

Table 1-1
 Unemployment Insurance Eligibility, by Type of Determination and Outcome,
 United States, fiscal year 1998
 (figures in thousands)

Monetary Determinations

Initial and transitional claims	10,606
Sufficient wage credits	9,401
Insufficient wage credits	1,204
Proportion with insufficient wage credits	0.114

Separation Determinations

Initial and reopened claims	15,470
No Issue	12,063
Issue/adjudicated	3,407
Approved	1,550
Denied	1,857
Proportion of initial and reopened claims adjudicated	0.220
Proportion of adjudicated claims denied	0.545
Proportion of initial and reopened claims denied	0.120

Nonseparations Determinations

Total claimant contacts	131,614
Week paid/no issue	127,282
Issue/adjudicated	4,332
Approved	1,969
Denied	2,363
Proportion of claimant contacts adjudicated	0.033
Proportion of adjudicated contacts denied	0.545
Proportion of claimant contacts denied	0.018

Sources: ETA 218 (monetary determinations); ETA 207 (separation and nonseparation determinations).

Table 1-5
 Summary of Denial Case Error Rates by Type, 1987 Denials Pilot Project
 (percentage erroneous denials)

<u>Type of Denial</u>	<u>Before Appeal or Redetermination (%)</u>		<u>After Appeal or Redetermination (%)</u>	
	<u>Average</u>	<u>5-State Range</u>	<u>Average</u>	<u>5-State Range</u>
Monetary	23	10-36	16	7-33
Separation	15	5-29	9	2-25
Nonseparation	14	7-23	11	6-21

Source: Belle and Casey 1988, Table 3.

Table 1-6
Erroneous Denials for which Agency Was Responsible, by Type,
1987 Denials Pilot Project
(percentage of errors for which agency was responsible)

<u>Type of Denial</u>	<u>Average (%)</u>	<u>5-State Range (%)</u>
Monetary	27	20-33
Separation	73	47-100
Nonseparation	71	48-93

Source: Belle and Casey 1988, Tables J.1 - J.5.

Table 1-7

Agency Actions in Erroneous Denials, by Type, 1987 Denials Pilot Project
 (percentage of erroneous denials for which each action taken, 5-state average with 5-
 state range in parentheses)

<u>Agency Action</u>	<u>Type of Denial</u>		
	<u>Monetary Average (range)</u>	<u>Separation Average (range)</u>	<u>Nonseparation Average (range)</u>
Issue undetectable with existing procedures	25 (12-43)	22 (0-54)	28 (0-62)
Already resolving	55 (29-82)	31 (17-41)	23 (8-33)
Took wrong action	4 (0-10)	32 (22-53)	29 (15-61)
Insufficient follow-through	10 (0-27)	7 (0-14)	12 (0-47)
Issue not detected – procedures not used	6 (0-16)	7 (3-12)	9 (5-15)

Source: Belle and Casey 1988, Table 4.

Table 2-1
 General Characteristics of States Participating in the DCA Pilot Project, 1997

<u>Characteristic</u>	<u>State</u>				
	<u>Nebraska</u>	<u>New Jersey</u>	<u>South Carolina</u>	<u>West Virginia</u>	<u>Wisconsin</u>
Population (thousands)	1,665	8,053	3,760	1,816	5,170
Labor force (thousands)	906	4,194	1,913	805	2,928
Percentage growth (1990-97)	5.0%	3.9%	7.9%	1.2%	5.7%
Land area (square miles)	76,878	7,491	30,111	24,087	54,314
Population per square mile	21.3	1,070.9	122.0	75.9	94.3
Average annual pay	\$23,291	\$35,928	\$24,093	\$24,075	\$26,021
Unemployment rate	2.6%	5.1%	4.5%	6.9%	3.7%

Sources: U.S. Bureau of Labor Statistics and Statistical Abstract of the United States.

Notes: The unemployment rate in 1997 for the United States was 4.9%. The U.S. population grew by 7.6% between 1990 and 1997).

Table 2-2
 UI Eligibility Criteria in States Participating in the DCA Pilot Project, 1997

