

# **CHAPTER V**

## **THE DATA COLLECTION ELEMENTS**

## V. THE DATA COLLECTION ELEMENTS

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The following twenty-four elements comprise the DCI. Criteria and instructions are provided below for recording the outcome of each element for each case selected in the sample.

Please note that each of the four "skeleton" or sample validation fields is identified. Because the "skeleton" fields must be pre-filled in order to determine the validity of the sample **PRIOR** to assigning the cases to the review team, the reviewer cannot change the data in these fields. If any of the sample validation elements are found to be incorrect, the reviewer will record the element number and the correct data in the comments section of the DCI worksheet.

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**WARNING! These skeleton fields must be entered and "locked" into the SUN system to validate the sample PRIOR to assembling or reviewing the records for the quality review. Failure to do so could result in an invalid sample, requiring a second sample to be pulled.**



*Hint: Many states have the capability to pre-fill many other data elements on the DCI; this does not cause them to be skeleton fields.*

### **ELEMENT 1 - IDENTIFICATION # (*Skeleton field*)**

Enter the five (5) digit number that uniquely identifies the case by its sequence in the sample selected for review.

### **ELEMENT 2 - ISSUE CODE (*Skeleton field*)**

Enter the two (2) digit issue code that identifies the issue for the case selected. See DCI for applicable codes.

### **ELEMENT 3 - CASE MATERIAL FOUND (Y/N)?**

Enter the appropriate code to indicate whether case material for the selected case was found.

Enter:

**Y = YES** The case material was found.

**N = NO** The case material was not found. ***If the case material was not found, enter this code and stop the review of the case.***

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**CAUTION!** A copy of the written determination, by itself, does not establish that case materials were found.

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"Case Material Found" means there must be a copy of the determination notice and **all** or **some** of the case investigation material, (e.g., the factfinding documentation, claimant statement, facts from others, adjudicator notes from automated record, etc.) If you find **any part of the case record in addition to the written determination**, code the element **Y** (Yes), continue the review, and fail any elements for which documentation is missing. The case material may be completely paper documentation, completely annotated automated records, or any combination of the two.

#### **ELEMENT 4 - DATE ON THE DETERMINATION (*Skeleton field*)**

Enter the date (mmddyyyy) on the determination notice, or, if no notice was required, enter the date payment was authorized, waiting week credit was given, or an offset was applied.

This element is used to validate that the time lapse for this case was correctly reported on the ar9052 report.

#### **ELEMENT 5 - CORRECT DATE ON THE DETERMINATION (Y/N)?**

Enter:

**Y = YES** The evaluator determines, after reviewing the case material, that the SWA correctly recorded the date on the determination, or, if no notice was required, the date payment was authorized, waiting week credit was given, or an offset was applied.

**N = NO** The evaluator determines, after reviewing the case material, that the SWA incorrectly recorded the date on the determination, or, if no notice was required, the date payment was authorized, waiting week credit was given, or an offset was applied.

## ELEMENT 6 – CORRECTED DATE ON THE DETERMINATION

If element 5 is **Y**, leave this element blank

If element 5 is **N**, enter the correct date on the determination, or, if no notice was required, the date payment was authorized, waiting week credit was given, or an offset was applied.

## ELEMENT 7 – CORRECT ISSUE CODE (Y/N)?

Enter the appropriate code to indicate whether, based upon review of the case documentation, the issue code in element 2 was the correct issue to be adjudicated.

Enter:

**Y = YES** The correct issue was adjudicated.

**N = NO** Based on review of the case material, there was no issue, the issue was outside the scope of the review, or the incorrect issue was adjudicated.



**HINT:** *If the correct issue was adjudicated, but there was a data entry error in entering the issue code in the automated system, this element should be coded "Y." If the data entry error resulted in an incorrect written determination being issued, it will be addressed in the quality score.*

## ELEMENT 8 - CORRECTED ISSUE CODE

If element 7 is **Y**, leave this element blank.

