

UI PERFORMS CY 2001 Annual Report

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

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UI PERFORMS CY 2001 Annual Report

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UI PERFORMS ANNUAL REPORT CY 2001
INTRODUCTION

This CY 2001 report is the fifth 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, 2001. 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.

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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 Social Security Act, for assuring that State Employment Security Agencies (SESAs) operate an

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TABLE 1:

TIER I MEASURES	Criteria	
	FY 2003 SQSP	New Reg. & 5-yr Review
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
% of 1st Payments within 35 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks		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
% of Lower Authority Appeals decided within 45 Days of Filing	80	85
% of Lower Authority Appeals decided within 90 Days of Filing		95
% of Higher Authority Appeals decided within 45 Days of Filing	50	50
% of Higher Authority Appeals decided within 75 Days of Filing	80	80
% of Higher Authority Appeals decided within 150 Days of Filing	95	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points	80	80
Tax		
% of New Status Determinations within 90 days of Quarter End Date	60	60
% of New Status Determinations within 180 days of Quarter End Date	80	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases	Pass	Pass
Cash Management		
Timeliness of Transfer to UTF: Ratio of average daily loanable balance in Clearing Account to average daily transfer to UTF	Deferred pending outcome of UI Reform legislation	
Timeliness of Deposit to the Clearing Account: Elapsed time between the receipt of employer contributions and their deposit into the clearing account, estimated from a random sample of contributions received by the state during a specified time interval	Deferred pending outcome of UI Reform legislation	

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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.

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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 fourteenth 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.

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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. In September 2001, after assimilation of a successful 5-state pilot program, all States began verifying denied claim accuracy using the BAM methodology through the Denied Claim Accuracy (DCA) program, and including interstate payments in the BAM universe.

Program Scope. Together, these programs accounted for 96% of benefit outlays in CY 2001. The 4% excluded from BAM in 2001 comprises UC benefits paid under Trade Adjustment Assistance, Disaster Unemployment Assistance, Federal extended benefits, and interstate benefits. BAM estimates will reflect interstate benefits from CY 2002 on; in 2001, including interstate benefits would have raised BAM's percentage of benefits covered to around 99%.

Although BAM did not directly investigate denied claims, appeals and interstate decisions through most of CY 2001, its universe nevertheless included about 93% of all decisions. BAM's universe in most of CY 2001 included all positive intrastate monetary, separation and weekly eligibility decisions, i.e., those leading to a paid week. The BAM underpayment rate was based on payments that are less than the amount the claimant should have received, and thus underestimated true underpayments because erroneously denied claims were excluded. From 2002 onward, because of the changes begun in September 2001, only benefits appeals will be excluded from BAM/DCA, and the fraction of decisions covered will rise to about 99%. The quality, including the accuracy, of benefit appeal decisions will continue to be reviewed and assessed quarterly as part of the BTQ system. There is no plan to incorporate appeal decisions into BAM.

CY 2001 Sample Size. The States received sufficient resources to investigate a total of 23,760 cases in CY 2001. 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 24,190 cases were completed in CY 2001, an average of 465 cases per State.

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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.

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

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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.

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 Performance Enhancement Work Group (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

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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.

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.

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➤ 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.

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

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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.

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.

➤ 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 2001 presents only data from the Computed Measures and Acceptance Samples because the System

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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		✓	

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.

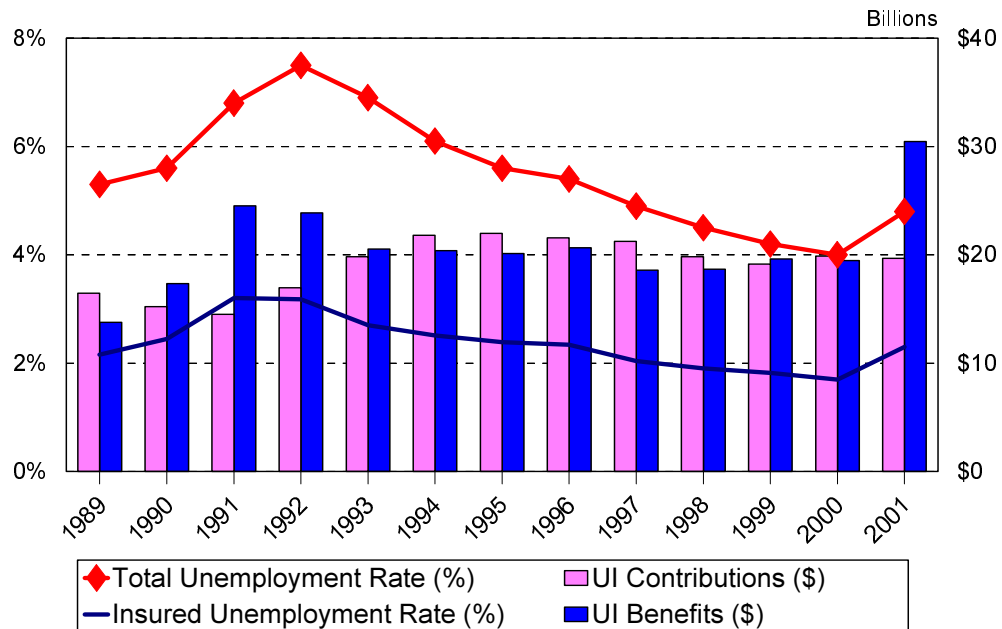
**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

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 2001 loosened as the total unemployment rate (TUR) rose to an average of 4.8% and the insured unemployment rate (IUR) to 2.3%. Since the most recent recession high of 7.5% in 1992 the TUR had been in a steady decline, until experiencing an upswing in 2001. Although the TUR was higher in 2001 than 2000, it was still below the 1989 to 1997 levels.

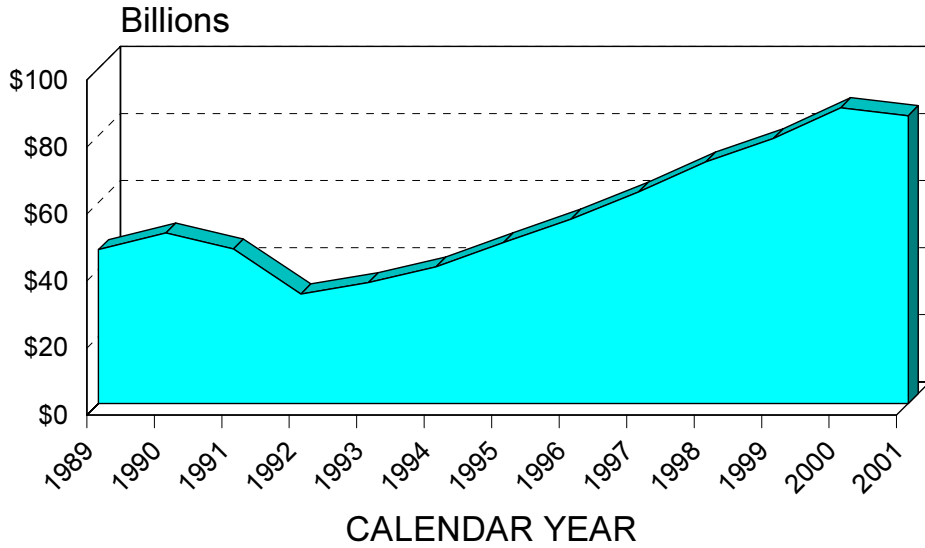
**ECONOMIC CONDITIONS
CYs 1989 - 2001**



The movement in the IUR, which peaked in 1991, has been less pronounced. Benefit payments skyrocketed to over \$30 billion in 2001. Contributions, on the other hand, have remained below \$20 billion since 1998.

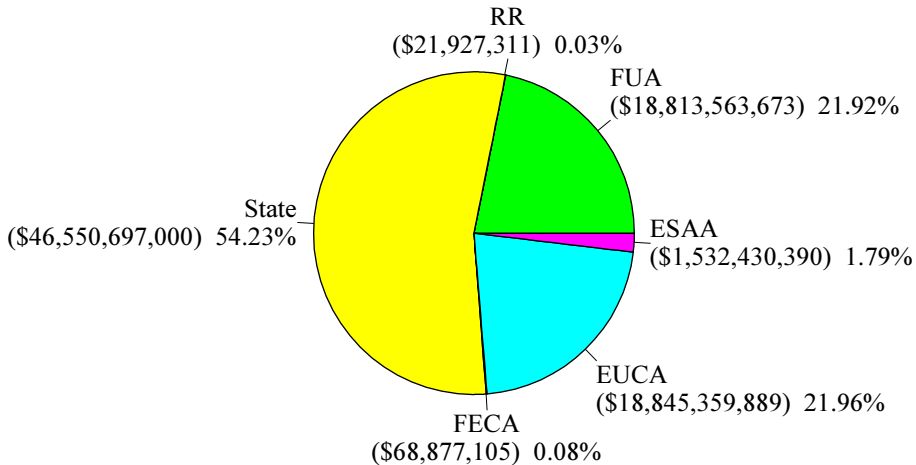
UI PERFORMS ANNUAL REPORT CY 2001
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END OF YEAR TRUST FUND BALANCE TOTAL
CYs 1989 - 2001



Trust fund balances rose steadily between their 12-year low in 1992 and 2000, as States took advantage of improving conditions to replenish their funds. As of December 31, 2001, balances in the UI trust fund were down slightly to \$86 Billion.

END OF YEAR TRUST FUND BALANCES
As of December 31, 2001

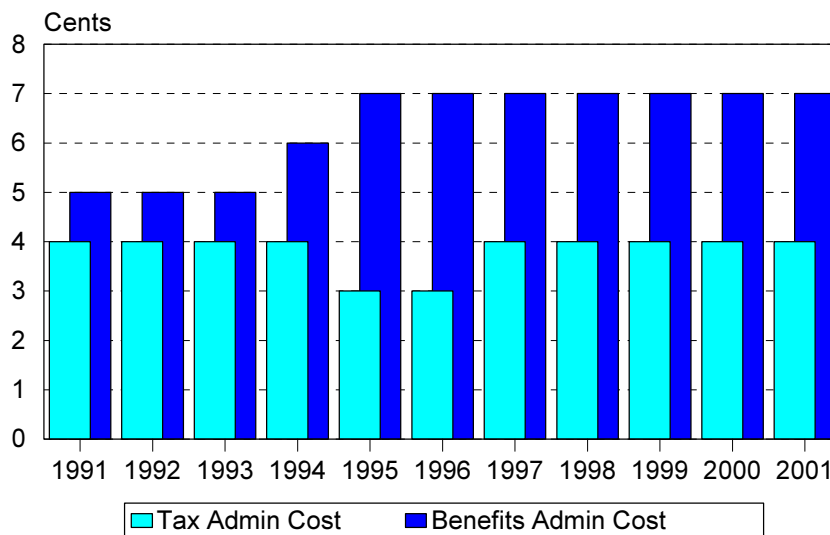


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The cost of administering the UI program is expressed as cents per dollar of benefits paid or of taxes collected. Tax activity tends to vary little over the business cycle and hence the cost is quite stable. Benefit payment levels fluctuate much more 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 - 2001



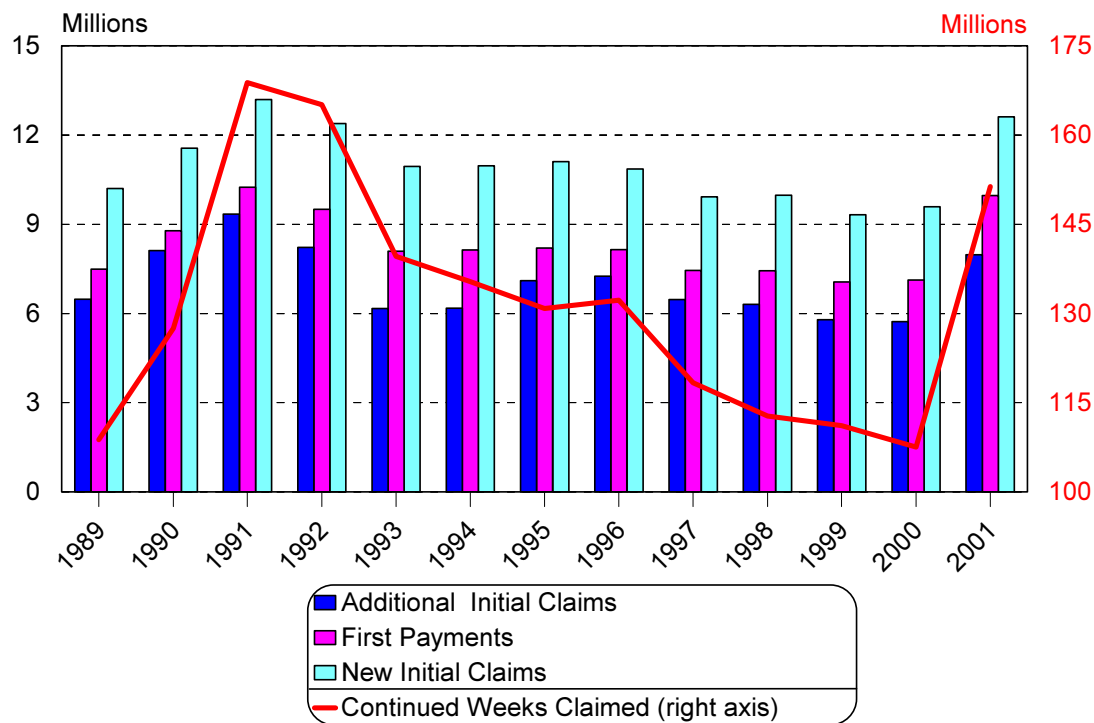
BENEFIT PAYMENT ACTIVITY

In 2001, unemployment insurance offices handled approximately 12.6 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 2.6 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 10 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. More striking than the movement in initial claims has been the path of continued weeks claimed.

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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 - 2001



Economic conditions drive both components of weeks claimed. After reaching a high of 160 million weeks during 1991, the number fell sharply each successive year until 2001, when it spiked to about 151 million. The 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 2001. 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 99.1% of the total, UCFE 0.5%, and UCX the remaining 0.4%. 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 2001
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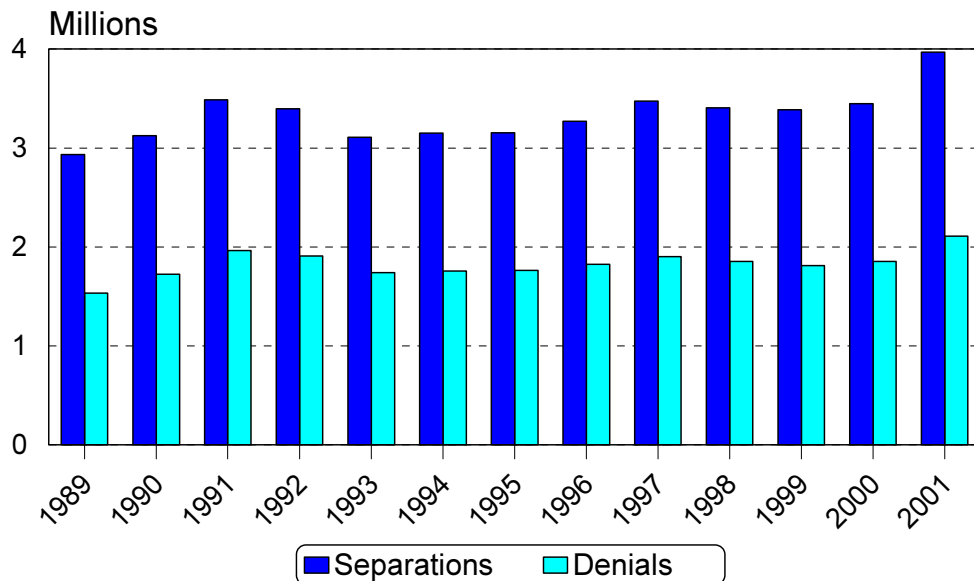
TABLE 3	FIRST PAYMENTS WORKLOAD			CONTINUED WEEKS PAID WORKLOAD		
	FULL	PARTIAL	TOTAL	FULL	PARTIAL	TOTAL
INTERSTATE	263,913	13,985	277,898	4,427,754	185,460	4,613,214
- STATE UI	259,850	13,793	273,643	4,334,559	181,155	4,515,714
- UCFE	3,127	155	3,282	55,405	2,582	57,987
- UCX	936	37	973	37,790	1,723	39,513
INTRASTATE	8,268,056	1,020,237	9,288,293	114,746,942	8,280,506	123,027,448
- STATE UI	8,190,439	1,016,102	9,206,541	113,438,934	8,203,509	121,642,443
- UCFE	40,010	2,422	42,432	743,492	49,357	792,849
- UCX	37,607	1,713	39,320	564,516	27,640	592,156
TOTALS	8,531,969	1,034,222	9,566,191	119,174,696	8,465,966	127,640,662

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.

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.

SEPARATION DETERMINATIONS AND DENIALS

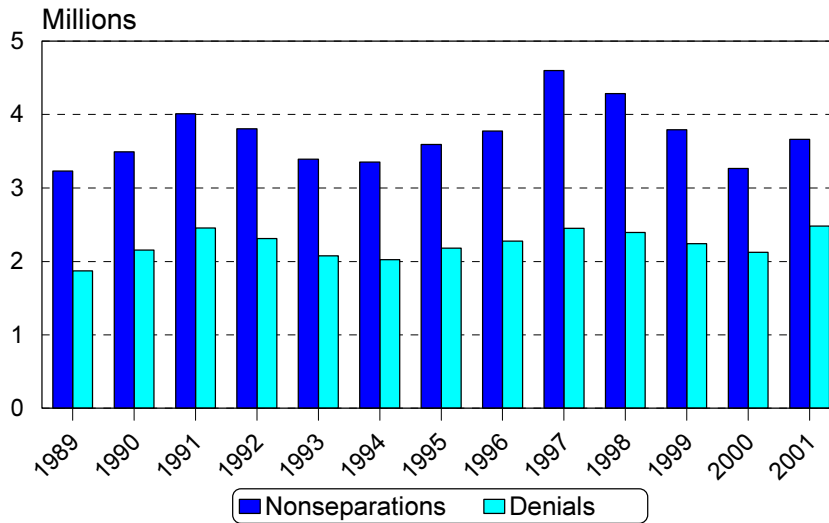
CYs 1989 - 2001



**UI PERFORMS ANNUAL REPORT CY 2001
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**NONSEPARATION DETERMINATIONS ACTIVITY
CYs 1989 - 2001**

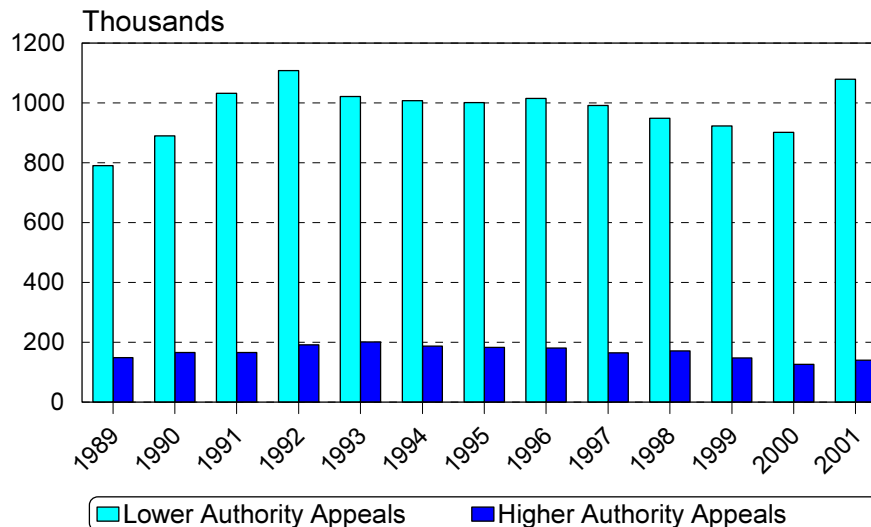
Buoyant economic times give claimants greater opportunities to work while claiming benefits, giving rise to a greater proportion of claims with nonseparation issues.



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 2001, 4.5 million nonmonetary determinations, about 60% of the total, were denied. One in four denials went to a first level appeal, and of those about 13% went to a higher-authority appeal.

Between 1996 and 2000 the number of lower-authority appeals filed had been declining yearly. Then in 2001 the number of lower-authority appeals rose by 20%, largely reflecting the rise in nonmonetary determinations.

**APPEALS ACTIVITY
Number of Single and Multi-Claimant Appeals Filed
CYs 1989 - 2001**



**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

BENEFIT PAYMENT PERFORMANCE

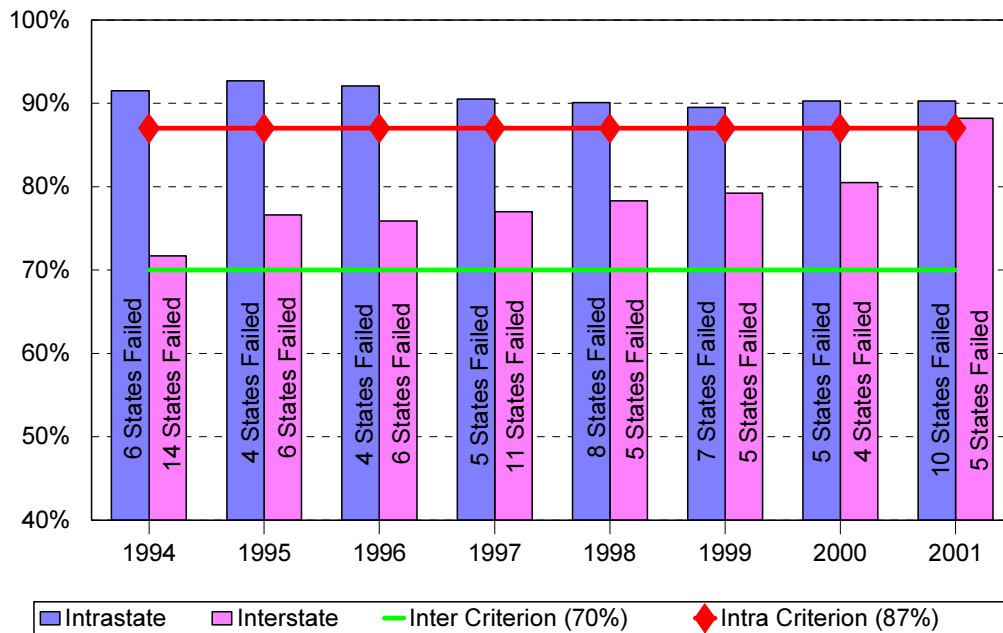
First Payment Timeliness

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, and leveling in 2001. 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. For example, while the number of states failing to meet the intrastate criterion doubled from 2000 to 2001, the aggregate performance didn't change.

FIRST PAYMENT TIMELINESS

14/21 Days, Full Weeks
National Aggregate

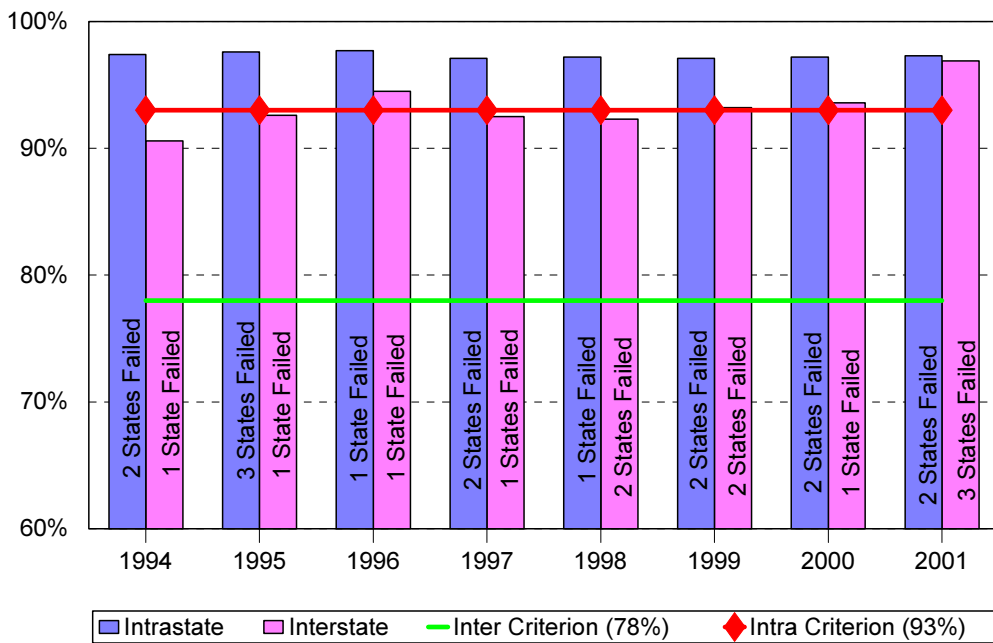


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For 35-day performance, intrastate performance has remained fairly level since peaking in 1996. At 97%, interstate performance has reached an 8-year high in 2001. At both levels, aggregate performance is comfortably above the criteria and few States fail to attain the criteria.

FIRST PAYMENT TIMELINESS

35 Days, Full Weeks
National Aggregate

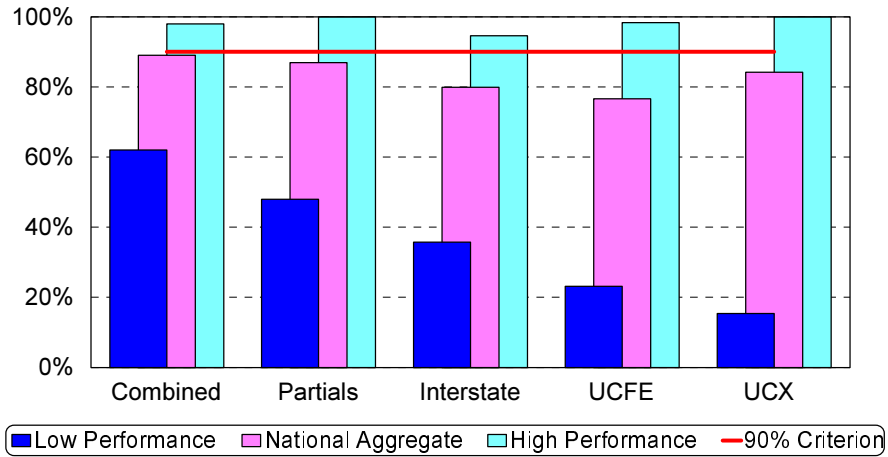


In July 1999 the Department issued the new UI PERFORMS performance criteria (see introduction for the criteria and their effective dates). New 14/21-day and 35-day criteria based on a combined measure will replace the old criteria illustrated above when the new UI PERFORMS regulation becomes effective. 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 2001 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.

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FIRST PAYMENT TIMELINESS

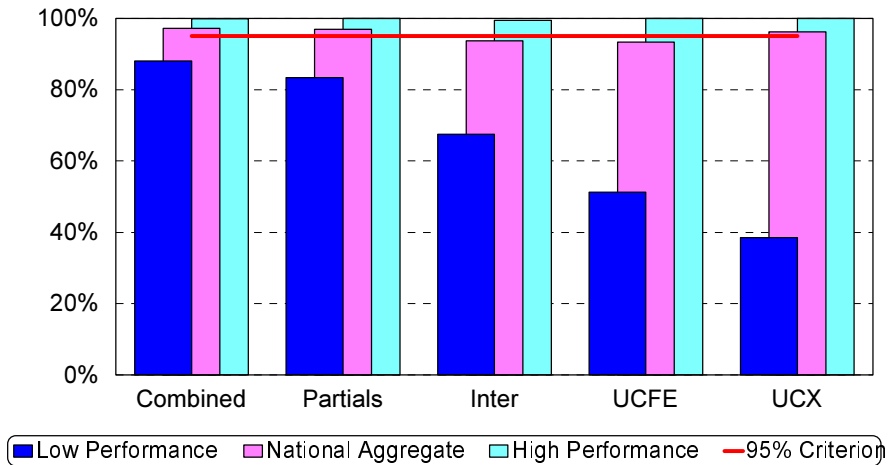
CY 2001 - 14/21 Days



In 2001, 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 2001 - 35 Days



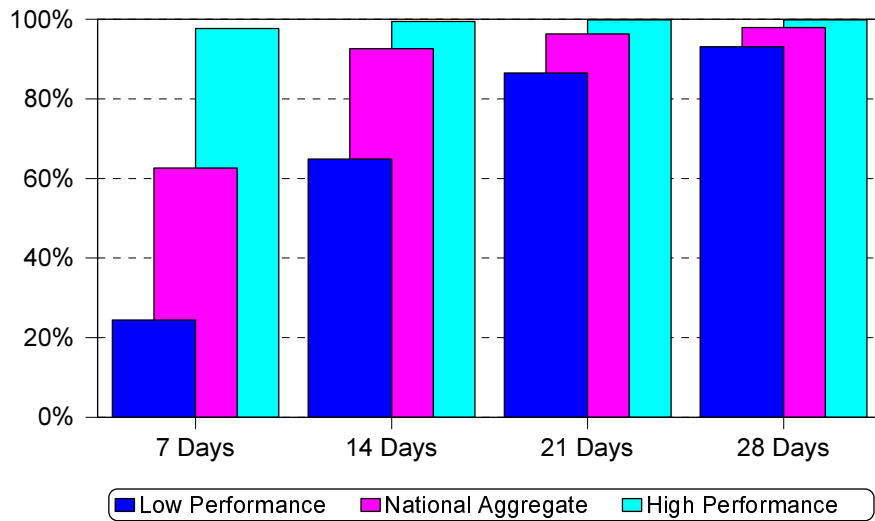
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Continued Weeks Timeliness

Overall, States paid about 63% of continued claims within 7 days in 2001, and about 93% within two weeks. Average performance at 7 and 14 days for partial weeks has run an average of 6.4 percentage points below the aggregate for the last four years.

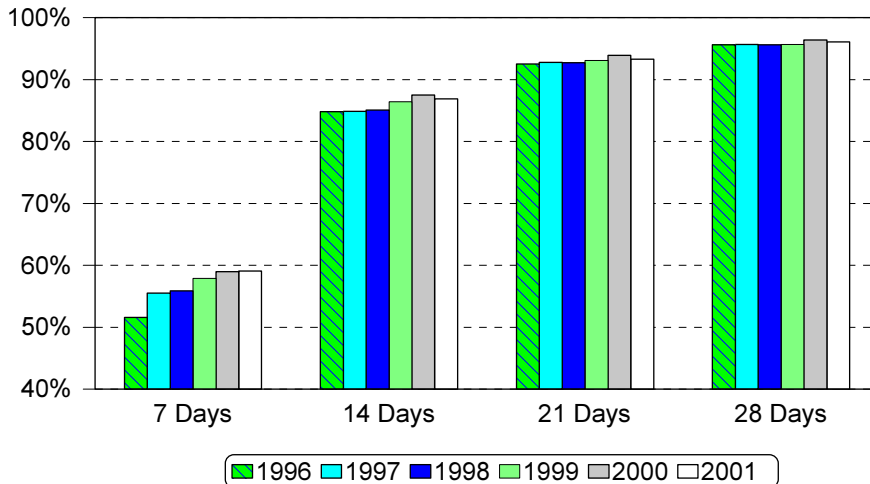
CONTINUED PAYMENT TIMELINESS

All Weeks - CY 2001



CONTINUED PAYMENT TIMELINESS

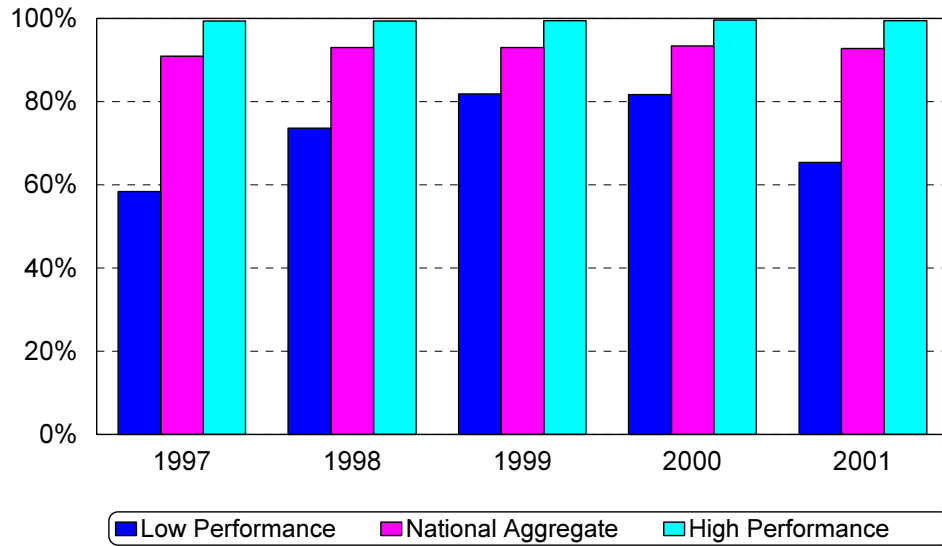
All Partial Weeks - CY 1996 to CY 2001



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CONTINUED PAYMENT TIMELINESS

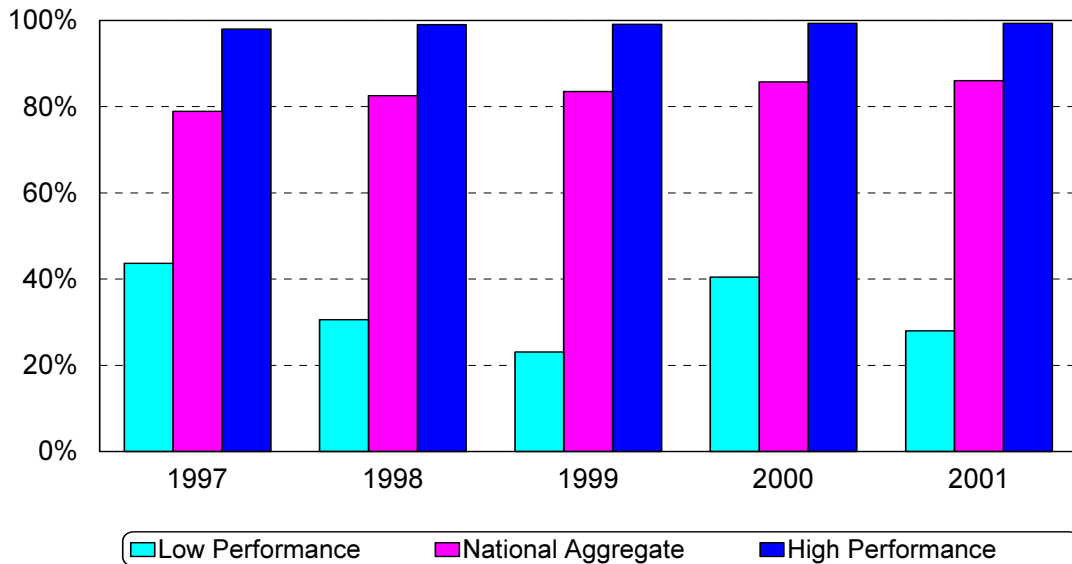
Intrastate - 14 Days



Aggregate time lapse performance for intrastate dipped slightly in 2001. Aggregate interstate performance exhibits a gentle upward trend from 1997 to 2001.

CONTINUED PAYMENT TIMELINESS

Interstate - 14 Days



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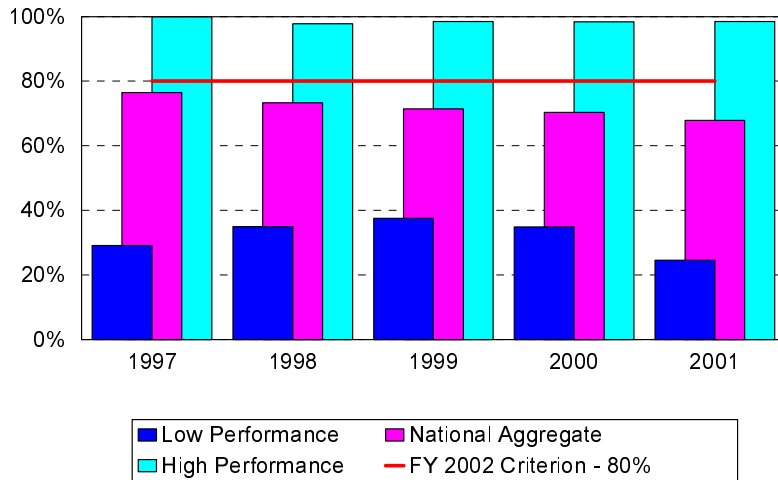
Nonmonetary Determinations Timeliness

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 for all five years. Since 1997 the aggregate performance has declined each year and averaged about 8 percentage points below the criterion, which is in effect for the FY 2003 State Quality Service Plan.

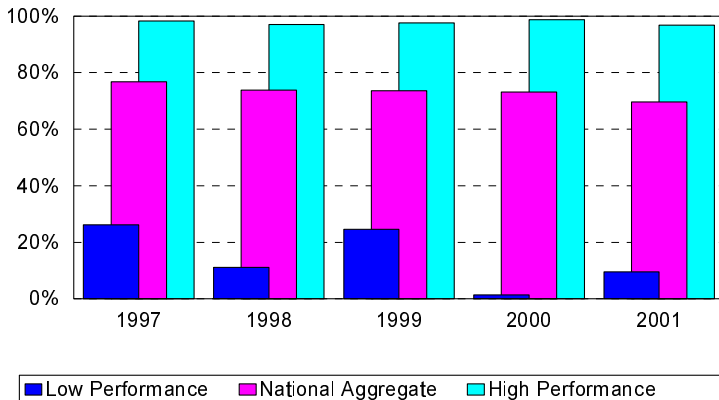
**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Separations - 21 Days



**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Interstate Separations - 21 Days



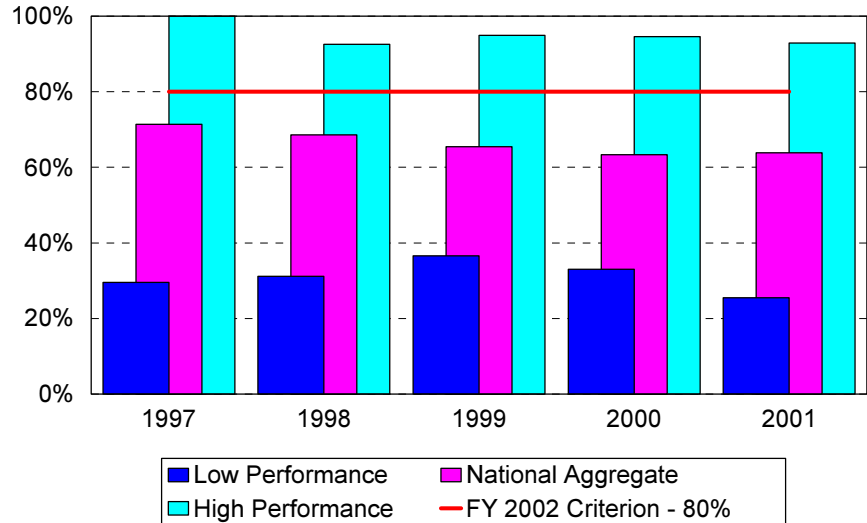
Aggregate performance on the interstate component--interstate performance is traditionally lower than intrastate for most measures--is quite similar to the criterioned aggregate measure, except for the worst-performing State, where it is noticeably lower than the aggregate.

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For nonseparation determinations, aggregate performance has run about 13 percentage points below the 80% within 14-day criterion for all five years. Unlike separation time lapse, nonseparation time lapse performance rose slightly in 2001. However, more than a 65-point difference in performance exists between the best- and worst-performing State.

**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

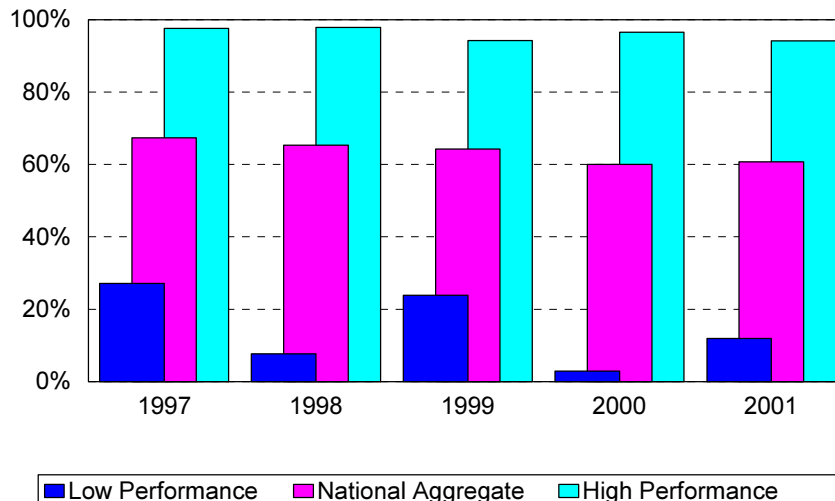
Nonseparations - 14 Days



As with the aggregate, the performance on interstate nonseparation determinations rose slightly in 2001, after several years of steady decline, and lies about three percentage points below the aggregate measure.

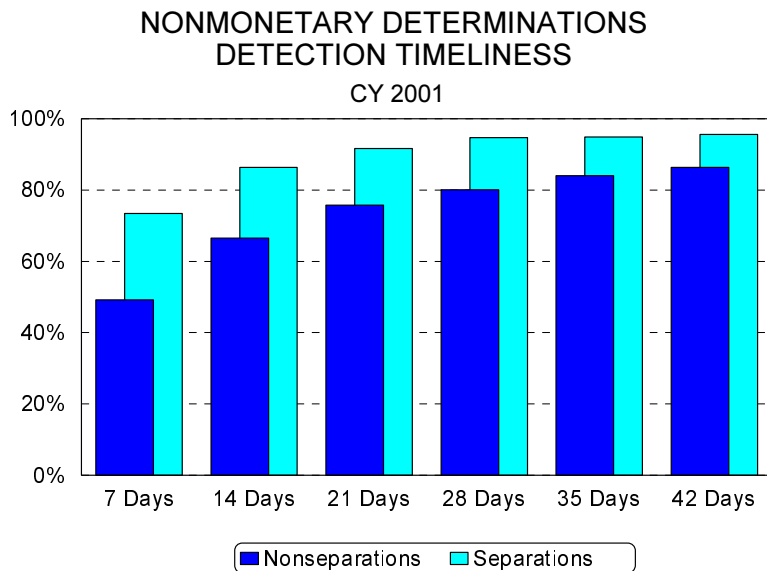
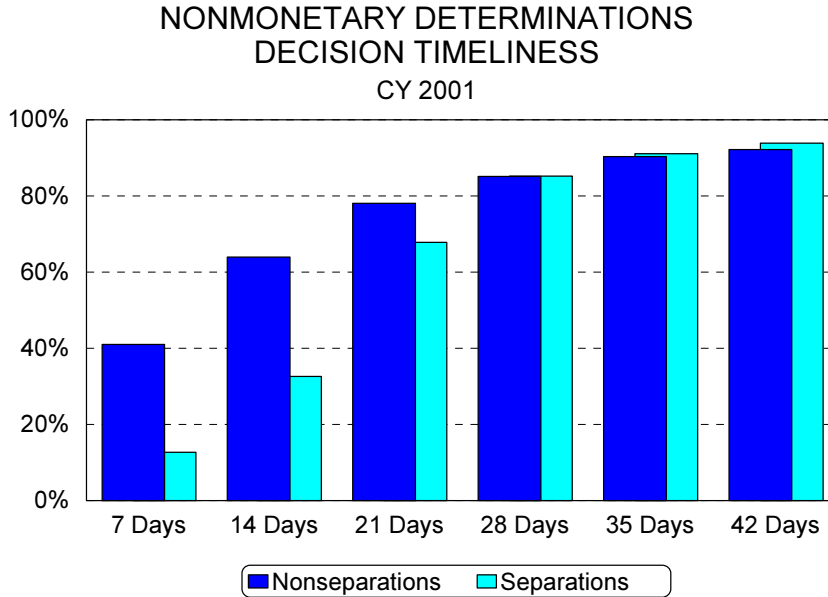
**NONMONETARY DETERMINATIONS
DECISION TIMELINESS**

Interstate Nonseparations - 14 Days



UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT

The adjacent chart shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 2001. Forty-one percent of nonseparation issues were decided within the first week after detection, versus only 13% of separations (nearly all 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 35 days, they had made at least 90% of both kinds of determinations.



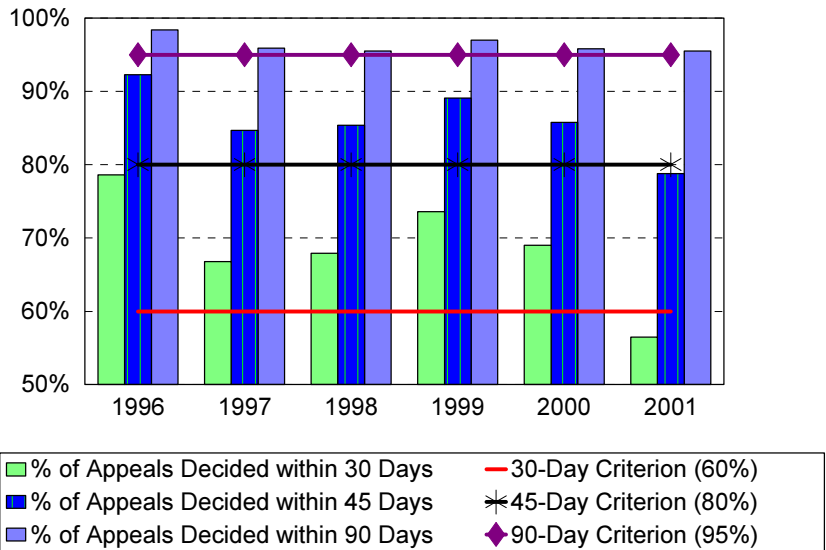
States reported that they detected separation issues much earlier than nonseparation issues in 2001. Over 90% of separation issues were detected within 21 days, whereas by 42 days, they had detected less than 87% of nonseparation issues.

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Appeals Timeliness

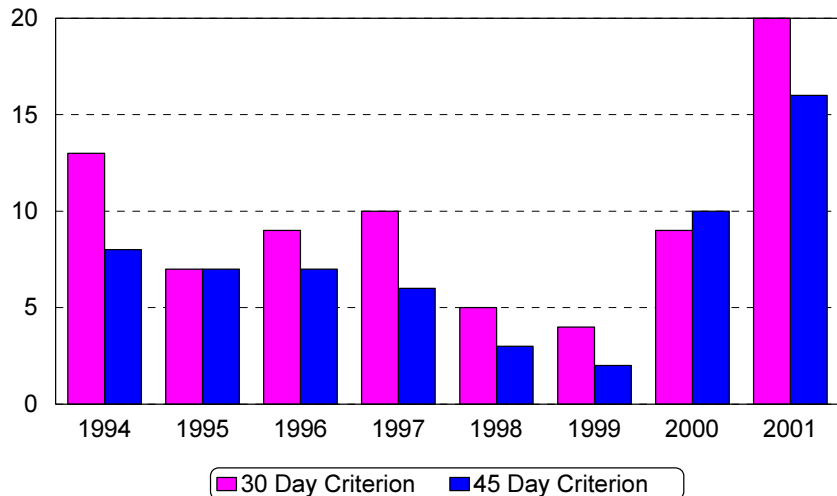
Lower authority appeals timeliness was a trouble spot in 2001. The aggregate percentages of lower authority appeals decided within 30, 45, and 90 days dropped below their respective criteria.

LOWER AUTHORITY APPEALS TIMELINESS
CYs 1996 - 2001



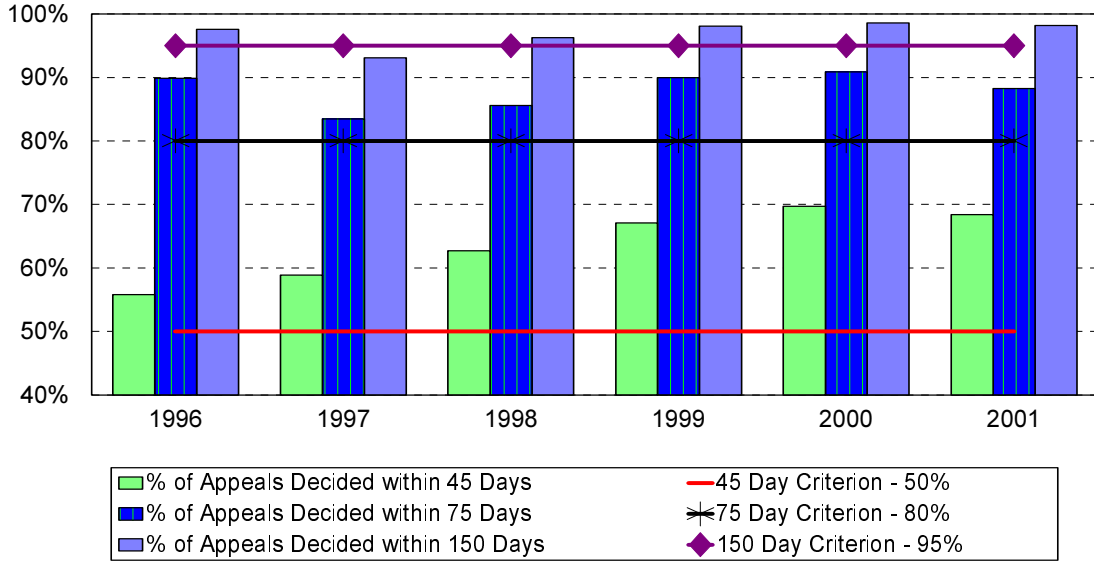
Between 1994 and 1999 the number of States failing the Secretary's criteria showed a down trend in keeping with the improvement in economic conditions. In 2000 and 2001, however, the number of states failing both criteria jumped significantly.

LOWER AUTHORITY APPEALS TIMELINESS
Number of States Failing to Meet Criteria



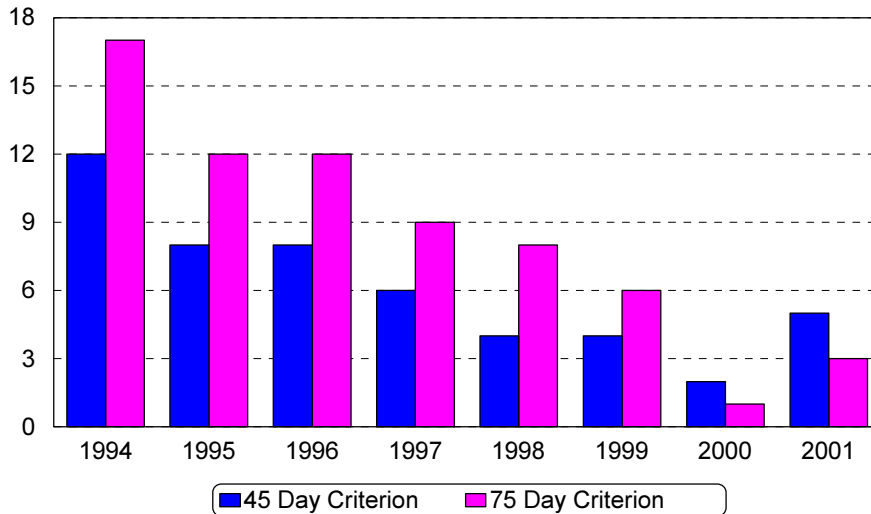
**UI PERFORMS ANNUAL REPORT CY 2001
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HIGHER AUTHORITY APPEALS TIMELINESS
CYs 1996-2001



In the last few years Higher Authority time lapse performance had seen continuing improvement until 2001 when performance in all categories declined. The decline in aggregate time lapse has been accompanied by a recent rise in the number of States that would have or have failed to meet the Tier I criteria established in 1999.

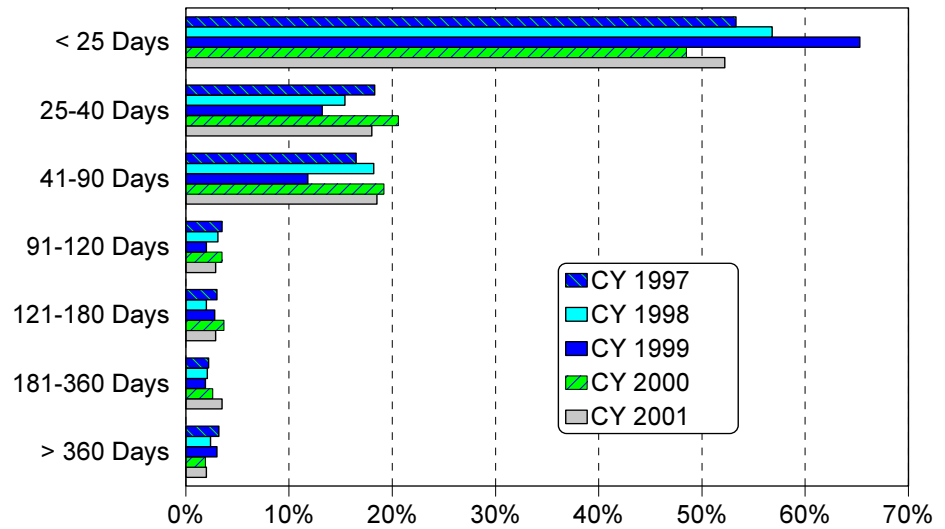
HIGHER AUTHORITY APPEALS TIMELINESS
Number of States Failing to Meet Criteria



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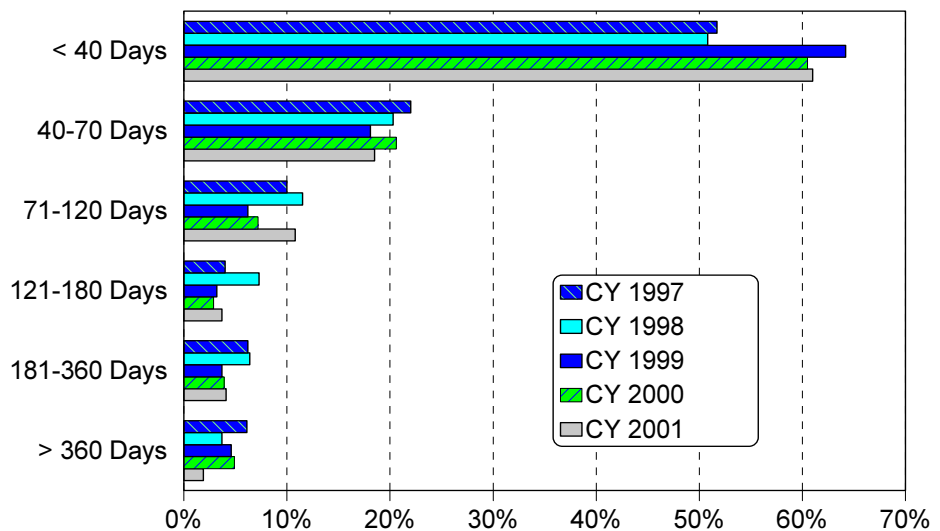
Supplementing the measures of how quickly States decide appeals is the age of undecided or pending appeals at the end of the year. The chart below shows that at the end of 2001, 52% of all undecided Lower Authority appeals had been filed less than 25 days ago (and hence were still likely to be decided within the first time lapse interval of 30 days).

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 68% in 2001, 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



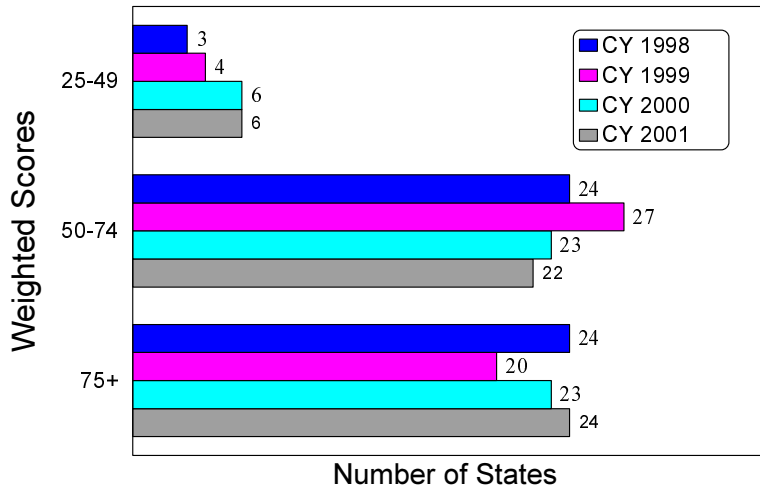
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Nonmonetary Determinations Quality

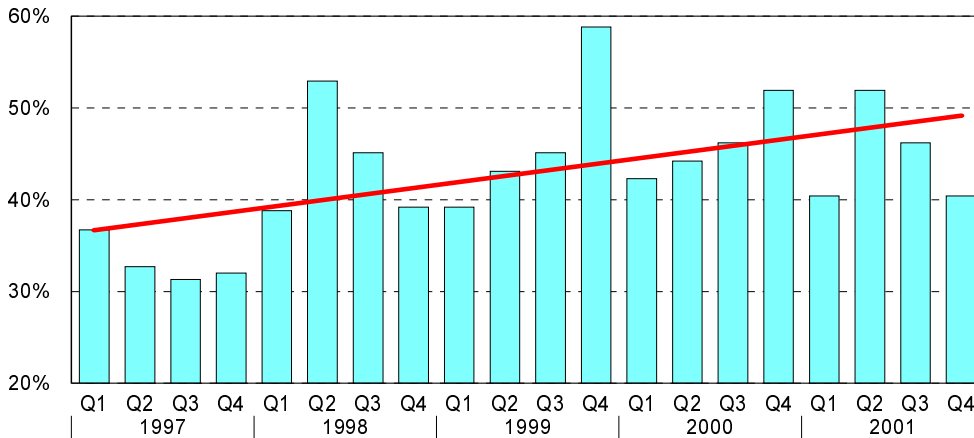
The chart below shows that the number of States meeting the Tier I criterion for nonmonetary determinations quality (75% or more of their cases have scores over 80 points) rose to 24 in 2001 from 23 in 2000. However, there is an upward trend in the number of States with quality scores below 50%.

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 suggests, though, that many States' performance is inconsistent from quarter to quarter.

NONMONETARY DETERMINATION QUALITY
Distribution of Annualized Weighted Scores
CY 1998 - CY 2001



NONMONETARY DETERMINATION QUALITY
Percent of States Passing Nonmonetary Determination Quality
First Quarter of 1997 to Fourth Quarter of 2001



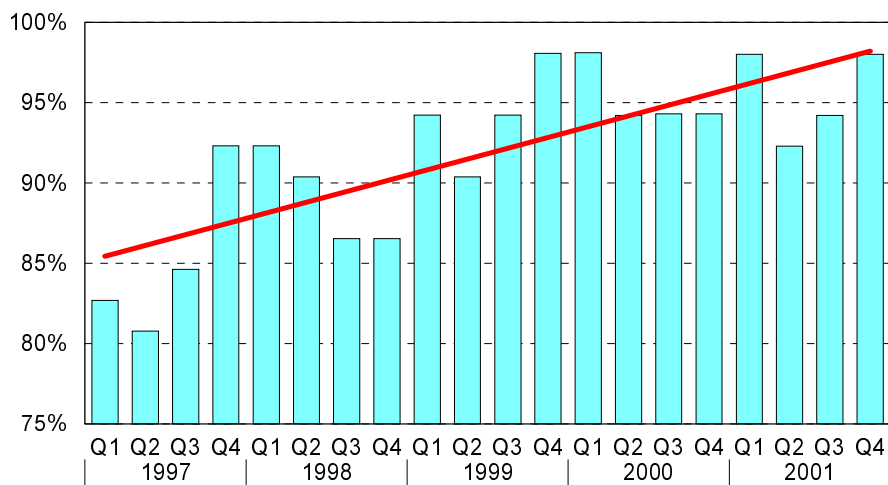
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Lower Authority Appeals Quality

UI PERFORMS established a 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.