Eligibility Criteria	State				
	Nebraska	New Jersey	South Carolina	West Virginia	Wisconsin
Monetary					
Formula	Flat	20 weeks	1.5 x HQ	Flat	30 x WBA
Minimum earnings	\$1,200	\$2,020	\$900	\$2,200	\$1,590
Distribution requirement	≥\$400 outside HQ	2Q	2Q	2Q	8 x WBA outside HQ
Seasonal restriction	no	no	no	yes	yes
Separation					
Voluntary leaving:					
Good cause restricted to work-related issues					
	no	yes	no	yes	yes
Number of inclusions	0	0	0	2	4
Disqualification period	7-10 weeks	Duration	Duration	Duration	Duration
Earnings to requalify	--	6 WBA	8 WBA	30 days	4 WBA
Misconduct:					
Disqualification period (weeks)	7-10	5	5-26	6	7
Earnings to requalify	--	--	--	--	14 x WBA
Benefits reduced	yes	no	yes	yes	yes
Added penalty for gross misconduct	yes	yes	yes	yes	no
Nonseparation					
Able and available for:					
Any work	yes	yes	no	no	yes
Suitable work	no	no	no	no	no
Usual work	no	no	yes	yes	no
Refusing suitable work:					
Disqualification period	7-10 weeks	3 weeks	Duration	4 weeks	Duration
Benefits reduced	yes	no	no	yes	no

Note: See section 2.3 for discussion.

Sources: U.S. Department of Labor, Comparison of State Unemployment Insurance Laws (1997); Advisory Council on Unemployment Insurance (1995, Chapters 7 and 8), Nicholson (1997), Anderson (1997), and the laws of each of the five pilot states.

Table 3-1
 Informal or "Counter" Monetary Denials and Formal Monetary Denials of
 Unemployment Insurance Benefits, West Virginia, by Week, April and May 1998

<u>Week Ending</u>	<u>Counter Denials</u>	<u>Formal Monetary Denials</u>
April 4	61	45
April 10	105	107
April 17	103	67
April 24	92	60
May 1	62	55
May 8	82	54
May 15	75	51
May 12	83	55
May 29	89	57
Nine-week Total	752	551

Source: West Virginia Bureau of Employment Programs.

Table 4-1
Denial Case Error Rates by State and Type
(percentage erroneous denials with frequencies in parentheses)

State	Denial Type		
	Monetary	Separation	Nonseparation
Nebraska	10.1 (20/198)	4.0 (8/200)	14.0 (28/200)
New Jersey	12.6 (23/182)	11.3 (22/195)	14.4 (28/195)
South Carolina	23.4 (45/192)	5.0 (10/200)	18.5 (37/200)
West Virginia	15.1 (19/126)	3.4 (7/208)	6.8 (14/206)
Wisconsin	18.2 (37/203)	19.7 (40/203)	21.7 (44/203)
All Five Pilot States	16.0 (144/901)	8.7 (87/1,006)	15.0 (151/1,004)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998. Missing cases excluded.

Table 4-2

Accuracy of Monetary Denials, by State and Reason for Denial
(frequencies with row percentages in parentheses)

A. All five pilot states

Reason	Accuracy of denial		
	<u>improper</u>	<u>proper</u>	<u>Total</u>
Sufficient wages/hours/weeks/days	0 (0)	3 (100)	3 (100)
Insufficient wages	98 (14)	585 (68)	683 (100)
Insufficient hours/weeks/days	1 (100)	0 (0)	1 (100)
Failure of high quarter wage test	26 (17)	125 (83)	151 (100)
Failed transitional work requirement	12 (27)	32 (73)	44 (100)
Other	7 (37)	12 (63)	19 (100)
Total	144 (16)	757 (84)	901 (100)

B. Nebraska

Reason	Accuracy of denial		
	<u>improper</u>	<u>proper</u>	<u>Total</u>
Insufficient wages	19 (10)	173 (90)	192 (100)
Insufficient hours/weeks/days	1 (100)	0 (0)	1 (100)
Other	0 (0)	5 (100)	5 (100)
Total	20 (10)	178 (90)	198 (100)

C. New Jersey

Reason	Accuracy of denial		
	<u>improper</u>	<u>proper</u>	<u>Total</u>
Sufficient wages/hours/weeks/days	0 (0)	2 (100)	2 (100)
Insufficient wages	21 (12)	154 (88)	175 (100)
Failed transitional work requirement	0 (0)	2 (100)	2 (100)
Other	2 (67)	1 (33)	3 (100)
Total	23 (13)	159 (87)	182 (100)

D. South Carolina

Reason	Accuracy of denial		
	<u>improper</u>	<u>proper</u>	<u>Total</u>
Insufficient wages	22 (22)	78 (78)	100 (100)
Failure of high quarter wage test	22 (25)	66 (75)	88 (100)
Failed transitional work requirement	0 (0)	1 (100)	1 (100)
Other	1 (33)	2 (67)	3 (100)
Total	45 (23)	147 (77)	192 (100)

Table 4-2 (continued)
 Accuracy of Monetary Denials, by State and Reason for Denial
 (frequencies with row percentages in parentheses)