If element 7 is **N**, enter the correct issue code.  
(See DCI for applicable codes.)

Enter:

**(a)** The code for the **correct** issue (other than "00" or "01") that should have been adjudicated;

- The alpha equivalent to "0" in elements 20 through 24; and



- The remaining elements necessary to complete data validation and time lapse data collection.

**HINT:** Entering the alpha equivalent to "0" in elements 20-24 signifies that the case has failed nonmonetary determination quality because the reviewer concluded that the incorrect issue was adjudicated.

**OR:**

(b) Enter "00" if it is established that either no issue existed or the determination sampled was one with no potential to adversely affect the claimant's benefit rights, (e.g., chargebacks or any uncontested earnings identified by BPC or New Hire crossmatches). **Stop the review of the case.**

**OR:**

(c) Enter "01" if the case selected is outside the scope of the review (e.g., non-master multi-claimant determinations, redeterminations, EB, DUA, TRA, or a data entry error caused an incorrect date of determination in the automated system). **Stop the review of the case.**

**Note:** Definitions for nonmonetary determinations, including multi-claimant determinations, from ETA Handbook 401, 207 Report (Nonmonetary Determination Activities) are described in Chapter II of this handbook.



**HINT:** Before an official ruling is made that there is no issue, or that the issue for the case selected is incorrect, or that the case is outside the scope of the review, or fails quality the case must be independently reviewed by two reviewers, and the outcomes compared. If the outcomes differ, the case is subject to an independent review by a third reviewer and to a reconciliation process for establishing the official outcome.

## **ELEMENT 9 - INTRASTATE CLAIM (Y/N)?**

Enter the appropriate code to indicate whether the case selected is an intrastate claim.

Enter:

**Y = YES** The case selected is an Intrastate claim.

**N = NO** The case selected is an Interstate liable claim.



**HINT:** Claim type is based on the status of the claim at the time the nonmonetary determination was issued.

**ELEMENT 10 - PROGRAM TYPE:      UI   UCFE   UCX**

Enter the program type as described below.

**UI** = A state program that provides benefits to individuals financed (1) wholly from state trust funds (UI) or (2) partially from state trust funds and partially from UCFE and/or UCX program funds (joint UI/UCFE, UI/UCX, UI/UCFE/UCX claim).

**UCFE** = A claim based wholly on Federal civilian service or partially on Federal civilian service and partially on Federal military service (UCFE/UCX).

**UCX** = A claim based wholly on Federal military service (UCX only).

**ELEMENT 11 - NONMONETARY DETERMINATION OUTCOME**

Enter the appropriate code to indicate the nonmonetary determination outcome.

Enter **A** if the determination **Allowed** benefits.

Enter **D** if the determination **Denied** benefits.

**ELEMENT 12 - OUTCOME REPORTED CORRECTLY (Y/N)?**

Enter the appropriate code to indicate whether the outcome was correctly reported in the automated system:

Enter:

**Y = YES** The evaluator determines, after reviewing the claimant history file and case file, that the outcome of the nonmonetary determination (Allowed or Denied) was correctly reported in the automated system for statistical reporting purposes.

**N = NO** The evaluator determines, after reviewing the claimant history file and case file, that the outcome of the nonmonetary determination (Allowed or Denied) was incorrectly reported in the automated system for statistical reporting purposes.



**HINT:** *If a claimant's benefits are denied or reduced, the outcome must be reported as a denial. An example of a reduction is a situation where a claimant is receiving a pension which reduces, but does not eliminate, the weekly benefit amount payable to the claimant. See ET Handbook 401, Section I-4-10, for an explanation of a denial of UI benefits.*

### **ELEMENT 13 - RESERVED FOR SWA USE ONLY**

An entry must be made in this field. However, the entry may be used to capture any information the SWA would like to have available for analysis, such as local office number, call center number, adjudicator identification, etc.

