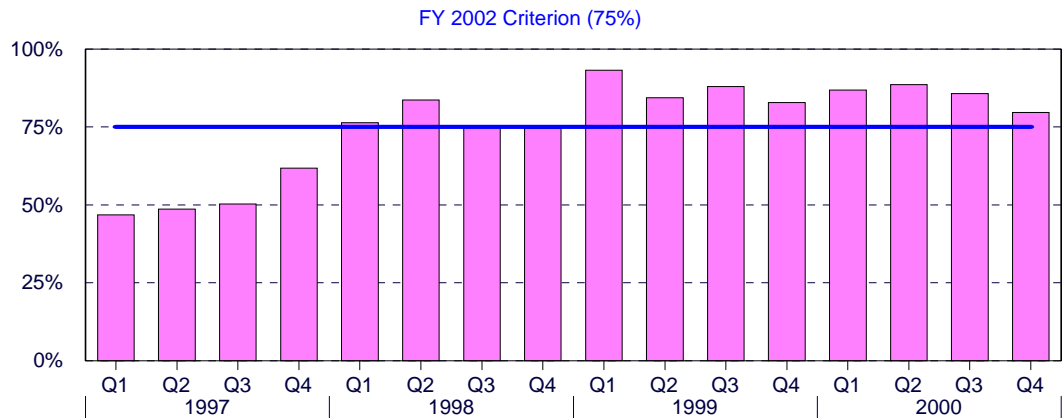
UI PERFORMS ANNUAL REPORT CY 2000
KENTUCKY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	78,233	93.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	78,233	98.1%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,402	71.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,402	88.3%	93.6%	78%
All First Payments - 14/21 Days	113,595	93.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	113,595	97.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	6,682	76.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	31,794	84.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	6,687	68.1%	65.2%	none
Separation Issues within 21 Days	31,794	91.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	6,981	29.2%	69.0%	60%
Decisions within 45 Days of Filing	6,981	57.4%	85.8%	80%
Decisions within 90 Days of Filing	6,981	90.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,480	66.4%	69.7%	50%
Decisions within 75 Days of Filing	1,480	92.4%	90.9%	80%
Decisions within 150 Days of Filing	1,480	99.2%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,075	68.0%	82.4%	none
Wage Transfers Made within 14 Days	10,075	98.9%	96.9%	none
Billing Made within 45 Days	190	100.0%	96.9%	none
Reimbursements Made within 45 Days	182	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,200,063	44.3%	62.6%	none
Payments Made within 14 Days	1,200,063	90.6%	93.1%	none
Payments Made within 21 Days	1,200,063	95.4%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	226	85.1%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	67	97.1%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	998,776	76.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,221,162	53.9%	56.7%	none

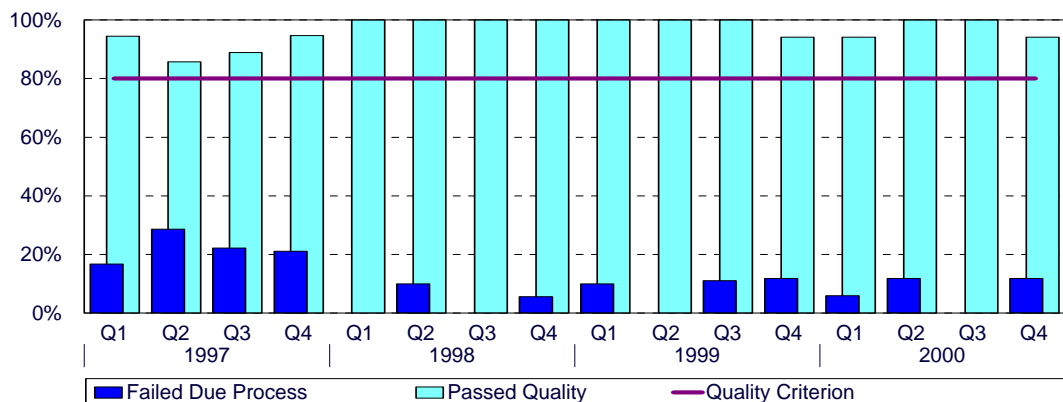
**UI PERFORMS ANNUAL REPORT CY 2000
KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.44	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.13	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$267,737,010	\$20.2 B	none
Sample Size	493	25,859	none
Proper Payment Rate	93.3% +/- 2.4	91.46%	none
Overpayment Rate	6.7% +/- 2.4	8.54%	none
Underpayment Rate	0.7% +/- 0.3	0.85%	none
Footnotes:	#5 (93.7%)	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



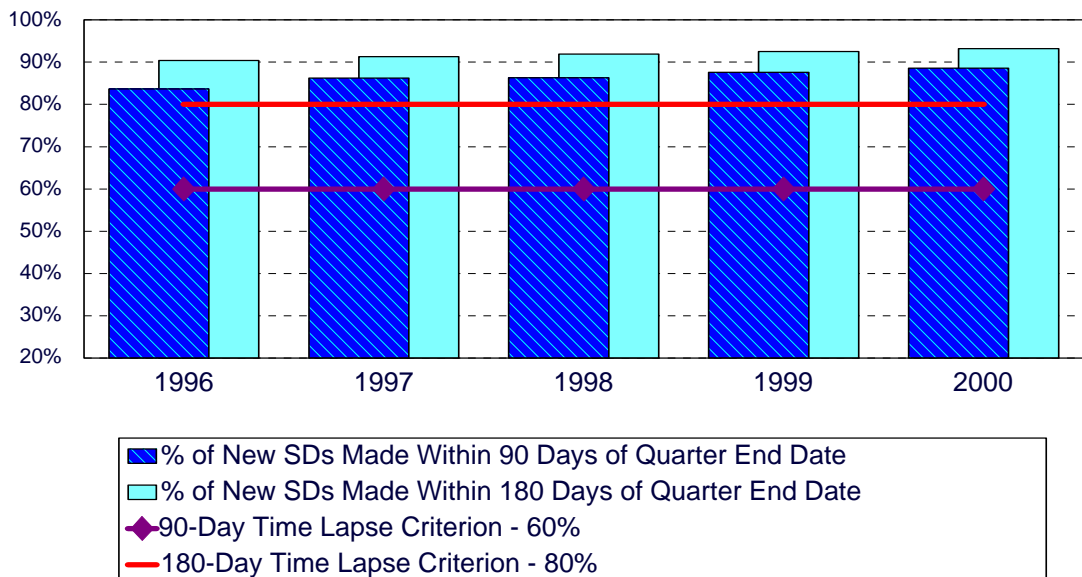
UI PERFORMS ANNUAL REPORT CY 2000
KENTUCKY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	88.5%	78.4%
Percentage Made Within 180 Days	93.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	83.0% Pass
Accuracy In Postings?	*	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	58.4%	64.7%
Percentage Made Within 180 Days	72.7%	78.3%
Accuracy In Determinations?	*	66.0% Pass
Accuracy In Postings?	*	57.5% Pass
Inactivations:		
Accuracy In Determinations?	*	69.6% Pass
Accuracy In Postings?	*	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	75.6%	85.0%
Percentage Secured	79.8%	90.8%
Percentage Resolved	92.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	70.4%	79.7%
Percentage Secured	75.8%	84.9%
Percentage Resolved	92.4%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	86.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.6%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	5.5%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	66.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.6%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	31.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
KENTUCKY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	0.7%	1.7%
Annualized Percentage Of Total Wages Audited	0.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	*	95.7% Pass
Accuracy In Contributory Employer Billing?	*	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	F	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report computed measures as of 5/14/2001 or acceptance sample results as of 6/1/2001.

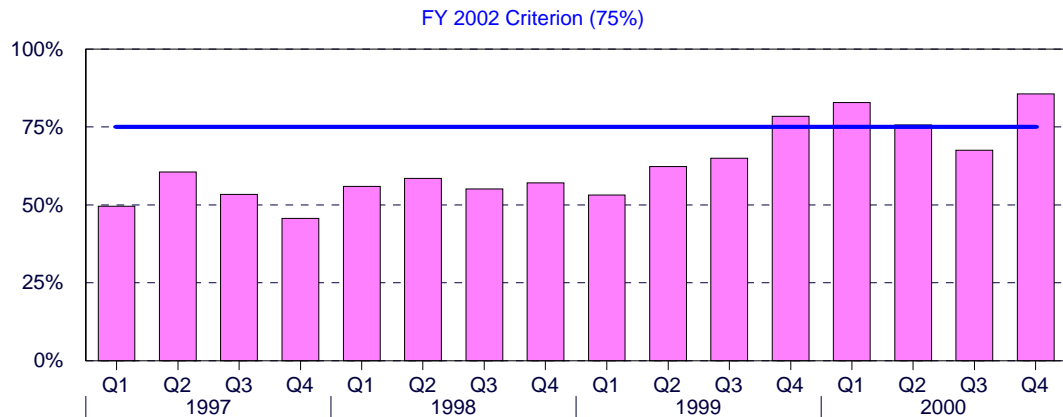
UI PERFORMS ANNUAL REPORT CY 2000
LOUISIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	61,514	81.8%	90.3%	87%
Intrastate UI, full weeks - 35 Days	61,514	92.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,144	76.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,144	91.9%	93.6%	78%
All First Payments - 14/21 Days	67,411	81.6%	89.6%	90% (FY '02)
All First Payments - 35 Days	67,411	92.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	34,661	34.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	66,086	36.4%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	34,661	82.1%	65.2%	none
Separation Issues within 21 Days	66,086	97.1%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	16,596	72.9%	69.0%	60%
Decisions within 45 Days of Filing	16,596	89.1%	85.8%	80%
Decisions within 90 Days of Filing	16,596	98.4%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,211	93.8%	69.7%	50%
Decisions within 75 Days of Filing	2,211	99.5%	90.9%	80%
Decisions within 150 Days of Filing	2,211	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,987	100.0%	82.4%	none
Wage Transfers Made within 14 Days	9,987	100.0%	96.9%	none
Billing Made within 45 Days	193	100.0%	96.9%	none
Reimbursements Made within 45 Days	194	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	988,344	93.3%	62.6%	none
Payments Made within 14 Days	988,344	95.8%	93.1%	none
Payments Made within 21 Days	988,344	96.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	354	77.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	84	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,380,844	42.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	5,064,249	41.7%	56.7%	none

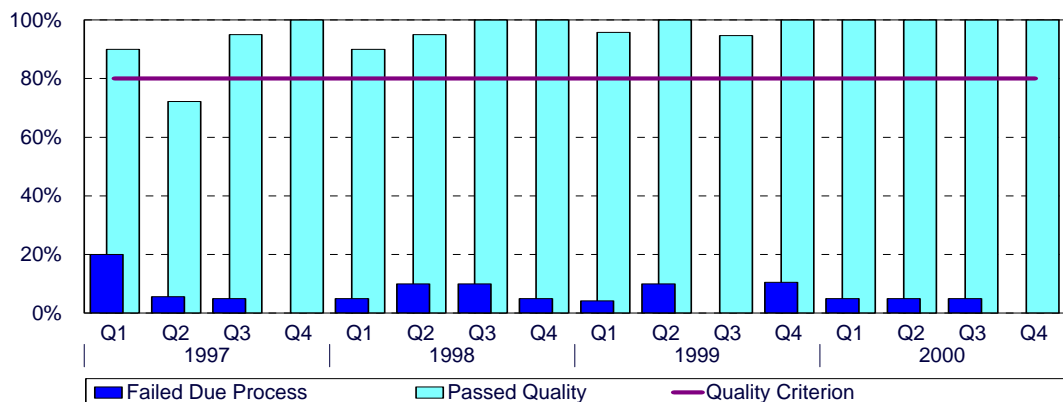
UI PERFORMS ANNUAL REPORT CY 2000
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.92	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.19	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$182,959,518	\$20.2 B	none
Sample Size	530	25,859	none
Proper Payment Rate	91.0% +/- 2.4	91.46%	none
Overpayment Rate	9.0% +/- 2.4	8.54%	none
Underpayment Rate	1.2% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



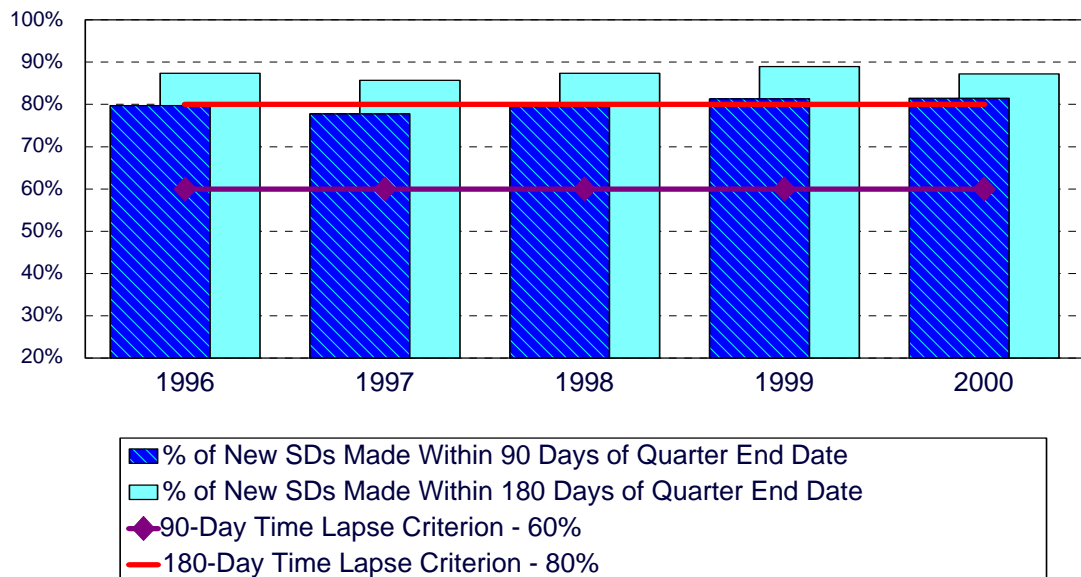
UI PERFORMS ANNUAL REPORT CY 2000
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.5%	78.4%
Percentage Made Within 180 Days	87.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	45.4%	64.7%
Percentage Made Within 180 Days	67.8%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	*	69.6% Pass
Accuracy In Postings?	*	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	79.8%	85.0%
Percentage Secured	87.3%	90.8%
Percentage Resolved	102.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	68.3%	79.7%
Percentage Secured	70.6%	84.9%
Percentage Resolved	89.1%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	10.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	22.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	71.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	24.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	4.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.6%	1.7%
Annualized Percentage Of Total Wages Audited	0.6%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000

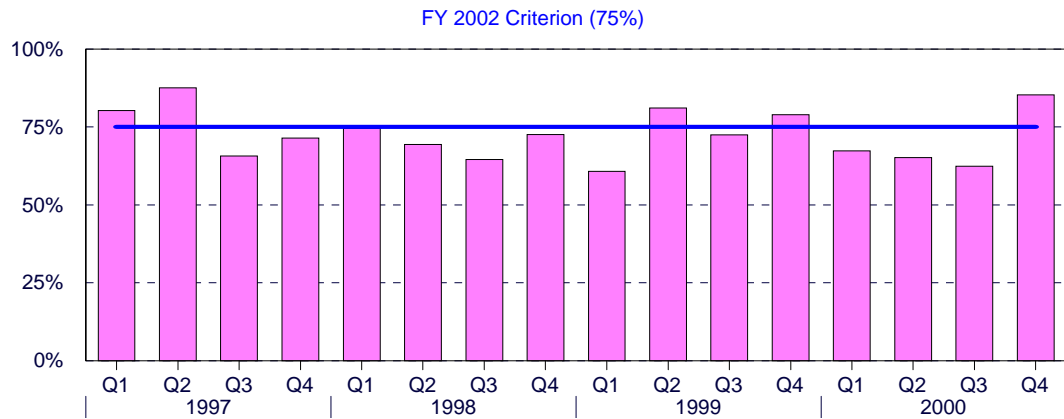
MAINE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	24,093	87.8%	90.3%	87%
Intrastate UI, full weeks - 35 Days	24,093	97.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,157	56.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,157	89.6%	93.6%	78%
All First Payments - 14/21 Days	28,290	85.6%	89.6%	90% (FY '02)
All First Payments - 35 Days	28,290	97.0%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	24,711	71.1%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	9,969	72.7%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	24,711	43.4%	65.2%	none
Separation Issues within 21 Days	9,969	74.8%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,363	65.0%	69.0%	60%
Decisions within 45 Days of Filing	4,363	91.5%	85.8%	80%
Decisions within 90 Days of Filing	4,363	98.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	386	75.1%	69.7%	50%
Decisions within 75 Days of Filing	386	98.7%	90.9%	80%
Decisions within 150 Days of Filing	386	99.7%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,783	84.3%	82.4%	none
Wage Transfers Made within 14 Days	2,783	96.6%	96.9%	none
Billing Made within 45 Days	176	76.1%	96.9%	none
Reimbursements Made within 45 Days	91	97.8%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	371,676	78.4%	62.6%	none
Payments Made within 14 Days	371,676	92.9%	93.1%	none
Payments Made within 21 Days	371,676	97.0%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	227	68.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	442,337	85.7%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,183,515	94.1%	56.7%	none

UI PERFORMS ANNUAL REPORT CY 2000
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.06	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.81	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$72,902,280	\$20.2 B	none
Sample Size	489	25,859	none
Proper Payment Rate	80.1% +/- 3.8	91.46%	none
Overpayment Rate	19.9% +/- 3.8	8.54%	none
Underpayment Rate	0.7% +/- 0.5	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000

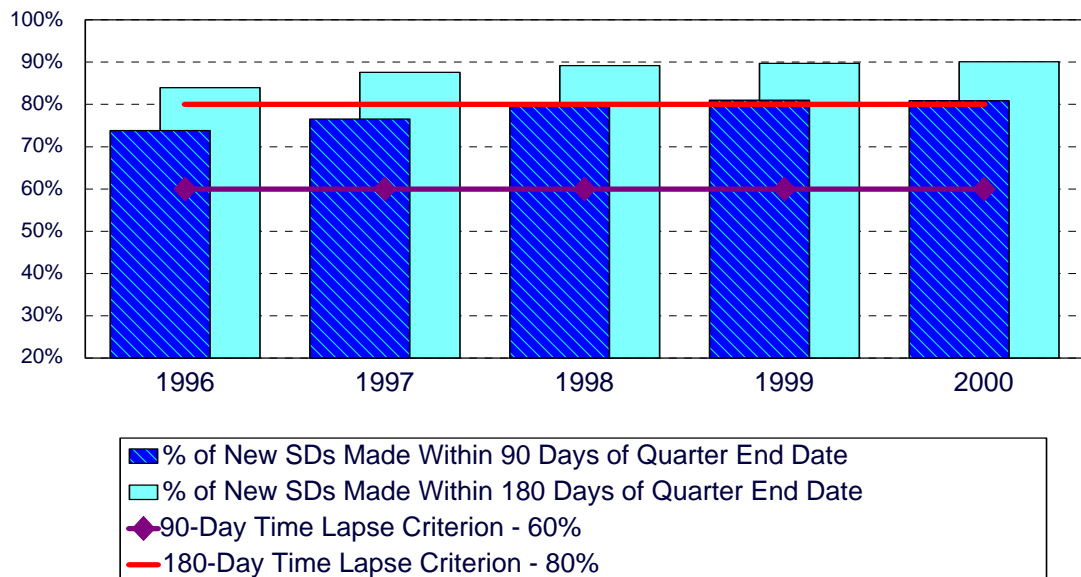
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	80.9%	78.4%
Percentage Made Within 180 Days	90.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.1%	64.7%
Percentage Made Within 180 Days	85.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.4%	85.0%
Percentage Secured	95.3%	90.8%
Percentage Resolved	98.4%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.8%	79.7%
Percentage Secured	97.7%	84.9%
Percentage Resolved	99.0%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.0%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	86.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.3%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	1.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.7%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	1.6%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	F	96.0% Pass

New Status Determinations Time Lapse



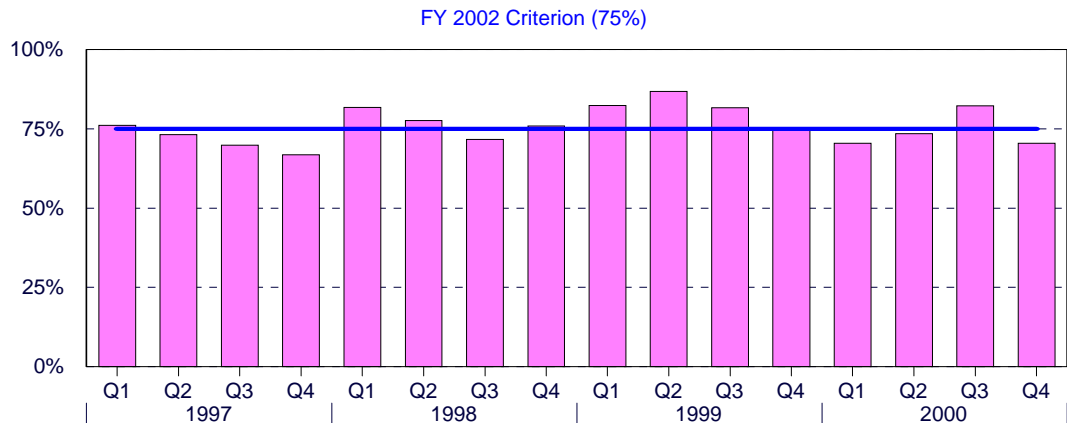
UI PERFORMS ANNUAL REPORT CY 2000
MARYLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	78,086	94.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	78,086	96.6%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,774	75.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,774	88.0%	93.6%	78%
All First Payments - 14/21 Days	83,103	93.1%	89.6%	90% (FY '02)
All First Payments - 35 Days	83,103	96.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	61,329	87.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	79,094	92.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	61,415	62.3%	65.2%	none
Separation Issues within 21 Days	79,332	88.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	19,821	85.8%	69.0%	60%
Decisions within 45 Days of Filing	19,821	95.8%	85.8%	80%
Decisions within 90 Days of Filing	19,821	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,758	65.4%	69.7%	50%
Decisions within 75 Days of Filing	2,758	90.9%	90.9%	80%
Decisions within 150 Days of Filing	2,758	97.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,262	93.0%	82.4%	none
Wage Transfers Made within 14 Days	15,262	95.6%	96.9%	none
Billing Made within 45 Days	182	100.0%	96.9%	none
Reimbursements Made within 45 Days	195	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,359,624	44.0%	62.6%	none
Payments Made within 14 Days	1,359,624	91.7%	93.1%	none
Payments Made within 21 Days	1,359,624	96.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	387	74.1%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	77	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,960,601	56.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	6,365,206	85.4%	56.7%	none

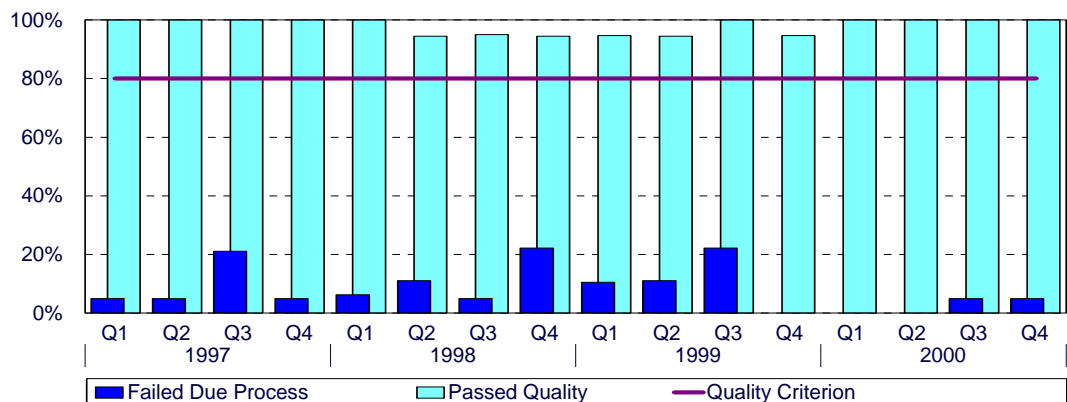
UI PERFORMS ANNUAL REPORT CY 2000
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.39	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.12	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$260,424,114	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	85.6% +/- 3.2	91.46%	none
Overpayment Rate	14.4% +/- 3.2	8.54%	none
Underpayment Rate	0.4% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



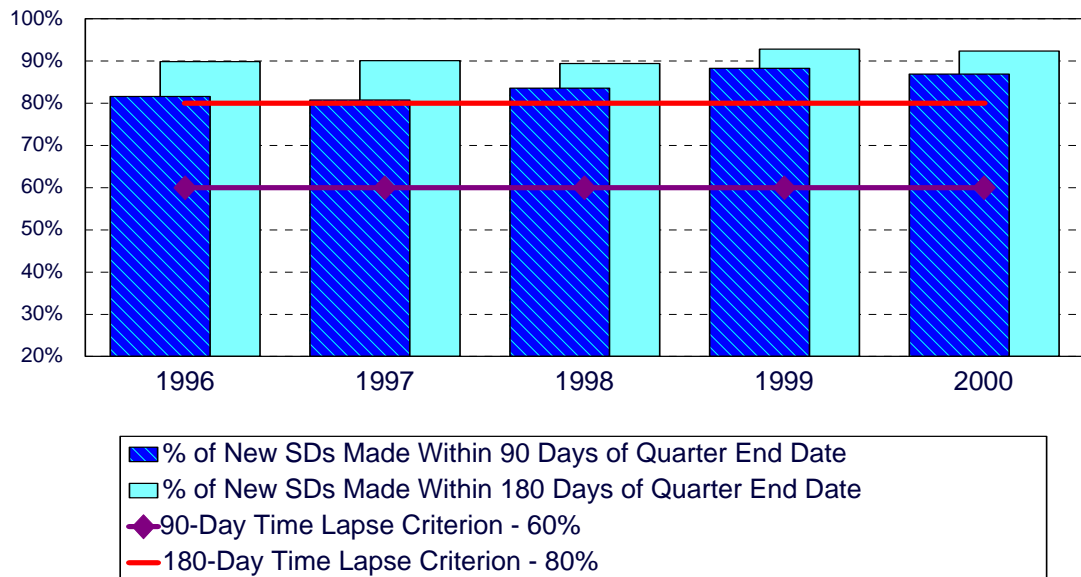
UI PERFORMS ANNUAL REPORT CY 2000
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.9%	78.4%
Percentage Made Within 180 Days	92.4%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	90.1%	64.7%
Percentage Made Within 180 Days	94.8%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.5%	85.0%
Percentage Secured	91.2%	90.8%
Percentage Resolved	99.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	77.0%	79.7%
Percentage Secured	97.2%	84.9%
Percentage Resolved	98.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	50.9%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	48.2%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	8.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	73.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	24.4%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	3.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	1.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

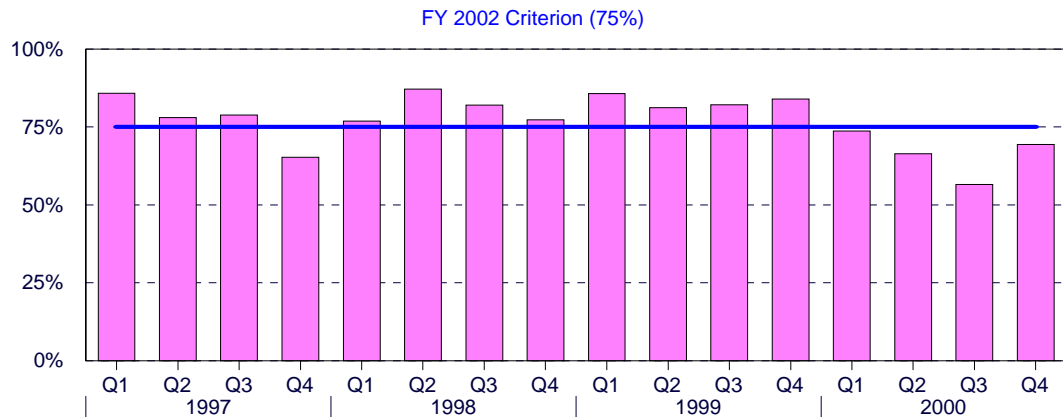
UI PERFORMS ANNUAL REPORT CY 2000
MASSACHUSETTS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	145,415	90.2%	90.3%	87%
Intrastate UI, full weeks - 35 Days	145,415	96.7%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,890	81.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,890	92.2%	93.6%	78%
All First Payments - 14/21 Days	163,436	89.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	163,436	96.6%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	105,292	50.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	63,863	62.3%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	100,919	73.6%	65.2%	none
Separation Issues within 21 Days	63,863	94.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	18,422	81.4%	69.0%	60%
Decisions within 45 Days of Filing	18,422	94.4%	85.8%	80%
Decisions within 90 Days of Filing	18,422	99.2%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,546	85.0%	69.7%	50%
Decisions within 75 Days of Filing	2,546	92.7%	90.9%	80%
Decisions within 150 Days of Filing	2,546	98.9%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,202	85.9%	82.4%	none
Wage Transfers Made within 14 Days	8,202	97.8%	96.9%	none
Billing Made within 45 Days	205	100.0%	96.9%	none
Reimbursements Made within 45 Days	205	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,685,469	43.5%	62.6%	none
Payments Made within 14 Days	2,685,469	90.8%	93.1%	none
Payments Made within 21 Days	2,685,469	95.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	381	66.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	71	89.9%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,673,170	67.1%	54.1%	none
Nonfraud Overpayment Recovery Rate	4,838,104	69.2%	56.7%	none

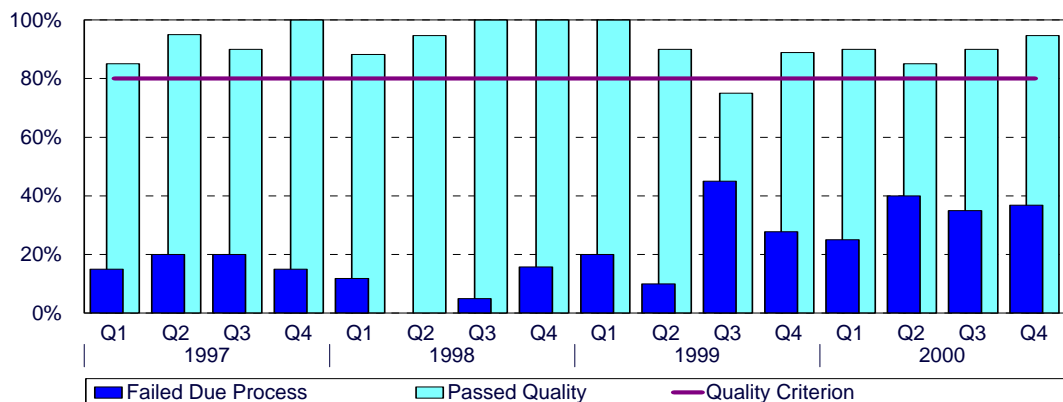
**UI PERFORMS ANNUAL REPORT CY 2000
MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.37	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.04	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$790,103,780	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	95.6% +/- 1.3	91.46%	none
Overpayment Rate	4.4% +/- 1.3	8.54%	none
Underpayment Rate	1.5% +/- 0.5	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
MASSACHUSETTS

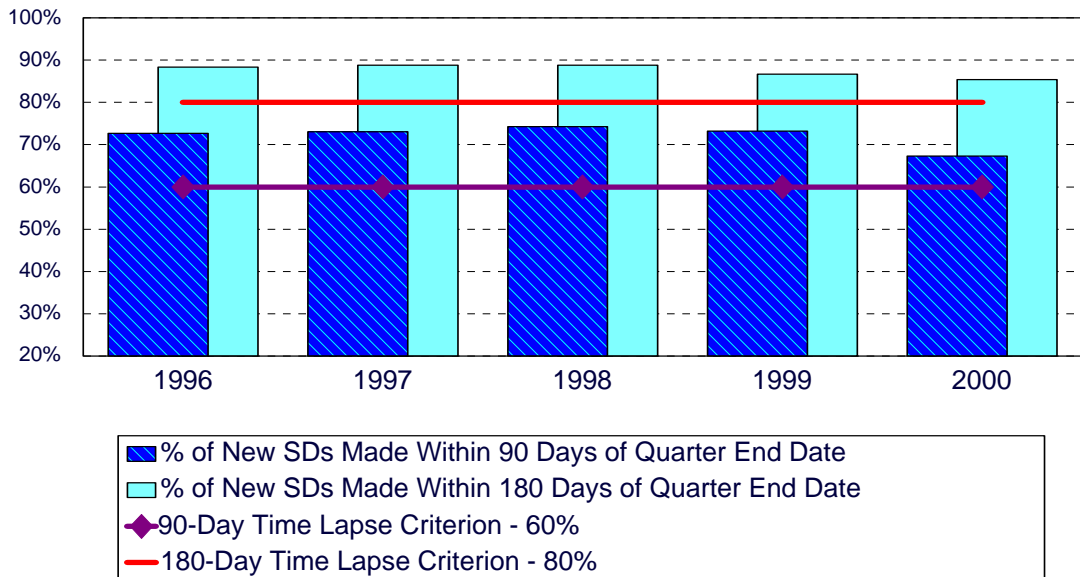
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	67.3%	78.4%
Percentage Made Within 180 Days	85.4%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.7%	64.7%
Percentage Made Within 180 Days	85.0%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.5%	85.0%
Percentage Secured	97.6%	90.8%
Percentage Resolved	100.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	++	79.7%
Percentage Secured	++	84.9%
Percentage Resolved	++	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.9%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	76.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	27.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.1%
Accounts Receivable As A Percentage Of Tax Due	6.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

++ Massachusetts does not require reimbursing employers to report.