LOWER AUTHORITY APPEALS

Percent of States Passing Quality
First Quarter of 1997 to Fourth Quarter of 2001

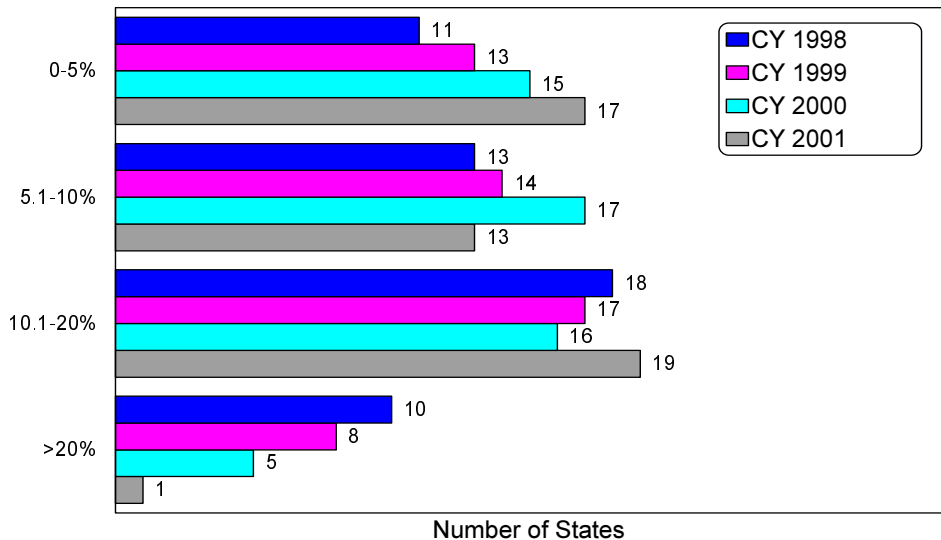


The scores of the due process subset of rating elements are also tabulated. For a case to pass the due process evaluation every element must be scored satisfactory.

The lower chart shows the number of States grouped by the percentage of cases failing due process. Since 1998 there has been a sharp decline in the number of states failing more than 20% of their lower authority appeals.

DISTRIBUTION OF THE PERCENT OF LOWER AUTHORITY APPEALS FAILING DUE PROCESS

CY 1998 - CY 2001



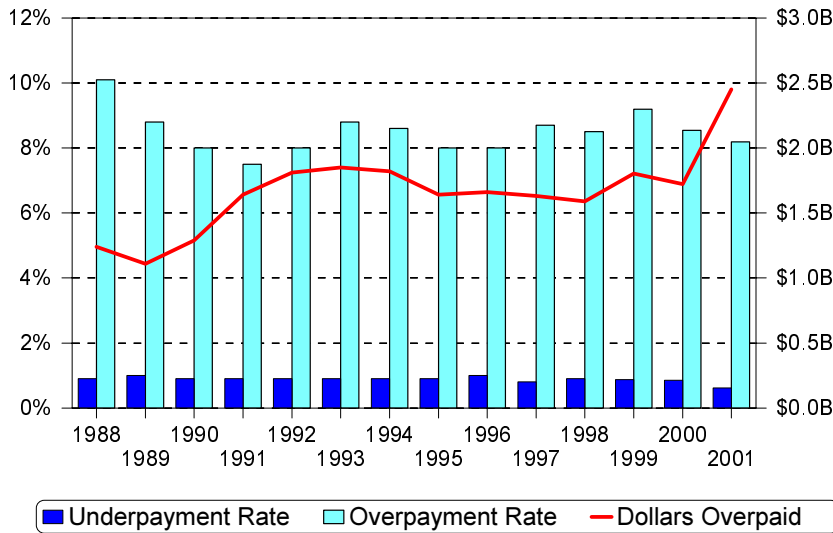
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Benefit Accuracy Measurement Error Rates

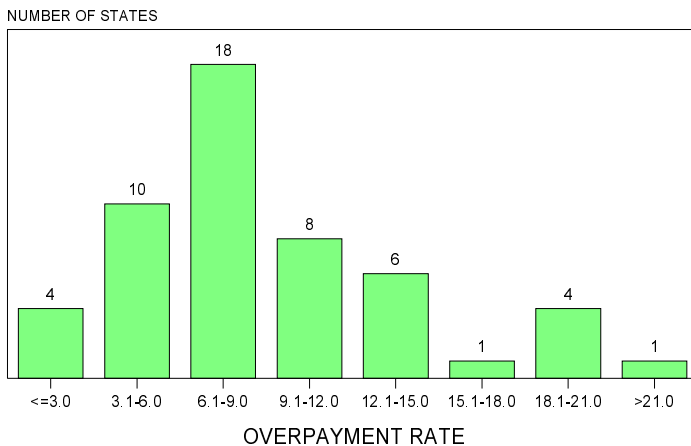
In CY 2001, the weighted BAM overpayment rate was 8.2%, and the underpayment rate was 0.6%, of benefits paid. When first reported, for 1988, the rate exceeded 10%; it declined regularly to 7.5% in 1991, then stayed in the narrow range of 8% to 8.8% until 1999 when it exceeded 9%. Underpayments have been approximately 0.9% of benefits every year. Dollars overpaid surged to \$2.5B reflecting the rise in benefits paid in 2001.

BENEFIT ACCURACY MEASUREMENT

National Estimates
CY 1988 to CY 2001



DISTRIBUTION OF BAM OVERPAYMENT RATES
CY 2001

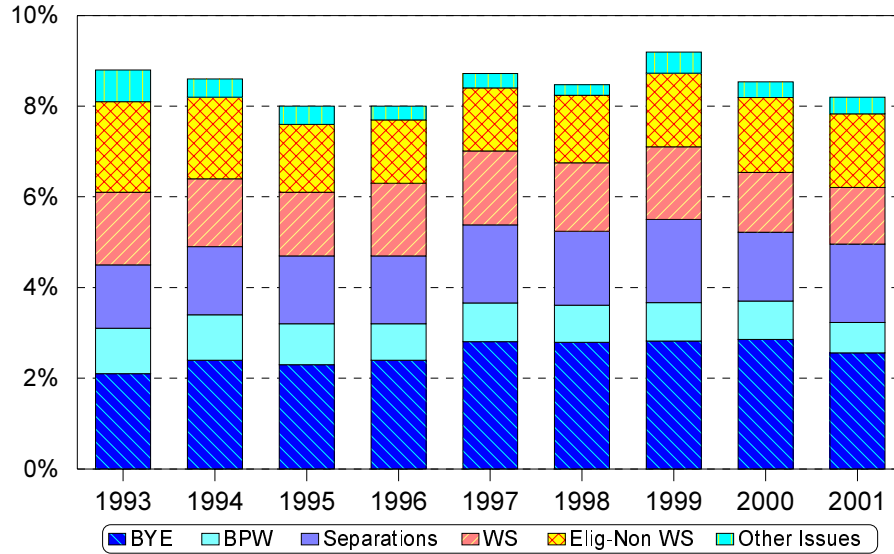


In 2001, 62% of States reported overpayment rates of 9% or less.

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BAM OVERPAYMENTS BY CAUSE

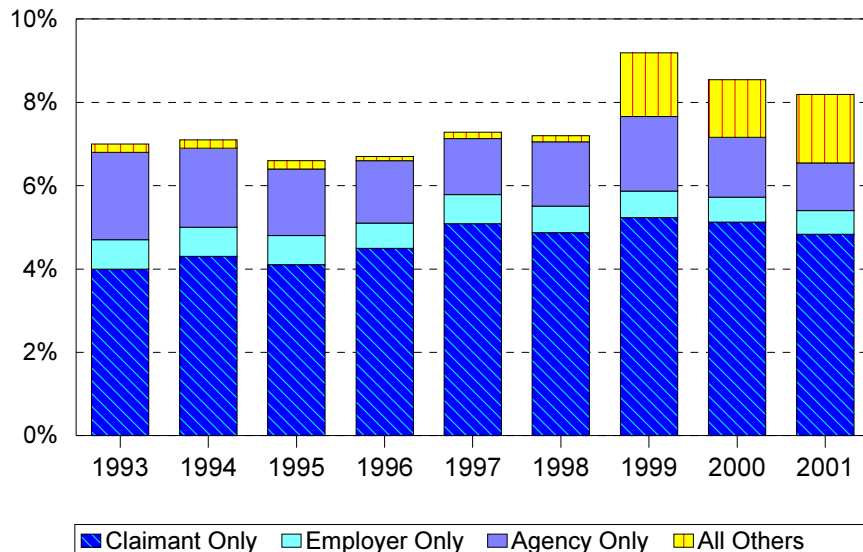
As a Percent of Dollars Paid



The largest cause of dollars overpaid in 2001 was Benefit Year Earnings violations--failing to report all or part of moneys earned or received while claiming benefits during the key week--followed by separations and then eligibility violations other than work search. Claimant errors were responsible for about 59%, agency errors were responsible for 14% and employers were responsible for 7% of overpayment errors. The remaining 20% of overpayment errors resulted from actions, or inactions, of the parties in combination.

BAM OVERPAYMENT RATES BY RESPONSIBILITY

As a Percent of Dollars Paid



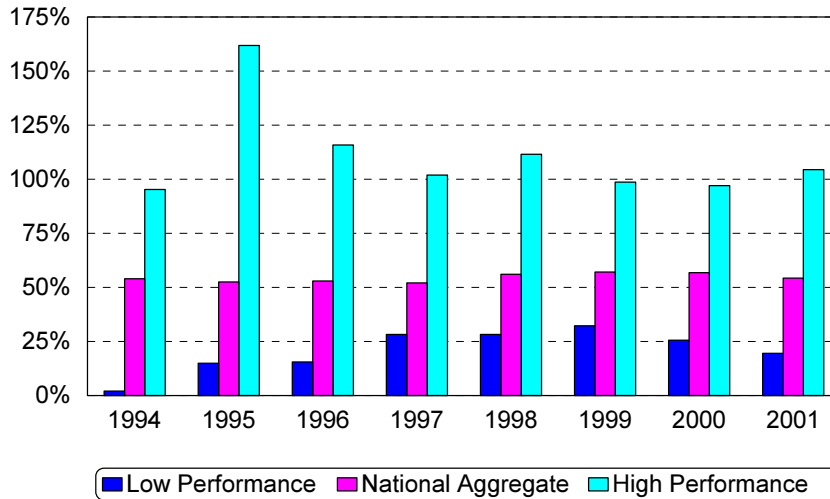
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Benefit Payment Control Recovery Performance

States reported that they recovered approximately 59% of the fraud overpayments they established in 2001, and about 54% of the nonfraud overpayments established. In spite of the wild fluctuations reported by high-performing States, the aggregate recovery rate has been quite steady since 1994 for both fraud and nonfraud cases, averaging 53% and 54%, respectively.

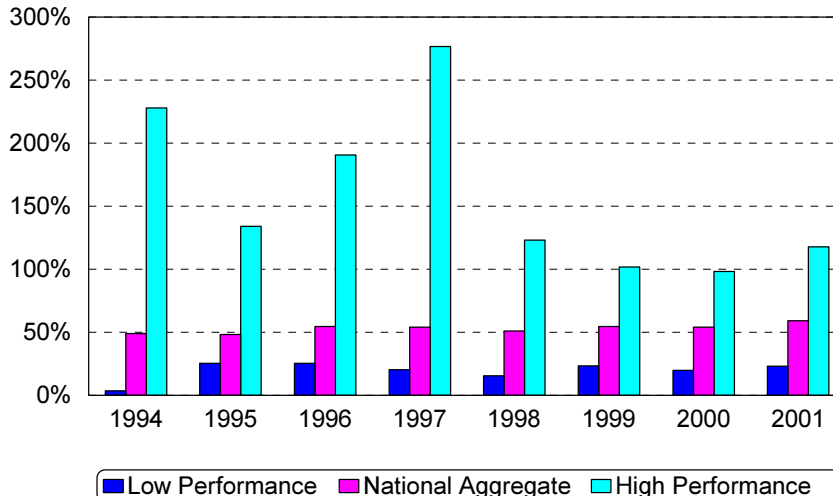
BENEFIT PAYMENT CONTROL

Nonfraud Recovery Rates



BENEFIT PAYMENT CONTROL

Fraud Recovery Rates



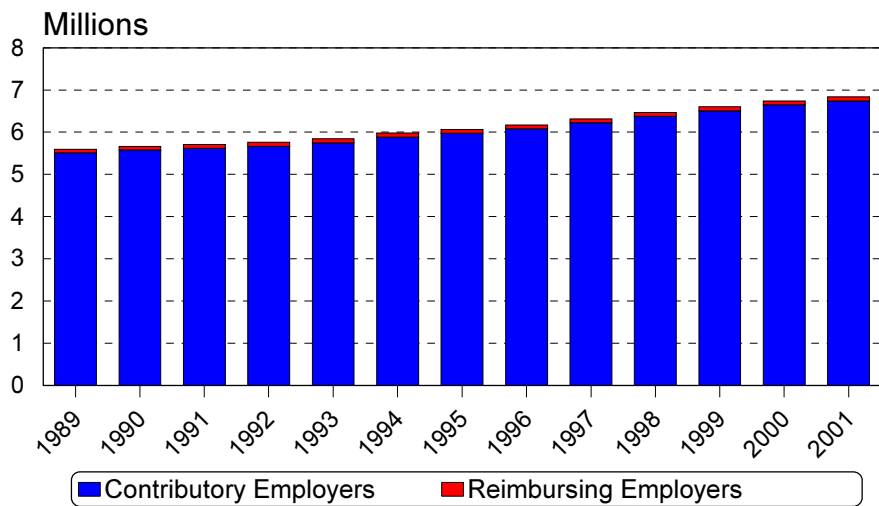
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TAX PROGRAM ACTIVITY AND PERFORMANCE

The number of subject employers has grown fairly steadily at a rate of about 2% a year since 1989 to a total of 6.8 million in 2001. Of these, about 6.7 million, or 99%, were contributory.

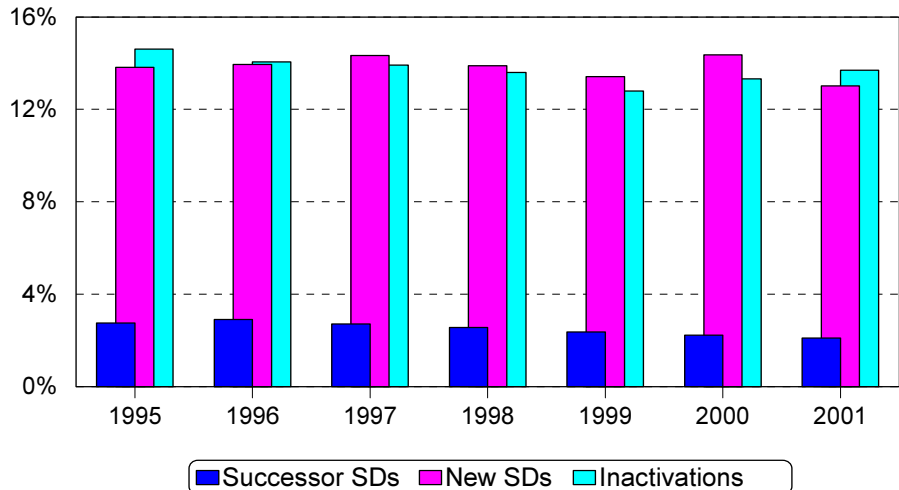
The slow, steady annual growth in the number of subject employers conceals considerable turnover. Measured by status determination activity, turnover is quite high.

NUMBER OF SUBJECT EMPLOYERS
CYs 1989 - 2001



TURNOVER IN EMPLOYER POPULATION
Status Determinations (SDs) as % of Subject Employers
CYs 1995 - 2001

Each year since 1995, new accounts and inactivations/terminations each amounted to about 13% of liable employers, and successorships close to 2%.



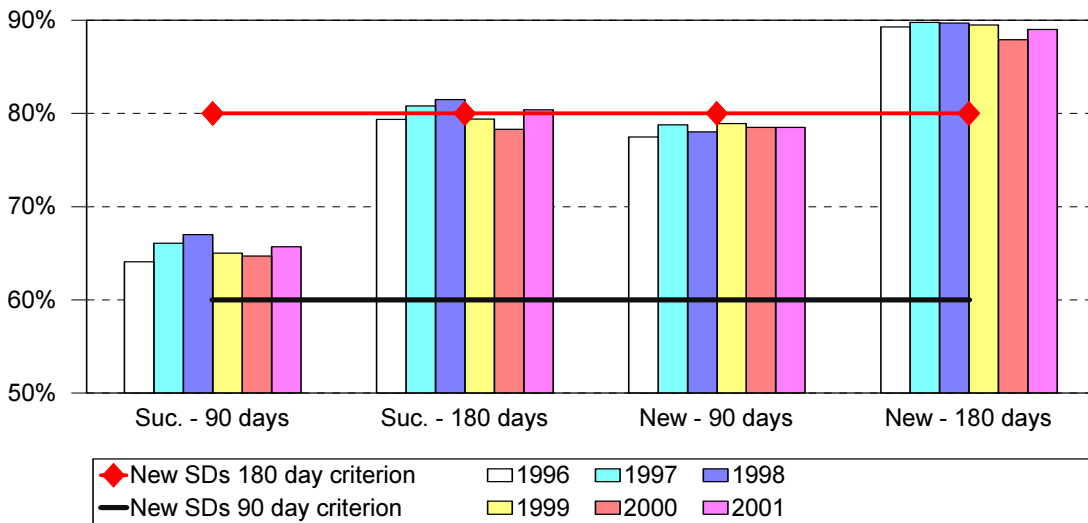
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Status Determinations

State performance on both new and successor status determinations has remained quite stable since 1996. Nationally, about 79% 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

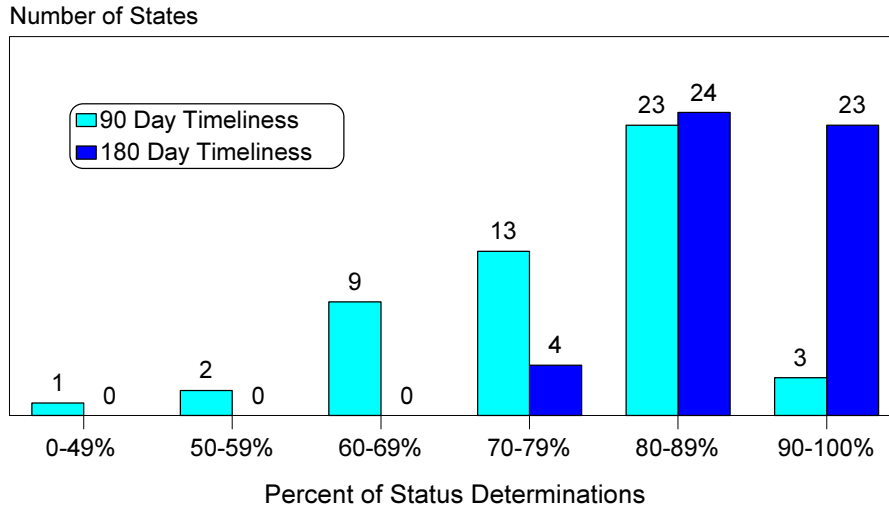
CYs 1996 - 2001



TIMELINESS OF STATUS DETERMINATIONS

New Employers - CY 2001

However, three States failed to meet the 90-day criterion, and four the 180-day mark, in 2001, while almost half of the States made at least 90% of new determinations within 180 days.

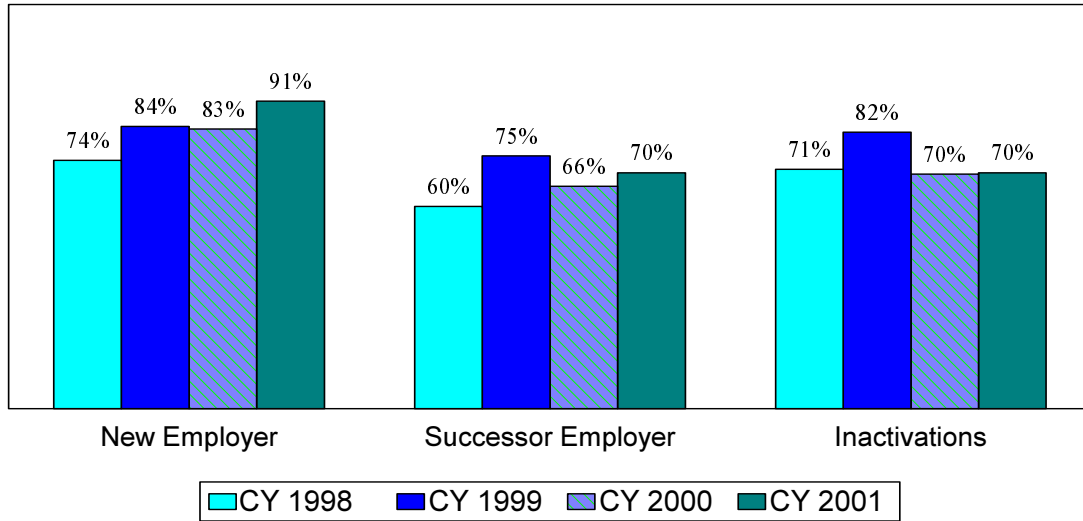


**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

ACCURACY OF STATUS DETERMINATIONS

Percent of States Passing

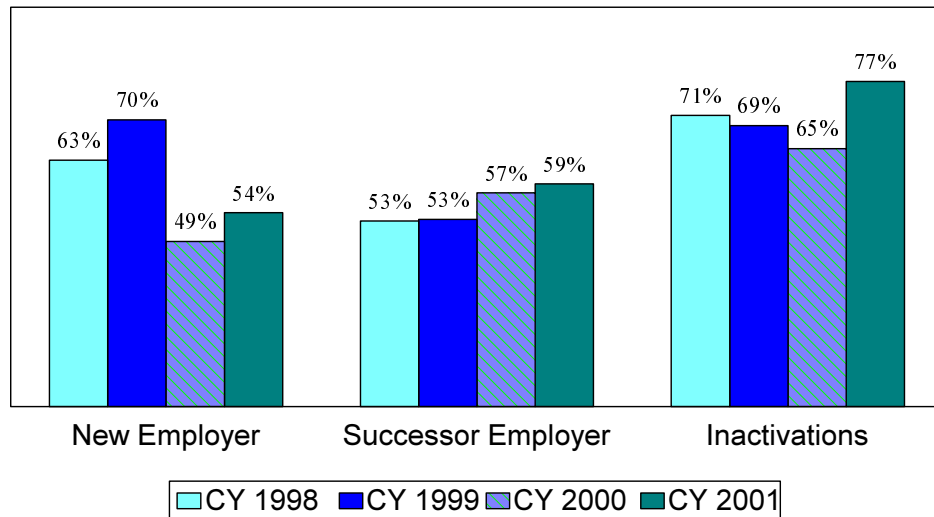
(New SDs pass with ≤ 6 failures and other SDs pass with ≤ 2 failures)



In 2001, States regained some of their performance improvement in the accuracy of status determinations and their posting lost in 2000. The percent of States passing new employer status determination accuracy reached an all time high of 91%. The accuracy of all postings improved from 2000, with an average gain of 6.3%.

ACCURACY OF POSTINGS

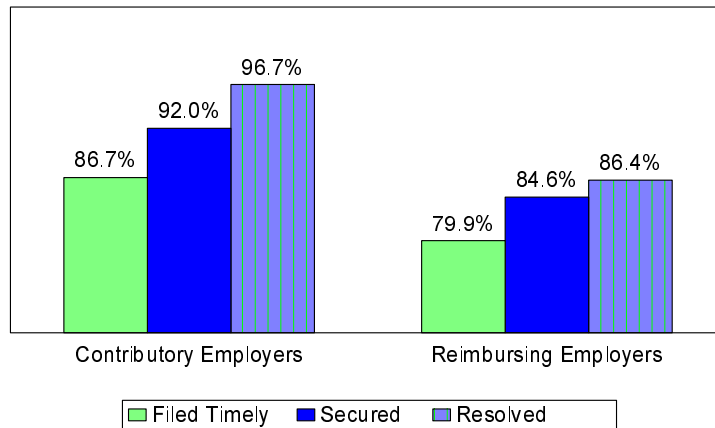
Percent of States Passing



**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

Report Delinquency

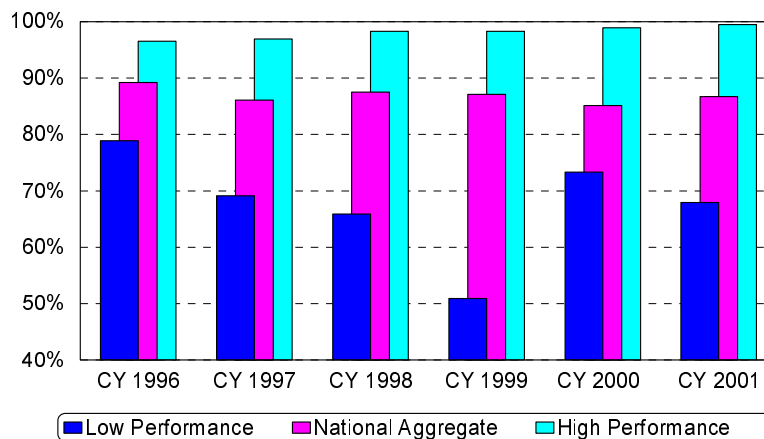
**REPORT DELINQUENCY ACTIVITY
CY 2001**



States receive more reports on time, and secure or resolve more delinquent reports, from contributory employers than from reimbursing. Over the last five years, the average timely reporting among contributory employers has ranged between 85% and 89%. During this same time, the performance of the best-performing State has continued to improve.

REPORTS FILED TIMELY

Contributory Employers
CYs 1996 - 2001

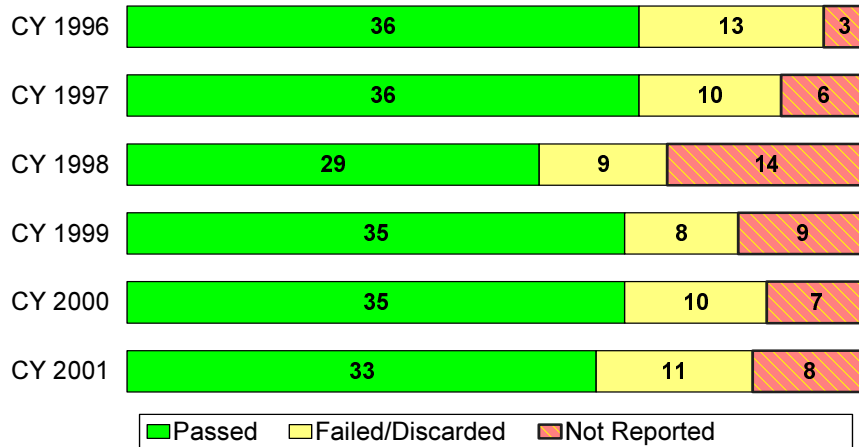


**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

The number of States passing the acceptance sample for quality in delinquent reports operations declined from 2000 to 2001, yet remains higher than the low point of 1998.

RESOLUTION OF REPORT DELINQUENCIES

Number of States Passing/Failing Acceptance Sample



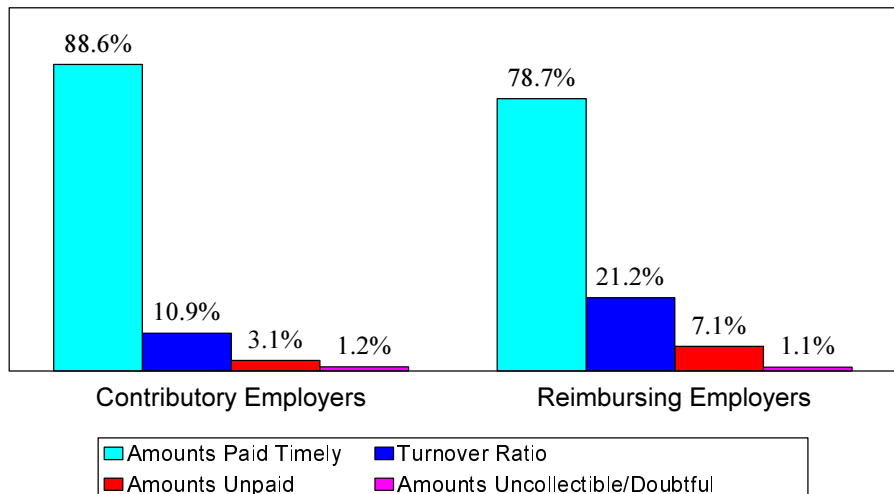
Collections

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 delinquent amounts for reimbursing employers is twice that of contributory employers because of the lower rate of timely payment.

COLLECTION ACTIVITIES

CY 2000

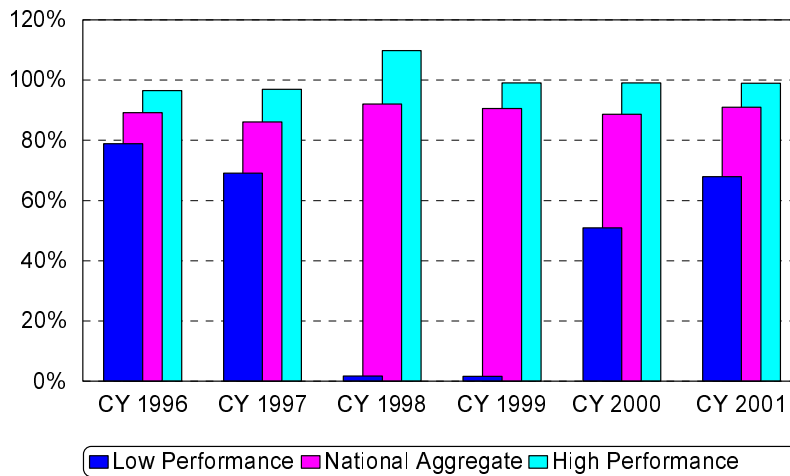


UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT

The proportion of total contributory employers' taxes due that were paid timely was slightly higher in 2001 than in 2000, yet still below the peak of 92% in 1998. Half of the reporting States passed the acceptance sample for quality operation of the collections function in 2001.

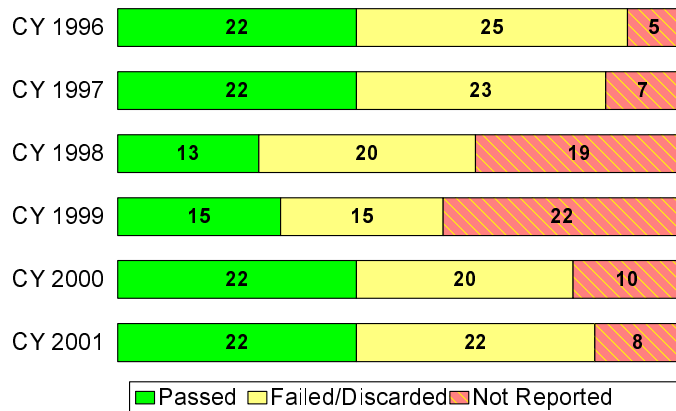
AMOUNTS PAID TIMELY

Contributory Employers
CYs 1996 - 2001



COLLECTION OF TAXES DUE

Number of States Passing/Failing Acceptance Sample

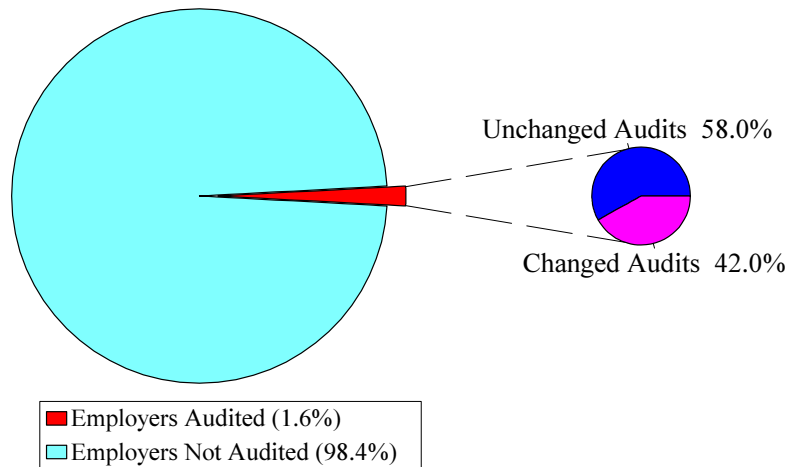


**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

Field Audit

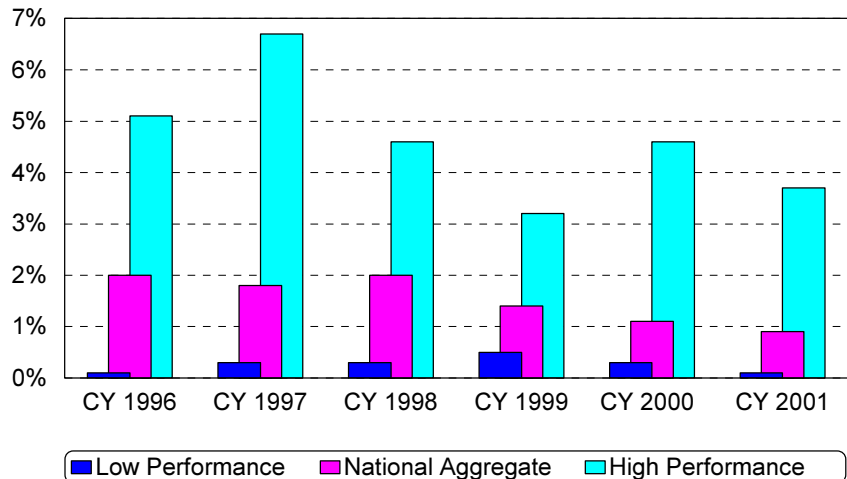
In 2001, States audited about 1.6% of contributory employers. About two in five audits resulted in some change in the audited employer’s liability or taxes due. The aggregate penetration of wages (about 1%) is lower than that of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

**FIELD AUDIT PENETRATION AND CHANGE
CY 2001**



State performance in audit penetration varies considerably: in 2001 the high State attained a penetration rate of wages which was four times the national aggregate, whereas the low State attained a penetration rate only one ninth of the aggregate.

**FIELD AUDIT RESULTS
Annualized Percent of Total Wages Audited
CYs 1996 - 2001**

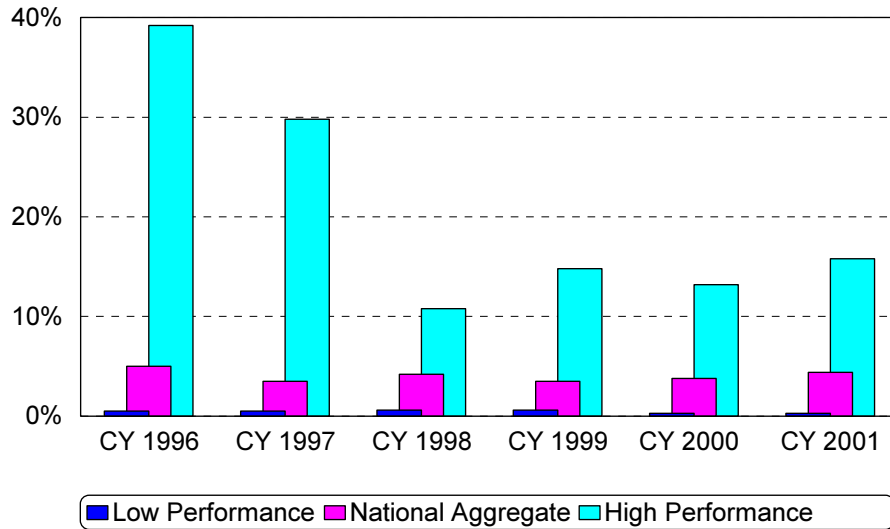


Note: CA excluded.

**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

For the country as a whole, these audits resulted in a change of about 4.4% in aggregate wages in 2001, 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 16% in 2001. 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 - 2001

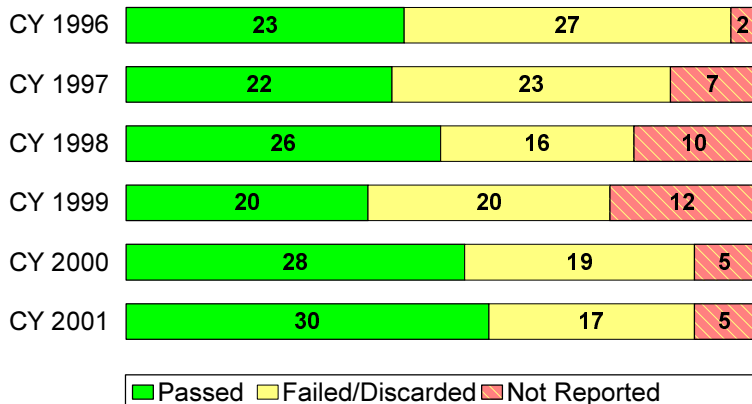


Note: CA excluded.

Field audit acceptance sample results improved in 2001, to the highest level of performance to date. In 2001, about 64% of reporting States passed the acceptance sample for satisfaction of Employment Security Manual audit requirements.

QUALITY OF FIELD AUDITS

Number of States Meeting/Not Meeting
ESM Requirement Criterion



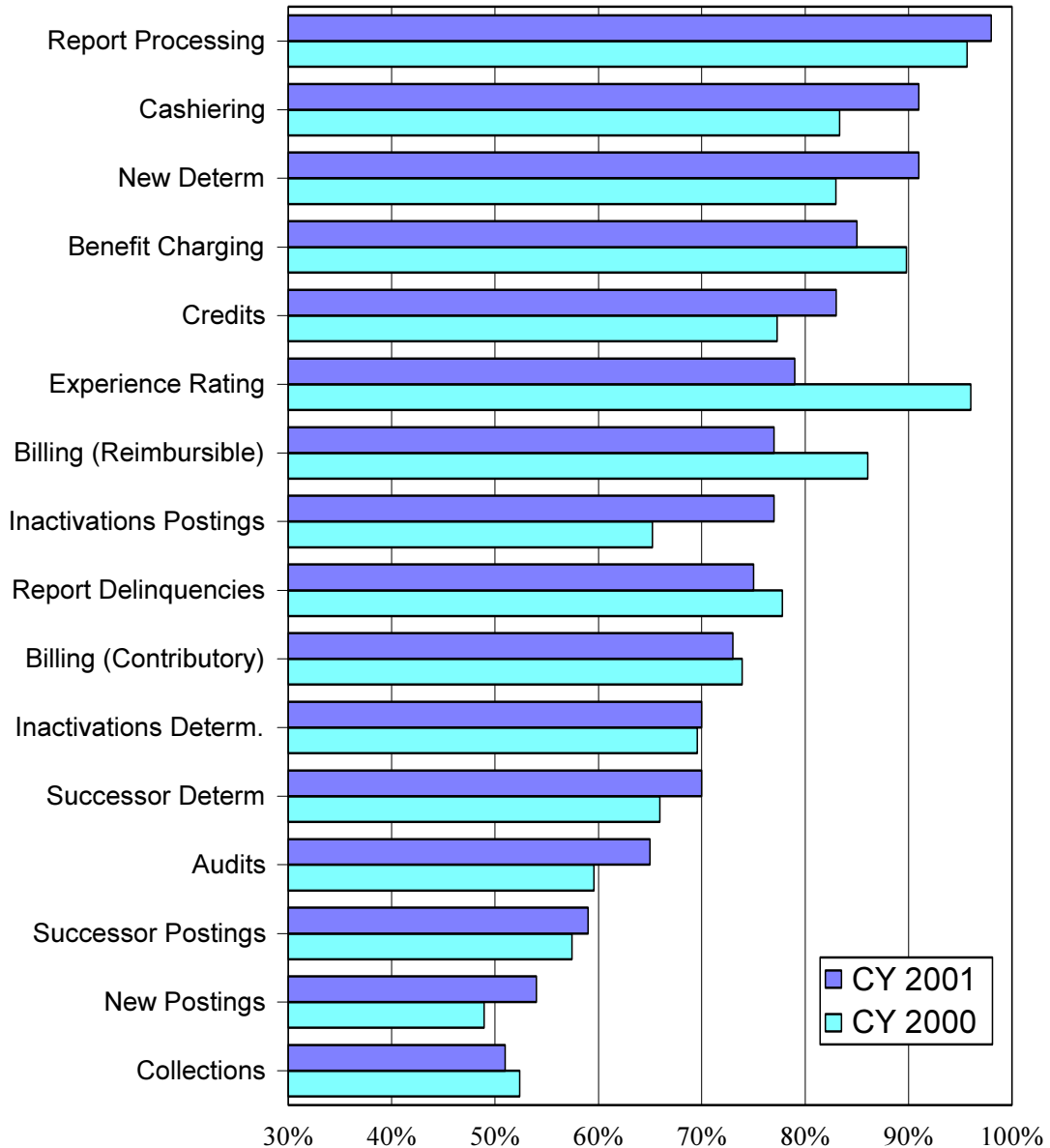
**UI PERFORMS ANNUAL REPORT CY 2001
NATIONAL REPORT**

Account Maintenance

CY 2001 acceptance sample results show improved performance in the accuracy of eight out of fourteen tax functions. The accuracy of new, successor, and inactivation status determinations and postings all improved from 2000.

ACCEPTANCE SAMPLE RESULTS

States Passing as a Percent of Reported Samples



UI PERFORMS ANNUAL REPORT CY 2001

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UI PERFORMS ANNUAL REPORT CY 2001
STATE REPORTS

The CY 2001 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 BTQ workloads listed for the Benefit Quality Measures (nonmonetary determinations with scores >80%, and lower authority appeals with scores \geq 85%) indicate the number of cases scored. The four-page 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 **4/29/2002**, or State did not report TPS acceptance sample results as of **6/14/2002**.
- ^ State-specific footnote.
- P** State passed acceptance sample.
- F** State failed acceptance sample.
- D** State discarded acceptance sample.
- N** State marked acceptance sample not complete.

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 2001
ALABAMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	129,748	95.3%	89.7%	87%
Intrastate UI, full weeks - 35 Days	129,748	98.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,053	88.4%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,053	95.5%	93.9%	78%
All First Payments - 14/21 Days	146,794	94.8%	89.0%	90%~
All First Payments - 35 Days	146,794	98.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	83,267	81.2%	63.9%	80%
Separation Determ. within 21 Days	40,208	57.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	83,267	74.7%	66.5%	none
Separation Issues within 21 Days	40,208	94.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,418	77.2%	56.5%	60%
Decisions within 45 Days of Filing	13,418	95.2%	78.8%	80%
Decisions within 90 Days of Filing	13,418	99.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,345	71.7%	68.4%	50%
Decisions within 75 Days of Filing	2,345	81.7%	88.3%	80%
Decisions within 150 Days of Filing	2,345	99.5%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,814	90.6%	89.1%	none
Wage Transfers Made within 14 Days	11,814	98.5%	98.1%	none
Billing Made within 45 Days	191	100.0%	97.2%	none
Reimbursements Made within 45 Days	187	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,653,071	89.9%	62.6%	none
Payments Made within 14 Days	1,653,071	96.9%	92.6%	none
Payments Made within 21 Days	1,653,071	98.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	372	87.8%	71.0%	75%
LA Appeals with Scores >= 85%	79	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,632,470	50.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$5,896,800	60.0%	54.3%	none

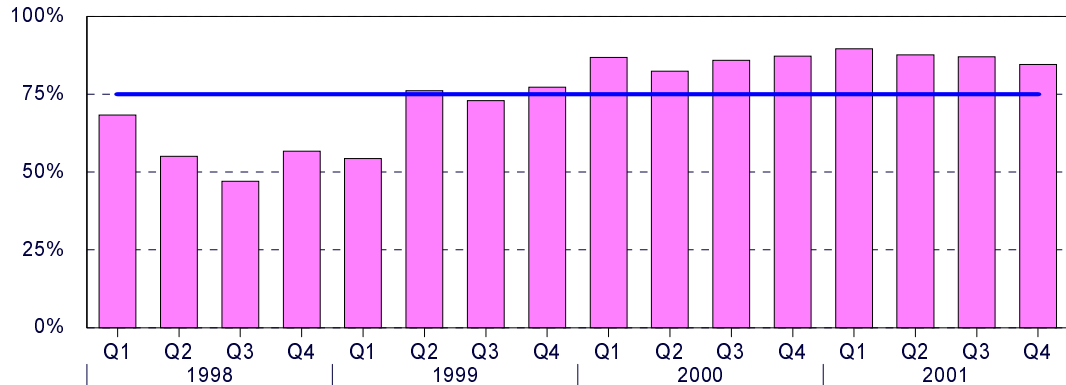
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
ALABAMA

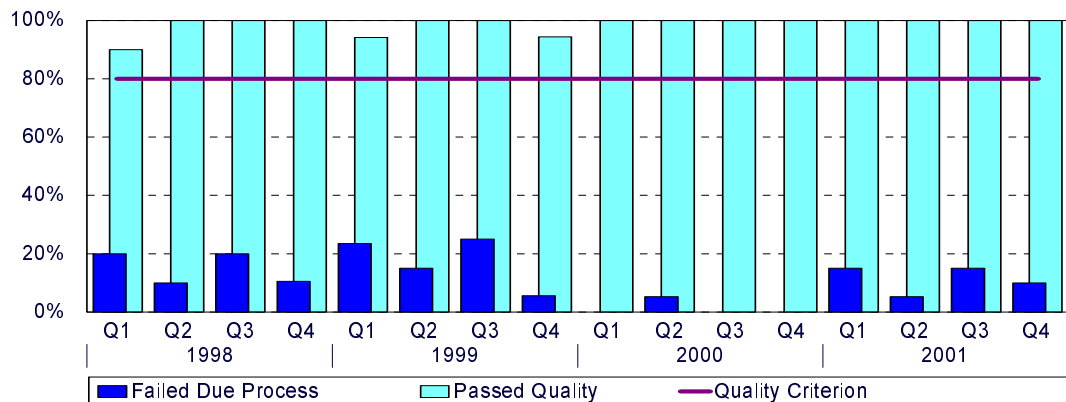
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.39	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.82	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$263,644,096	\$29.9B	none
Sample Size	500	24,190	none
Proper Payment Rate	92.3% +/- 2.4	91.8% +/- .5	none
Overpayment Rate	7.7% +/- 2.4	8.2% +/- .5	none
Underpayment Rate	.2% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
ALABAMA

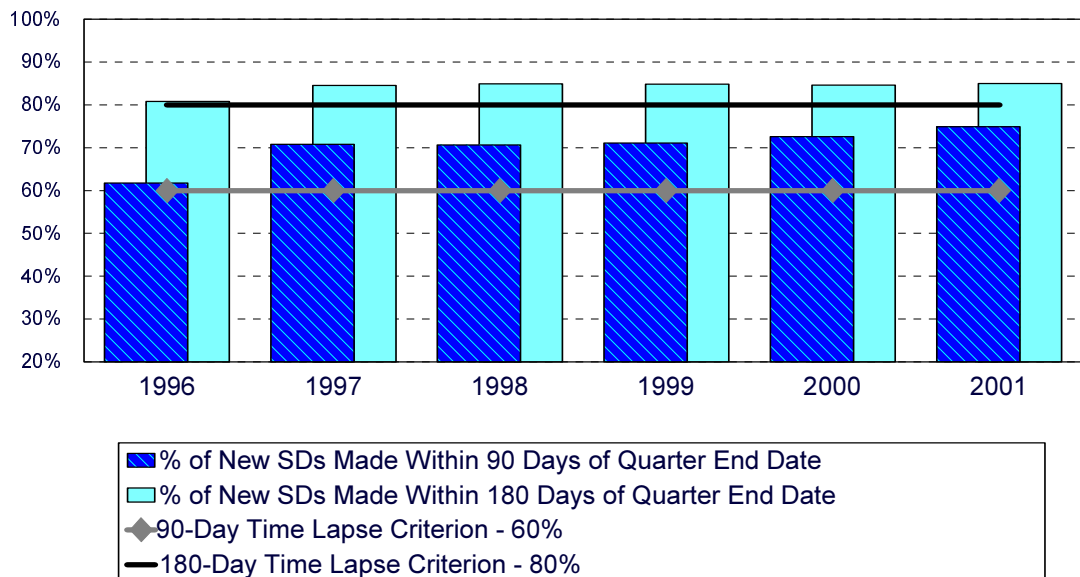
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	75.0%	78.5%
Percentage Made Within 180 Days	85.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.7%	65.7%
Percentage Made Within 180 Days	81.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.1%	86.7%
Percentage Secured	94.3%	92.0%
Percentage Resolved	97.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.2%	79.9%
Percentage Secured	91.7%	84.6%
Percentage Resolved	96.3%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.7%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	60.5%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	38.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.8%
Accounts Receivable As A Percentage Of Tax Due	6.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
ALABAMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
ALASKA

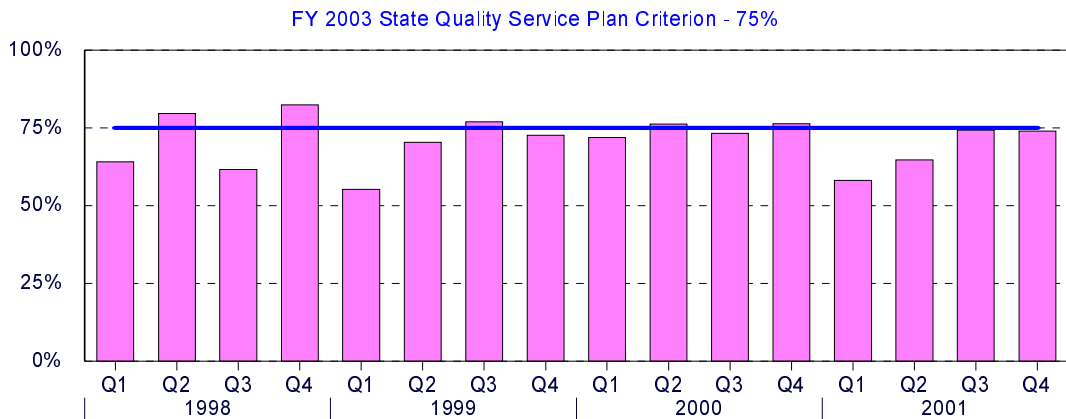
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	27,648	92.0%	89.7%	87%
Intrastate UI, full weeks - 35 Days	27,648	97.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	13,306	89.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	13,306	96.7%	93.9%	78%
All First Payments - 14/21 Days	45,324	90.8%	89.0%	90%~
All First Payments - 35 Days	45,324	97.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,216	86.7%	63.9%	80%
Separation Determ. within 21 Days	20,145	88.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	26,216	79.9%	66.5%	none
Separation Issues within 21 Days	20,145	52.3%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,244	80.7%	56.5%	60%
Decisions within 45 Days of Filing	2,244	93.8%	78.8%	80%
Decisions within 90 Days of Filing	2,244	99.6%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	121	47.9%	68.4%	50%
Decisions within 75 Days of Filing	121	86.0%	88.3%	80%
Decisions within 150 Days of Filing	121	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,120	90.7%	89.1%	none
Wage Transfers Made within 14 Days	7,120	96.0%	98.1%	none
Billing Made within 45 Days	195	100.0%	97.2%	none
Reimbursements Made within 45 Days	180	99.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	614,526	45.1%	62.6%	none
Payments Made within 14 Days	614,526	93.7%	92.6%	none
Payments Made within 21 Days	614,526	97.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	67.4%	71.0%	75%
LA Appeals with Scores >= 85%	78	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,562,118	71.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,316,863	104.4%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

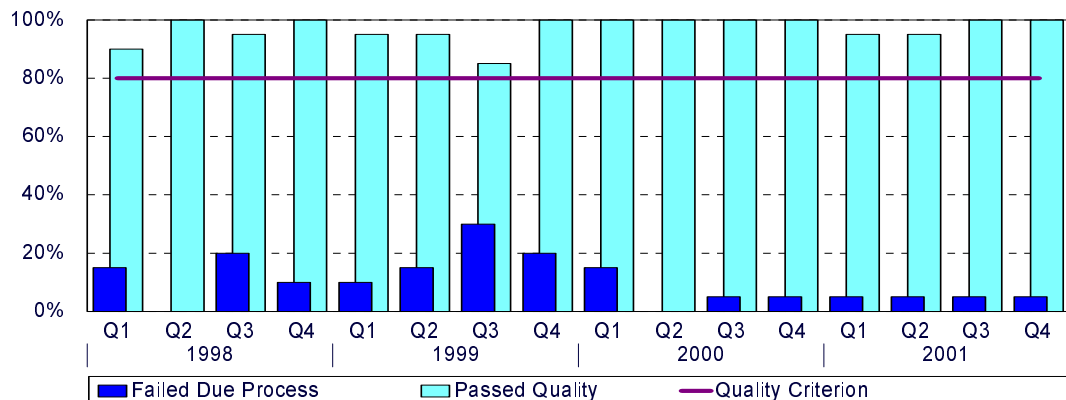
**UI PERFORMS ANNUAL REPORT CY 2001
ALASKA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.93	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.74	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$107,245,423	\$29.9B	none
Sample Size	481	24,190	none
Proper Payment Rate	93.0% +/- 2.2	91.8% +/- .5	none
Overpayment Rate	7.0% +/- 2.2	8.2% +/- .5	none
Underpayment Rate	.8% +/- .4	.6% +/- .1	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
ALASKA

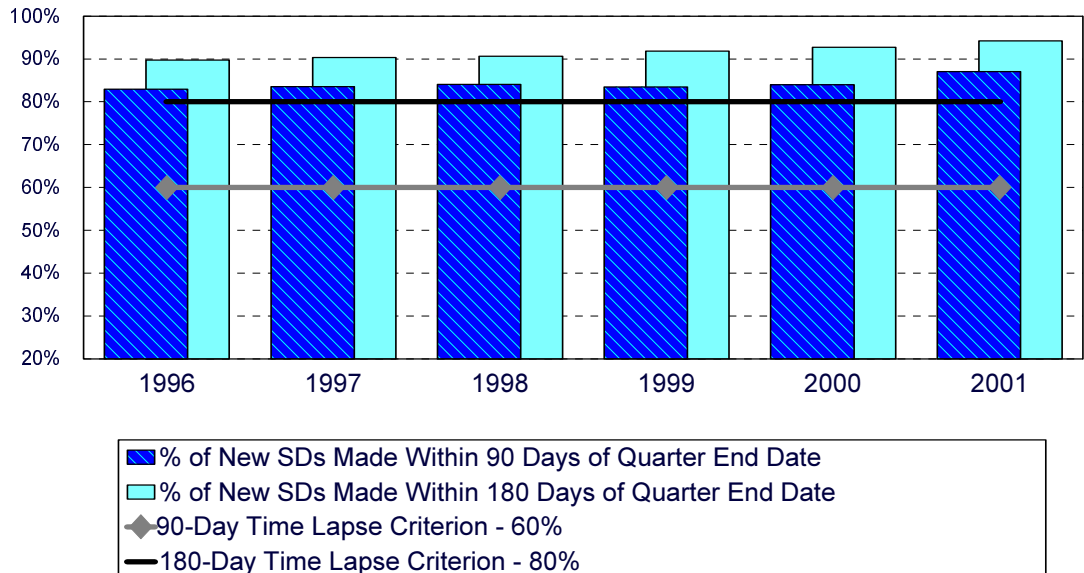
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.1%	78.5%
Percentage Made Within 180 Days	94.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	91% Pass
Accuracy In Postings?	*	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.7%	65.7%
Percentage Made Within 180 Days	91.0%	80.4%
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	59% Pass
Inactivations:		
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.7%	86.7%
Percentage Secured	96.2%	92.0%
Percentage Resolved	99.3%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.7%	79.9%
Percentage Secured	99.3%	84.6%
Percentage Resolved	100.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.5%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.4%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.5%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	5.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	65% Pass
Account Maintenance		
Accuracy In Report Processing?	*	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	*	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
ARIZONA

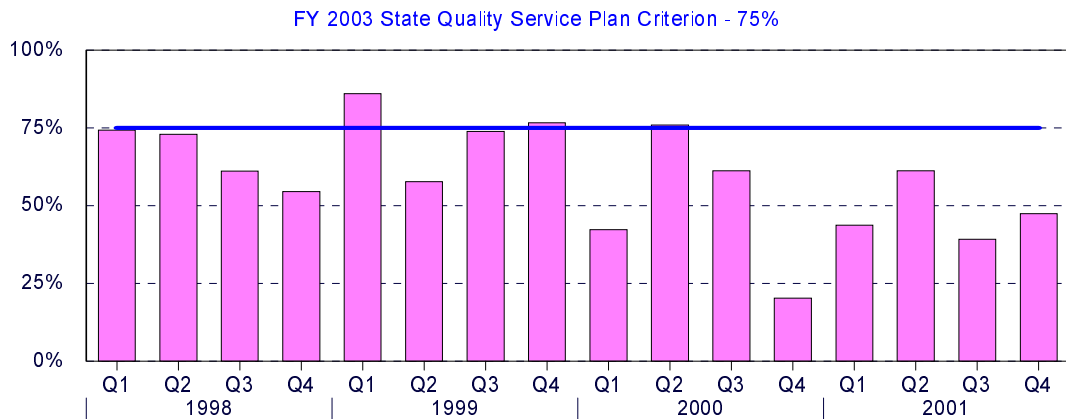
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	90,345	94.3%	89.7%	87%
Intrastate UI, full weeks - 35 Days	90,345	98.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,102	89.8%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,102	96.6%	93.9%	78%
All First Payments - 14/21 Days	99,585	93.9%	89.0%	90%~
All First Payments - 35 Days	99,585	97.9%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	59,011	66.9%	63.9%	80%
Separation Determ. within 21 Days	64,657	90.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	59,011	90.7%	66.5%	none
Separation Issues within 21 Days	64,657	95.4%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	16,437	60.4%	56.5%	60%
Decisions within 45 Days of Filing	16,437	86.9%	78.8%	80%
Decisions within 90 Days of Filing	16,437	96.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,445	78.8%	68.4%	50%
Decisions within 75 Days of Filing	1,445	93.5%	88.3%	80%
Decisions within 150 Days of Filing	1,445	96.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,835	96.1%	89.1%	none
Wage Transfers Made within 14 Days	12,835	99.8%	98.1%	none
Billing Made within 45 Days	197	100.0%	97.2%	none
Reimbursements Made within 45 Days	195	90.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,432,049	94.9%	62.6%	none
Payments Made within 14 Days	1,432,049	98.0%	92.6%	none
Payments Made within 21 Days	1,432,049	98.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	229	48.1%	71.0%	75%
LA Appeals with Scores >= 85%	77	96.3%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,655,782	95.7%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$3,500,631	39.0%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

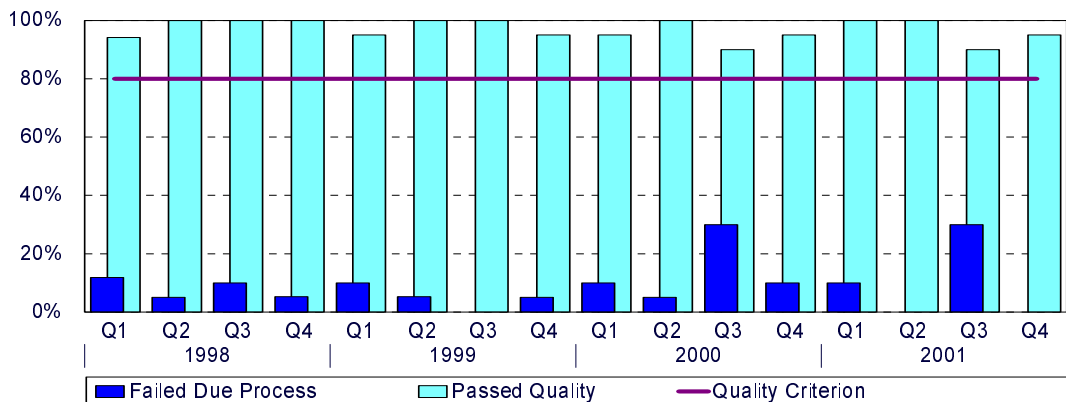
**UI PERFORMS ANNUAL REPORT CY 2001
ARIZONA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.86	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	2.46	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$257,328,382	\$29.9B	none
Sample Size	457	24,190	none
Proper Payment Rate	86.7% +/- 3.3	91.8% +/- .5	none
Overpayment Rate	13.3% +/- 3.3	8.2% +/- .5	none
Underpayment Rate	.2% +/- .1	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