The field is limited to four alpha, numeric, or alpha-numeric characters.

The state may use the field to record a mixture of informational items, as in the following example:

- (1, 2) = The first two digits -- number of weeks paid during the review quarter. (01 through 13)
  
- (3) 1 = The employer returned the initial request for information.  
2 = The employer's representative returned the initial request for information.  
3 = The initial request for information was not returned.
  
- (4) 1 = The determination was appealed and upheld.

- 2 = The determination was appealed and overturned.
- 3 = The determination was not appealed.

The coding for a case might be 0033, indicating no weeks paid, the initial request for information was not returned, and the determination was not appealed. The individual elements of the field can be queried separately, as is done with elements in the Benefits Accuracy Measurement (BAM) database.

The information captured may be changed on a quarterly basis.

**ELEMENT 14 - WEEK ENDING (W/E) DATE OF FIRST WEEK AFFECTED BY THE DETERMINATION (Skeleton field)**

The entry in this field should be the ending date (mmddyyyy) of the first week affected by the nonmonetary determination, taken from the claimant's benefit history record and/or nonmonetary determination history file.

Enter the week ending date of the first week which is affected by the determination. The week ending date of the first week affected is determined by the effective date of the action (either denied or eligible).

The date of the first week affected cannot predate the effective date of the new, additional, or reopened claim.

**ELEMENT 15 - CORRECT WEEK ENDING (W/E) DATE (Y/N)?**

Enter the appropriate response after reviewing the claimant's benefit history file and nonmonetary determination history file.

Enter:

**Y = YES**      The week ending date was correctly reported.

**N = NO**        The week ending date was incorrectly reported.

**ELEMENT 16 - CORRECTED WEEK ENDING (W/E) DATE**

Leave this element blank if element 18 is **Y**.

If element 18 is **N**, enter the correct week ending date (mmddyyyy) of the first week affected by the determination.



## ELEMENT 17 – ISSUE DETECTION DATE

Enter, from SWA automated claimant or nonmonetary determination history file or import date for IB-1, the date (mmddyyyy) the SWA first became aware or should have become aware of the issue to which the nonmonetary determination applies. The first working date is the date to be entered. For example, if an issue is detected on a Sunday when the claimant is certifying for a week of benefits, the date to be entered as the issue detection date is the first working day following the certification. This would be the date the SWA had knowledge and control of the issue. This date is critical because it is used in the calculation of nonmonetary determination time lapse as reported on the ar9052.

The exception to the criteria is a case where the claimant fails to file a timely certification and state policy requires a week be claimed prior to making a determination. In such cases, the detection date for the original unresolved issue(s) is the date the claimant subsequently files an additional or reopened claim.

Issue detection date cannot precede issue occurrence date.

**Note:** Refer to ET Handbook 401, Unemployment Insurance Reports Handbook, for additional information regarding issue detection date.

## ELEMENT 18 – CORRECT ISSUE DETECTION DATE (Y/N)?

Enter:

**Y = YES** The evaluator determines, after reviewing the case material, that the SWA correctly recorded the issue detection date on the claimant and/or nonmonetary determination history file.

**N = NO** The evaluator determines, after reviewing the case material, that the SWA incorrectly recorded the issue detection date on the claimant and/or nonmonetary determination history file.

## ELEMENT 19 – CORRECTED ISSUE DETECTION DATE

Leave blank if element 15 is **Y**.

If element 15 is **N**, enter the correct issue detection date (mmddyyyy).

## ELEMENTS 20 THROUGH 24: NONMONETARY DETERMINATION QUALITY SCORING

**Factfinding** -- Elements 20 through 24 are the factfinding elements for the nonmonetary determination quality review. The burden to discover the reason for the claimant's separation from work and his/her eligibility for benefits rests with the state. The determination will be based on the application of the state law to the material facts obtained.