UI PERFORMS ANNUAL REPORT CY 2000
MASSACHUSETTS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.1%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.5%	1.7%
Annualized Percentage Of Total Wages Audited	0.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

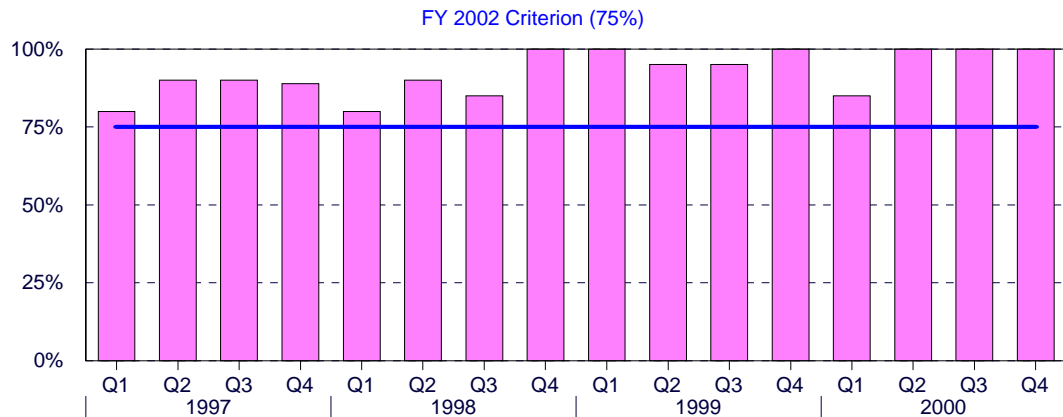
UI PERFORMS ANNUAL REPORT CY 2000
MICHIGAN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	318,040	87.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	318,040	97.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	4,541	62.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	4,541	90.5%	93.6%	78%
All First Payments - 14/21 Days	362,185	86.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	362,185	97.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	88,830	62.5%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	115,746	57.5%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	88,830	42.8%	65.2%	none
Separation Issues within 21 Days	115,746	84.1%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,667	85.6%	69.0%	60%
Decisions within 45 Days of Filing	13,667	95.1%	85.8%	80%
Decisions within 90 Days of Filing	13,667	99.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,988	53.2%	69.7%	50%
Decisions within 75 Days of Filing	3,988	86.7%	90.9%	80%
Decisions within 150 Days of Filing	3,988	96.8%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,834	0.0%	82.4%	none
Wage Transfers Made within 14 Days	11,834	99.8%	96.9%	none
Billing Made within 45 Days	197	100.0%	96.9%	none
Reimbursements Made within 45 Days	199	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,162,124	52.2%	62.6%	none
Payments Made within 14 Days	3,162,124	94.4%	93.1%	none
Payments Made within 21 Days	3,162,124	97.0%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	382	85.9%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	77	96.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,053,159	50.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	10,840,947	58.3%	56.7%	none

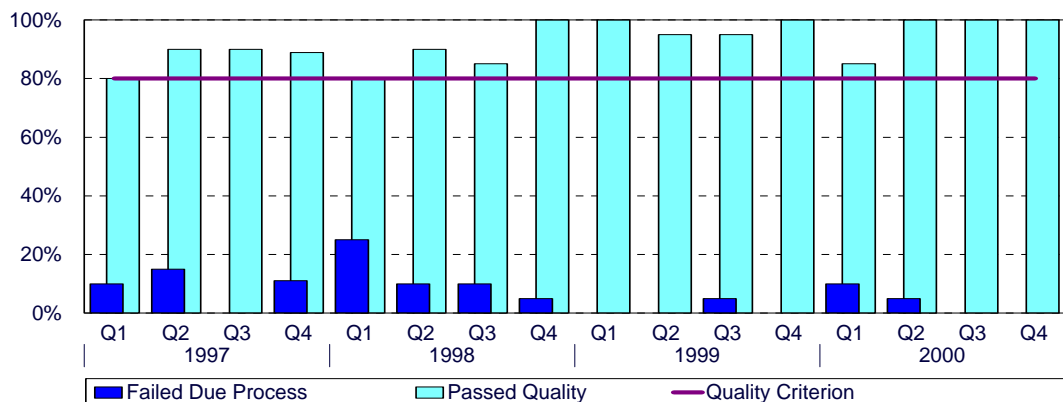
UI PERFORMS ANNUAL REPORT CY 2000
MICHIGAN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.33	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	7.25	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$875,487,912	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	89.7% +/- 2.5	91.46%	none
Overpayment Rate	10.3% +/- 2.5	8.54%	none
Underpayment Rate	1.7% +/- 0.5	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
MICHIGAN

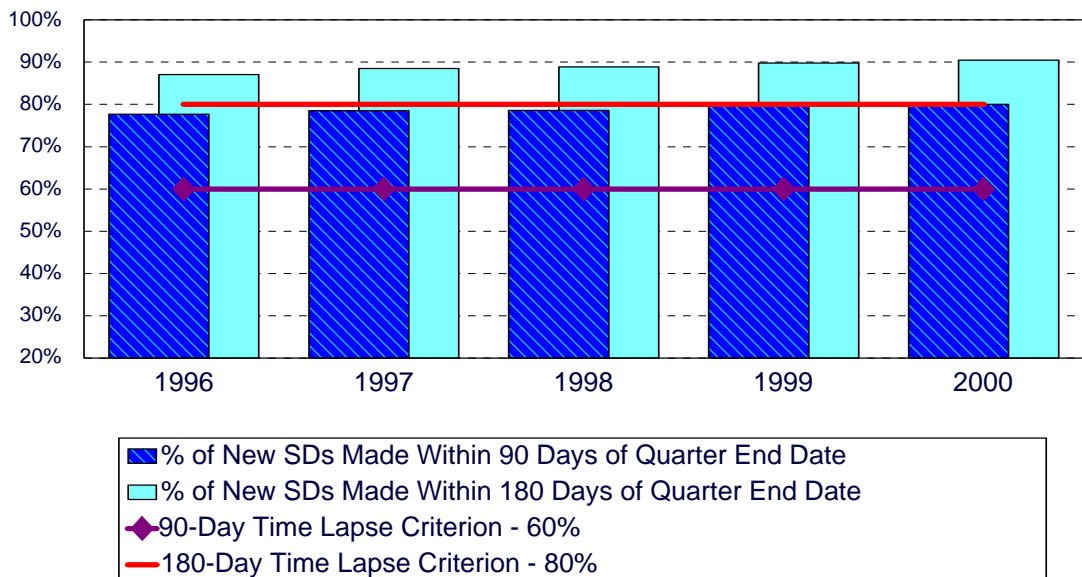
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	80.0%	78.4%
Percentage Made Within 180 Days	90.5%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	44.5%	64.7%
Percentage Made Within 180 Days	69.6%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	78.3%	85.0%
Percentage Secured	87.1%	90.8%
Percentage Resolved	87.2%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	++	79.7%
Percentage Secured	++	84.9%
Percentage Resolved	++	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	71.6%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	30.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	3.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

++ Michigan does not require reimbursing employers to report.

UI PERFORMS ANNUAL REPORT CY 2000
MICHIGAN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.3%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.4%	1.7%
Annualized Percentage Of Total Wages Audited	3.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



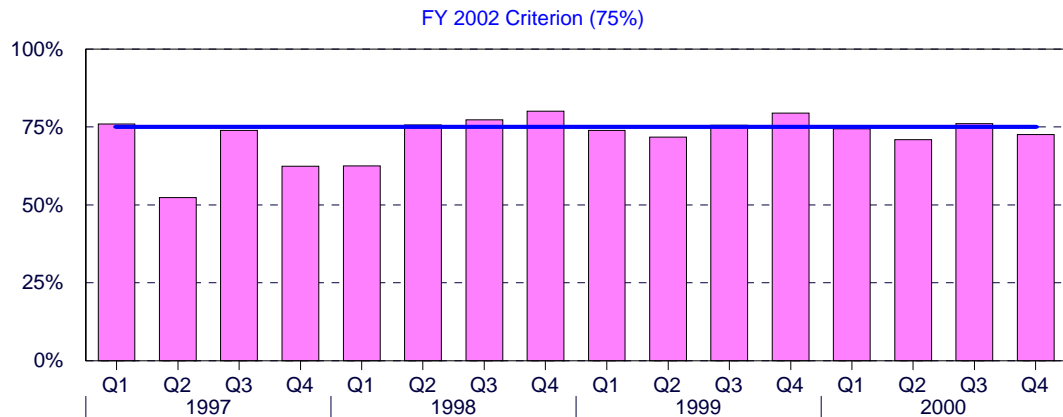
UI PERFORMS ANNUAL REPORT CY 2000
MINNESOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	99,103	92.7%	90.3%	87%
Intrastate UI, full weeks - 35 Days	99,103	98.6%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	5,028	82.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	5,028	95.9%	93.6%	78%
All First Payments - 14/21 Days	111,024	92.1%	89.6%	90% (FY '02)
All First Payments - 35 Days	111,024	98.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	30,731	63.2%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	41,770	70.1%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	30,409	86.9%	65.2%	none
Separation Issues within 21 Days	42,092	96.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	10,393	42.8%	69.0%	60%
Decisions within 45 Days of Filing	10,393	79.9%	85.8%	80%
Decisions within 90 Days of Filing	10,393	97.1%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,103	87.3%	69.7%	50%
Decisions within 75 Days of Filing	2,103	99.0%	90.9%	80%
Decisions within 150 Days of Filing	2,103	99.9%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,278	85.9%	82.4%	none
Wage Transfers Made within 14 Days	8,278	97.6%	96.9%	none
Billing Made within 45 Days	204	100.0%	96.9%	none
Reimbursements Made within 45 Days	187	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,388,983	46.6%	62.6%	none
Payments Made within 14 Days	1,388,983	96.3%	93.1%	none
Payments Made within 21 Days	1,388,983	98.7%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	749	73.6%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	96.2%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,384,184	45.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	5,533,592	97.1%	56.7%	none

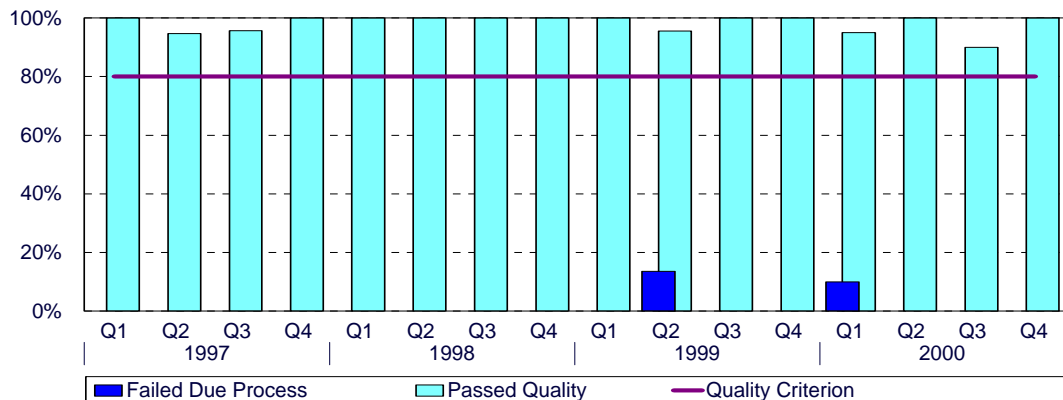
**UI PERFORMS ANNUAL REPORT CY 2000
MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	10.46	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	14.67	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$393,452,757	\$20.2 B	none
Sample Size	477	25,859	none
Proper Payment Rate	89.6% +/- 2.8	91.46%	none
Overpayment Rate	10.4% +/- 2.8	8.54%	none
Underpayment Rate	0.7% +/- 0.4	0.85%	none
Footnotes:	#1 and #3	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



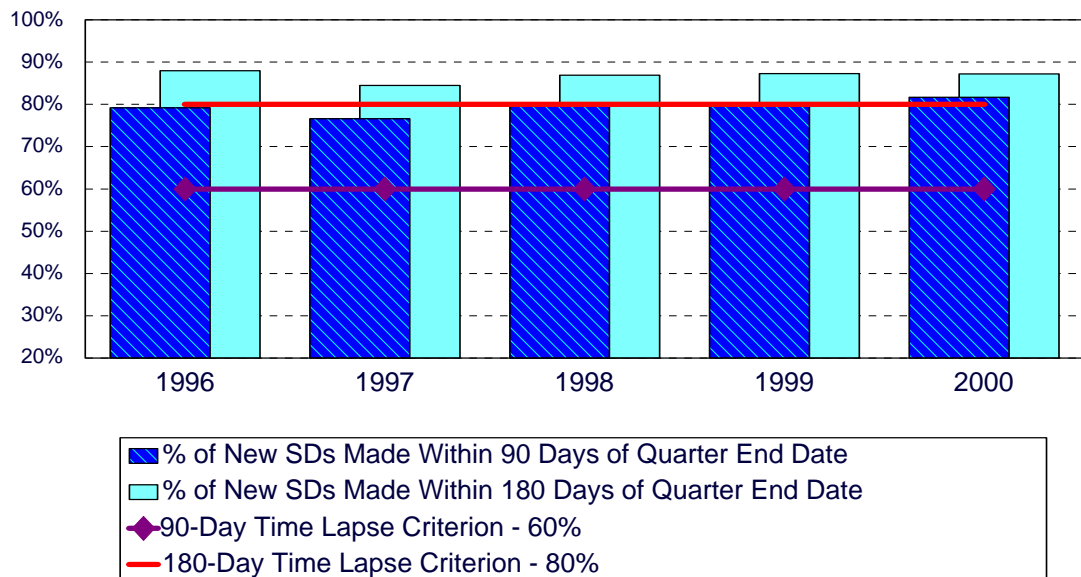
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MINNESOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.7%	78.4%
Percentage Made Within 180 Days	87.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	84.7%	64.7%
Percentage Made Within 180 Days	93.0%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.6%	85.0%
Percentage Secured	96.0%	90.8%
Percentage Resolved	101.3%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	65.4%	79.7%
Percentage Secured	93.3%	84.9%
Percentage Resolved	95.0%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.6%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.8%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MINNESOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	4.3%	1.3% (CA excl.)
audits Meet Employment Security Manual Requirements?		56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

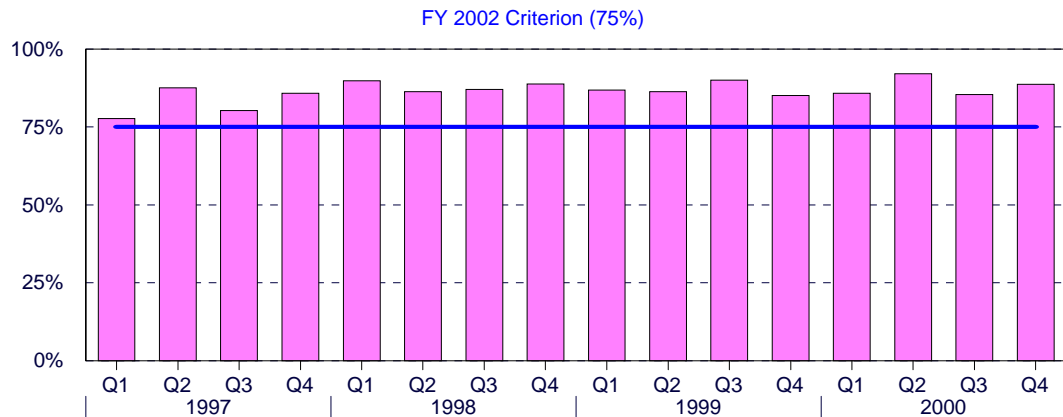
UI PERFORMS ANNUAL REPORT CY 2000
MISSISSIPPI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	51,508	93.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	51,508	97.2%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,802	72.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,802	93.6%	93.6%	78%
All First Payments - 14/21 Days	60,899	92.8%	89.6%	90% (FY '02)
All First Payments - 35 Days	60,899	97.3%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	21,826	68.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	39,749	78.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	21,826	81.7%	65.2%	none
Separation Issues within 21 Days	39,749	98.1%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,668	86.8%	69.0%	60%
Decisions within 45 Days of Filing	11,668	97.0%	85.8%	80%
Decisions within 90 Days of Filing	11,668	99.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,246	92.1%	69.7%	50%
Decisions within 75 Days of Filing	2,246	98.9%	90.9%	80%
Decisions within 150 Days of Filing	2,246	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,245	87.4%	82.4%	none
Wage Transfers Made within 14 Days	9,245	94.2%	96.9%	none
Billing Made within 45 Days	191	100.0%	96.9%	none
Reimbursements Made within 45 Days	179	98.9%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	767,899	93.4%	62.6%	none
Payments Made within 14 Days	767,899	97.8%	93.1%	none
Payments Made within 21 Days	767,899	98.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	87.9%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	98.7%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,493,785	69.5%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,435,668	60.3%	56.7%	none

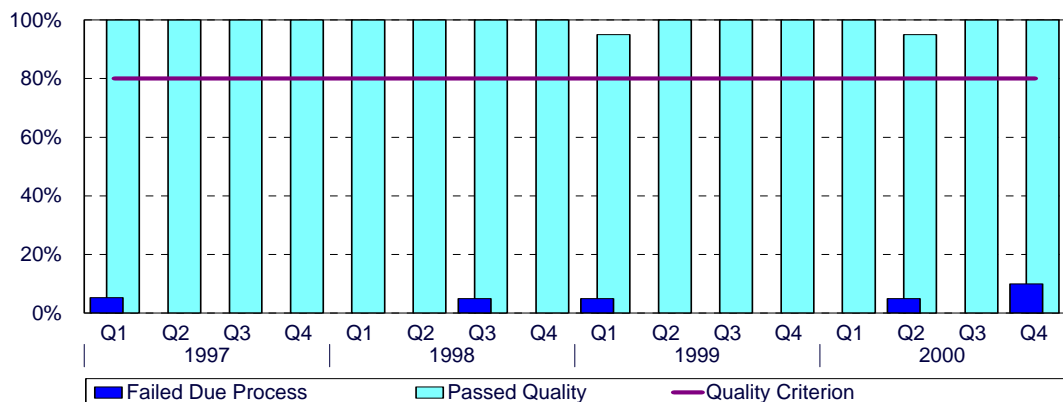
UI PERFORMS ANNUAL REPORT CY 2000
MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.25	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	-0.02	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$123,165,175	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	85.0% +/- 3.2	91.46%	none
Overpayment Rate	15.0% +/- 3.2	8.54%	none
Underpayment Rate	0.4% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



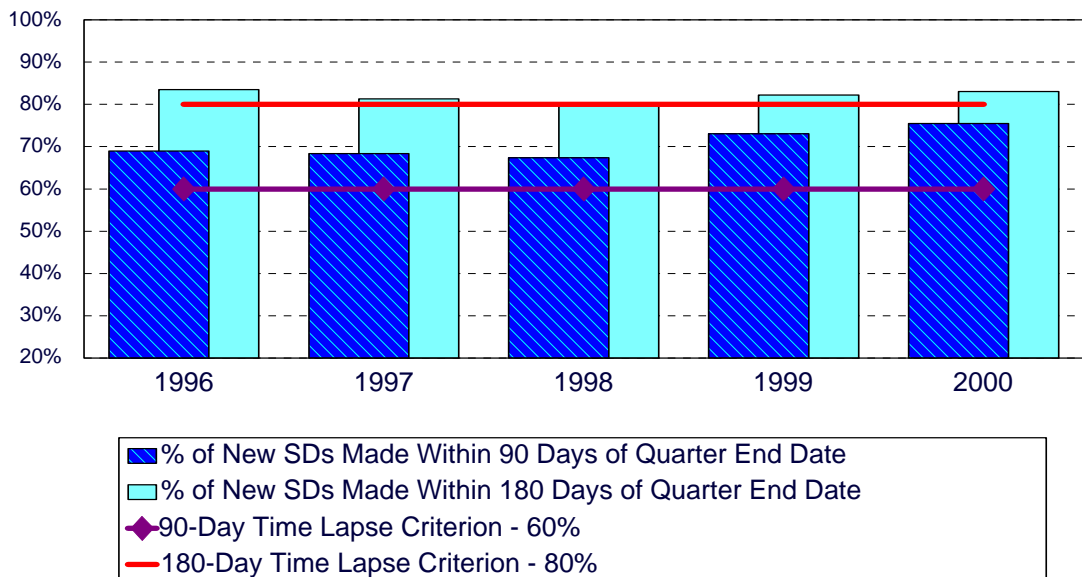
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MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	75.5%	78.4%
Percentage Made Within 180 Days	83.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.3%	64.7%
Percentage Made Within 180 Days	87.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.5%	85.0%
Percentage Secured	95.7%	90.8%
Percentage Resolved	100.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	79.1%	79.7%
Percentage Secured	85.3%	84.9%
Percentage Resolved	87.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	89.7%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.8%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	6.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	56.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	43.9%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.7%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	1.1%	1.3% (CA excl.)
As Audits Meet Employment Security Manual Requirements?		56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

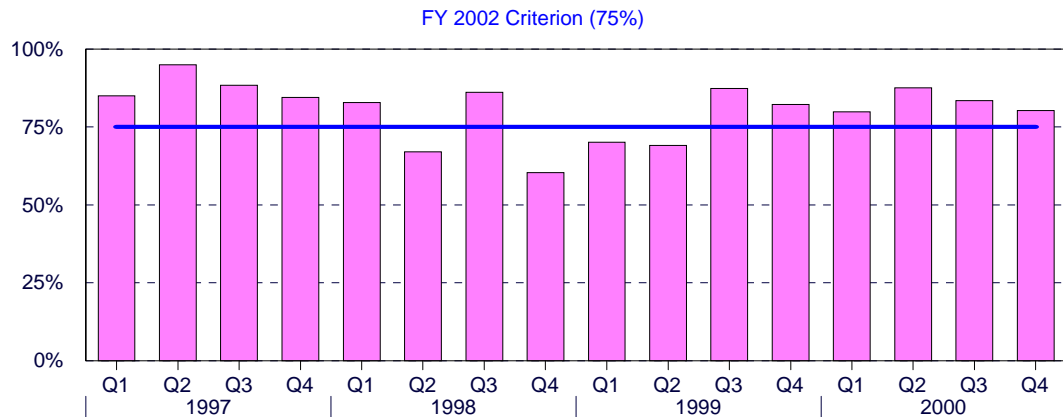
UI PERFORMS ANNUAL REPORT CY 2000
MISSOURI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	124,055	86.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	124,055	97.7%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	2,773	82.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	2,773	95.7%	93.6%	78%
All First Payments - 14/21 Days	141,804	87.0%	89.6%	90% (FY '02)
All First Payments - 35 Days	141,804	97.7%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	98,537	85.5%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	109,521	54.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	98,537	91.0%	65.2%	none
Separation Issues within 21 Days	109,521	94.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	20,502	65.7%	69.0%	60%
Decisions within 45 Days of Filing	20,502	92.1%	85.8%	80%
Decisions within 90 Days of Filing	20,502	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,309	77.0%	69.7%	50%
Decisions within 75 Days of Filing	2,309	90.9%	90.9%	80%
Decisions within 150 Days of Filing	2,309	98.7%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	17,237	88.6%	82.4%	none
Wage Transfers Made within 14 Days	17,237	99.3%	96.9%	none
Billing Made within 45 Days	187	100.0%	96.9%	none
Reimbursements Made within 45 Days	187	86.6%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,614,645	89.0%	62.6%	none
Payments Made within 14 Days	1,614,645	96.8%	93.1%	none
Payments Made within 21 Days	1,614,645	98.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	397	82.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	8,368,888	46.4%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,183,470	59.2%	56.7%	none

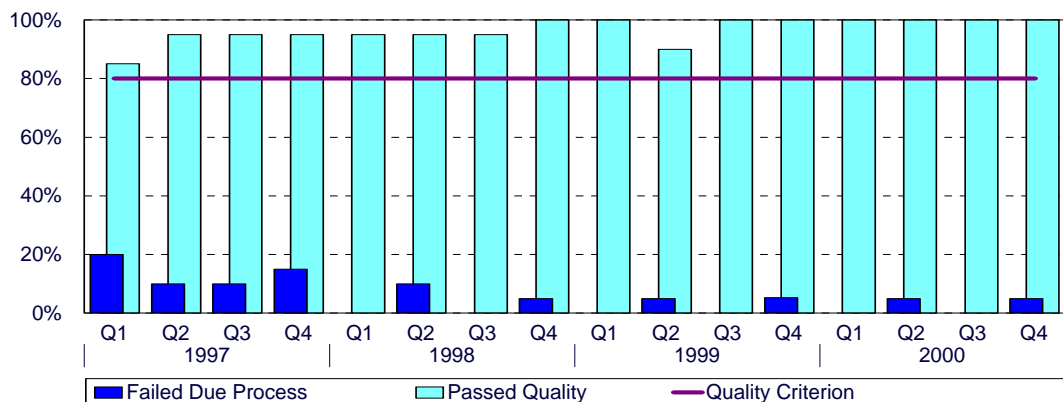
UI PERFORMS ANNUAL REPORT CY 2000
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.03	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.19	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$308,293,528	\$20.2 B	none
Sample Size	479	25,859	none
Proper Payment Rate	93.4% +/- 2.2	91.46%	none
Overpayment Rate	6.6% +/- 2.2	8.54%	none
Underpayment Rate	0.2% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



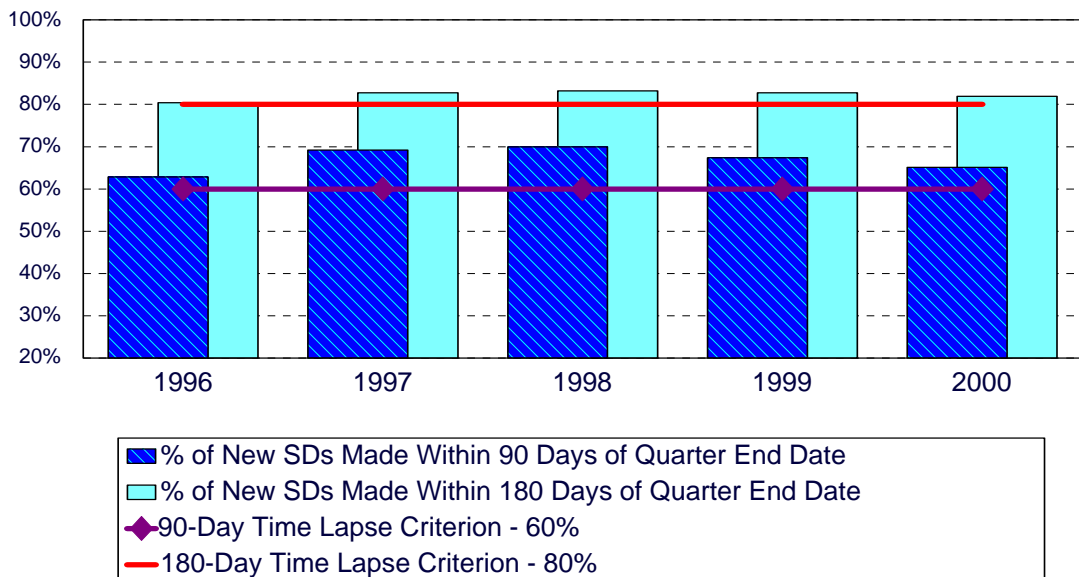
UI PERFORMS ANNUAL REPORT CY 2000
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	65.1%	78.4%
Percentage Made Within 180 Days	81.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	59.8%	64.7%
Percentage Made Within 180 Days	80.4%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	81.9%	85.0%
Percentage Secured	98.0%	90.8%
Percentage Resolved	104.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	73.5%	79.7%
Percentage Secured	99.9%	84.9%
Percentage Resolved	100.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.0%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	54.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	44.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.1%
Accounts Receivable As A Percentage Of Tax Due	7.5%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.7%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	3.0%	1.7%
Annualized Percentage Of Total Wages Audited	1.8%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

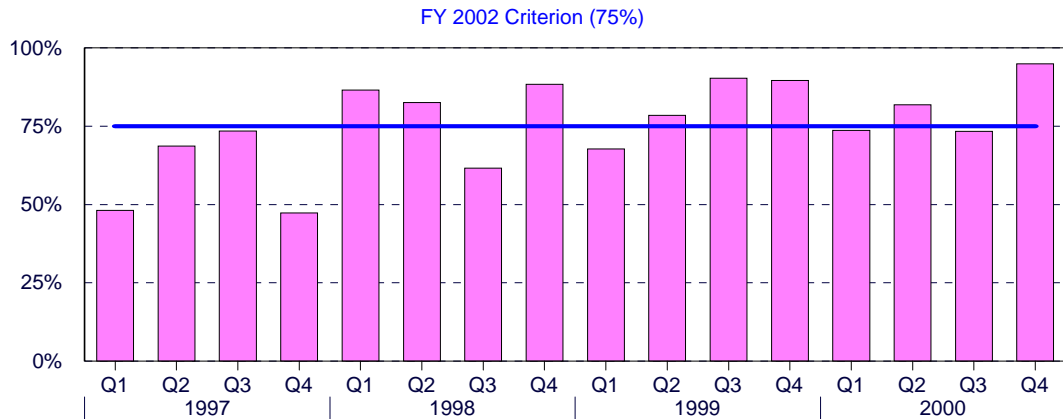
UI PERFORMS ANNUAL REPORT CY 2000
MONTANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	19,200	92.5%	90.3%	87%
Intrastate UI, full weeks - 35 Days	19,200	97.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	555	84.9%	80.5%	70%
Interstate UI, full weeks - 35 Days	555	96.6%	93.6%	78%
All First Payments - 14/21 Days	25,750	92.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	25,750	98.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,157	74.4%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	9,223	84.1%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,157	83.8%	65.2%	none
Separation Issues within 21 Days	9,223	95.6%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,009	82.4%	69.0%	60%
Decisions within 45 Days of Filing	1,009	96.9%	85.8%	80%
Decisions within 90 Days of Filing	1,009	99.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	219	58.4%	69.7%	50%
Decisions within 75 Days of Filing	219	93.2%	90.9%	80%
Decisions within 150 Days of Filing	219	99.5%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,484	100.0%	82.4%	none
Wage Transfers Made within 14 Days	2,484	100.0%	96.9%	none
Billing Made within 45 Days	0	--	96.9%	none
Reimbursements Made within 45 Days	0	--	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	310,674	46.0%	62.6%	none
Payments Made within 14 Days	310,674	95.9%	93.1%	none
Payments Made within 21 Days	310,674	98.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	217	81.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	54	90.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	237,471	69.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	423,320	86.9%	56.7%	none

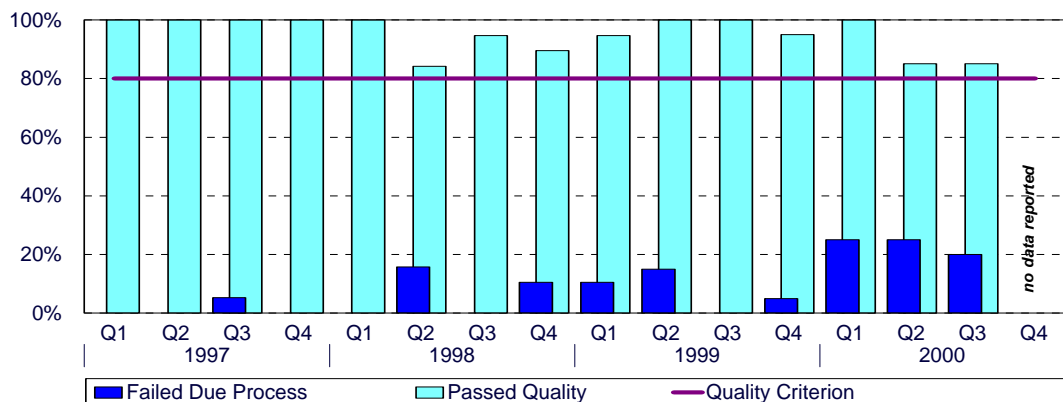
UI PERFORMS ANNUAL REPORT CY 2000
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.08	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.38	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$57,253,007	\$20.2 B	none
Sample Size	365	25,859	none
Proper Payment Rate	83.1% +/- 4.3	91.46%	none
Overpayment Rate	16.9% +/- 4.3	8.54%	none
Underpayment Rate	1.5% +/- 0.9	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



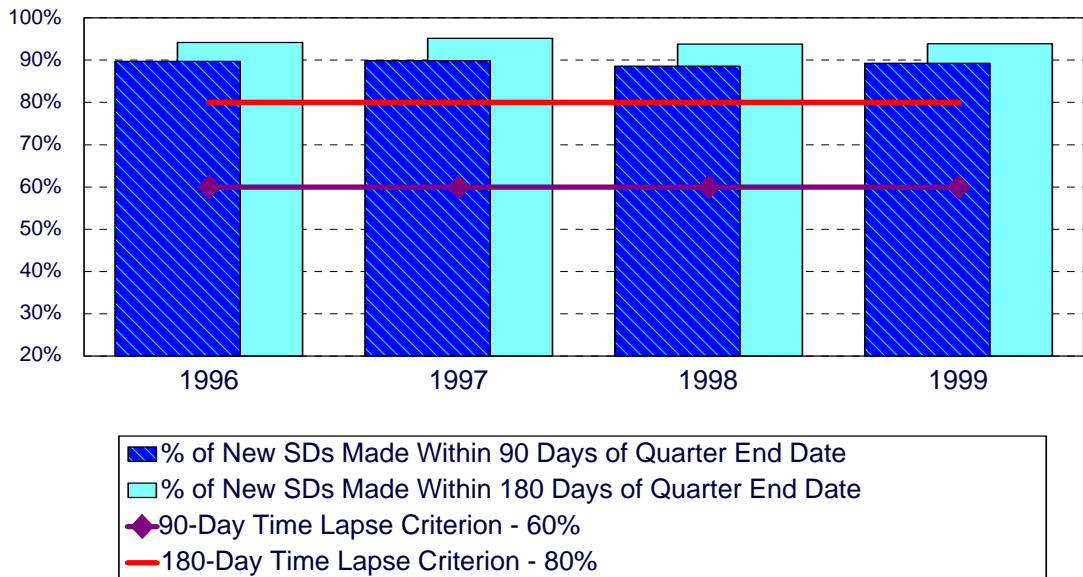
UI PERFORMS ANNUAL REPORT CY 2000
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	*	78.4%
Percentage Made Within 180 Days	*	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	83.0% Pass
Accuracy In Postings?	*	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	*	64.7%
Percentage Made Within 180 Days	*	78.3%
Accuracy In Determinations?	*	66.0% Pass
Accuracy In Postings?	*	57.5% Pass
Inactivations:		
Accuracy In Determinations?	*	69.6% Pass
Accuracy In Postings?	*	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	*	85.0%
Percentage Secured	*	90.8%
Percentage Resolved	*	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	*	79.7%
Percentage Secured	*	84.9%
Percentage Resolved	*	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	*	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.2%
Accounts Receivable As A Percentage Of Tax Due	*	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	*	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.1%
Accounts Receivable As A Percentage Of Tax Due	*	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	*	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	*	1.7%
Annualized Percentage Of Total Wages Audited	*	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	*	95.7% Pass
Accuracy In Contributory Employer Billing?	*	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	*	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report computed measures as of 5/14/2001 or acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
NEBRASKA

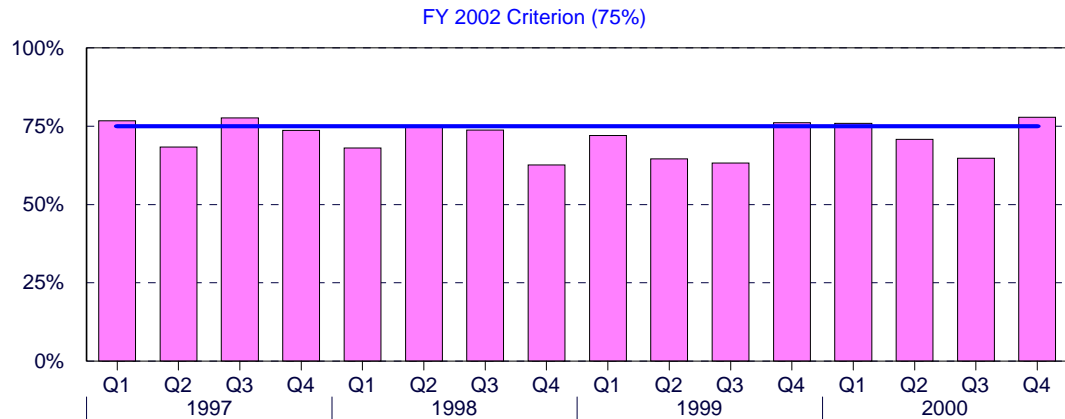
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	24,947	94.8%	90.3%	87%
Intrastate UI, full weeks - 35 Days	24,947	99.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,778	80.3%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,778	97.0%	93.6%	78%
All First Payments - 14/21 Days	27,884	93.8%	89.6%	90% (FY '02)
All First Payments - 35 Days	27,884	99.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	15,523	73.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	54,286	65.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	15,523	84.4%	65.2%	none
Separation Issues within 21 Days	54,286	97.8%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,329	99.0%	69.0%	60%
Decisions within 45 Days of Filing	2,329	100.0%	85.8%	80%
Decisions within 90 Days of Filing	2,329	100.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	69.7%	50%
Decisions within 75 Days of Filing	+	+	90.9%	80%
Decisions within 150 Days of Filing	+	+	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,057	68.2%	82.4%	none
Wage Transfers Made within 14 Days	5,057	100.0%	96.9%	none
Billing Made within 45 Days	160	100.0%	96.9%	none
Reimbursements Made within 45 Days	181	97.8%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	294,746	94.6%	62.6%	none
Payments Made within 14 Days	294,746	98.4%	93.1%	none
Payments Made within 21 Days	294,746	99.3%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	231	72.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	81	98.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	893,801	55.1%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,167,225	66.2%	56.7%	none

+ Nebraska does not have higher authority appeals.