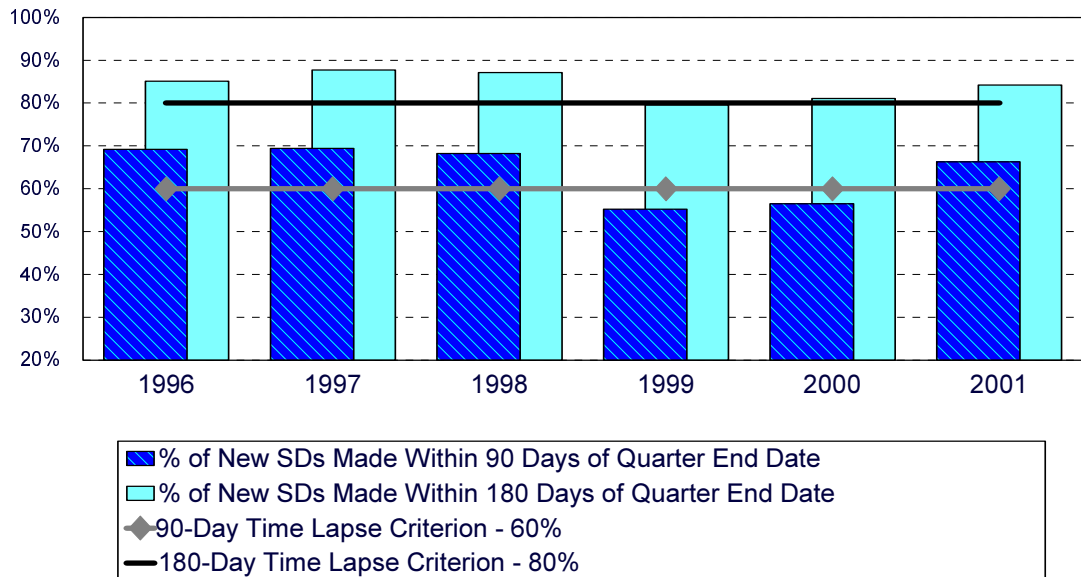
UI PERFORMS ANNUAL REPORT CY 2001
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	66.3%	78.5%
Percentage Made Within 180 Days	84.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	57.4%	65.7%
Percentage Made Within 180 Days	77.0%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.7%	86.7%
Percentage Secured	97.1%	92.0%
Percentage Resolved	102.9%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.5%	79.9%
Percentage Secured	97.1%	84.6%
Percentage Resolved	100.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.8%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.5%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	4.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	1.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
ARKANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	81,600	92.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	81,600	97.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,443	74.5%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,443	92.2%	93.9%	78%
All First Payments - 14/21 Days	111,229	91.9%	89.0%	90%~
All First Payments - 35 Days	111,229	97.7%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	16,642	59.1%	63.9%	80%
Separation Determ. within 21 Days	41,965	60.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	16,642	78.4%	66.5%	none
Separation Issues within 21 Days	41,965	95.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	10,693	90.3%	56.5%	60%
Decisions within 45 Days of Filing	10,693	97.3%	78.8%	80%
Decisions within 90 Days of Filing	10,693	99.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,968	90.1%	68.4%	50%
Decisions within 75 Days of Filing	1,968	96.7%	88.3%	80%
Decisions within 150 Days of Filing	1,968	99.3%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,407	20.5%	89.1%	none
Wage Transfers Made within 14 Days	8,407	80.6%	98.1%	none
Billing Made within 45 Days	197	86.8%	97.2%	none
Reimbursements Made within 45 Days	181	90.6%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,285,741	93.6%	62.6%	none
Payments Made within 14 Days	1,285,741	98.4%	92.6%	none
Payments Made within 21 Days	1,285,741	98.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	84.9%	71.0%	75%
LA Appeals with Scores >= 85%	78	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,740,043	35.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,981,075	43.7%	54.3%	none

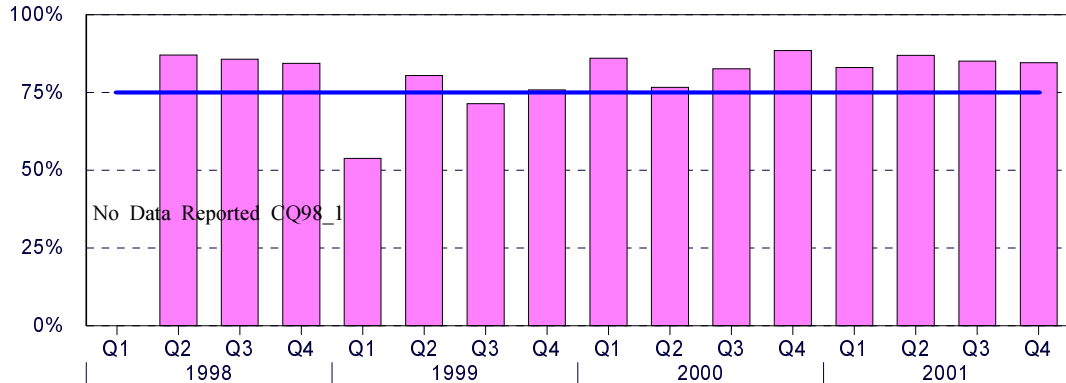
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
ARKANSAS**

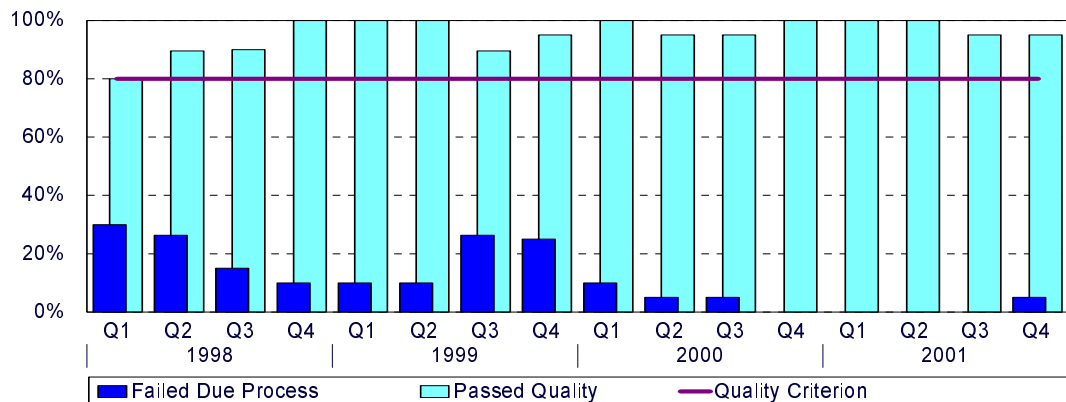
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.12	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.24	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$277,085,564	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	87.3% +/- 3.0	91.8% +/- .5	none
Overpayment Rate	12.7% +/- 3.0	8.2% +/- .5	none
Underpayment Rate	.6% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
ARKANSAS

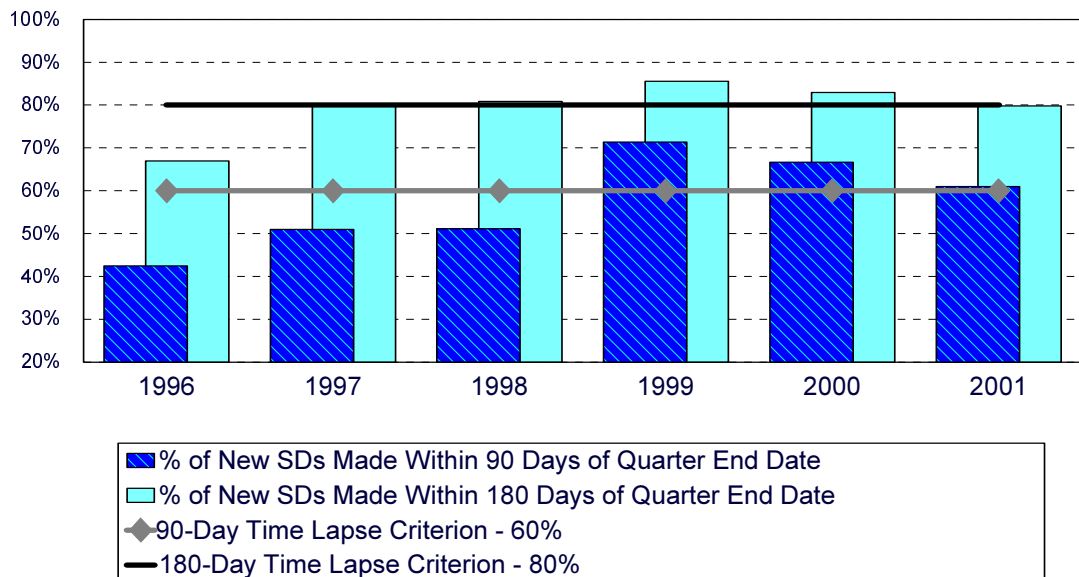
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	61.0%	78.5%
Percentage Made Within 180 Days	79.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	64.0%	65.7%
Percentage Made Within 180 Days	83.3%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.1%	86.7%
Percentage Secured	95.8%	92.0%
Percentage Resolved	99.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.7%	79.9%
Percentage Secured	94.5%	84.6%
Percentage Resolved	99.2%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.6%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	46.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	52.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.3%	1.8%
Accounts Receivable As A Percentage Of Tax Due	7.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
ARKANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	5.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	0.3%	1.6%
Annualized Percentage Of Total Wages Audited	0.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	N	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 2001
CALIFORNIA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	1,197,236	87.0%	89.7%	87%
Intrastate UI, full weeks - 35 Days	1,197,236	97.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	25,725	75.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	25,725	93.3%	93.9%	78%
All First Payments - 14/21 Days	1,299,146	86.2%	89.0%	90%~
All First Payments - 35 Days	1,299,146	97.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	810,435	65.0%	63.9%	80%
Separation Determ. within 21 Days	578,684	87.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	778,179	44.2%	66.5%	none
Separation Issues within 21 Days	563,651	90.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	182,756	53.0%	56.5%	60%
Decisions within 45 Days of Filing	182,756	77.2%	78.8%	80%
Decisions within 90 Days of Filing	182,756	94.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	12,779	45.9%	68.4%	50%
Decisions within 75 Days of Filing	12,779	82.8%	88.3%	80%
Decisions within 150 Days of Filing	12,779	95.3%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	38,610	91.6%	89.1%	none
Wage Transfers Made within 14 Days	38,610	99.9%	98.1%	none
Billing Made within 45 Days	208	100.0%	97.2%	none
Reimbursements Made within 45 Days	200	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	18,942,870	38.5%	62.6%	none
Payments Made within 14 Days	18,942,870	83.9%	92.6%	none
Payments Made within 21 Days	18,942,870	93.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	352	35.1%	71.0%	75%
LA Appeals with Scores >= 85%	134	83.8%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$100,202,421	51.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$12,667,764	45.4%	54.3%	none

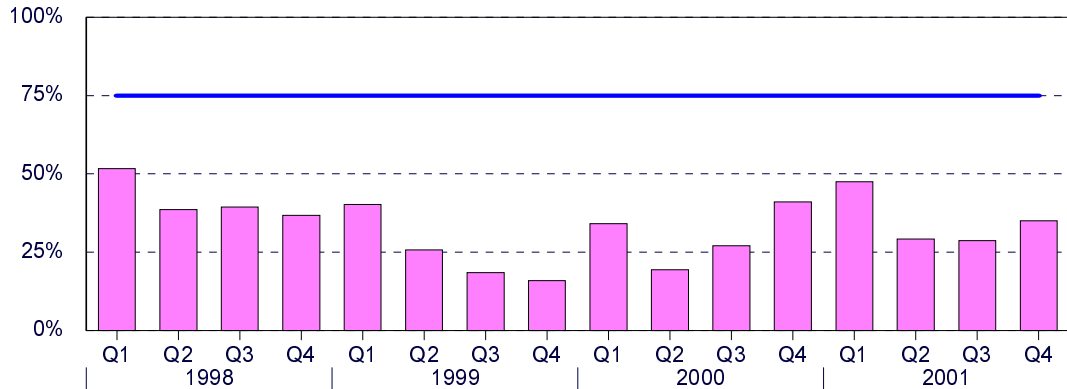
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
CALIFORNIA**

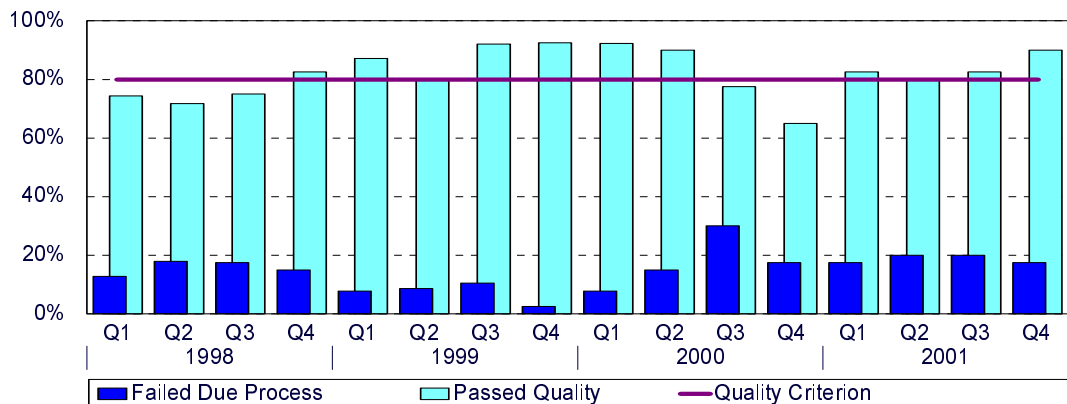
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.87	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.71	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$3,392,291,011	\$29.9B	none
Sample Size	1,657	24,190	none
Proper Payment Rate	94.4% +/- 1.1	91.8% +/- .5	none
Overpayment Rate	5.6% +/- 1.1	8.2% +/- .5	none
Underpayment Rate	.3% +/- .1	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



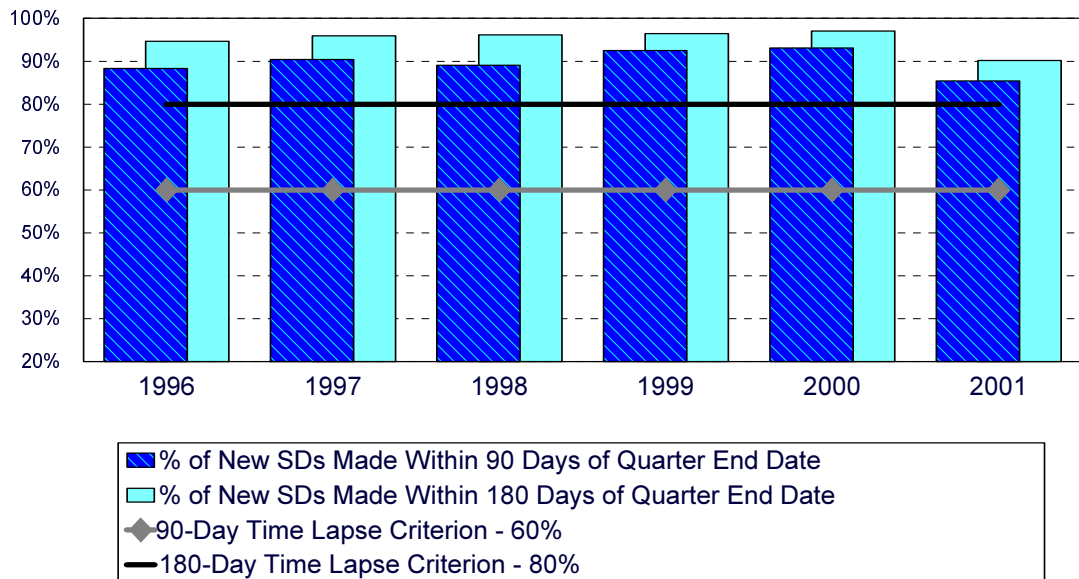
**UI PERFORMS ANNUAL REPORT CY 2001
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.4%	78.5%
Percentage Made Within 180 Days	90.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	37.4%	65.7%
Percentage Made Within 180 Days	54.6%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	83.0%	86.7%
Percentage Secured	83.0%	92.0%
Percentage Resolved	88.1%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	99.8%	79.9%
Percentage Secured	99.8%	84.6%
Percentage Resolved	98.2%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.7%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.4%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.5%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	*	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	0.0%	1.6%
Annualized Percentage Of Total Wages Audited	*	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002, or TPS data as of 4/29/2002.

UI PERFORMS ANNUAL REPORT CY 2001
COLORADO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	59,356	77.8%	89.7%	87%
Intrastate UI, full weeks - 35 Days	59,356	96.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	3,602	75.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	3,602	94.6%	93.9%	78%
All First Payments - 14/21 Days	66,707	77.8%	89.0%	90%~
All First Payments - 35 Days	66,707	96.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	84,172	44.6%	63.9%	80%
Separation Determ. within 21 Days	101,071	24.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	84,172	82.6%	66.5%	none
Separation Issues within 21 Days	101,071	97.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	16,951	41.0%	56.5%	60%
Decisions within 45 Days of Filing	16,951	79.8%	78.8%	80%
Decisions within 90 Days of Filing	16,951	98.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,482	57.3%	68.4%	50%
Decisions within 75 Days of Filing	1,482	96.6%	88.3%	80%
Decisions within 150 Days of Filing	1,482	99.4%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,176	99.9%	89.1%	none
Wage Transfers Made within 14 Days	13,176	100.0%	98.1%	none
Billing Made within 45 Days	199	100.0%	97.2%	none
Reimbursements Made within 45 Days	199	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	976,435	45.2%	62.6%	none
Payments Made within 14 Days	976,435	93.8%	92.6%	none
Payments Made within 21 Days	976,435	97.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	382	48.3%	71.0%	75%
LA Appeals with Scores >= 85%	79	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,458,994	56.0%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$4,685,359	56.5%	54.3%	none

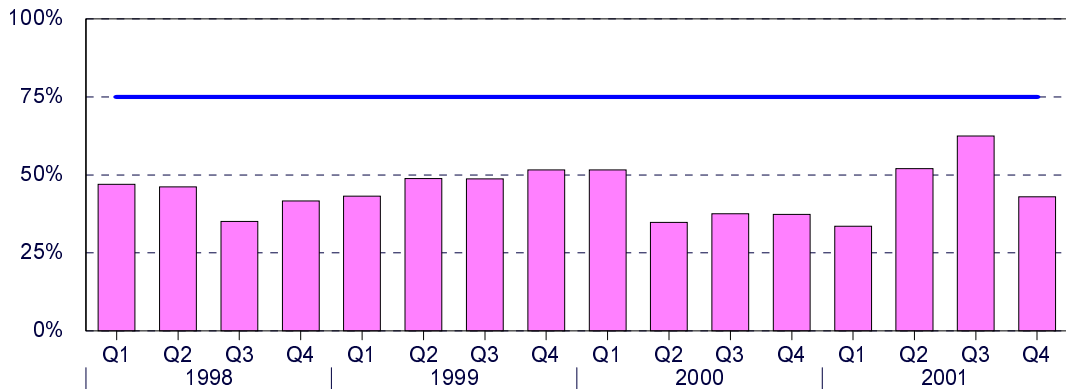
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**UI PERFORMS ANNUAL REPORT CY 2001
COLORADO**

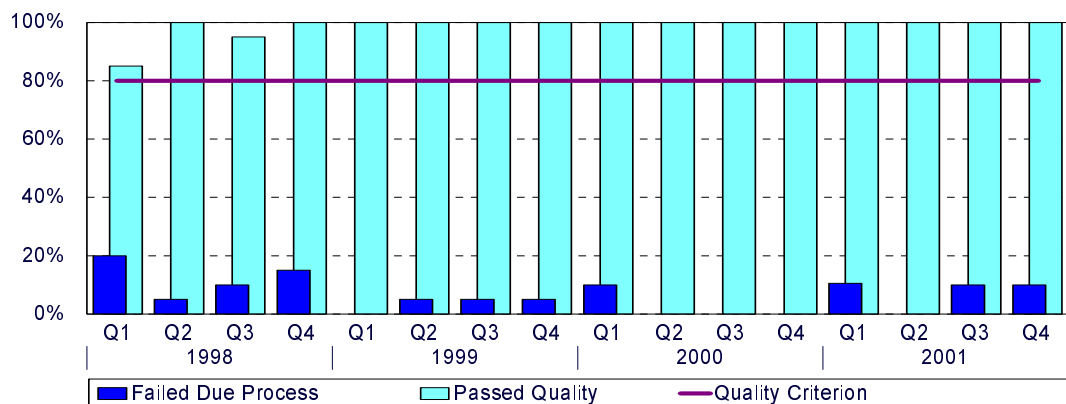
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.64	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.40	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	^	\$29.9B	none
Sample Size	^	24,190	none
Proper Payment Rate	^	91.8% +/- .5	none
Overpayment Rate	^	8.2% +/- .5	none
Underpayment Rate	^	.6% +/- .1	none
Footnotes:	^	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



^ State completed an insufficient number of BAM cases to produce statistically reliable estimates.

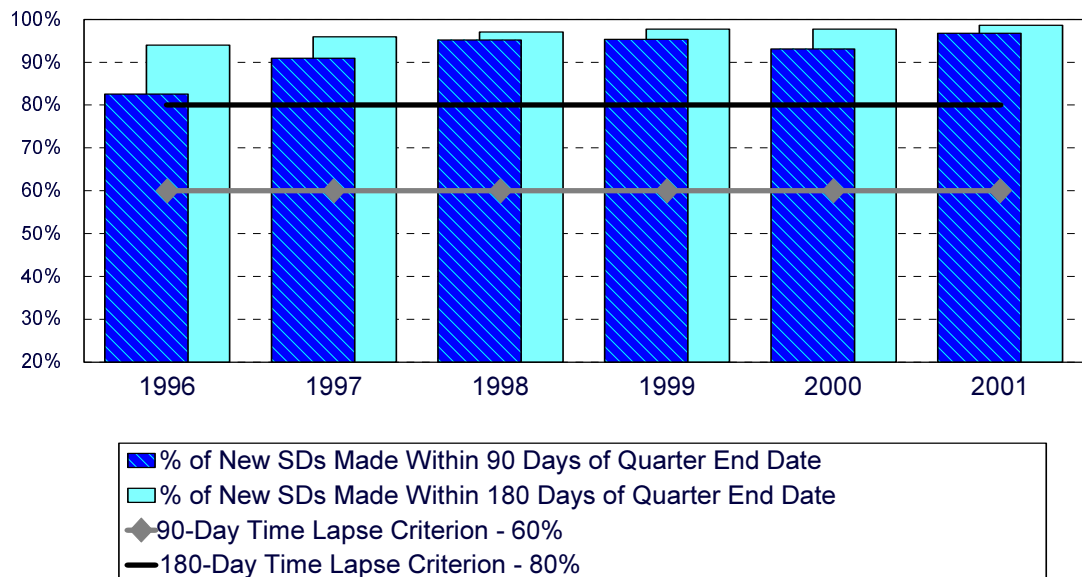
UI PERFORMS ANNUAL REPORT CY 2001
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	96.8%	78.5%
Percentage Made Within 180 Days	98.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	N	91% Pass
Accuracy In Postings?	N	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.2%	65.7%
Percentage Made Within 180 Days	93.0%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.7%	86.7%
Percentage Secured	91.6%	92.0%
Percentage Resolved	96.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.9%
Percentage Secured	96.9%	84.6%
Percentage Resolved	99.1%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	2.1%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	97.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	1.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	99.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	3.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	4.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.8%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
CONNECTICUT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	108,848	92.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	108,848	97.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,550	80.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,550	91.5%	93.9%	78%
All First Payments - 14/21 Days	144,882	90.2%	89.0%	90%~
All First Payments - 35 Days	144,882	96.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	43,258	52.3%	63.9%	80%
Separation Determ. within 21 Days	50,941	75.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	43,258	86.4%	66.5%	none
Separation Issues within 21 Days	50,941	96.3%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,478	59.7%	56.5%	60%
Decisions within 45 Days of Filing	14,478	85.1%	78.8%	80%
Decisions within 90 Days of Filing	14,478	96.3%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,606	78.8%	68.4%	50%
Decisions within 75 Days of Filing	1,606	93.0%	88.3%	80%
Decisions within 150 Days of Filing	1,606	97.1%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,289	92.6%	89.1%	none
Wage Transfers Made within 14 Days	8,289	100.0%	98.1%	none
Billing Made within 45 Days	195	100.0%	97.2%	none
Reimbursements Made within 45 Days	192	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,805,499	92.9%	62.6%	none
Payments Made within 14 Days	1,805,499	96.7%	92.6%	none
Payments Made within 21 Days	1,805,499	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	216	60.2%	71.0%	75%
LA Appeals with Scores >= 85%	77	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$3,784,744	84.1%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,856,130	87.3%	54.3%	none

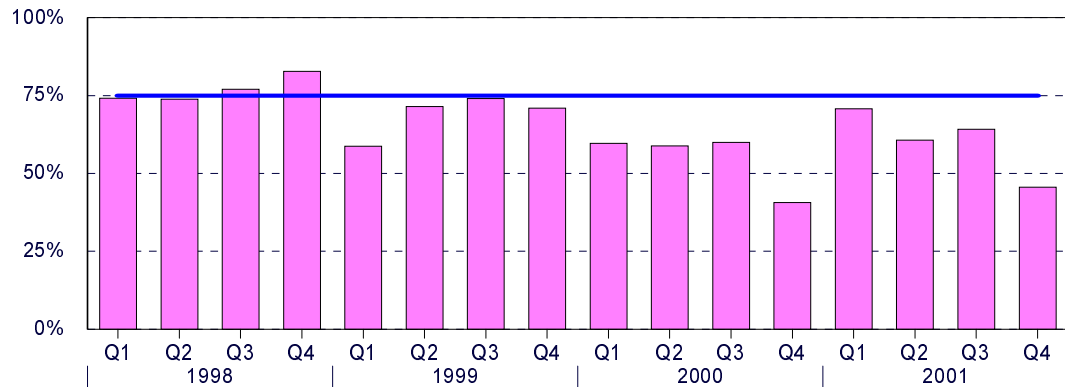
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
CONNECTICUT**

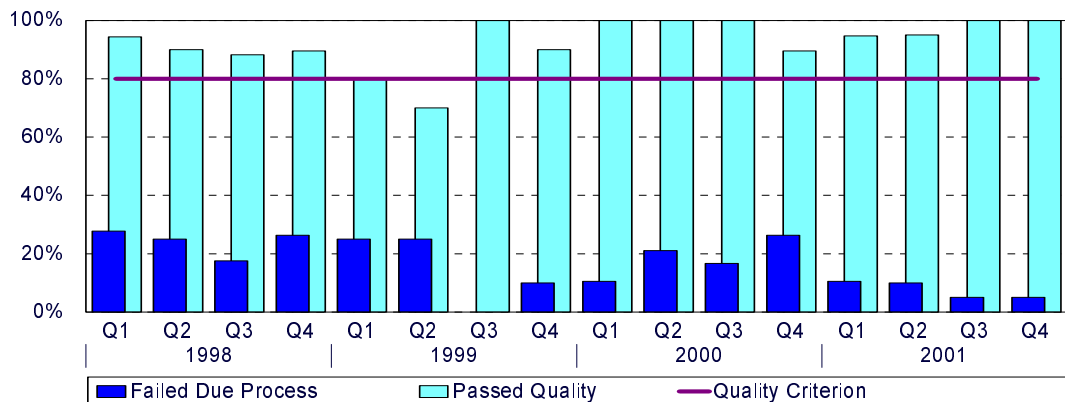
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.57	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.54	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$469,100,984	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	96.7% +/- 1.5	91.8% +/- .5	none
Overpayment Rate	3.3% +/- 1.5	8.2% +/- .5	none
Underpayment Rate	.5% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



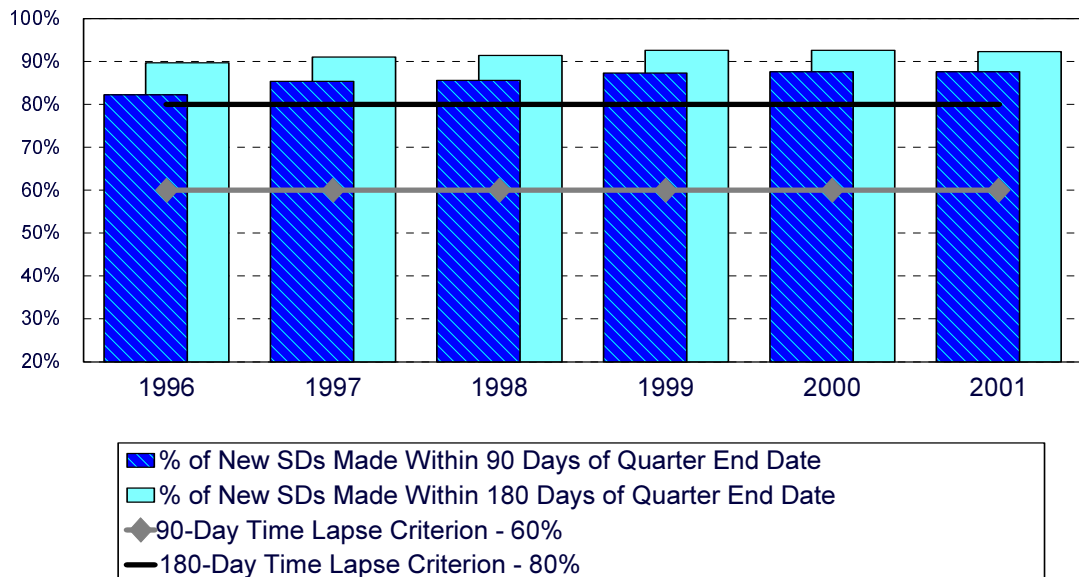
**UI PERFORMS ANNUAL REPORT CY 2001
CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.6%	78.5%
Percentage Made Within 180 Days	92.3%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.2%	65.7%
Percentage Made Within 180 Days	81.4%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.3%	86.7%
Percentage Secured	92.9%	92.0%
Percentage Resolved	97.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.0%	79.9%
Percentage Secured	92.9%	84.6%
Percentage Resolved	95.8%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.5%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.1%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	94.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.8%
Accounts Receivable As A Percentage Of Tax Due	2.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



**UI PERFORMS ANNUAL REPORT CY 2001
DELAWARE**

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	20,818	94.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	20,818	97.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,633	75.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,633	88.0%	93.9%	78%
All First Payments - 14/21 Days	28,364	93.1%	89.0%	90%~
All First Payments - 35 Days	28,364	96.9%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	2,663	65.5%	63.9%	80%
Separation Determ. within 21 Days	10,213	84.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	2,663	73.8%	66.5%	none
Separation Issues within 21 Days	10,213	95.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,734	64.0%	56.5%	60%
Decisions within 45 Days of Filing	2,734	91.8%	78.8%	80%
Decisions within 90 Days of Filing	2,734	99.0%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	431	47.1%	68.4%	50%
Decisions within 75 Days of Filing	431	83.1%	88.3%	80%
Decisions within 150 Days of Filing	431	96.1%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,050	100.0%	89.1%	none
Wage Transfers Made within 14 Days	5,050	100.0%	98.1%	none
Billing Made within 45 Days	154	100.0%	97.2%	none
Reimbursements Made within 45 Days	143	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	376,444	79.6%	62.6%	none
Payments Made within 14 Days	376,444	92.7%	92.6%	none
Payments Made within 21 Days	376,444	96.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	233	71.3%	71.0%	75%
LA Appeals with Scores >= 85%	78	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$435,775	80.7%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$936,015	77.2%	54.3%	none

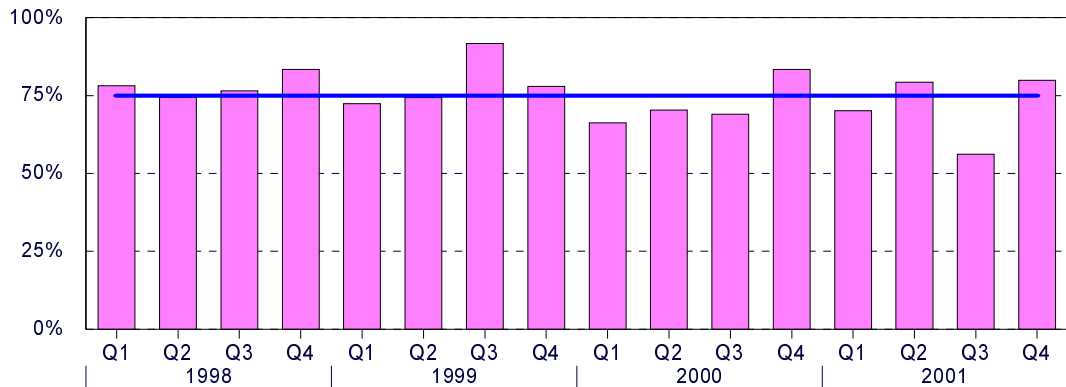
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
DELAWARE**

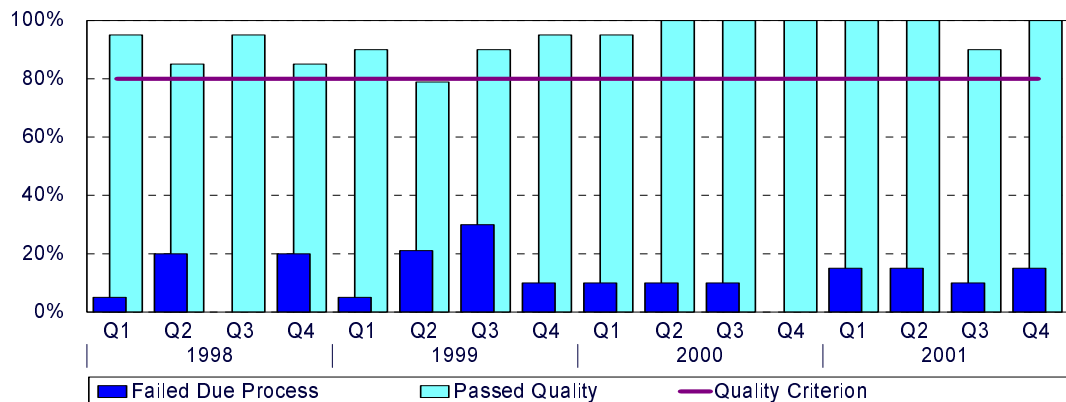
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.91	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.34	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$82,904,706	\$29.9B	none
Sample Size	302	24,190	none
Proper Payment Rate	86.7% +/- 4.0	91.8% +/- .5	none
Overpayment Rate	13.3% +/- 4.0	8.2% +/- .5	none
Underpayment Rate	.4% +/- .3	.6% +/- .1	none
Footnotes:	#3	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



**UI PERFORMS ANNUAL REPORT CY 2001
DELAWARE**

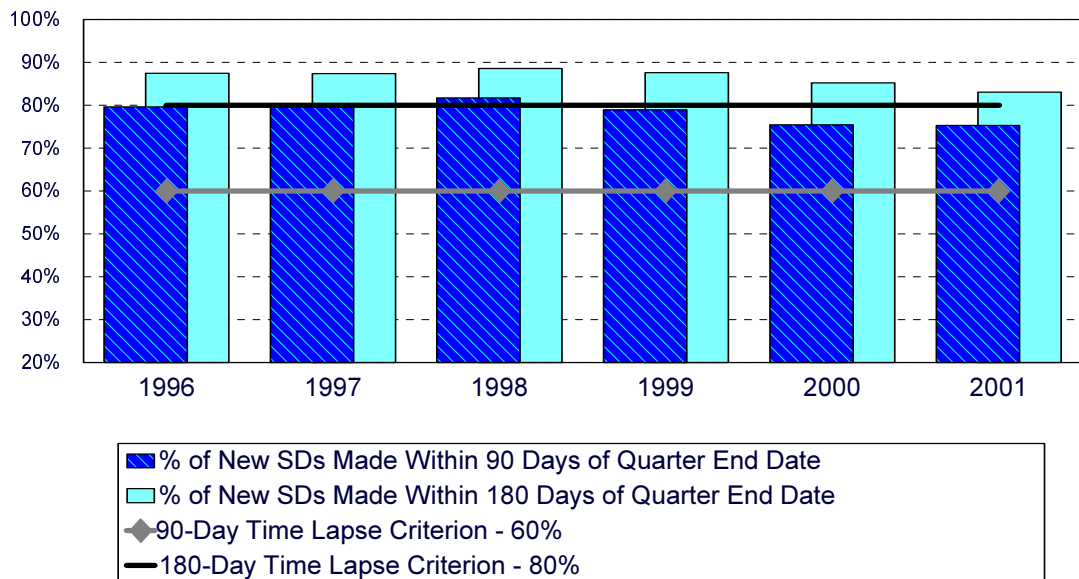
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	75.3%	78.5%
Percentage Made Within 180 Days	83.1%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.7%	65.7%
Percentage Made Within 180 Days	91.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.1%	86.7%
Percentage Secured	93.1%	92.0%
Percentage Resolved	97.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.9%
Percentage Secured	^	84.6%
Percentage Resolved	^	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	73.3%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	29.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	10.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	86.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.0%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	7.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

^ Delaware does not require reimbursing employers to report.

**UI PERFORMS ANNUAL REPORT CY 2001
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
DISTRICT OF COLUMBIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	13,573	76.1% [^]	89.7%	87%
Intrastate UI, full weeks - 35 Days	13,573	89.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	7,547	59.8% [^]	80.3%	70%
Interstate UI, full weeks - 35 Days	7,547	86.5%	93.9%	78%
All First Payments - 14/21 Days	24,516	69.5% [^]	89.0%	90%~
All First Payments - 35 Days	24,516	87.9%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	2,055	44.6%	63.9%	80%
Separation Determ. within 21 Days	7,797	53.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	241	54.4%	66.5%	none
Separation Issues within 21 Days	1,256	71.9%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,642	45.8%	56.5%	60%
Decisions within 45 Days of Filing	2,642	72.9%	78.8%	80%
Decisions within 90 Days of Filing	2,642	93.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	503	66.0%	68.4%	50%
Decisions within 75 Days of Filing	503	89.1%	88.3%	80%
Decisions within 150 Days of Filing	503	99.2%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,184	90.5%	89.1%	none
Wage Transfers Made within 14 Days	3,184	96.5%	98.1%	none
Billing Made within 45 Days	62	96.8%	97.2%	none
Reimbursements Made within 45 Days	85	89.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	356,188	34.5%	62.6%	none
Payments Made within 14 Days	356,188	78.5%	92.6%	none
Payments Made within 21 Days	356,188	90.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	41.9%	71.0%	75%
LA Appeals with Scores >= 85%	63	79.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,275,055	33.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$854,648	56.1%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

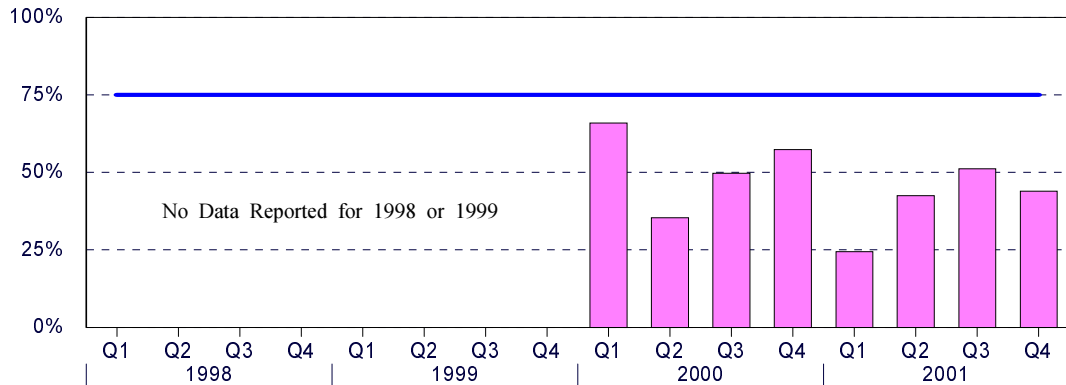
[^] First payment time lapse was affected by the suspension of a waiting week requirement in response to the 9/11 tragedy.

**UI PERFORMS ANNUAL REPORT CY 2001
DISTRICT OF COLUMBIA**

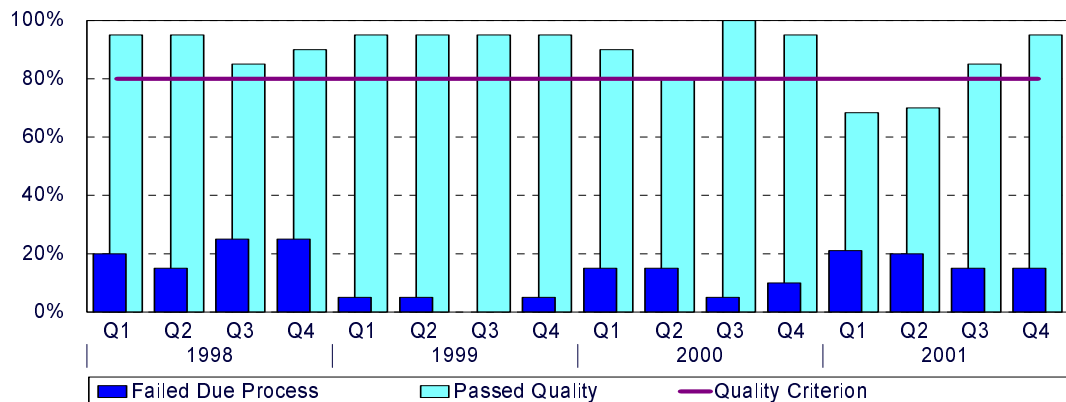
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.12	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	2.00	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$87,208,506	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	91.6% +/- 3.4	91.8% +/- .5	none
Overpayment Rate	8.4% +/- 3.4	8.2% +/- .5	none
Underpayment Rate	.6% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
DISTRICT OF COLUMBIA

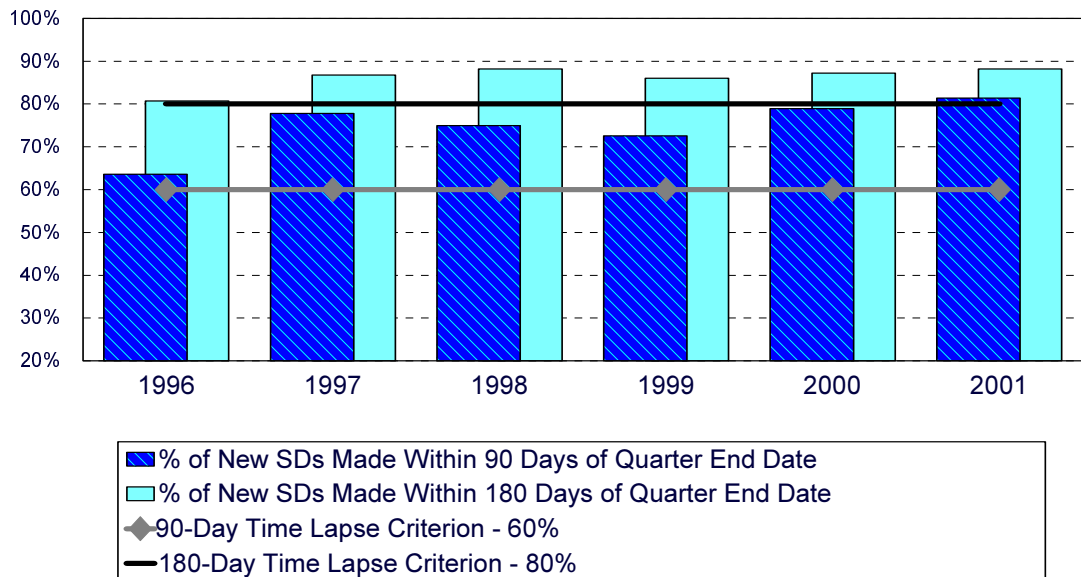
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.3%	78.5%
Percentage Made Within 180 Days	88.1%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	91% Pass
Accuracy In Postings?	*	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	56.5%	65.7%
Percentage Made Within 180 Days	71.2%	80.4%
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	59% Pass
Inactivations:		
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.6%	86.7%
Percentage Secured	89.5%	92.0%
Percentage Resolved	97.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.0%	79.9%
Percentage Secured	87.9%	84.6%
Percentage Resolved	94.8%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.7%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.6%	1.4%
Accounts Receivable As A Percentage Of Tax Due	6.4%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	32.6%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	88.0%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	18.4%	1.8%
Accounts Receivable As A Percentage Of Tax Due	15.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
DISTRICT OF COLUMBIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.9%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	0.1%	1.6%
Annualized Percentage Of Total Wages Audited	0.0%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	65% Pass
Account Maintenance		
Accuracy In Report Processing?	*	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	*	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
FLORIDA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	318,336	83.9%	89.7%	87%
Intrastate UI, full weeks - 35 Days	318,336	95.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	7,409	79.6%	80.3%	70%
Interstate UI, full weeks - 35 Days	7,409	93.9%	93.9%	78%
All First Payments - 14/21 Days	341,283	83.1%	89.0%	90%~
All First Payments - 35 Days	341,283	95.5%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	62,729	49.8%	63.9%	80%
Separation Determ. within 21 Days	146,607	60.6%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	62,729	72.0%	66.5%	none
Separation Issues within 21 Days	146,607	89.9%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	53,369	65.7%	56.5%	60%
Decisions within 45 Days of Filing	53,369	84.5%	78.8%	80%
Decisions within 90 Days of Filing	53,369	93.6%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	7,274	41.7%	68.4%	50%
Decisions within 75 Days of Filing	7,274	76.7%	88.3%	80%
Decisions within 150 Days of Filing	7,274	99.6%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	20,972	98.8%	89.1%	none
Wage Transfers Made within 14 Days	20,972	99.4%	98.1%	none
Billing Made within 45 Days	202	95.5%	97.2%	none
Reimbursements Made within 45 Days	199	86.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,023,150	42.9%	62.6%	none
Payments Made within 14 Days	4,023,150	89.6%	92.6%	none
Payments Made within 21 Days	4,023,150	95.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	326	49.7%	71.0%	75%
LA Appeals with Scores >= 85%	143	96.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,277,641	55.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$16,248,197	32.7%	54.3%	none

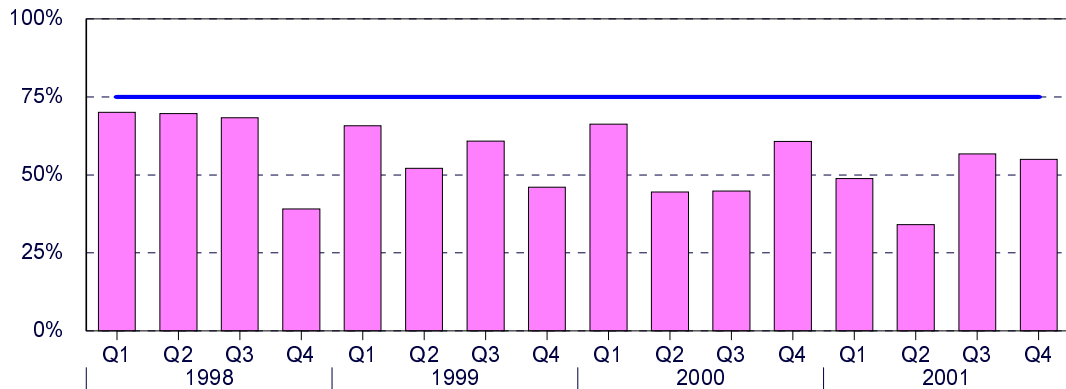
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
FLORIDA**

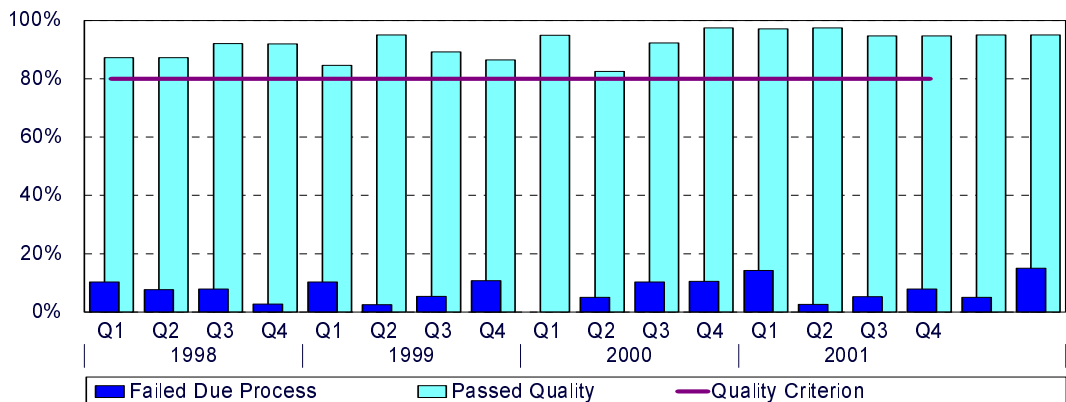
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.93	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	*	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$932,909,544	\$29.9B	none
Sample Size	485	24,190	none
Proper Payment Rate	95.4% +/- 1.9	91.8% +/- .5	none
Overpayment Rate	4.6% +/- 1.9	8.2% +/- .5	none
Underpayment Rate	.5% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



* State did report data as of 4/29/2002.

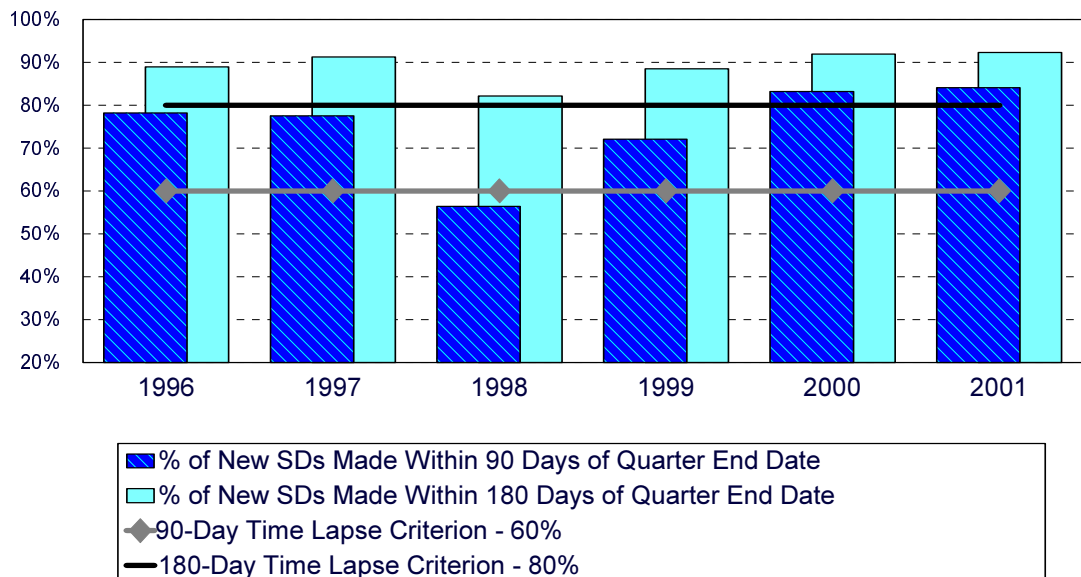
UI PERFORMS ANNUAL REPORT CY 2001
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	84.1%	78.5%
Percentage Made Within 180 Days	92.3%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.3%	65.7%
Percentage Made Within 180 Days	91.8%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.2%	86.7%
Percentage Secured	92.5%	92.0%
Percentage Resolved	100.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.9%	79.9%
Percentage Secured	94.9%	84.6%
Percentage Resolved	99.1%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	81.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.4%
Accounts Receivable As A Percentage Of Tax Due	5.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	76.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.8%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.8%
Accounts Receivable As A Percentage Of Tax Due	5.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.4%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	F	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
GEORGIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	215,131	90.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	215,131	96.9%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	5,292	78.3%	80.3%	70%
Interstate UI, full weeks - 35 Days	5,292	92.1%	93.9%	78%
All First Payments - 14/21 Days	269,332	88.8%	89.0%	90%~
All First Payments - 35 Days	269,332	96.6%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	40,812	51.3%	63.9%	80%
Separation Determ. within 21 Days	97,725	68.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	40,812	82.3%	66.5%	none
Separation Issues within 21 Days	97,725	93.9%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	26,047	35.0%	56.5%	60%
Decisions within 45 Days of Filing	26,047	73.6%	78.8%	80%
Decisions within 90 Days of Filing	26,047	98.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,674	99.2%	68.4%	50%
Decisions within 75 Days of Filing	3,674	99.9%	88.3%	80%
Decisions within 150 Days of Filing	3,674	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,919	92.7%	89.1%	none
Wage Transfers Made within 14 Days	18,919	97.4%	98.1%	none
Billing Made within 45 Days	111	100.0%	97.2%	none
Reimbursements Made within 45 Days	202	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,596,429	85.9%	62.6%	none
Payments Made within 14 Days	2,596,429	94.0%	92.6%	none
Payments Made within 21 Days	2,596,429	96.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	393	75.3%	71.0%	75%
LA Appeals with Scores >= 85%	66	83.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$842,121	107.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$6,384,975	30.8%	54.3%	none

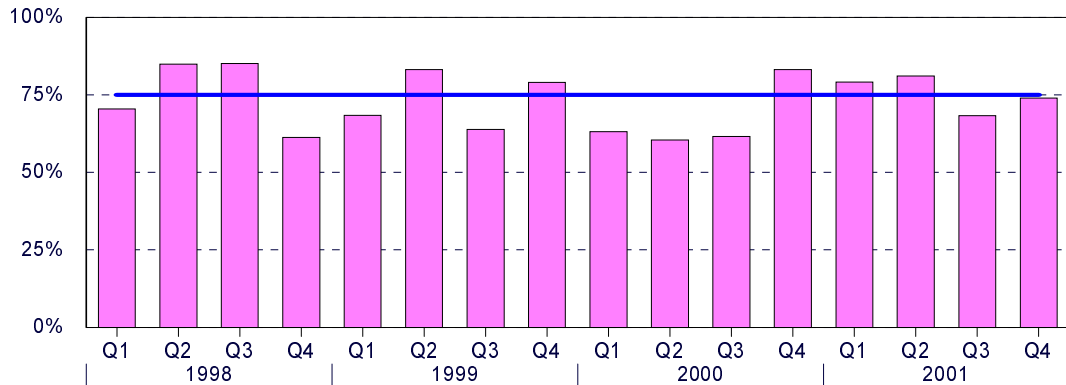
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
GEORGIA

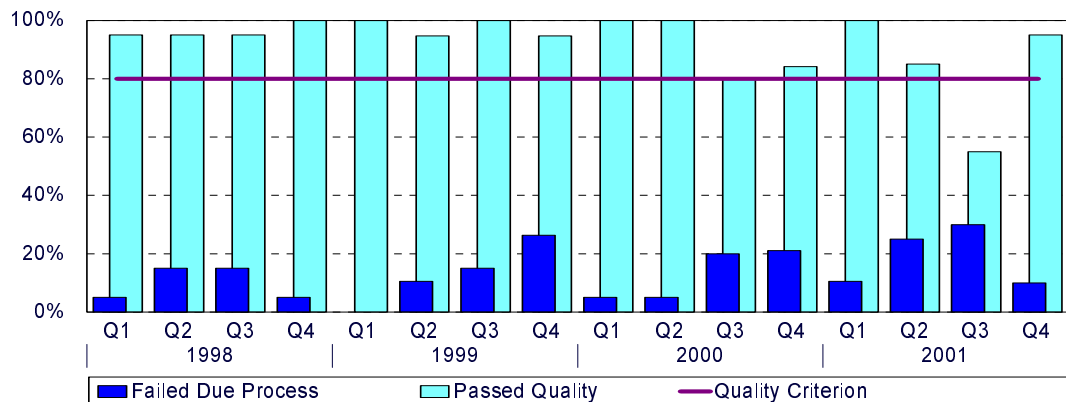
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	4.14	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	4.19	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$554,124,359	\$29.9B	none
Sample Size	486	24,190	none
Proper Payment Rate	97.9% +/- 1.1	91.8% +/- .5	none
Overpayment Rate	2.1% +/- 1.1	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
GEORGIA

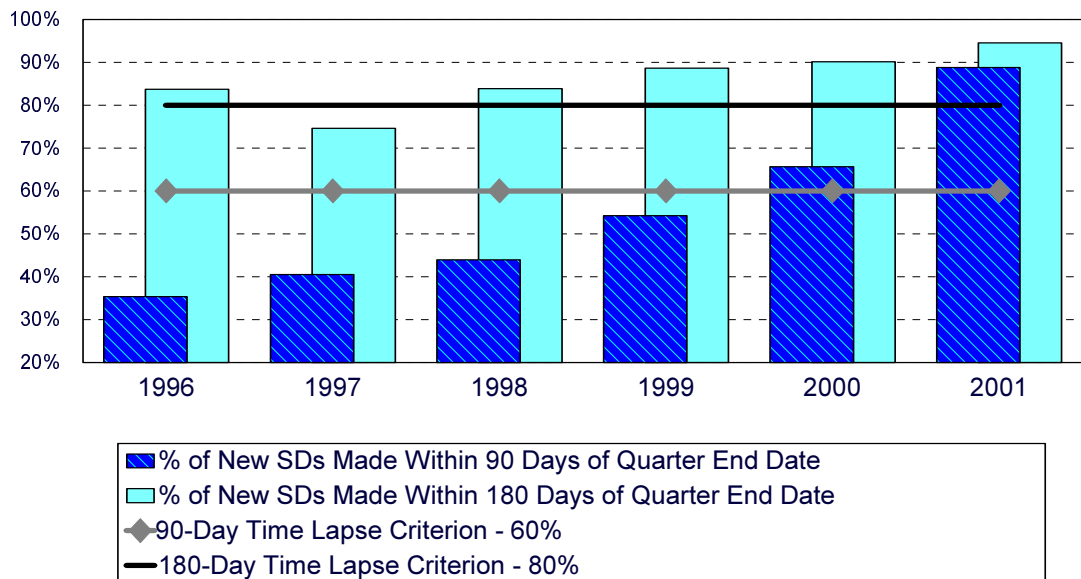
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	88.8%	78.5%
Percentage Made Within 180 Days	94.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.5%	65.7%
Percentage Made Within 180 Days	82.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.7%	86.7%
Percentage Secured	91.8%	92.0%
Percentage Resolved	99.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.6%	79.9%
Percentage Secured	97.6%	84.6%
Percentage Resolved	100.4%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	84.1%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.4%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	68.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	27.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.5%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	N	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001

HAWAII

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	29,700	90.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	29,700	98.2%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,653	78.9%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,653	95.6%	93.9%	78%
All First Payments - 14/21 Days	41,461	87.9%	89.0%	90%~
All First Payments - 35 Days	41,461	98.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	19,365	79.1%	63.9%	80%
Separation Determ. within 21 Days	14,473	83.4%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	19,365	55.9%	66.5%	none
Separation Issues within 21 Days	14,473	53.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,996	77.5%	56.5%	60%
Decisions within 45 Days of Filing	2,996	90.7%	78.8%	80%
Decisions within 90 Days of Filing	2,996	97.3%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	^	^	68.4%	50%
Decisions within 75 Days of Filing	^	^	88.3%	80%
Decisions within 150 Days of Filing	^	^	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,745	99.5%	89.1%	none
Wage Transfers Made within 14 Days	1,745	100.0%	98.1%	none
Billing Made within 45 Days	164	100.0%	97.2%	none
Reimbursements Made within 45 Days	142	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	491,260	45.2%	62.6%	none
Payments Made within 14 Days	491,260	89.7%	92.6%	none
Payments Made within 21 Days	491,260	96.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	77.1%	71.0%	75%
LA Appeals with Scores >= 85%	75	94.9%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$264,984	59.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$539,727	66.1%	54.3%	none

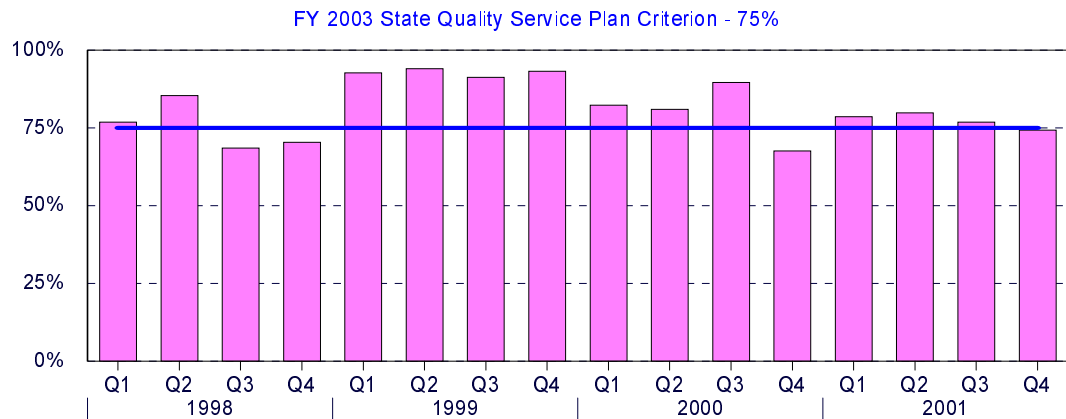
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

^ Hawaii does not have higher authority appeals.