The intent of Element 20 (Claimant Information) and Element 21 (Employer Information) is to ensure that the adjudicator gathered (or made a reasonable attempt to gather) all the material facts—that is, the relevant and critical facts necessary to resolve the issue adjudicated. The material facts must be of sufficient quality and quantity to support the findings and rationale for the determination.

The adjudicator must also have gathered (or made a reasonable attempt to gather) all material facts from other parties (Element 22, Facts from Others), who possess information which is relevant and critical to resolve the issue adjudicated. These facts include, but are not limited to, labor market information, local commuting patterns, etc. Labor market information used in reaching a conclusion must be documented in the adjudicator's reasoning. The relevant and critical facts gathered from others, combined with the facts from the claimant and/or employer, should form the basis for the determination rendered.

In an effort to be more efficient, some states have implemented systems that issue nonmonetary determinations on certain limited issues solely on the basis of claimants' responses about their eligibility into an automated system without adjudicator intervention. Issues concerning a claimant's availability for work, or search for work, are often adjudicated in this manner in those states.

***Automated nonmonetary determinations must meet all quality guidelines outlined in Chapter V.*** Most importantly, facts must lead to only one conclusion on the issue; an adjudicator must intervene if they do not. The state also must ensure that:

- The factfinding contains all relevant and critical facts related to the issue, that the automated system confirms the claimant's response and gives the claimant an opportunity to change the response.
- The automated system advises the claimant that his/her response raises an issue that will affect UI entitlement.

Claimants' rights must be protected as states seek efficiencies through the use of automated systems. State agencies have responsibility for interpreting state UI eligibility requirements and cannot shift the burden to the claimant.

Documenting material facts is essential for a quality determination. There are

times, however, when necessary information is not available. Consequently, full credit will be given for an element when information was not obtained if the documentation establishes that a reasonable attempt was made to obtain the information.

For the purposes of this review, minimum criteria have been established to define a "reasonable attempt" to obtain the material facts from the parties to the claim. This also includes reasonable attempts to provide rebuttal opportunity when necessary. The minimum criteria defining "reasonable attempts" to obtain information in the factfinding process (including rebuttal opportunity) are described below.

Failure of the SWA to meet these minimum criteria causes the element to fail. Many SWAs employ procedures that exceed these minimum criteria and they are encouraged to continue to do so.

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**EVALUATION OF THE REASONABLE ATTEMPT CRITERIA IS TO BE SCORED IN ELEMENTS 20, 21 OR 22 ONLY WHEN THE ATTEMPTS TO CONTACT THE CLAIMANT, EMPLOYER, OR THIRD PARTY ARE NOT SUCCESSFUL.**

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### **MINIMUM CRITERIA TO SATISFY REASONABLE ATTEMPT(S) REQUIREMENTS**

All attempts made to obtain information from any claimant, employer, or third party must be documented, i.e., **RETRIEVABLE FROM A RECORDING OR WRITTEN DOWN IN THE FACTFINDING REPORT**. An attempt may be made by telephone or in writing (including e-mail or fax). Documentation must include the date, time, and name (and if appropriate, the title) of the individual who answered the telephone call, a copy of all correspondence written in the course of the investigation, and anything else which would establish the action taken.

If the attempt is in writing, the notice must advise that information is needed to determine an issue and that failure to respond by a certain date will result in a decision based on the information on file. The notice may or may not include questions. If questions are included, they will not be evaluated until they have been answered by the claimant, employer or third party. A copy of all correspondence written in the course of the investigation and documentation/evidence that supports the action taken must be present (or referenced) in the case file.

If a party fails to respond timely to a request for information made as part of the factfinding process, a determination may be issued based on available information even if subsequent adverse information is received from the other party.

If a claimant is advised by an automated system either by mail or by recorded message, that it is necessary to contact the SWA before benefits can be paid, it will be considered a reasonable attempt to obtain information.