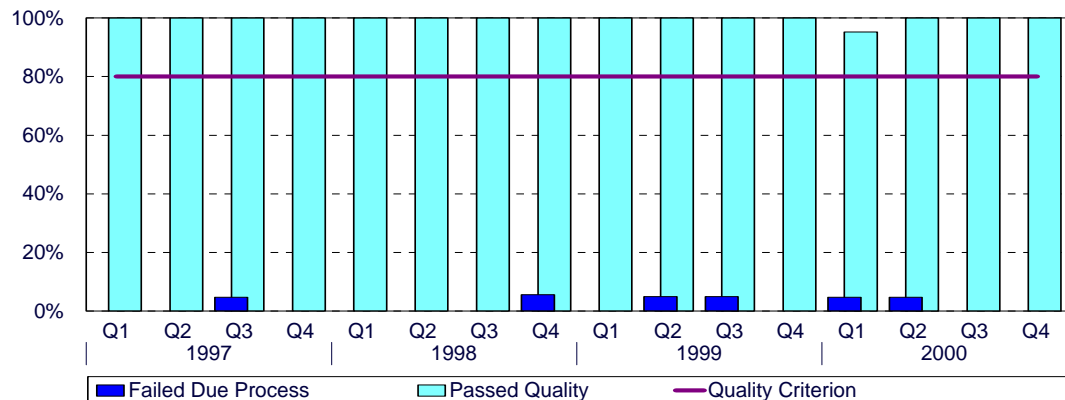
UI PERFORMS ANNUAL REPORT CY 2000
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.86	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.32	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$54,165,293	\$20.2 B	none
Sample Size	360	25,859	none
Proper Payment Rate	91.0% +/- 2.9	91.46%	none
Overpayment Rate	9.0% +/- 2.9	8.54%	none
Underpayment Rate	0.5% +/- 0.5	0.85%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



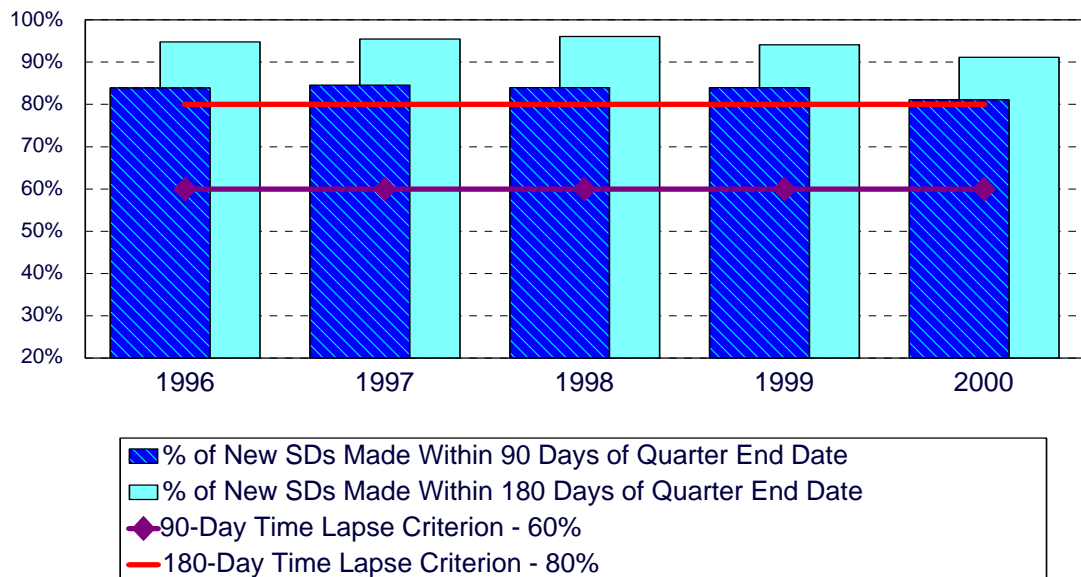
UI PERFORMS ANNUAL REPORT CY 2000
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.1%	78.4%
Percentage Made Within 180 Days	91.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	85.5%	64.7%
Percentage Made Within 180 Days	95.7%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?		57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.9%	85.0%
Percentage Secured	98.4%	90.8%
Percentage Resolved	100.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.7%	79.7%
Percentage Secured	99.0%	84.9%
Percentage Resolved	99.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.5%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.1%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	2.4%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

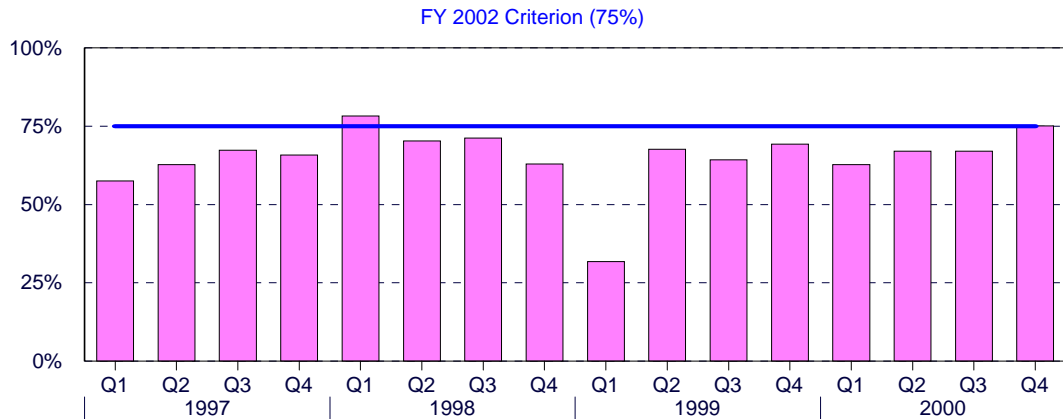
UI PERFORMS ANNUAL REPORT CY 2000
NEVADA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	53,739	88.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	53,739	96.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	4,132	71.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	4,132	88.2%	93.6%	78%
All First Payments - 14/21 Days	68,463	87.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	68,463	96.0%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	20,507	54.2%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	54,182	52.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	20,507	75.6%	65.2%	none
Separation Issues within 21 Days	54,182	96.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,432	58.9%	69.0%	60%
Decisions within 45 Days of Filing	8,432	93.4%	85.8%	80%
Decisions within 90 Days of Filing	8,432	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,397	52.4%	69.7%	50%
Decisions within 75 Days of Filing	1,397	91.1%	90.9%	80%
Decisions within 150 Days of Filing	1,397	98.2%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,343	74.3%	82.4%	none
Wage Transfers Made within 14 Days	7,343	98.7%	96.9%	none
Billing Made within 45 Days	145	100.0%	96.9%	none
Reimbursements Made within 45 Days	200	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	944,583	87.4%	62.6%	none
Payments Made within 14 Days	944,583	93.8%	93.1%	none
Payments Made within 21 Days	944,583	96.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	232	67.9%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	74	97.4%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,420,963	47.3%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,523,014	53.5%	56.7%	none

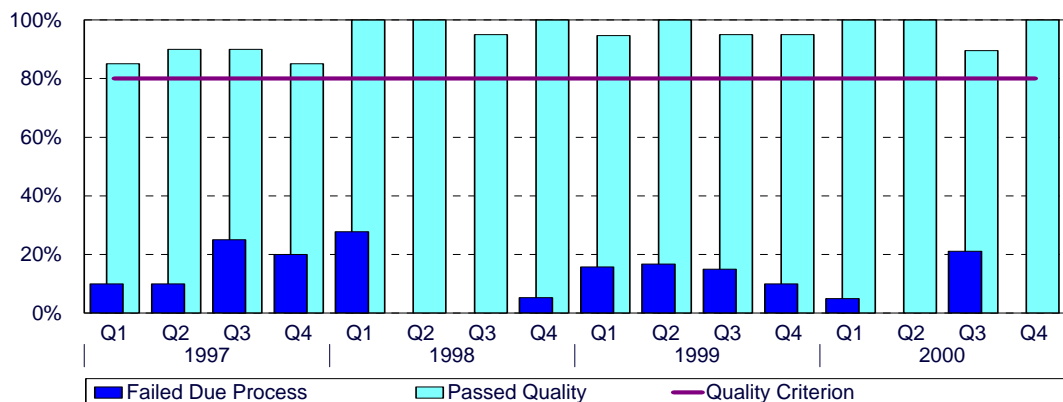
UI PERFORMS ANNUAL REPORT CY 2000
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.38	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.74	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$202,645,109	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	90.2% +/- 2.7	91.46%	none
Overpayment Rate	9.8% +/- 2.7	8.54%	none
Underpayment Rate	0.5% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



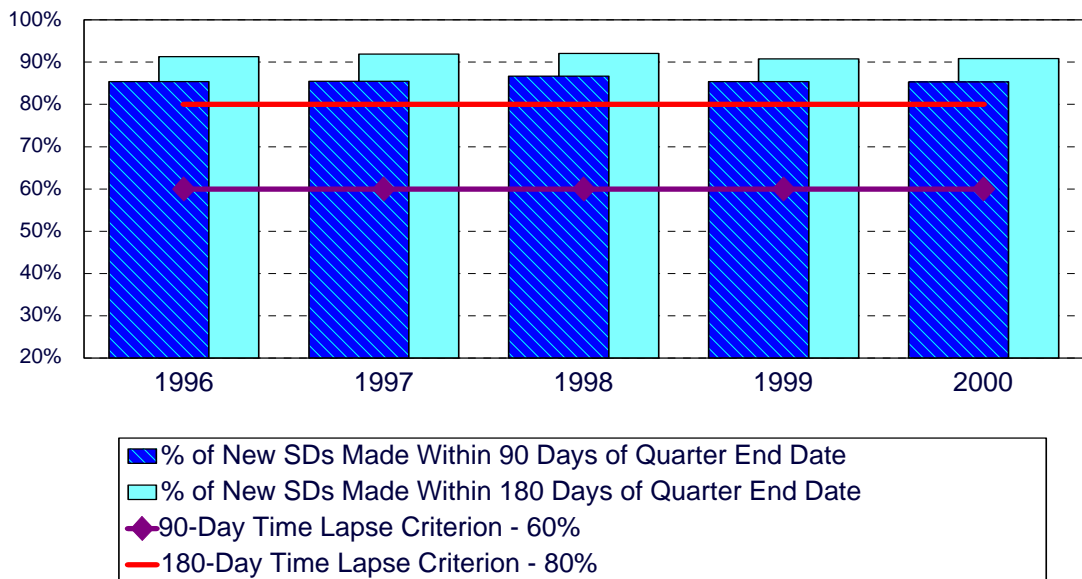
UI PERFORMS ANNUAL REPORT CY 2000
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.3%	78.4%
Percentage Made Within 180 Days	90.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	64.7%	64.7%
Percentage Made Within 180 Days	79.8%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.4%	85.0%
Percentage Secured	96.2%	90.8%
Percentage Resolved	99.9%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.4%	79.7%
Percentage Secured	96.2%	84.9%
Percentage Resolved	99.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.5%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.3%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.0%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	86.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.8%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	3.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.4%	1.7%
Annualized Percentage Of Total Wages Audited	2.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	F	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

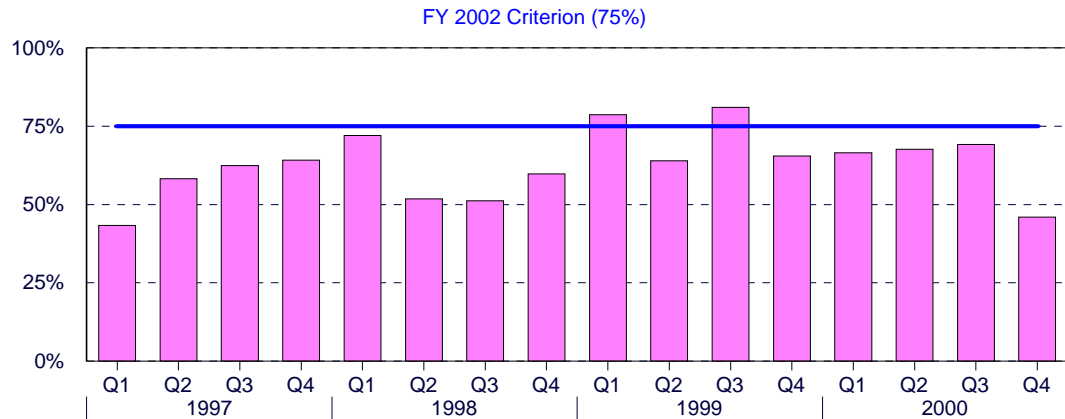
UI PERFORMS ANNUAL REPORT CY 2000
NEW HAMPSHIRE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	10,627	91.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	10,627	96.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	401	77.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	401	89.0%	93.6%	78%
All First Payments - 14/21 Days	13,667	89.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	13,667	96.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,899	54.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	6,496	70.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,899	73.5%	65.2%	none
Separation Issues within 21 Days	6,496	96.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,522	69.8%	69.0%	60%
Decisions within 45 Days of Filing	1,522	86.8%	85.8%	80%
Decisions within 90 Days of Filing	1,522	96.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	199	86.4%	69.7%	50%
Decisions within 75 Days of Filing	199	96.5%	90.9%	80%
Decisions within 150 Days of Filing	199	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,353	92.6%	82.4%	none
Wage Transfers Made within 14 Days	2,353	100.0%	96.9%	none
Billing Made within 45 Days	176	74.4%	96.9%	none
Reimbursements Made within 45 Days	185	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	109,424	45.3%	62.6%	none
Payments Made within 14 Days	109,424	87.5%	93.1%	none
Payments Made within 21 Days	109,424	94.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	232	63.5%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	73	94.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	208,075	80.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	375,571	58.4%	56.7%	none

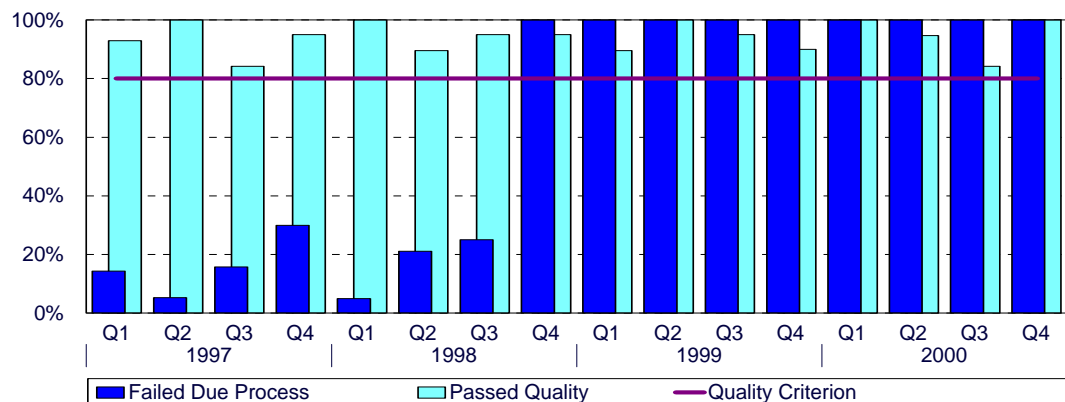
**UI PERFORMS ANNUAL REPORT CY 2000
NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.33	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.09	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$23,901,846	\$20.2 B	none
Sample Size	406	25,859	none
Proper Payment Rate	94.7% +/- 2.2	91.46%	none
Overpayment Rate	5.3% +/- 2.2	8.54%	none
Underpayment Rate	1.4% +/- 0.7	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



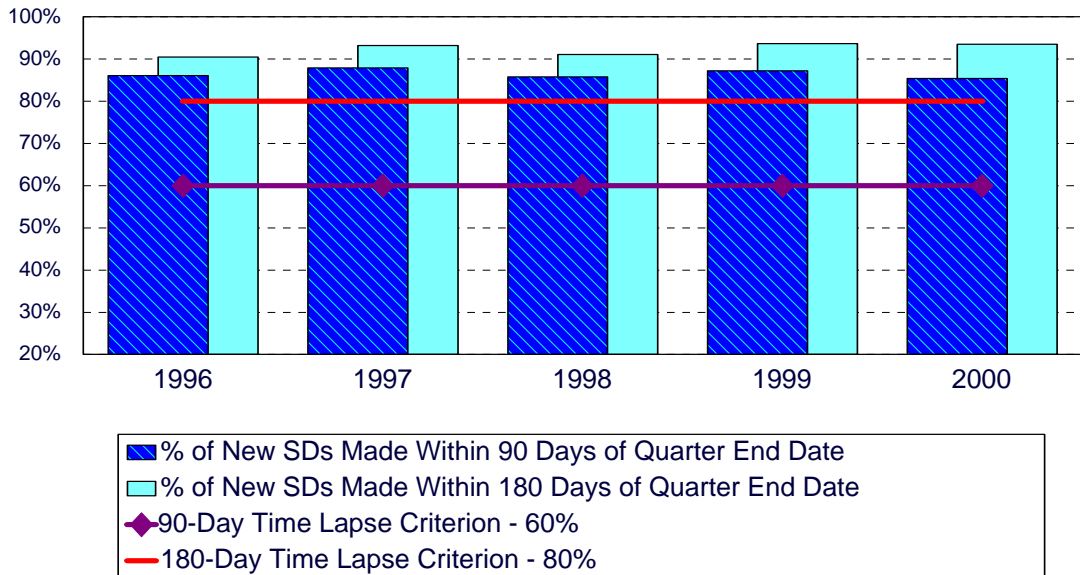
UI PERFORMS ANNUAL REPORT CY 2000
NEW HAMPSHIRE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.4%	78.4%
Percentage Made Within 180 Days	93.5%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.0%	64.7%
Percentage Made Within 180 Days	84.7%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.3%	85.0%
Percentage Secured	93.7%	90.8%
Percentage Resolved	97.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.3%	79.7%
Percentage Secured	96.8%	84.9%
Percentage Resolved	98.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.5%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.6%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEW HAMPSHIRE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.2%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.8%	1.7%
Annualized Percentage Of Total Wages Audited	1.4%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



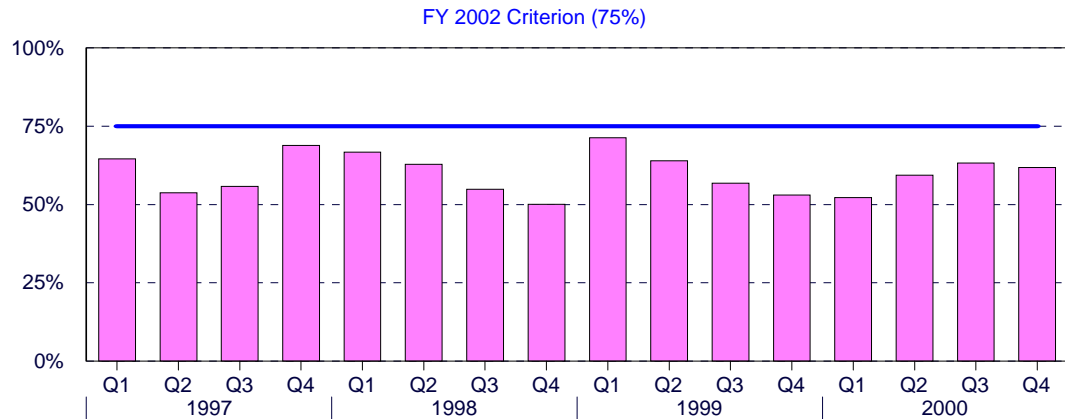
UI PERFORMS ANNUAL REPORT CY 2000
NEW JERSEY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	219,600	90.3%	90.3%	87%
Intrastate UI, full weeks - 35 Days	219,600	98.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	8,513	74.3%	80.5%	70%
Interstate UI, full weeks - 35 Days	8,513	90.2%	93.6%	78%
All First Payments - 14/21 Days	247,634	89.1%	89.6%	90% (FY '02)
All First Payments - 35 Days	247,634	97.6%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	84,314	55.5%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	88,171	75.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	84,314	76.5%	65.2%	none
Separation Issues within 21 Days	88,171	66.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	29,440	81.7%	69.0%	60%
Decisions within 45 Days of Filing	29,440	91.7%	85.8%	80%
Decisions within 90 Days of Filing	29,440	98.2%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,450	79.0%	69.7%	50%
Decisions within 75 Days of Filing	4,450	95.0%	90.9%	80%
Decisions within 150 Days of Filing	4,450	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,868	94.5%	82.4%	none
Wage Transfers Made within 14 Days	15,868	99.8%	96.9%	none
Billing Made within 45 Days	202	100.0%	96.9%	none
Reimbursements Made within 45 Days	191	97.9%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,652,248	47.7%	62.6%	none
Payments Made within 14 Days	3,652,248	93.6%	93.1%	none
Payments Made within 21 Days	3,652,248	97.0%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	356	59.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	65	82.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	8,520,466	68.5%	54.1%	none
Nonfraud Overpayment Recovery Rate	20,557,564	73.4%	56.7%	none

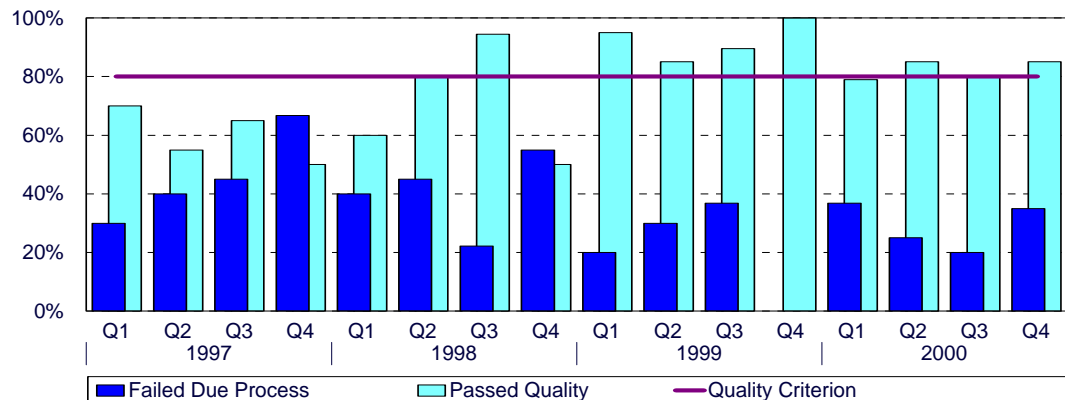
**UI PERFORMS ANNUAL REPORT CY 2000
NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.05	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.06	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,095,214,492	\$20.2 B	none
Sample Size	478	25,859	none
Proper Payment Rate	93.2% +/- 1.8	91.46%	none
Overpayment Rate	6.8% +/- 1.8	8.54%	none
Underpayment Rate	2.1% +/- 0.7	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



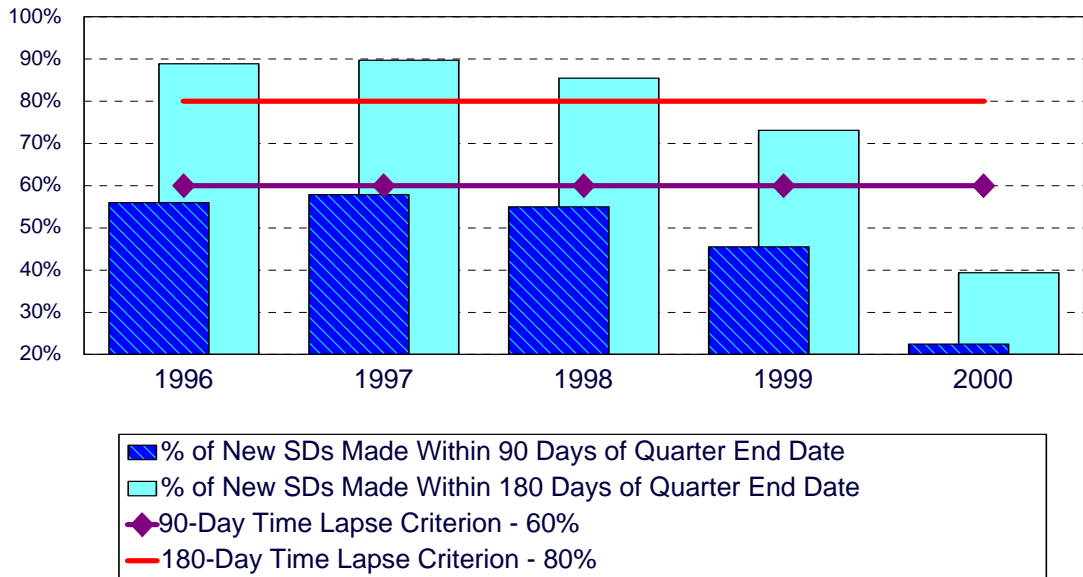
UI PERFORMS ANNUAL REPORT CY 2000
NEW JERSEY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	22.4%	78.4%
Percentage Made Within 180 Days	39.4%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	83.0% Pass
Accuracy In Postings?	*	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	11.8%	64.7%
Percentage Made Within 180 Days	18.3%	78.3%
Accuracy In Determinations?	*	66.0% Pass
Accuracy In Postings?	*	57.5% Pass
Inactivations:		
Accuracy In Determinations?	*	69.6% Pass
Accuracy In Postings?	*	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	75.3%	85.0%
Percentage Secured	81.4%	90.8%
Percentage Resolved	86.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.4%	79.7%
Percentage Secured	91.6%	84.9%
Percentage Resolved	92.8%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	78.3%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	9.2%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	53.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	34.9%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	21.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEW JERSEY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.8%	1.7%
Annualized Percentage Of Total Wages Audited	2.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	*	95.7% Pass
Accuracy In Contributory Employer Billing?	*	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

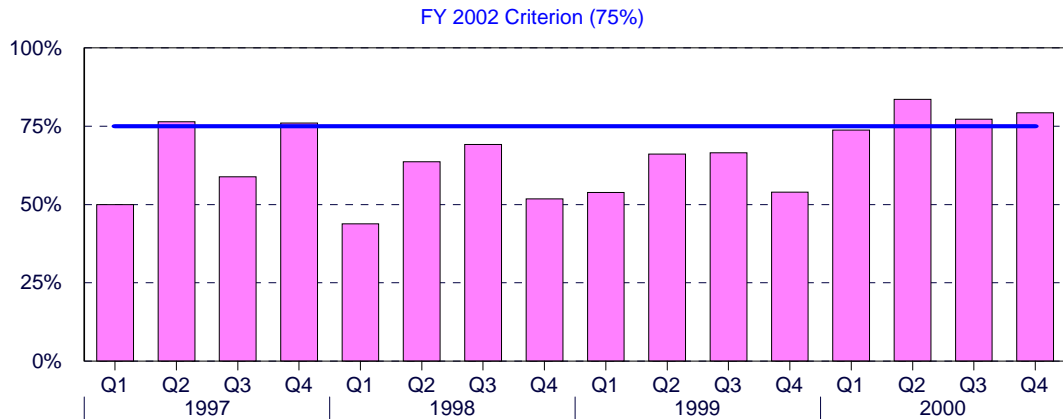
UI PERFORMS ANNUAL REPORT CY 2000
NEW MEXICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	25,745	89.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	25,745	97.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	992	76.4%	80.5%	70%
Interstate UI, full weeks - 35 Days	992	92.3%	93.6%	78%
All First Payments - 14/21 Days	28,360	88.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	28,360	96.8%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	6,501	51.1%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	11,892	58.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	6,502	46.4%	65.2%	none
Separation Issues within 21 Days	11,892	72.4%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,429	80.5%	69.0%	60%
Decisions within 45 Days of Filing	5,429	91.2%	85.8%	80%
Decisions within 90 Days of Filing	5,429	98.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	797	86.6%	69.7%	50%
Decisions within 75 Days of Filing	797	98.9%	90.9%	80%
Decisions within 150 Days of Filing	797	99.7%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,982	89.9%	82.4%	none
Wage Transfers Made within 14 Days	3,982	100.0%	96.9%	none
Billing Made within 45 Days	187	100.0%	96.9%	none
Reimbursements Made within 45 Days	156	62.2%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	432,028	62.3%	62.6%	none
Payments Made within 14 Days	432,028	93.7%	93.1%	none
Payments Made within 21 Days	432,028	96.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	217	78.5%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	95.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	634,569	98.2%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,168,789	75.4%	56.7%	none