E. West Virginia

Reason	Accuracy of denial		
	improper	proper	Total
Sufficient wages/hours/weeks/days	0 (0)	1 (100)	1 (100)
Insufficient wages	19 (18)	89 (82)	108 (100)
Failure of high quarter wage test	0 (0)	1 (100)	1 (100)
Failed transitional work requirement	0 (0)	15 (100)	15 (100)
Other	0 (0)	1 (100)	1 (100)
Total	19 (15)	107 (85)	126 (100)

F. Wisconsin

Reason	Accuracy of denial		
	improper	proper	Total
Insufficient wages	17 (16)	91 (84)	108 (100)
Failure of high quarter wage test	4 (6)	58 (94)	62 (100)
Failed transitional work requirement	12 (46)	14 (54)	26 (100)
Other	4 (57)	3 (43)	7 (100)
Total	37 (18)	166 (82)	203 (100)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998.

Table 4-3
Accuracy of Separation Denials, by State and Reason for Denial
(frequencies with row percentages in parentheses)

A. All five pilot states

Reason	Accuracy of denial		Total
	improper	proper	
No separation issue	1 (100)	0 (00)	1 (100)
Lack of work	1 (33)	2 (67)	3 (100)
Voluntary quit	56 (9)	548 (91)	604 (100)
Discharge	26 (7)	362 (93)	388 (100)
Not separated (e.g., job attached, leave of absence)	3 (30)	7 (70)	10 (100)
Total	87 (9)	919 (91)	1006 (100)

B. Nebraska

Reason	Accuracy of denial		Total
	improper	proper	
Lack of work	0 (0)	2 (100)	2 (100)
Voluntary quit	7 (5)	143 (95)	150 (100)
Discharge	1 (2)	47 (98)	48 (100)
Total	8 (4)	192 (96)	200 (100)

C. New Jersey

Reason	Accuracy of denial		Total
	improper	proper	
No separation issue	1 (100)	0 (00)	1 (100)
Lack of work	1 (100)	0 (00)	1 (100)
Voluntary quit	12 (11)	100 (89)	112 (100)
Discharge	7 (9)	69 (91)	76 (100)
Not separated (e.g., job attached, leave of absence)	1 (20)	4 (80)	5 (100)
Total	22 (1)	173 (89)	195 (100)

D. South Carolina

Reason	Accuracy of denial		Total
	improper	proper	
Voluntary quit	5 (6)	77 (94)	82 (100)
Discharge	5 (4)	113 (96)	118 (100)
Total	10 (5)	190 (95)	200 (100)

E. West Virginia

Reason	Accuracy of denial		Total
	improper	proper	
Voluntary quit	4 (3)	119 (97)	123 (100)
Discharge	3 (4)	82 (96)	85 (100)
Total	7 (3)	201 (97)	208 (100)

Table 4-3 (continued)
 Accuracy of Separation Denials, by State and Reason for Denial
 (frequencies with row percentages in parentheses)

F. Wisconsin

Reason	Accuracy of denial		Total
	improper	proper	
Voluntary quit	28 (20)	109 (80)	137 (100)
Discharge	10 (16)	51 (84)	61 (100)
Not separated (e.g., job attached, leave of absence)	2 (40)	3 (60)	5 (100)
Total	40 (20)	163 (80)	203 (100)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998.

Table 4-4
 Accuracy of Nonseparation Denials by State and Reason for Denial
 (frequencies with row percentages in parentheses)

A. All five pilot states

Reason	Accuracy of denial		Total
	improper	proper	
No nonseparation issue	0 (0)	2 (100)	2 (100)
Able issue	12 (10)	108 (90)	120 (100)
Available issue	37 (16)	199 (84)	236 (100)
Work search issue	7 (10)	64 (90)	71 (100)
Disqualifying/unreported income	46 (25)	139 (75)	185 (100)
Refusal of work	3 (17)	15 (83)	18 (100)
Reporting/registration violation	36 (12)	263 (88)	299 (100)
Other	10 (14)	63 (86)	73 (100)
Total	151 (15)	853 (85)	1004 (100)

B. Nebraska

Reason	Accuracy of denial		Total
	improper	proper	
No nonseparation issue	0 (0)	2 (100)	2 (100)
Able issue	1 (9)	10 (91)	11 (100)
Available issue	2 (13)	13 (87)	15 (100)
Work search issue	0 (0)	10 (100)	10 (100)
Disqualifying/unreported income	18 (27)	47 (72)	65 (100)
Reporting/registration violation	5 (6)	78 (94)	83 (100)
Other	2 (14)	12 (86)	14 (100)
Total	28 (14)	172 (86)	200 (100)