Any deadline set for receipt of information before a determination is issued based on available evidence must be reasonable. Generally, if the information is being requested in writing by mail, this would be the number of days normally allotted by a SWA for other activities, e.g., 5 days, 7 days, or 10 days. If the information is being requested electronically by telephone, E-mail, or fax, the deadline should never be less than close of the next business day.

If a fax or e-mail has been successfully transmitted, it is treated as a telephone call for response time criteria.

For SWAs which notify claimants and employers in advance by mail/e-mail/fax that a factfinding interview will be held on a certain day during a specified time period, a reasonable attempt to obtain information will be considered to have been made if the notice advises: (1) the conditions under which the interview will be conducted, i.e., date, time, whether the interview will be in-person, by telephone, etc., (2) what options either party may pursue if unavailable on the scheduled date and/or time, and (3) that failure to participate will result in a decision based on the information on file.

For SWAs which do not schedule factfinding interviews in advance and the adjudicator **did not make telephone contact** with the claimant, employer, or third party, a reasonable attempt is considered to have been made only if a:

- **written request** is mailed, e-mailed, or faxed to the claimant's, employer's, or third party's mailing address, e-mail address, or fax number of record advising the affected party that information is needed to determine an issue and that a failure to respond to the request by a certain date will result in a decision based on the information on file; or
- **telephone message** is left with a responsible party who agreed to deliver it to the claimant, employer, or third party or a message was left on an answering machine or voice mail advising the recipient to contact the agency by a certain date to respond to the request for information. The message must include a date by which the individual must respond.

A request for information which was mailed to the address of record and is returned by the U.S. Postal Service as undeliverable is considered a reasonable attempt. A request for information which is returned by the claimant, employer or interested party with insufficient or missing information is not considered a reasonable attempt. The SWA must attempt to obtain the needed information.

A request made to an employer representative is treated the same as a request made directly with the employer.

These criteria are provided to evaluate the **attempt** made by the adjudicator to obtain needed information. The **quality** of the factfinding will be evaluated under the applicable factfinding element (20 through 24).

## **ELEMENT 20 - CLAIMANT INFORMATION**

The claimant must be given the opportunity to be heard and to present information on any potentially disqualifying issue or conflicting material facts from the employer or another party.

Enter **A (Adequate)** if:  
*15 points*

- (a) all of the **relevant and critical** claimant information (**the material facts**) was obtained and documented in the written record; or
- (b) some or all of the **relevant and critical** claimant information is missing, but the documentation establishes that the attempts to obtain the information met the criteria previously defined as reasonable.

Enter **I (Inadequate)** if:  
*10 points*

**some** of the relevant and critical claimant information is missing and there is no documentation to establish that the adjudicator met the reasonable attempt criteria to obtain the information.

Enter **N (Not Obtained)** if:  
*0 points*

- (a) none of the **relevant and critical** claimant information was obtained, and there is no documentation to indicate that the adjudicator met the reasonable attempt criteria to obtain it; or
- (b) element 7 is "**N**" and element 8 is *other than "00" or "01"*.

## ELEMENT 21 - EMPLOYER INFORMATION

Employer information is essential on eligible voluntary quit, discharge, refusal-of-work, and certain deductible income cases. Also, the employer must be given the opportunity to be heard and to refute information which could be adverse to the interests of the business. Employer information is not necessary for a voluntary quit if: (a) the claimant gives clearly disqualifying information, (b) state law does not provide for a more severe penalty for certain types of discharge and (c) the time period allowed for an employer to respond to the notice of initial claim has expired.

**The employer's failure to respond to a notice of initial claim filing does not absolve the SWA from further investigation.**

Enter "A" (**Adequate**) if:

*15 points*

- (a) all of the **relevant and critical** employer information (**the material facts**) was obtained and documented in the written record; or
- (b) some or all of the **relevant and critical** employer information is missing, but the documentation establishes that the attempts to obtain the information met the reasonable attempt(s) criteria.