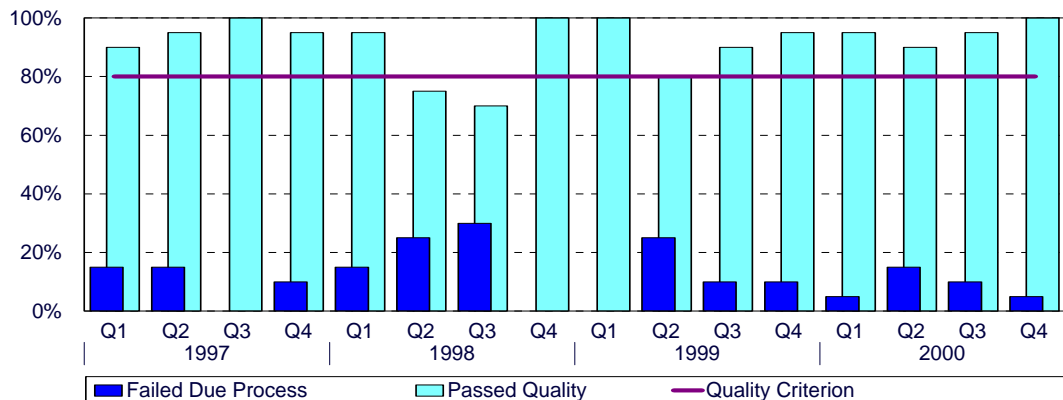
UI PERFORMS ANNUAL REPORT CY 2000
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.81	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.99	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$71,706,222	\$20.2 B	none
Sample Size	483	25,859	none
Proper Payment Rate	92.8% +/- 2.5	91.46%	none
Overpayment Rate	7.2% +/- 2.5	8.54%	none
Underpayment Rate	0.4% +/- 0.3	0.85%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



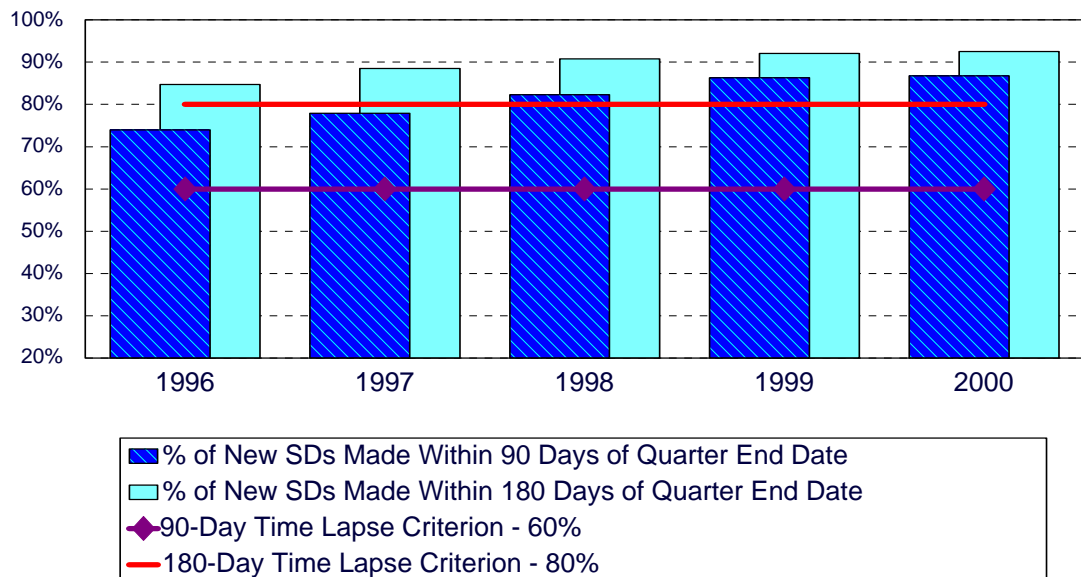
UI PERFORMS ANNUAL REPORT CY 2000
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.8%	78.4%
Percentage Made Within 180 Days	92.5%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.6%	64.7%
Percentage Made Within 180 Days	80.6%	78.3%
Accuracy In Determinations?	D	66.0% Pass
Accuracy In Postings?	D	57.5% Pass
Inactivations:		
Accuracy In Determinations?	D	69.6% Pass
Accuracy In Postings?	D	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.5%	85.0%
Percentage Secured	92.5%	90.8%
Percentage Resolved	93.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.5%	79.7%
Percentage Secured	97.8%	84.9%
Percentage Resolved	99.3%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.5%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.4%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.2%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.3%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	1.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	D	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

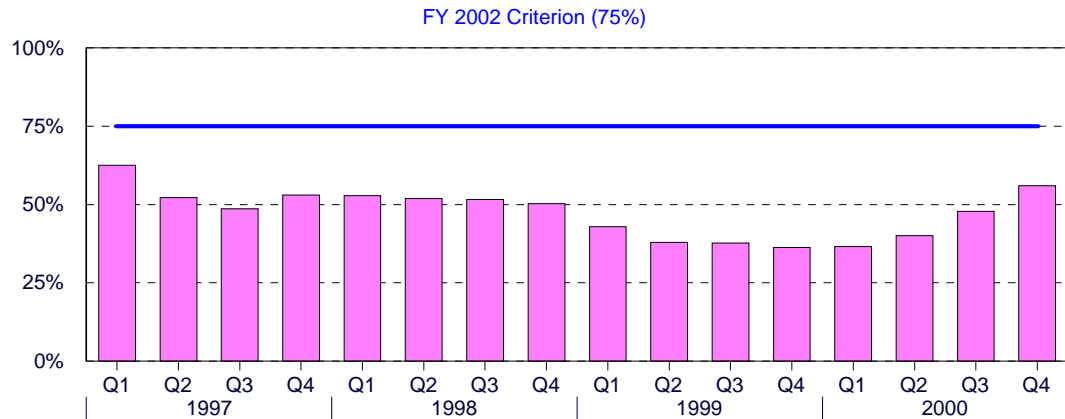
UI PERFORMS ANNUAL REPORT CY 2000
NEW YORK

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	343,113	86.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	343,113	95.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	10,504	74.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	10,504	89.6%	93.6%	78%
All First Payments - 14/21 Days	429,864	85.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	429,864	95.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	131,963	46.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	109,306	43.8%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	131,961	53.7%	65.2%	none
Separation Issues within 21 Days	109,306	74.6%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	28,113	77.5%	69.0%	60%
Decisions within 45 Days of Filing	28,113	88.6%	85.8%	80%
Decisions within 90 Days of Filing	28,113	96.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,656	65.0%	69.7%	50%
Decisions within 75 Days of Filing	4,656	90.3%	90.9%	80%
Decisions within 150 Days of Filing	4,656	96.1%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,017	99.9%	82.4%	none
Wage Transfers Made within 14 Days	13,017	100.0%	96.9%	none
Billing Made within 45 Days	206	100.0%	96.9%	none
Reimbursements Made within 45 Days	204	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,249,729	88.1%	62.6%	none
Payments Made within 14 Days	6,249,729	93.2%	93.1%	none
Payments Made within 21 Days	6,249,729	95.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	327	44.8%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	66	84.6%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	27,871,345	62.4%	54.1%	none
Nonfraud Overpayment Recovery Rate	25,733,352	25.6%	56.7%	none

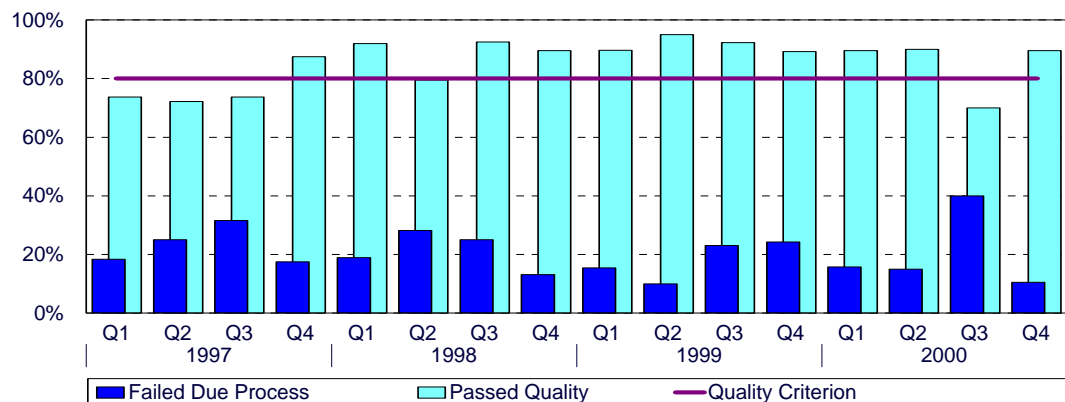
**UI PERFORMS ANNUAL REPORT CY 2000
NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.32	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.42	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,696,963,916	\$20.2 B	none
Sample Size	496	25,859	none
Proper Payment Rate	94.6% +/- 1.8	91.46%	none
Overpayment Rate	5.4% +/- 1.8	8.54%	none
Underpayment Rate	0.9% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



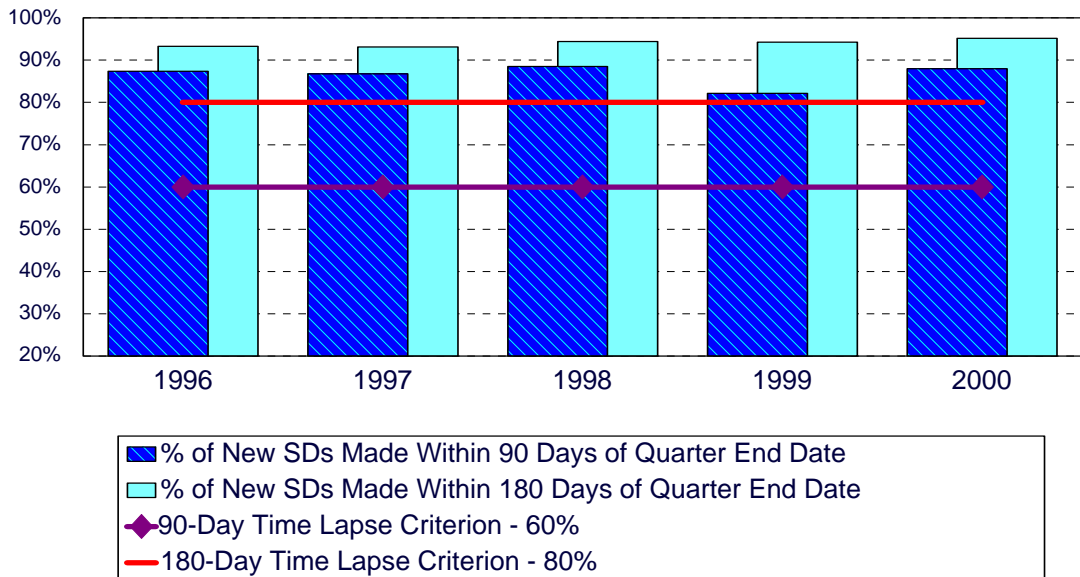
UI PERFORMS ANNUAL REPORT CY 2000
NEW YORK

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	88.0%	78.4%
Percentage Made Within 180 Days	95.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.9%	64.7%
Percentage Made Within 180 Days	88.6%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	81.2%	85.0%
Percentage Secured	95.2%	90.8%
Percentage Resolved	96.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	62.8%	79.7%
Percentage Secured	71.1%	84.9%
Percentage Resolved	74.8%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	81.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.8%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	4.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	4.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NEW YORK

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	13.2%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.7%
Annualized Percentage Of Total Wages Audited	0.9%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



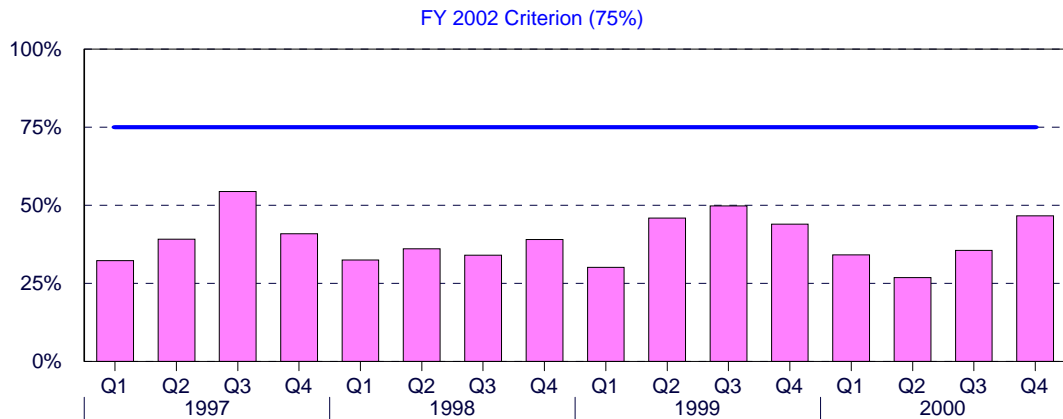
UI PERFORMS ANNUAL REPORT CY 2000
NORTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	174,261	87.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	174,261	94.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	4,892	70.3%	80.5%	70%
Interstate UI, full weeks - 35 Days	4,892	88.6%	93.6%	78%
All First Payments - 14/21 Days	249,267	86.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	249,267	94.0%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	87,380	56.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	99,338	45.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	87,380	70.5%	65.2%	none
Separation Issues within 21 Days	99,338	98.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	28,581	67.2%	69.0%	60%
Decisions within 45 Days of Filing	28,581	84.6%	85.8%	80%
Decisions within 90 Days of Filing	28,581	97.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,107	84.0%	69.7%	50%
Decisions within 75 Days of Filing	5,107	93.5%	90.9%	80%
Decisions within 150 Days of Filing	5,107	99.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,309	94.2%	82.4%	none
Wage Transfers Made within 14 Days	12,309	99.6%	96.9%	none
Billing Made within 45 Days	205	100.0%	96.9%	none
Reimbursements Made within 45 Days	203	96.6%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,060,857	90.9%	62.6%	none
Payments Made within 14 Days	2,060,857	96.2%	93.1%	none
Payments Made within 21 Days	2,060,857	97.7%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	385	36.0%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	69	92.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,503,297	76.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	7,344,487	74.3%	56.7%	none

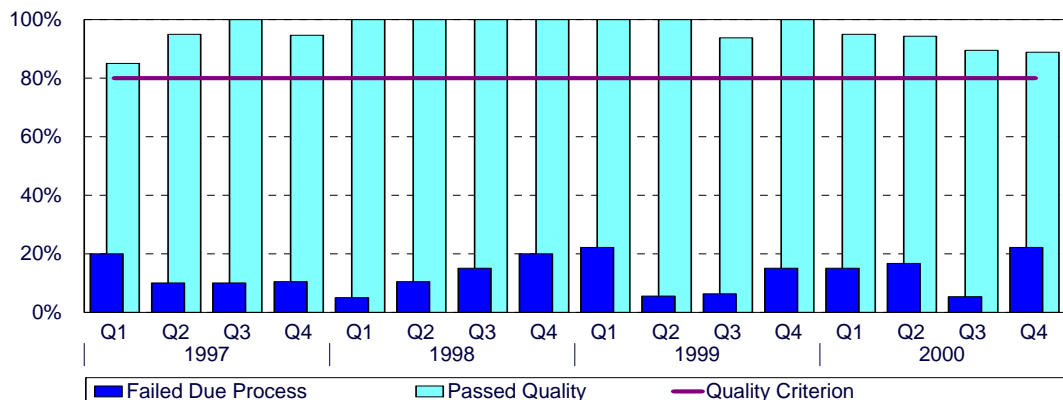
**UI PERFORMS ANNUAL REPORT CY 2000
NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.64	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.07	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$494,021,437	\$20.2 B	none
Sample Size	530	25,859	none
Proper Payment Rate	91.2% +/- 2.3	91.46%	none
Overpayment Rate	8.8% +/- 2.3	8.54%	none
Underpayment Rate	0.7% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



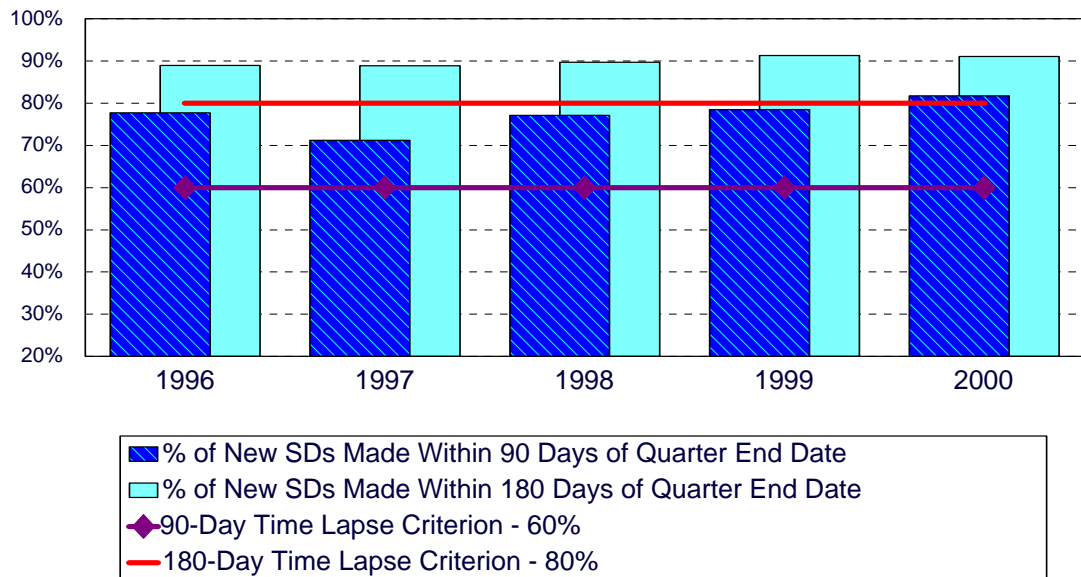
UI PERFORMS ANNUAL REPORT CY 2000
NORTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.7%	78.4%
Percentage Made Within 180 Days	91.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	60.0%	64.7%
Percentage Made Within 180 Days	79.3%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.8%	85.0%
Percentage Secured	96.0%	90.8%
Percentage Resolved	102.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.6%	79.7%
Percentage Secured	99.1%	84.9%
Percentage Resolved	99.8%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.2%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	74.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.4%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NORTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.4%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	0.5%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



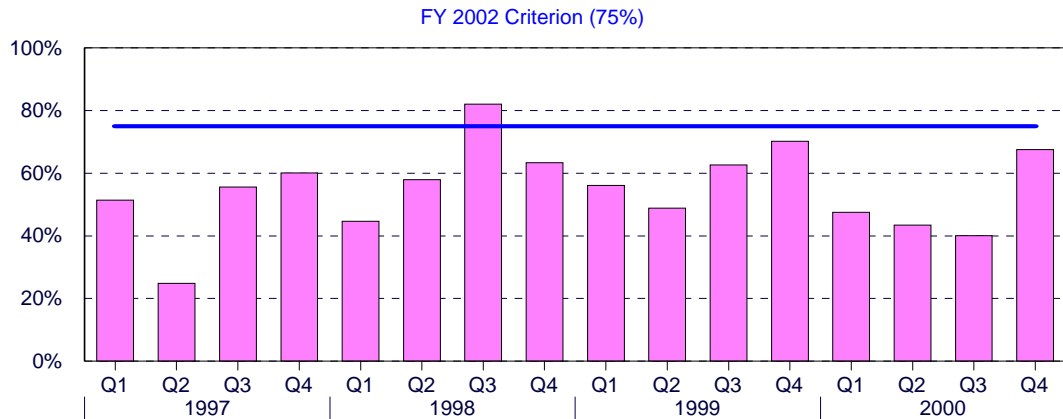
UI PERFORMS ANNUAL REPORT CY 2000
NORTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	10,700	98.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	10,700	99.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	474	94.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	474	98.9%	93.6%	78%
All First Payments - 14/21 Days	12,081	97.7%	89.6%	90% (FY '02)
All First Payments - 35 Days	12,081	99.3%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,021	90.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	4,782	47.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,021	85.8%	65.2%	none
Separation Issues within 21 Days	4,782	92.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,372	87.5%	69.0%	60%
Decisions within 45 Days of Filing	1,372	95.0%	85.8%	80%
Decisions within 90 Days of Filing	1,372	98.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	281	93.6%	69.7%	50%
Decisions within 75 Days of Filing	281	99.3%	90.9%	80%
Decisions within 150 Days of Filing	281	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,535	96.5%	82.4%	none
Wage Transfers Made within 14 Days	4,535	100.0%	96.9%	none
Billing Made within 45 Days	156	100.0%	96.9%	none
Reimbursements Made within 45 Days	158	99.4%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	156,144	93.0%	62.6%	none
Payments Made within 14 Days	156,144	97.5%	93.1%	none
Payments Made within 21 Days	156,144	98.5%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	236	48.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	96.2%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	61,386	90.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	498,364	84.9%	56.7%	none

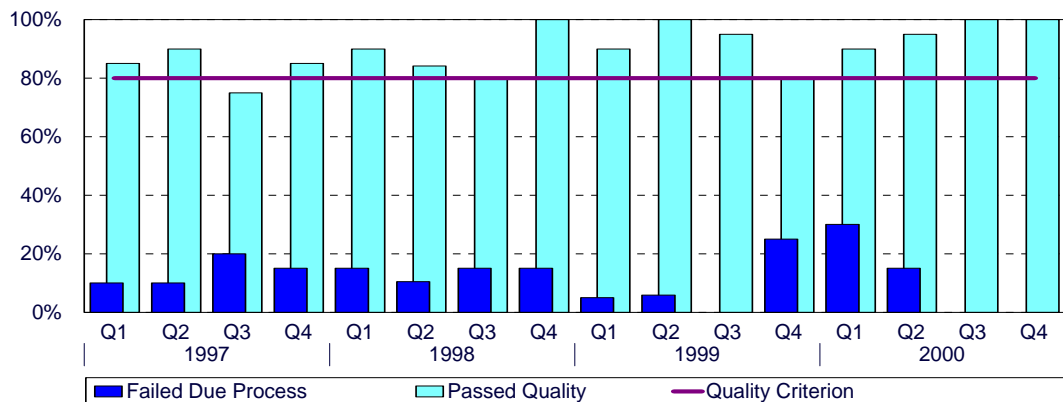
**UI PERFORMS ANNUAL REPORT CY 2000
NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.39	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.58	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$32,855,970	\$20.2 B	none
Sample Size	365	25,859	none
Proper Payment Rate	96.6% +/- 2.2	91.46%	none
Overpayment Rate	3.4% +/- 2.2	8.54%	none
Underpayment Rate	0.2% +/- 0.1	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



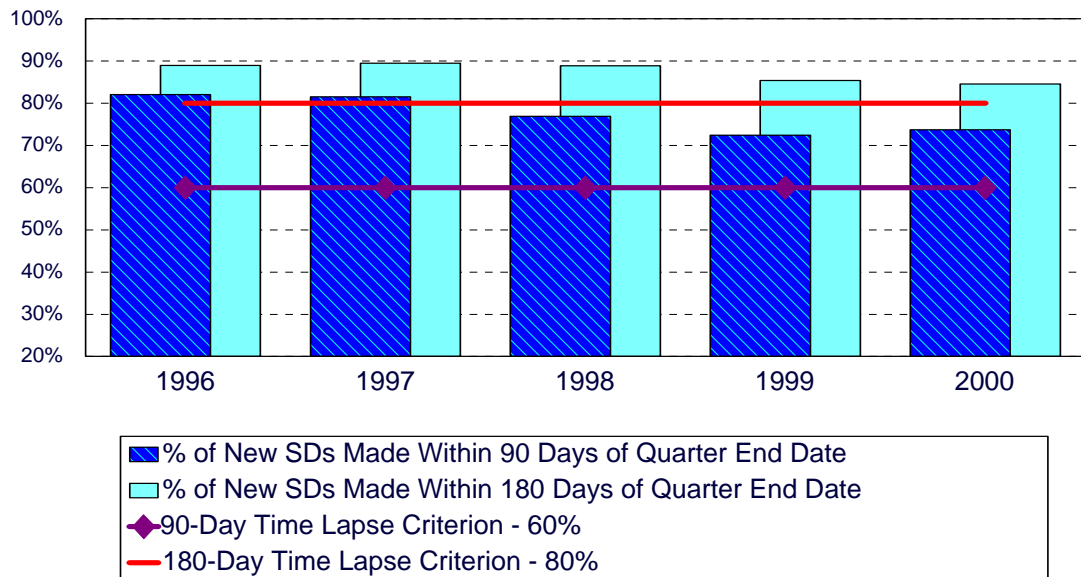
UI PERFORMS ANNUAL REPORT CY 2000
NORTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	73.7%	78.4%
Percentage Made Within 180 Days	84.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.1%	64.7%
Percentage Made Within 180 Days	90.0%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	98.9%	85.0%
Percentage Secured	104.5%	90.8%
Percentage Resolved	105.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.5%	79.7%
Percentage Secured	100.3%	84.9%
Percentage Resolved	100.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	83.8%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	99.5%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.6%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
NORTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.2%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.7%	1.7%
Annualized Percentage Of Total Wages Audited	0.9%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000

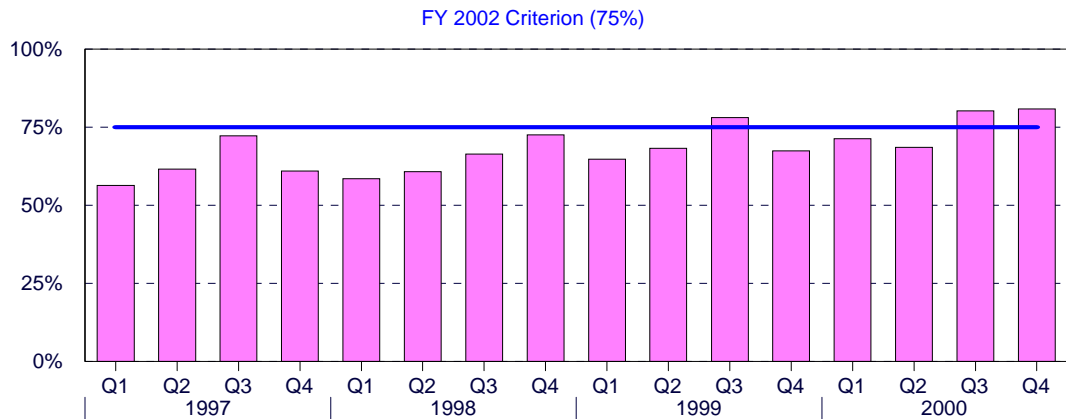
OHIO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	229,004	92.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	229,004	98.6%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	5,268	84.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	5,268	96.3%	93.6%	78%
All First Payments - 14/21 Days	250,191	92.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	250,191	98.6%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	65,049	42.1%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	82,559	34.8%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	65,049	71.3%	65.2%	none
Separation Issues within 21 Days	82,559	96.0%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,203	78.9%	69.0%	60%
Decisions within 45 Days of Filing	12,203	91.9%	85.8%	80%
Decisions within 90 Days of Filing	12,203	98.6%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,836	81.6%	69.7%	50%
Decisions within 75 Days of Filing	2,836	91.6%	90.9%	80%
Decisions within 150 Days of Filing	2,836	95.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,551	0.0%	82.4%	none
Wage Transfers Made within 14 Days	14,551	99.1%	96.9%	none
Billing Made within 45 Days	201	100.0%	96.9%	none
Reimbursements Made within 45 Days	199	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,864,224	47.6%	62.6%	none
Payments Made within 14 Days	2,864,224	94.6%	93.1%	none
Payments Made within 21 Days	2,864,224	98.4%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	350	75.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	69	89.6%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,821,585	37.4%	54.1%	none
Nonfraud Overpayment Recovery Rate	11,089,478	61.2%	56.7%	none

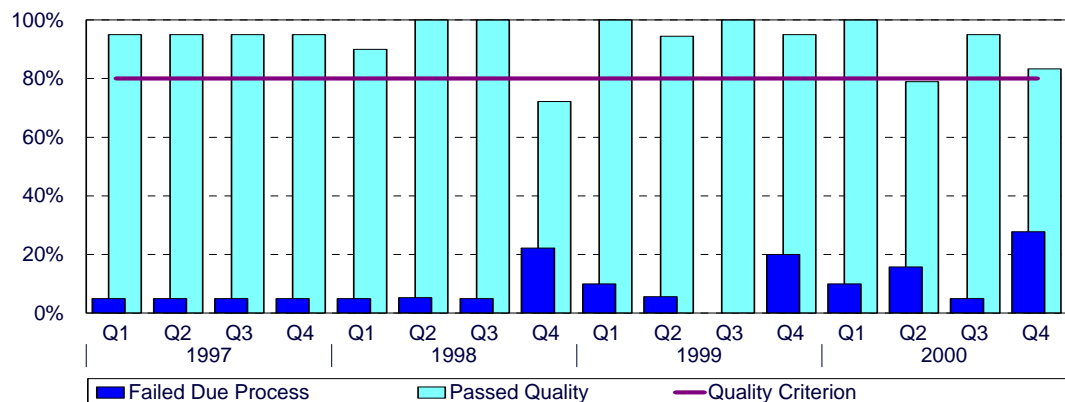
UI PERFORMS ANNUAL REPORT CY 2000
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.20	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.49	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$690,554,898	\$20.2 B	none
Sample Size	491	25,859	none
Proper Payment Rate	86.6% +/- 2.9	91.46%	none
Overpayment Rate	13.4% +/- 2.9	8.54%	none
Underpayment Rate	1.3% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



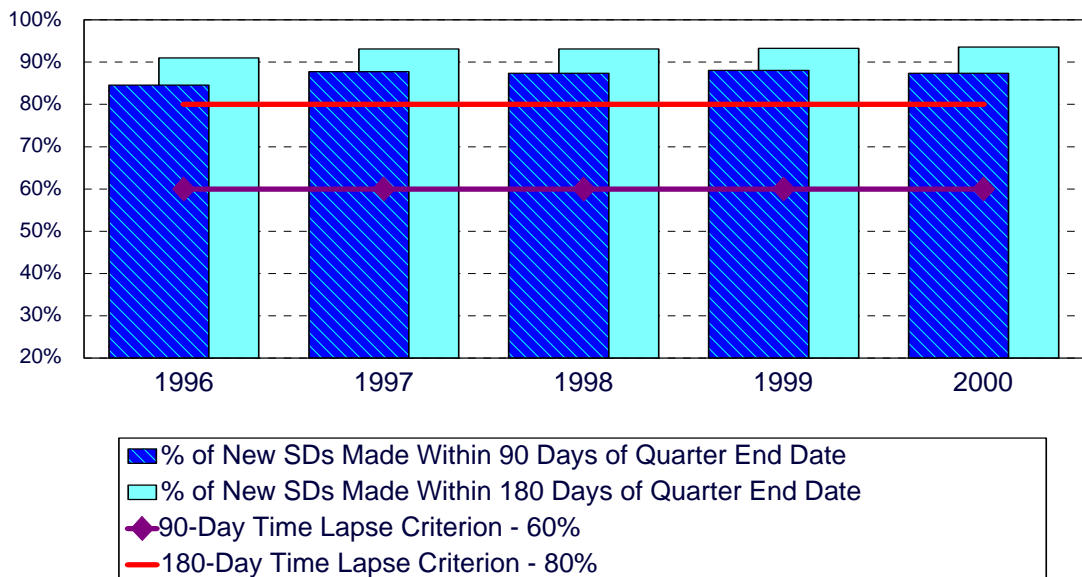
UI PERFORMS ANNUAL REPORT CY 2000
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.4%	78.4%
Percentage Made Within 180 Days	93.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	51.7%	64.7%
Percentage Made Within 180 Days	72.8%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.8%	85.0%
Percentage Secured	94.8%	90.8%
Percentage Resolved	96.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.2%	79.7%
Percentage Secured	92.7%	84.9%
Percentage Resolved	93.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.6%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.6%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	101.8%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	102.1%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	12.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	1.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



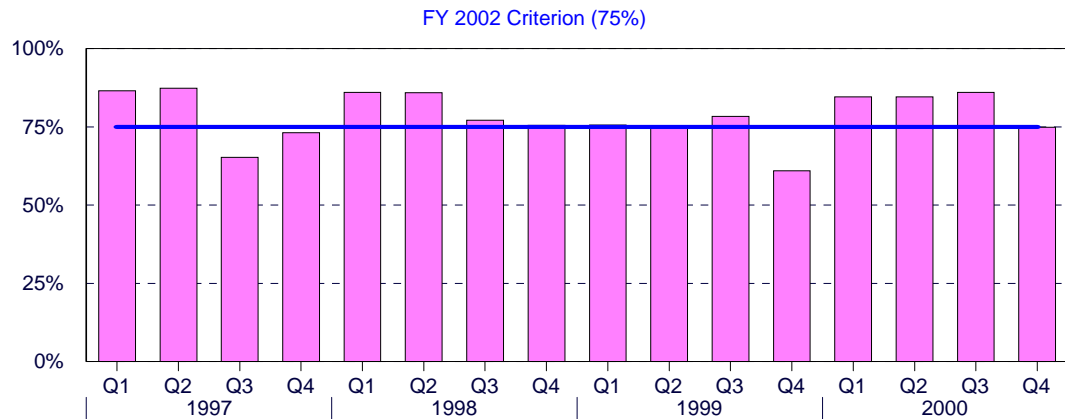
UI PERFORMS ANNUAL REPORT CY 2000
OKLAHOMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	31,597	92.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	31,597	97.3%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,029	83.9%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,029	94.3%	93.6%	78%
All First Payments - 14/21 Days	36,921	91.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	36,921	97.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,215	82.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	29,440	84.1%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,215	87.3%	65.2%	none
Separation Issues within 21 Days	29,440	98.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	7,002	96.6%	69.0%	60%
Decisions within 45 Days of Filing	7,002	99.4%	85.8%	80%
Decisions within 90 Days of Filing	7,002	99.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,162	86.9%	69.7%	50%
Decisions within 75 Days of Filing	1,162	97.8%	90.9%	80%
Decisions within 150 Days of Filing	1,162	99.1%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,344	94.8%	82.4%	none
Wage Transfers Made within 14 Days	5,344	100.0%	96.9%	none
Billing Made within 45 Days	200	100.0%	96.9%	none
Reimbursements Made within 45 Days	70	85.7%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	502,498	94.7%	62.6%	none
Payments Made within 14 Days	502,498	98.1%	93.1%	none
Payments Made within 21 Days	502,498	98.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	236	82.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	77	96.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	942,792	62.7%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,387,081	43.6%	56.7%	none