C. New Jersey

Reason	Accuracy of denial		Total
	improper	proper	
Able issue	2 (6)	29 (94)	31 (100)
Available issue	9 (12)	65 (88)	74 (100)
Work search issue	0 (0)	5 (100)	5 (100)
Disqualifying/unreported income	1 (100)	0 (0)	1 (100)
Refusal of work	0 (0)	2 (100)	2 (100)
Reporting/registration violation	14 (19)	61 (81)	75 (100)
Other	2 (29)	5 (71)	7 (100)
Total	28 (14)	167 (86)	195 (100)

Table 4-4 (continued)

Accuracy of Nonseparation Denials by State and Reason for Denial
(frequencies with row percentages in parentheses)

D. South Carolina

Reason	Accuracy of denial		Total
	improper	proper	
Able issue	4 (9)	40 (91)	42 (100)
Available issue	4 (11)	33 (89)	37 (100)
Work search issue	5 (17)	24 (83)	29 (100)
Disqualifying/unreported income	15 (36)	27 (64)	42 (100)
Refusal of work	1 (20)	4 (80)	5 (100)
Reporting/registration violation	6 (16)	31 (84)	37 (100)
Other	2 (33)	4 (67)	6 (100)
Total	37 (19)	163 (82)	200 (100)

E. West Virginia

Reason	Accuracy of denial		Total
	improper	proper	
Able issue	1 (6)	17 (94)	18 (100)
Available issue	3 (5)	53 (95)	56 (100)
Work search issue	1 (8)	11 (92)	12 (100)
Disqualifying/unreported income	2 (6)	30 (94)	32 (100)
Refusal of work	1 (11)	8 (89)	9 (100)
Reporting/registration violation	5 (9)	53 (91)	58 (100)
Other	1 (5)	20 (95)	21 (100)
Total	14 (7)	192 (93)	206 (100)

F. Wisconsin

Reason	Accuracy of denial		Total
	improper	proper	
Able issue	4 (25)	12 (75)	16 (100)
Available issue	19 (35)	35 (65)	54 (100)
Work search issue	1 (7)	14 (93)	15 (100)
Disqualifying/unreported income	10 (22)	35 (78)	45 (100)
Refusal of work	1 (50)	1 (50)	2 (100)
Reporting/registration violation	6 (13)	40 (87)	46 (100)
Other	3 (12)	22 (88)	25 (100)
Total	44 (22)	159 (78)	203 (100)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998.

Table 4-10A
 Monetary Denial Case Error Rates, Unadjusted and Adjusted for Appeals,
 Redeterminations, and Agency Resolution of Issues, by State
 (percentage erroneous denials with frequencies in parentheses)

State	(1) Error rate unadjusted	Error Rate Adjusted for:		
		(2) Appeals & re- determinations	(3) Agency resolution	(4) All factors
Nebraska	10.1 (20/198)	10.1 (20/198)	9.6 (19/198)	9.6 (19/198)
New Jersey	12.6 (23/182)	12.6 (23/182)	8.2 (15/182)	8.2 (15/182)
South Carolina	23.4 (45/198)	23.4 (45/198)	16.2 (31/192)	16.2 (31/192)
West Virginia	15.1 (19/126)	15.1 (19/126)	13.5 (17/126)	13.5 (17/126)
Wisconsin	18.2 (37/203)	18.2 (37/203)	9.4 (19/203)	9.4 (19/203)
All Five Pilot States	16.0 (144/901)	16.0 (144/901)	11.2 (101/901)	11.2 (101/901)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998. Missing cases excluded.

Table 4-10B
 Separation Denial Case Error Rates, Unadjusted and Adjusted for Appeals,
 Redeterminations, and Agency Resolution of Issues, by State
 (percentage erroneous denials with frequencies in parentheses)

State	(1) Error rate unadjusted	Error Rate Adjusted for:		
		(2) Appeals & re- determinations	(3) Agency resolution	(4) All factors
Nebraska	4.0 (8/200)	3.5 (7/200)	4.0 (8/200)	3.5 (7/200)
New Jersey	11.3 (22/195)	7.2 (14/195)	9.7 (19/195)	6.2 (12/195)
South Carolina	5.0 (10/200)	3.0 (6/200)	4.0 (8/200)	3.0 (6/200)
West Virginia	3.4 (7/208)	2.9 (6/208)	3.4 (7/208)	2.9 (6/208)
Wisconsin	19.7 (40/203)	17.2 (35/203)	18.7 (38/203)	16.3 (33/203)
All Five Pilot States	8.7 (87/1,006)	6.8 (68/1,006)	8.0 (80/1,006)	6.4 (64/1,006)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998. Missing cases excluded.