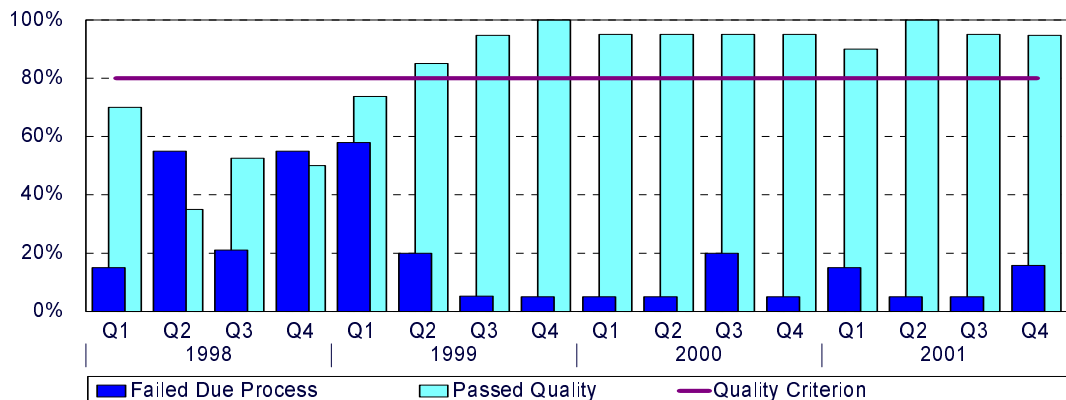
UI PERFORMS ANNUAL REPORT CY 2001
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.12	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.20	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$143,102,172	\$29.9B	none
Sample Size	481	24,190	none
Proper Payment Rate	97.0% +/- 1.4	91.8% +/- .5	none
Overpayment Rate	3.0% +/- 1.4	8.2% +/- .5	none
Underpayment Rate	.9% +/- .5	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



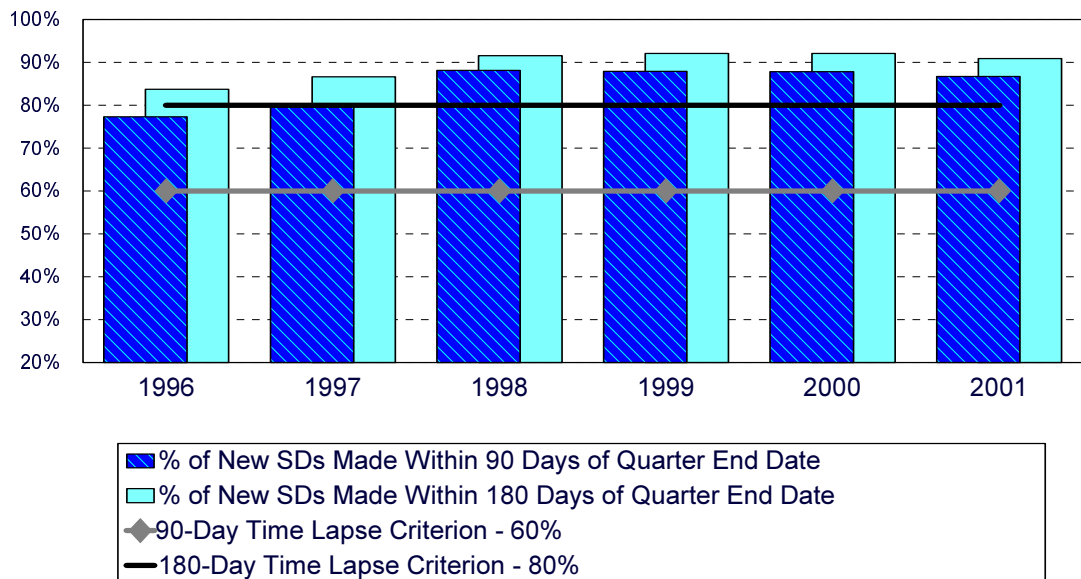
UI PERFORMS ANNUAL REPORT CY 2001
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.7%	78.5%
Percentage Made Within 180 Days	90.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.4%	65.7%
Percentage Made Within 180 Days	82.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.8%	86.7%
Percentage Secured	94.0%	92.0%
Percentage Resolved	97.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.6%	79.9%
Percentage Secured	96.5%	84.6%
Percentage Resolved	102.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.1%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.9%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	13.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	3.7%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
IDAHO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	43,575	96.5%	89.7%	87%
Intrastate UI, full weeks - 35 Days	43,575	99.2%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,206	89.1%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,206	96.8%	93.9%	78%
All First Payments - 14/21 Days	53,193	96.4%	89.0%	90%~
All First Payments - 35 Days	53,193	99.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	31,021	90.0%	63.9%	80%
Separation Determ. within 21 Days	16,198	87.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	31,021	86.6%	66.5%	none
Separation Issues within 21 Days	16,198	96.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,812	63.9%	56.5%	60%
Decisions within 45 Days of Filing	3,812	94.9%	78.8%	80%
Decisions within 90 Days of Filing	3,812	99.7%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	500	95.8%	68.4%	50%
Decisions within 75 Days of Filing	500	98.4%	88.3%	80%
Decisions within 150 Days of Filing	500	98.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,599	100.0%	89.1%	none
Wage Transfers Made within 14 Days	7,599	100.0%	98.1%	none
Billing Made within 45 Days	189	100.0%	97.2%	none
Reimbursements Made within 45 Days	170	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	651,611	93.3%	62.6%	none
Payments Made within 14 Days	651,611	98.8%	92.6%	none
Payments Made within 21 Days	651,611	99.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	237	86.7%	71.0%	75%
LA Appeals with Scores >= 85%	79	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,734,282	57.1%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,332,295	75.6%	54.3%	none

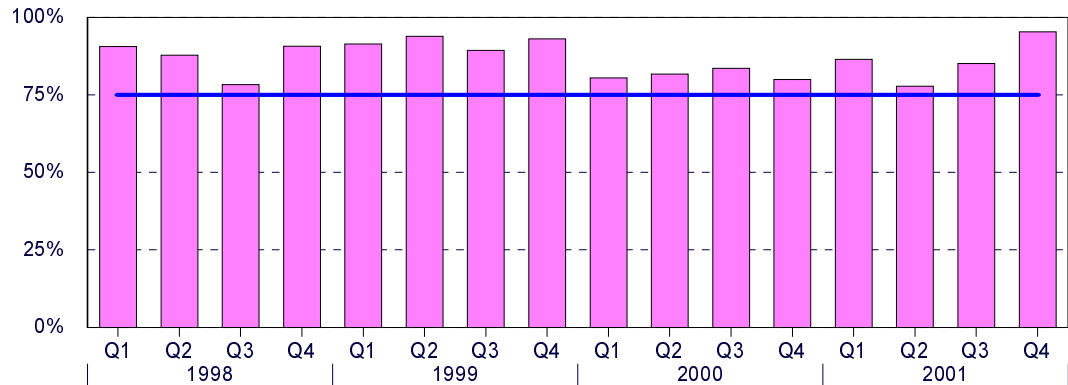
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
IDAHO

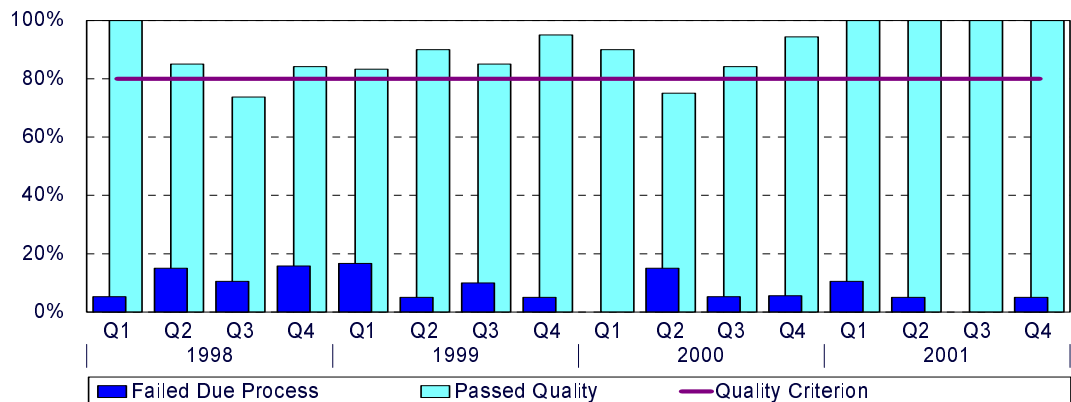
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.98	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	-0.21	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$146,449,236	\$29.9B	none
Sample Size	493	24,190	none
Proper Payment Rate	84.4% +/- 3.4	91.8% +/- .5	none
Overpayment Rate	15.6% +/- 3.4	8.2% +/- .5	none
Underpayment Rate	.7% +/- .5	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



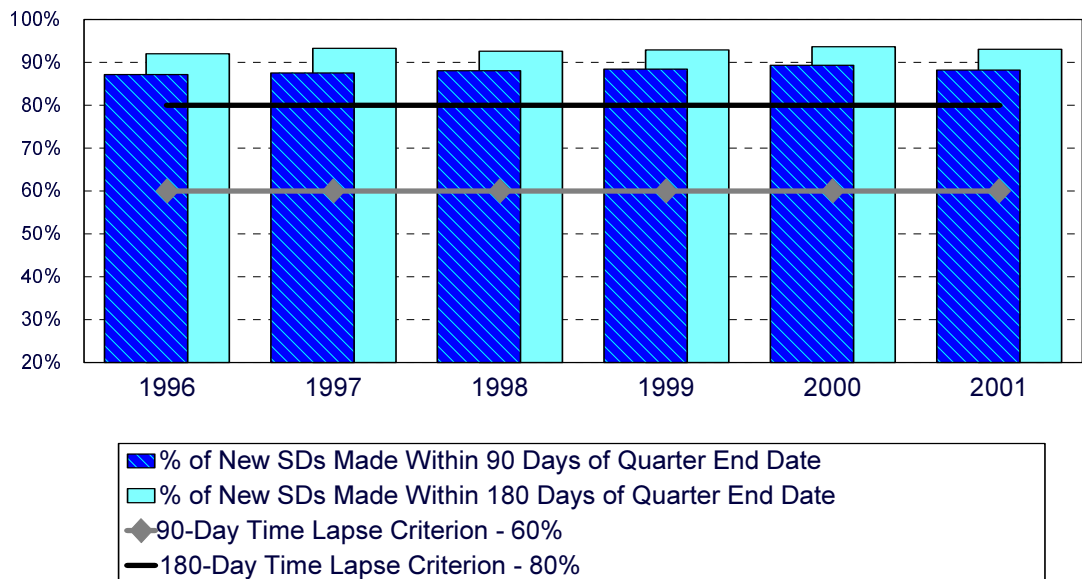
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IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	88.2%	78.5%
Percentage Made Within 180 Days	93.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	90.6%	65.7%
Percentage Made Within 180 Days	96.3%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.4%	86.7%
Percentage Secured	95.4%	92.0%
Percentage Resolved	98.7%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.2%	79.9%
Percentage Secured	98.5%	84.6%
Percentage Resolved	99.5%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	87.1%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.6%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
ILLINOIS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	387,129	92.9%	89.7%	87%
Intrastate UI, full weeks - 35 Days	387,129	97.8%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	13,694	86.8%	80.3%	70%
Interstate UI, full weeks - 35 Days	13,694	95.0%	93.9%	78%
All First Payments - 14/21 Days	412,242	92.6%	89.0%	90%~
All First Payments - 35 Days	412,242	97.7%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	146,659	80.8%	63.9%	80%
Separation Determ. within 21 Days	183,386	88.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	146,659	58.2%	66.5%	none
Separation Issues within 21 Days	183,386	94.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	52,025	62.5%	56.5%	60%
Decisions within 45 Days of Filing	52,025	90.8%	78.8%	80%
Decisions within 90 Days of Filing	52,025	98.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	8,468	31.0%	68.4%	50%
Decisions within 75 Days of Filing	8,468	51.9%	88.3%	80%
Decisions within 150 Days of Filing	8,468	94.2%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,669	96.0%	89.1%	none
Wage Transfers Made within 14 Days	18,669	98.6%	98.1%	none
Billing Made within 45 Days	204	100.0%	97.2%	none
Reimbursements Made within 45 Days	201	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,693,748	46.1%	62.6%	none
Payments Made within 14 Days	6,693,748	97.0%	92.6%	none
Payments Made within 21 Days	6,693,748	98.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	369	66.4%	71.0%	75%
LA Appeals with Scores >= 85%	144	96.6%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$20,263,592	52.8%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$41,885,772	55.0%	54.3%	none

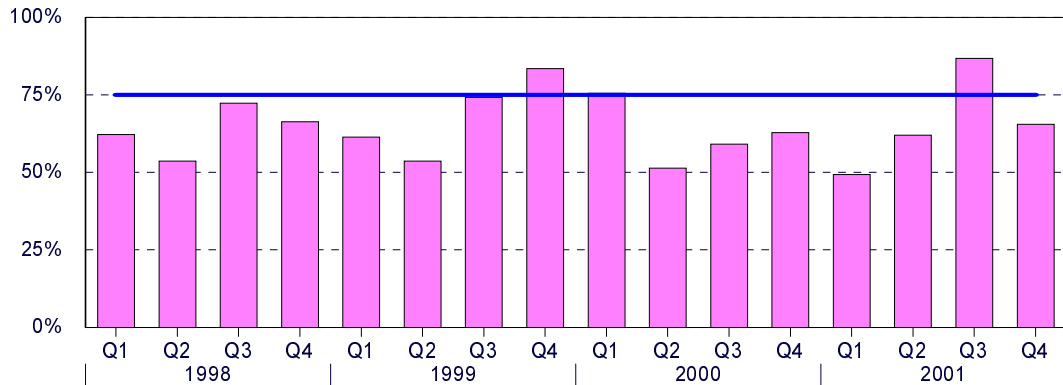
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ILLINOIS**

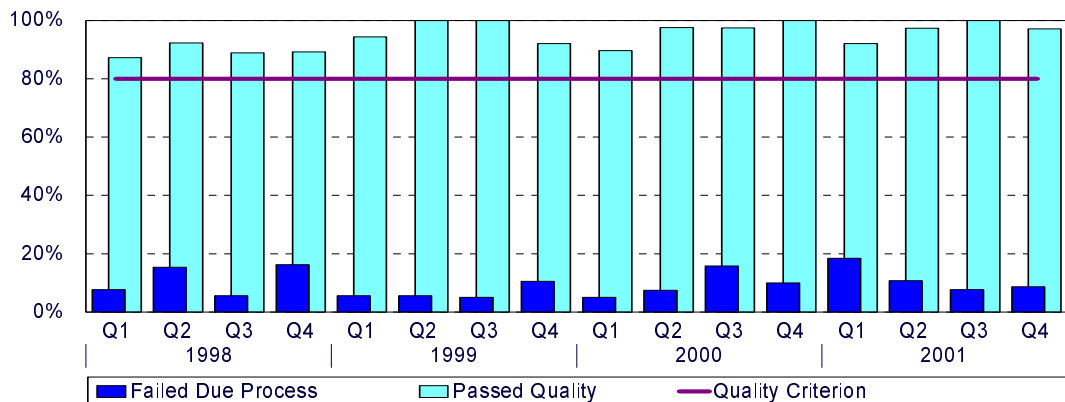
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	9.25	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	11.95	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,895,045,346	\$29.9B	none
Sample Size	607	24,190	none
Proper Payment Rate	88.5% +/- 2.7	91.8% +/- .5	none
Overpayment Rate	11.5% +/- 2.7	8.2% +/- .5	none
Underpayment Rate	.5% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



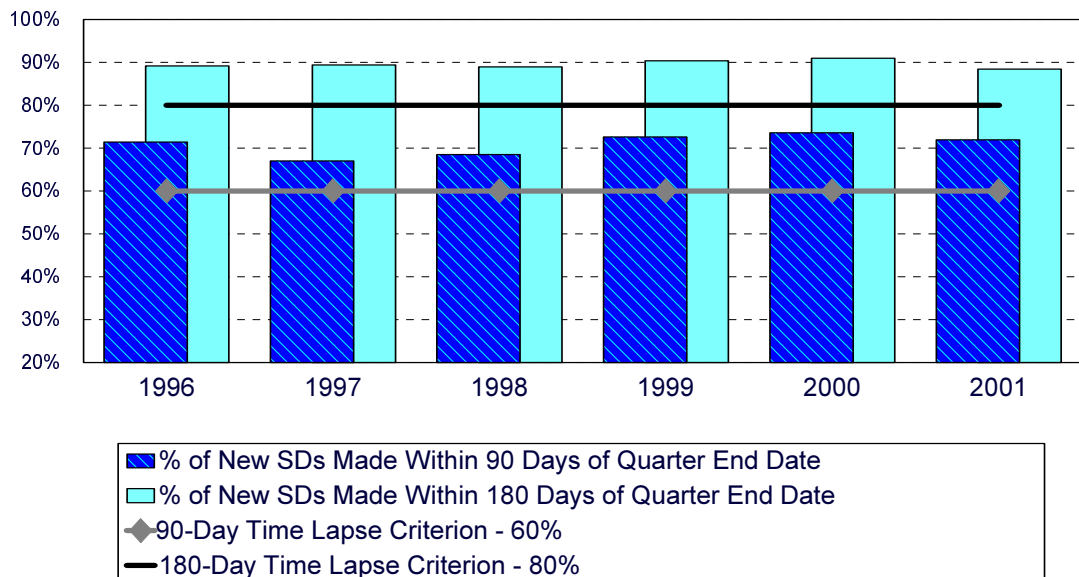
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ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	71.9%	78.5%
Percentage Made Within 180 Days	88.4%	89.0%
Accuracy In Determinations? (pass with \leq 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.2%	65.7%
Percentage Made Within 180 Days	93.4%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.5%	86.7%
Percentage Secured	93.7%	92.0%
Percentage Resolved	99.0%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.5%	79.9%
Percentage Secured	98.6%	84.6%
Percentage Resolved	100.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.9%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	8.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	1.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
INDIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	172,691	86.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	172,691	95.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,981	71.6%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,981	88.8%	93.9%	78%
All First Payments - 14/21 Days	190,706	85.5%	89.0%	90%~
All First Payments - 35 Days	190,706	95.1%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	51,408	50.1%	63.9%	80%
Separation Determ. within 21 Days	141,685	58.8%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	51,408	91.3%	66.5%	none
Separation Issues within 21 Days	141,685	97.1%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	33,424	3.9%	56.5%	60%
Decisions within 45 Days of Filing	33,424	22.9%	78.8%	80%
Decisions within 90 Days of Filing	33,424	82.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,900	66.6%	68.4%	50%
Decisions within 75 Days of Filing	2,900	80.2%	88.3%	80%
Decisions within 150 Days of Filing	2,900	89.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,819	90.5%	89.1%	none
Wage Transfers Made within 14 Days	18,819	97.4%	98.1%	none
Billing Made within 45 Days	193	100.0%	97.2%	none
Reimbursements Made within 45 Days	246	95.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,255,062	78.1%	62.6%	none
Payments Made within 14 Days	2,255,062	91.6%	92.6%	none
Payments Made within 21 Days	2,255,062	95.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	391	78.8%	71.0%	75%
LA Appeals with Scores >= 85%	47	79.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,540,658	37.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$11,849,891	35.1%	54.3%	none

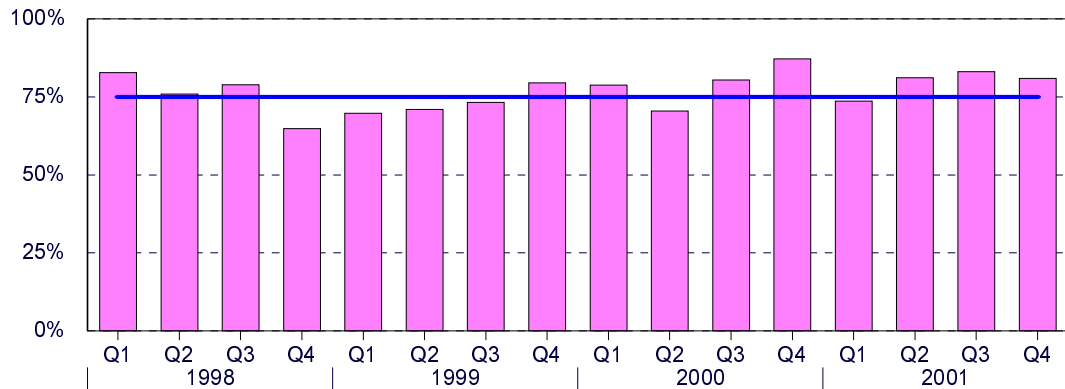
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**UI PERFORMS ANNUAL REPORT CY 2001
INDIANA**

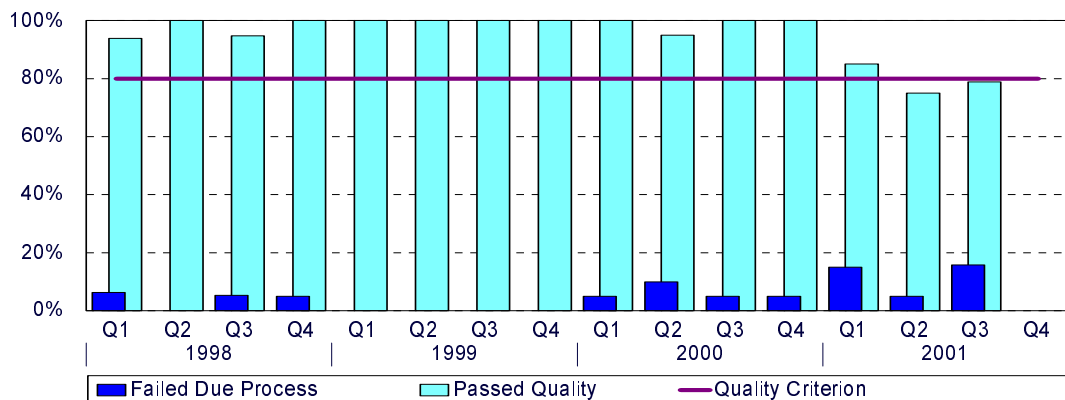
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.17	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.23	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$590,978,249	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	92.4% +/- 2.3	91.8% +/- .5	none
Overpayment Rate	7.6% +/- 2.3	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



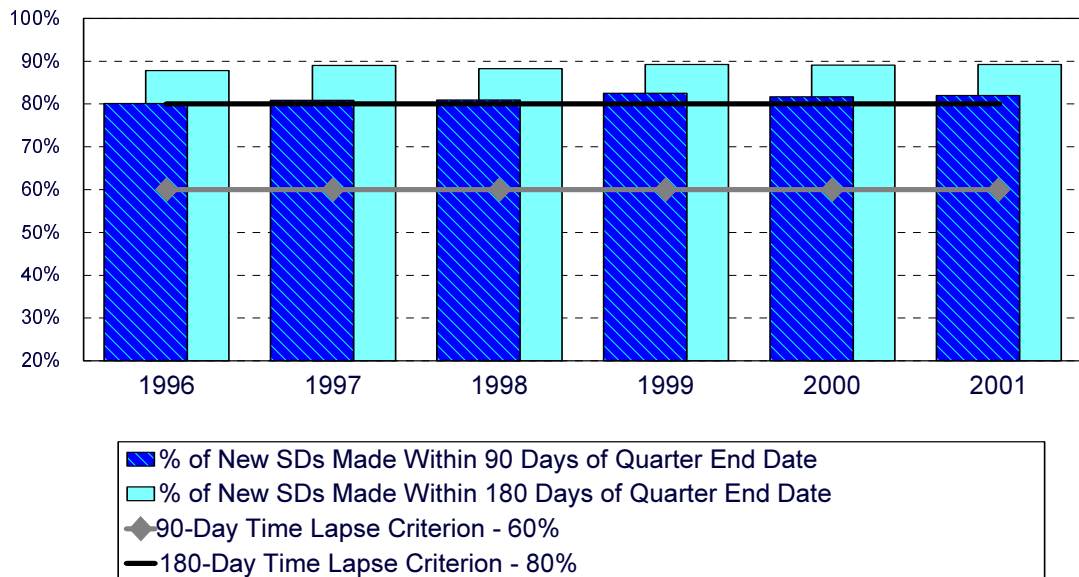
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INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	82.0%	78.5%
Percentage Made Within 180 Days	89.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	64.5%	65.7%
Percentage Made Within 180 Days	70.1%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.7%	86.7%
Percentage Secured	93.5%	92.0%
Percentage Resolved	94.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.9%
Percentage Secured	97.4%	84.6%
Percentage Resolved	98.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.9%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.8%
Accounts Receivable As A Percentage Of Tax Due	3.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	2.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.4%	1.6%
Annualized Percentage Of Total Wages Audited	1.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001

IOWA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	71,921	89.7%	89.7%	87%
Intrastate UI, full weeks - 35 Days	71,921	97.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,058	82.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,058	95.3%	93.9%	78%
All First Payments - 14/21 Days	104,654	89.4%	89.0%	90%~
All First Payments - 35 Days	104,654	97.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	31,202	74.9%	63.9%	80%
Separation Determ. within 21 Days	39,830	33.7%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	31,202	76.7%	66.5%	none
Separation Issues within 21 Days	39,830	95.3%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,519	68.1%	56.5%	60%
Decisions within 45 Days of Filing	12,519	84.0%	78.8%	80%
Decisions within 90 Days of Filing	12,519	95.6%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,204	54.5%	68.4%	50%
Decisions within 75 Days of Filing	2,204	95.7%	88.3%	80%
Decisions within 150 Days of Filing	2,204	99.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,652	97.2%	89.1%	none
Wage Transfers Made within 14 Days	8,652	99.2%	98.1%	none
Billing Made within 45 Days	190	100.0%	97.2%	none
Reimbursements Made within 45 Days	159	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,253,158	71.8%	62.6%	none
Payments Made within 14 Days	1,253,158	96.7%	92.6%	none
Payments Made within 21 Days	1,253,158	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	76.6%	71.0%	75%
LA Appeals with Scores >= 85%	78	98.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,219,683	68.1%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$6,065,806	67.9%	54.3%	none

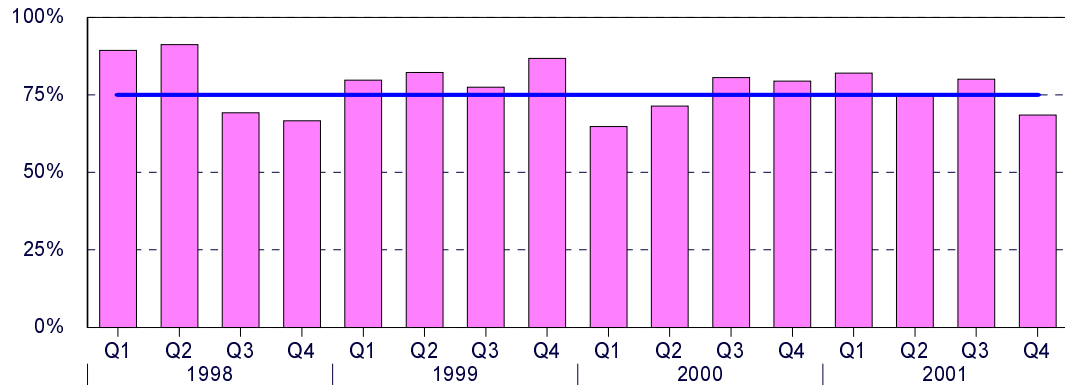
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IOWA

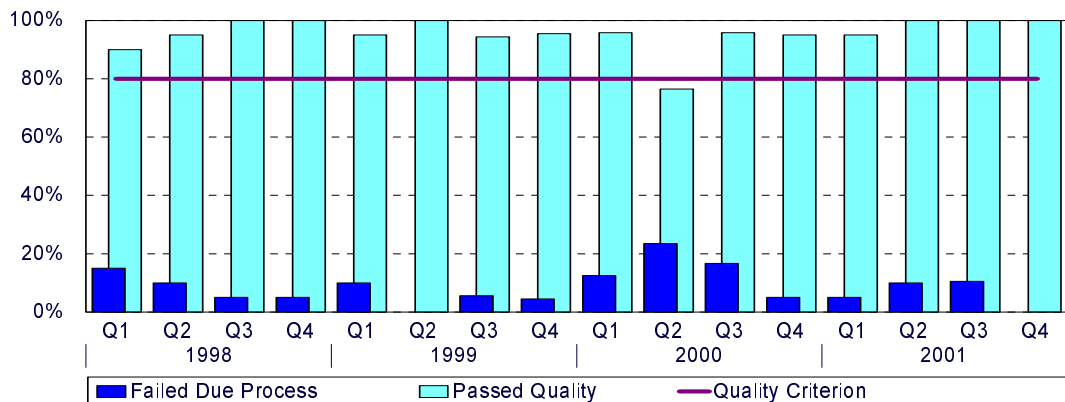
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.30	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.26	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$311,474,799	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	92.0% +/- 2.2	91.8% +/- .5	none
Overpayment Rate	8.0% +/- 2.2	8.2% +/- .5	none
Underpayment Rate	1.2% +/- .6	.6% +/- .1	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



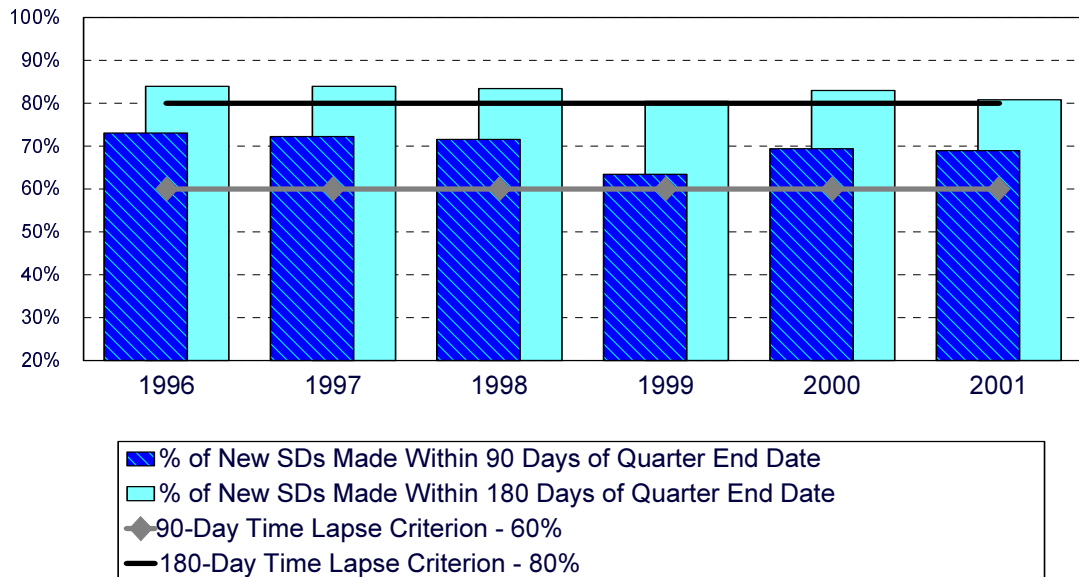
UI PERFORMS ANNUAL REPORT CY 2001
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	68.9%	78.5%
Percentage Made Within 180 Days	80.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.4%	65.7%
Percentage Made Within 180 Days	83.2%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.7%	86.7%
Percentage Secured	96.1%	92.0%
Percentage Resolved	99.0%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.2%	79.9%
Percentage Secured	98.5%	84.6%
Percentage Resolved	99.4%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.3%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.8%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	0.9%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
KANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	60,812	89.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	60,812	97.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,098	86.6%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,098	94.2%	93.9%	78%
All First Payments - 14/21 Days	70,835	89.6%	89.0%	90%~
All First Payments - 35 Days	70,835	97.1%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	32,067	39.4%	63.9%	80%
Separation Determ. within 21 Days	35,342	79.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	32,067	84.8%	66.5%	none
Separation Issues within 21 Days	35,342	99.7%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,908	66.1%	56.5%	60%
Decisions within 45 Days of Filing	9,908	81.9%	78.8%	80%
Decisions within 90 Days of Filing	9,908	99.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,640	92.5%	68.4%	50%
Decisions within 75 Days of Filing	1,640	98.4%	88.3%	80%
Decisions within 150 Days of Filing	1,640	99.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,052	100.0%	89.1%	none
Wage Transfers Made within 14 Days	8,052	100.0%	98.1%	none
Billing Made within 45 Days	198	99.5%	97.2%	none
Reimbursements Made within 45 Days	195	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	875,930	92.6%	62.6%	none
Payments Made within 14 Days	875,930	97.0%	92.6%	none
Payments Made within 21 Days	875,930	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	231	67.0%	71.0%	75%
LA Appeals with Scores >= 85%	70	97.2%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,163,416	77.2%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$2,546,470	71.1%	54.3%	none

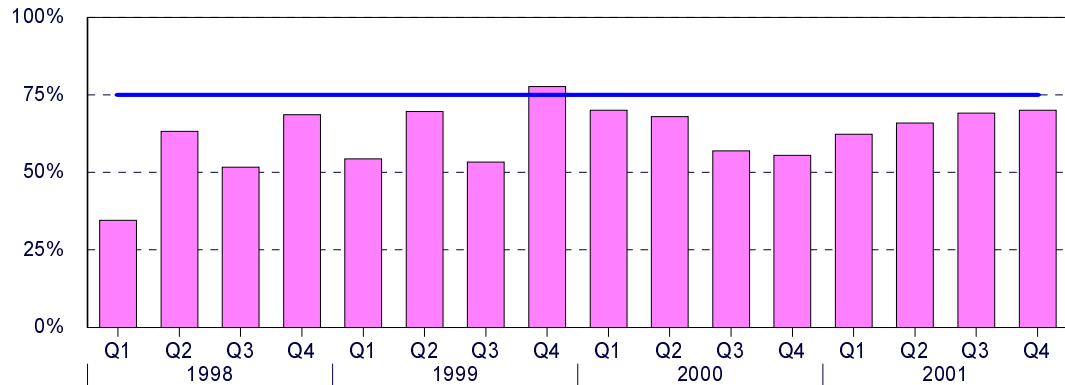
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
KANSAS**

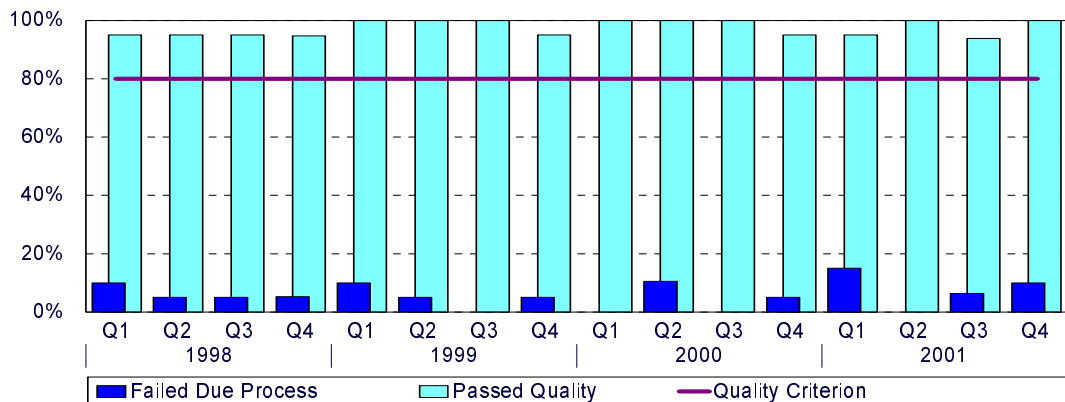
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.54	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.92	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$222,332,040	\$29.9B	none
Sample Size	484	24,190	none
Proper Payment Rate	90.2% +/- 2.7	91.8% +/- .5	none
Overpayment Rate	9.8% +/- 2.7	8.2% +/- .5	none
Underpayment Rate	.3% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



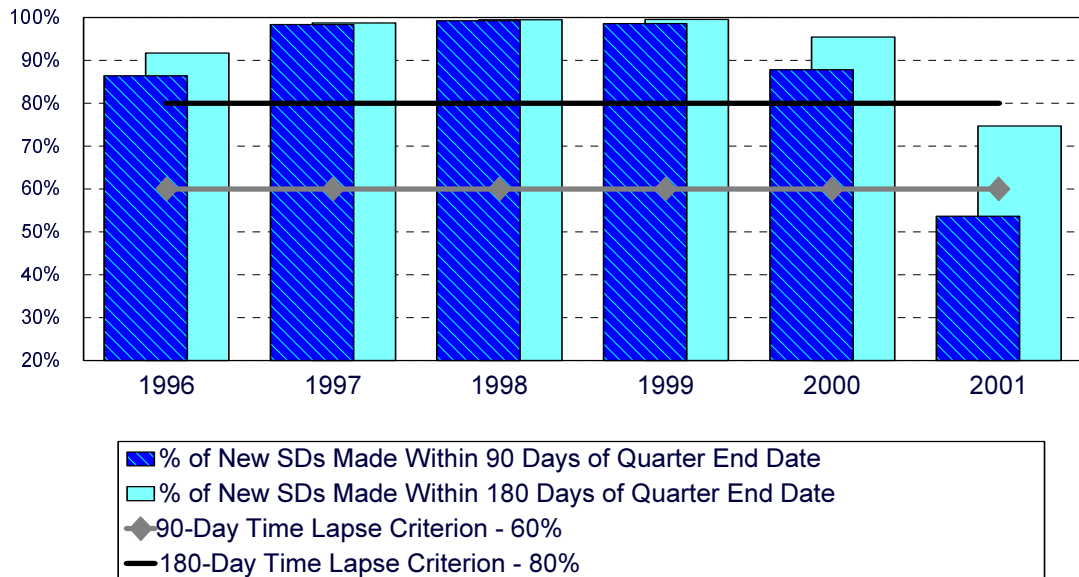
UI PERFORMS ANNUAL REPORT CY 2001
KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	53.6%	78.5%
Percentage Made Within 180 Days	74.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	59.1%	65.7%
Percentage Made Within 180 Days	79.4%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.2%	86.7%
Percentage Secured	96.6%	92.0%
Percentage Resolved	101.7%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.6%	79.9%
Percentage Secured	99.2%	84.6%
Percentage Resolved	100.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	0.6%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.8%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.6%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
KENTUCKY

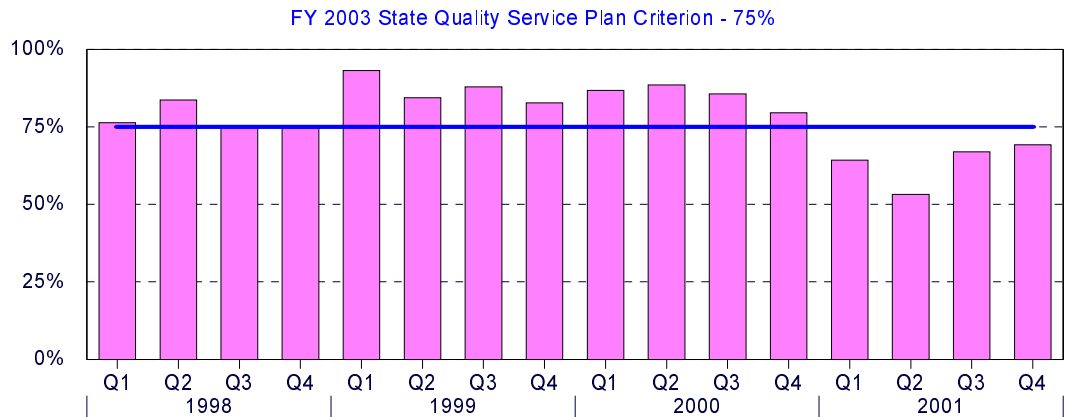
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	100,527	92.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	100,527	97.2%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,974	75.4%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,974	90.7%	93.9%	78%
All First Payments - 14/21 Days	147,303	92.0%	89.0%	90%~
All First Payments - 35 Days	147,303	97.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,578	74.9%	63.9%	80%
Separation Determ. within 21 Days	42,716	82.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,574	64.0%	66.5%	none
Separation Issues within 21 Days	42,714	88.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,789	32.5%	56.5%	60%
Decisions within 45 Days of Filing	11,789	68.8%	78.8%	80%
Decisions within 90 Days of Filing	11,789	96.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,615	52.9%	68.4%	50%
Decisions within 75 Days of Filing	1,615	69.9%	88.3%	80%
Decisions within 150 Days of Filing	1,615	98.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,991	69.3%	89.1%	none
Wage Transfers Made within 14 Days	13,991	98.8%	98.1%	none
Billing Made within 45 Days	200	75.0%	97.2%	none
Reimbursements Made within 45 Days	187	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,779,665	42.9%	62.6%	none
Payments Made within 14 Days	1,779,665	88.2%	92.6%	none
Payments Made within 21 Days	1,779,665	93.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	226	63.8%	71.0%	75%
LA Appeals with Scores >= 85%	68	97.1%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$614,987	108.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$2,761,080	55.1%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

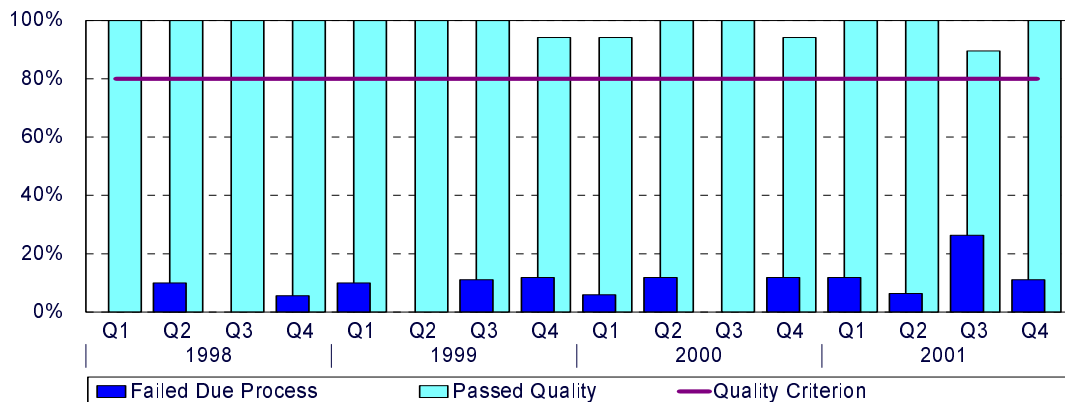
**UI PERFORMS ANNUAL REPORT CY 2001
KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.61	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.44	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$399,903,815	\$29.9B	none
Sample Size	485	24,190	none
Proper Payment Rate	91.8% +/- 2.5	91.8% +/- .5	none
Overpayment Rate	8.2% +/- 2.5	8.2% +/- .5	none
Underpayment Rate	1.1% +/- .6	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



**UI PERFORMS ANNUAL REPORT CY 2001
KENTUCKY**

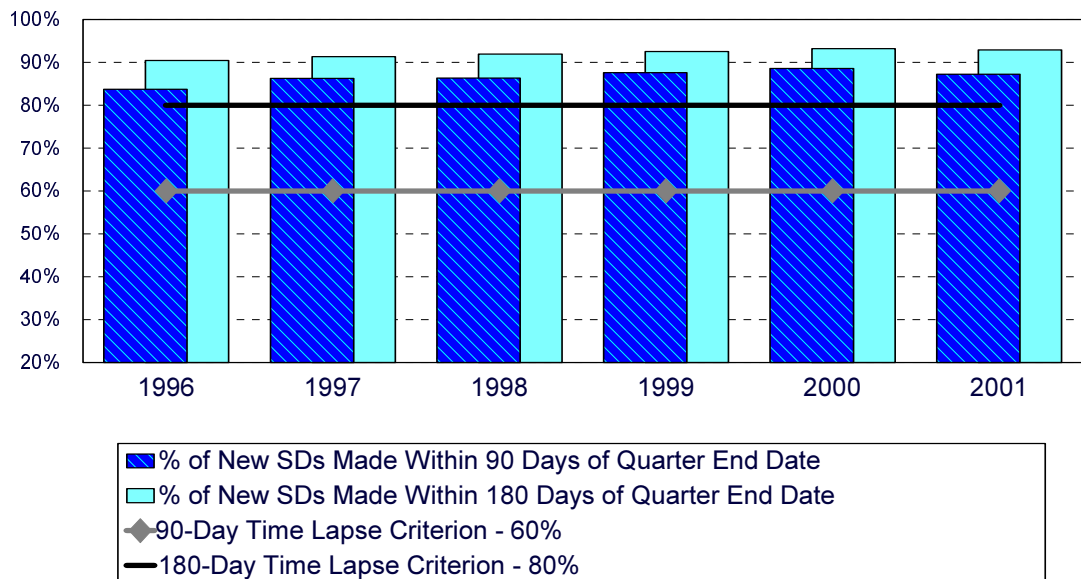
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.2%	78.5%
Percentage Made Within 180 Days	92.9%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	55.5%	65.7%
Percentage Made Within 180 Days	68.1%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	80.0%	86.7%
Percentage Secured	83.5%	92.0%
Percentage Resolved	90.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	75.4%	79.9%
Percentage Secured	88.5%	84.6%
Percentage Resolved	92.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	79.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	11.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	37.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	64.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.8%
Accounts Receivable As A Percentage Of Tax Due	38.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
KENTUCKY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	0.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.0%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	N	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
LOUISIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	74,119	85.7%	89.7%	87%
Intrastate UI, full weeks - 35 Days	74,119	94.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,510	74.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,510	88.9%	93.9%	78%
All First Payments - 14/21 Days	81,614	85.4%	89.0%	90%~
All First Payments - 35 Days	81,614	94.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	35,495	31.9%	63.9%	80%
Separation Determ. within 21 Days	57,291	45.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	35,495	82.4%	66.5%	none
Separation Issues within 21 Days	57,291	96.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	17,756	74.6%	56.5%	60%
Decisions within 45 Days of Filing	17,756	88.0%	78.8%	80%
Decisions within 90 Days of Filing	17,756	98.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,553	96.4%	68.4%	50%
Decisions within 75 Days of Filing	2,553	99.7%	88.3%	80%
Decisions within 150 Days of Filing	2,553	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,346	95.5%	89.1%	none
Wage Transfers Made within 14 Days	9,346	100.0%	98.1%	none
Billing Made within 45 Days	196	100.0%	97.2%	none
Reimbursements Made within 45 Days	191	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,151,408	94.2%	62.6%	none
Payments Made within 14 Days	1,151,408	96.5%	92.6%	none
Payments Made within 21 Days	1,151,408	97.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	369	74.8%	71.0%	75%
LA Appeals with Scores >= 85%	83	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,913,425	57.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$5,990,967	42.8%	54.3%	none

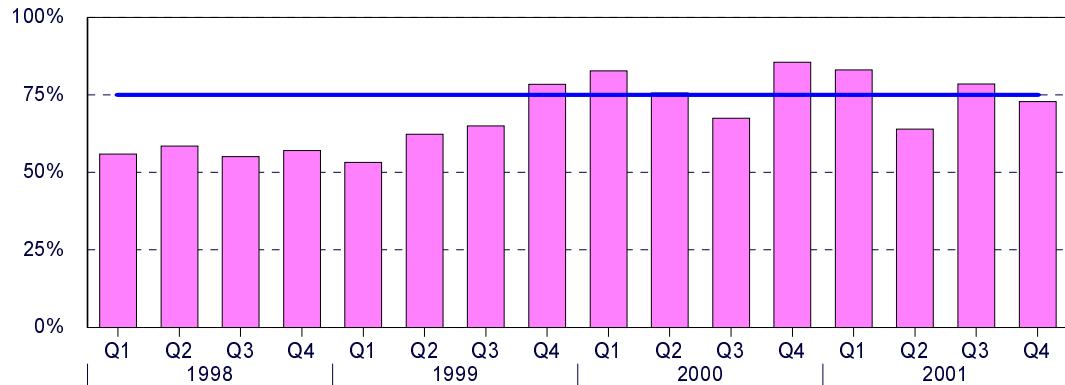
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
LOUISIANA**

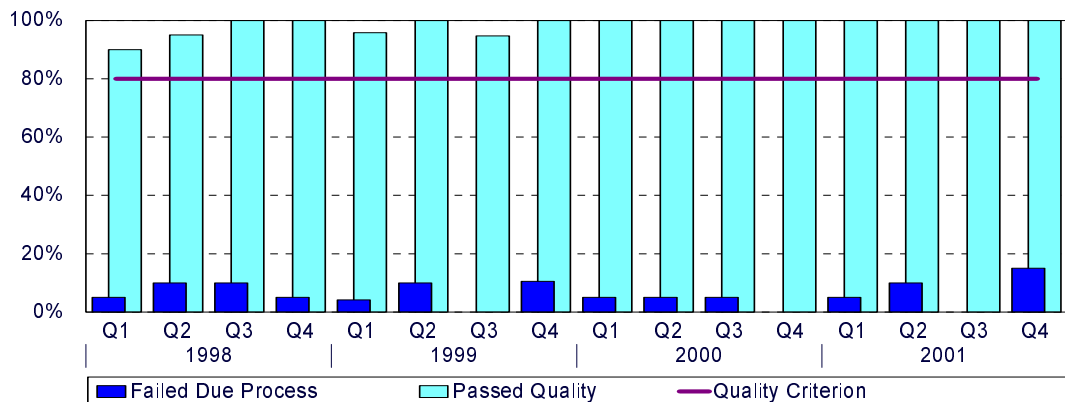
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.19	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.82	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$218,575,973	\$29.9B	none
Sample Size	478	24,190	none
Proper Payment Rate	88.7% +/- 2.9	91.8% +/- .5	none
Overpayment Rate	11.3% +/- 2.9	8.2% +/- .5	none
Underpayment Rate	1.6% +/- .7	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



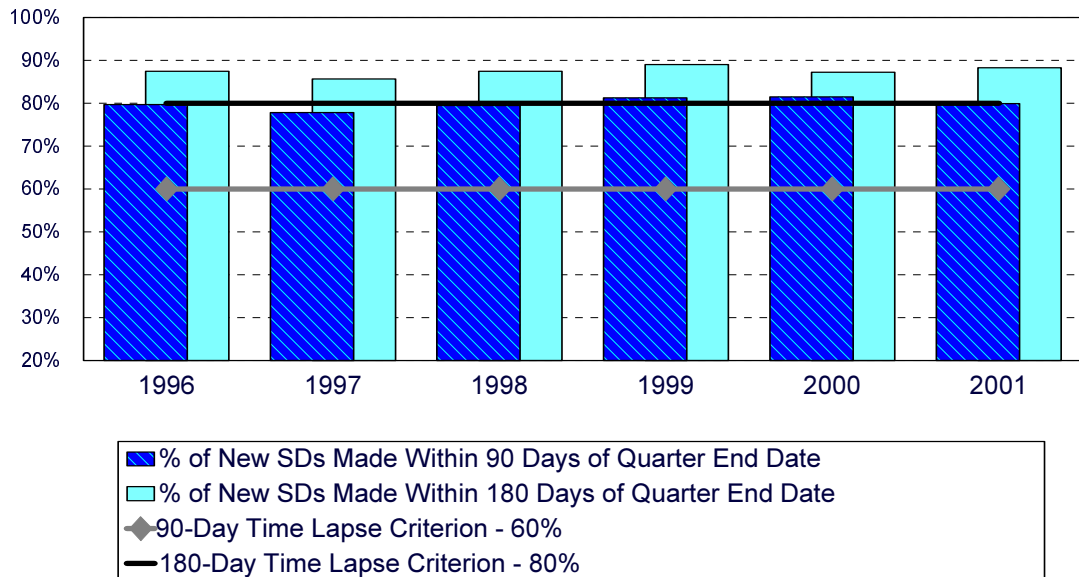
UI PERFORMS ANNUAL REPORT CY 2001
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	79.9%	78.5%
Percentage Made Within 180 Days	88.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	59.2%	65.7%
Percentage Made Within 180 Days	75.7%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.2%	86.7%
Percentage Secured	89.4%	92.0%
Percentage Resolved	102.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	69.6%	79.9%
Percentage Secured	74.0%	84.6%
Percentage Resolved	85.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	69.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	31.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	11.5%	1.4%
Accounts Receivable As A Percentage Of Tax Due	20.8%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	3.2%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	5.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.7%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001

MAINE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	29,332	87.1%	89.7%	87%
Intrastate UI, full weeks - 35 Days	29,332	97.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,139	59.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,139	89.2%	93.9%	78%
All First Payments - 14/21 Days	34,634	85.2%	89.0%	90%~
All First Payments - 35 Days	34,634	97.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	28,188	69.7%	63.9%	80%
Separation Determ. within 21 Days	9,564	66.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	28,188	48.2%	66.5%	none
Separation Issues within 21 Days	9,564	75.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,330	59.2%	56.5%	60%
Decisions within 45 Days of Filing	5,330	86.0%	78.8%	80%
Decisions within 90 Days of Filing	5,330	95.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	537	82.9%	68.4%	50%
Decisions within 75 Days of Filing	537	98.9%	88.3%	80%
Decisions within 150 Days of Filing	537	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,385	83.8%	89.1%	none
Wage Transfers Made within 14 Days	2,385	97.7%	98.1%	none
Billing Made within 45 Days	188	97.3%	97.2%	none
Reimbursements Made within 45 Days	139	92.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	465,829	76.6%	62.6%	none
Payments Made within 14 Days	465,829	92.7%	92.6%	none
Payments Made within 21 Days	465,829	97.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	227	84.1%	71.0%	75%
LA Appeals with Scores >= 85%	75	97.4%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$606,254	62.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,169,447	88.7%	54.3%	none

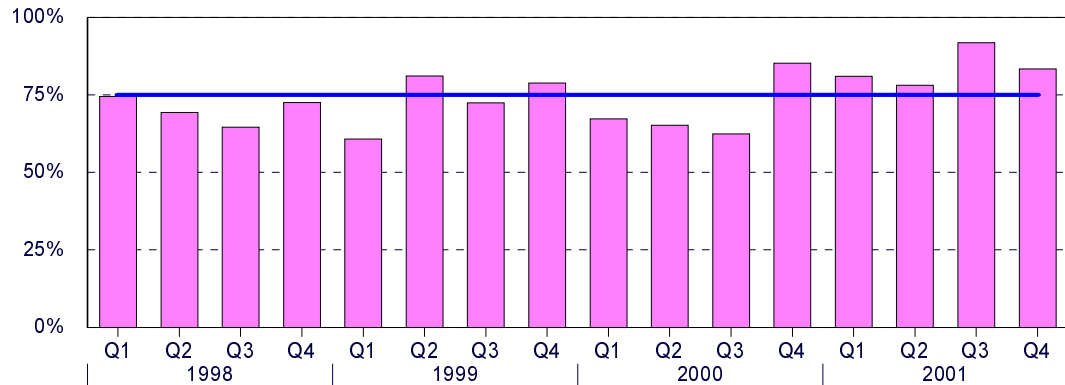
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
MAINE**

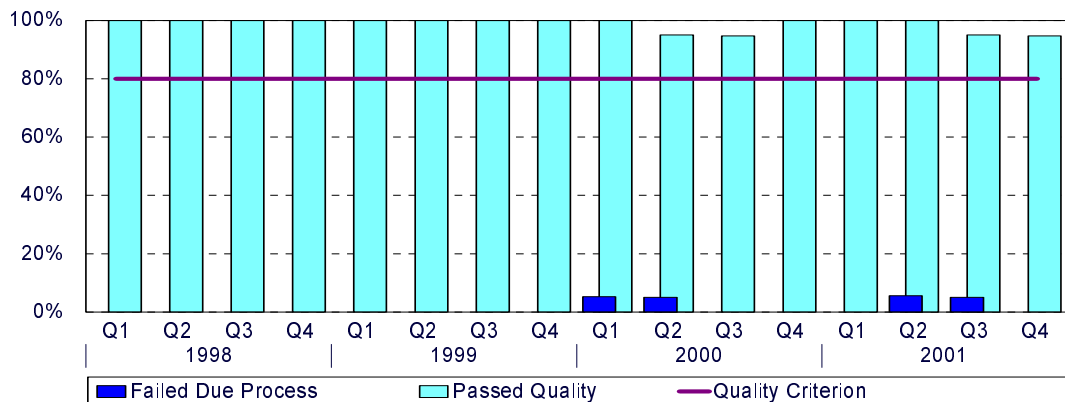
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.60	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	4.94	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$96,810,087	\$29.9B	none
Sample Size	481	24,190	none
Proper Payment Rate	81.9% +/- 3.6	91.8% +/- .5	none
Overpayment Rate	18.1% +/- 3.6	8.2% +/- .5	none
Underpayment Rate	.4% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001

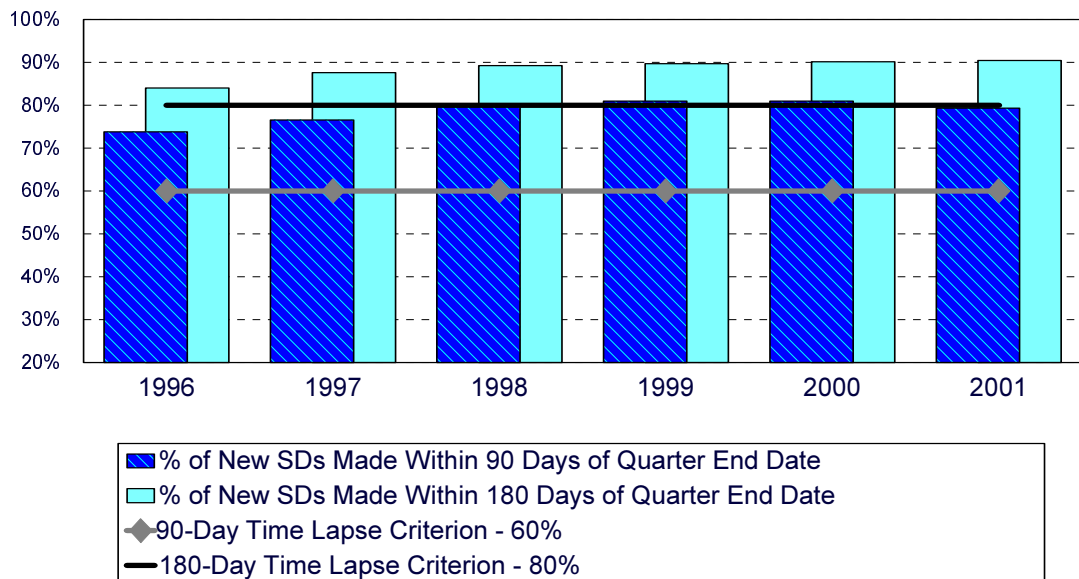
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	79.3%	78.5%
Percentage Made Within 180 Days	90.4%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	72.8%	65.7%
Percentage Made Within 180 Days	83.5%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.7%	86.7%
Percentage Secured	95.0%	92.0%
Percentage Resolved	98.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.4%	79.9%
Percentage Secured	97.7%	84.6%
Percentage Resolved	99.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	88.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.0%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.6%	1.6%
Annualized Percentage Of Total Wages Audited	1.0%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	N	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
MARYLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	109,769	92.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	109,769	96.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	247	56.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	247	74.1%	93.9%	78%
All First Payments - 14/21 Days	111,469	92.4%	89.0%	90%~
All First Payments - 35 Days	111,469	96.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	84,490	82.6%	63.9%	80%
Separation Determ. within 21 Days	94,279	89.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	76,359	59.2%	66.5%	none
Separation Issues within 21 Days	86,388	84.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,339	82.1%	56.5%	60%
Decisions within 45 Days of Filing	24,339	94.5%	78.8%	80%
Decisions within 90 Days of Filing	24,339	99.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,101	83.1%	68.4%	50%
Decisions within 75 Days of Filing	3,101	94.2%	88.3%	80%
Decisions within 150 Days of Filing	3,101	98.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,096	94.3%	89.1%	none
Wage Transfers Made within 14 Days	18,096	95.9%	98.1%	none
Billing Made within 45 Days	191	100.0%	97.2%	none
Reimbursements Made within 45 Days	187	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,645,744	43.8%	62.6%	none
Payments Made within 14 Days	1,645,744	91.4%	92.6%	none
Payments Made within 21 Days	1,645,744	96.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	383	77.0%	71.0%	75%
LA Appeals with Scores >= 85%	76	97.4%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$3,424,567	56.1%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$9,431,331	61.3%	54.3%	none