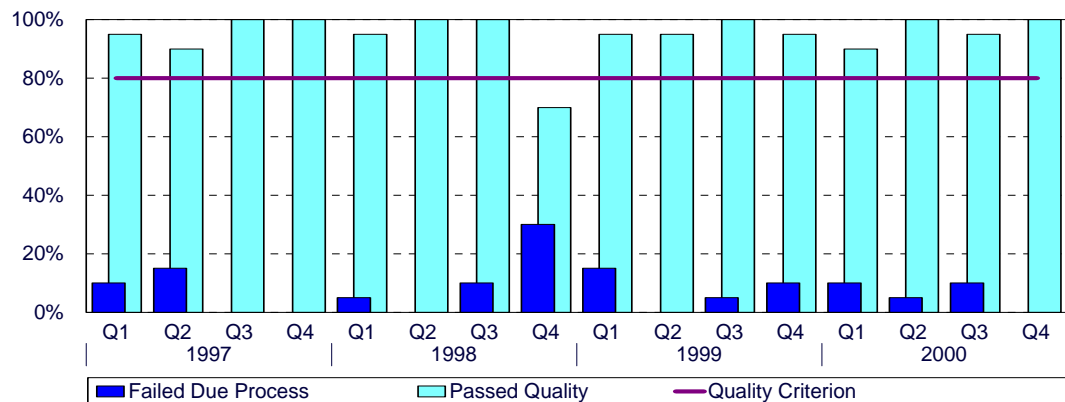
**UI PERFORMS ANNUAL REPORT CY 2000
OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.50	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.74	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$110,379,816	\$20.2 B	none
Sample Size	486	25,859	none
Proper Payment Rate	94.6% +/- 2.0	91.46%	none
Overpayment Rate	5.4% +/- 2.0	8.54%	none
Underpayment Rate	0.6% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



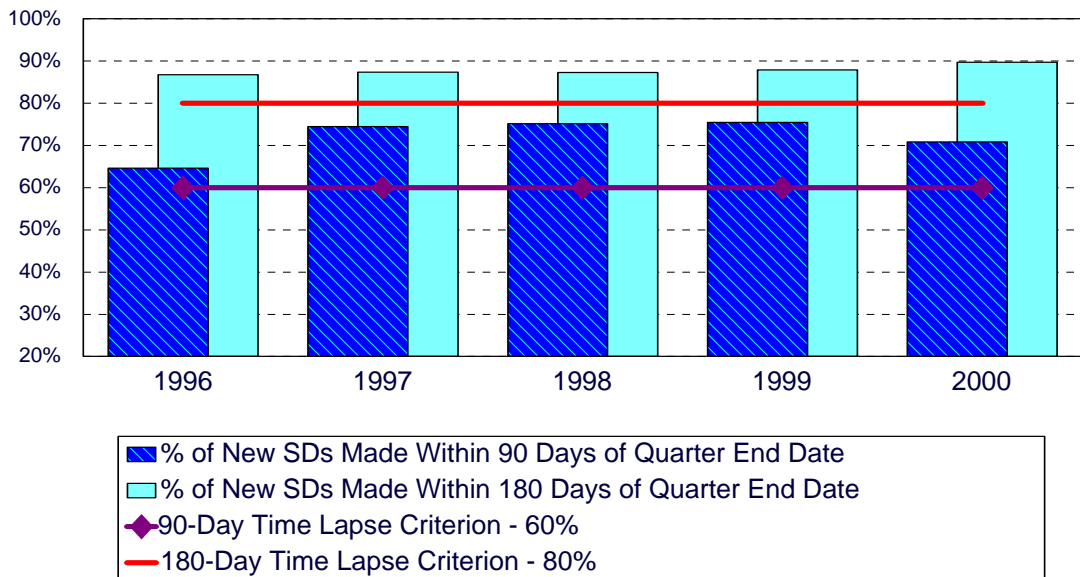
UI PERFORMS ANNUAL REPORT CY 2000
OKLAHOMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	70.8%	78.4%
Percentage Made Within 180 Days	89.7%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	50.6%	64.7%
Percentage Made Within 180 Days	78.0%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.7%	85.0%
Percentage Secured	97.3%	90.8%
Percentage Resolved	103.1%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.9%	79.7%
Percentage Secured	99.1%	84.9%
Percentage Resolved	101.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	83.1%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.8%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.8%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.1%
Accounts Receivable As A Percentage Of Tax Due	3.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
OKLAHOMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	2.5%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

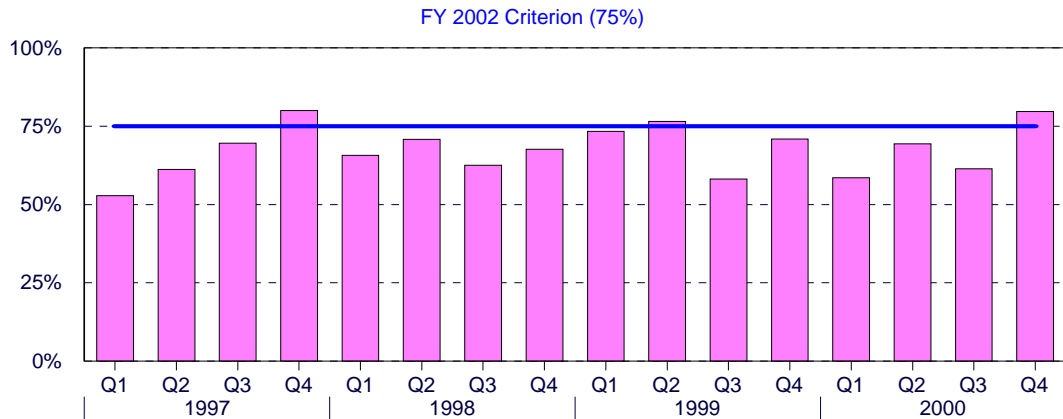
UI PERFORMS ANNUAL REPORT CY 2000
OREGON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	110,033	94.4%	90.3%	87%
Intrastate UI, full weeks - 35 Days	110,033	98.4%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	6,220	94.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	6,220	98.1%	93.6%	78%
All First Payments - 14/21 Days	139,777	94.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	139,777	98.4%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	53,869	67.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	53,381	80.9%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	53,869	71.9%	65.2%	none
Separation Issues within 21 Days	53,381	70.2%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,670	60.2%	69.0%	60%
Decisions within 45 Days of Filing	13,670	77.6%	85.8%	80%
Decisions within 90 Days of Filing	13,670	96.3%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,842	90.8%	69.7%	50%
Decisions within 75 Days of Filing	1,842	96.1%	90.9%	80%
Decisions within 150 Days of Filing	1,842	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,855	65.0%	82.4%	none
Wage Transfers Made within 14 Days	12,855	100.0%	96.9%	none
Billing Made within 45 Days	202	100.0%	96.9%	none
Reimbursements Made within 45 Days	190	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,759,458	95.2%	62.6%	none
Payments Made within 14 Days	1,759,458	98.1%	93.1%	none
Payments Made within 21 Days	1,759,458	98.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	378	68.7%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	79	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,773,042	65.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	4,666,239	42.5%	56.7%	none

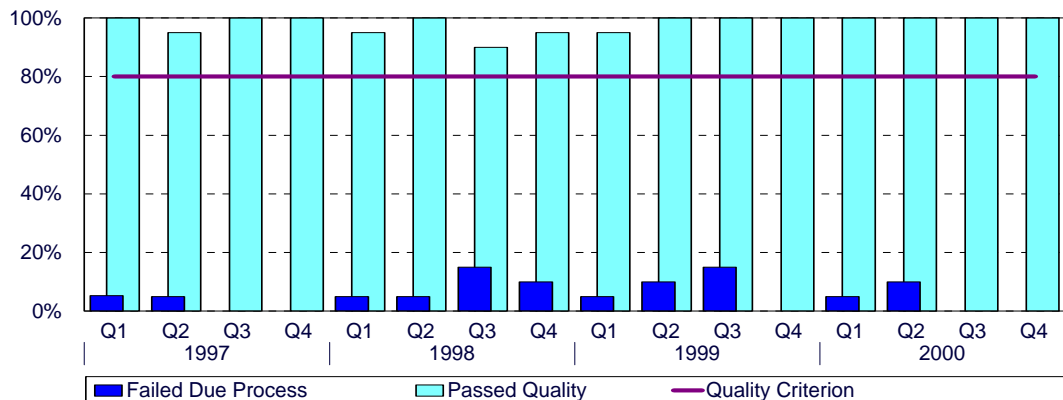
UI PERFORMS ANNUAL REPORT CY 2000
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.23	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.77	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$385,303,791	\$20.2 B	none
Sample Size	495	25,859	none
Proper Payment Rate	94.6% +/- 1.9	91.46%	none
Overpayment Rate	5.4% +/- 1.9	8.54%	none
Underpayment Rate	0.6% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



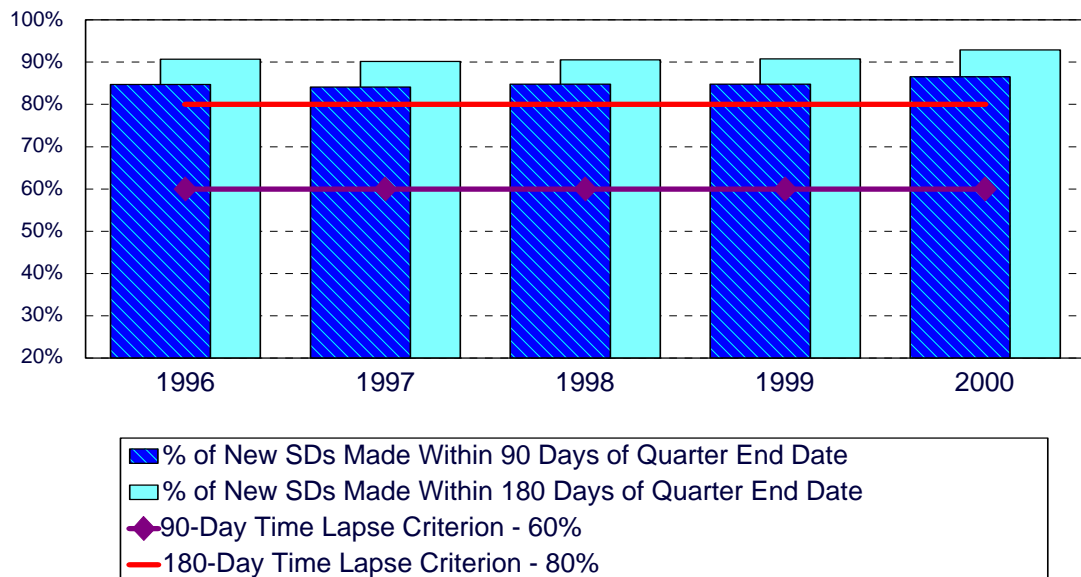
UI PERFORMS ANNUAL REPORT CY 2000
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.5%	78.4%
Percentage Made Within 180 Days	92.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	88.4%	64.7%
Percentage Made Within 180 Days	94.3%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.1%	85.0%
Percentage Secured	94.5%	90.8%
Percentage Resolved	98.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.4%	79.7%
Percentage Secured	92.0%	84.9%
Percentage Resolved	94.8%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.3%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.5%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.8%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.6%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.0%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	1.4%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



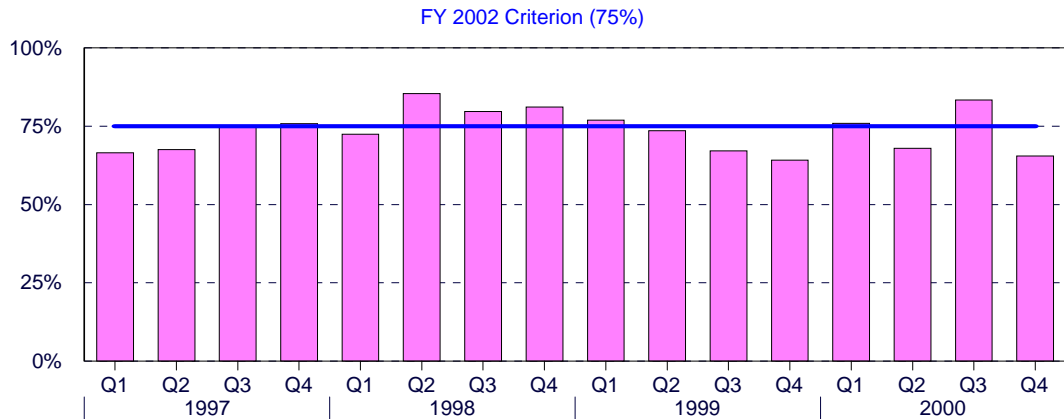
UI PERFORMS ANNUAL REPORT CY 2000
PENNSYLVANIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	329,855	89.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	329,855	97.3%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	7,864	81.8%	80.5%	70%
Interstate UI, full weeks - 35 Days	7,864	95.1%	93.6%	78%
All First Payments - 14/21 Days	401,460	88.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	401,460	97.3%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	263,853	31.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	129,061	54.7%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	261,619	57.1%	65.2%	none
Separation Issues within 21 Days	125,519	94.4%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	40,535	73.3%	69.0%	60%
Decisions within 45 Days of Filing	40,535	91.0%	85.8%	80%
Decisions within 90 Days of Filing	40,535	99.2%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,688	63.0%	69.7%	50%
Decisions within 75 Days of Filing	6,688	85.5%	90.9%	80%
Decisions within 150 Days of Filing	6,688	98.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,220	78.4%	82.4%	none
Wage Transfers Made within 14 Days	15,220	91.1%	96.9%	none
Billing Made within 45 Days	198	85.4%	96.9%	none
Reimbursements Made within 45 Days	198	93.4%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	5,715,413	47.5%	62.6%	none
Payments Made within 14 Days	5,715,413	96.2%	93.1%	none
Payments Made within 21 Days	5,715,413	98.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	362	74.0%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	155	98.1%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,137,483	55.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	16,358,524	47.6%	56.7%	none

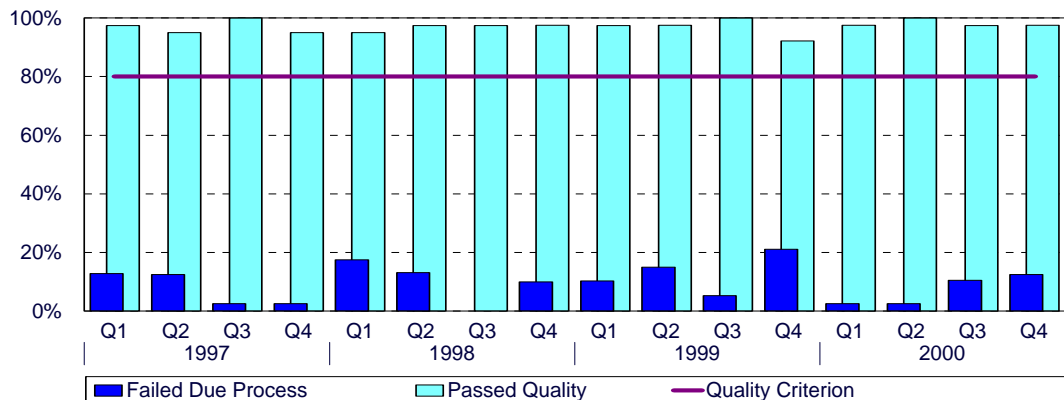
UI PERFORMS ANNUAL REPORT CY 2000
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.09	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.07	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,510,900,167	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	93.8% +/- 2.0	91.46%	none
Overpayment Rate	6.2% +/- 2.0	8.54%	none
Underpayment Rate	0.9% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



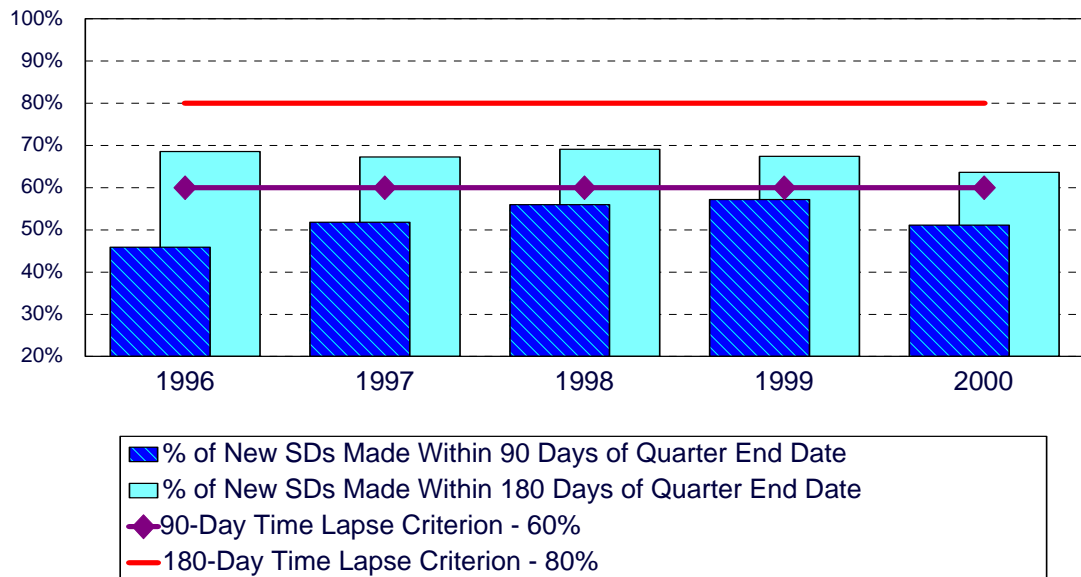
UI PERFORMS ANNUAL REPORT CY 2000
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	51.1%	78.4%
Percentage Made Within 180 Days	63.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	37.3%	64.7%
Percentage Made Within 180 Days	51.9%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.1%	85.0%
Percentage Secured	95.7%	90.8%
Percentage Resolved	99.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.8%	79.7%
Percentage Secured	95.6%	84.9%
Percentage Resolved	98.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.5%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.4%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.0%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	31.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	12.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	8.5%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	0.8%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
PUERTO RICO

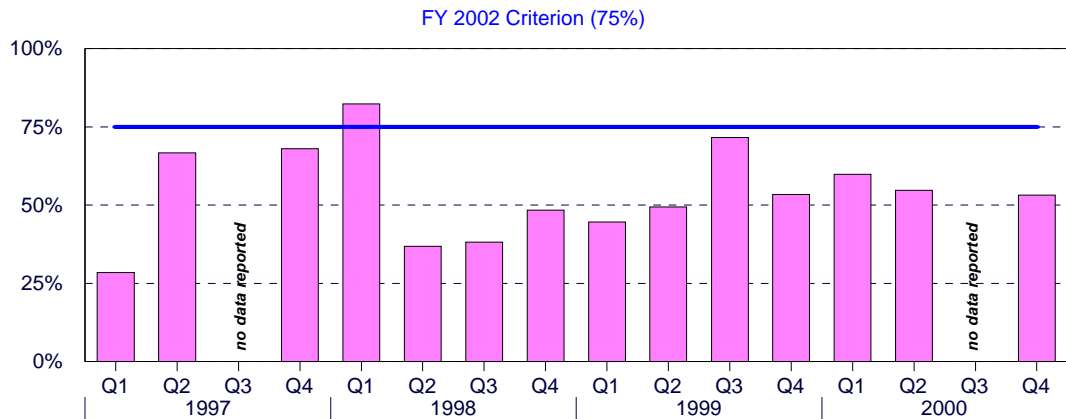
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	152,587	89.5%	90.3%	87%
Intrastate UI, full weeks - 35 Days	152,587	99.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,978	47.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,978	86.9%	93.6%	78%
All First Payments - 14/21 Days	183,023	85.0%	89.6%	90% (FY '02)
All First Payments - 35 Days	183,023	98.2%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	29,817	61.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	28,330	69.6%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	21,549	55.9%	65.2%	none
Separation Issues within 21 Days	10,818	86.4%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,204	5.1%	69.0%	60%
Decisions within 45 Days of Filing	5,204	12.4%	85.8%	80%
Decisions within 90 Days of Filing	5,204	52.6%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	806	65.8%	69.7%	50%
Decisions within 75 Days of Filing	806	85.7%	90.9%	80%
Decisions within 150 Days of Filing	806	98.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	*	*	82.4%	none
Wage Transfers Made within 14 Days	*	*	96.9%	none
Billing Made within 45 Days	*	*	96.9%	none
Reimbursements Made within 45 Days	*	*	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,193,564	37.5%	62.6%	none
Payments Made within 14 Days	1,193,564	81.1%	93.1%	none
Payments Made within 21 Days	1,193,564	91.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	273	56.2%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	74	94.9%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	*	*	54.1%	none
Nonfraud Overpayment Recovery Rate	*	*	56.7%	none

* State did not report data as of 5/14/2001.

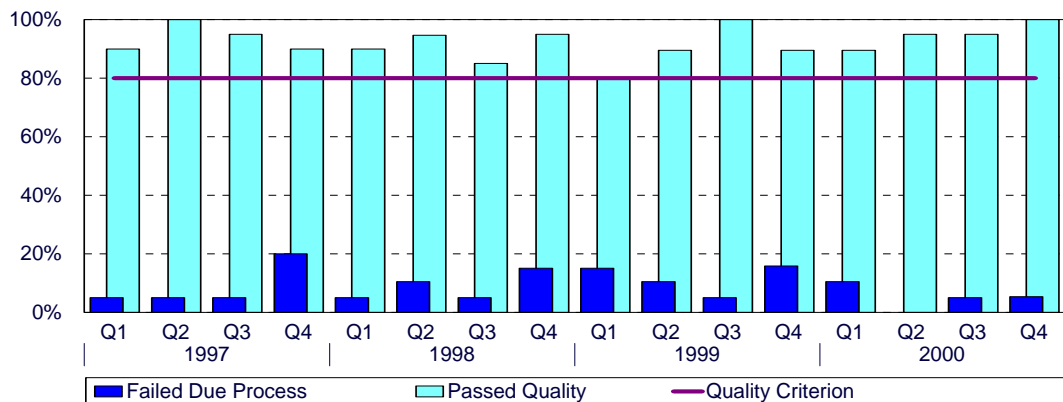
UI PERFORMS ANNUAL REPORT CY 2000
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	*	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	*	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$222,213,139	\$20.2 B	none
Sample Size	477	25,859	none
Proper Payment Rate	91.5% +/- 2.4	91.46%	none
Overpayment Rate	8.5% +/- 2.4	8.54%	none
Underpayment Rate	1.5% +/- 0.9	0.85%	none
Footnotes:	#5 (87.9%)	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



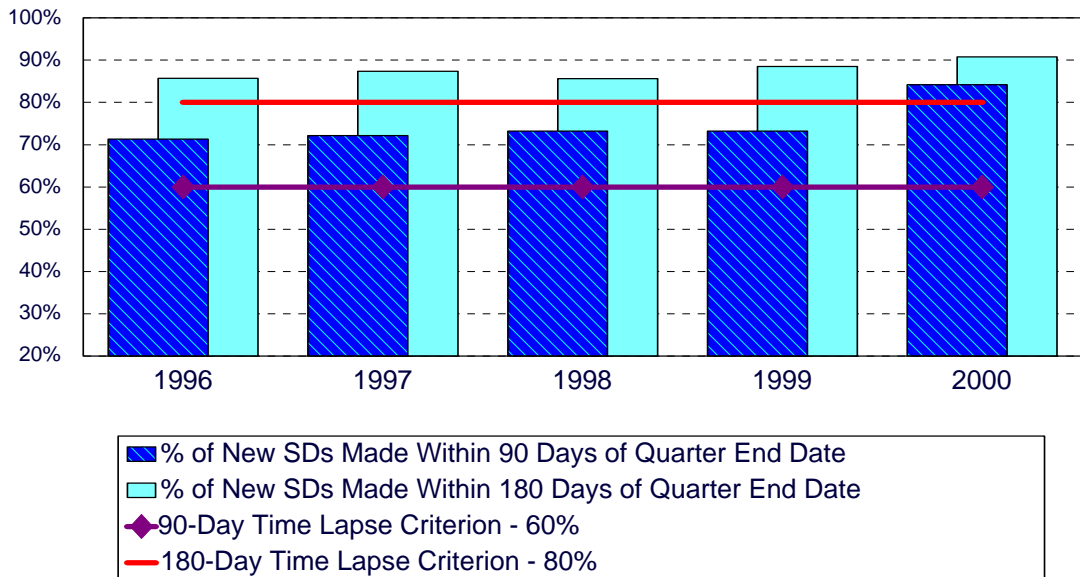
UI PERFORMS ANNUAL REPORT CY 2000
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	84.2%	78.4%
Percentage Made Within 180 Days	90.8%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	83.0% Pass
Accuracy In Postings?	*	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	85.1%	64.7%
Percentage Made Within 180 Days	92.6%	78.3%
Accuracy In Determinations?	*	66.0% Pass
Accuracy In Postings?	*	57.5% Pass
Inactivations:		
Accuracy In Determinations?	*	69.6% Pass
Accuracy In Postings?	*	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	107.3%	85.0%
Percentage Secured	114.0%	90.8%
Percentage Resolved	119.8%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	68.0%	79.7%
Percentage Secured	80.7%	84.9%
Percentage Resolved	90.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	*	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.6%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	7.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	101.5%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	117.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	21.8%	1.1%
Accounts Receivable As A Percentage Of Tax Due	54.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	*	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	*	1.7%
Annualized Percentage Of Total Wages Audited	*	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	*	95.7% Pass
Accuracy In Contributory Employer Billing?	*	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	*	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report computed measures as of 5/14/2001 or acceptance sample results as of 6/1/2001.

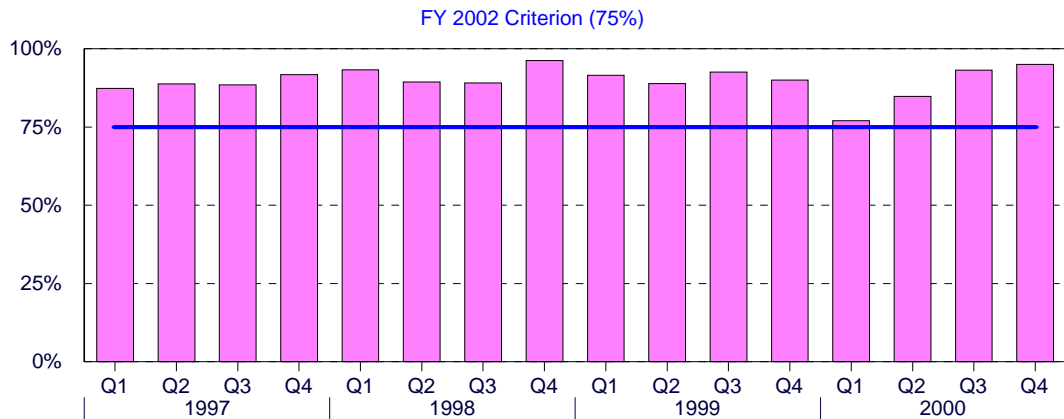
UI PERFORMS ANNUAL REPORT CY 2000
RHODE ISLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	31,212	87.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	31,212	96.2%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	992	74.3%	80.5%	70%
Interstate UI, full weeks - 35 Days	992	93.4%	93.6%	78%
All First Payments - 14/21 Days	35,300	86.3%	89.6%	90% (FY '02)
All First Payments - 35 Days	35,300	96.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,943	71.9%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	17,102	70.7%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,943	62.1%	65.2%	none
Separation Issues within 21 Days	17,102	81.9%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,871	94.3%	69.0%	60%
Decisions within 45 Days of Filing	3,871	97.5%	85.8%	80%
Decisions within 90 Days of Filing	3,871	100.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	669	84.8%	69.7%	50%
Decisions within 75 Days of Filing	669	96.6%	90.9%	80%
Decisions within 150 Days of Filing	669	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,510	68.2%	82.4%	none
Wage Transfers Made within 14 Days	7,510	83.7%	96.9%	none
Billing Made within 45 Days	120	100.0%	96.9%	none
Reimbursements Made within 45 Days	133	99.2%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	485,735	93.3%	62.6%	none
Payments Made within 14 Days	485,735	96.2%	93.1%	none
Payments Made within 21 Days	485,735	97.5%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	88.0%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	79	98.8%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,224,147	80.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,440,413	47.4%	56.7%	none

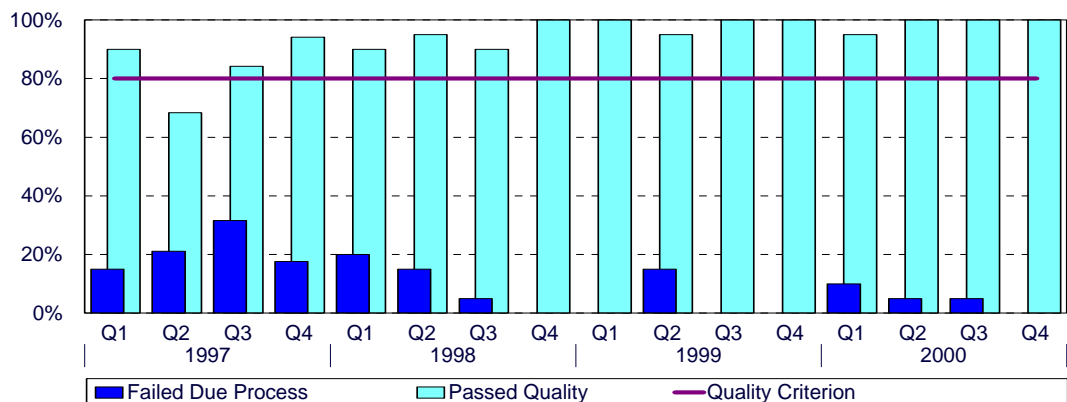
UI PERFORMS ANNUAL REPORT CY 2000
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.62	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.83	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$130,108,850	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	94.1% +/- 2.3	91.46%	none
Overpayment Rate	5.9% +/- 2.3	8.54%	none
Underpayment Rate	0.5% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



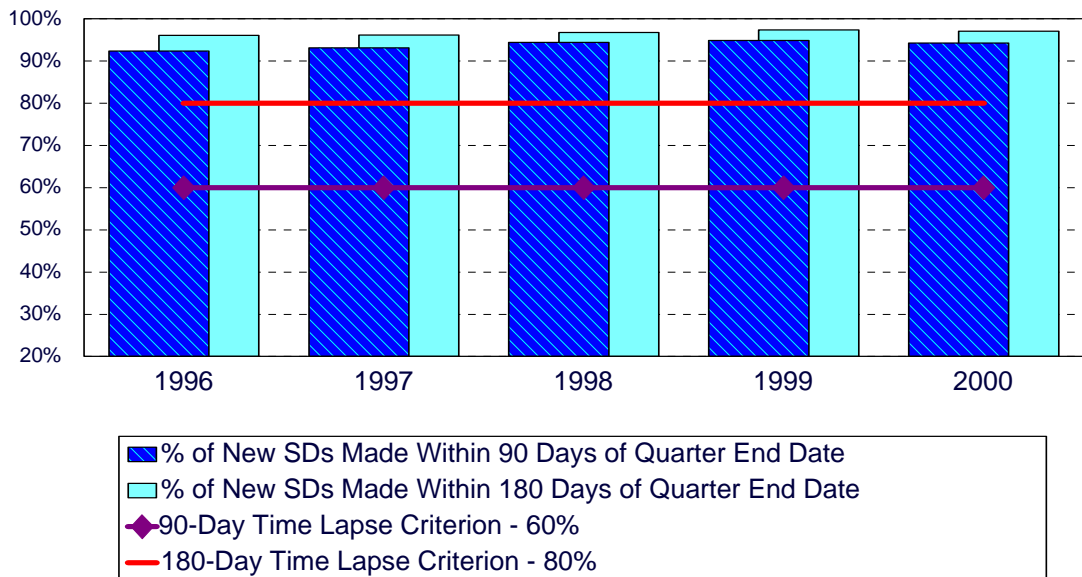
UI PERFORMS ANNUAL REPORT CY 2000
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	94.3%	78.4%
Percentage Made Within 180 Days	97.1%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.9%	64.7%
Percentage Made Within 180 Days	89.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.2%	85.0%
Percentage Secured	95.8%	90.8%
Percentage Resolved	97.9%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.7%	79.7%
Percentage Secured	98.3%	84.9%
Percentage Resolved	98.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	75.3%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.2%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	26.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	1.8%	1.7%
Annualized Percentage Of Total Wages Audited	1.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