Table 4-10C

Nonseparation Denial Case Error Rates, Unadjusted and Adjusted for Appeals, Redeterminations, and Agency Resolution of Issues, by State
(percentage erroneous denials with frequencies in parentheses)

State	(1) Error rate unadjusted	Error Rate Adjusted for:		
		(2) Appeals & re- determinations	(3) Agency resolution	(4) All factors
Nebraska	14.0 (28/200)	14.0 (28/200)	13.5 (27/200)	13.5 (27/200)
New Jersey	14.4 (28/195)	12.3 (24/195)	13.9 (27/195)	11.8 (23/195)
South Carolina	18.5 (37/200)	18.0 (36/200)	17.5 (35/200)	17.0 (34/200)
West Virginia	6.8 (14/206)	6.3 (13/206)	6.3 (13/206)	5.8 (12/206)
Wisconsin	21.7 (44/203)	20.2 (41/203)	17.7 (36/203)	16.3 (33/203)
All Five Pilot States	15.0 (151/1,004)	14.1 (142/1,004)	13.8 (138/1,004)	12.9 (129/1,004)

Source: Tabulated from Denied Claims Accuracy Pilot records for September 1997 through September 1998. Missing cases excluded.

Table 4-11
 Combined Wage Claims and Denial Case Error Rates,
 by Type of Investigation and State

	<u>Number of Cases</u>	<u>Percent CWC</u>	<u>Error Rate (percent)</u>	
			<u>CWC</u>	<u>Non-CWC</u>
Monetary Investigations				
Nebraska	198	5.6	36.4	8.6
New Jersey	182	0.0	--	12.6
South Carolina	192	2.1	25.0	23.4
West Virginia	126	13.5	76.5	5.5
Wisconsin	203	4.4	11.1	18.7
All Five Pilot States	901	4.6	46.3	14.5
Separation Investigations				
Nebraska	200	4.5	0.0	4.2
New Jersey	195	3.6	14.3	11.2
South Carolina	200	3.5	14.3	4.7
West Virginia	208	8.7	0.0	3.7
Wisconsin	203	2.0	25.0	19.6
All Five Pilot States	1,006	4.4	6.7	8.7
Nonseparation Investigations				
Nebraska	200	1.5	0.0	14.2
New Jersey	195	3.6	14.3	14.4
South Carolina	200	2.0	25.0	18.4
West Virginia	206	5.3	0.0	7.2
Wisconsin	203	1.0	0.0	21.9
All Five Pilot States	1,004	2.7	7.4	15.3

Source: Tabulations of variables for Combined Wage Claims in DCA subsystem data base.

Table 4-12

Response Rates and Methods Used to Obtain Information in DCA Investigations,
by Type of Investigation and State

	Method Used to Obtain Information			
	<u>In-person</u>	<u>Telephone</u>	<u>Mail</u>	<u>Nonresponse</u>
Monetary Investigations				
Nebraska	4.0	48.0	12.6	35.4
New Jersey	7.7	13.7	21.4	57.1
South Carolina	46.9	50.0	0.5	2.6
West Virginia	0.8	31.0	46.8	21.4
Wisconsin	51.2	19.2	6.9	22.7
Separation Investigations				
Nebraska	8.0	55.0	13.5	23.5
New Jersey	28.2	31.8	18.5	21.5
South Carolina	67.0	30.0	0.0	3.0
West Virginia	2.9	31.7	42.3	23.1
Wisconsin	48.8	17.7	7.4	26.1
Nonseparation Investigations				
Nebraska	3.0	61.0	15.5	20.5
New Jersey	20.0	26.7	21.5	31.8
South Carolina	62.0	36.5	0.0	1.5
West Virginia	3.9	17.5	61.2	17.5
Wisconsin	51.2	23.2	8.4	17.2

Source: Tabulations of variable for "primary method claimant information obtained" in DCA subsystem data base.

Table 4-13

Denial Case Error Rates by Whether Information Was Obtained from the Claimant,
Type of Investigation and State

(Error rates in percent with frequencies in parentheses)

	<u>Information Obtained</u>	<u>No response</u>
Monetary Investigations		
Nebraska	10.9 (14/128)	8.6 (6/70)
New Jersey	18.0 (14/78)	8.6 (9/104)
South Carolina	24.1 (45/187)	0.0 (0/5)
West Virginia	15.2 (15/99)	14.8 (4/27)
Wisconsin	22.3 (35/157)	4.4 (2/46)
Separation Investigations		
Nebraska	5.2 (8/153)	0.0 (0/47)
New Jersey	11.8 (18/153)	9.5 (4/42)
South Carolina	5.2 (10/194)	0.0 (0/6)
West Virginia	4.4 (7/160)	0.0 (0/48)
Wisconsin	20.7 (31/150)	17.0 (9/53)
Nonseparation Investigations		
Nebraska	15.1 (24/159)	9.8 (4/41)
New Jersey	17.3 (23/133)	8.1 (5/62)
South Carolina	18.8 (37/197)	0.0 (0/3)
West Virginia	7.1 (12/170)	5.6 (2/36)
Wisconsin	20.8 (35/168)	25.7 (9/35)

Source: Tabulations of variable for "primary method claimant information obtained" and "action flag" in DCA subsystem data base.