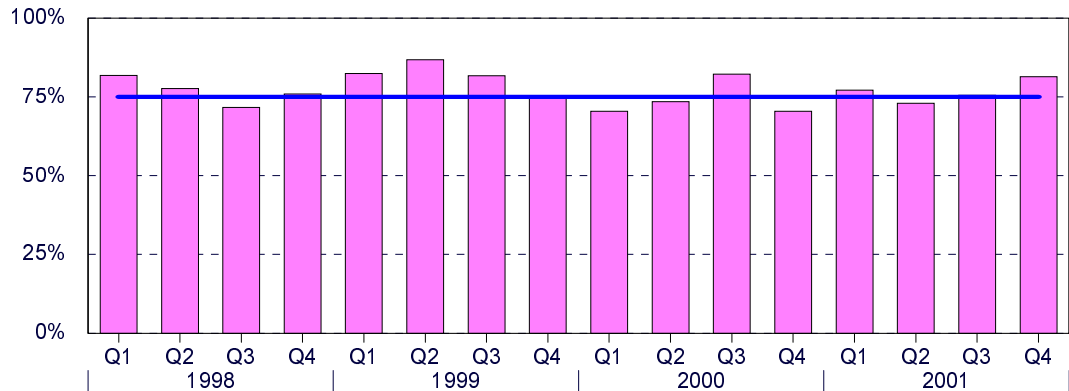
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
MARYLAND**

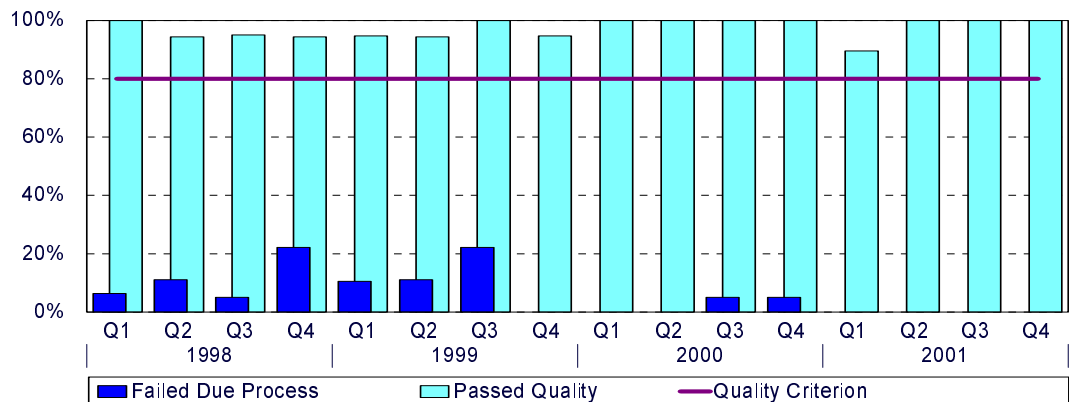
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.23	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.11	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$363,904,063	\$29.9B	none
Sample Size	483	24,190	none
Proper Payment Rate	80.7% +/- 3.8	91.8% +/- .5	none
Overpayment Rate	19.3% +/- 3.8	8.2% +/- .5	none
Underpayment Rate	.3% +/- .1	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



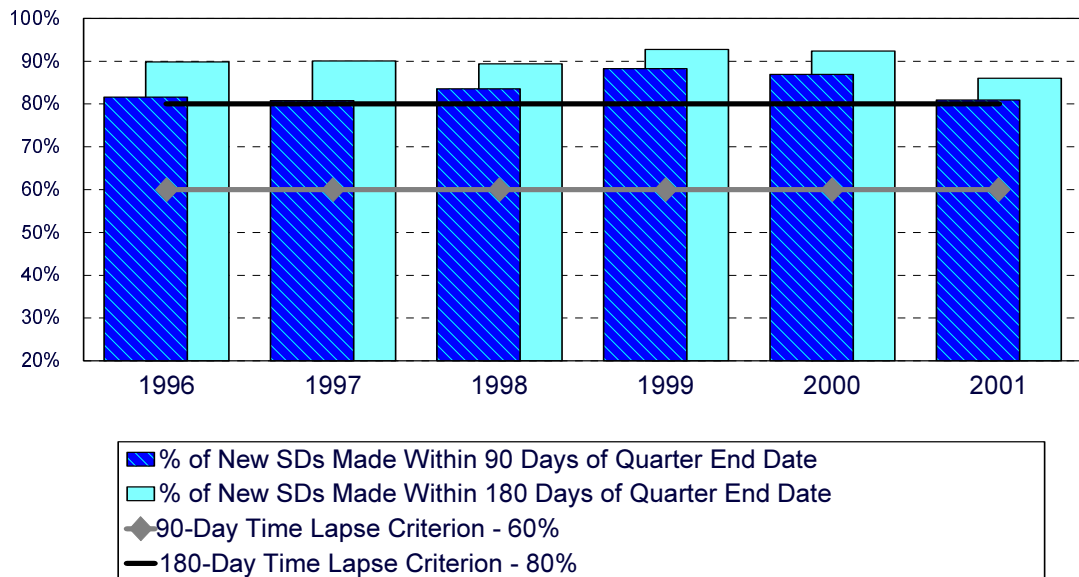
UI PERFORMS ANNUAL REPORT CY 2001
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	81.0%	78.5%
Percentage Made Within 180 Days	86.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	87.9%	65.7%
Percentage Made Within 180 Days	94.1%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	86.9%	86.7%
Percentage Secured	91.6%	92.0%
Percentage Resolved	98.9%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	83.6%	79.9%
Percentage Secured	97.3%	84.6%
Percentage Resolved	98.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	67.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	33.1%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	7.6%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	82.8%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	18.0%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	2.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	7.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.2%	1.6%
Annualized Percentage Of Total Wages Audited	1.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
MASSACHUSETTS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	217,165	87.2%^	89.7%	87%
Intrastate UI, full weeks - 35 Days	217,165	96.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	6,877	74.2%^	80.3%	70%
Interstate UI, full weeks - 35 Days	6,877	89.8%	93.9%	78%
All First Payments - 14/21 Days	250,628	86.4%^	89.0%	90%~
All First Payments - 35 Days	250,628	96.1%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	149,892	55.2%	63.9%	80%
Separation Determ. within 21 Days	69,413	61.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	149,892	81.2%	66.5%	none
Separation Issues within 21 Days	69,413	94.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	19,417	71.0%	56.5%	60%
Decisions within 45 Days of Filing	19,417	91.7%	78.8%	80%
Decisions within 90 Days of Filing	19,417	99.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,489	84.9%	68.4%	50%
Decisions within 75 Days of Filing	2,489	93.3%	88.3%	80%
Decisions within 150 Days of Filing	2,489	99.4%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,431	86.3%	89.1%	none
Wage Transfers Made within 14 Days	12,431	95.4%	98.1%	none
Billing Made within 45 Days	193	100.0%	97.2%	none
Reimbursements Made within 45 Days	183	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,029,549	44.2%	62.6%	none
Payments Made within 14 Days	4,029,549	91.6%	92.6%	none
Payments Made within 21 Days	4,029,549	96.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	371	77.3%	71.0%	75%
LA Appeals with Scores >= 85%	66	86.8%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$5,212,670	98.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$4,800,949	88.7%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

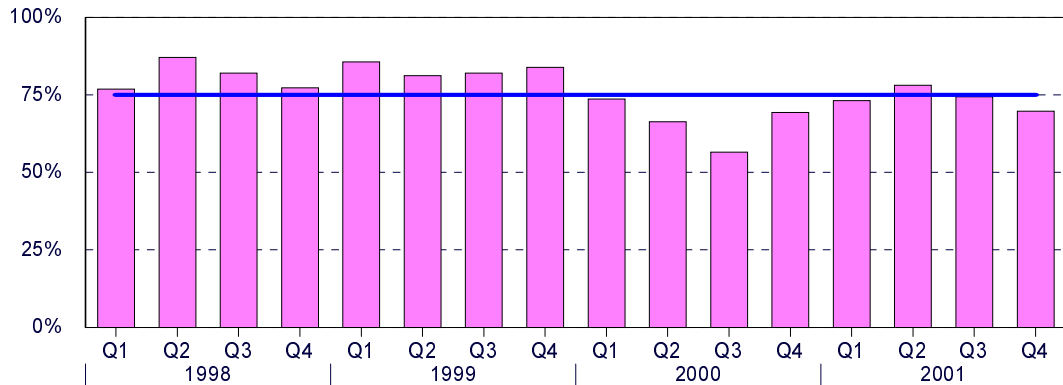
^ First payment time lapse was affected by the suspension of a waiting week requirement in response to the 9/11 tragedy.

**UI PERFORMS ANNUAL REPORT CY 2001
MASSACHUSETTS**

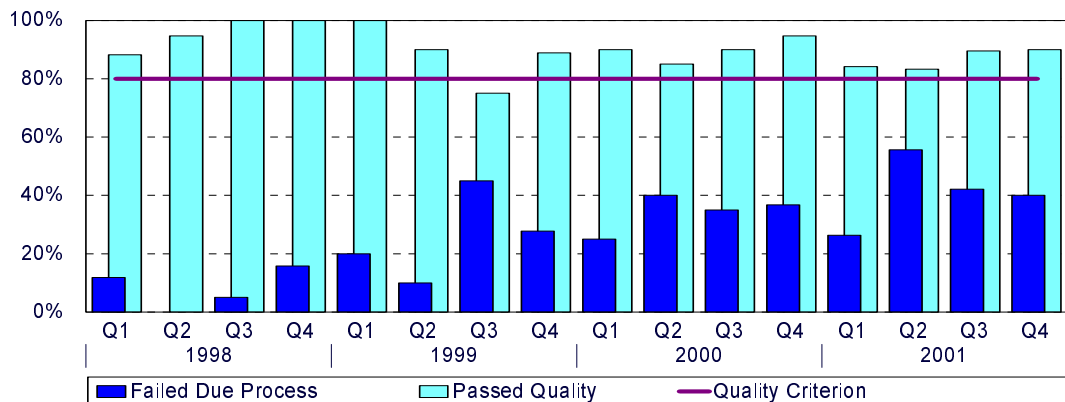
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.41	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.01	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,343,793,777	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	97.1% +/- 1.3	91.8% +/- .5	none
Overpayment Rate	2.9% +/- 1.3	8.2% +/- .5	none
Underpayment Rate	1.4% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
MASSACHUSETTS

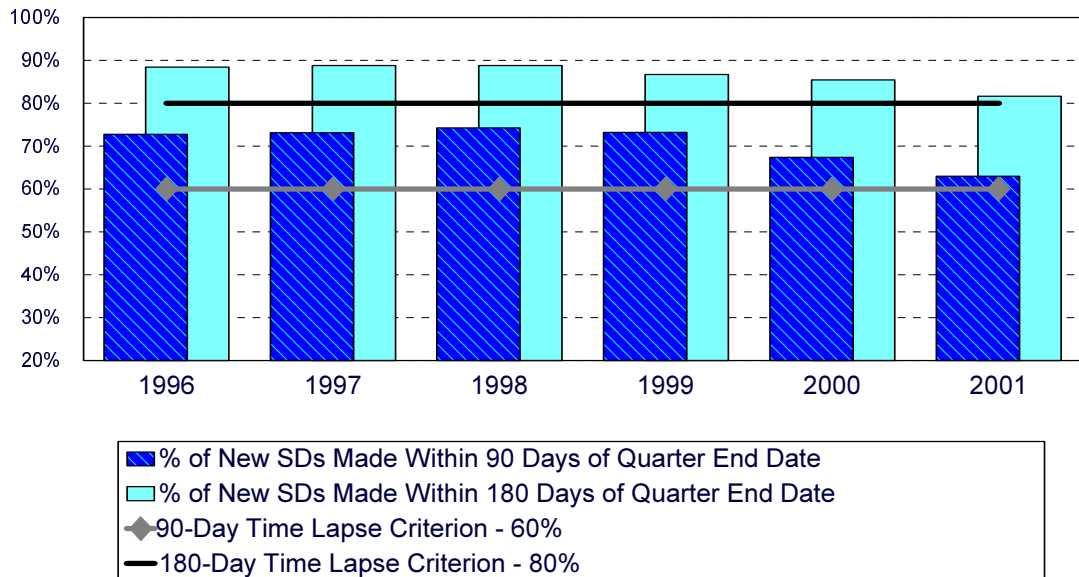
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	62.9%	78.5%
Percentage Made Within 180 Days	81.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.1%	65.7%
Percentage Made Within 180 Days	83.8%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.7%	86.7%
Percentage Secured	98.6%	92.0%
Percentage Resolved	101.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.9%
Percentage Secured	^	84.6%
Percentage Resolved	^	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.2%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.5%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

^ Massachusetts does not require reimbursing employers to report.

**UI PERFORMS ANNUAL REPORT CY 2001
MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	6.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.3%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
MICHIGAN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	485,415	90.7%	89.7%	87%
Intrastate UI, full weeks - 35 Days	485,415	98.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	6,507	75.5%	80.3%	70%
Interstate UI, full weeks - 35 Days	6,507	95.3%	93.9%	78%
All First Payments - 14/21 Days	528,174	90.4%	89.0%	90%~
All First Payments - 35 Days	528,174	98.5%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	134,573	63.1%	63.9%	80%
Separation Determ. within 21 Days	129,502	51.9%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	134,573	43.2%	66.5%	none
Separation Issues within 21 Days	129,502	87.7%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	20,862	76.6%	56.5%	60%
Decisions within 45 Days of Filing	20,862	93.0%	78.8%	80%
Decisions within 90 Days of Filing	20,862	98.7%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,893	59.8%	68.4%	50%
Decisions within 75 Days of Filing	4,893	90.7%	88.3%	80%
Decisions within 150 Days of Filing	4,893	97.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,840	45.4%	89.1%	none
Wage Transfers Made within 14 Days	13,840	99.3%	98.1%	none
Billing Made within 45 Days	201	100.0%	97.2%	none
Reimbursements Made within 45 Days	198	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	5,989,027	46.6%	62.6%	none
Payments Made within 14 Days	5,989,027	95.4%	92.6%	none
Payments Made within 21 Days	5,989,027	97.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	384	83.1%	71.0%	75%
LA Appeals with Scores >= 85%	77	96.3%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,468,171	110.5%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$14,748,192	53.5%	54.3%	none

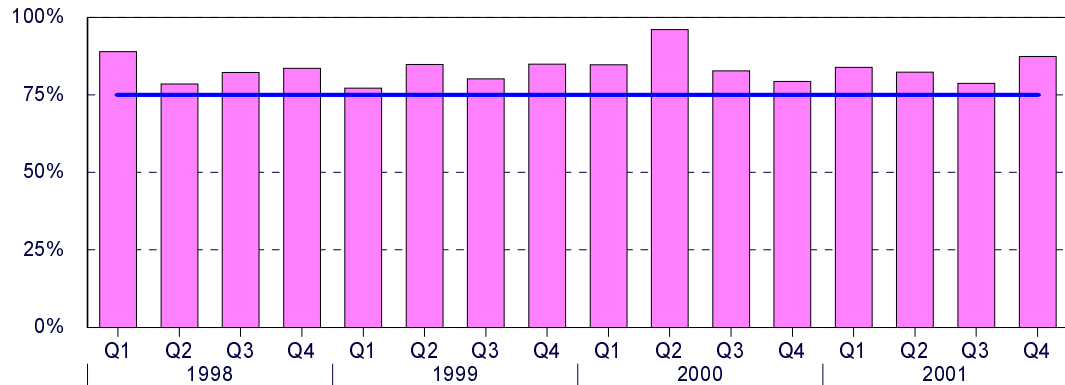
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
MICHIGAN

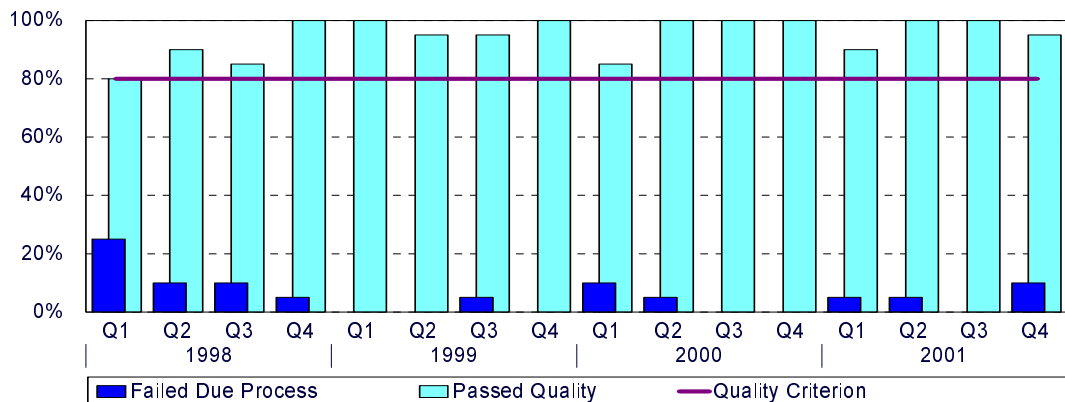
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	9.75	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	11.03	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,511,713,296	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	92.0% +/- 2.4	91.8% +/- .5	none
Overpayment Rate	8.0% +/- 2.4	8.2% +/- .5	none
Underpayment Rate	.6% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
MICHIGAN

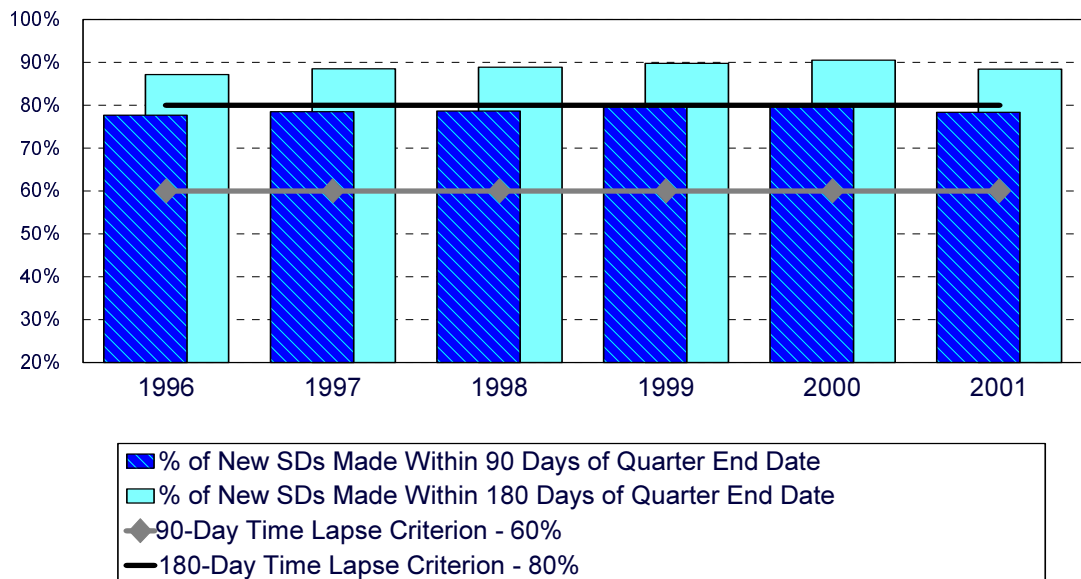
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	78.4%	78.5%
Percentage Made Within 180 Days	88.4%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	47.3%	65.7%
Percentage Made Within 180 Days	71.2%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	81.2%	86.7%
Percentage Secured	89.2%	92.0%
Percentage Resolved	90.0%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.9%
Percentage Secured	^	84.6%
Percentage Resolved	^	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.1%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	19.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.8%
Accounts Receivable As A Percentage Of Tax Due	3.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

^ Michigan does not require reimbursing employers to report.

UI PERFORMS ANNUAL REPORT CY 2001
MICHIGAN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.2%	1.6%
Annualized Percentage Of Total Wages Audited	2.0%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
MINNESOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	151,982	91.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	151,982	98.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	5,455	81.1%	80.3%	70%
Interstate UI, full weeks - 35 Days	5,455	96.8%	93.9%	78%
All First Payments - 14/21 Days	166,969	91.0%	89.0%	90%~
All First Payments - 35 Days	166,969	98.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	50,817	61.3%	63.9%	80%
Separation Determ. within 21 Days	56,635	69.7%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	50,817	84.9%	66.5%	none
Separation Issues within 21 Days	56,635	96.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,189	16.7%	56.5%	60%
Decisions within 45 Days of Filing	13,189	49.4%	78.8%	80%
Decisions within 90 Days of Filing	13,189	90.6%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,171	67.8%	68.4%	50%
Decisions within 75 Days of Filing	2,171	87.4%	88.3%	80%
Decisions within 150 Days of Filing	2,171	99.7%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,857	64.1%	89.1%	none
Wage Transfers Made within 14 Days	8,857	97.0%	98.1%	none
Billing Made within 45 Days	201	100.0%	97.2%	none
Reimbursements Made within 45 Days	194	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,155,576	46.0%	62.6%	none
Payments Made within 14 Days	2,155,576	95.5%	92.6%	none
Payments Made within 21 Days	2,155,576	98.7%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	616	79.3%	71.0%	75%
LA Appeals with Scores >= 85%	80	95.2%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$4,067,139	24.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$8,887,358	82.5%	54.3%	none

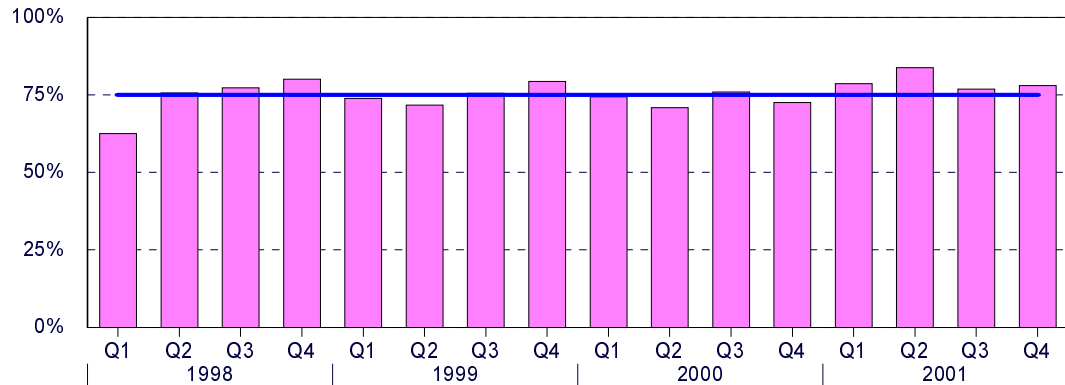
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
MINNESOTA**

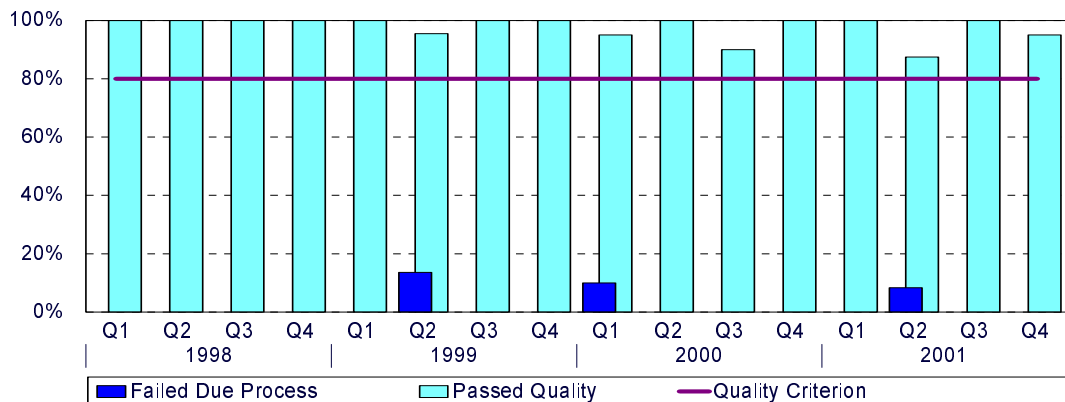
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	7.61	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	9.52	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$609,317,950	\$29.9B	none
Sample Size	400	24,190	none
Proper Payment Rate	91.2% +/- 2.7	91.8% +/- .5	none
Overpayment Rate	8.8% +/- 2.7	8.2% +/- .5	none
Underpayment Rate	.8% +/- .6	.6% +/- .1	none
Footnotes:	#1, #2, #3, #8	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



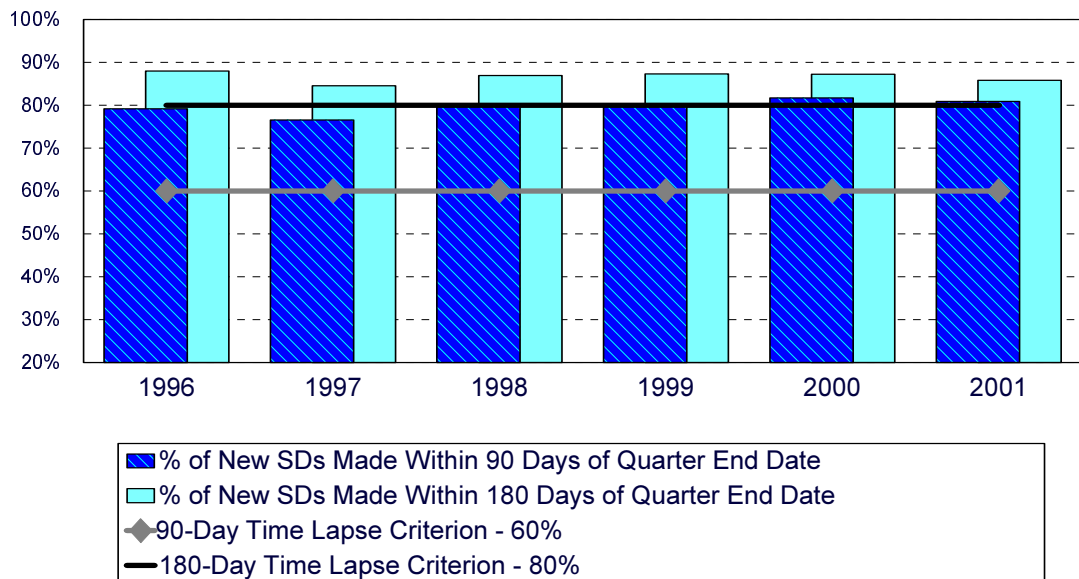
**UI PERFORMS ANNUAL REPORT CY 2001
MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	80.8%	78.5%
Percentage Made Within 180 Days	85.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	87.0%	65.7%
Percentage Made Within 180 Days	94.0%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.1%	86.7%
Percentage Secured	94.4%	92.0%
Percentage Resolved	100.3%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	75.1%	79.9%
Percentage Secured	91.0%	84.6%
Percentage Resolved	94.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.7%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.6%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
MINNESOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.7%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.6%	1.6%
Annualized Percentage Of Total Wages Audited	3.4%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
MISSISSIPPI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	68,090	94.3%	89.7%	87%
Intrastate UI, full weeks - 35 Days	68,090	97.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,319	80.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,319	94.9%	93.9%	78%
All First Payments - 14/21 Days	79,194	94.0%	89.0%	90%~
All First Payments - 35 Days	79,194	97.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	20,560	80.6%	63.9%	80%
Separation Determ. within 21 Days	41,578	89.4%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	20,560	79.6%	66.5%	none
Separation Issues within 21 Days	41,578	98.1%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	13,203	80.8%	56.5%	60%
Decisions within 45 Days of Filing	13,203	95.5%	78.8%	80%
Decisions within 90 Days of Filing	13,203	99.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,448	94.8%	68.4%	50%
Decisions within 75 Days of Filing	2,448	99.3%	88.3%	80%
Decisions within 150 Days of Filing	2,448	99.6%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,795	86.2%	89.1%	none
Wage Transfers Made within 14 Days	9,795	94.1%	98.1%	none
Billing Made within 45 Days	188	100.0%	97.2%	none
Reimbursements Made within 45 Days	187	98.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,067,868	93.9%	62.6%	none
Payments Made within 14 Days	1,067,868	98.1%	92.6%	none
Payments Made within 21 Days	1,067,868	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	89.0%	71.0%	75%
LA Appeals with Scores >= 85%	77	98.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,860,394	56.8%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,703,979	50.7%	54.3%	none

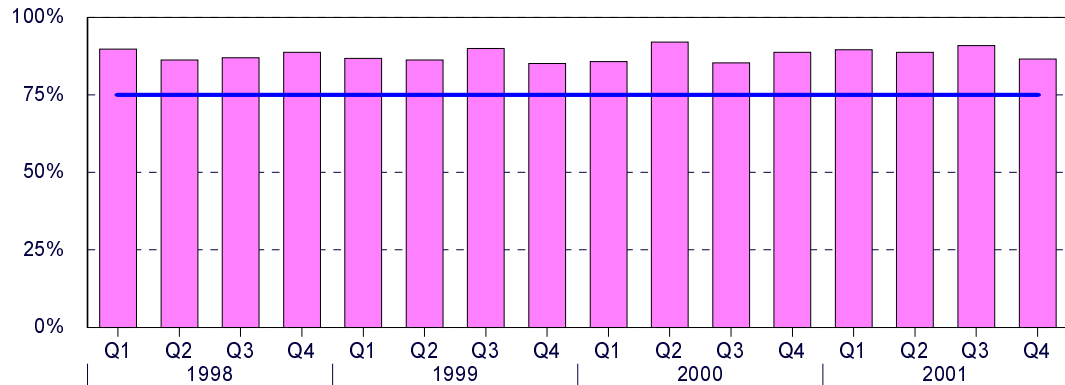
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
MISSISSIPPI

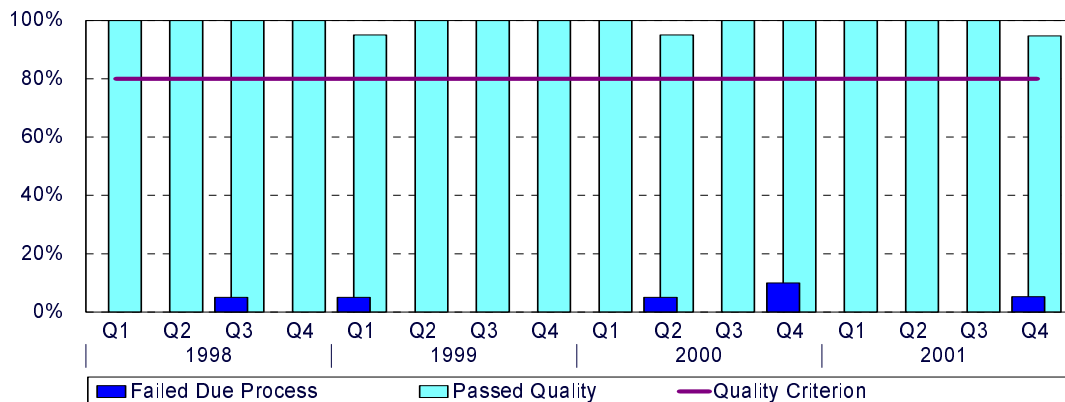
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.41	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.33	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$178,275,538	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	80.3% +/- 3.7	91.8% +/- .5	none
Overpayment Rate	19.7% +/- 3.7	8.2% +/- .5	none
Underpayment Rate	.3% +/- .1	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



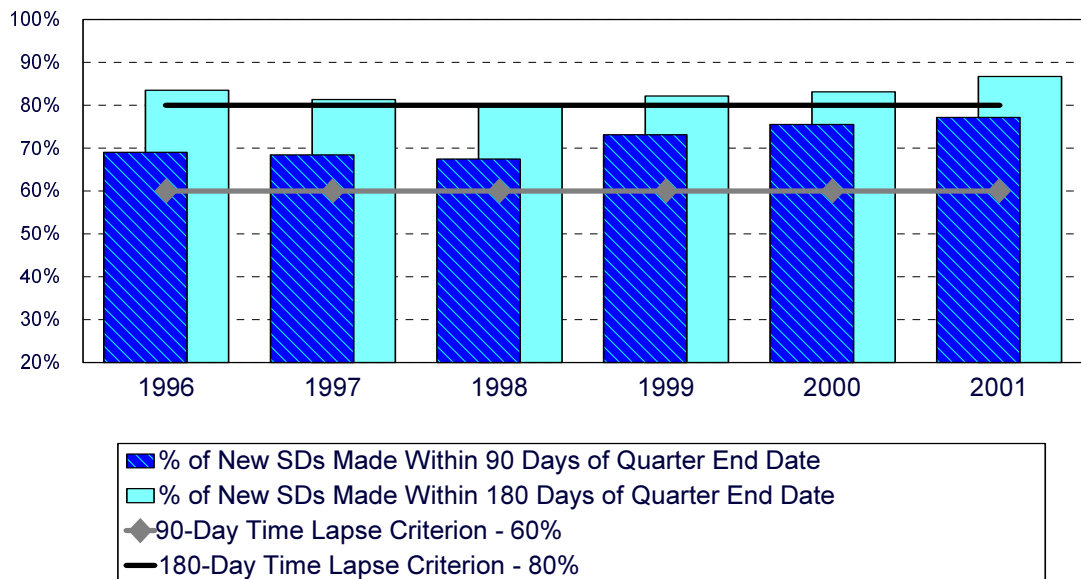
UI PERFORMS ANNUAL REPORT CY 2001
MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	77.2%	78.5%
Percentage Made Within 180 Days	86.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.0%	65.7%
Percentage Made Within 180 Days	90.4%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.6%	86.7%
Percentage Secured	93.3%	92.0%
Percentage Resolved	100.0%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	79.7%	79.9%
Percentage Secured	85.9%	84.6%
Percentage Resolved	87.1%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	83.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	15.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	37.1%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	60.9%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	4.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.7%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
MISSOURI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	157,488	87.1%	89.7%	87%
Intrastate UI, full weeks - 35 Days	157,488	97.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,109	85.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,109	95.6%	93.9%	78%
All First Payments - 14/21 Days	179,450	87.1%	89.0%	90%~
All First Payments - 35 Days	179,450	97.6%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	118,324	88.3%	63.9%	80%
Separation Determ. within 21 Days	134,046	63.7%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	118,324	90.7%	66.5%	none
Separation Issues within 21 Days	134,046	95.1%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	23,518	54.4%	56.5%	60%
Decisions within 45 Days of Filing	23,518	88.3%	78.8%	80%
Decisions within 90 Days of Filing	23,518	99.1%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,733	89.6%	68.4%	50%
Decisions within 75 Days of Filing	2,733	96.7%	88.3%	80%
Decisions within 150 Days of Filing	2,733	99.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	22,222	90.1%	89.1%	none
Wage Transfers Made within 14 Days	22,222	99.4%	98.1%	none
Billing Made within 45 Days	200	87.5%	97.2%	none
Reimbursements Made within 45 Days	200	98.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,194,636	88.6%	62.6%	none
Payments Made within 14 Days	2,194,636	96.6%	92.6%	none
Payments Made within 21 Days	2,194,636	98.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	392	81.1%	71.0%	75%
LA Appeals with Scores >= 85%	78	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$9,930,017	52.8%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$2,824,194	57.5%	54.3%	none

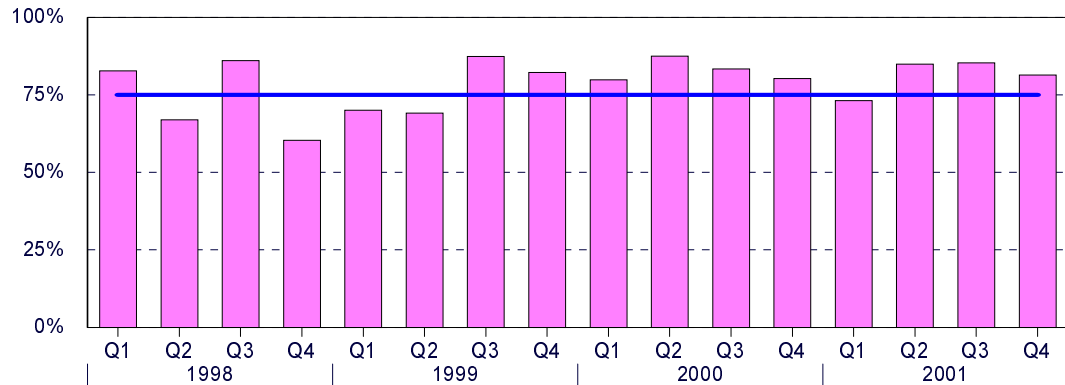
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
MISSOURI

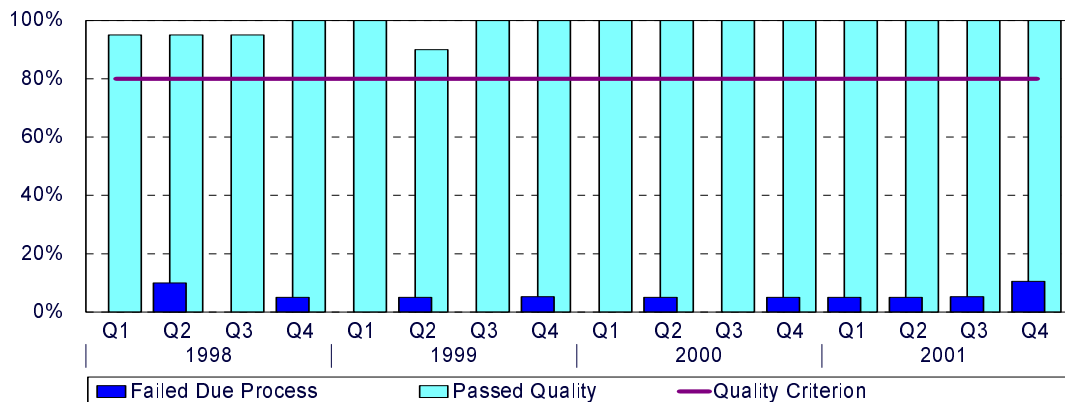
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.93	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.91	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$443,843,014	\$29.9B	none
Sample Size	479	24,190	none
Proper Payment Rate	93.3% +/- 2.1	91.8% +/- .5	none
Overpayment Rate	6.7% +/- 2.1	8.2% +/- .5	none
Underpayment Rate	.1% +/- .1	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



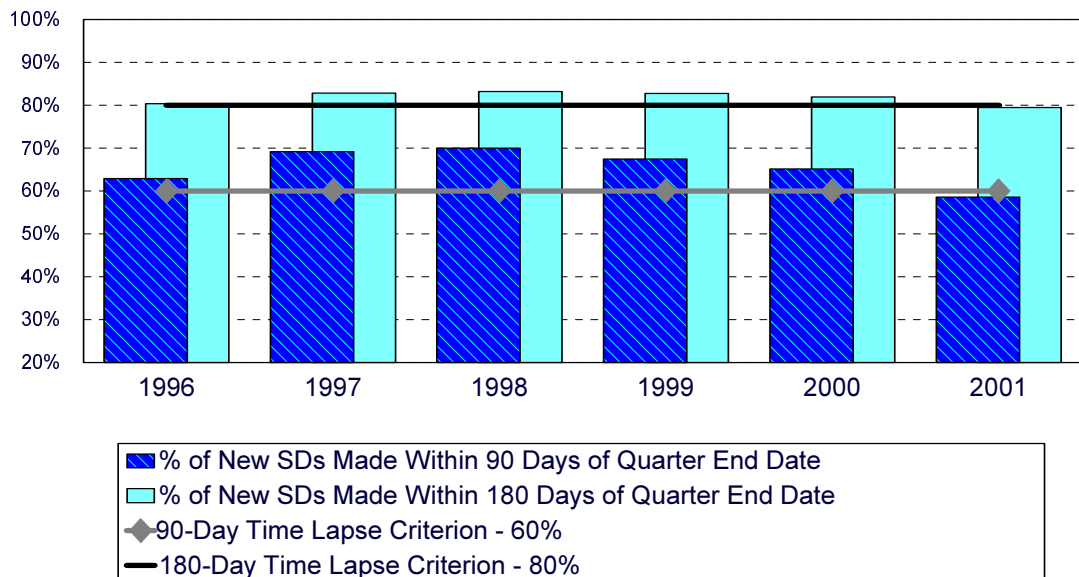
UI PERFORMS ANNUAL REPORT CY 2001
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	58.5%	78.5%
Percentage Made Within 180 Days	79.4%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	49.8%	65.7%
Percentage Made Within 180 Days	72.2%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	81.6%	86.7%
Percentage Secured	98.0%	92.0%
Percentage Resolved	104.0%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	68.9%	79.9%
Percentage Secured	99.6%	84.6%
Percentage Resolved	100.6%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.8%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.5%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	55.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	43.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.8%
Accounts Receivable As A Percentage Of Tax Due	7.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	N	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.6%	1.6%
Annualized Percentage Of Total Wages Audited	1.4%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
MONTANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	19,874	93.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	19,874	98.9%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	730	90.4%	80.3%	70%
Interstate UI, full weeks - 35 Days	730	98.4%	93.9%	78%
All First Payments - 14/21 Days	26,813	93.3%	89.0%	90%~
All First Payments - 35 Days	26,813	98.9%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,927	82.2%	63.9%	80%
Separation Determ. within 21 Days	9,392	85.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,927	77.0%	66.5%	none
Separation Issues within 21 Days	9,392	92.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,025	75.7%	56.5%	60%
Decisions within 45 Days of Filing	1,025	90.0%	78.8%	80%
Decisions within 90 Days of Filing	1,025	98.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	208	59.1%	68.4%	50%
Decisions within 75 Days of Filing	208	95.2%	88.3%	80%
Decisions within 150 Days of Filing	208	99.5%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	796	100.0%	89.1%	none
Wage Transfers Made within 14 Days	796	100.0%	98.1%	none
Billing Made within 45 Days	0	-	97.2%	none
Reimbursements Made within 45 Days	0	-	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	430,919	43.8%	62.6%	none
Payments Made within 14 Days	430,919	93.1%	92.6%	none
Payments Made within 21 Days	430,919	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	208	74.1%	71.0%	75%
LA Appeals with Scores >= 85%	55	91.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$93,266	109.7%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$255,178	97.3%	54.3%	none

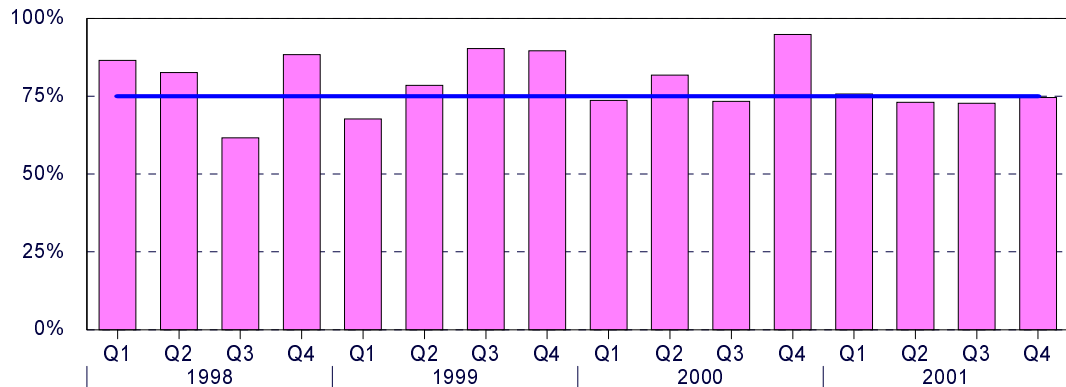
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
MONTANA**

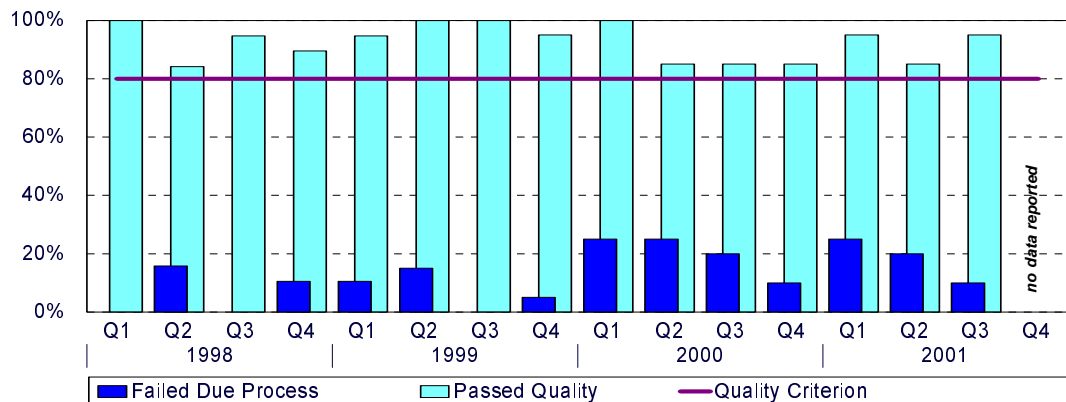
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.73	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	3.42	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$62,995,415	\$29.9B	none
Sample Size	361	24,190	none
Proper Payment Rate	85.5% +/- 3.6	91.8% +/- .5	none
Overpayment Rate	14.5% +/- 3.6	8.2% +/- .5	none
Underpayment Rate	1.0% +/- .6	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001
MONTANA

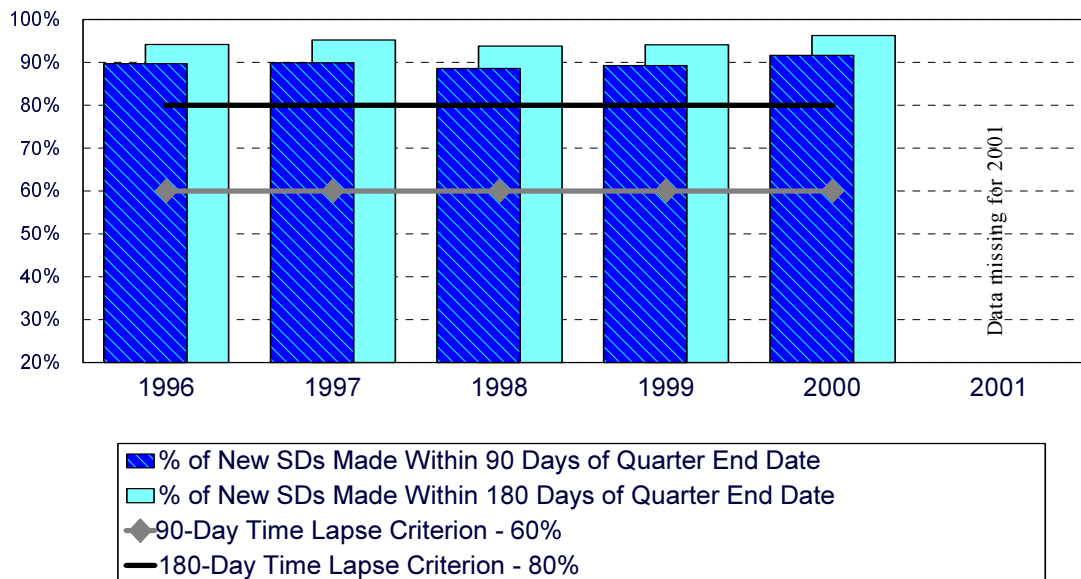
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	*	78.5%
Percentage Made Within 180 Days	*	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	91% Pass
Accuracy In Postings?	*	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	*	65.7%
Percentage Made Within 180 Days	*	80.4%
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	59% Pass
Inactivations:		
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	*	86.7%
Percentage Secured	*	92.0%
Percentage Resolved	*	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	*	79.9%
Percentage Secured	*	84.6%
Percentage Resolved	*	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	*	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.4%
Accounts Receivable As A Percentage Of Tax Due	*	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	*	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	*	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	*	1.8%
Accounts Receivable As A Percentage Of Tax Due	*	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002, or TPS data as of 4/29/2002.

UI PERFORMS ANNUAL REPORT CY 2001
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	*	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	*	1.6%
Annualized Percentage Of Total Wages Audited	*	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	*	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	*	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002, or TPS data as of 4/29/2002.

UI PERFORMS ANNUAL REPORT CY 2001
NEBRASKA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	26,102	95.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	26,102	99.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,830	86.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,830	97.4%	93.9%	78%
All First Payments - 14/21 Days	38,598	95.2%	89.0%	90%~
All First Payments - 35 Days	38,598	99.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	19,768	76.5%	63.9%	80%
Separation Determ. within 21 Days	69,029	83.7%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	19,768	92.1%	66.5%	none
Separation Issues within 21 Days	69,029	97.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,206	85.7%	56.5%	60%
Decisions within 45 Days of Filing	3,206	98.3%	78.8%	80%
Decisions within 90 Days of Filing	3,206	99.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	^	^	68.4%	50%
Decisions within 75 Days of Filing	^	^	88.3%	80%
Decisions within 150 Days of Filing	^	^	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,367	100.0%	89.1%	none
Wage Transfers Made within 14 Days	6,367	100.0%	98.1%	none
Billing Made within 45 Days	179	100.0%	97.2%	none
Reimbursements Made within 45 Days	186	91.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	435,774	96.9%	62.6%	none
Payments Made within 14 Days	435,774	98.9%	92.6%	none
Payments Made within 21 Days	435,774	99.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	69.6%	71.0%	75%
LA Appeals with Scores >= 85%	82	98.8%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$706,389	74.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,062,253	96.1%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

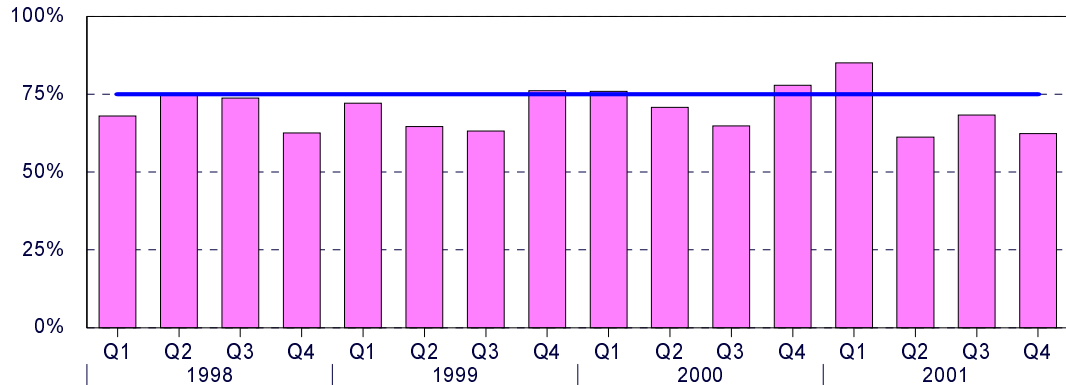
^ Nebraska does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 2001
NEBRASKA**

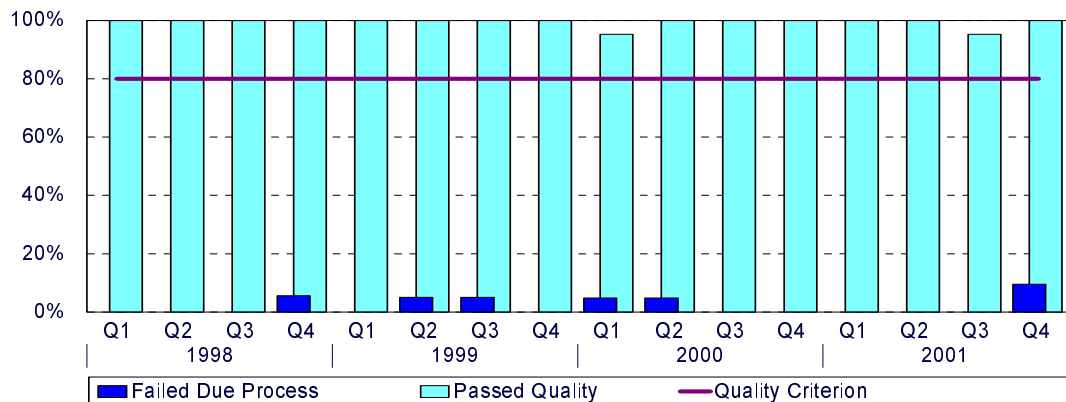
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.70	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.97	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$86,919,471	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	88.0% +/- 3.5	91.8% +/- .5	none
Overpayment Rate	12.0% +/- 3.5	8.2% +/- .5	none
Underpayment Rate	.3% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



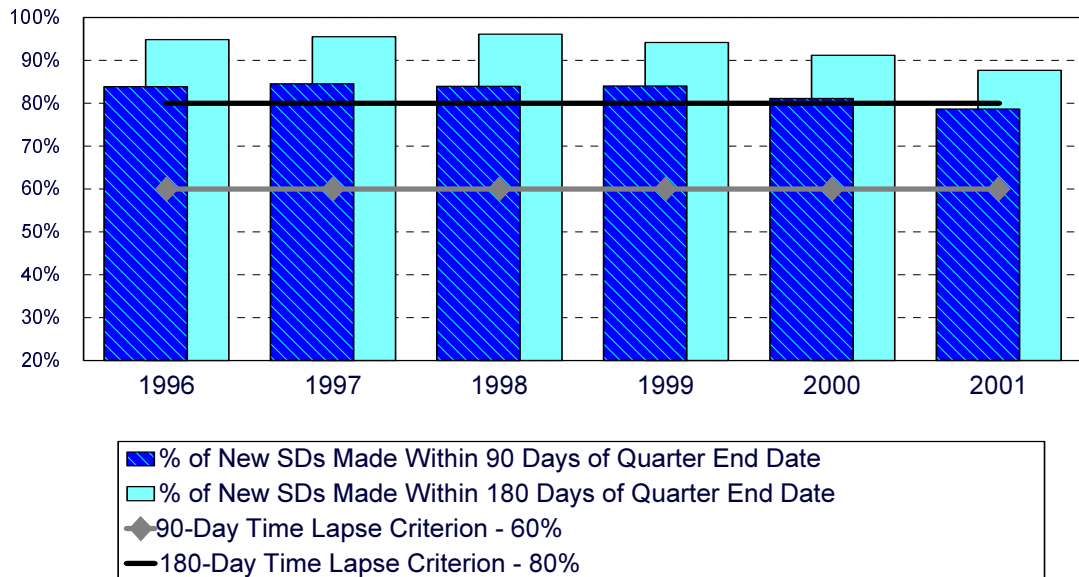
UI PERFORMS ANNUAL REPORT CY 2001
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	78.6%	78.5%
Percentage Made Within 180 Days	87.7%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.3%	65.7%
Percentage Made Within 180 Days	94.1%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.5%	86.7%
Percentage Secured	98.4%	92.0%
Percentage Resolved	100.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.7%	79.9%
Percentage Secured	99.2%	84.6%
Percentage Resolved	99.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	89.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.5%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.4%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	2.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	D	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
NEVADA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	71,243	85.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	71,243	94.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,497	76.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,497	91.2%	93.9%	78%
All First Payments - 14/21 Days	93,596	84.9%	89.0%	90%~
All First Payments - 35 Days	93,596	94.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	24,245	50.6%	63.9%	80%
Separation Determ. within 21 Days	54,126	44.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	24,245	76.8%	66.5%	none
Separation Issues within 21 Days	54,126	95.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,992	41.8%	56.5%	60%
Decisions within 45 Days of Filing	8,992	80.1%	78.8%	80%
Decisions within 90 Days of Filing	8,992	99.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,599	56.7%	68.4%	50%
Decisions within 75 Days of Filing	1,599	87.9%	88.3%	80%
Decisions within 150 Days of Filing	1,599	99.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,921	72.6%	89.1%	none
Wage Transfers Made within 14 Days	7,921	99.3%	98.1%	none
Billing Made within 45 Days	178	100.0%	97.2%	none
Reimbursements Made within 45 Days	200	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,259,246	89.3%	62.6%	none
Payments Made within 14 Days	1,259,246	93.9%	92.6%	none
Payments Made within 21 Days	1,259,246	96.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	237	56.5%	71.0%	75%
LA Appeals with Scores >= 85%	77	98.7%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,147,827	63.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$3,715,390	43.4%	54.3%	none

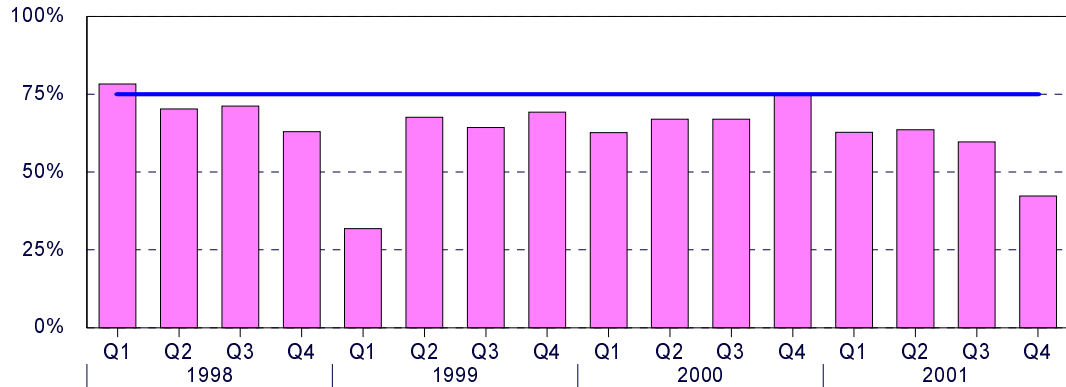
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NEVADA**

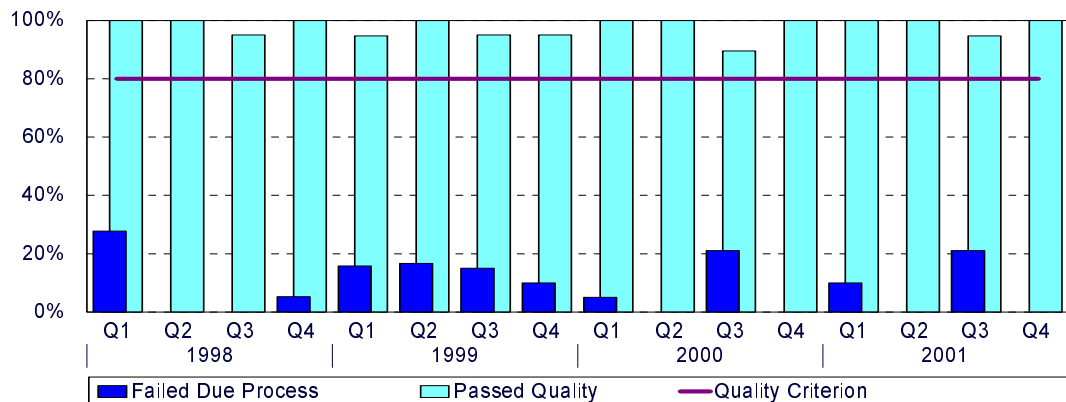
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.06	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.28	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$281,703,736	\$29.9B	none
Sample Size	483	24,190	none
Proper Payment Rate	90.3% +/- 2.8	91.8% +/- .5	none
Overpayment Rate	9.7% +/- 2.8	8.2% +/- .5	none
Underpayment Rate	.2% +/- .2	.6% +/- .1	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