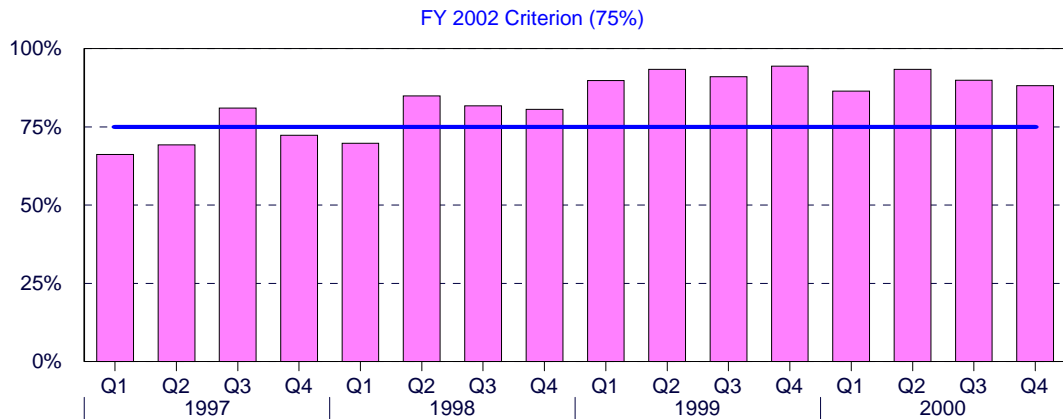
UI PERFORMS ANNUAL REPORT CY 2000
SOUTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	73,355	93.2%	90.3%	87%
Intrastate UI, full weeks - 35 Days	73,355	98.3%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,879	91.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,879	97.3%	93.6%	78%
All First Payments - 14/21 Days	93,131	92.7%	89.6%	90% (FY '02)
All First Payments - 35 Days	93,131	98.4%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	12,515	81.4%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	36,807	88.7%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	12,479	85.7%	65.2%	none
Separation Issues within 21 Days	36,655	99.4%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,811	100.0%	69.0%	60%
Decisions within 45 Days of Filing	8,811	100.0%	85.8%	80%
Decisions within 90 Days of Filing	8,811	100.0%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,038	86.1%	69.7%	50%
Decisions within 75 Days of Filing	1,038	98.4%	90.9%	80%
Decisions within 150 Days of Filing	1,038	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,568	96.4%	82.4%	none
Wage Transfers Made within 14 Days	9,568	98.0%	96.9%	none
Billing Made within 45 Days	191	76.4%	96.9%	none
Reimbursements Made within 45 Days	196	98.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,050,815	92.8%	62.6%	none
Payments Made within 14 Days	1,050,815	98.2%	93.1%	none
Payments Made within 21 Days	1,050,815	99.1%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	235	89.5%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	86	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,082,641	55.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	3,309,084	75.5%	56.7%	none

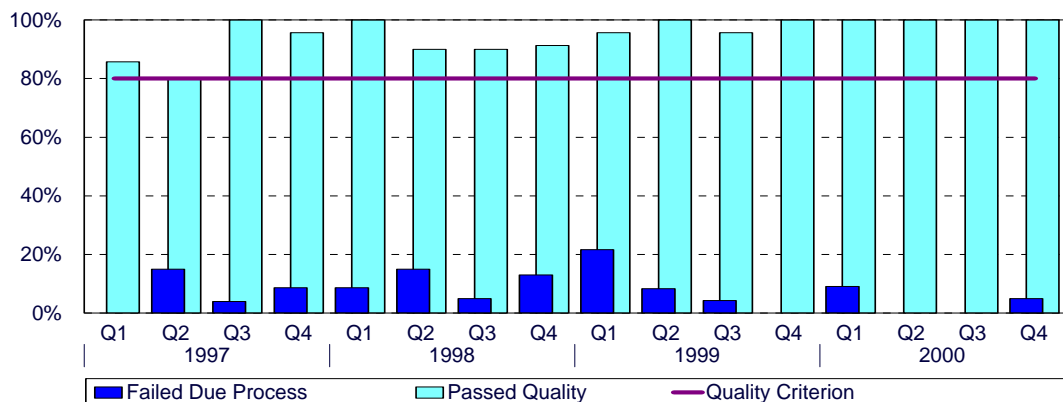
UI PERFORMS ANNUAL REPORT CY 2000
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.58	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.54	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$202,168,520	\$20.2 B	none
Sample Size	530	25,859	none
Proper Payment Rate	91.7% +/- 2.3	91.46%	none
Overpayment Rate	8.3% +/- 2.3	8.54%	none
Underpayment Rate	0.3% +/- 0.2	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000
SOUTH CAROLINA

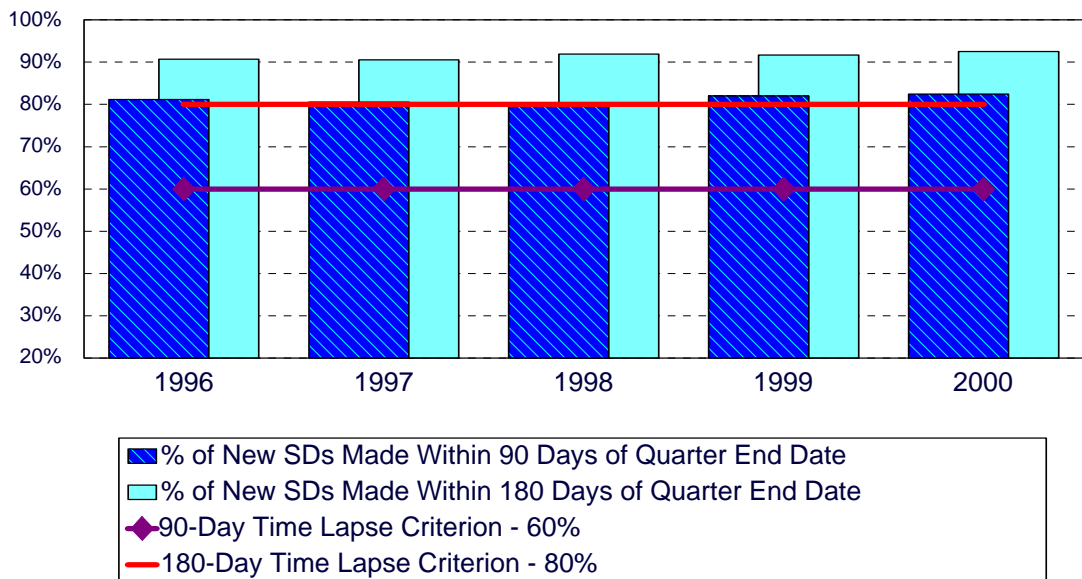
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	82.4%	78.4%
Percentage Made Within 180 Days	92.5%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	84.9%	64.7%
Percentage Made Within 180 Days	95.0%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.9%	85.0%
Percentage Secured	93.9%	90.8%
Percentage Resolved	97.4%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.0%	79.7%
Percentage Secured	96.4%	84.9%
Percentage Resolved	97.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.3%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.4%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	93.7%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.9%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	1.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	52.4% Pass

* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.2%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.6%	1.7%
Annualized Percentage Of Total Wages Audited	1.2%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



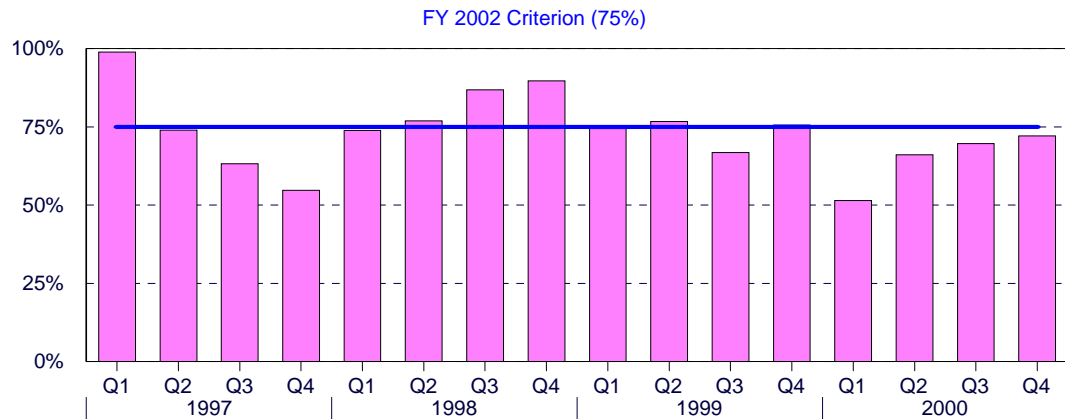
UI PERFORMS ANNUAL REPORT CY 2000
SOUTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	6,444	87.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	6,444	98.0%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	275	78.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	275	96.0%	93.6%	78%
All First Payments - 14/21 Days	8,282	87.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	8,282	98.1%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	5,231	62.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	4,465	48.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	5,231	98.5%	65.2%	none
Separation Issues within 21 Days	4,465	99.8%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	886	84.0%	69.0%	60%
Decisions within 45 Days of Filing	886	96.0%	85.8%	80%
Decisions within 90 Days of Filing	886	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	72	98.6%	69.7%	50%
Decisions within 75 Days of Filing	72	100.0%	90.9%	80%
Decisions within 150 Days of Filing	72	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,760	98.2%	82.4%	none
Wage Transfers Made within 14 Days	1,760	99.7%	96.9%	none
Billing Made within 45 Days	137	100.0%	96.9%	none
Reimbursements Made within 45 Days	153	99.3%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	77,990	87.3%	62.6%	none
Payments Made within 14 Days	77,990	96.5%	93.1%	none
Payments Made within 21 Days	77,990	98.4%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	64.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	154,345	71.5%	54.1%	none
Nonfraud Overpayment Recovery Rate	181,838	82.6%	56.7%	none

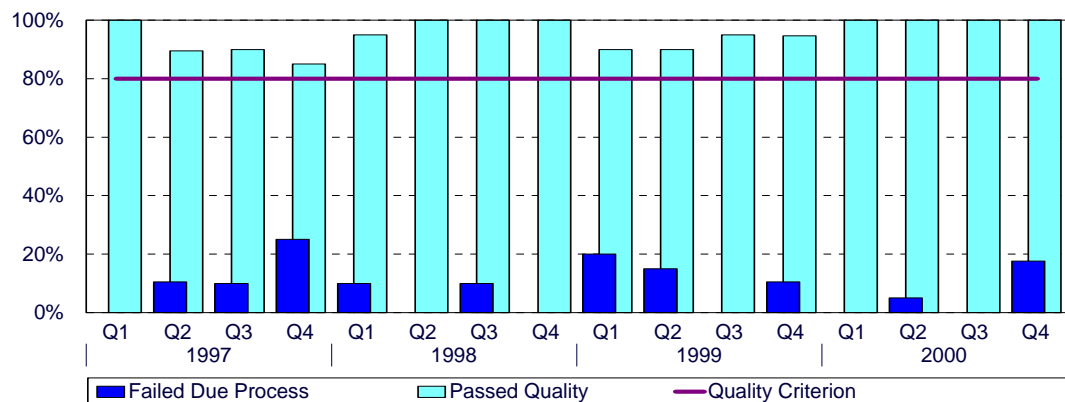
UI PERFORMS ANNUAL REPORT CY 2000
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.72	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.10	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$15,177,835	\$20.2 B	none
Sample Size	360	25,859	none
Proper Payment Rate	93.5% +/- 2.7	91.46%	none
Overpayment Rate	6.5% +/- 2.7	8.54%	none
Underpayment Rate	0.5% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



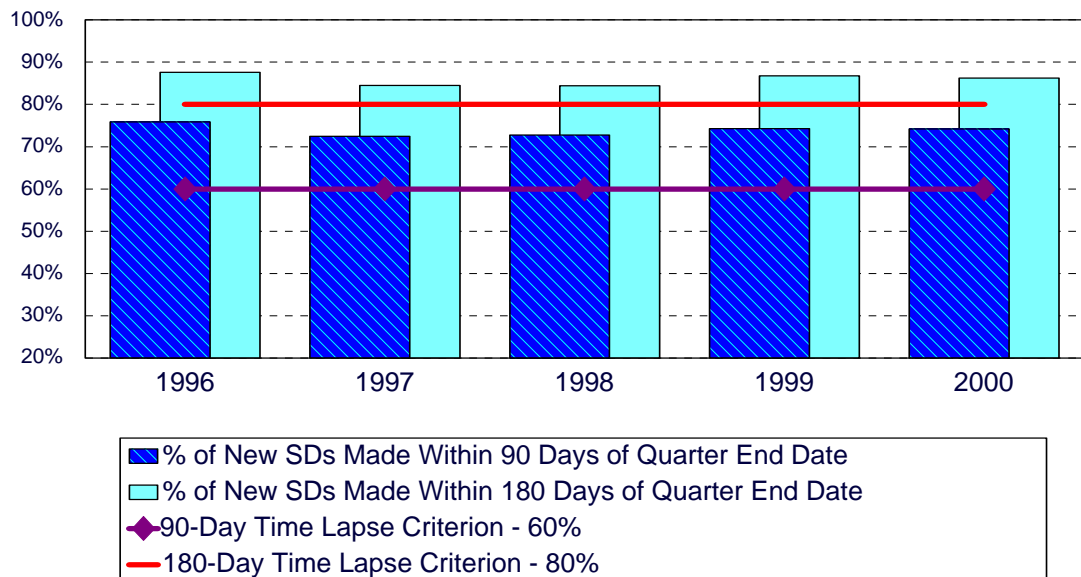
UI PERFORMS ANNUAL REPORT CY 2000
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	74.2%	78.4%
Percentage Made Within 180 Days	86.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.4%	64.7%
Percentage Made Within 180 Days	89.3%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.2%	85.0%
Percentage Secured	99.3%	90.8%
Percentage Resolved	101.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.2%	79.7%
Percentage Secured	99.8%	84.9%
Percentage Resolved	100.3%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	99.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.7%
Annualized Percentage Of Total Wages Audited	2.1%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	*	86.1% Pass
Accuracy In Credits/Refunds?	*	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

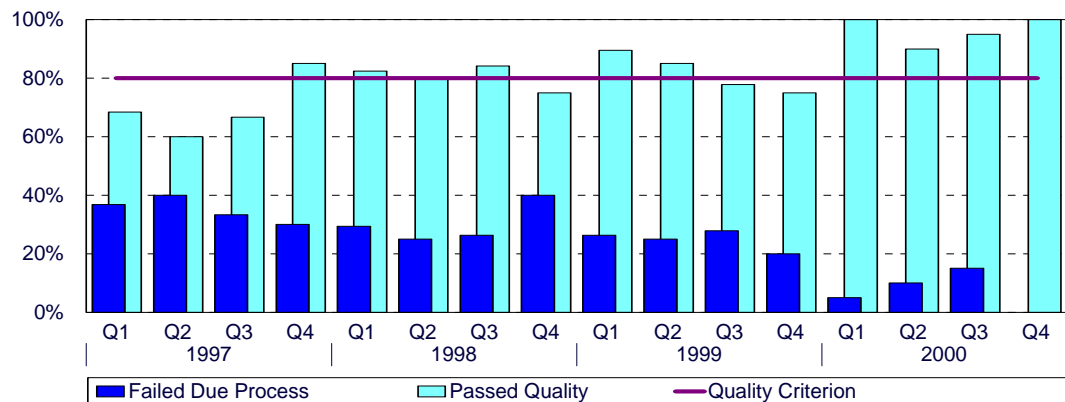
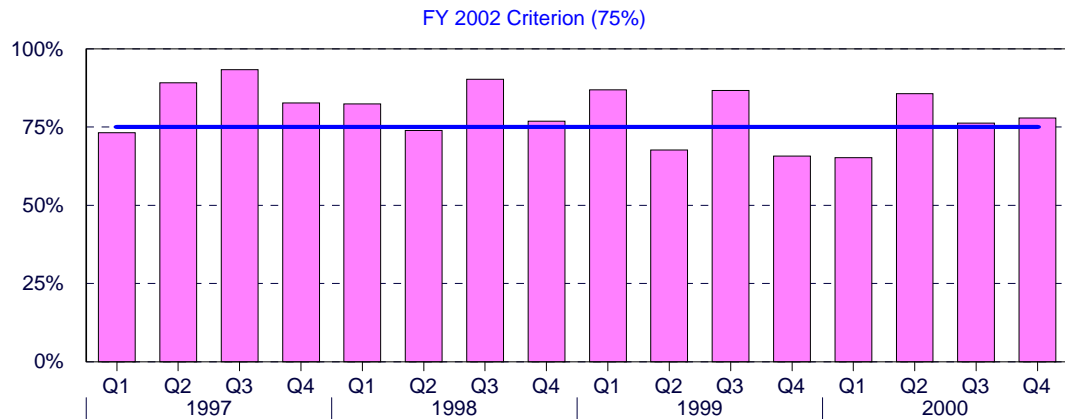
UI PERFORMS ANNUAL REPORT CY 2000
TENNESSEE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	138,669	95.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	138,669	98.6%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	4,057	77.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	4,057	94.5%	93.6%	78%
All First Payments - 14/21 Days	166,422	94.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	166,422	98.6%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,732	71.4%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	57,309	86.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,732	89.7%	65.2%	none
Separation Issues within 21 Days	57,309	99.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,547	66.6%	69.0%	60%
Decisions within 45 Days of Filing	14,547	88.1%	85.8%	80%
Decisions within 90 Days of Filing	14,547	97.6%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,635	86.9%	69.7%	50%
Decisions within 75 Days of Filing	2,635	94.3%	90.9%	80%
Decisions within 150 Days of Filing	2,635	99.4%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,324	100.0%	82.4%	none
Wage Transfers Made within 14 Days	14,324	100.0%	96.9%	none
Billing Made within 45 Days	193	97.9%	96.9%	none
Reimbursements Made within 45 Days	197	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,868,932	90.8%	62.6%	none
Payments Made within 14 Days	1,868,932	95.9%	93.1%	none
Payments Made within 21 Days	1,868,932	96.8%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	227	76.3%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	77	96.3%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,151,687	66.0%	54.1%	none
Nonfraud Overpayment Recovery Rate	2,674,991	58.3%	56.7%	none

**UI PERFORMS ANNUAL REPORT CY 2000
TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.20	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.28	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$358,382,371	\$20.2 B	none
Sample Size	481	25,859	none
Proper Payment Rate	93.7% +/- 2.2	91.46%	none
Overpayment Rate	6.3% +/- 2.2	8.54%	none
Underpayment Rate	0.6% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



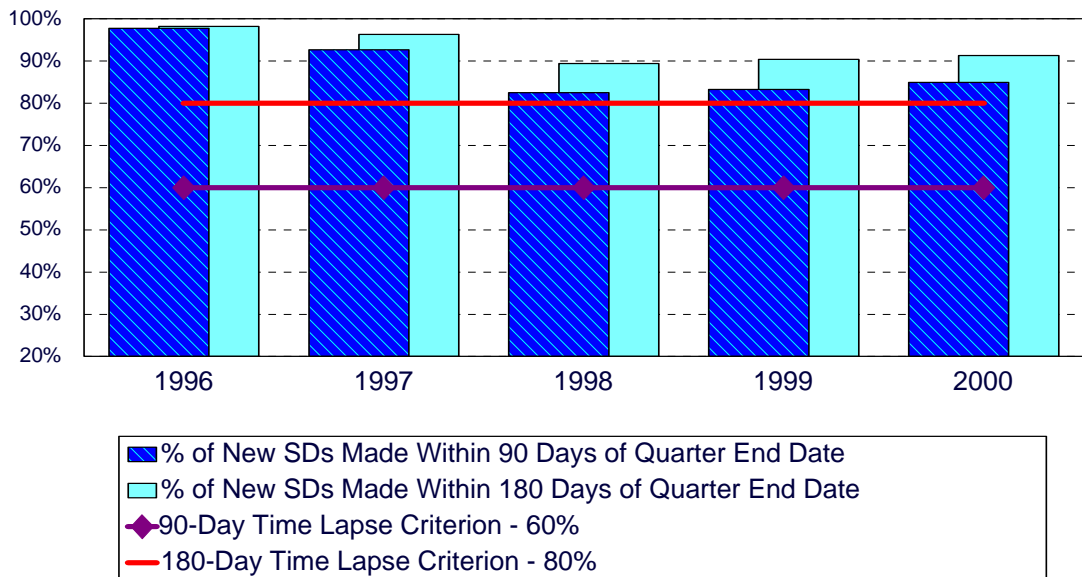
UI PERFORMS ANNUAL REPORT CY 2000
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.0%	78.4%
Percentage Made Within 180 Days	91.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.8%	64.7%
Percentage Made Within 180 Days	89.7%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.0%	85.0%
Percentage Secured	97.1%	90.8%
Percentage Resolved	103.9%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.0%	79.7%
Percentage Secured	97.4%	84.9%
Percentage Resolved	99.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.0%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.7%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.5%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.1%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.7%
Annualized Percentage Of Total Wages Audited	1.3%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000

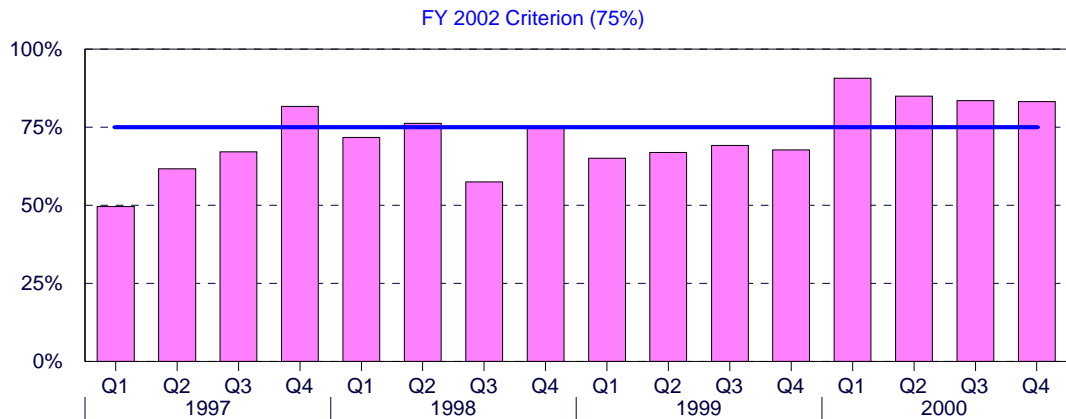
TEXAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	293,332	89.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	293,332	97.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	6,832	89.3%	80.5%	70%
Interstate UI, full weeks - 35 Days	6,832	97.2%	93.6%	78%
All First Payments - 14/21 Days	329,505	88.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	329,505	97.6%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	177,963	66.7%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	261,082	62.5%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	177,963	76.6%	65.2%	none
Separation Issues within 21 Days	261,082	97.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	68,163	59.5%	69.0%	60%
Decisions within 45 Days of Filing	68,163	76.2%	85.8%	80%
Decisions within 90 Days of Filing	68,163	89.7%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	11,000	80.2%	69.7%	50%
Decisions within 75 Days of Filing	11,000	96.2%	90.9%	80%
Decisions within 150 Days of Filing	11,000	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,271	91.9%	82.4%	none
Wage Transfers Made within 14 Days	16,271	98.4%	96.9%	none
Billing Made within 45 Days	206	100.0%	96.9%	none
Reimbursements Made within 45 Days	188	94.1%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,473,881	42.9%	62.6%	none
Payments Made within 14 Days	4,473,881	89.1%	93.1%	none
Payments Made within 21 Days	4,473,881	91.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	385	85.5%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	143	93.5%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	6,487,761	44.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	28,290,762	50.9%	56.7%	none

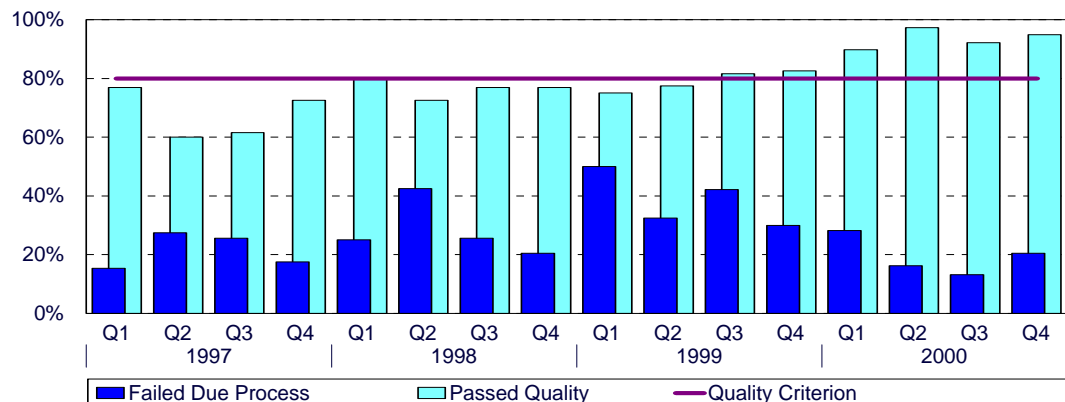
UI PERFORMS ANNUAL REPORT CY 2000
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.04	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.93	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$943,396,156	\$20.2 B	none
Sample Size	487	25,859	none
Proper Payment Rate	82.6% +/- 3.4	91.46%	none
Overpayment Rate	17.4% +/- 3.4	8.54%	none
Underpayment Rate	0.5% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



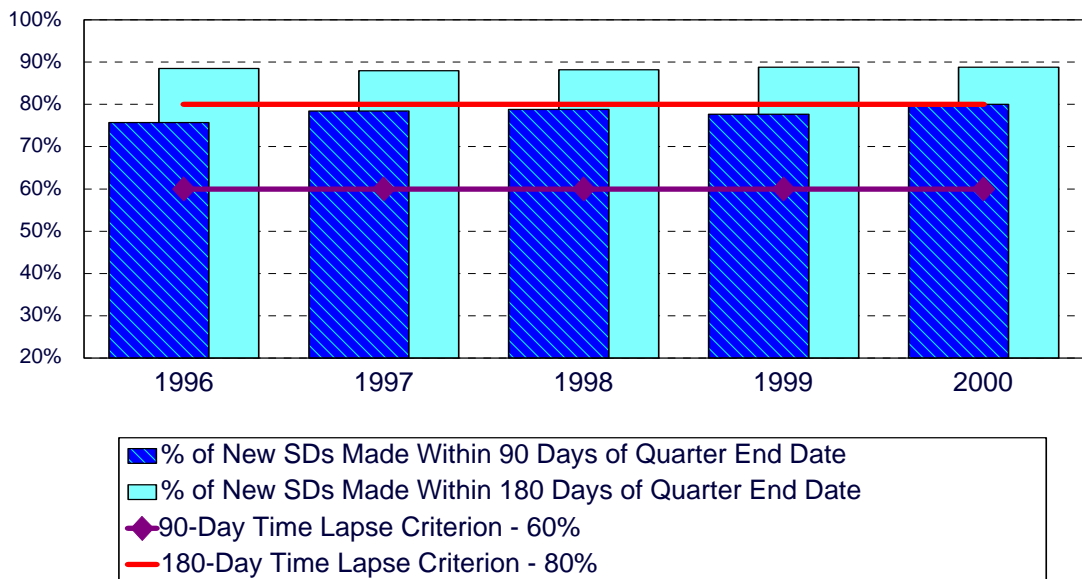
UI PERFORMS ANNUAL REPORT CY 2000
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	80.0%	78.4%
Percentage Made Within 180 Days	88.8%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.7%	64.7%
Percentage Made Within 180 Days	90.2%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.6%	85.0%
Percentage Secured	99.8%	90.8%
Percentage Resolved	102.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.4%	79.7%
Percentage Secured	100.3%	84.9%
Percentage Resolved	101.7%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	77.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.1%
Accounts Receivable As A Percentage Of Tax Due	2.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.2%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	0.9%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000

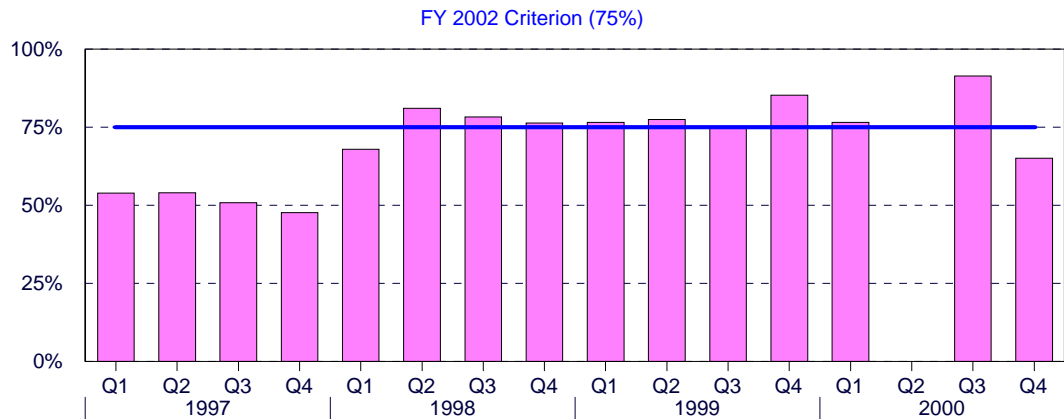
UTAH

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	34,002	98.0%	90.3%	87%
Intrastate UI, full weeks - 35 Days	34,002	99.8%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,354	95.1%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,354	99.2%	93.6%	78%
All First Payments - 14/21 Days	39,398	97.8%	89.6%	90% (FY '02)
All First Payments - 35 Days	39,398	99.8%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	20,710	69.8%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	25,961	87.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	20,697	92.9%	65.2%	none
Separation Issues within 21 Days	25,940	96.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	6,425	59.1%	69.0%	60%
Decisions within 45 Days of Filing	6,425	89.9%	85.8%	80%
Decisions within 90 Days of Filing	6,425	99.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	620	45.5%	69.7%	50%
Decisions within 75 Days of Filing	620	88.9%	90.9%	80%
Decisions within 150 Days of Filing	620	99.4%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,536	57.3%	82.4%	none
Wage Transfers Made within 14 Days	3,536	98.9%	96.9%	none
Billing Made within 45 Days	191	100.0%	96.9%	none
Reimbursements Made within 45 Days	188	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	480,157	97.7%	62.6%	none
Payments Made within 14 Days	480,157	99.6%	93.1%	none
Payments Made within 21 Days	480,157	99.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	235	78.9%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	70	90.9%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,798,413	23.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	931,131	93.8%	56.7%	none

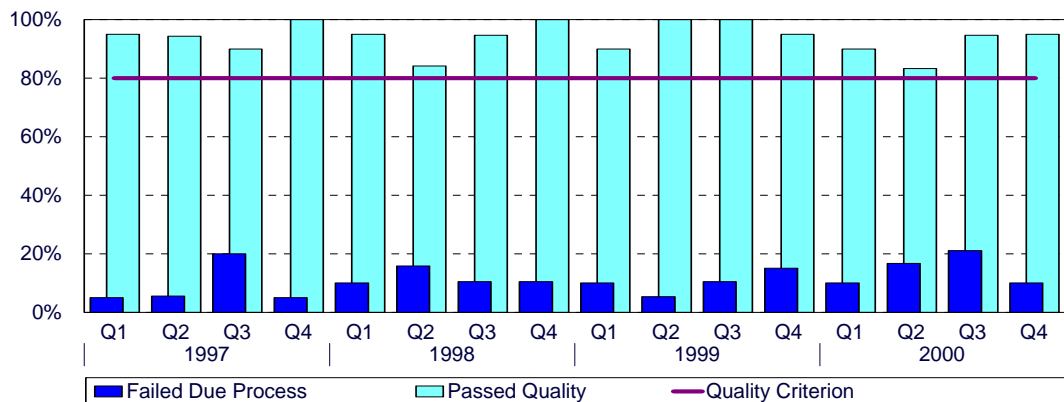
UI PERFORMS ANNUAL REPORT CY 2000
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	4.28	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.73	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$109,099,279	\$20.2 B	none
Sample Size	360	25,859	none
Proper Payment Rate	87.3% +/- 3.2	91.46%	none
Overpayment Rate	12.7% +/- 3.2	8.54%	none
Underpayment Rate	1.1% +/- 0.4	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2000

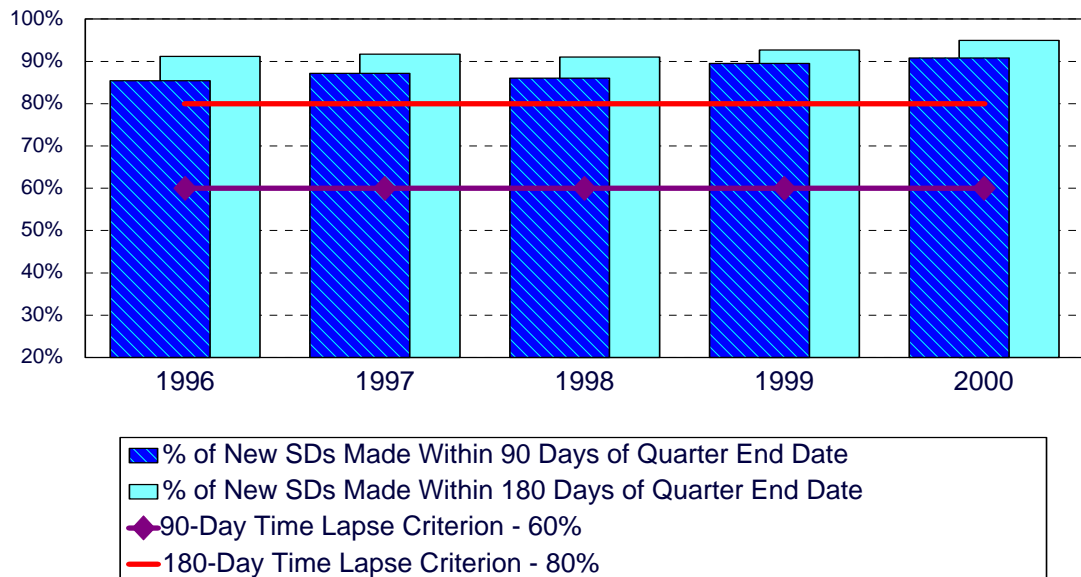
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	90.8%	78.4%
Percentage Made Within 180 Days	94.9%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	84.8%	64.7%
Percentage Made Within 180 Days	91.3%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.3%	85.0%
Percentage Secured	96.1%	90.8%
Percentage Resolved	98.7%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	85.1%	79.7%
Percentage Secured	97.0%	84.9%
Percentage Resolved	99.5%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	65.7%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	34.3%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.2%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	84.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.0%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.1%
Accounts Receivable As A Percentage Of Tax Due	1.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	1.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