Table 4-14

Crosstabulations of Separation Denial Accuracy by Modified QPI Pass/Fail
(frequencies with row percentages in parentheses)

A. All five pilot states

DCA finding	QPI score		Total
	fail	pass	
Improper denial	54 (67)	27 (33)	81 (100)
Proper denial	233 (28)	603 (72)	836 (100)
Total	287 (31)	630 (69)	917 (100)

B. Nebraska

DCA finding	QPI score		Total
	fail	pass	
Improper denial	7 (88)	1 (13)	8 (100)
Proper denial	48 (25)	141 (75)	189 (100)
Total	55 (28)	142 (72)	197 (100)

C. New Jersey

DCA finding	QPI score		Total
	fail	pass	
Improper denial	19 (95)	1 (5)	20 (100)
Proper denial	100 (59)	69 (41)	169 (100)
Total	119 (63)	70 (37)	189 (100)

D. South Carolina

DCA finding	QPI score		Total
	fail	pass	
Improper denial	5 (50)	5 (50)	10 (100)
Proper denial	24 (13)	166 (87)	190 (100)
Total	29 (15)	171 (86)	200 (100)

E. West Virginia

DCA finding	QPI score		Total
	fail	pass	
Improper denial	2 (40)	3 (60)	5 (100)
Proper denial	22 (18)	103 (82)	125 (100)
Total	24 (18)	106 (82)	130 (100)

F. Wisconsin

DCA finding	QPI score		Total
	fail	pass	
Improper denial	21 (55)	17 (45)	38 (100)
Proper denial	39 (24)	124 (76)	163 (100)
Total	60 (30)	141 (70)	201 (100)

Source: Tabulated from Denied Claims Accuracy Pilot records.

Table 4-15
 Crosstabulations of Nonseparation Denial Accuracy by Modified QPI Pass/Fail
 (frequencies with row percentages)

A. All five pilot states

DCA finding	QPI score		Total
	fail	pass	
Improper denial	78 (55)	65 (45)	143 (100)
Proper denial	161 (21)	607 (79)	768 (100)
Total	239 (26)	672 (74)	911 (100)

B. Nebraska

DCA finding	QPI score		Total
	fail	pass	
Improper denial	20 (80)	5 (20)	25 (100)
Proper denial	29 (17)	139 (83)	168 (100)
Total	49 (25)	144 (75)	193 (100)

C. New Jersey

DCA finding	QPI score		Total
	fail	pass	
Improper denial	20 (71)	8 (29)	28 (100)
Proper denial	50 (30)	114 (70)	164 (100)
Total	70 (36)	122 (64)	192 (100)

D. South Carolina

DCA finding	QPI score		Total
	fail	pass	
Improper denial	16 (43)	21 (57)	37 (100)
Proper denial	35 (21)	128 (79)	163 (100)
Total	51 (26)	149 (75)	200 (100)

E. West Virginia

DCA finding	QPI score		Total
	fail	pass	
Improper denial	3 (27)	8 (73)	11 (100)
Proper denial	21 (18)	97 (82)	118 (100)
Total	24 (19)	105 (81)	129 (100)

F. Wisconsin

DCA finding	QPI score		Total
	fail	pass	
Improper denial	19 (45)	23 (55)	42 (100)
Proper denial	26 (17)	129 (83)	155 (100)
Total	45 (23)	152 (77)	197 (100)

Source: Tabulated from Denied Claims Accuracy Pilot records.

Table 4-16
 Appeals by Finding of DCA Investigation and by Result of QPI Assessment:
 Separation Determinations
 (frequencies with row percentages in parentheses)

<u>Finding of DCA Investigation</u>	<u>Not appealed</u>	<u>Appealed</u>	<u>Total</u>
Denial Erroneous	63 (72%)	24 (28%)	87 (100%)
Denial Proper	769 (84%)	150 (16%)	919 (100%)
<u>Result of QPI Assessment</u>	<u>Not appealed</u>	<u>Appealed</u>	<u>Total</u>
Failed QPI	228 (78%)	63 (22%)	291 (100%)
Passed QPI	539 (85%)	94 (15%)	633 (100%)

Source: Tabulated from Denied Claims Accuracy Pilot records.