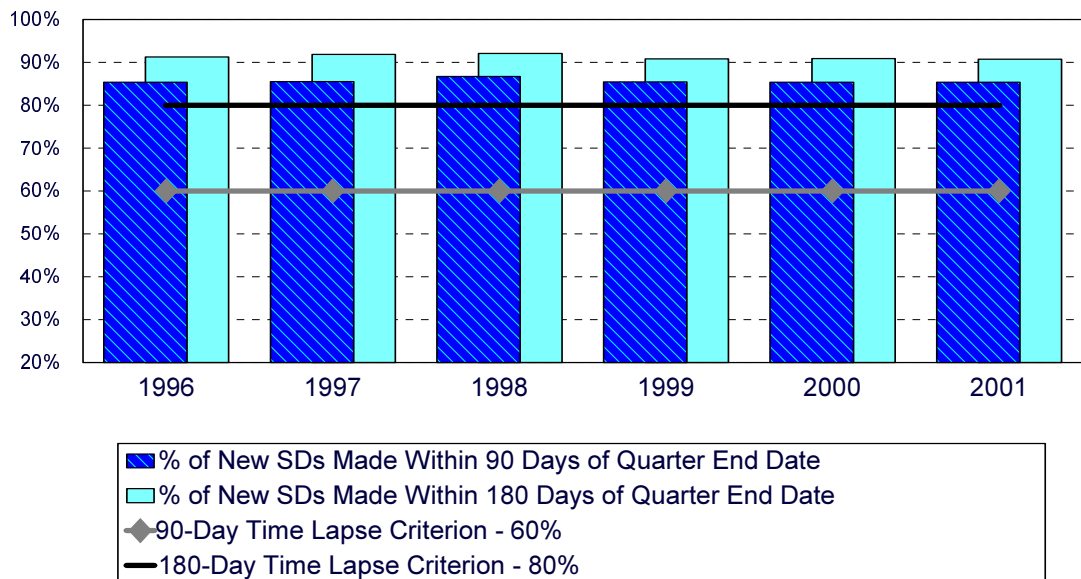
UI PERFORMS ANNUAL REPORT CY 2001
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.3%	78.5%
Percentage Made Within 180 Days	90.7%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	69.2%	65.7%
Percentage Made Within 180 Days	80.3%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.7%	86.7%
Percentage Secured	95.6%	92.0%
Percentage Resolved	99.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.7%	79.9%
Percentage Secured	96.8%	84.6%
Percentage Resolved	97.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.3%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.8%
Accounts Receivable As A Percentage Of Tax Due	2.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	6.2%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.7%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
NEW HAMPSHIRE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	21,095	81.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	21,095	92.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	644	70.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	644	85.9%	93.9%	78%
All First Payments - 14/21 Days	26,793	80.2%	89.0%	90%~
All First Payments - 35 Days	26,793	92.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,765	35.7%	63.9%	80%
Separation Determ. within 21 Days	8,743	31.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,765	71.9%	66.5%	none
Separation Issues within 21 Days	8,743	95.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,198	41.6%	56.5%	60%
Decisions within 45 Days of Filing	2,198	75.9%	78.8%	80%
Decisions within 90 Days of Filing	2,198	92.3%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	318	86.8%	68.4%	50%
Decisions within 75 Days of Filing	318	97.2%	88.3%	80%
Decisions within 150 Days of Filing	318	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,199	95.7%	89.1%	none
Wage Transfers Made within 14 Days	3,199	100.0%	98.1%	none
Billing Made within 45 Days	175	74.3%	97.2%	none
Reimbursements Made within 45 Days	171	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	229,108	45.4%	62.6%	none
Payments Made within 14 Days	229,108	85.6%	92.6%	none
Payments Made within 21 Days	229,108	92.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	229	60.2%	71.0%	75%
LA Appeals with Scores >= 85%	76	97.4%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$111,190	117.8%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$538,199	62.9%	54.3%	none

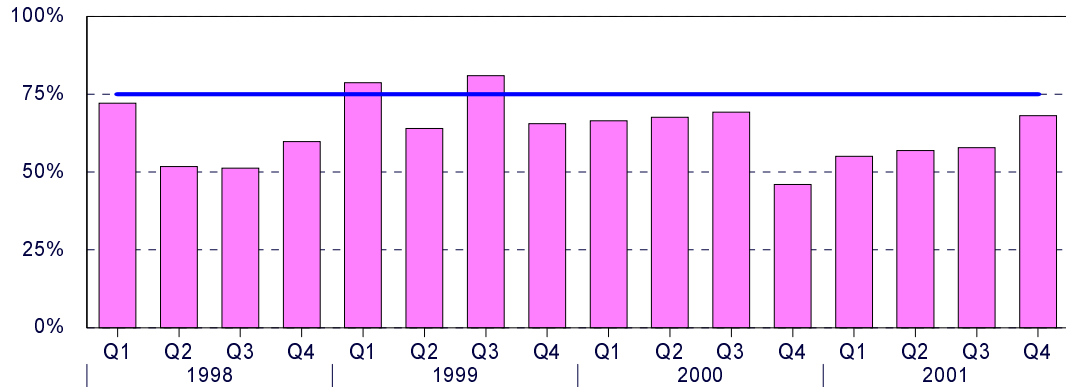
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NEW HAMPSHIRE**

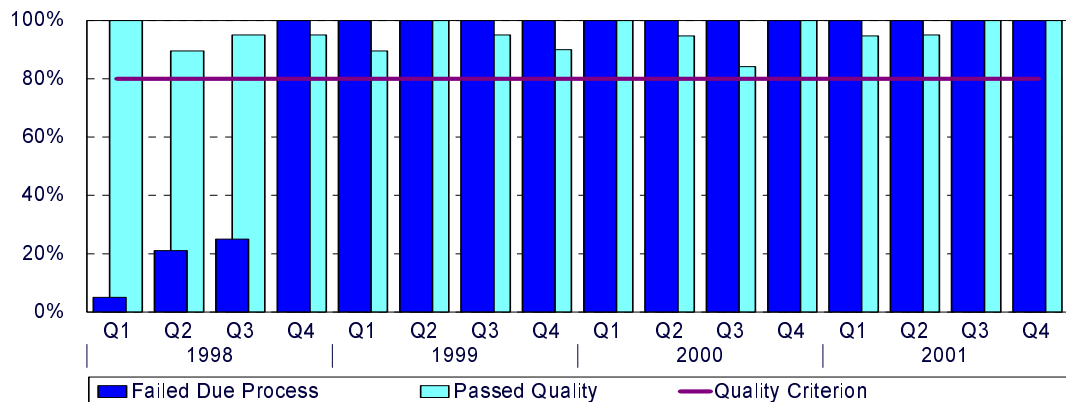
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	4.94	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	6.37	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$56,869,280	\$29.9B	none
Sample Size	389	24,190	none
Proper Payment Rate	96.5% +/- 2.0	91.8% +/- .5	none
Overpayment Rate	3.5% +/- 2.0	8.2% +/- .5	none
Underpayment Rate	.9% +/- .6	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



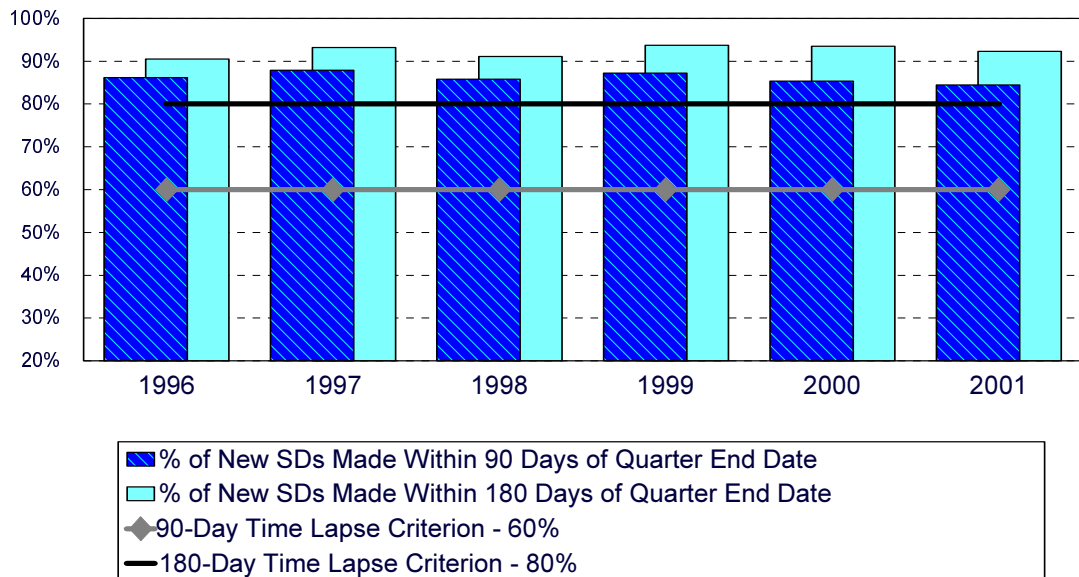
UI PERFORMS ANNUAL REPORT CY 2001
NEW HAMPSHIRE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	84.4%	78.5%
Percentage Made Within 180 Days	92.3%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.0%	65.7%
Percentage Made Within 180 Days	76.2%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.5%	86.7%
Percentage Secured	93.5%	92.0%
Percentage Resolved	97.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.4%	79.9%
Percentage Secured	98.0%	84.6%
Percentage Resolved	99.1%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.5%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.1%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	N	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	4.1%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.8%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
NEW JERSEY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	275,115	90.0%	89.7%	87%
Intrastate UI, full weeks - 35 Days	275,115	98.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	10,497	76.3%	80.3%	70%
Interstate UI, full weeks - 35 Days	10,497	90.8%	93.9%	78%
All First Payments - 14/21 Days	303,105	89.1%	89.0%	90%~
All First Payments - 35 Days	303,105	98.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	81,462	45.7%	63.9%	80%
Separation Determ. within 21 Days	90,470	59.7%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	81,462	75.5%	66.5%	none
Separation Issues within 21 Days	90,470	64.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	30,467	66.5%	56.5%	60%
Decisions within 45 Days of Filing	30,467	83.4%	78.8%	80%
Decisions within 90 Days of Filing	30,467	96.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,834	61.7%	68.4%	50%
Decisions within 75 Days of Filing	4,834	93.7%	88.3%	80%
Decisions within 150 Days of Filing	4,834	99.5%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	22,242	95.9%	89.1%	none
Wage Transfers Made within 14 Days	22,242	99.9%	98.1%	none
Billing Made within 45 Days	201	100.0%	97.2%	none
Reimbursements Made within 45 Days	187	94.7%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,667,585	48.9%	62.6%	none
Payments Made within 14 Days	4,667,585	94.4%	92.6%	none
Payments Made within 21 Days	4,667,585	97.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	347	62.8%	71.0%	75%
LA Appeals with Scores >= 85%	74	96.1%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$7,060,657	75.3%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$16,253,758	83.6%	54.3%	none

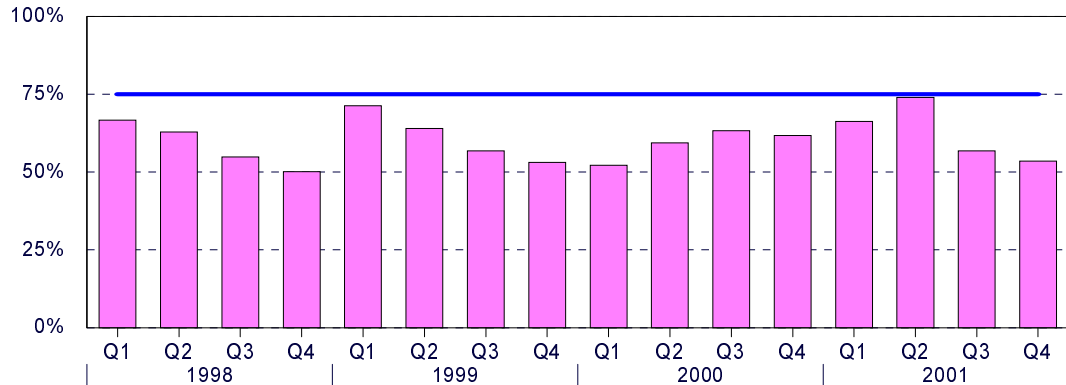
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NEW JERSEY**

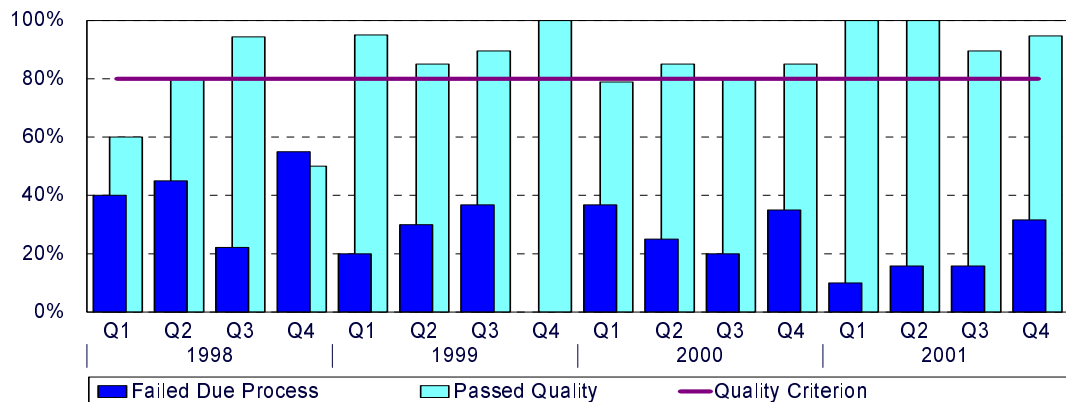
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.06	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.07	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,479,282,722	\$29.9B	none
Sample Size	446	24,190	none
Proper Payment Rate	88.5% +/- 2.9	91.8% +/- .5	none
Overpayment Rate	11.5% +/- 2.9	8.2% +/- .5	none
Underpayment Rate	1.8% +/- 1.1	.6% +/- .1	none
Footnotes:	#5, #6	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



**UI PERFORMS ANNUAL REPORT CY 2001
NEW JERSEY**

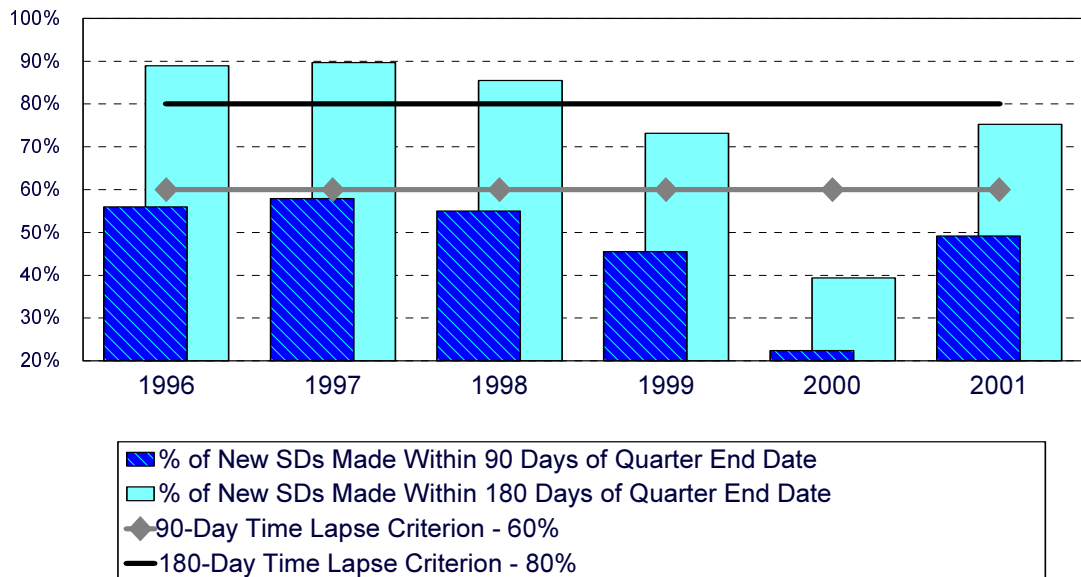
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	49.2%	78.5%
Percentage Made Within 180 Days	75.3%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	*	91% Pass
Accuracy In Postings?	*	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	23.1%	65.7%
Percentage Made Within 180 Days	43.0%	80.4%
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	59% Pass
Inactivations:		
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	72.0%	86.7%
Percentage Secured	74.8%	92.0%
Percentage Resolved	79.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	87.4%	79.9%
Percentage Secured	89.6%	84.6%
Percentage Resolved	92.3%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.6%	1.4%
Accounts Receivable As A Percentage Of Tax Due	8.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	43.2%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	50.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.8%	1.8%
Accounts Receivable As A Percentage Of Tax Due	43.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
NEW JERSEY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	N	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.5%	1.6%
Annualized Percentage Of Total Wages Audited	2.7%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	N	65% Pass
Account Maintenance		
Accuracy In Report Processing?	*	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	N	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
NEW MEXICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	32,535	90.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	32,535	97.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,353	78.9%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,353	93.3%	93.9%	78%
All First Payments - 14/21 Days	35,581	89.4%	89.0%	90%~
All First Payments - 35 Days	35,581	97.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	6,318	63.9%	63.9%	80%
Separation Determ. within 21 Days	15,584	63.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	6,319	53.0%	66.5%	none
Separation Issues within 21 Days	15,584	72.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,561	83.7%	56.5%	60%
Decisions within 45 Days of Filing	5,561	93.0%	78.8%	80%
Decisions within 90 Days of Filing	5,561	98.8%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	794	84.1%	68.4%	50%
Decisions within 75 Days of Filing	794	99.0%	88.3%	80%
Decisions within 150 Days of Filing	794	99.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,915	89.6%	89.1%	none
Wage Transfers Made within 14 Days	4,915	100.0%	98.1%	none
Billing Made within 45 Days	176	100.0%	97.2%	none
Reimbursements Made within 45 Days	178	18.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	528,164	75.4%	62.6%	none
Payments Made within 14 Days	528,164	94.4%	92.6%	none
Payments Made within 21 Days	528,164	97.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	217	75.5%	71.0%	75%
LA Appeals with Scores >= 85%	78	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$573,150	108.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,218,359	73.1%	54.3%	none

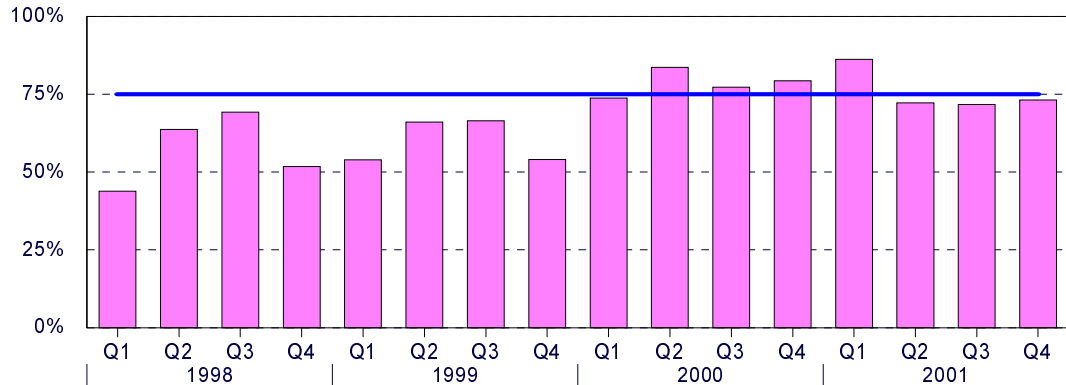
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NEW MEXICO**

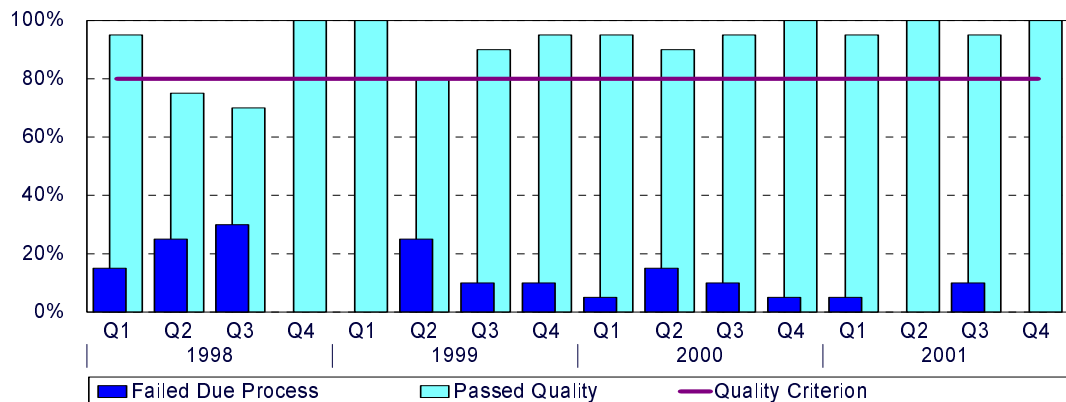
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.42	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.65	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$92,164,158	\$29.9B	none
Sample Size	482	24,190	none
Proper Payment Rate	94.0% +/- 2.2	91.8% +/- .5	none
Overpayment Rate	6.0% +/- 2.2	8.2% +/- .5	none
Underpayment Rate	.4% +/- .4	.6% +/- .1	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



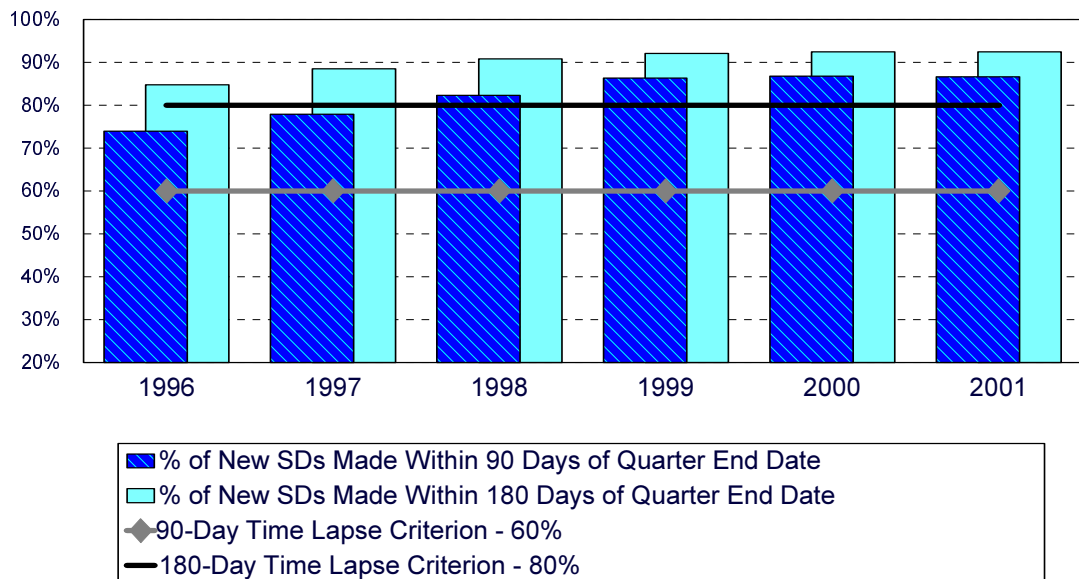
**UI PERFORMS ANNUAL REPORT CY 2001
NEW MEXICO**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.6%	78.5%
Percentage Made Within 180 Days	92.4%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	53.6%	65.7%
Percentage Made Within 180 Days	93.5%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.7%	86.7%
Percentage Secured	93.2%	92.0%
Percentage Resolved	94.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.3%	79.9%
Percentage Secured	96.5%	84.6%
Percentage Resolved	97.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.8%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.4%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.3%	1.6%
Annualized Percentage Of Total Wages Audited	1.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	D	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
NEW YORK

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	493,385	92.0%^	89.7%	87%
Intrastate UI, full weeks - 35 Days	493,385	97.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	16,292	86.8%^	80.3%	70%
Interstate UI, full weeks - 35 Days	16,292	94.5%	93.9%	78%
All First Payments - 14/21 Days	631,677	91.4%^	89.0%	90%~
All First Payments - 35 Days	631,677	97.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	127,831	33.0%	63.9%	80%
Separation Determ. within 21 Days	133,035	35.8%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	127,831	57.4%	66.5%	none
Separation Issues within 21 Days	133,035	78.4%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	30,303	71.3%	56.5%	60%
Decisions within 45 Days of Filing	30,303	84.9%	78.8%	80%
Decisions within 90 Days of Filing	30,303	96.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,143	60.3%	68.4%	50%
Decisions within 75 Days of Filing	4,143	90.2%	88.3%	80%
Decisions within 150 Days of Filing	4,143	97.2%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	27,104	91.4%	89.1%	none
Wage Transfers Made within 14 Days	27,104	95.8%	98.1%	none
Billing Made within 45 Days	206	100.0%	97.2%	none
Reimbursements Made within 45 Days	192	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	9,005,640	91.4%	62.6%	none
Payments Made within 14 Days	9,005,640	95.0%	92.6%	none
Payments Made within 21 Days	9,005,640	96.7%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	355	53.5%	71.0%	75%
LA Appeals with Scores >= 85%	68	85.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$26,037,209	77.8%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$34,358,965	19.6%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

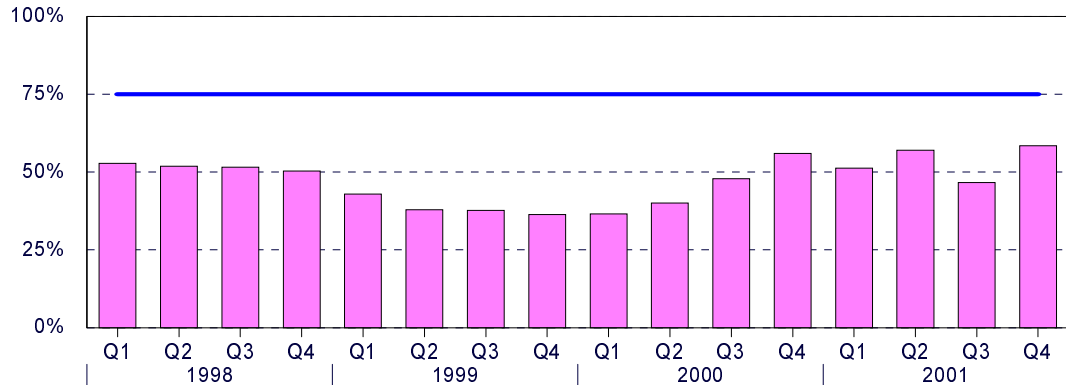
^ First payment time lapse was affected by the suspension of a waiting week requirement in response to the 9/11 tragedy.

**UI PERFORMS ANNUAL REPORT CY 2001
NEW YORK**

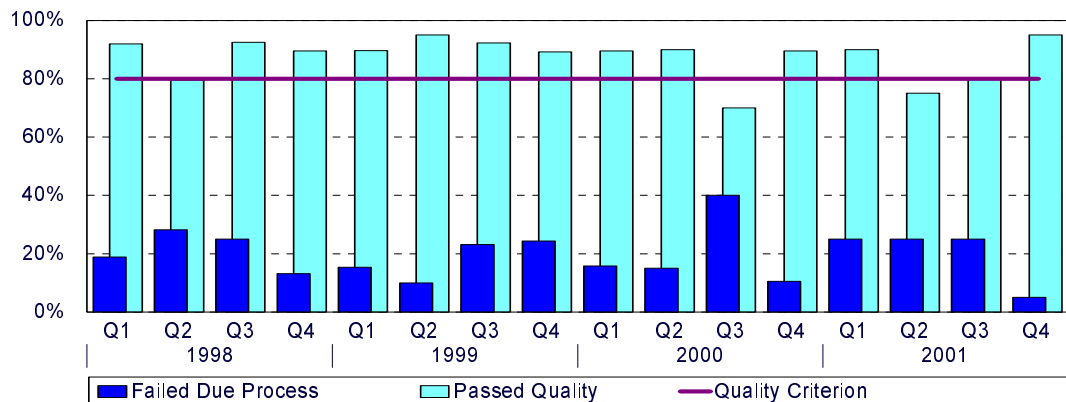
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.59	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.62	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$2,648,135,067	\$29.9B	none
Sample Size	481	24,190	none
Proper Payment Rate	95.2% +/- 1.7	91.8% +/- .5	none
Overpayment Rate	4.8% +/- 1.7	8.2% +/- .5	none
Underpayment Rate	.8% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



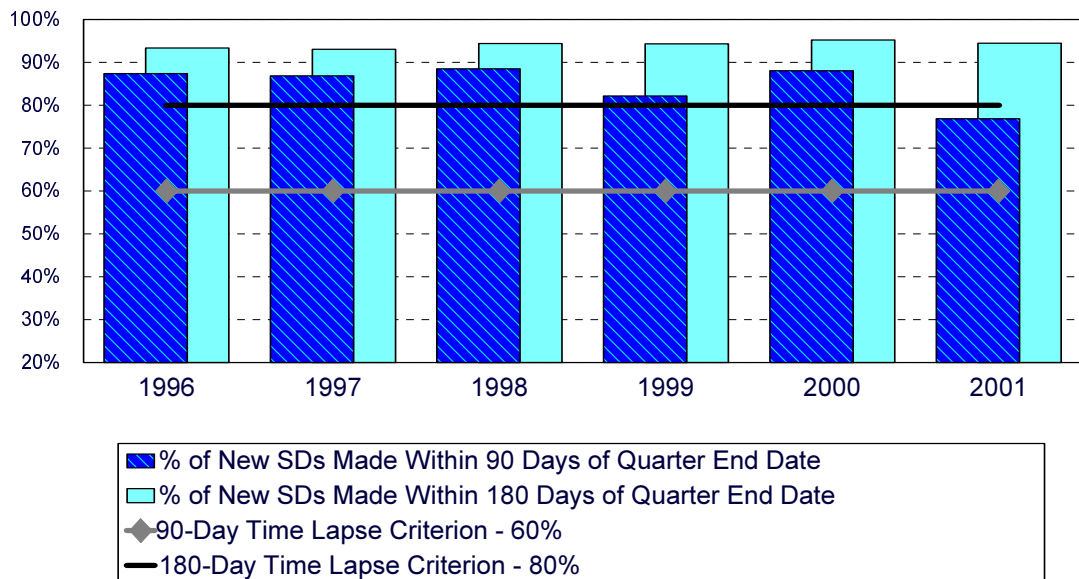
**UI PERFORMS ANNUAL REPORT CY 2001
NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	76.8%	78.5%
Percentage Made Within 180 Days	94.4%	89.0%
Accuracy In Determinations? (pass with \leq 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.6%	65.7%
Percentage Made Within 180 Days	86.9%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.1%	86.7%
Percentage Secured	95.9%	92.0%
Percentage Resolved	100.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	59.2%	79.9%
Percentage Secured	67.9%	84.6%
Percentage Resolved	71.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	81.6%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	5.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.8%
Accounts Receivable As A Percentage Of Tax Due	4.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	15.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.5%	1.6%
Annualized Percentage Of Total Wages Audited	0.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
NORTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	270,563	91.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	270,563	97.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	8,208	87.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	8,208	94.3%	93.9%	78%
All First Payments - 14/21 Days	367,846	91.6%	89.0%	90%~
All First Payments - 35 Days	367,846	97.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	85,905	75.5%	63.9%	80%
Separation Determ. within 21 Days	112,765	80.6%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	85,905	73.0%	66.5%	none
Separation Issues within 21 Days	112,765	97.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	34,890	34.8%	56.5%	60%
Decisions within 45 Days of Filing	34,890	52.3%	78.8%	80%
Decisions within 90 Days of Filing	34,890	90.9%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,750	85.7%	68.4%	50%
Decisions within 75 Days of Filing	5,750	94.1%	88.3%	80%
Decisions within 150 Days of Filing	5,750	98.5%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,679	94.6%	89.1%	none
Wage Transfers Made within 14 Days	16,679	99.9%	98.1%	none
Billing Made within 45 Days	203	100.0%	97.2%	none
Reimbursements Made within 45 Days	202	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,725,196	93.6%	62.6%	none
Payments Made within 14 Days	3,725,196	97.4%	92.6%	none
Payments Made within 21 Days	3,725,196	98.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	382	45.7%	71.0%	75%
LA Appeals with Scores >= 85%	72	91.1%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$4,153,354	71.7%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$8,306,620	84.8%	54.3%	none

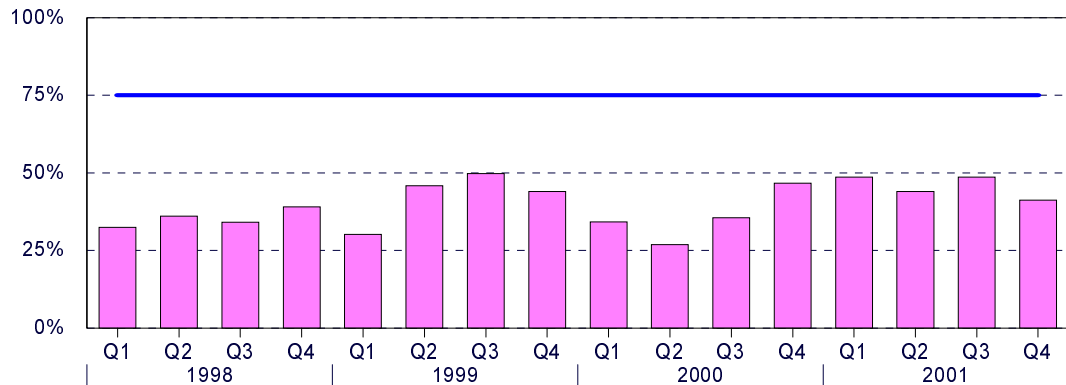
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NORTH CAROLINA**

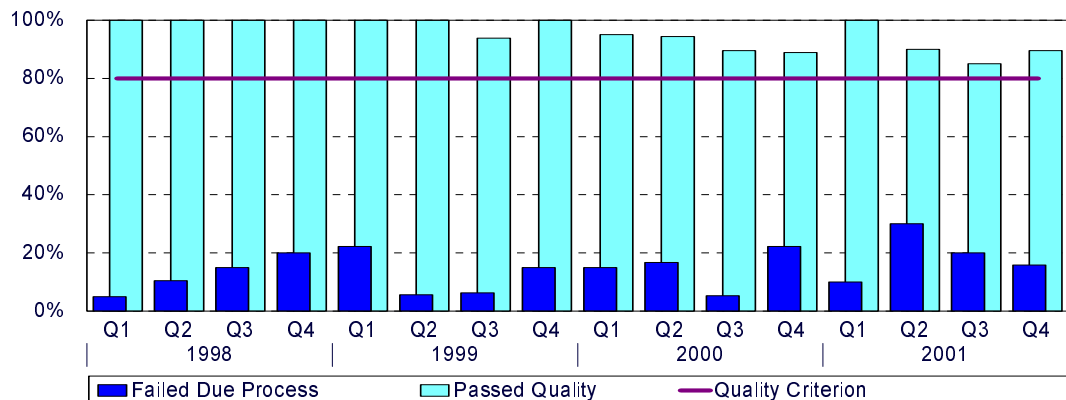
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.47	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	-0.13	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$930,968,455	\$29.9B	none
Sample Size	520	24,190	none
Proper Payment Rate	88.9% +/- 3.0	91.8% +/- .5	none
Overpayment Rate	11.1% +/- 3.0	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



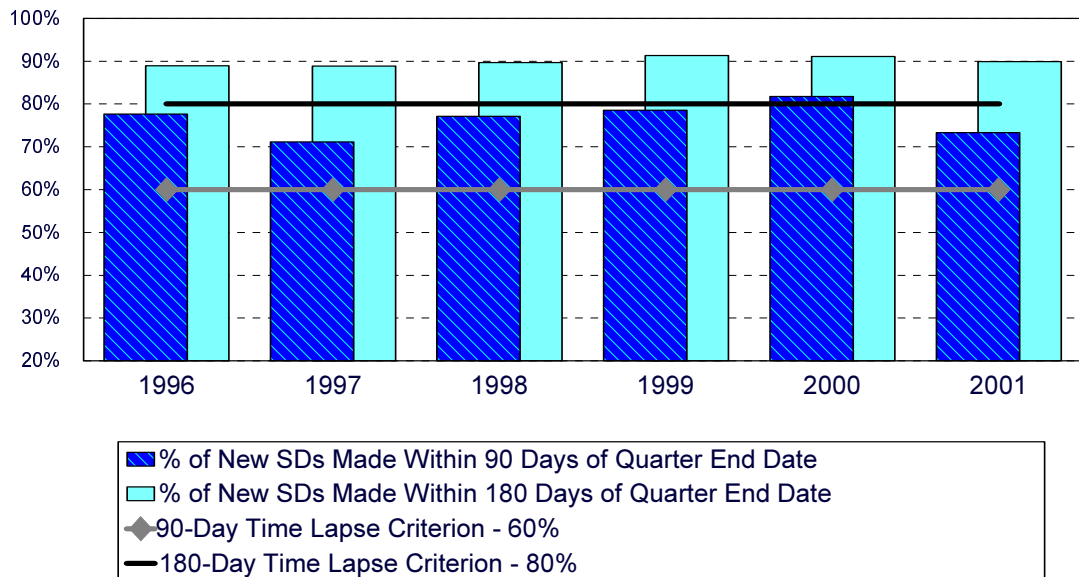
**UI PERFORMS ANNUAL REPORT CY 2001
NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	73.3%	78.5%
Percentage Made Within 180 Days	89.9%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	58.6%	65.7%
Percentage Made Within 180 Days	80.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.4%	86.7%
Percentage Secured	95.2%	92.0%
Percentage Resolved	101.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.9%
Percentage Secured	98.5%	84.6%
Percentage Resolved	99.8%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	0.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	90.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	1.9%	1.6%
Annualized Percentage Of Total Wages Audited	0.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
NORTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	11,480	98.5%	89.7%	87%
Intrastate UI, full weeks - 35 Days	11,480	99.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	494	82.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	494	84.8%	93.9%	78%
All First Payments - 14/21 Days	13,677	98.0%	89.0%	90%~
All First Payments - 35 Days	13,677	99.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,697	92.4%	63.9%	80%
Separation Determ. within 21 Days	5,450	79.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,697	89.8%	66.5%	none
Separation Issues within 21 Days	5,450	94.7%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,748	91.8%	56.5%	60%
Decisions within 45 Days of Filing	1,748	97.0%	78.8%	80%
Decisions within 90 Days of Filing	1,748	99.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	348	90.5%	68.4%	50%
Decisions within 75 Days of Filing	348	98.6%	88.3%	80%
Decisions within 150 Days of Filing	348	99.4%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,350	94.5%	89.1%	none
Wage Transfers Made within 14 Days	4,350	100.0%	98.1%	none
Billing Made within 45 Days	161	100.0%	97.2%	none
Reimbursements Made within 45 Days	58	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	165,941	94.0%	62.6%	none
Payments Made within 14 Days	165,941	98.0%	92.6%	none
Payments Made within 21 Days	165,941	98.7%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	235	82.1%	71.0%	75%
LA Appeals with Scores >= 85%	71	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$76,977	89.0%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,137,454	68.9%	54.3%	none

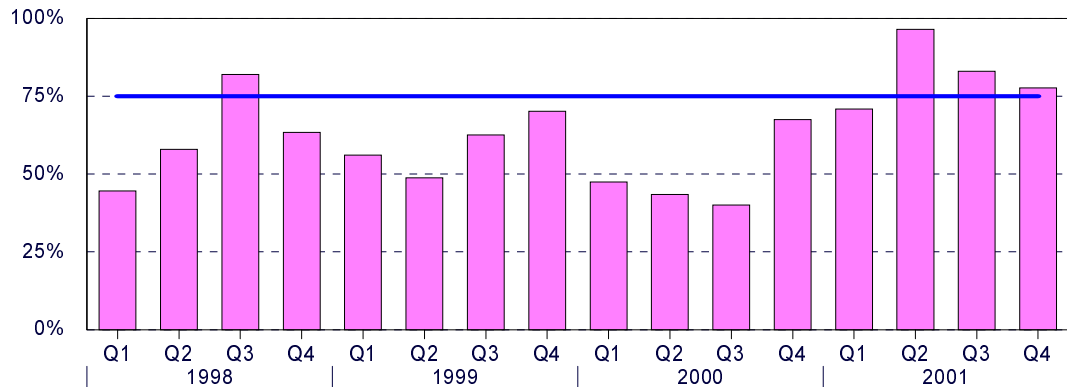
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
NORTH DAKOTA**

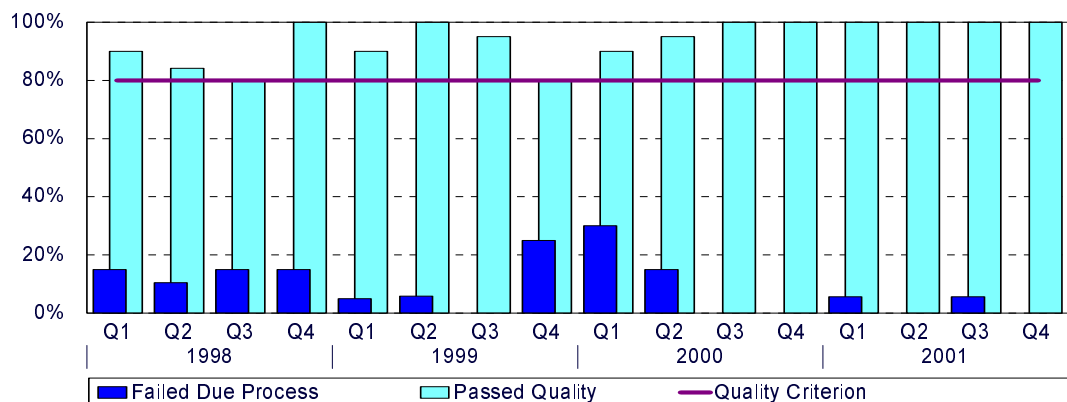
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.02	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.03	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$34,110,307	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	98.0% +/- 1.2	91.8% +/- .5	none
Overpayment Rate	2.0% +/- 1.2	8.2% +/- .5	none
Underpayment Rate	.4% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



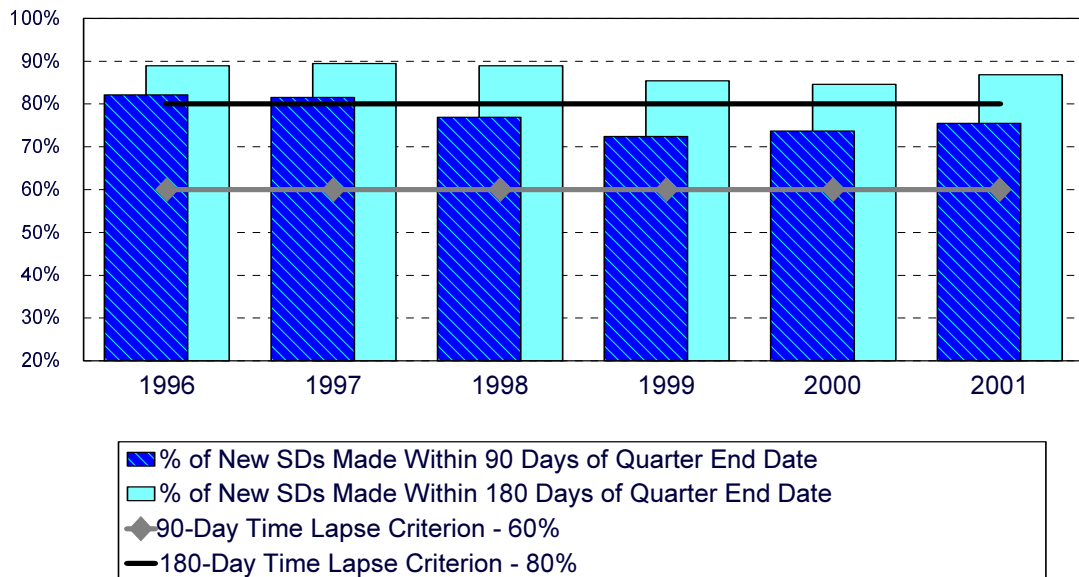
**UI PERFORMS ANNUAL REPORT CY 2001
NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	75.5%	78.5%
Percentage Made Within 180 Days	86.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.7%	65.7%
Percentage Made Within 180 Days	90.8%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	99.5%	86.7%
Percentage Secured	105.2%	92.0%
Percentage Resolved	106.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.5%	79.9%
Percentage Secured	100.9%	84.6%
Percentage Resolved	100.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	82.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.2%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	75.5%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.2%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.4%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001

OHIO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	334,395	92.1%	89.7%	87%
Intrastate UI, full weeks - 35 Days	334,395	98.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	8,827	81.8%	80.3%	70%
Interstate UI, full weeks - 35 Days	8,827	96.3%	93.9%	78%
All First Payments - 14/21 Days	366,526	91.4%	89.0%	90%~
All First Payments - 35 Days	366,526	98.6%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	81,152	45.0%	63.9%	80%
Separation Determ. within 21 Days	101,192	37.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	81,152	74.2%	66.5%	none
Separation Issues within 21 Days	101,192	96.5%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,680	64.5%	56.5%	60%
Decisions within 45 Days of Filing	14,680	77.9%	78.8%	80%
Decisions within 90 Days of Filing	14,680	94.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,978	66.6%	68.4%	50%
Decisions within 75 Days of Filing	2,978	92.2%	88.3%	80%
Decisions within 150 Days of Filing	2,978	97.1%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	18,717	74.0%	89.1%	none
Wage Transfers Made within 14 Days	18,717	99.6%	98.1%	none
Billing Made within 45 Days	206	100.0%	97.2%	none
Reimbursements Made within 45 Days	186	98.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,615,646	46.5%	62.6%	none
Payments Made within 14 Days	4,615,646	94.6%	92.6%	none
Payments Made within 21 Days	4,615,646	98.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	357	72.5%	71.0%	75%
LA Appeals with Scores >= 85%	74	96.1%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$10,135,341	39.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$13,415,033	72.3%	54.3%	none

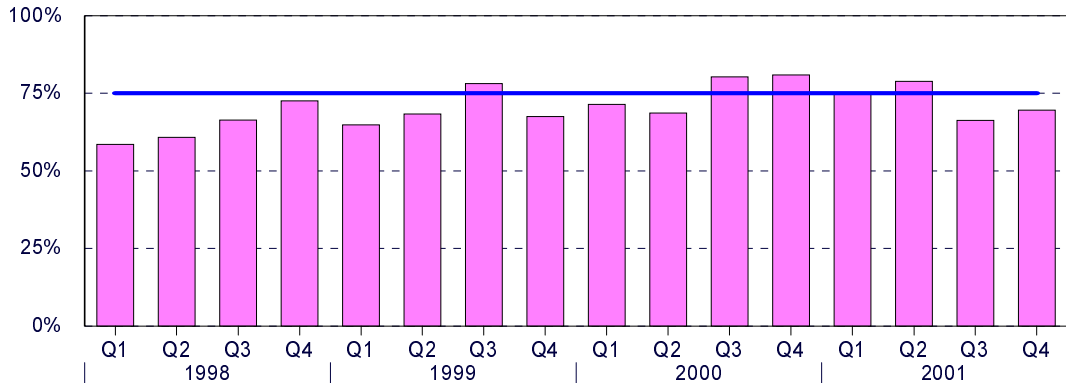
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
OHIO

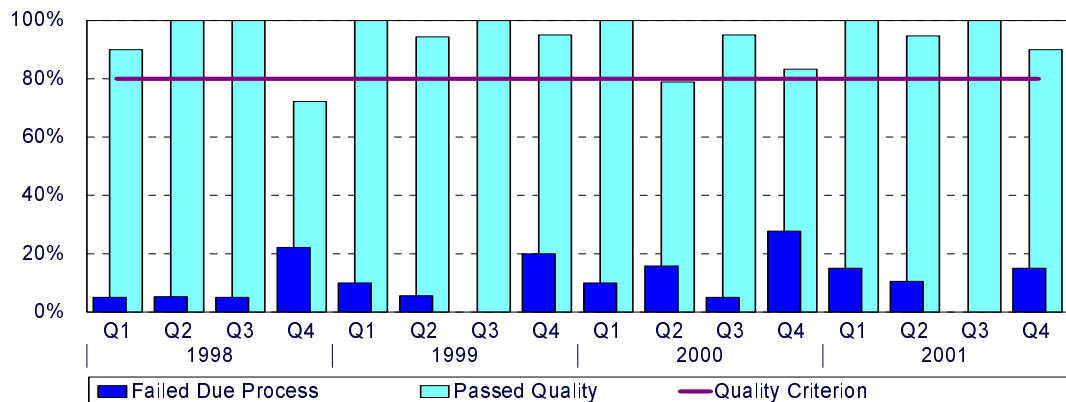
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.47	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.69	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,151,114,126	\$29.9B	none
Sample Size	486	24,190	none
Proper Payment Rate	92.3% +/- 2.3	91.8% +/- .5	none
Overpayment Rate	7.7% +/- 2.3	8.2% +/- .5	none
Underpayment Rate	1.4% +/- .5	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001

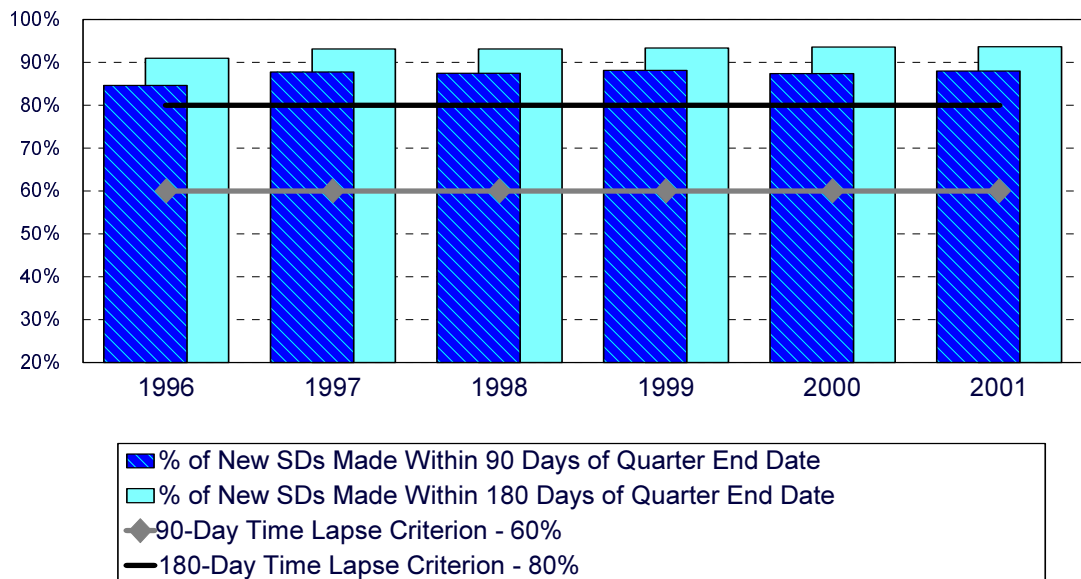
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.9%	78.5%
Percentage Made Within 180 Days	93.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	51.9%	65.7%
Percentage Made Within 180 Days	69.2%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.2%	86.7%
Percentage Secured	96.4%	92.0%
Percentage Resolved	98.1%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.0%	79.9%
Percentage Secured	92.2%	84.6%
Percentage Resolved	93.2%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	30.2%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	62.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.8%
Accounts Receivable As A Percentage Of Tax Due	5.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	3.3%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
OKLAHOMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	48,134	91.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	48,134	97.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,466	84.0%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,466	95.6%	93.9%	78%
All First Payments - 14/21 Days	54,813	90.4%	89.0%	90%~
All First Payments - 35 Days	54,813	97.5%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	25,425	81.0%	63.9%	80%
Separation Determ. within 21 Days	37,450	78.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	25,425	85.3%	66.5%	none
Separation Issues within 21 Days	37,450	98.2%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,608	96.6%	56.5%	60%
Decisions within 45 Days of Filing	8,608	99.5%	78.8%	80%
Decisions within 90 Days of Filing	8,608	100.0%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,263	93.7%	68.4%	50%
Decisions within 75 Days of Filing	1,263	98.5%	88.3%	80%
Decisions within 150 Days of Filing	1,263	99.1%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,912	96.7%	89.1%	none
Wage Transfers Made within 14 Days	7,912	100.0%	98.1%	none
Billing Made within 45 Days	196	100.0%	97.2%	none
Reimbursements Made within 45 Days	0	-	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	782,729	94.4%	62.6%	none
Payments Made within 14 Days	782,729	98.0%	92.6%	none
Payments Made within 21 Days	782,729	98.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	215	81.5%	71.0%	75%
LA Appeals with Scores >= 85%	80	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,078,778	62.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,819,504	47.1%	54.3%	none

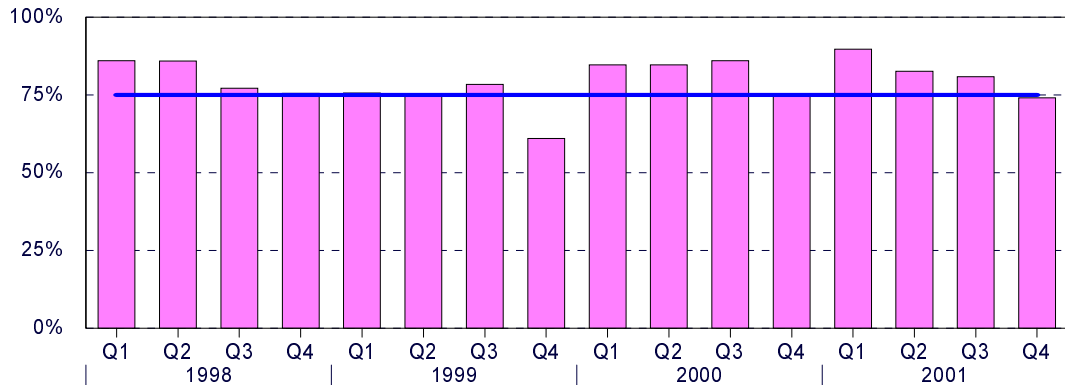
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
OKLAHOMA**

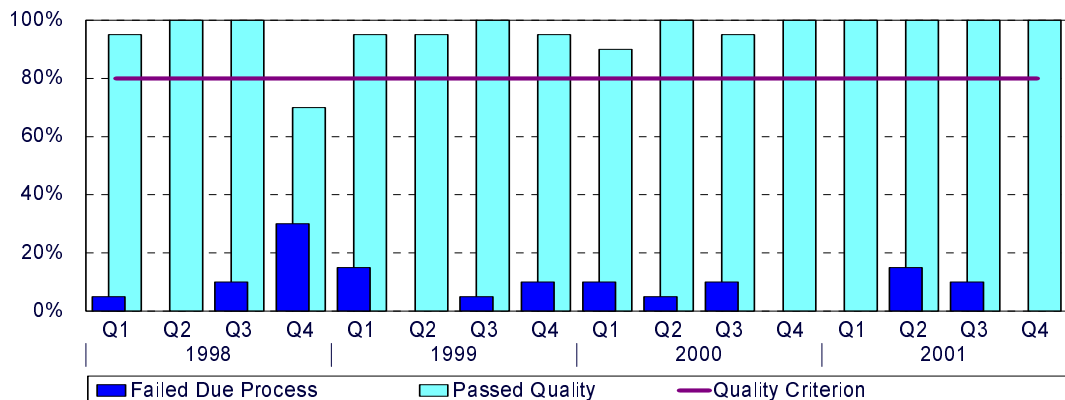
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.83	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.22	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$178,958,014	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	95.6% +/- 1.8	91.8% +/- .5	none
Overpayment Rate	4.4% +/- 1.8	8.2% +/- .5	none
Underpayment Rate	.2% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



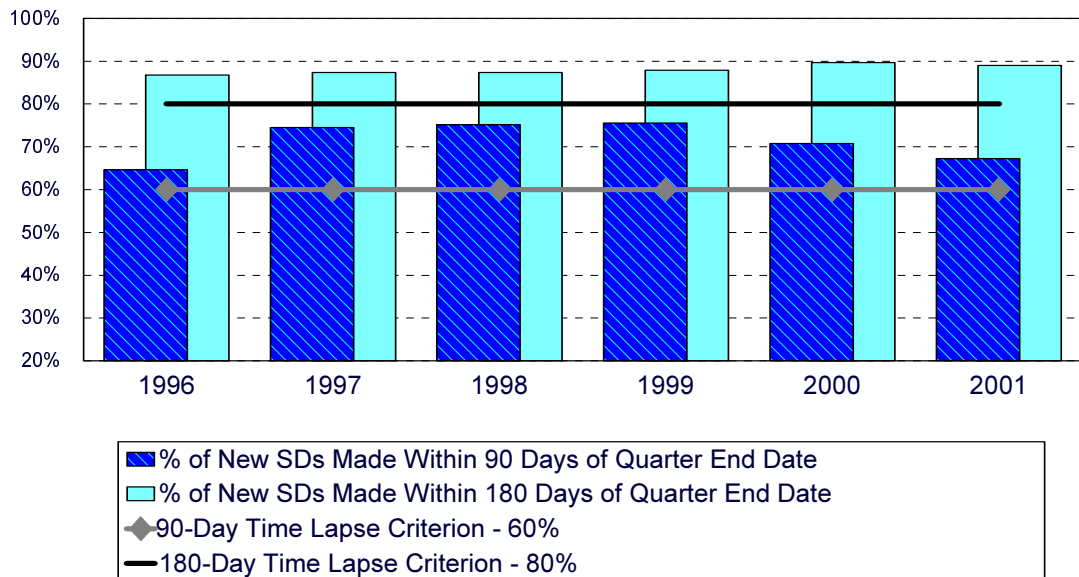
UI PERFORMS ANNUAL REPORT CY 2001
OKLAHOMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	67.3%	78.5%
Percentage Made Within 180 Days	89.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	50.8%	65.7%
Percentage Made Within 180 Days	77.6%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.7%	86.7%
Percentage Secured	97.4%	92.0%
Percentage Resolved	103.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.7%	79.9%
Percentage Secured	99.5%	84.6%
Percentage Resolved	100.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	83.0%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.2%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.9%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.8%
Accounts Receivable As A Percentage Of Tax Due	2.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	2.7%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
OREGON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	153,077	93.2%	89.7%	87%
Intrastate UI, full weeks - 35 Days	153,077	98.3%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	7,925	93.5%	80.3%	70%
Interstate UI, full weeks - 35 Days	7,925	98.1%	93.9%	78%
All First Payments - 14/21 Days	192,876	93.3%	89.0%	90%~
All First Payments - 35 Days	192,876	98.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	94,413	69.7%	63.9%	80%
Separation Determ. within 21 Days	84,745	73.6%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	94,412	69.7%	66.5%	none
Separation Issues within 21 Days	84,744	68.3%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,722	49.5%	56.5%	60%
Decisions within 45 Days of Filing	15,722	73.0%	78.8%	80%
Decisions within 90 Days of Filing	15,722	96.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,980	89.0%	68.4%	50%
Decisions within 75 Days of Filing	1,980	94.2%	88.3%	80%
Decisions within 150 Days of Filing	1,980	99.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	17,276	100.0%	89.1%	none
Wage Transfers Made within 14 Days	17,276	100.0%	98.1%	none
Billing Made within 45 Days	203	100.0%	97.2%	none
Reimbursements Made within 45 Days	195	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,564,895	95.2%	62.6%	none
Payments Made within 14 Days	2,564,895	98.0%	92.6%	none
Payments Made within 21 Days	2,564,895	98.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	380	69.5%	71.0%	75%
LA Appeals with Scores >= 85%	79	98.8%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$5,896,302	73.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$5,030,662	44.4%	54.3%	none

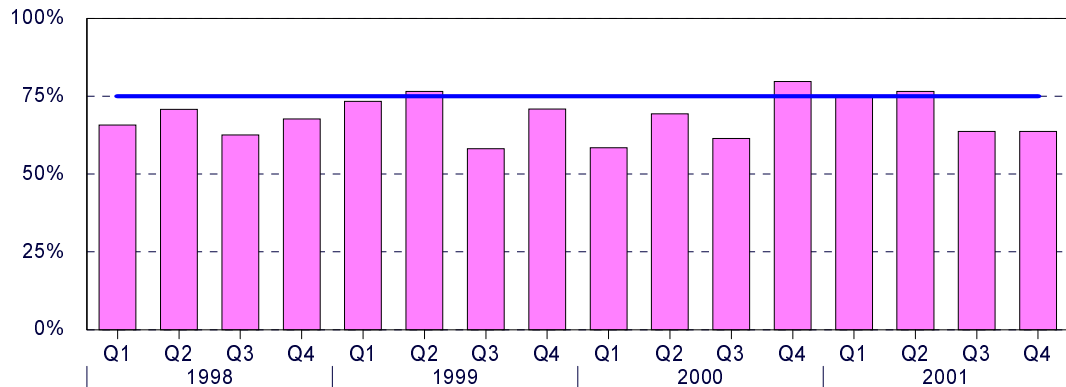
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
OREGON**