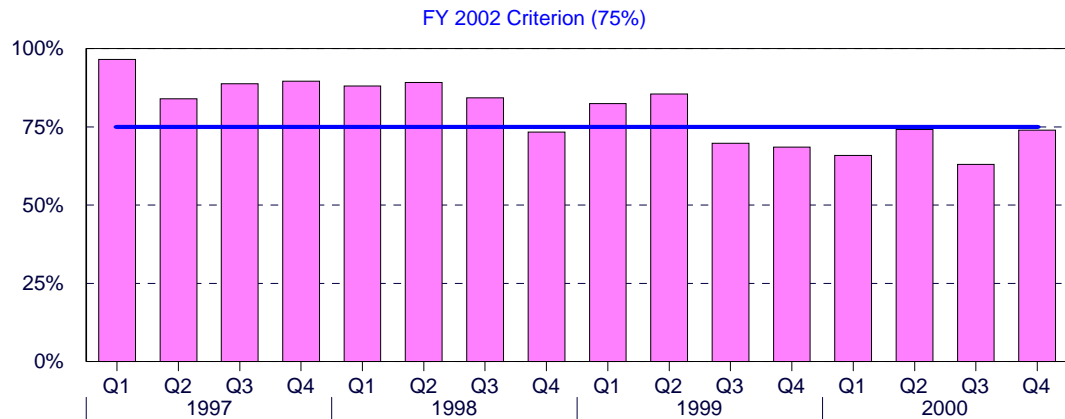
UI PERFORMS ANNUAL REPORT CY 2000
VERMONT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	13,845	92.3%	90.3%	87%
Intrastate UI, full weeks - 35 Days	13,845	97.9%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	1,299	90.2%	80.5%	70%
Interstate UI, full weeks - 35 Days	1,299	97.2%	93.6%	78%
All First Payments - 14/21 Days	17,423	91.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	17,423	97.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	6,560	63.1%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	6,630	56.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	6,481	39.2%	65.2%	none
Separation Issues within 21 Days	6,492	71.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,380	72.8%	69.0%	60%
Decisions within 45 Days of Filing	1,380	93.3%	85.8%	80%
Decisions within 90 Days of Filing	1,380	98.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	149	70.5%	69.7%	50%
Decisions within 75 Days of Filing	149	100.0%	90.9%	80%
Decisions within 150 Days of Filing	149	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,022	61.8%	82.4%	none
Wage Transfers Made within 14 Days	2,022	86.7%	96.9%	none
Billing Made within 45 Days	156	100.0%	96.9%	none
Reimbursements Made within 45 Days	139	87.1%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	221,078	94.3%	62.6%	none
Payments Made within 14 Days	221,078	97.5%	93.1%	none
Payments Made within 21 Days	221,078	98.6%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	224	69.1%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	100.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	399,878	55.6%	54.1%	none
Nonfraud Overpayment Recovery Rate	793,721	66.6%	56.7%	none

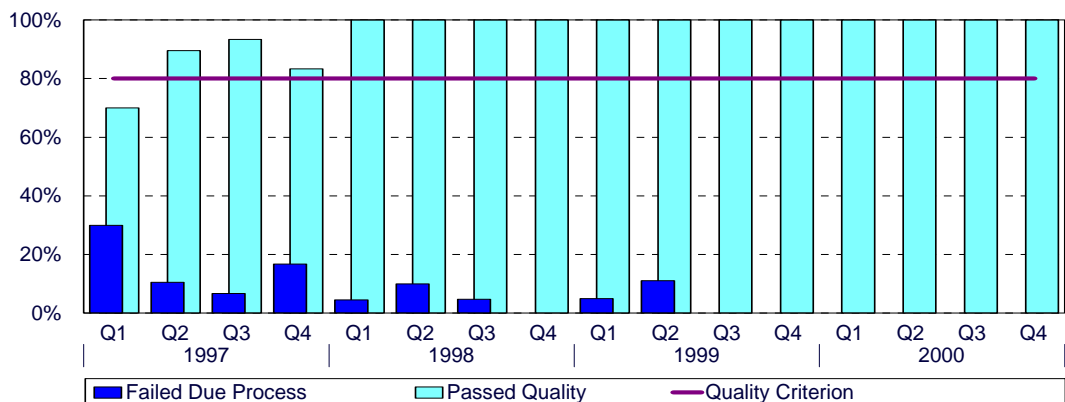
UI PERFORMS ANNUAL REPORT CY 2000
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.66	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.46	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$39,934,860	\$20.2 B	none
Sample Size	344	25,859	none
Proper Payment Rate	91.0% +/- 3.2	91.46%	none
Overpayment Rate	9.0% +/- 3.2	8.54%	none
Underpayment Rate	0.7% +/- 0.3	0.85%	none
Footnotes:	#5 (81.9%) #6 (4.2%)	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



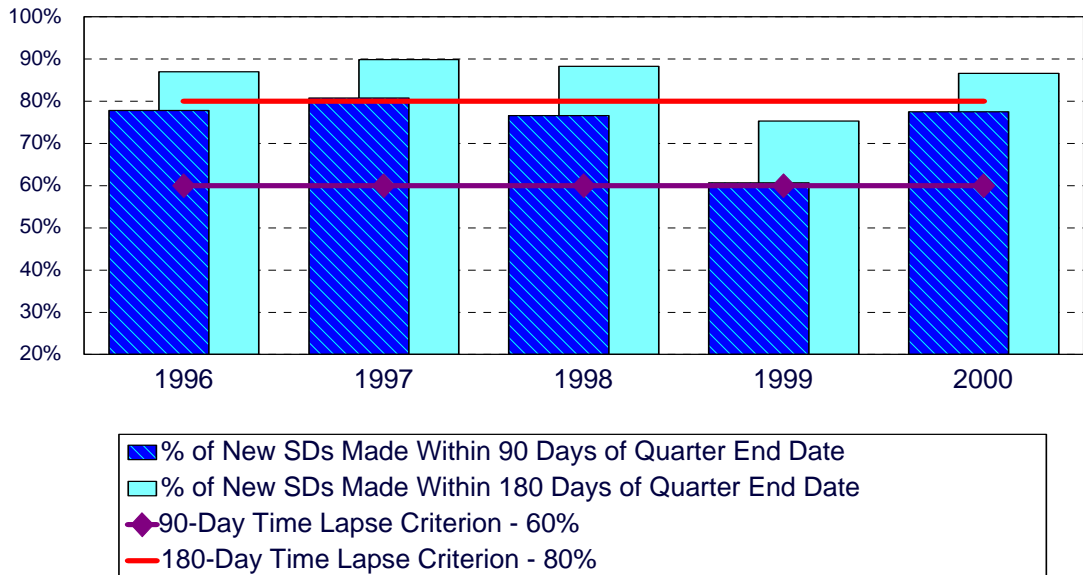
UI PERFORMS ANNUAL REPORT CY 2000
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	77.5%	78.4%
Percentage Made Within 180 Days	86.6%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	72.5%	64.7%
Percentage Made Within 180 Days	85.2%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.3%	85.0%
Percentage Secured	99.5%	90.8%
Percentage Resolved	102.4%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.9%	79.7%
Percentage Secured	100.0%	84.9%
Percentage Resolved	100.6%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.8%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.9%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.5%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	3.1%	1.7%
Annualized Percentage Of Total Wages Audited	2.0%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



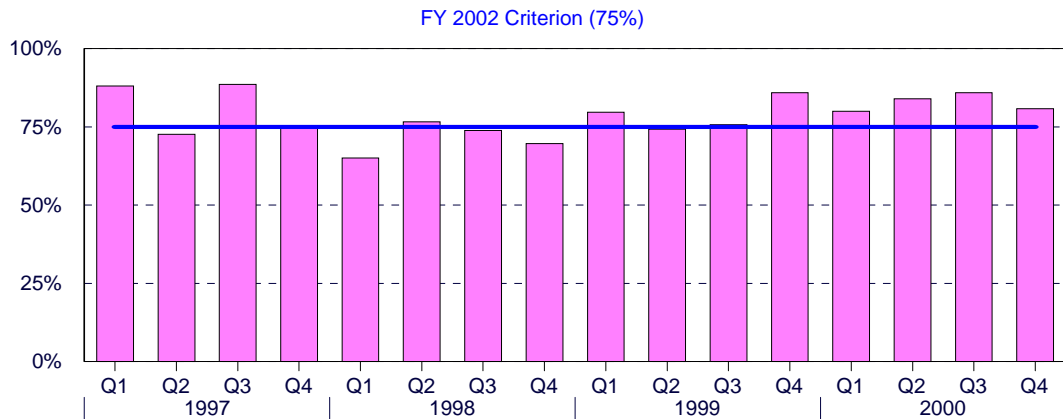
UI PERFORMS ANNUAL REPORT CY 2000
VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	81,500	94.9%	90.3%	87%
Intrastate UI, full weeks - 35 Days	81,500	98.7%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	5,066	80.9%	80.5%	70%
Interstate UI, full weeks - 35 Days	5,066	95.5%	93.6%	78%
All First Payments - 14/21 Days	98,569	93.5%	89.6%	90% (FY '02)
All First Payments - 35 Days	98,569	98.4%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	21,142	91.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	49,874	81.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	21,142	65.7%	65.2%	none
Separation Issues within 21 Days	49,874	67.7%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,978	81.7%	69.0%	60%
Decisions within 45 Days of Filing	9,978	94.6%	85.8%	80%
Decisions within 90 Days of Filing	9,978	99.6%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,596	71.2%	69.7%	50%
Decisions within 75 Days of Filing	1,596	93.9%	90.9%	80%
Decisions within 150 Days of Filing	1,596	97.1%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	19,628	99.4%	82.4%	none
Wage Transfers Made within 14 Days	19,628	99.8%	96.9%	none
Billing Made within 45 Days	194	100.0%	96.9%	none
Reimbursements Made within 45 Days	202	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	868,982	76.5%	62.6%	none
Payments Made within 14 Days	868,982	94.1%	93.1%	none
Payments Made within 21 Days	868,982	97.9%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	82.6%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	380,992	97.7%	54.1%	none
Nonfraud Overpayment Recovery Rate	3,493,383	68.0%	56.7%	none

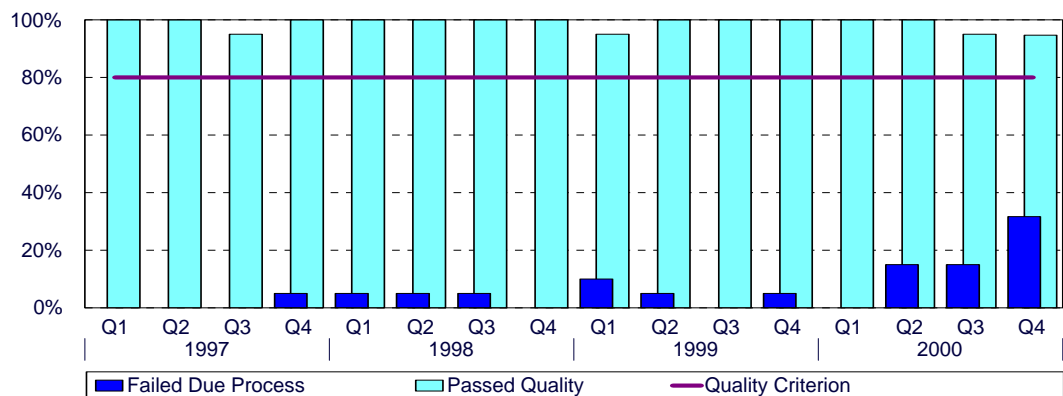
UI PERFORMS ANNUAL REPORT CY 2000
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	4.43	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.56	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$179,245,173	\$20.2 B	none
Sample Size	529	25,859	none
Proper Payment Rate	82.1% +/- 3.3	91.46%	none
Overpayment Rate	17.9% +/- 3.3	8.54%	none
Underpayment Rate	0.7% +/- 0.5	0.85%	none
Footnotes:	#5 (83.0%)	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



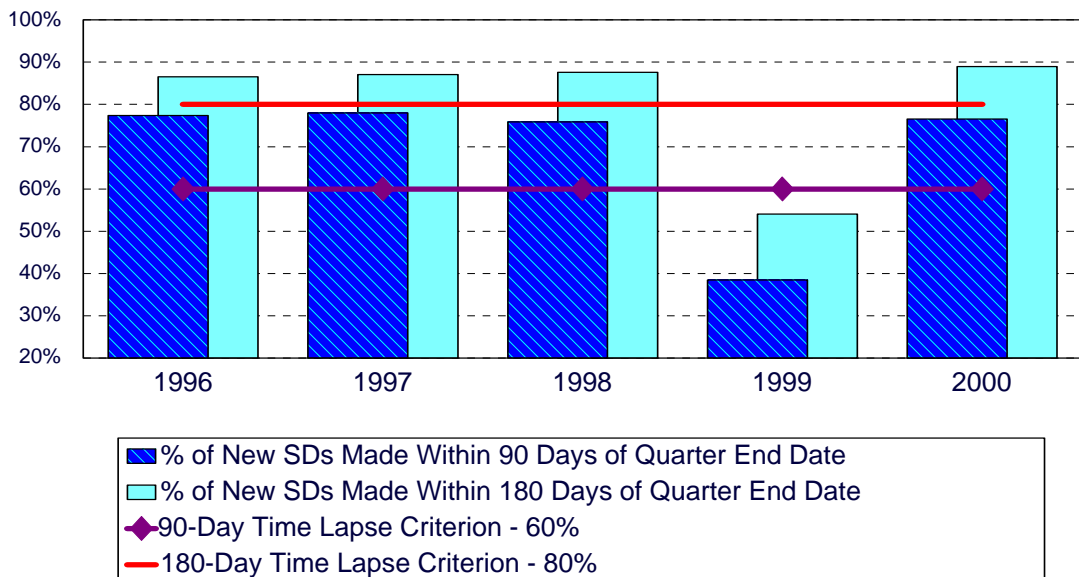
UI PERFORMS ANNUAL REPORT CY 2000
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	76.6%	78.4%
Percentage Made Within 180 Days	89.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	62.3%	64.7%
Percentage Made Within 180 Days	78.5%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.4%	85.0%
Percentage Secured	92.2%	90.8%
Percentage Resolved	100.1%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.9%	79.7%
Percentage Secured	97.5%	84.9%
Percentage Resolved	100.4%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	F	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.6%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.0%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.8%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	11.8%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	89.2%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	22.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	4.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.9%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	0.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	F	95.7% Pass
Accuracy In Contributory Employer Billing?	F	73.9% Pass
Accuracy In Reimbursing Employer Billings?	F	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2000
VIRGIN ISLANDS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	824	79.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	824	94.1%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	43	25.6%	80.5%	70%
Interstate UI, full weeks - 35 Days	43	62.8%	93.6%	78%
All First Payments - 14/21 Days	1,003	77.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	1,003	92.9%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	177	56.5%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	451	59.2%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	182	78.0%	65.2%	none
Separation Issues within 21 Days	387	77.3%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	85	49.4%	69.0%	60%
Decisions within 45 Days of Filing	85	67.1%	85.8%	80%
Decisions within 90 Days of Filing	85	91.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	69.7%	50%
Decisions within 75 Days of Filing	+	+	90.9%	80%
Decisions within 150 Days of Filing	+	+	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	252	57.9%	82.4%	none
Wage Transfers Made within 14 Days	252	100.0%	96.9%	none
Billing Made within 45 Days	0	--	96.9%	none
Reimbursements Made within 45 Days	61	100.0%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	12,365	41.1%	62.6%	none
Payments Made within 14 Days	12,365	81.6%	93.1%	none
Payments Made within 21 Days	12,365	92.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	*	*	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	5	55.6%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,374	24.2%	54.1%	none
Nonfraud Overpayment Recovery Rate	6,436	60.5%	56.7%	none

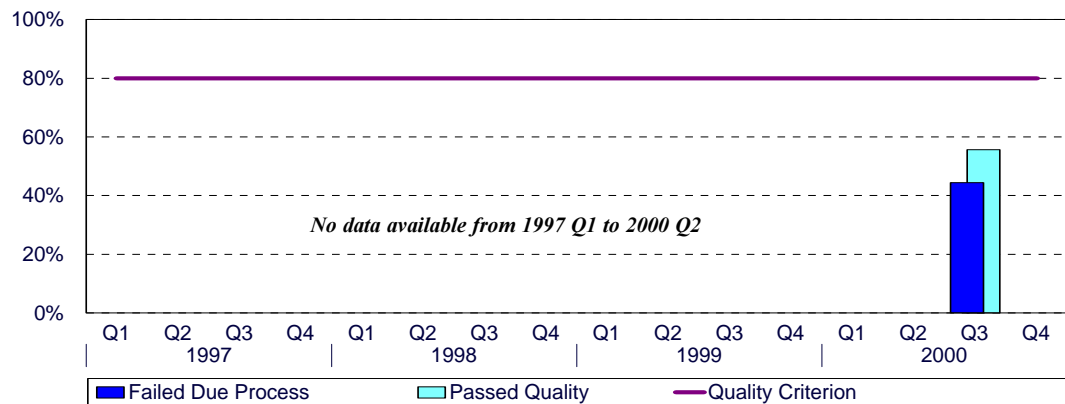
* State did not report data as of 5/14/2001.
+ Virgin Islands does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 2000
VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>Cash Management</i>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.11	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	5.33	2.02	≤ 1.75 (FY '02)
<i>Benefit Accuracy Measurement</i>			
Total Dollars Paid in Population	^	\$20.2 B	none
Sample Size	^	25,859	none
Proper Payment Rate	^	91.46%	none
Overpayment Rate	^	8.54%	none
Underpayment Rate	^	0.85%	none
Footnotes:	^	--	--

No Nonmonetary Quality Data Available

Lower Authority Appeals Quality



^ Virgin Islands does not operate a BAM program.

UI PERFORMS ANNUAL REPORT CY 2000
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	^	78.4%
Percentage Made Within 180 Days	^	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	^	83.0% Pass
Accuracy In Postings?	^	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	^	64.7%
Percentage Made Within 180 Days	^	78.3%
Accuracy In Determinations?	^	66.0% Pass
Accuracy In Postings?	^	57.5% Pass
Inactivations:		
Accuracy In Determinations?	^	69.6% Pass
Accuracy In Postings?	^	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	^	85.0%
Percentage Secured	^	90.8%
Percentage Resolved	^	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.7%
Percentage Secured	^	84.9%
Percentage Resolved	^	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	^	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	^	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.2%
Accounts Receivable As A Percentage Of Tax Due	^	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	^	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.1%
Accounts Receivable As A Percentage Of Tax Due	^	7.1%
Appropriate Actions Taken To Collect Tax Due?	^	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	^	83.3% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	^	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	^	1.7%
Annualized Percentage Of Total Wages Audited	^	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	^	56.5% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	^	95.7% Pass
Accuracy In Contributory Employer Billing?	^	73.9% Pass
Accuracy In Reimbursing Employer Billings?	^	86.1% Pass
Accuracy In Credits/Refunds?	^	77.3% Pass
Accuracy In Benefit Charging?	^	89.8% Pass
Accuracy In Experience Rating?	^	96.0% Pass

No Tax Performance System data available

^ Virgin Islands does not participate in the Tax Performance System.

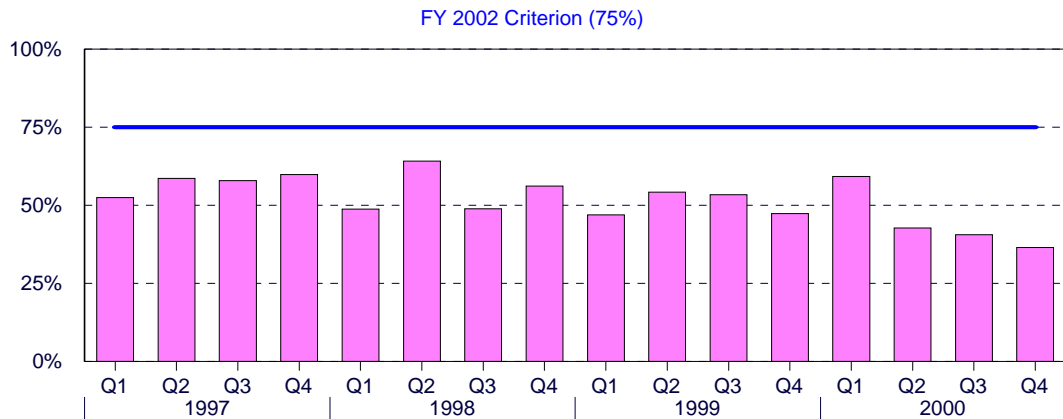
UI PERFORMS ANNUAL REPORT CY 2000
WASHINGTON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	173,551	89.6%	90.3%	87%
Intrastate UI, full weeks - 35 Days	173,551	96.5%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	9,246	85.5%	80.5%	70%
Interstate UI, full weeks - 35 Days	9,246	94.7%	93.6%	78%
All First Payments - 14/21 Days	209,183	89.6%	89.6%	90% (FY '02)
All First Payments - 35 Days	209,183	96.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	67,701	75.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	90,148	55.3%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	67,701	71.2%	65.2%	none
Separation Issues within 21 Days	90,148	94.5%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,359	67.4%	69.0%	60%
Decisions within 45 Days of Filing	24,359	86.0%	85.8%	80%
Decisions within 90 Days of Filing	24,359	95.9%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,229	98.4%	69.7%	50%
Decisions within 75 Days of Filing	3,229	99.7%	90.9%	80%
Decisions within 150 Days of Filing	3,229	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,735	90.7%	82.4%	none
Wage Transfers Made within 14 Days	12,735	98.9%	96.9%	none
Billing Made within 45 Days	206	100.0%	96.9%	none
Reimbursements Made within 45 Days	0	--	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,184,393	95.0%	62.6%	none
Payments Made within 14 Days	3,184,393	97.3%	93.1%	none
Payments Made within 21 Days	3,184,393	98.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	356	44.4%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	68	85.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	6,738,940	80.1%	54.1%	none
Nonfraud Overpayment Recovery Rate	18,393,656	57.9%	56.7%	none

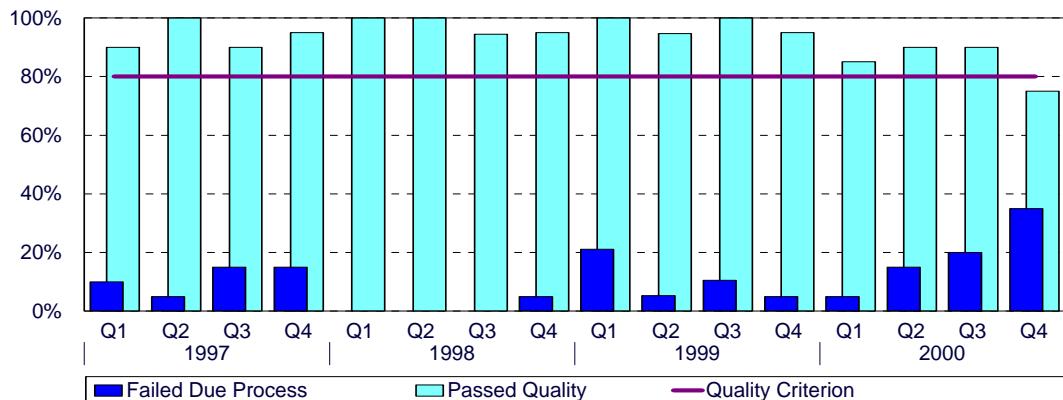
**UI PERFORMS ANNUAL REPORT CY 2000
WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.31	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.50	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$824,794,894	\$20.2 B	none
Sample Size	593	25,859	none
Proper Payment Rate	83.7% +/- 3.2	91.46%	none
Overpayment Rate	16.3% +/- 3.2	8.54%	none
Underpayment Rate	0.6% +/- 0.3	0.85%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



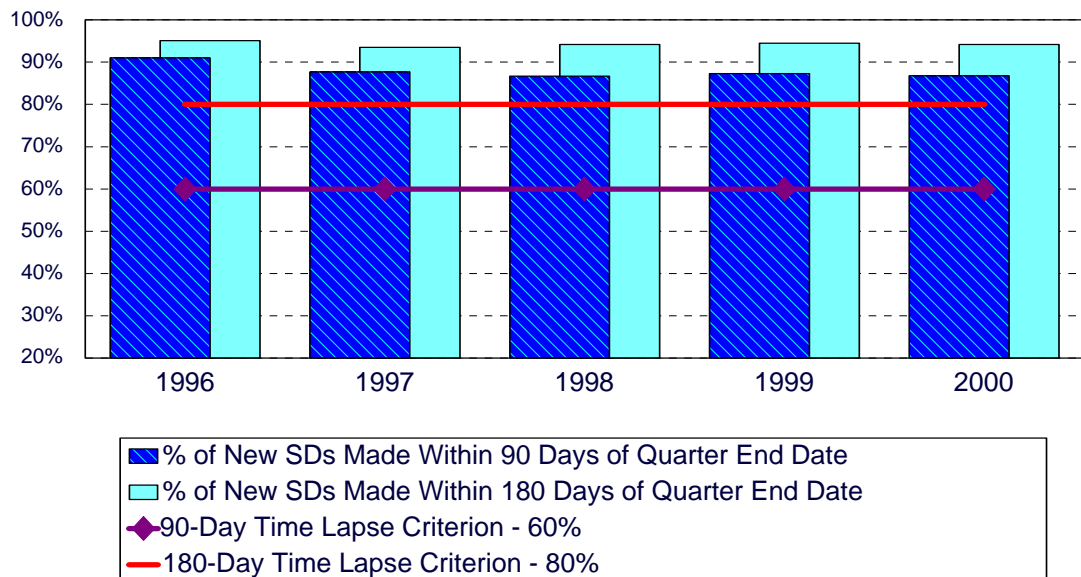
UI PERFORMS ANNUAL REPORT CY 2000
WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.8%	78.4%
Percentage Made Within 180 Days	94.2%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	93.3%	64.7%
Percentage Made Within 180 Days	97.1%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.6%	85.0%
Percentage Secured	94.9%	90.8%
Percentage Resolved	99.0%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	83.1%	79.7%
Percentage Secured	89.3%	84.9%
Percentage Resolved	90.8%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	99.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.1%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.4%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.8%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.3%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.7%
Annualized Percentage Of Total Wages Audited	2.2%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	F	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



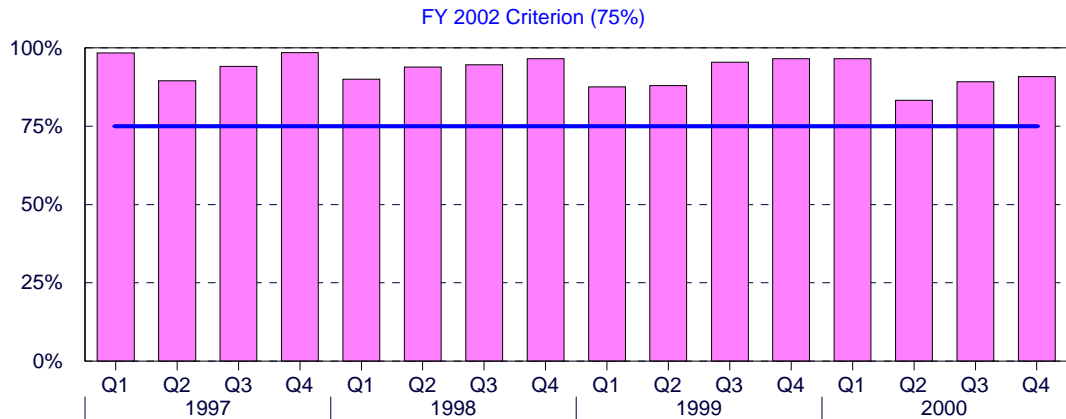
UI PERFORMS ANNUAL REPORT CY 2000
WEST VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	41,099	92.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	41,099	97.7%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	844	80.0%	80.5%	70%
Interstate UI, full weeks - 35 Days	844	95.7%	93.6%	78%
All First Payments - 14/21 Days	47,724	91.2%	89.6%	90% (FY '02)
All First Payments - 35 Days	47,724	97.8%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	10,712	94.6%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	15,888	98.4%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	10,712	83.9%	65.2%	none
Separation Issues within 21 Days	15,888	98.4%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,912	72.2%	69.0%	60%
Decisions within 45 Days of Filing	3,912	91.1%	85.8%	80%
Decisions within 90 Days of Filing	3,912	98.5%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	729	85.9%	69.7%	50%
Decisions within 75 Days of Filing	729	98.4%	90.9%	80%
Decisions within 150 Days of Filing	729	99.6%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,594	98.0%	82.4%	none
Wage Transfers Made within 14 Days	7,594	99.9%	96.9%	none
Billing Made within 45 Days	191	100.0%	96.9%	none
Reimbursements Made within 45 Days	163	97.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	576,203	50.5%	62.6%	none
Payments Made within 14 Days	576,203	94.5%	93.1%	none
Payments Made within 21 Days	576,203	98.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	234	90.0%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	75	94.9%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	451,705	62.4%	54.1%	none
Nonfraud Overpayment Recovery Rate	1,021,664	61.9%	56.7%	none

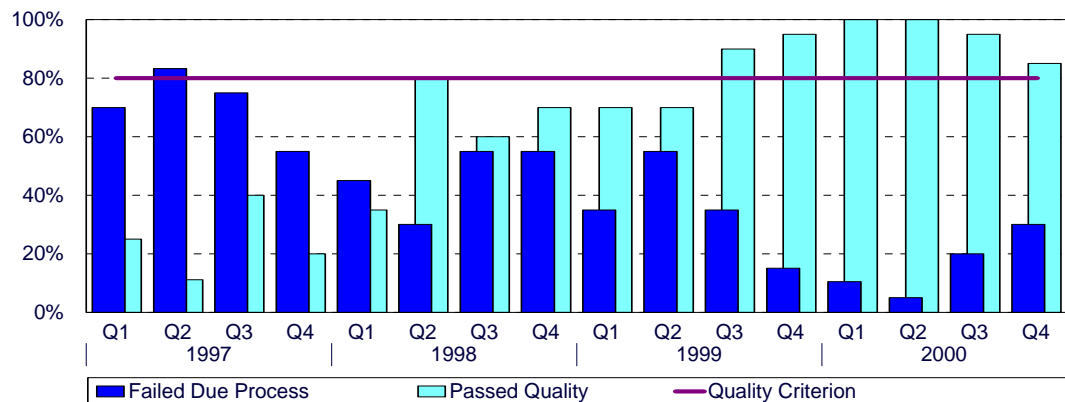
UI PERFORMS ANNUAL REPORT CY 2000
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.42	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.36	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$117,708,653	\$20.2 B	none
Sample Size	480	25,859	none
Proper Payment Rate	96.9% +/- 1.4	91.46%	none
Overpayment Rate	3.1% +/- 1.4	8.54%	none
Underpayment Rate	0.6% +/- 0.3	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



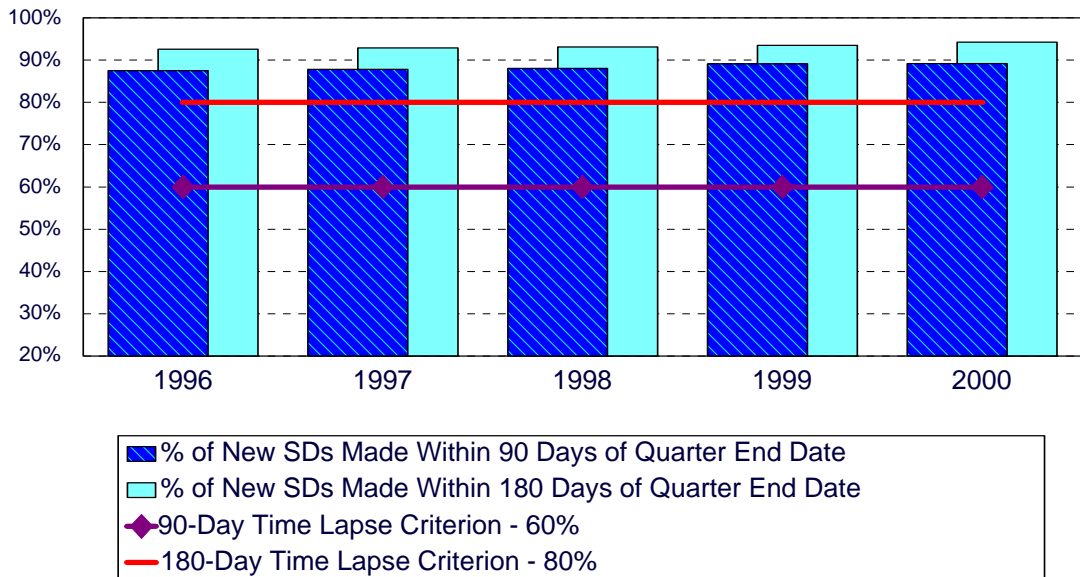
UI PERFORMS ANNUAL REPORT CY 2000
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	89.2%	78.4%
P Percentage Made Within 180 Days	94.3%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.7%	64.7%
Percentage Made Within 180 Days	81.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	86.3%	85.0%
Percentage Secured	97.6%	90.8%
Percentage Resolved	102.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.6%	79.7%
Percentage Secured	96.7%	84.9%
Percentage Resolved	98.2%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	90.3%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.9%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.7%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	84.3%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.9%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.1%	1.1%
Accounts Receivable As A Percentage Of Tax Due	8.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	4.3%	1.7%
Annualized Percentage Of Total Wages Audited	4.6%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