Table 4-17

Appeals by Finding of DCA Investigation and by Result of QPI Assessment:
 Nonseparation Determinations
 (frequencies with row percentages in parentheses)

<u>Finding of DCA Investigation</u>	<u>Not appealed</u>	<u>Appealed</u>	<u>Total</u>
Denial Erroneous	138 (91%)	13 (9%)	151 (100%)
Denial Proper	795 (93%)	58 (7%)	853 (100%)
<u>Result of QPI Assessment</u>	<u>Not appealed</u>	<u>Appealed</u>	<u>Total</u>
Failed QPI	216 (90%)	24 (10%)	240 (100%)
Passed QPI	632 (94%)	43 (6%)	675 (100%)

Source: Tabulated from Denied Claims Accuracy Pilot records.

Table 4-18

Components of QPI as a Predictor of Denied Claims Accuracy

(Ordinary least squares estimates with standard errors in parentheses; dependent variable equals 1 if denial was correct, 0 if incorrect)

Component of QPI	Type of Denial	
	Separation	Nonseparation
Claimant information adequate	-0.116 (0.029)**	-0.072 (0.033)*
Employer information adequate	-0.023 (0.027)	0.012 (0.041)
Other information adequate	0.166 (0.034)**	0.093 (0.039)*
Rebuttal opportunity provided	-0.041 (0.017)*	-0.010 (0.036)
Provisions of law and policy met	0.228 (0.031)**	0.200 (0.035)**
Written determination adequate	0.039 (0.022)	0.076 (0.028)**
Constant	0.708 (0.037)**	0.610 (0.055)**
Number of observations	902	895
R-squared	0.15	0.14

Notes: Dependent variable is a dummy variable equal to 1 if the denial was correct, 0 otherwise.

* denotes significance at 5% level; ** denotes significance at 1% level.

Table 4-19

Relationships between Characteristics of Claimants and the Likelihood of Proper Denial: Regression Analysis

(Ordinary least squares estimates with standard errors in parentheses; dependent variable equals 1 if denial was correct, 0 if incorrect)

<u>Independent variable</u>	<u>Type of Investigation</u>		
	<u>Monetary</u>	<u>Separation</u>	<u>Nonseparation</u>
Age	-0.003 (0.001)*	-0.002 (0.001)	0.001 (0.001)
Male	-0.065 (0.034)	-0.005 (0.023)	0.031 (0.028)
U.S. citizen	0.007 (0.111)	-0.126 (0.066)	0.087 (0.078)
Ethnicity:			
Black	0.044 (0.041)	0.003 (0.026)	-0.007 (0.036)
Hispanic	-0.039 (0.073)	-0.084 (0.057)	-0.068 (0.069)
American Indian	-0.209 (0.225)	-0.401 (0.201)*	-0.137 (0.207)
Asian/Pacific Islander	-0.008 (0.157)	0.042 (0.131)	0.004 (0.099)
Caucasian	ref	ref	ref
Schooling:			
less than high school	-0.006 (0.038)	-0.003 (0.028)	0.007 (0.037)
some college	0.055 (0.051)	-0.014 (0.030)	0.011 (0.036)
college degree	0.003 (0.066)	-0.055 (0.038)	-0.021 (0.043)
high school graduate	ref	ref	ref
Wage in usual job:			
less than \$6/hr	0.166 (0.059)**	-0.017 (0.038)	-0.014 (0.047)
\$6 to \$7/hr	0.136 (0.064)*	0.008 (0.040)	0.008 (0.049)
\$7 to \$9/hr	-0.003 (0.059)	-0.032 (0.034)	-0.076 (0.041)
\$9 to \$12/hr	0.029 (0.063)	0.002 (0.036)	-0.064 (0.040)
greater than \$12/hr			
State:			
New Jersey	-0.019 (0.049)	0.089 (0.033)**	0.042 (0.042)
South Carolina	-0.115 (0.046)*	0.145 (0.033)**	-0.005 (0.041)
West Virginia	0.069 (0.050)	0.162 (0.031)**	0.110 (0.039)**
Wisconsin	ref	ref	ref

Table 4-19 (continued)

<u>Independent variable</u>	<u>Type of Investigation</u>		
	<u>Monetary</u>	<u>Separation</u>	<u>Nonseparation</u>
Combined wage claim	-0.437 (0.081)**	na	na
Separation issues:			
Voluntary quit	na	-0.003 (0.022)	na
Other separation issue	na	-0.401 (0.098)**	na
Discharge	na	ref	na
Nonseparation issues:			
available issue	na	na	-0.057 (0.044)
work search issue	na	na	-0.022 (0.059)
disqualifying income	na	na	-0.129 (0.053)*
refusal of work	na	na	-0.100 (0.094)
reporting/registration violation	na	na	-0.065 (0.044)
other nonseparation issue	na	na	-0.036 (0.063)
able issue	ref	ref	ref
Constant	0.867 (0.146)**	1.008 (0.088)**	0.777 (0.108)**
Number of observations	569	733	733
R-squared	0.13	0.09	0.05

Notes: Standard errors in parentheses.