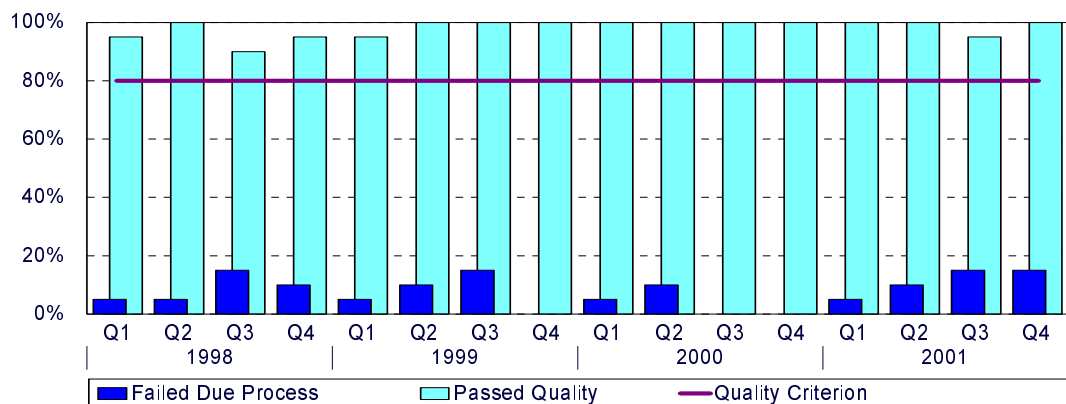
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.74	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.95	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$550,472,041	\$29.9B	none
Sample Size	456	24,190	none
Proper Payment Rate	92.5% +/- 2.4	91.8% +/- .5	none
Overpayment Rate	7.5% +/- 2.4	8.2% +/- .5	none
Underpayment Rate	.9% +/- .4	.6% +/- .1	none
Footnotes:	#9	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



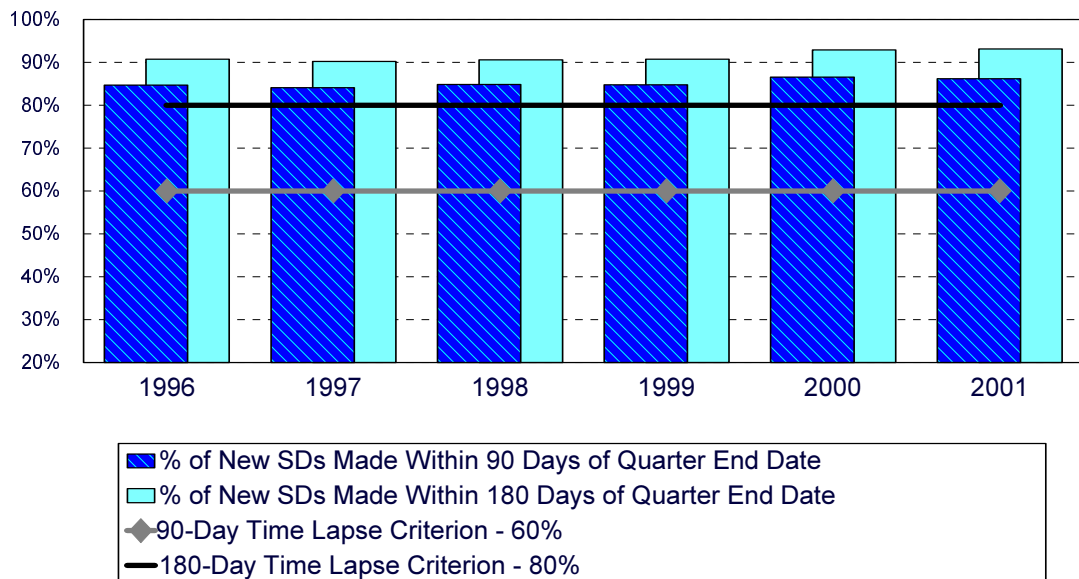
UI PERFORMS ANNUAL REPORT CY 2001
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.2%	78.5%
Percentage Made Within 180 Days	93.1%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.1%	65.7%
Percentage Made Within 180 Days	96.2%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.5%	86.7%
Percentage Secured	93.0%	92.0%
Percentage Resolved	98.5%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.5%	79.9%
Percentage Secured	92.7%	84.6%
Percentage Resolved	95.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.6%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.4%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.0%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	N	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	5.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
PENNSYLVANIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	394,216	86.0%	89.7%	87%
Intrastate UI, full weeks - 35 Days	394,216	95.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	7,954	75.2%	80.3%	70%
Interstate UI, full weeks - 35 Days	7,954	89.7%	93.9%	78%
All First Payments - 14/21 Days	456,293	85.2%	89.0%	90%~
All First Payments - 35 Days	456,293	95.2%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	192,266	25.5%	63.9%	80%
Separation Determ. within 21 Days	169,515	40.6%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	199,905	58.5%	66.5%	none
Separation Issues within 21 Days	155,828	87.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	55,721	39.5%	56.5%	60%
Decisions within 45 Days of Filing	55,721	69.2%	78.8%	80%
Decisions within 90 Days of Filing	55,721	97.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	6,974	58.4%	68.4%	50%
Decisions within 75 Days of Filing	6,974	83.0%	88.3%	80%
Decisions within 150 Days of Filing	6,974	98.1%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	19,586	78.3%	89.1%	none
Wage Transfers Made within 14 Days	19,586	89.6%	98.1%	none
Billing Made within 45 Days	195	77.9%	97.2%	none
Reimbursements Made within 45 Days	195	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	7,728,835	45.6%	62.6%	none
Payments Made within 14 Days	7,728,835	95.1%	92.6%	none
Payments Made within 21 Days	7,728,835	97.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	368	70.4%	71.0%	75%
LA Appeals with Scores >= 85%	153	98.1%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$7,837,278	68.0%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$23,042,742	36.7%	54.3%	none

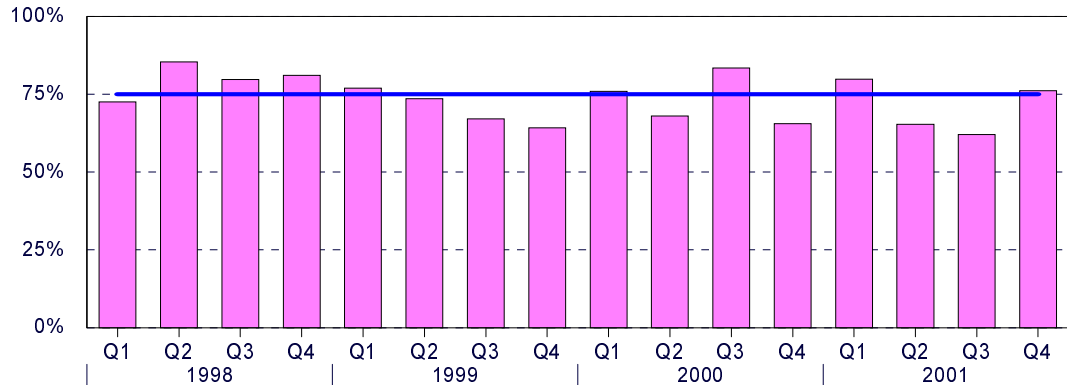
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
PENNSYLVANIA**

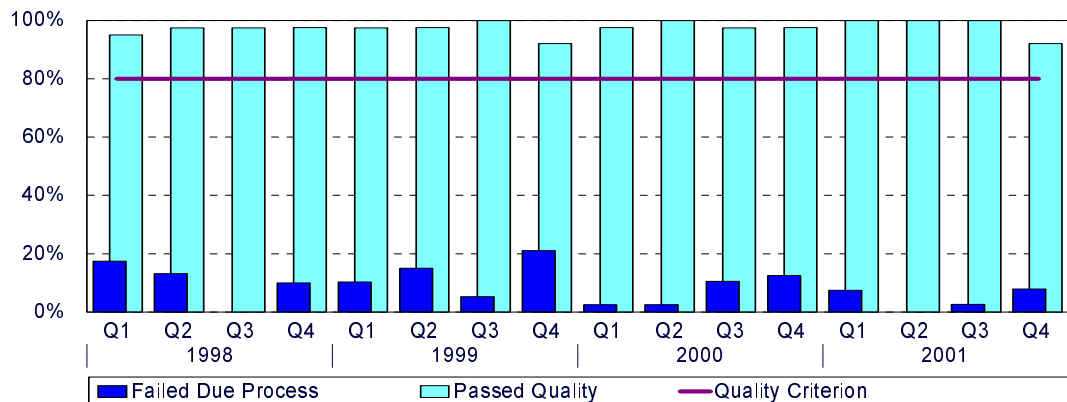
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.13	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.10	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$2,149,416,730	\$29.9B	none
Sample Size	482	24,190	none
Proper Payment Rate	93.3% +/- 2.1	91.8% +/- .5	none
Overpayment Rate	6.7% +/- 2.1	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



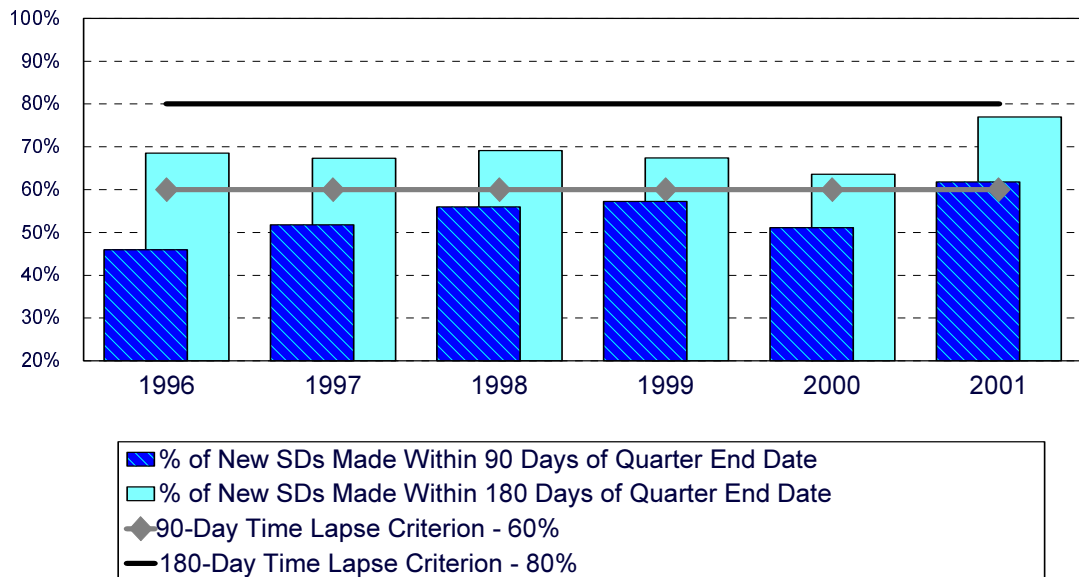
UI PERFORMS ANNUAL REPORT CY 2001
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	61.8%	78.5%
Percentage Made Within 180 Days	76.9%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	61.2%	65.7%
Percentage Made Within 180 Days	76.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.4%	86.7%
Percentage Secured	94.9%	92.0%
Percentage Resolved	97.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.4%	79.9%
Percentage Secured	95.3%	84.6%
Percentage Resolved	97.5%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.3%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.8%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.2%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.5%	1.8%
Accounts Receivable As A Percentage Of Tax Due	10.4%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
PENNSYLVANIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	6.7%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.9%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001
PUERTO RICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	70,930	87.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	70,930	96.2%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	960	39.3%	80.3%	70%
Interstate UI, full weeks - 35 Days	960	67.8%	93.9%	78%
All First Payments - 14/21 Days	95,154	81.9%	89.0%	90%~
All First Payments - 35 Days	95,154	94.6%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	49,736	60.0%	63.9%	80%
Separation Determ. within 21 Days	37,069	62.3%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	36,477	59.9%	66.5%	none
Separation Issues within 21 Days	13,412	83.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,878	3.9%	56.5%	60%
Decisions within 45 Days of Filing	5,878	10.9%	78.8%	80%
Decisions within 90 Days of Filing	5,878	37.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	863	63.6%	68.4%	50%
Decisions within 75 Days of Filing	863	89.7%	88.3%	80%
Decisions within 150 Days of Filing	863	99.7%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	*	*	89.1%	none
Wage Transfers Made within 14 Days	*	*	98.1%	none
Billing Made within 45 Days	*	*	97.2%	none
Reimbursements Made within 45 Days	*	*	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,092,677	24.4%	62.6%	none
Payments Made within 14 Days	2,092,677	64.9%	92.6%	none
Payments Made within 21 Days	2,092,677	86.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	231	58.7%	71.0%	75%
LA Appeals with Scores >= 85%	51	81.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	*	*	59.1%	none
Nonfraud Overpayment Recovery Rate	*	*	54.3%	none

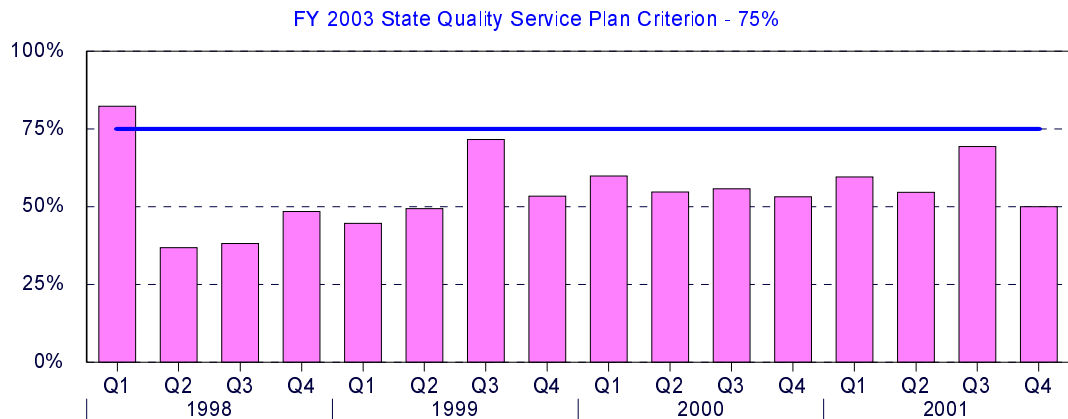
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

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

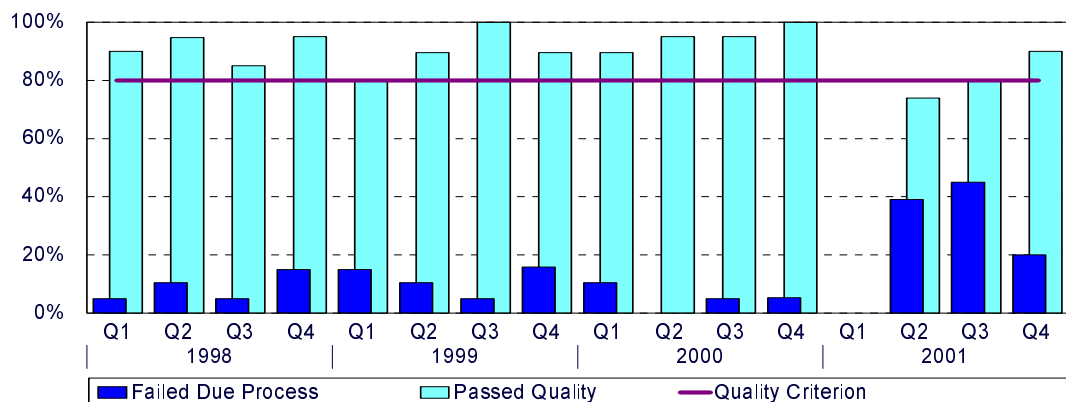
UI PERFORMS ANNUAL REPORT CY 2001
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	11.81	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	37.39	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	^	\$29.9B	none
Sample Size	^	24,190	none
Proper Payment Rate	^	91.8% +/- .5	none
Overpayment Rate	^	8.2% +/- .5	none
Underpayment Rate	^	.6% +/- .1	none
Footnotes:	^	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



^ State completed an insufficient number of BAM cases to produce statistically reliable estimates.

UI PERFORMS ANNUAL REPORT CY 2001
PUERTO RICO

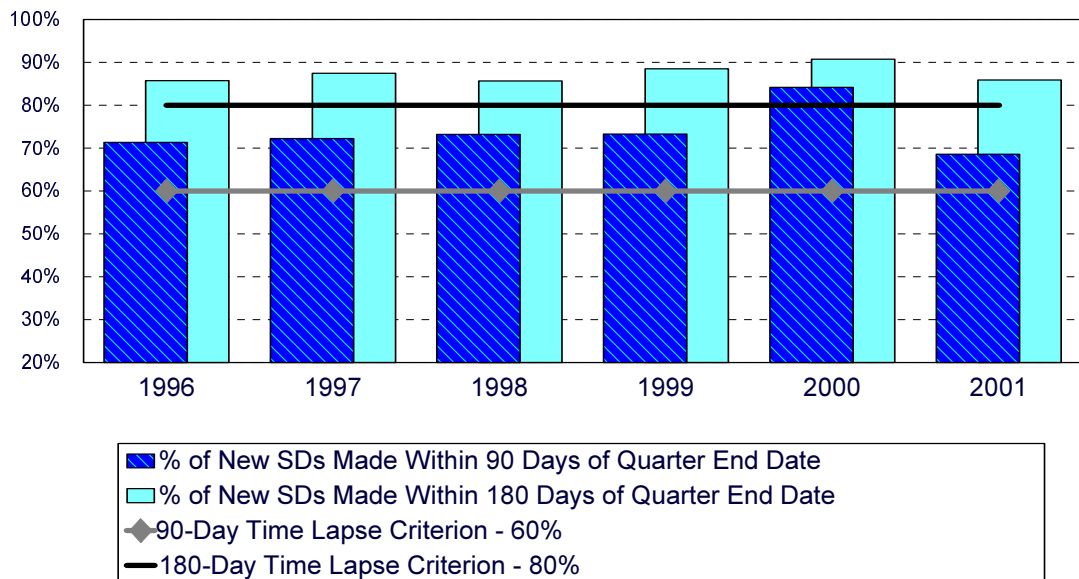
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	68.6%	78.5%
Percentage Made Within 180 Days	85.8%	89.0%
Accuracy In Determinations? (pass with \leq 6 failures)	*	91% Pass
Accuracy In Postings?	*	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.5%	65.7%
Percentage Made Within 180 Days	92.3%	80.4%
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	59% Pass
Inactivations:		
Accuracy In Determinations?	*	70% Pass
Accuracy In Postings?	*	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	67.9%	86.7%
Percentage Secured	75.7%	92.0%
Percentage Resolved	80.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	57.7%	79.9%
Percentage Secured	62.8%	84.6%
Percentage Resolved	77.1%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	*	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	90.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	8.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	9.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	88.4%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	23.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	44.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	*	51% Pass

* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.7%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	0.3%	1.6%
Annualized Percentage Of Total Wages Audited	0.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	*	65% Pass
Account Maintenance		
Accuracy In Report Processing?	*	98% Pass
Accuracy In Contributory Employer Billing?	*	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	*	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
RHODE ISLAND

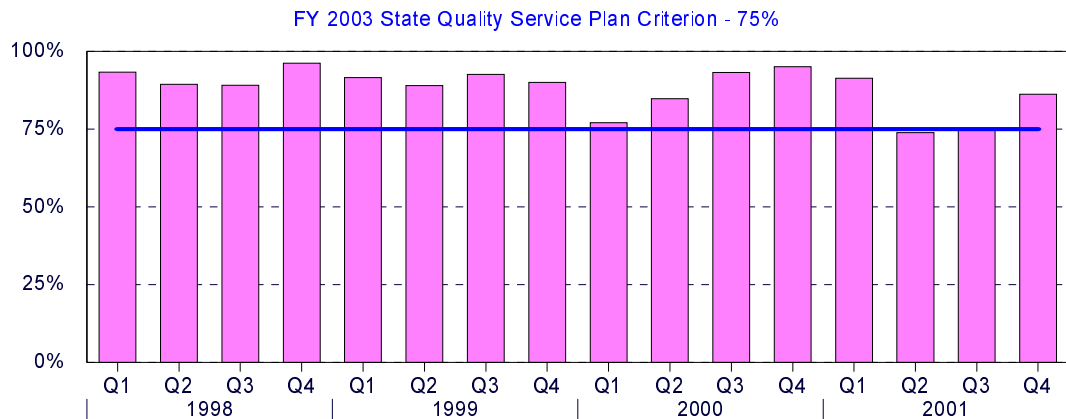
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	39,192	85.3%	89.7%	87%
Intrastate UI, full weeks - 35 Days	39,192	96.4%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,676	77.3%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,676	94.9%	93.9%	78%
All First Payments - 14/21 Days	44,410	84.7%	89.0%	90%~
All First Payments - 35 Days	44,410	96.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	20,755	55.6%	63.9%	80%
Separation Determ. within 21 Days	21,224	60.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	20,187	65.3%	66.5%	none
Separation Issues within 21 Days	21,159	88.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,755	97.2%	56.5%	60%
Decisions within 45 Days of Filing	3,755	99.4%	78.8%	80%
Decisions within 90 Days of Filing	3,755	99.9%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	663	86.4%	68.4%	50%
Decisions within 75 Days of Filing	663	96.8%	88.3%	80%
Decisions within 150 Days of Filing	663	99.4%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,029	76.0%	89.1%	none
Wage Transfers Made within 14 Days	9,029	92.1%	98.1%	none
Billing Made within 45 Days	133	100.0%	97.2%	none
Reimbursements Made within 45 Days	145	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	589,665	93.4%	62.6%	none
Payments Made within 14 Days	589,665	96.2%	92.6%	none
Payments Made within 21 Days	589,665	97.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	229	81.8%	71.0%	75%
LA Appeals with Scores >= 85%	77	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,881,551	62.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,479,500	49.4%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

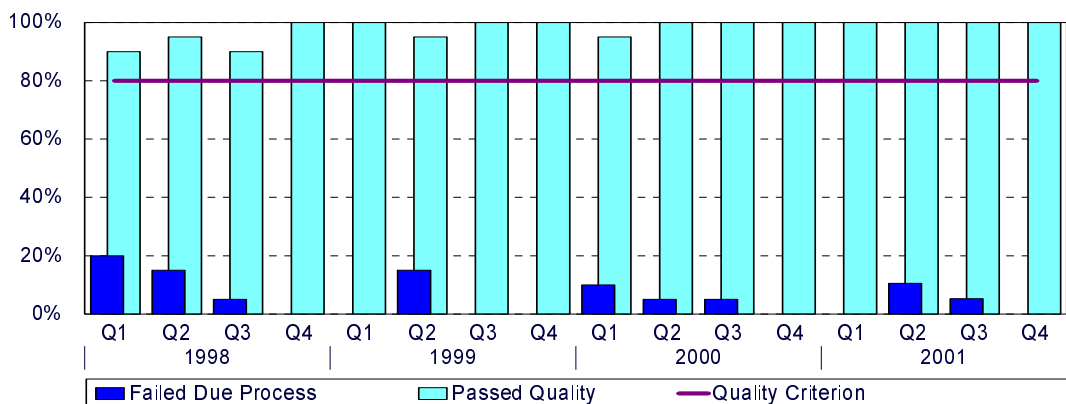
**UI PERFORMS ANNUAL REPORT CY 2001
RHODE ISLAND**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.43	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.13	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$160,398,456	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	92.8% +/- 2.4	91.8% +/- .5	none
Overpayment Rate	7.2% +/- 2.4	8.2% +/- .5	none
Underpayment Rate	.4% +/- .3	.6% +/- .1	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



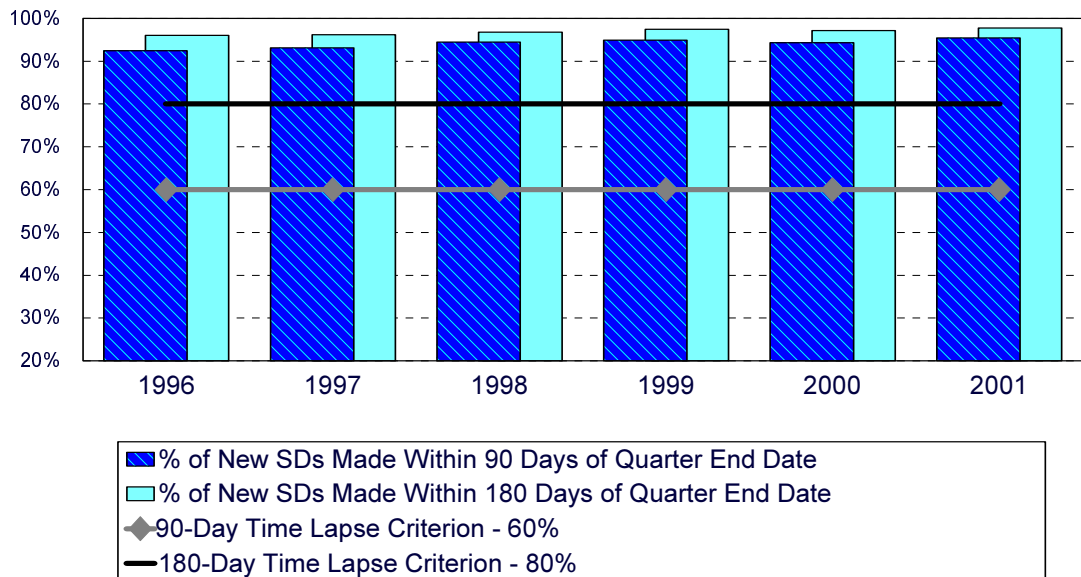
UI PERFORMS ANNUAL REPORT CY 2001
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	95.4%	78.5%
Percentage Made Within 180 Days	97.7%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	81.2%	65.7%
Percentage Made Within 180 Days	88.9%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.4%	86.7%
Percentage Secured	95.9%	92.0%
Percentage Resolved	97.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.5%	79.9%
Percentage Secured	98.9%	84.6%
Percentage Resolved	99.0%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	82.5%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.1%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.9%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	D	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
SOUTH CAROLINA

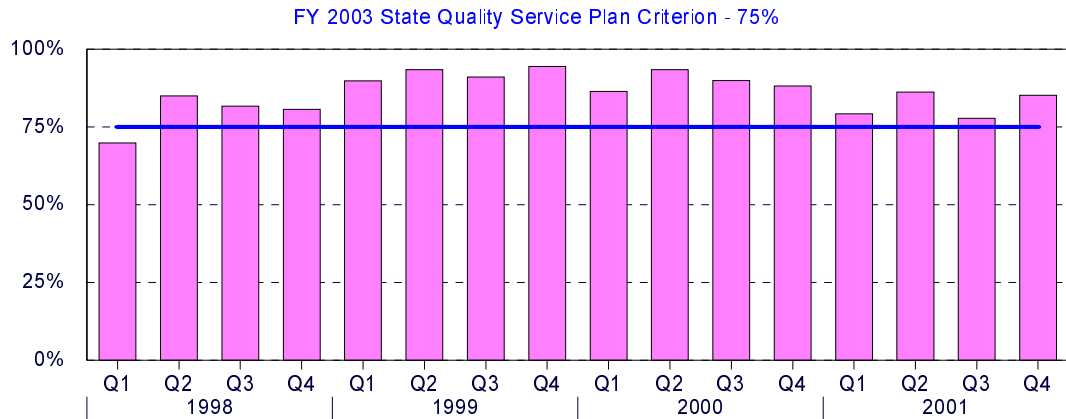
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	122,006	91.9%	89.7%	87%
Intrastate UI, full weeks - 35 Days	122,006	98.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	2,430	89.4%	80.3%	70%
Interstate UI, full weeks - 35 Days	2,430	97.0%	93.9%	78%
All First Payments - 14/21 Days	150,266	91.1%	89.0%	90%~
All First Payments - 35 Days	150,266	98.1%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	16,114	78.3%	63.9%	80%
Separation Determ. within 21 Days	50,354	82.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	16,114	86.3%	66.5%	none
Separation Issues within 21 Days	50,354	99.3%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,802	99.8%	56.5%	60%
Decisions within 45 Days of Filing	11,802	99.8%	78.8%	80%
Decisions within 90 Days of Filing	11,802	99.9%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,183	79.8%	68.4%	50%
Decisions within 75 Days of Filing	1,183	97.8%	88.3%	80%
Decisions within 150 Days of Filing	1,183	99.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,776	95.8%	89.1%	none
Wage Transfers Made within 14 Days	11,776	98.2%	98.1%	none
Billing Made within 45 Days	193	100.0%	97.2%	none
Reimbursements Made within 45 Days	190	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,832,946	92.1%	62.6%	none
Payments Made within 14 Days	1,832,946	98.0%	92.6%	none
Payments Made within 21 Days	1,832,946	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	231	82.1%	71.0%	75%
LA Appeals with Scores >= 85%	85	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,345,825	87.5%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$4,453,285	71.4%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

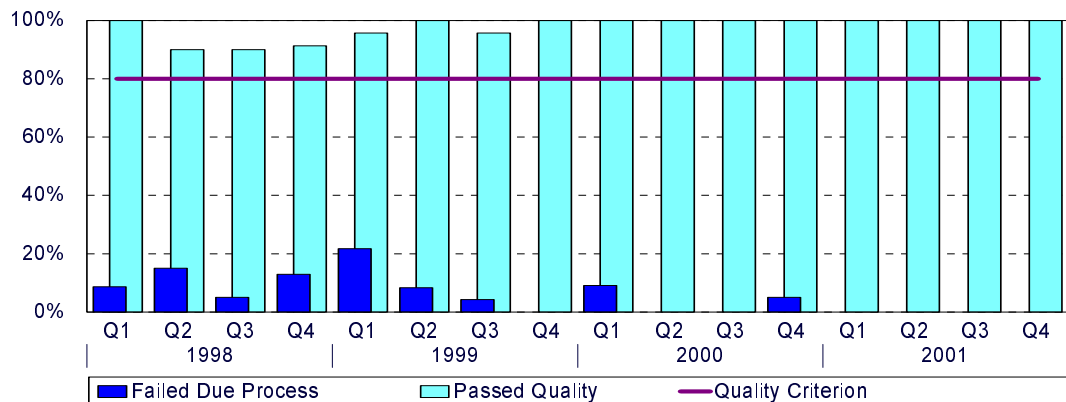
**UI PERFORMS ANNUAL REPORT CY 2001
SOUTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.33	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.42	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$372,619,354	\$29.9B	none
Sample Size	591	24,190	none
Proper Payment Rate	91.6% +/- 2.2	91.8% +/- .5	none
Overpayment Rate	8.4% +/- 2.2	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



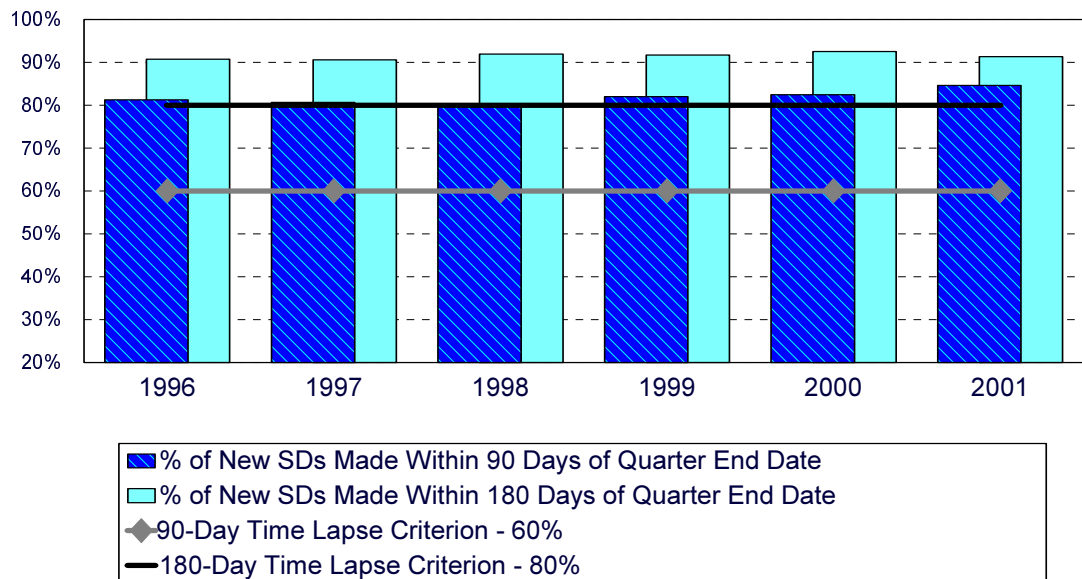
UI PERFORMS ANNUAL REPORT CY 2001
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	84.6%	78.5%
Percentage Made Within 180 Days	91.3%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	89.0%	65.7%
Percentage Made Within 180 Days	95.5%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	86.7%
Percentage Secured	93.8%	92.0%
Percentage Resolved	97.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.2%	79.9%
Percentage Secured	96.2%	84.6%
Percentage Resolved	97.3%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.6%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.9%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	1.6%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	6.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	3.3%	1.6%
Annualized Percentage Of Total Wages Audited	1.0%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
SOUTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	8,640	89.0%	89.7%	87%
Intrastate UI, full weeks - 35 Days	8,640	97.8%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	445	78.9%	80.3%	70%
Interstate UI, full weeks - 35 Days	445	95.7%	93.9%	78%
All First Payments - 14/21 Days	11,208	88.4%	89.0%	90%~
All First Payments - 35 Days	11,208	97.7%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,852	62.6%	63.9%	80%
Separation Determ. within 21 Days	6,235	66.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,852	98.5%	66.5%	none
Separation Issues within 21 Days	6,235	99.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,327	63.4%	56.5%	60%
Decisions within 45 Days of Filing	1,327	89.8%	78.8%	80%
Decisions within 90 Days of Filing	1,327	99.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	99	90.9%	68.4%	50%
Decisions within 75 Days of Filing	99	98.0%	88.3%	80%
Decisions within 150 Days of Filing	99	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,235	98.9%	89.1%	none
Wage Transfers Made within 14 Days	2,235	99.9%	98.1%	none
Billing Made within 45 Days	142	73.9%	97.2%	none
Reimbursements Made within 45 Days	146	99.3%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	110,720	86.8%	62.6%	none
Payments Made within 14 Days	110,720	96.0%	92.6%	none
Payments Made within 21 Days	110,720	97.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	236	82.4%	71.0%	75%
LA Appeals with Scores >= 85%	80	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$189,293	74.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$264,800	74.2%	54.3%	none

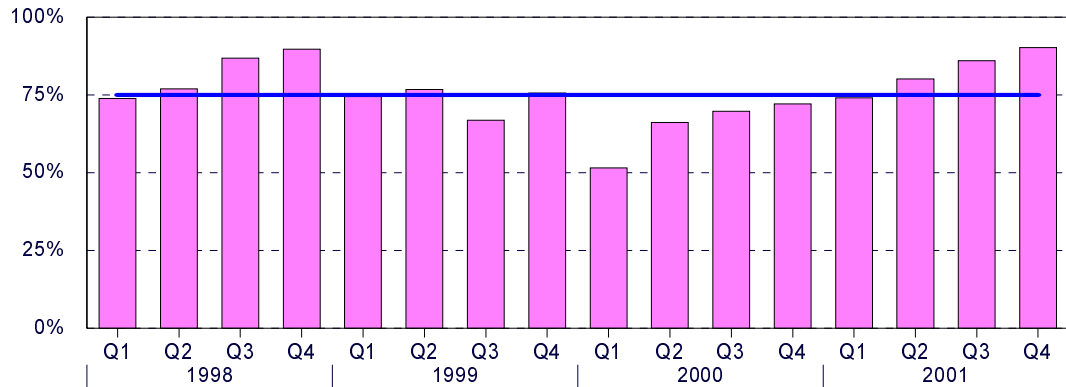
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
SOUTH DAKOTA**

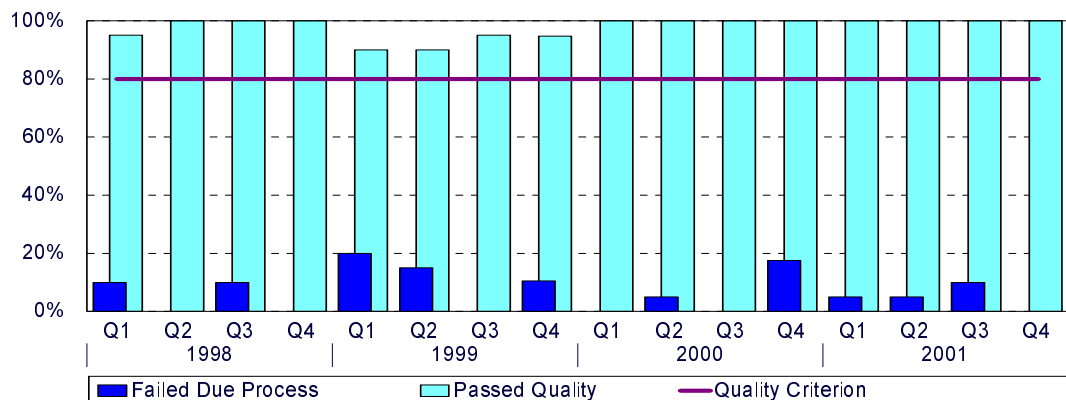
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.59	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.80	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$21,875,397	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	92.2% +/- 2.9	91.8% +/- .5	none
Overpayment Rate	7.8% +/- 2.9	8.2% +/- .5	none
Underpayment Rate	.2% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



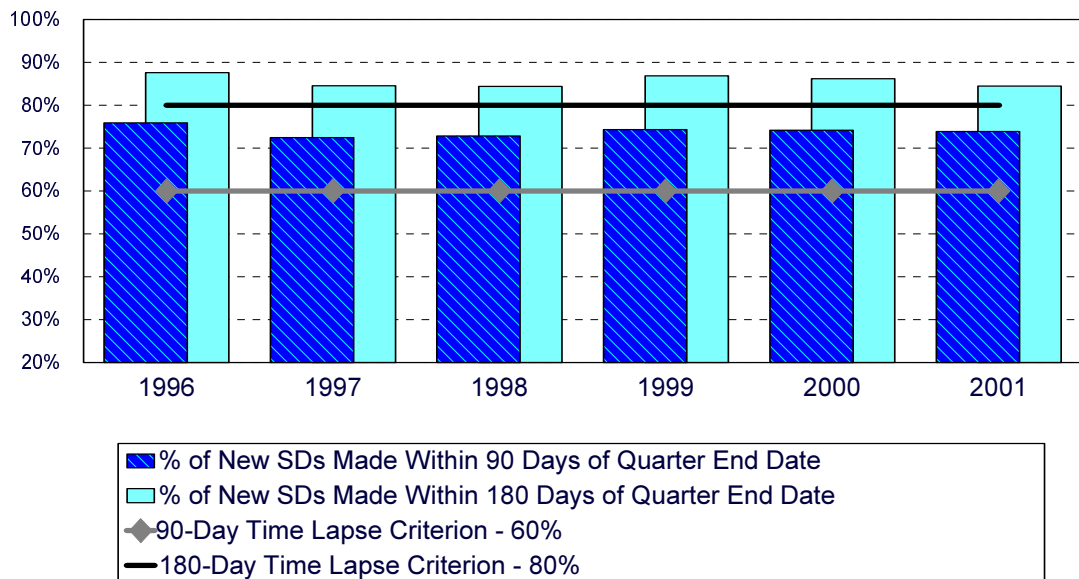
UI PERFORMS ANNUAL REPORT CY 2001
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	73.8%	78.5%
Percentage Made Within 180 Days	84.5%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.9%	65.7%
Percentage Made Within 180 Days	91.0%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.0%	86.7%
Percentage Secured	92.7%	92.0%
Percentage Resolved	96.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.0%	79.9%
Percentage Secured	100.0%	84.6%
Percentage Resolved	100.5%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.8%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.3%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.0%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	99.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.6%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	0.6%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
TENNESSEE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	201,385	96.4%	89.7%	87%
Intrastate UI, full weeks - 35 Days	201,385	98.7%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	5,740	86.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	5,740	95.6%	93.9%	78%
All First Payments - 14/21 Days	234,782	95.7%	89.0%	90%~
All First Payments - 35 Days	234,782	98.6%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,622	81.3%	63.9%	80%
Separation Determ. within 21 Days	68,345	87.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,622	85.0%	66.5%	none
Separation Issues within 21 Days	68,345	99.4%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	17,293	70.5%	56.5%	60%
Decisions within 45 Days of Filing	17,293	91.8%	78.8%	80%
Decisions within 90 Days of Filing	17,293	99.0%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,430	89.9%	68.4%	50%
Decisions within 75 Days of Filing	3,430	95.0%	88.3%	80%
Decisions within 150 Days of Filing	3,430	99.6%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,264	100.0%	89.1%	none
Wage Transfers Made within 14 Days	16,264	100.0%	98.1%	none
Billing Made within 45 Days	200	100.0%	97.2%	none
Reimbursements Made within 45 Days	200	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,828,477	88.5%	62.6%	none
Payments Made within 14 Days	2,828,477	93.2%	92.6%	none
Payments Made within 21 Days	2,828,477	93.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	226	70.2%	71.0%	75%
LA Appeals with Scores >= 85%	75	93.8%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$5,706,146	32.1%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$4,941,188	49.7%	54.3%	none

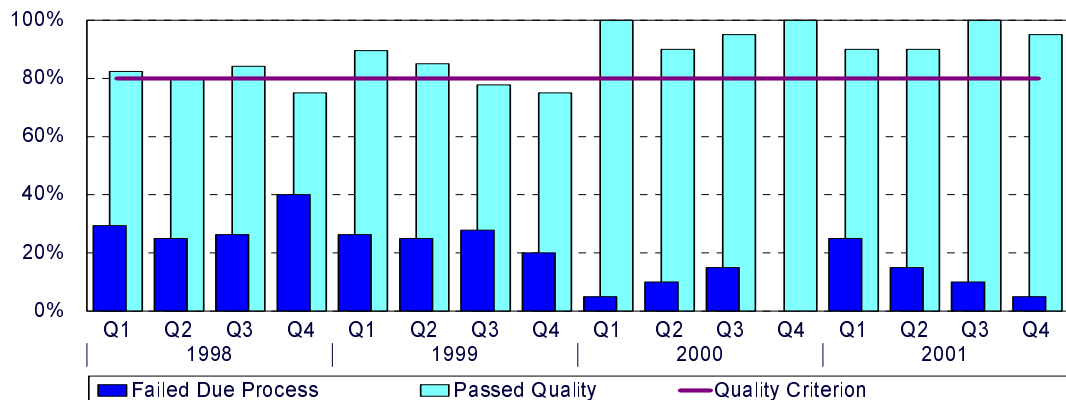
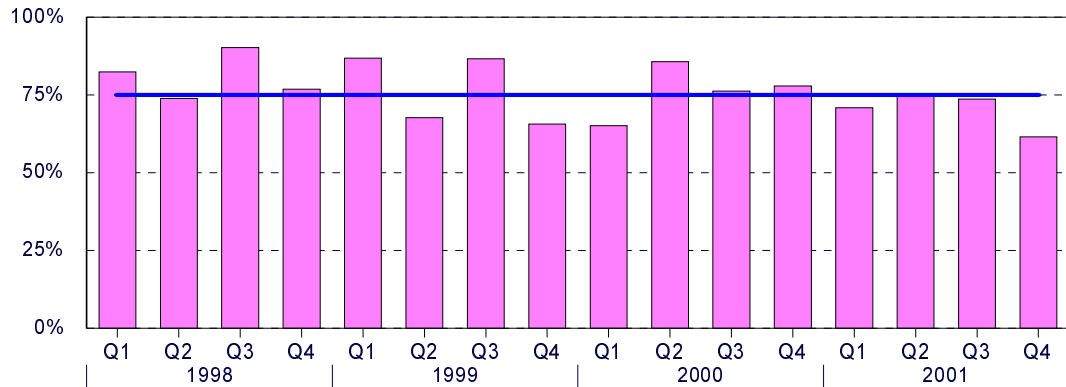
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.65	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.90	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$532,724,837	\$29.9B	none
Sample Size	481	24,190	none
Proper Payment Rate	95.1% +/- 1.9	91.8% +/- .5	none
Overpayment Rate	4.9% +/- 1.9	8.2% +/- .5	none
Underpayment Rate	.3% +/- .3	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



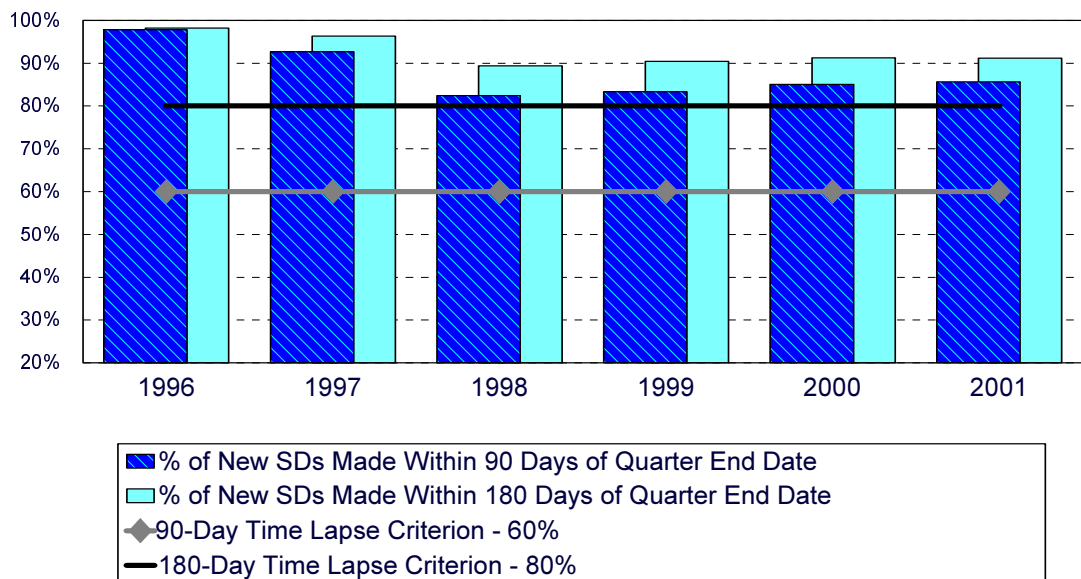
UI PERFORMS ANNUAL REPORT CY 2001
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	85.6%	78.5%
Percentage Made Within 180 Days	91.2%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	72.8%	65.7%
Percentage Made Within 180 Days	86.7%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.7%	86.7%
Percentage Secured	95.8%	92.0%
Percentage Resolved	103.7%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.8%	79.9%
Percentage Secured	98.6%	84.6%
Percentage Resolved	100.5%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.3%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.5%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.5%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	6.0%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.2%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	*	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	*	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

UI PERFORMS ANNUAL REPORT CY 2001
TEXAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	445,136	89.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	445,136	98.0%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	10,392	88.6%	80.3%	70%
Interstate UI, full weeks - 35 Days	10,392	97.6%	93.9%	78%
All First Payments - 14/21 Days	491,711	89.4%	89.0%	90%~
All First Payments - 35 Days	491,711	98.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	215,030	78.3%	63.9%	80%
Separation Determ. within 21 Days	303,430	61.9%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	215,030	88.7%	66.5%	none
Separation Issues within 21 Days	303,430	98.9%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	74,177	63.1%	56.5%	60%
Decisions within 45 Days of Filing	74,177	79.7%	78.8%	80%
Decisions within 90 Days of Filing	74,177	95.6%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	11,875	79.3%	68.4%	50%
Decisions within 75 Days of Filing	11,875	96.5%	88.3%	80%
Decisions within 150 Days of Filing	11,875	99.7%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	22,425	93.0%	89.1%	none
Wage Transfers Made within 14 Days	22,425	98.5%	98.1%	none
Billing Made within 45 Days	208	100.0%	97.2%	none
Reimbursements Made within 45 Days	181	93.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,431,068	43.0%	62.6%	none
Payments Made within 14 Days	6,431,068	88.8%	92.6%	none
Payments Made within 21 Days	6,431,068	91.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	388	86.2%	71.0%	75%
LA Appeals with Scores >= 85%	141	90.4%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$7,116,424	55.2%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$32,584,840	62.4%	54.3%	none

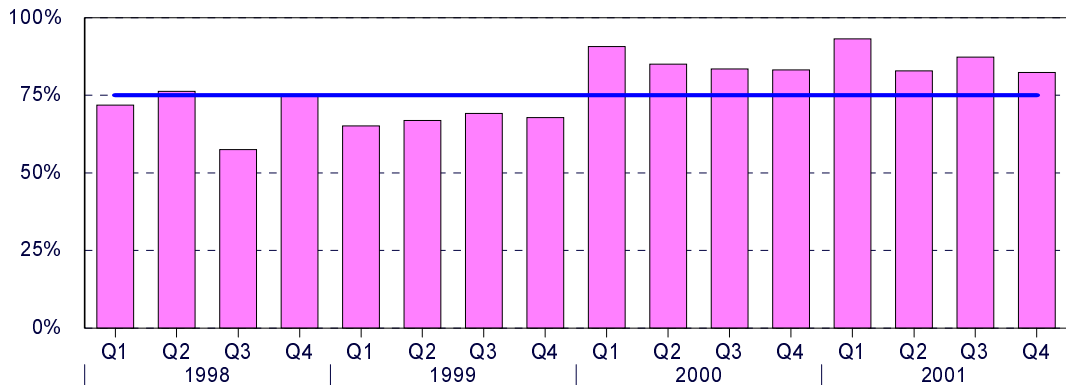
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
TEXAS

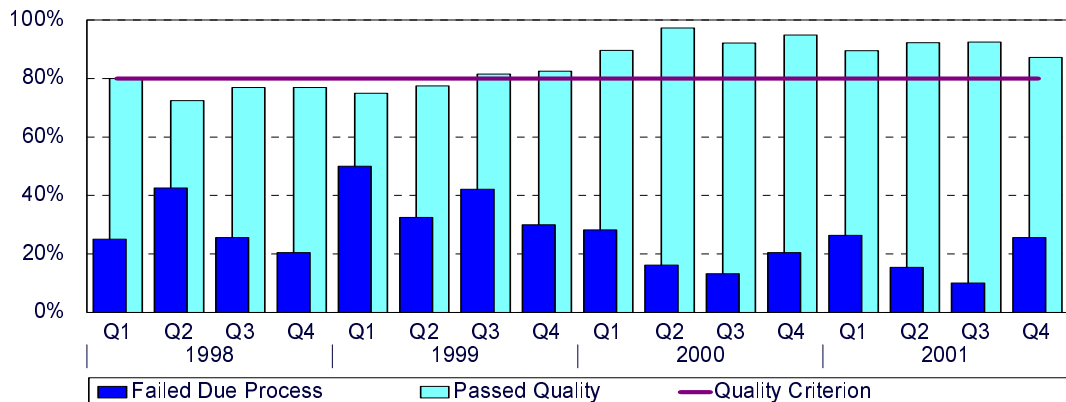
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.96	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.00	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,477,468,530	\$29.9B	none
Sample Size	492	24,190	none
Proper Payment Rate	85.7% +/- 3.3	91.8% +/- .5	none
Overpayment Rate	14.3% +/- 3.3	8.2% +/- .5	none
Underpayment Rate	.1% +/- .1	.6% +/- .1	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



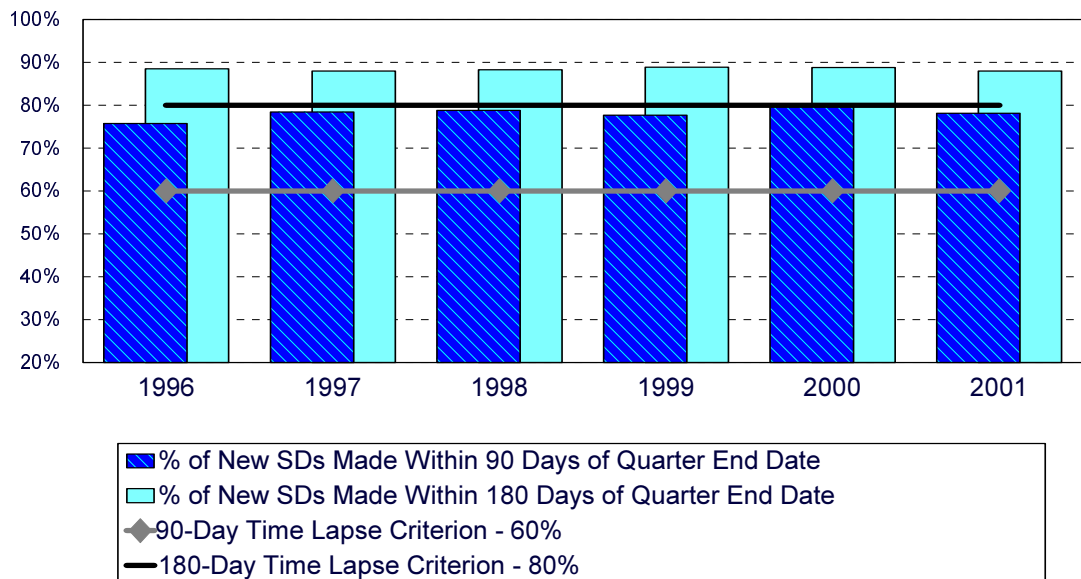
UI PERFORMS ANNUAL REPORT CY 2001
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:	78.1%	
Percentage Made Within 90 Days	88.0%	78.5%
Percentage Made Within 180 Days	P	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	91% Pass
Accuracy In Postings?		54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.4%	65.7%
Percentage Made Within 180 Days	89.2%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.5%	86.7%
Percentage Secured	99.9%	92.0%
Percentage Resolved	102.4%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.0%	79.9%
Percentage Secured	100.4%	84.6%
Percentage Resolved	101.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	87.1%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.7%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.0%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.8%
Accounts Receivable As A Percentage Of Tax Due	3.3%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	5.2%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	0.8%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001

UTAH

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	42,774	97.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	42,774	99.9%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,542	94.8%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,542	99.4%	93.9%	78%
All First Payments - 14/21 Days	48,274	97.4%	89.0%	90%~
All First Payments - 35 Days	48,274	99.9%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	32,776	68.1%	63.9%	80%
Separation Determ. within 21 Days	32,452	83.9%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	31,775	93.9%	66.5%	none
Separation Issues within 21 Days	30,574	97.4%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,441	49.4%	56.5%	60%
Decisions within 45 Days of Filing	8,441	81.1%	78.8%	80%
Decisions within 90 Days of Filing	8,441	99.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	812	74.1%	68.4%	50%
Decisions within 75 Days of Filing	812	97.4%	88.3%	80%
Decisions within 150 Days of Filing	812	99.4%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,192	77.9%	89.1%	none
Wage Transfers Made within 14 Days	3,192	98.7%	98.1%	none
Billing Made within 45 Days	195	100.0%	97.2%	none
Reimbursements Made within 45 Days	194	92.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	690,457	97.7%	62.6%	none
Payments Made within 14 Days	690,457	99.5%	92.6%	none
Payments Made within 21 Days	690,457	99.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	227	81.9%	71.0%	75%
LA Appeals with Scores >= 85%	77	96.3%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$2,702,351	67.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,988,900	62.5%	54.3%	none

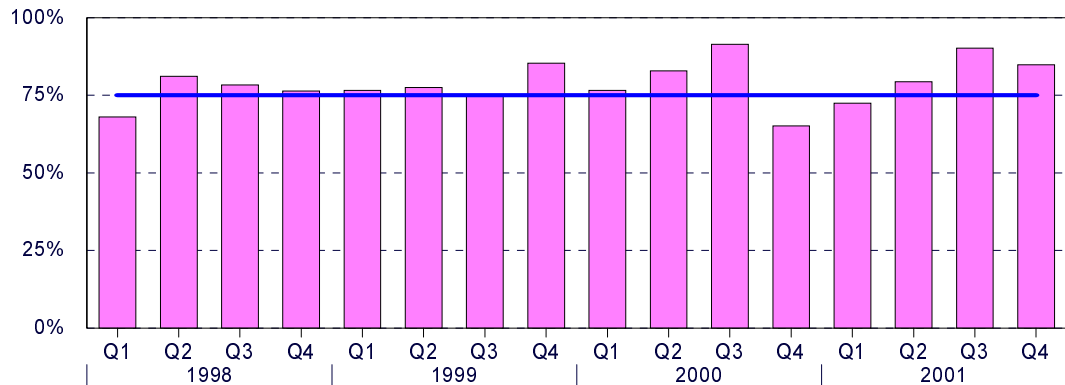
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
UTAH

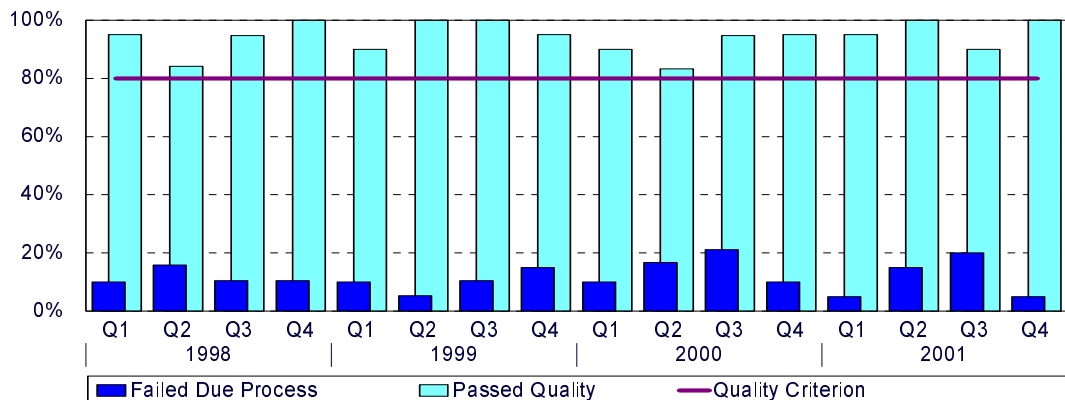
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.98	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.62	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$168,498,847	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	86.3% +/- 3.6	91.8% +/- .5	none
Overpayment Rate	13.7% +/- 3.6	8.2% +/- .5	none
Underpayment Rate	.9% +/- .5	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 2001

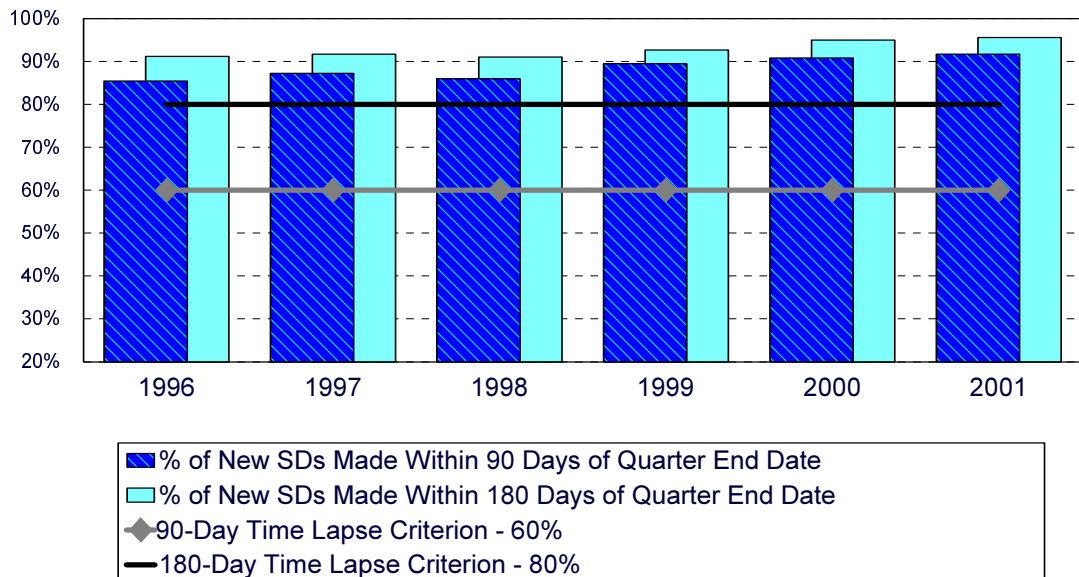
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	91.7%	78.5%
Percentage Made Within 180 Days	95.6%	89.0%
Accuracy In Determinations? (pass with \leq 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	83.7%	65.7%
Percentage Made Within 180 Days	91.8%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.8%	86.7%
Percentage Secured	98.4%	92.0%
Percentage Resolved	101.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	85.9%	79.9%
Percentage Secured	99.1%	84.6%
Percentage Resolved	99.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.7%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.1%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	77.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	23.1%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	2.5%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.8%	1.6%
Annualized Percentage Of Total Wages Audited	1.1%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	^	79% Pass

New Status Determinations Time Lapse



^ State was not required to examine experience rating function.