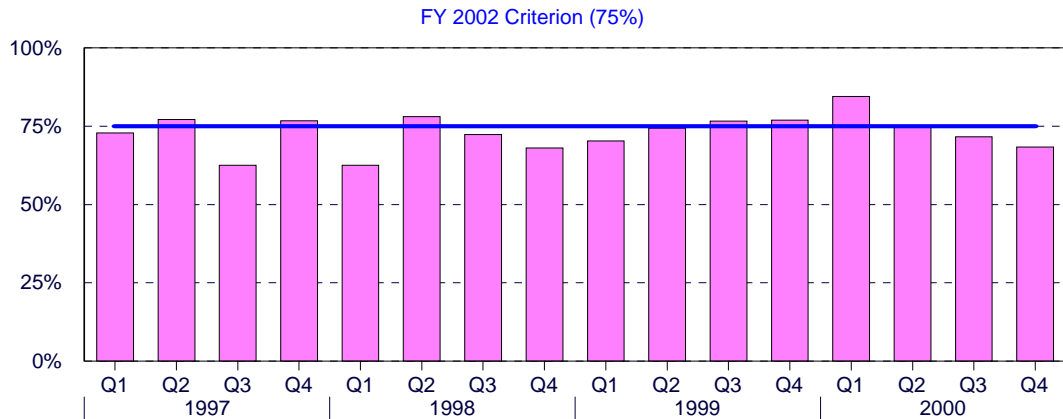
UI PERFORMS ANNUAL REPORT CY 2000
WISCONSIN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	171,739	95.1%	90.3%	87%
Intrastate UI, full weeks - 35 Days	171,739	98.1%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	3,800	91.7%	80.5%	70%
Interstate UI, full weeks - 35 Days	3,800	96.4%	93.6%	78%
All First Payments - 14/21 Days	229,484	94.9%	89.6%	90% (FY '02)
All First Payments - 35 Days	229,484	98.0%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	135,043	83.0%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	121,764	87.0%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	135,043	74.8%	65.2%	none
Separation Issues within 21 Days	121,764	91.8%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	21,340	56.5%	69.0%	60%
Decisions within 45 Days of Filing	21,340	78.2%	85.8%	80%
Decisions within 90 Days of Filing	21,340	92.4%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,060	72.7%	69.7%	50%
Decisions within 75 Days of Filing	2,060	87.3%	90.9%	80%
Decisions within 150 Days of Filing	2,060	97.7%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,536	95.1%	82.4%	none
Wage Transfers Made within 14 Days	6,536	98.8%	96.9%	none
Billing Made within 45 Days	198	100.0%	96.9%	none
Reimbursements Made within 45 Days	207	99.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,326,424	92.0%	62.6%	none
Payments Made within 14 Days	2,326,424	97.1%	93.1%	none
Payments Made within 21 Days	2,326,424	98.3%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	363	75.3%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	76	95.0%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,698,704	71.8%	54.1%	none
Nonfraud Overpayment Recovery Rate	6,600,298	89.7%	56.7%	none

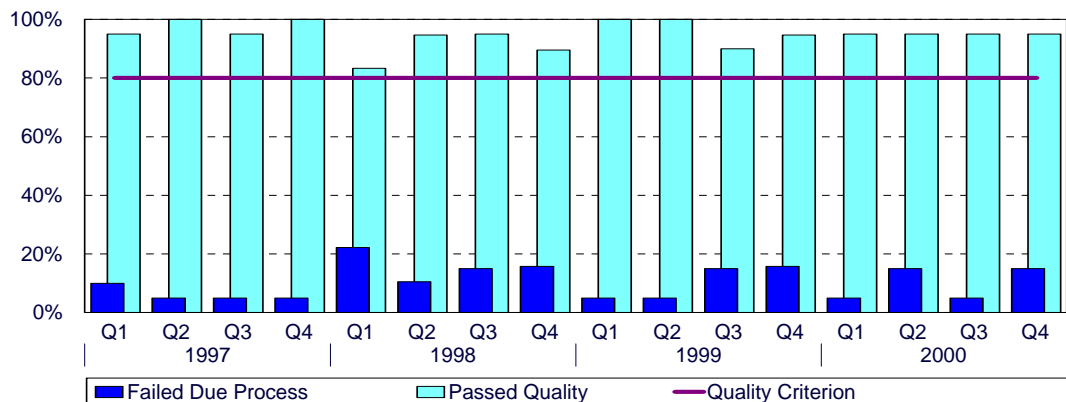
UI PERFORMS ANNUAL REPORT CY 2000
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	7.57	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.68	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$545,342,924	\$20.2 B	none
Sample Size	488	25,859	none
Proper Payment Rate	91.8% +/- 2.5	91.46%	none
Overpayment Rate	8.2% +/- 2.5	8.54%	none
Underpayment Rate	1.0% +/- 0.5	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



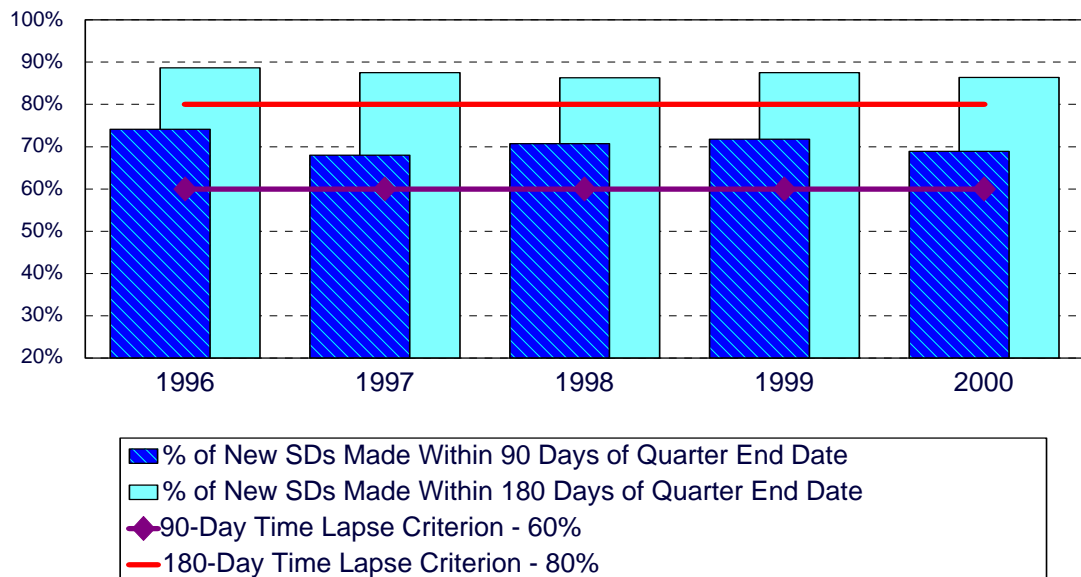
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WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	68.9%	78.4%
Percentage Made Within 180 Days	86.3%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	F	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.5%	64.7%
Percentage Made Within 180 Days	90.9%	78.3%
Accuracy In Determinations?	F	66.0% Pass
Accuracy In Postings?	F	57.5% Pass
Inactivations:		
Accuracy In Determinations?	F	69.6% Pass
Accuracy In Postings?	F	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.9%	85.0%
Percentage Secured	96.8%	90.8%
Percentage Resolved	98.6%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.2%	79.7%
Percentage Secured	97.7%	84.9%
Percentage Resolved	98.3%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.8%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.2%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.1%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	1.5%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.8%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.7%
Annualized Percentage Of Total Wages Audited	1.7%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	F	77.3% Pass
Accuracy In Benefit Charging?	P	89.8% Pass
Accuracy In Experience Rating?	P	96.0% Pass

New Status Determinations Time Lapse



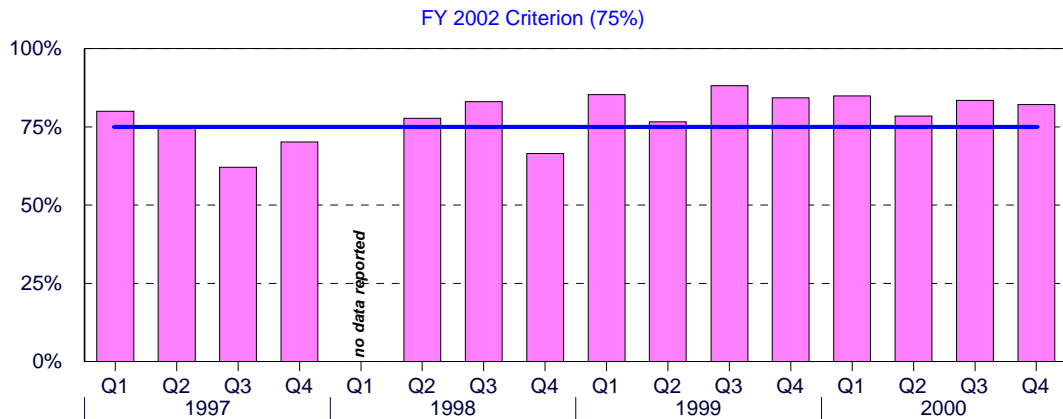
UI PERFORMS ANNUAL REPORT CY 2000
WYOMING

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	9,520	93.8%	90.3%	87%
Intrastate UI, full weeks - 35 Days	9,520	98.8%	97.3%	93%
Interstate UI, full weeks - 14/21 Days	771	76.1%	80.5%	70%
Interstate UI, full weeks - 35 Days	771	95.5%	93.6%	78%
All First Payments - 14/21 Days	11,160	92.4%	89.6%	90% (FY '02)
All First Payments - 35 Days	11,160	98.5%	97.1%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,106	70.4%	63.3%	80% (FY '02)
Separation Determ. within 21 Days	3,324	82.3%	70.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,106	35.9%	65.2%	none
Separation Issues within 21 Days	3,324	87.9%	91.5%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,101	91.1%	69.0%	60%
Decisions within 45 Days of Filing	1,101	97.8%	85.8%	80%
Decisions within 90 Days of Filing	1,101	99.8%	95.8%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	181	77.3%	69.7%	50%
Decisions within 75 Days of Filing	181	97.8%	90.9%	80%
Decisions within 150 Days of Filing	181	100.0%	98.6%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,335	12.8%	82.4%	none
Wage Transfers Made within 14 Days	6,335	15.1%	96.9%	none
Billing Made within 45 Days	173	100.0%	96.9%	none
Reimbursements Made within 45 Days	176	95.5%	96.8%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	120,083	44.7%	62.6%	none
Payments Made within 14 Days	120,083	94.3%	93.1%	none
Payments Made within 21 Days	120,083	98.2%	96.5%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	82.3%	70.1%	75% (FY '02)
LA Appeals with Scores >= 85%	78	97.5%	94.8%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	167,145	49.9%	54.1%	none
Nonfraud Overpayment Recovery Rate	313,962	53.0%	56.7%	none

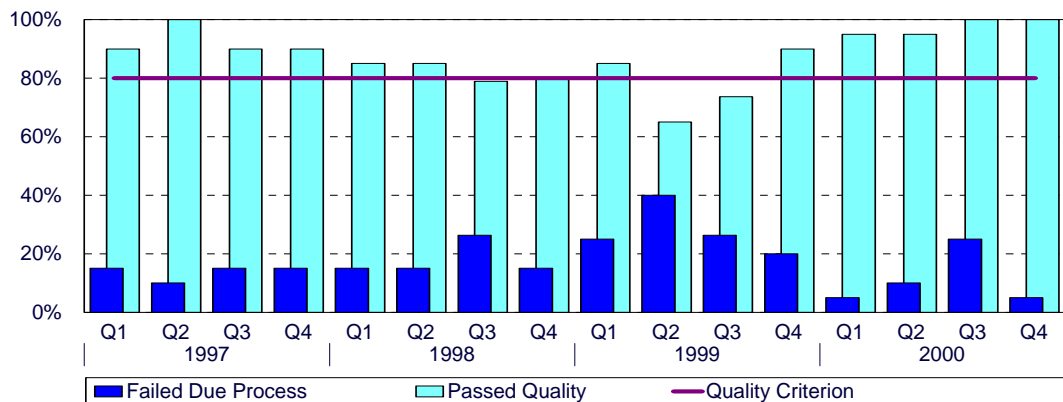
**UI PERFORMS ANNUAL REPORT CY 2000
WYOMING**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.20	2.22 days	≤ 2
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.13	2.02	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$25,383,808	\$20.2 B	none
Sample Size	360	25,859	none
Proper Payment Rate	87.8% +/- 3.6	91.46%	none
Overpayment Rate	12.2% +/- 3.6	8.54%	none
Underpayment Rate	1.0% +/- 0.8	0.85%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



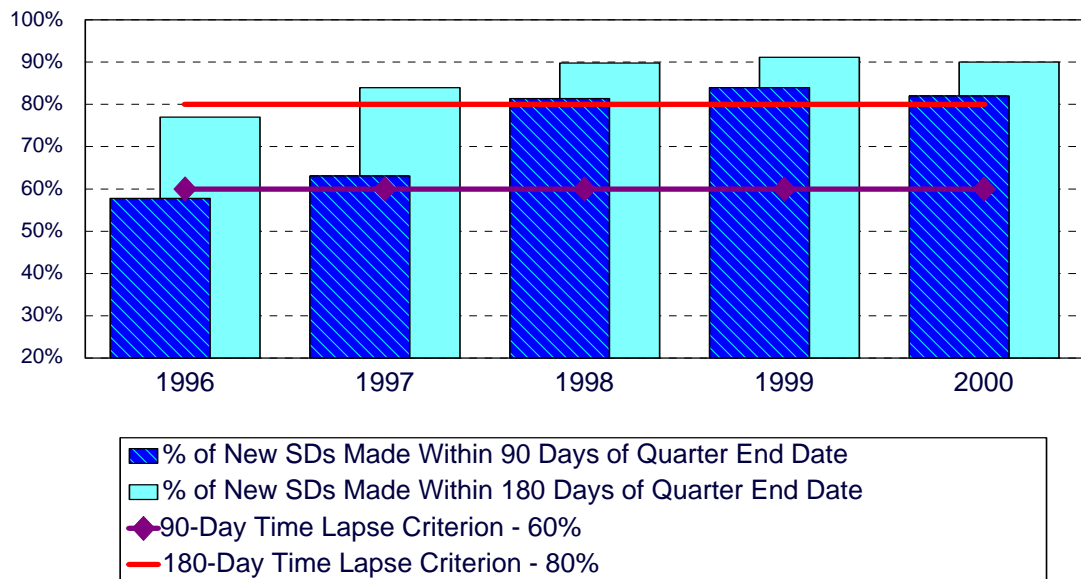
UI PERFORMS ANNUAL REPORT CY 2000
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	82.0%	78.4%
Percentage Made Within 180 Days	90.0%	87.9%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	83.0% Pass
Accuracy In Postings?	P	48.9% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.7%	64.7%
Percentage Made Within 180 Days	78.1%	78.3%
Accuracy In Determinations?	P	66.0% Pass
Accuracy In Postings?	P	57.5% Pass
Inactivations:		
Accuracy In Determinations?	P	69.6% Pass
Accuracy In Postings?	P	65.2% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.6%	85.0%
Percentage Secured	97.8%	90.8%
Percentage Resolved	100.5%	97.0%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.6%	79.7%
Percentage Secured	98.0%	84.9%
Percentage Resolved	98.9%	87.0%
Appropriate Actions Taken To Resolve Delinquencies?	P	77.8% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	86.0%	88.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.1%	10.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	5.3%	3.1%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.3%	78.7%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	21.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.1%
Accounts Receivable As A Percentage Of Tax Due	0.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	52.4% Pass

UI PERFORMS ANNUAL REPORT CY 2000
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	83.3% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.6%	3.8% (CA excl.)
Percentage Of Contributory Employers Audited	2.8%	1.7%
Annualized Percentage Of Total Wages Audited	1.5%	1.3% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	56.5% Pass
Account Maintenance		
Accuracy In Report Processing?	P	95.7% Pass
Accuracy In Contributory Employer Billing?	P	73.9% Pass
Accuracy In Reimbursing Employer Billings?	P	86.1% Pass
Accuracy In Credits/Refunds?	P	77.3% Pass
Accuracy In Benefit Charging?	F	89.8% Pass
Accuracy In Experience Rating?	*	96.0% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/1/2001.

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX A: BAM DATA AND FOOTNOTES

The reported BAM data comprises five pieces of information: total dollars paid in the population, sample size, proper payment rate, overpayment rate, and underpayment rate. In addition, some States' reports include footnotes that describe certain conditions that affect the data. All States have been given the opportunity to provide a narrative to accompany their annual report.

States can generate a variety of estimates based on the BAM sample including:

1. The percentage of cases properly paid,
2. The percentage of dollars properly paid,
3. The percentage of cases paid in error (both overpaid and underpaid),
4. The percentage of dollars paid in error,
5. Any of the above broken down by responsibility and cause.

Estimates based on completed cases can be calculated by the BAM software for any period of time.

POPULATION AND SAMPLE SIZE

“Total Dollars Paid in Population” is the total UI benefits paid for the population of UI claims which comprised the sampling frames for all weeks in CY 2000 for which the State pulled BAM samples.

“Sample Size” is the number of BAM payments from covered UI programs selected for investigation during CY 2000 that have been completed and entered into the computer on or before April 30, 2001.

ESTIMATES OF ERROR

“Proper Payments” is the combined ratio estimate of total dollars properly paid to total dollars paid, expressed as a percentage.

“Overpayments” is the combined ratio estimate of total dollars overpaid to total dollars paid, expressed as a percentage. All estimates are based upon official actions only.

“Underpayments” is the combined ratio estimate of total dollars underpaid to total dollars paid, expressed as a percentage.

“95% Confidence Interval”, expressed as +/- percentage points, is shown for each of the three estimated rates: proper payments, overpayments, and underpayments. The actual rate is expected to lie within ninety-five percent of the intervals constructed from repeated samples of the same size and selected in the same manner as the BAM sample.

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX A: BAM DATA AND FOOTNOTES

FOOTNOTES

#1. If a State's database contains cases that were coded as overpayments, but official action on these overpayments was precluded by the State's "formal warning" provision, the following footnote will appear:

Claimants failing to conduct required work search were given formal warnings and no overpayment was established. The proper payment rate would be lower and the overpayment rate would be higher if these cases were counted as erroneous payments.

#2. If a sample was not pulled for any week during 2000, the following footnote will appear:

Percentages apply to less than a complete year of UI payments; the State did not pull a sample for "##" weeks.

#3. If a State selected one or more BAM weekly samples below the minimum level prescribed in ET Handbook No. 395, the following footnote will appear:

The State selected samples that were below the minimum prescribed levels for "##" weeks.

#4. If BAM monitoring conducted by the Department's Regional Offices and National Office indicates that estimates are believed to be based on data not collected in accordance with BAM methodology prescribed in ET Handbook No. 395, the following footnote will appear:

Percentages are based on data collection procedures that were not completely in accordance with BAM methodology prescribed in ET Handbook No. 395.

#5. If the State failed to meet case completion objectives established in ET Handbook No. 395, the following footnote will appear:

The State completed "##.##%" of the cases within 90 days.
The BAM program standard is 95% completed within 90 days.

#6. If more than 2% of the cases were not completed when this report was prepared, the following footnote will appear:

"##.##%" of the sample cases were not completed when this report was prepared. This exceeded the BAM program requirement that no more than 2% of the cases for the year remain incomplete.

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX A: BAM DATA AND FOOTNOTES

#7. The percentage variable in the footnote is the number of cases that had not been signed off by the BAM supervisor by April 30, 2001, divided by the number of cases selected for BAM weekly samples during CY 2000.

#8. If the State's annual sample selection is 60 or more cases below its allocated annual sample, the following footnote will appear:

The annual sample for "State's Name" is "##" cases below the allocated annual sample for the State. The precision of the data might be reduced due to the failure to sample at the prescribed level.

#9. If the dollars paid in the BAM population for CY 2000 vary from the dollars paid reported in the State's ETA 5159 (Claims and Payment Activities) reports by more than the statistical control limit, the following footnote will appear:

The population from which the BAM sample was selected did not include all of the UI benefits paid. This limits the degree to which inferences about the population can be made from BAM data.

EXCLUDED CASES

Occasionally, cases that are not part of the BAM survey population (for example interstate payments or supplemental payments) inadvertently enter the BAM sampling frame, usually due to coding errors. Any such cases that are identified in the BAM sample are excluded from the Annual Report data. Accordingly, the total dollars paid in the population is adjusted to exclude the dollars paid for any non-BAM cases. Excluded dollars are estimated using the combined ratio of the dollars paid for excluded payments in the BAM sample to the total dollars paid for all payments in the BAM sample.

The proper, overpayment, and underpayment rate estimates are based on the number of BAM sample cases completed by the State, excluding the non-BAM cases. This number is reported in the Annual Report as the "Sample Size". The BAM case completion and time lapse data used to determine the applicability of footnotes were computed excluding the non-BAM cases.

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX B: TIER I MEASURES

This appendix lists the report and cell numbers in the Unemployment Insurance Data Base used to compute each of the Tier I measures.

First Payment Time Lapse 14/21 days Intrastate UI full weeks ar9050 and ar9050p	$\{(ar9050.c10+ar9050.c18-ar9050p.c10-ar9050p.c18)$ for States with ww + $(ar9050.c26-ar9050p.c26)$ for States w/o ww} / $(ar9050.c2-ar9050p.c2)$
First Payment Time Lapse 14/21 days Interstate UI full weeks	$\{(ar9050.c14+ar9050.c22-ar9050p.c14-ar9050p.c22)$ for States with ww + $(ar9050.c14+ar9050.c22+ar9050.c30$ $-ar9050p.c14 - ar9050p.c22-ar9050p.c30)$ for States w/o ww} / $(ar9050.c6-ar9050p.c6)$ ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks ar9050	$\{(c9+c17+c13+c21)$ for States with ww + $(c9+c17+c25+c13+c21+c29))$ for States w/o ww} / $(c1+c5)$
First Payment Time Lapse 35 days Intrastate UI full weeks ar9050 and ar9050p	$\{(ar9050.c10+ar9050.c18+ar9050.c26+ar9050.c34$ $+ar9050.c42) - (ar9050p.c10+ar9050p.c18+ar9050p.c26$ $+ar9050p.c34+ar9050p.c42)\}$ / $(ar9050.c2-ar9050p.c2)$
First Payment Time Lapse 35 days Interstate UI full weeks ar9050 and ar9050p	$\{(ar9050.c14+ar9050.c22+ar9050.c30+ar9050.c38$ $+ar9050.c46) - ar9050p.c14+ar9050p.c22+ar9050p.c30$ $+ar9050p.c38+ar9050p.c46)\}$ / $(ar9050.c6-ar9050p.c6)$
First Payment Time Lapse 35 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks ar9050	$(c9+c17+c25+c33+c41+c13+c21+c29+c37+c45)$ / $(c1+c5)$
Nonmonetary Determination Time Lapse Separations within 21 Days Interstate and Intrastate UI, UCFE, and UCX ar9052	$(c9+c17+c25+c13+c21+c29) / (c1+c5)$

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX B: TIER I MEASURES

Nonmonetary Determination Time Lapse Nonseparations within 14 Days Interstate and Intrastate UI, UCFE, and UCX ar9052	$(c105+c113+c109+c117) / (c97+c101)$
Nonmonetary Determination Quality ar9056t	Federal users can obtain data from UIS application page: www.uis.doleta.gov
Lower Authority Appeals Time Lapse 30 days ar9054l	c4 / c1
Lower Authority Appeals Time Lapse 45 days ar9054l	$(c4+c7) / c1$
Lower Authority Appeals Time Lapse 90 days ar9054l	$(c4+c7+c10+c13+c16) / c1$
Higher Authority Appeals Time Lapse 45 days ar9054h	c4 / c1
Higher Authority Appeals Time Lapse 75 days ar9054h	$(c4+c7+c10) / c1$
Higher Authority Appeals Time Lapse 150 days ar9054h	$(c4+c7+c10+c13+c16+c19) / c1$
Lower Authority Appeals Quality ar9057	number of appeals where c40 > 0.85 and c37 equals “OK” or “DM” divided by the total number of appeals
New Status Determinations Time Lapse 90 days ar581	c61 / c11
New Status Determinations Time Lapse 180 days ar581	c62 / c11
Acceptance Sample for Accuracy of New Status Determinations	Federal users can obtain data from UIS application page: www.uis.doleta.gov (note that for New SDs website does not apply the FY '02 criterion of 6 or fewer failed cases to pass sample).

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX B: TIER I MEASURES

<p>Cash Management Days' worth of deposits in Clearing Account before transfer to UTF ar8414</p>	<p>Federal users may obtain from Trust Fund Report on UI Menu</p>
<p>Cash Management Annual Ratio ar8405 and ar8414</p>	<p>ar8414.c14 / (ar8405.c7/days in month) Use only months for which both reports have been submitted.</p>

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

This appendix provides a concise definition of all Tier II measures, including the report and cell numbers in the Unemployment Insurance Data Base from which the measures are computed. The benefit measures are defined in Table 1. The report cells for the benefit measures are listed in Table 2. The computed tax measures are defined in Table 3.

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Wks	Table
First Payment Time Lapse, 14/21 days, Partial Payments	% within 14/21 days	Both	State UI	Partials	ar9050p
UCFE First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCFE	Both	ar9050
UCX First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCX	Both	ar9050
Intrastate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Intra	State UI	Both	ar9050
Interstate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Inter	State UI	Both	ar9050
Workshare First Payments, 14/21 days	% within 14/21 days	Both	All	Both	ar9050
Continued Claims Time Lapse, 14 Days	% within 14 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 21 Days	% within 21 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 28 Days	% within 28 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 14 Days, Partials	% within 14 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 21 Days, Partials	% within 21 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 28 Days, Partials	% within 28 days	Both	All	Partials	ar9051
Workshare Continued Weeks Time Lapse, 14 days	% within 14 days	Both	All	Both	ar9051

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9053

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9053
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	% 25 days or less old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 40 Days	% more than 40 days old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055i
Lower Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055i
Average Days to Implement Lower Authority Appeals Decision	Average # of days	Both	All	Both	ar9057
Percent of Lower Authority Appeals Decisions Passing Due Process	% of Sampled Cases w/o errors	Both	All	Both	ar9057t
Months Worth of Pending Lower Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055i and ar5130
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	% 40 days or less old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 70 Days	% more than 70 days old	Both	All	Both	ar9055h

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Higher Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055h
Months Worth of Pending Higher Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055h and ar5130
CWC Wage Transfer Time Lapse: 3-Day	% within 3 days	Both	All	Both	ar586
CWC Billing Timeliness: 14-Day	% within 14 days	Both	All	Both	ar586
CWC Reimbursement Timeliness: 14-Day	% within 14 days	Both	All	Both	ar586
Benefit Payment Control, Nonfraud Collections	% \$ estab. collected	Both	All	Both	ar227
Benefit Payment Control, Fraud Collections	% \$ estab. collected	Both	All	Both	ar227

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
First Payment Time Lapse, 14/21 days, Partial Payments	$(c10+c14+c18+c22)$ for Sts w/o ww + $(c26+c30)$ for Sts with ww / $(c2+c6)$
UCFE First Payment Time Lapse, 14/21 days	$(c11+c15+c19+c23)$ for Sts w/o ww + $(c27+c31)$ for Sts with ww / $(c3+c7)$
UCX First Payment Time Lapse, 14/21 days	$(c12+c16+c20+c24)$ for Sts w/o ww + $(c28+c32)$ for Sts with ww / $(c4+c8)$
Intrastate UI First Payment Time Lapse, 14/21 days	$(c10+c18)$ for Sts w/o ww + $c26$ for Sts with ww / $c2$
Interstate UI First Payment Time Lapse, 14/21 days	$(c14+c22)$ for Sts w/o ww + $c30$ for Sts with ww / $c6$
Workshare First Payments, 14 days	$(c2+c3) / c1$
Continued Claims Time Lapse, 14 Days	$(c9+c13+c17+c21) / (c1+c5)$
Continued Claims Time Lapse, 21 Days	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$
Continued Claims Time Lapse, 28 Days	$(c9+c13+c17+c21+c25+c29+c33+c37)$ / $(c1+c5)$
Continued Claims Time Lapse, 14 Days, Partials	$(c9+c13+c17+c21) / (c1+c5)$
Continued Claims Time Lapse, 21 Days, Partials	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$
Continued Claims Time Lapse, 28 Days, Partials	$(c9+c13+c17+c21+c25+c29+c33+c37)$ / $(c1+c5)$
Workshare Continued Weeks Time Lapse, 14 days	$(c2+c3) / c1$
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	$(c9+c17+c25) / c1$
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	$(c13+c21+c29) / c5$

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	(c105+c113) / c97
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	(c109+c117) / c101
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	(c9+c17+c25) / c1
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	(c13+c21+c29) / c5
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	(c105+c113) / c97
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	(c109+c117) / c101
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	c2 / c1
Lower Authority Appeals, Pending Cases Aged More than 40 Days	(c1-c2-c3) / c1
Lower Authority Appeals, Pending Cases Aged More than 120 Days	(c6+c7+c8) / c1
Lower Authority Appeals, Pending Cases Aged More than 360 Days	c8 / c1
Average Days to Implement Lower Authority Appeals Decision	c36-c35
Percent of Lower Authority Appeals Decisions Passing Due Process	Number of cases where none of {c9,c13,c14,c22,c25,c26,c28,c29} equal "U" divided by the number of cases where c39>0
Months Worth of Pending Lower Authority Appeals	ar90551.c1 for the latest month divided by avg(ar5130.c51) over the last 6 months
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	c2 / c1
Higher Authority Appeals, Pending Cases Aged More than 70 Days	(c1-c2-c3) / c1
Higher Authority Appeals, Pending Cases Aged More than 120 Days	(c5+c6+c7) / c1

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
Higher Authority Appeals, Pending Cases Aged More than 360 Days	c7 / c1 for last month of period
Months Worth of Pending Higher Authority Appeals	ar9055h.c1 for the last month of period divided by avg(ar5130.c52) over the last 6 months of period
CWC Wage Transfer Time Lapse: 3-Day	c84 / c26
CWC Billing Timeliness: 14-Day	c72 / c70
CWC Reimbursement Timeliness: 14-Day	c73 / c71
Benefit Payment Control, Nonfraud Collections	(c41+c45) / (c29+c61-c69)
Benefit Payment Control, Fraud Collections	(c39+c43) / (c3+c59-c67)

UI PERFORMS ANNUAL REPORT CY 2000
APPENDIX C: TIER II MEASURES

TABLE 3

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Successor Status Determination Timeliness, 90-day	% w/in 90 days	All	ar581	c59 / c68
Successor Status Determination Timeliness, 180-day	% w/in 180 days	All	ar581	c60 / c68
Contributory Employer Report Timeliness: Timely Filing	% Employers filing on Time	Contrib	ar581	c53 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Contrib	ar581	c54 / c1, c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Contrib	ar581	c55 / c1, c1 w/2 qtr lag
Reimbursing Employer Report Timeliness: Timely Filing	% Employers filing on Time	Reimb	ar581	c56 / c2, c2 w/1 qtr lag
Reimbursing Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Reimb	ar581	sum(c57)/sum(c2), c2 w/1 qtr lag
Reimbutory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Reimb	ar581	sum(c58)/sum(c2), c2 w/2 qtr lag
Contributory Employers, Amounts Due Paid Timely	% Due Received on Time	Contrib	ar581 and ar2112	1-ar581.c15 / (ar2112.c9 + ar581.c15 - ar581.c16)
Contributory Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Contrib	ar581 and ar2112	(ar581.c16+ar581.c17+ ar581.c64) / (ar2112.c9 + ar581.c15-ar581.c16)

UI PERFORMS ANNUAL REPORT CY 2000

APPENDIX C: TIER II MEASURES

TABLE 3

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Contributory Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Contrib	ar581 and ar2112	$(ar581.c17+ar581.c64) / (ar2112.c9+ar581.c15-ar581.c16)$
Contributory Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Contrib	ar581 and ar2112	$ar581.c18 / (ar2112.c9+ar581.c15-ar581.c16)$, c18 for last qtr, other cells for 4 qtrs
Reimbursing Employers, Amounts Due Paid Timely	% Due Received on Time	Reimb	ar581 and ar2112	$1 - ar581.c20 / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Reimb	ar581 and ar2112	$(ar581.c21+ar581.c22+ar581.c65) / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Reimb	ar581 and ar2112	$(ar581.c22+ar581.c65) / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$
Reimbursing Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Reimb	ar581 and ar2112	$ar581.c23 / (ar2112.c27+ar2112.c29+ar2112.c31+ar581.c20-ar581.c21)$ c23 for last qtr, other cells for 4 qtrs
Wage Change Due to Field Audit	% of Wages Audited Changed by Audit	Contrib	ar581	$(c40a+c37a) / c66$
Contributory Employers Audited	Audits as % of employers	Contrib	ar581	$c25b / c1$, c1 w/5 qtr lag
Contributory Employers, Wages Audited	Audited Wages as % Total Wages	Contrib	ar581 and ar202	$ar581.c67 * ar581.c25b * 4 / (ar581.c26a * ar202.c5)$, c5 w/4 qtr lag