* denotes significance at 5% level; ** denotes significance at 1% level.

"ref" denotes reference category in a set of dummy variables.

"na" denotes variable not included in the equation.

-- denotes variable dropped because there are no corresponding observations in the sample.

Table 6-1
 Staff Hours Spent per Investigation of Denied Claims Accuracy, by Type of Denial, Five
 DCA Pilot Project States

<u>State</u>	<u>Type of Denial</u>			<u>Total Hours Charged to DCA Pilot</u>
	<u>Monetary</u>	<u>Separation</u>	<u>Nonseparation</u>	
Nebraska	4.1	3.9	4.3	3,692.5
New Jersey	9-11	9-11	9-11	--
South Carolina	--	--	--	--
West Virginia	3.8	3.8	3.8	4,720
Wisconsin	9.4	8.4	8.4	--

Sources: Nebraska estimates are from Joyce (1998); New Jersey estimates are verbal estimates provided during the site visit; West Virginia estimates on hours per investigation are verbal estimates provided during the site visit; West Virginia data on total hours charged are from Redden (1998); Wisconsin estimates are from Mand (1998).

Notes: New Jersey's and West Virginia's estimates are for all three types of denial investigations combined. West Virginia also noted that some staff stopped charging hours to the DCA Pilot Project when it was determined that more time was being charged than was allocated.

Table 7-1

Summary of Denial Case Error Rates by Type, Unadjusted and Adjusted for Appeals, Redeterminations, and Agency Resolution, 1997-98 and 1987 Denials Pilot Projects (percentage erroneous denials for all pilot states with five-state range in parentheses)

<u>Type of Denial</u>	(1) <u>Error rate (%)</u> <u>unadjusted</u>	<u>Error Rate (%) Adjusted for:</u>		
		(2) <u>Appeals & re-</u> <u>determinations</u>	(3) <u>Agency</u> <u>resolution</u>	(4) <u>All factors</u>
1997-98 Pilot				
Monetary	16.0 (10 - 23)	16.0 (10 - 23)	11.2 (8 - 16)	11.2 (8 - 16)
Separation	8.7 (3 - 20)	6.8 (3 - 17)	8.0 (3 - 19)	6.4 (3 - 16)
Nonseparation	15.0 (7 - 22)	14.1 (6 - 20)	13.8 (6 - 18)	12.9 (6 - 17)
1987 Pilot				
Monetary	23 (10 - 36)	16 (7 - 33)	na	na
Separation	15 (5 - 29)	9 (2 - 25)	na	na
Nonseparation	14 (7 - 23)	11 (6 - 21)	na	na

Source: Tables 1-5, 4-10A, 4-10B, and 4-10C.

Table 7-2
 Erroneous Denials for which Agency Was Responsible, by Type, 1997-98 and 1987
 Denials Pilot Projects
 (percentage of errors for which agency was responsible)

Type of Denial	Five-State Average (%)		Five-State Range (%)	
	Agency alone	Agency jointly	Agency alone	Agency jointly
1997-98 Pilot				
Monetary	33	46	15-61	32 - 74
Separation	66	78	50-88	60 - 100
Nonseparation	67	79	52-86	68 - 100
1987 Pilot				
Monetary	27	na	20-33	na
Separation	73	na	47-100	na
Nonseparation	71	na	48-93	na

Note: Results from the 1987 and 1997-98 pilots are not directly comparable because in 1987, responsibility was assigned to a single party, whereas in 1997-98, responsibility could be assigned either to a single party or jointly to multiple parties.

Source: Tables 1-6 and 4-5.

Table 7-3

Crosstabulations of Separation and Nonseparation Denial Accuracy by Modified QPI Pass/Fail, All Five Pilot States
(frequencies with row percentages)

A. Separation Denial Accuracy by Modified QPI Pass/Fail

DCA finding	QPI score		Total
	fail	pass	
Improper denial	54 (67)	27 (33)	81 (100)
Proper denial	233 (28)	603 (72)	836 (100)
Total	287 (31)	630 (69)	917 (100)

B. Nonseparation Denial Accuracy by Modified QPI Pass/Fail

DCA finding	QPI score		Total
	fail	pass	
Improper denial	78 (55)	65 (45)	143 (100)
Proper denial	161 (21)	607 (79)	768 (100)
Total	239 (26)	672 (74)	911 (100)

Source: Tables 4-14 and 4-15.