UI PERFORMS ANNUAL REPORT CY 2001

VERMONT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	19,093	91.5%	89.7%	87%
Intrastate UI, full weeks - 35 Days	19,093	97.1%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	1,178	86.7%	80.3%	70%
Interstate UI, full weeks - 35 Days	1,178	94.4%	93.9%	78%
All First Payments - 14/21 Days	24,424	90.6%	89.0%	90%~
All First Payments - 35 Days	24,424	96.7%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,124	61.2%	63.9%	80%
Separation Determ. within 21 Days	8,618	32.2%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,009	47.8%	66.5%	none
Separation Issues within 21 Days	8,516	72.2%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,363	76.0%	56.5%	60%
Decisions within 45 Days of Filing	1,363	91.0%	78.8%	80%
Decisions within 90 Days of Filing	1,363	96.0%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	171	83.0%	68.4%	50%
Decisions within 75 Days of Filing	171	99.4%	88.3%	80%
Decisions within 150 Days of Filing	171	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,135	69.4%	89.1%	none
Wage Transfers Made within 14 Days	2,135	90.7%	98.1%	none
Billing Made within 45 Days	172	100.0%	97.2%	none
Reimbursements Made within 45 Days	157	93.6%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	294,647	92.6%	62.6%	none
Payments Made within 14 Days	294,647	96.6%	92.6%	none
Payments Made within 21 Days	294,647	97.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	81.9%	71.0%	75%
LA Appeals with Scores >= 85%	80	100.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$531,906	58.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$918,841	64.5%	54.3%	none

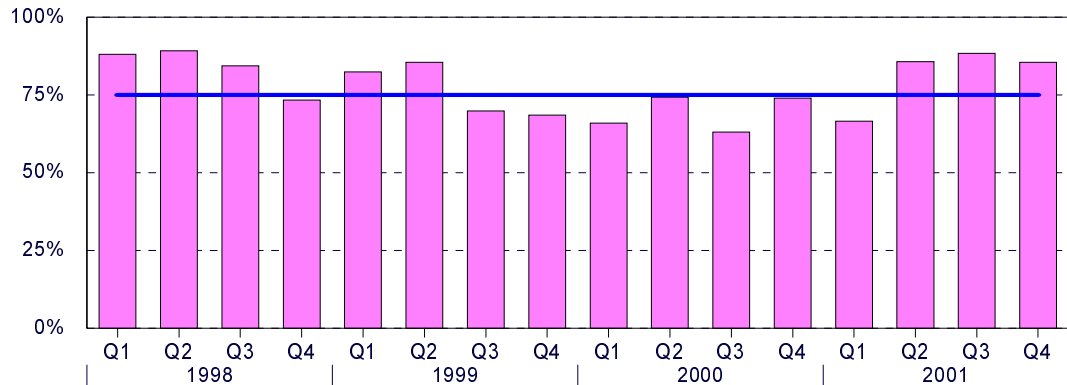
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

UI PERFORMS ANNUAL REPORT CY 2001
VERMONT

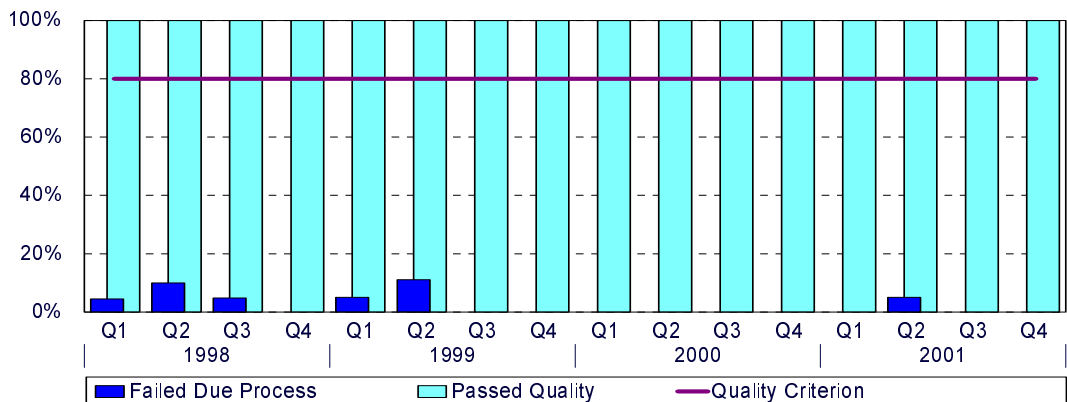
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.59	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.71	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$55,600,473	\$29.9B	none
Sample Size	345	24,190	none
Proper Payment Rate	94.4% +/- 2.3	91.8% +/- .5	none
Overpayment Rate	5.6% +/- 2.3	8.2% +/- .5	none
Underpayment Rate	.7% +/- .4	.6% +/- .1	none
Footnotes:	#5, #6	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



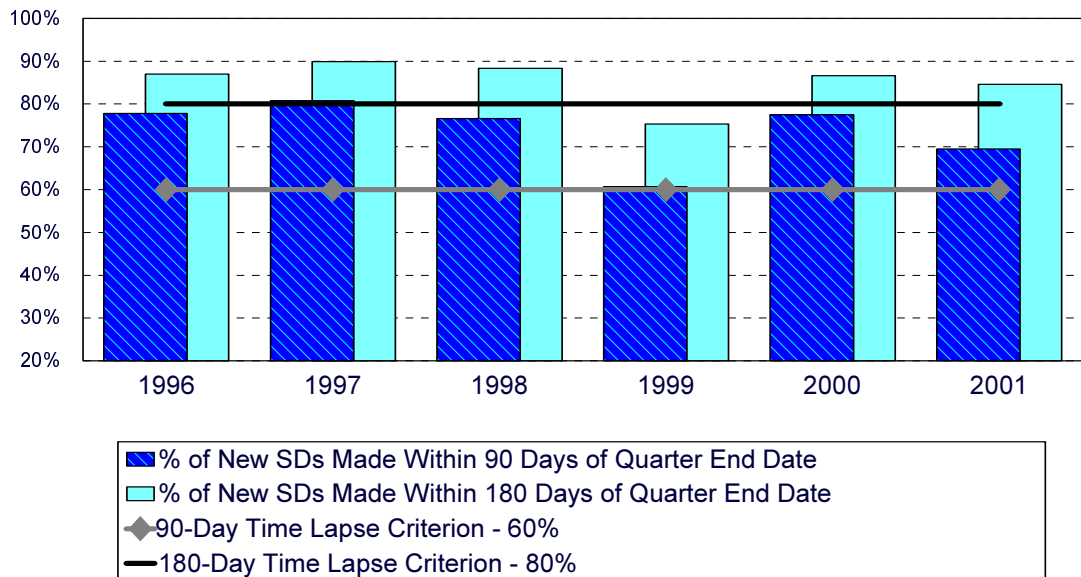
UI PERFORMS ANNUAL REPORT CY 2001
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	69.5%	78.5%
Percentage Made Within 180 Days	84.6%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.0%	65.7%
Percentage Made Within 180 Days	83.5%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.5%	86.7%
Percentage Secured	99.1%	92.0%
Percentage Resolved	102.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.0%	79.9%
Percentage Secured	99.6%	84.6%
Percentage Resolved	100.3%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.6%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.4%
Accounts Receivable As A Percentage Of Tax Due	0.7%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.3%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.9%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	3.2%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.8%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.6%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	127,822	93.6%^	89.7%	87%
Intrastate UI, full weeks - 35 Days	127,822	98.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	9,602	79.8%^	80.3%	70%
Interstate UI, full weeks - 35 Days	9,602	94.7%	93.9%	78%
All First Payments - 14/21 Days	153,828	91.9%^	89.0%	90%~
All First Payments - 35 Days	153,828	98.0%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	26,608	85.5%	63.9%	80%
Separation Determ. within 21 Days	63,743	87.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	26,608	71.4%	66.5%	none
Separation Issues within 21 Days	63,743	95.2%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,640	62.5%	56.5%	60%
Decisions within 45 Days of Filing	11,640	88.7%	78.8%	80%
Decisions within 90 Days of Filing	11,640	98.9%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,831	67.9%	68.4%	50%
Decisions within 75 Days of Filing	1,831	90.1%	88.3%	80%
Decisions within 150 Days of Filing	1,831	97.8%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	28,261	99.6%	89.1%	none
Wage Transfers Made within 14 Days	28,261	99.9%	98.1%	none
Billing Made within 45 Days	198	100.0%	97.2%	none
Reimbursements Made within 45 Days	199	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,434,503	77.1%	62.6%	none
Payments Made within 14 Days	1,434,503	93.6%	92.6%	none
Payments Made within 21 Days	1,434,503	97.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	226	68.4%	71.0%	75%
LA Appeals with Scores >= 85%	78	97.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$412,655	86.0%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$5,301,615	57.2%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

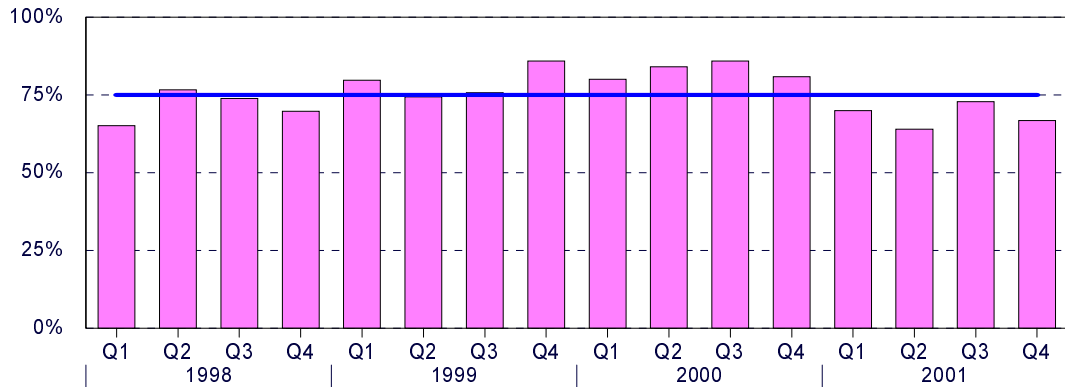
^ First payment time lapse was affected by the suspension of a waiting week requirement in response to the 9/11 tragedy.

UI PERFORMS ANNUAL REPORT CY 2001
VIRGINIA

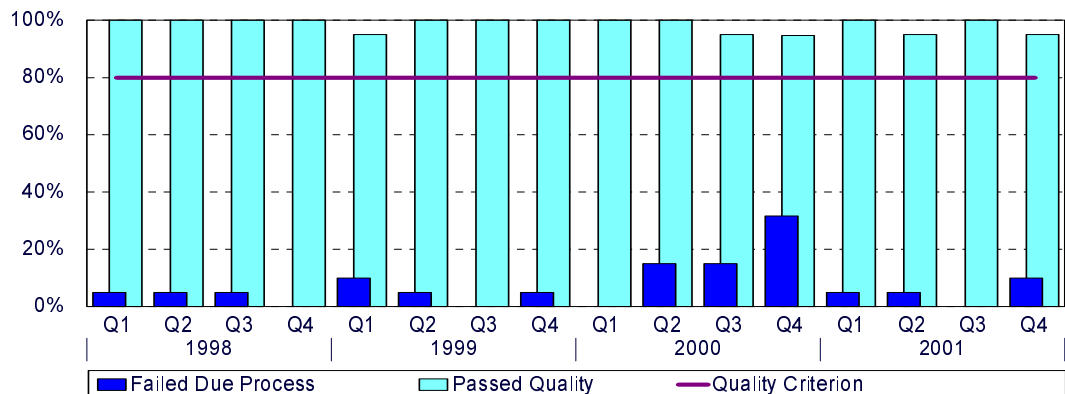
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.82	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	3.28	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$310,149,461	\$29.9B	none
Sample Size	438	24,190	none
Proper Payment Rate	77.8% +/- 4.2	91.8% +/- .5	none
Overpayment Rate	22.2% +/- 4.2	8.2% +/- .5	none
Underpayment Rate	.6% +/- .3	.6% +/- .1	none
Footnotes:	--	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



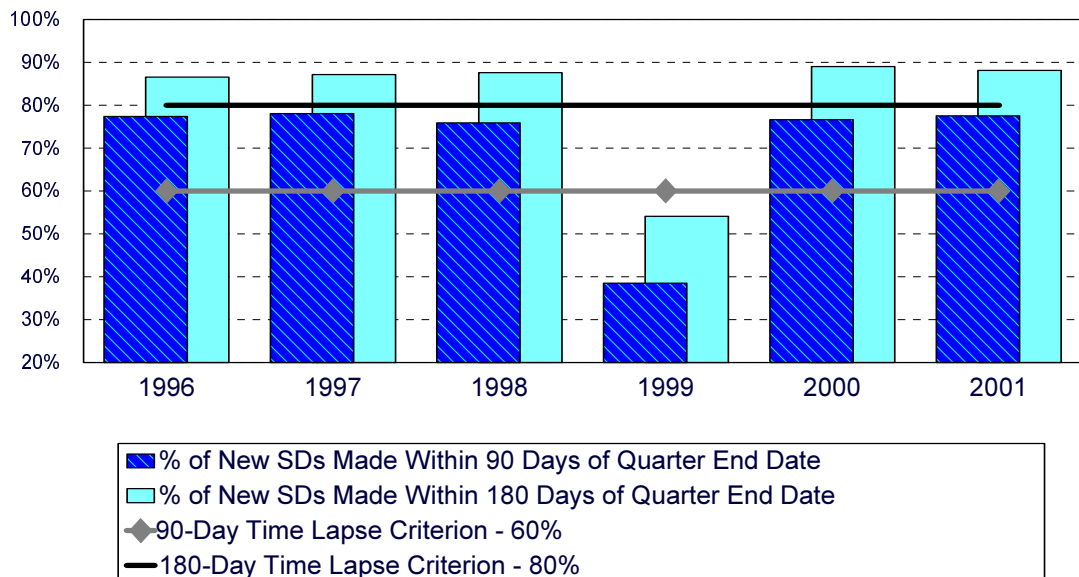
UI PERFORMS ANNUAL REPORT CY 2001
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	77.5%	78.5%
Percentage Made Within 180 Days	88.1%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	F	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	60.8%	65.7%
Percentage Made Within 180 Days	76.8%	80.4%
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	F	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	73.0%	86.7%
Percentage Secured	91.0%	92.0%
Percentage Resolved	99.7%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	80.1%	79.9%
Percentage Secured	96.8%	84.6%
Percentage Resolved	99.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	F	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.4%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.4%
Accounts Receivable As A Percentage Of Tax Due	3.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	111.9%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	110.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	39.8%	1.8%
Accounts Receivable As A Percentage Of Tax Due	5.5%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.0%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.0%	1.6%
Annualized Percentage Of Total Wages Audited	0.6%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	F	65% Pass
Account Maintenance		
Accuracy In Report Processing?	F	98% Pass
Accuracy In Contributory Employer Billing?	F	73% Pass
Accuracy In Reimbursing Employer Billings?	F	77% Pass
Accuracy In Credits/Refunds?	F	83% Pass
Accuracy In Benefit Charging?	F	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
VIRGIN ISLANDS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	1,624	85.9%	89.7%	87%
Intrastate UI, full weeks - 35 Days	1,624	96.9%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	95	36.8%	80.3%	70%
Interstate UI, full weeks - 35 Days	95	69.5%	93.9%	78%
All First Payments - 14/21 Days	1,904	82.1%	89.0%	90%~
All First Payments - 35 Days	1,904	95.3%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	267	60.3%	63.9%	80%
Separation Determ. within 21 Days	357	58.0%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	263	87.8%	66.5%	none
Separation Issues within 21 Days	388	79.9%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	71	36.6%	56.5%	60%
Decisions within 45 Days of Filing	71	45.1%	78.8%	80%
Decisions within 90 Days of Filing	71	77.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	^	^	68.4%	50%
Decisions within 75 Days of Filing	^	^	88.3%	80%
Decisions within 150 Days of Filing	^	^	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	499	23.4%	89.1%	none
Wage Transfers Made within 14 Days	499	100.0%	98.1%	none
Billing Made within 45 Days	23	17.4%	97.2%	none
Reimbursements Made within 45 Days	52	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	20,868	41.1%	62.6%	none
Payments Made within 14 Days	20,868	81.5%	92.6%	none
Payments Made within 21 Days	20,868	92.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	*	*	71.0%	75%
LA Appeals with Scores >= 85%	*	*	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$1,652	23.2%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$0	-	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

* State did not report data as of 4/29/2002.

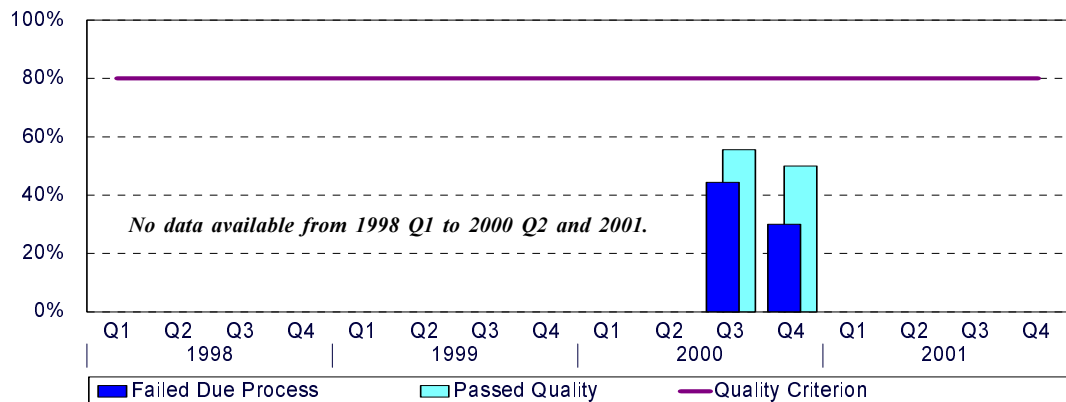
^ Virgin Islands does not have higher authority appeals.

**UI PERFORMS ANNUAL REPORT CY 2001
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	0.14	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	4.76	2.08	pending
<i>Benefit Accuracy Measurement</i>			
Total Dollars Paid in Population	^	\$29.9B	none
Sample Size	^	24,190	none
Proper Payment Rate	^	91.8% +/- .5	none
Overpayment Rate	^	8.2% +/- .5	none
Underpayment Rate	^	.6% +/- .1	none
Footnotes:	^	--	--

No Nonmonetary Quality Data Available

Lower Authority Appeals Quality



^ Virgin Islands does not operate a BAM program.

UI PERFORMS ANNUAL REPORT CY 2001
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	^	78.5%
Percentage Made Within 180 Days	^	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	^	91% Pass
Accuracy In Postings?	^	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	^	65.7%
Percentage Made Within 180 Days	^	80.4%
Accuracy In Determinations?	^	70% Pass
Accuracy In Postings?	^	59% Pass
Inactivations:		
Accuracy In Determinations?	^	70% Pass
Accuracy In Postings?	^	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	^	86.7%
Percentage Secured	^	92.0%
Percentage Resolved	^	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.9%
Percentage Secured	^	84.6%
Percentage Resolved	^	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	^	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	^	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.4%
Accounts Receivable As A Percentage Of Tax Due	^	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	^	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.8%
Accounts Receivable As A Percentage Of Tax Due	^	7.1%
Appropriate Actions Taken To Collect Tax Due?	^	51% Pass

^ State did not participate in TPS program.

**UI PERFORMS ANNUAL REPORT CY 2001
VIRGIN ISLANDS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	^	91% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audit	^	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	^	1.6%
Annualized Percentage Of Total Wages Audited	^	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	^	65% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	^	98% Pass
Accuracy In Contributory Employer Billing?	^	73% Pass
Accuracy In Reimbursing Employer Billings?	^	77% Pass
Accuracy In Credits/Refunds?	^	83% Pass
Accuracy In Benefit Charging?	^	85% Pass
Accuracy In Experience Rating?	^	79% Pass

No Tax Performance System data available

^ State did not participate in TPS program.

UI PERFORMS ANNUAL REPORT CY 2001
WASHINGTON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	229,695	88.7%	89.7%	87%
Intrastate UI, full weeks - 35 Days	229,695	96.5%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	13,901	86.1%	80.3%	70%
Interstate UI, full weeks - 35 Days	13,901	94.9%	93.9%	78%
All First Payments - 14/21 Days	276,464	88.9%	89.0%	90%~
All First Payments - 35 Days	276,464	96.5%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	135,583	79.0%	63.9%	80%
Separation Determ. within 21 Days	104,187	53.4%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	135,583	61.3%	66.5%	none
Separation Issues within 21 Days	104,187	94.0%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	28,025	58.0%	56.5%	60%
Decisions within 45 Days of Filing	28,025	84.1%	78.8%	80%
Decisions within 90 Days of Filing	28,025	95.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,626	98.4%	68.4%	50%
Decisions within 75 Days of Filing	3,626	99.5%	88.3%	80%
Decisions within 150 Days of Filing	3,626	99.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	15,241	77.9%	89.1%	none
Wage Transfers Made within 14 Days	15,241	99.1%	98.1%	none
Billing Made within 45 Days	208	100.0%	97.2%	none
Reimbursements Made within 45 Days	0	-	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,262,529	95.1%	62.6%	none
Payments Made within 14 Days	4,262,529	97.1%	92.6%	none
Payments Made within 21 Days	4,262,529	98.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	352	51.4%	71.0%	75%
LA Appeals with Scores >= 85%	76	96.2%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$10,428,960	58.4%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$22,849,089	59.5%	54.3%	none

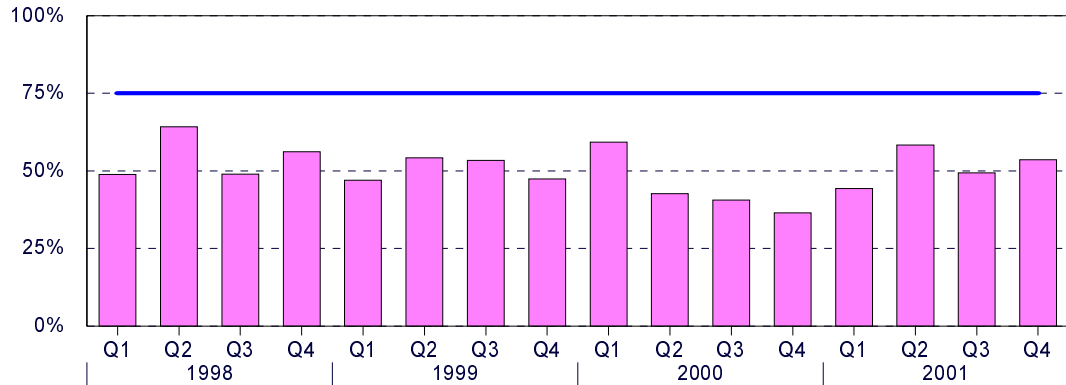
~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

**UI PERFORMS ANNUAL REPORT CY 2001
WASHINGTON**

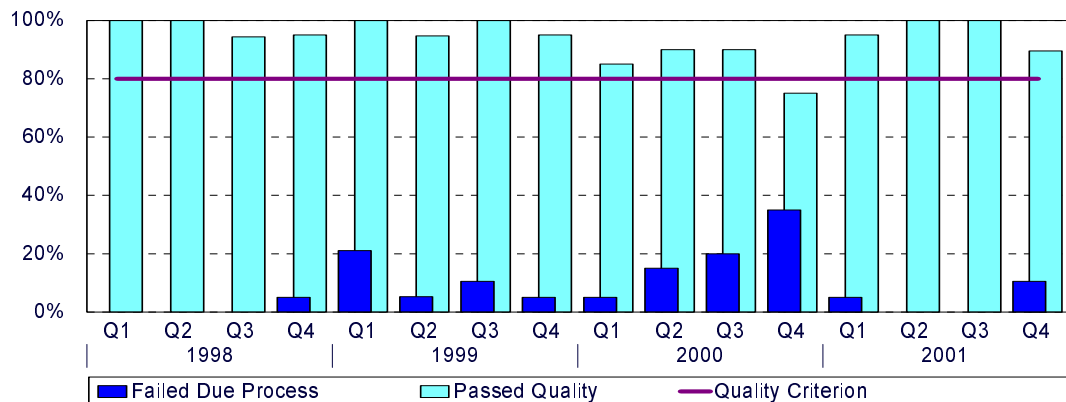
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.64	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	2.00	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,231,626,090	\$29.9B	none
Sample Size	578	24,190	none
Proper Payment Rate	89.1% +/- 2.5	91.8% +/- .5	none
Overpayment Rate	10.9% +/- 2.5	8.2% +/- .5	none
Underpayment Rate	.4% +/- .2	.6% +/- .1	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



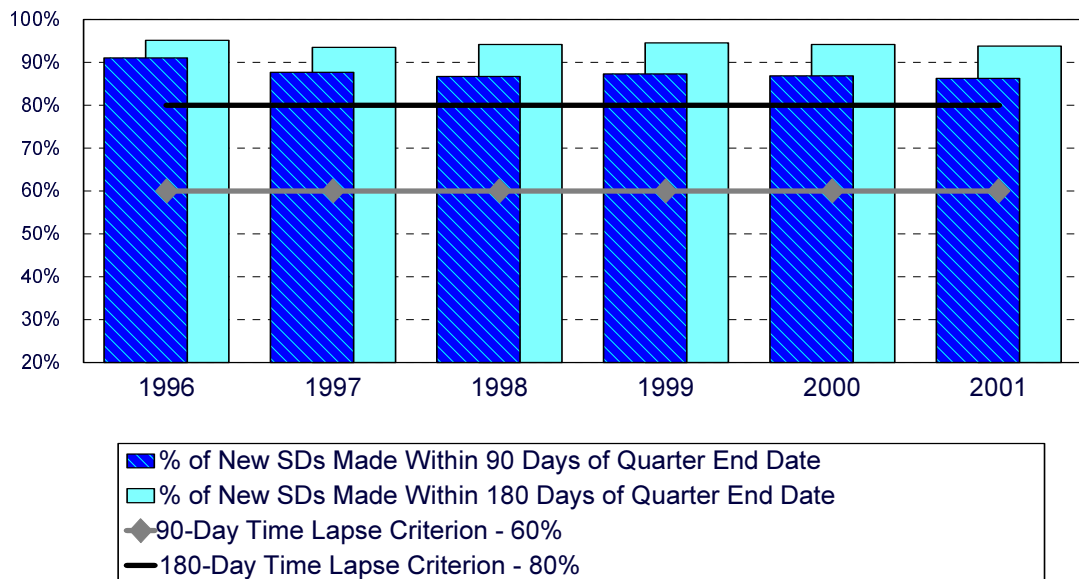
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WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	86.2%	78.5%
Percentage Made Within 180 Days	93.8%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	93.9%	65.7%
Percentage Made Within 180 Days	97.2%	80.4%
Accuracy In Determinations?	N	70% Pass
Accuracy In Postings?	N	59% Pass
Inactivations:		
Accuracy In Determinations?	N	70% Pass
Accuracy In Postings?	N	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.9%	86.7%
Percentage Secured	95.5%	92.0%
Percentage Resolved	99.6%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.3%	79.9%
Percentage Secured	91.4%	84.6%
Percentage Resolved	92.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.9%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.0%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.2%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.3%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	F	51% Pass

**UI PERFORMS ANNUAL REPORT CY 2001
WASHINGTON**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	2.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.3%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
WEST VIRGINIA

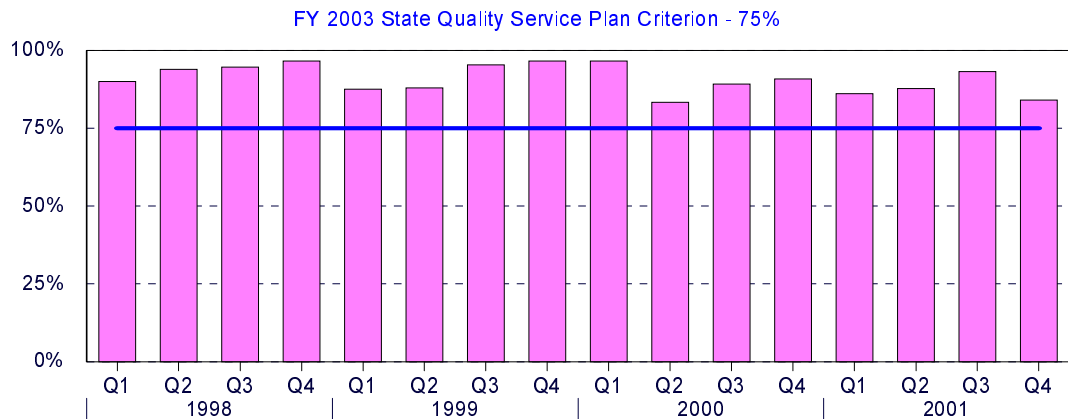
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	43,506	90.1%	89.7%	87%
Intrastate UI, full weeks - 35 Days	43,506	95.0%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	888	80.1%	80.3%	70%
Interstate UI, full weeks - 35 Days	888	95.8%	93.9%	78%
All First Payments - 14/21 Days	49,946	89.1%	89.0%	90%~
All First Payments - 35 Days	49,946	95.4%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,988	92.9%	63.9%	80%
Separation Determ. within 21 Days	17,117	98.5%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,988	80.6%	66.5%	none
Separation Issues within 21 Days	17,117	98.6%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,220	71.5%	56.5%	60%
Decisions within 45 Days of Filing	4,220	91.2%	78.8%	80%
Decisions within 90 Days of Filing	4,220	98.2%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	736	89.3%	68.4%	50%
Decisions within 75 Days of Filing	736	98.8%	88.3%	80%
Decisions within 150 Days of Filing	736	99.9%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,804	97.4%	89.1%	none
Wage Transfers Made within 14 Days	7,804	100.0%	98.1%	none
Billing Made within 45 Days	192	100.0%	97.2%	none
Reimbursements Made within 45 Days	168	98.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	635,842	51.8%	62.6%	none
Payments Made within 14 Days	635,842	95.3%	92.6%	none
Payments Made within 21 Days	635,842	98.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	233	87.9%	71.0%	75%
LA Appeals with Scores >= 85%	66	83.5%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$428,395	63.9%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$1,246,279	64.5%	54.3%	none

~ Will be effective as of promulgation of new regulation & 5-year BTQ review.

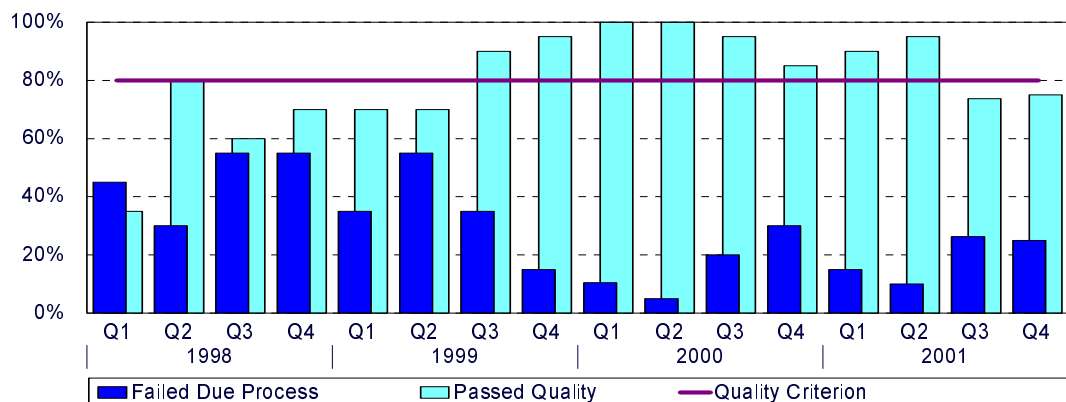
**UI PERFORMS ANNUAL REPORT CY 2001
WEST VIRGINIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.43	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	1.44	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$130,004,227	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	97.2% +/- 1.7	91.8% +/- .5	none
Overpayment Rate	2.8% +/- 1.7	8.2% +/- .5	none
Underpayment Rate	.7% +/- .4	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



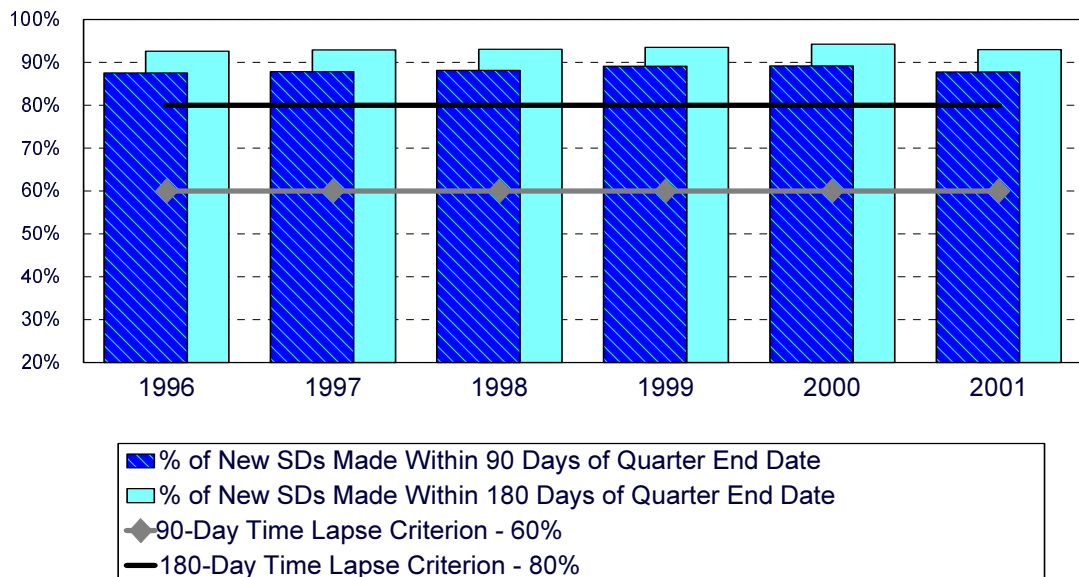
UI PERFORMS ANNUAL REPORT CY 2001
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	87.7%	78.5%
Percentage Made Within 180 Days	93.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.7%	65.7%
Percentage Made Within 180 Days	81.3%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.6%	86.7%
Percentage Secured	97.1%	92.0%
Percentage Resolved	102.2%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.5%	79.9%
Percentage Secured	97.1%	84.6%
Percentage Resolved	98.3%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.5%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.8%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.4%
Accounts Receivable As A Percentage Of Tax Due	2.5%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.7%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.2%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.5%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.9%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	3.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	3.6%	1.6%
Annualized Percentage Of Total Wages Audited	2.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
WISCONSIN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	248,374	94.6%	89.7%	87%
Intrastate UI, full weeks - 35 Days	248,374	97.9%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	4,773	87.9%	80.3%	70%
Interstate UI, full weeks - 35 Days	4,773	95.0%	93.9%	78%
All First Payments - 14/21 Days	325,608	94.1%	89.0%	90%~
All First Payments - 35 Days	325,608	97.8%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	146,558	77.1%	63.9%	80%
Separation Determ. within 21 Days	139,409	78.9%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	146,558	72.9%	66.5%	none
Separation Issues within 21 Days	139,409	91.1%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	23,561	28.9%	56.5%	60%
Decisions within 45 Days of Filing	23,561	62.0%	78.8%	80%
Decisions within 90 Days of Filing	23,561	91.4%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,378	68.7%	68.4%	50%
Decisions within 75 Days of Filing	2,378	85.9%	88.3%	80%
Decisions within 150 Days of Filing	2,378	97.7%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,147	97.3%	89.1%	none
Wage Transfers Made within 14 Days	8,147	99.5%	98.1%	none
Billing Made within 45 Days	202	100.0%	97.2%	none
Reimbursements Made within 45 Days	208	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,394,668	91.6%	62.6%	none
Payments Made within 14 Days	3,394,668	96.7%	92.6%	none
Payments Made within 21 Days	3,394,668	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	360	74.3%	71.0%	75%
LA Appeals with Scores >= 85%	71	91.0%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$4,872,348	71.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$10,299,818	76.4%	54.3%	none

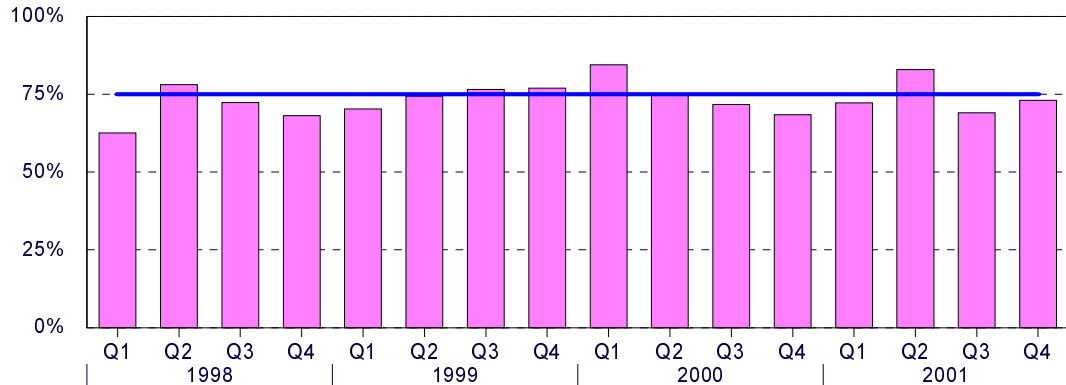
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UI PERFORMS ANNUAL REPORT CY 2001
WISCONSIN

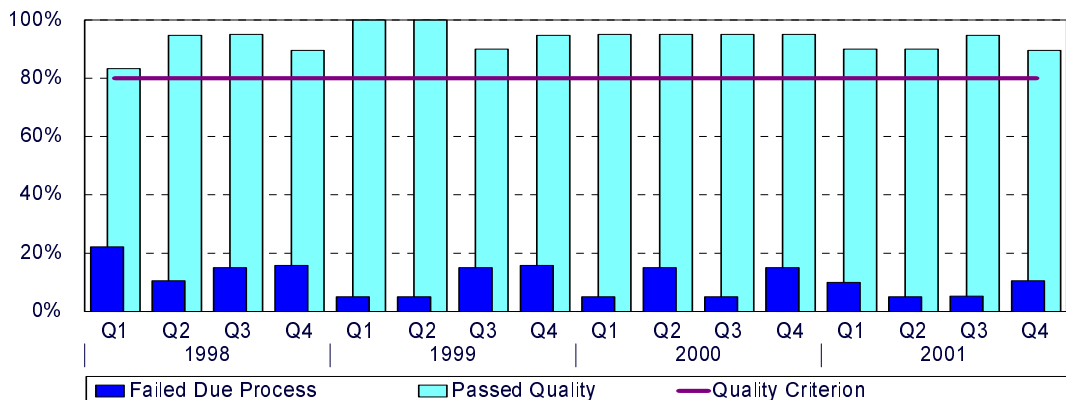
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	8.80	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	10.12	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$809,927,076	\$29.9B	none
Sample Size	480	24,190	none
Proper Payment Rate	93.3% +/- 2.4	91.8% +/- .5	none
Overpayment Rate	6.7% +/- 2.4	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



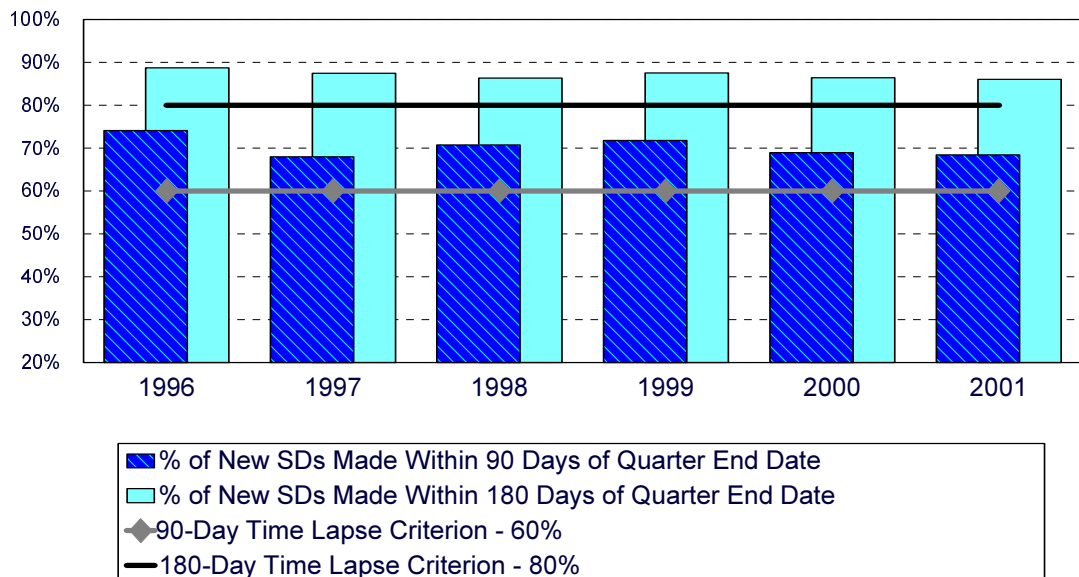
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days	68.4%	78.5%
Percentage Made Within 180 Days	86.0%	89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	F	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.3%	65.7%
Percentage Made Within 180 Days	90.4%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	F	59% Pass
Inactivations:		
Accuracy In Determinations?	F	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.2%	86.7%
Percentage Secured	97.5%	92.0%
Percentage Resolved	102.1%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.0%	79.9%
Percentage Secured	98.5%	84.6%
Percentage Resolved	99.9%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.4%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.3%	1.4%
Accounts Receivable As A Percentage Of Tax Due	1.3%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.8%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.8%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	2.7%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	6.8%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.1%	1.6%
Annualized Percentage Of Total Wages Audited	1.2%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	P	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



UI PERFORMS ANNUAL REPORT CY 2001
WYOMING

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	8,103	91.8%	89.7%	87%
Intrastate UI, full weeks - 35 Days	8,103	98.6%	97.4%	93%
Interstate UI, full weeks - 14/21 Days	790	82.5%	80.3%	70%
Interstate UI, full weeks - 35 Days	790	96.3%	93.9%	78%
All First Payments - 14/21 Days	10,561	91.9%	89.0%	90%~
All First Payments - 35 Days	10,561	98.5%	97.2%	95%~
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,241	74.7%	63.9%	80%
Separation Determ. within 21 Days	3,510	90.1%	67.8%	80%
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,241	47.7%	66.5%	none
Separation Issues within 21 Days	3,510	88.8%	91.6%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,161	92.3%	56.5%	60%
Decisions within 45 Days of Filing	1,161	97.8%	78.8%	80%
Decisions within 90 Days of Filing	1,161	99.5%	95.5%	95%~
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	166	79.5%	68.4%	50%
Decisions within 75 Days of Filing	166	99.4%	88.3%	80%
Decisions within 150 Days of Filing	166	100.0%	98.2%	95%
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	3,455	79.8%	89.1%	none
Wage Transfers Made within 14 Days	3,455	100.0%	98.1%	none
Billing Made within 45 Days	175	100.0%	97.2%	none
Reimbursements Made within 45 Days	168	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	119,444	44.3%	62.6%	none
Payments Made within 14 Days	119,444	94.0%	92.6%	none
Payments Made within 21 Days	119,444	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	82.4%	71.0%	75%
LA Appeals with Scores >= 85%	77	96.3%	95.0%	80%
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	\$162,252	51.6%	59.1%	none
Nonfraud Overpayment Recovery Rate	\$326,505	54.6%	54.3%	none

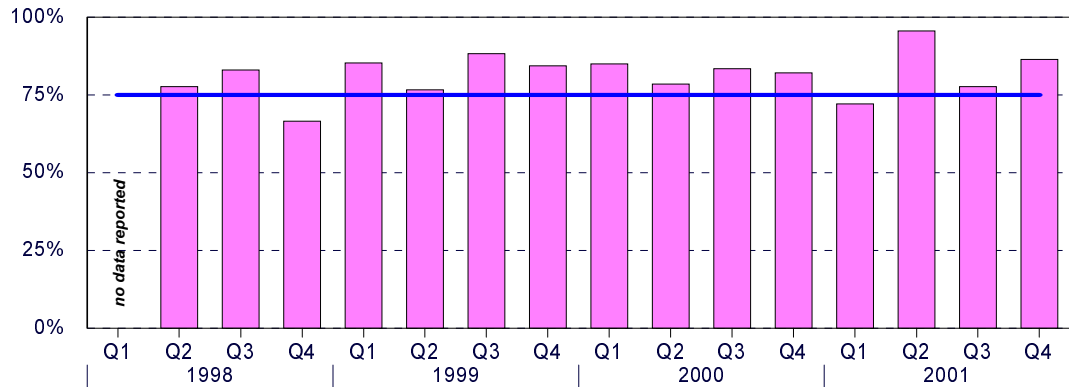
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UI PERFORMS ANNUAL REPORT CY 2001
WYOMING

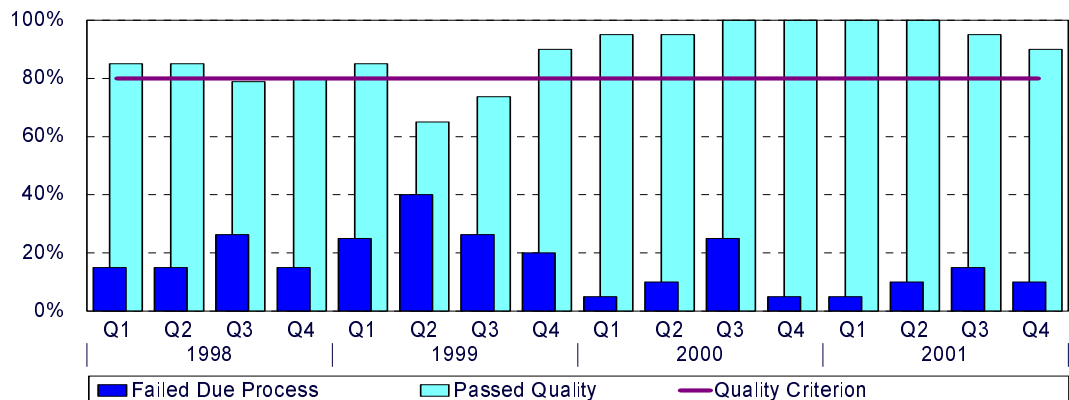
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.67	2.34 days	pending
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Trust Fund	0.16	2.08	pending
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$24,259,716	\$29.9B	none
Sample Size	360	24,190	none
Proper Payment Rate	88.1% +/- 3.8	91.8% +/- .5	none
Overpayment Rate	11.9% +/- 3.8	8.2% +/- .5	none
Underpayment Rate	.3% +/- .2	.6% +/- .1	none
Footnotes:	^	--	--

Nonmonetary Quality Weighted Scores

FY 2003 State Quality Service Plan Criterion - 75%



Lower Authority Appeals Quality



^ The payment accuracy rates are based on data that have been revised by the state agency to correct data collection and coding that did not reflect state law and was not in accordance with BAM program methodology prescribed in BAM State Operations Handbook ET handbook 395.

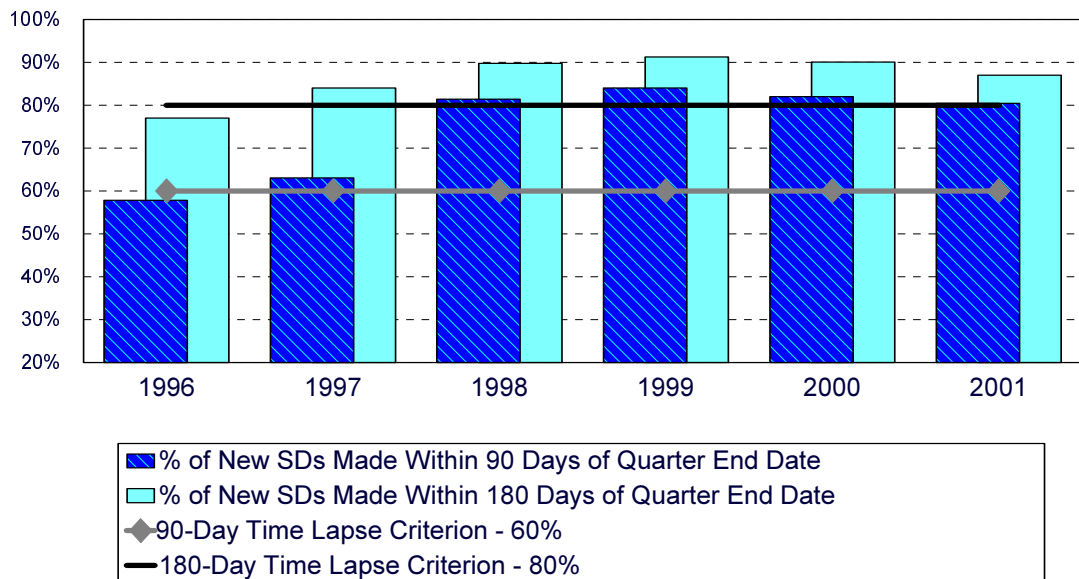
UI PERFORMS ANNUAL REPORT CY 2001
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:	80.5%	
Percentage Made Within 90 Days	87.0%	78.5%
Percentage Made Within 180 Days		89.0%
Accuracy In Determinations? (pass with ≤ 6 failures)	P	91% Pass
Accuracy In Postings?	P	54% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.1%	65.7%
Percentage Made Within 180 Days	74.9%	80.4%
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	59% Pass
Inactivations:		
Accuracy In Determinations?	P	70% Pass
Accuracy In Postings?	P	77% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	86.1%	86.7%
Percentage Secured	97.8%	92.0%
Percentage Resolved	100.8%	96.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.7%	79.9%
Percentage Secured	97.7%	84.6%
Percentage Resolved	99.7%	86.4%
Appropriate Actions Taken To Resolve Delinquencies?	P	75% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	87.2%	91.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	10.6%	8.9%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.4%
Accounts Receivable As A Percentage Of Tax Due	7.6%	3.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.4%	80.5%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.7%	18.7%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.8%
Accounts Receivable As A Percentage Of Tax Due	0.1%	7.1%
Appropriate Actions Taken To Collect Tax Due?	P	51% Pass

UI PERFORMS ANNUAL REPORT CY 2001
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	91% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audit	1.3%	4.4% (CA excl.)
Percentage Of Contributory Employers Audited	2.5%	1.6%
Annualized Percentage Of Total Wages Audited	1.5%	0.9% (CA excl.)
Audits Meet Employment Security Manual Requirements?	P	65% Pass
Account Maintenance		
Accuracy In Report Processing?	P	98% Pass
Accuracy In Contributory Employer Billing?	P	73% Pass
Accuracy In Reimbursing Employer Billings?	*	77% Pass
Accuracy In Credits/Refunds?	P	83% Pass
Accuracy In Benefit Charging?	P	85% Pass
Accuracy In Experience Rating?	P	79% Pass

New Status Determinations Time Lapse



* State did not report acceptance sample results as of 6/14/2002.

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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.

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 2001 for which the State pulled BAM samples.

“Sample Size” is the number of BAM payments from covered UI programs selected for investigation during CY 2001 that have been completed and entered into the computer on or before April 30, 2002.

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 2001
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 2001, 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.

#7. The percentage variable in the footnote is the number of cases that had not been signed

UI PERFORMS ANNUAL REPORT CY 2001
APPENDIX A: BAM DATA AND FOOTNOTES

off by the BAM supervisor by April 30, 2002, divided by the number of cases selected for BAM weekly samples during CY 2001.

#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 2001 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 2001
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.

Benefit Measures	Table Cells
First Payment Time Lapse 14/21 days Intrastate UI full weeks	$\{(ar9050.c10+ar9050.c18-ar9050p.c10-ar9050p.c18)$ for States with ww + $(ar9050.c26-ar9050p.c26)$ for States w/o ww} / $(ar9050.c2-ar9050p.c2)$ from ar9050 and ar9050p
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} / $(ar9050.c6-ar9050p.c6)$ from ar9050 and ar9050p
First Payment Time Lapse 14/21 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	$\{(c9+c17+c13+c21)$ for States with ww + $(c9+c17+c25+c13+c21+c29))$ for States w/o ww} / $(c1+c5)$ from ar9050
First Payment Time Lapse 35 days Intrastate UI full weeks	$\{(ar9050.c10+ar9050.c18+ar9050.c26+ar9050.c34$ $+ar9050.c42) - (ar9050p.c10+ar9050p.c18+ar9050p.c26$ $+ar9050p.c34+ar9050p.c42)\} / (ar9050.c2-ar9050p.c2)$ from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate UI full weeks	$\{(ar9050.c14+ar9050.c22+ar9050.c30+ar9050.c38$ $+ar9050.c46) - ar9050p.c14+ar9050p.c22+ar9050p.c30$ $+ar9050p.c38+ar9050p.c46)\} / (ar9050.c6-ar9050p.c6)$ from ar9050 and ar9050p
First Payment Time Lapse 35 days Interstate and Intrastate UI, UCFE, and UCX full and partial weeks	$(c9+c17+c25+c33+c41+c13+c21+c29+c37+c45)$ / $(c1+c5)$ from ar9050
Nonmonetary Determination Time Lapse Separations within 21 Days Interstate and Intrastate UI, UCFE, and UCX	$(c9+c17+c25+c13+c21+c29) / (c1+c5)$ from ar9052
Nonmonetary Determination Time Lapse Nonseparations within 14 Days Interstate and Intrastate UI, UCFE, and UCX	$(c105+c113+c109+c117) / (c97+c101)$ from ar9052
Nonmonetary Determination Quality	Federal users can obtain data from UIS application page: www.uis.doleta.gov , from ar9056t

UI PERFORMS ANNUAL REPORT CY 2001

APPENDIX B: TIER I MEASURES

Benefit Measures	Table Cells
Lower Authority Appeals Time Lapse 30 days	c4 / c1 from ar9054l
Lower Authority Appeals Time Lapse 45 days	(c4+c7) / c1 from ar9054l
Lower Authority Appeals Time Lapse 90 days	(c4+c7+c10+c13+c16) / c1 from ar9054l
Higher Authority Appeals Time Lapse 45 days	c4 / c1 from ar9054h
Higher Authority Appeals Time Lapse 75 days	(c4+c7+c10) / c1 from ar9054h
Higher Authority Appeals Time Lapse 150 days	(c4+c7+c10+c13+c16+c19) / c1 from ar9054h
Lower Authority Appeals Quality	number of appeals where c40 > 0.85 and c37 equals “OK” or “DM” divided by the total number of appeals from ar9057
New Status Determinations Time Lapse 90 days	c61 / c11 from ar581
New Status Determinations Time Lapse 180 days	c62 / c11 from ar581
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).
Cash Management Days' worth of deposits in Clearing Account before transfer to UTF	Federal users may obtain from Trust Fund Report on UI Menu from ar8414
Cash Management Annual Ratio	ar8414.c14 / (ar8405.c7/days in month) Use only months for which both reports have been submitted. from ar8405 and ar8414

UI PERFORMS ANNUAL REPORT CY 2001
APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
First Payment Time Lapse 14/21 days Partial Payments Intrastate+Interstate UI	(c10+c14+c18+c22) for Sts w/o ww + (c26+c30) for Sts with ww / (c2+c6) from ar9050p
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCFE	(c11+c15+c19+c23) for Sts w/o ww + (c27+c31) for Sts with ww / (c3+c7) from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate+Interstate UCX	(c12+c16+c20+c24) for Sts w/o ww + (c28+c32) for Sts with ww / (c4+c8) from ar9050
First Payment Time Lapse 14/21 days All weeks Intrastate UI	(c10+c18) for Sts w/o ww +c26 for Sts with ww / c2 ar9050
First Payment Time Lapse 14/21 days All weeks Interstate UI	(c14+c22) for Sts w/o ww +c30 for Sts with ww / c6 from ar9050
First Payment Time Lapse 14/21 days All workshare weeks	(c2+c3) / c1 from aw9050
Continued Claims Time Lapse 14 days All weeks Intrastate+Interstate UI/UCFE/UCX	(c9+c13+c17+c21) / (c1+c5) from ar9051
Continued Claims Time Lapse 21 days All weeks Intrastate+Interstate UI/UCFE/UCX	(c9+c13+c17+c21+c25+c29) / (c1+c5) from ar9051
Continued Claims Time Lapse 28 days All weeks Intrastate+Interstate UI/UCFE/UCX	(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5) from ar9051
Continued Claims Time Lapse 14 days All partial weeks Intrastate+Interstate UI/UCFE/UCX	(c9+c13+c17+c21) / (c1+c5) from ar9051p

UI PERFORMS ANNUAL REPORT CY 2001

APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
Continued Claims Time Lapse All partial weeks, 21 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29) / (c1+c5)$ from ar9051p
Continued Claims Time Lapse All partial weeks, 28 days Intrastate+Interstate UI/UCFE/UCX	$(c9+c13+c17+c21+c25+c29+c33+c37) / (c1+c5)$ from ar9051p
Continued Weeks Time Lapse All workshare weeks, 14 days	$(c2+c3) / c1$ from aw9051
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Intrastate Nonseparations, 14 days	$(c105+c113) / c97$ from ar9052
Nonmonetary Determinations Detection to Decision Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Separations, 21 days	$(c9+c17+c25) / c1$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Separations, 21 days	$(c13+c21+c29) / c5$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Intrastate Nonseparations 14 days	$(c105+c113) / c97$ from ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse Interstate Nonseparations, 14 days	$(c109+c117) / c101$ from ar9053
Lower Authority Appeals Pending Cases Aged 25 Days or Less	$c2 / c1$ from ar90551
Lower Authority Appeals Pending Cases Aged More than 40 Days	$(c1-c2-c3) / c1$ from ar90551

UI PERFORMS ANNUAL REPORT CY 2001
APPENDIX C: TIER II MEASURES

Benefit Measures	Table Cells
Lower Authority Appeals Pending Cases Aged More than 120 Days	$(c6+c7+c8) / c1$ from ar9055l
Lower Authority Appeals Pending Cases Aged More than 360 Days	$c8 / c1$ from ar9055l
Lower Authority Appeals Average days to implement decisions	$c36-c35$ from ar9057
Lower Authority Appeals Quality Percent of 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 from ar9057t
Months Worth of Pending Lower Authority Appeals	ar9055l.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	$c2 / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 70 Days	$(c1-c2-c3) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 120 Days	$(c5+c6+c7) / c1$ from ar9055h
Higher Authority Appeals Pending Cases Aged More than 360 Days	$c7 / c1$ from ar9055h
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 period
CWC Wage Transfer Time Lapse: 3-Day	$c84 / c26$ from ar586
CWC Billing Timeliness: 14-Day	$c72 / c70$ from ar586
CWC Reimbursement Timeliness: 14-Day	$c73 / c71$ from ar586
Benefit Payment Control, Nonfraud Collections	$(c41+c45) / (c29+c61-c69)$ from ar227
Benefit Payment Control, Fraud Collections	$(c39+c43) / (c3+c59-c67)$ from ar227

UI PERFORMS ANNUAL REPORT CY 2001

APPENDIX C: TIER II MEASURES

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
Reimbursing 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 2001

APPENDIX C: TIER II MEASURES

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