Enter "I" (**Inadequate**) if:

*10 points*

some **relevant and critical** employer information is missing and there is no documentation to establish that the adjudicator met the reasonable attempt criteria to obtain the information.

Enter "N" (**Not Obtained**) if:

*0 points*

- (a) none of the **relevant and critical** employer information was obtained, and there is no documentation to indicate that the adjudicator met the reasonable attempts criteria to obtain it; or
- (b) element 7 is "N" and element 8 is other than "00" or "01."

Enter "X" (**not applicable**) if:

15 points

such information was neither **relevant and critical** nor applicable.

## **ELEMENT 22 - INFORMATION (FACTS) FROM OTHERS**

Often it is necessary to get relevant information from parties other than the claimant or the employer. "Others" includes, but is not limited to, physicians, union officials, school officials, public transportation officials, licensing agencies and other governmental agencies such as Welfare, Workers' Compensation, Employment Service (ES), and the United States Citizenship and Immigration Services (USCIS).

Enter "**A**" (**Adequate**) if:

15 points

- (a) all **relevant and critical** information (facts) from others (the material facts) was obtained and documented in the written record; or
- (b) some or all **relevant and critical** information from others is missing, but the documentation establishes that the attempts to obtain the information met the criteria previously defined as reasonable.

Enter "**I**" (**Inadequate**) if:

10 points

some of the **relevant and critical** information from others is missing and the documentation does not establish that the attempts to obtain the information met the criteria previously defined as reasonable.

Enter "**N**" (**Not Obtained**) if:

0 points

- (a) none of the **relevant and critical** information from others was obtained **and** there is no documentation to indicate that the adjudicator made reasonable attempts to obtain it; or
- (b) element 7 is "**N**" and element 8 is other than "**00**" or "**01**."

Enter "**X**" (**not applicable**) if:

15 points

such information was neither **relevant and critical** nor applicable.



**HINT:** *Relevant information may include, but is not limited to, labor market information, local commuting patterns, etc. Whatever labor market information is used in reaching a conclusion must be referenced in the adjudicator's reasoning.*

### **ELEMENT 23 - LAW AND POLICY CORRECTLY APPLIED**

The adjudicator must apply state law and policy pertaining to UI eligibility to the material facts obtained and documented in the case file. Law and policy establish whether, for example, a discharge was or was not for misconduct or whether a voluntary quit was or was not with good cause.

Enter "**M**" (**Meets**) if:  
45 points

all **relevant and critical** facts were obtained or a reasonable attempt was made to obtain them and the nonmonetary determination is clearly correct

Enter "**Q**" (**Questionable**) if:  
30 points

some of the **relevant and critical** facts were not obtained. In the absence of those facts, correct (or incorrect) application of law and policy cannot be established.

Enter "**W**" (**Does Not Meet**) if:  
0 points

- (a) all **relevant and critical** facts were obtained or a reasonable attempt was made to obtain them and the nonmonetary determination is clearly **incorrect**.
- (b) element 7 is "**N**" and element 8 is other than "**00**" or "**01**."





**HINT:** If there are any reductions in elements numbered 20, 21, or 22, "Q" (Questionable) is the only entry that can be made for Element No. 23.

Conversely, if elements 20,21,or 22 are all scored "A" (Adequate) or "X" (Not Applicable), Element No. 23 cannot be entered as Q" (Questionable) but must be entered as either "M" (Meets) or "W" (Wrong-Does Not Meet).

## **ELEMENT 24 - THE WRITTEN DETERMINATION**

The written determination communicates the SWA's determination to allow or deny UI benefits as a result of its factfinding investigation. Federal requirements mandate the issuance of a written determination notice to the claimant when benefits are denied (see Part V, par. 6013C (6) of the ES Manual). State law and policy define interested parties who must be issued a written determination. To allow the adversely affected party to decide whether or not to appeal the determination it must include: (1) a summary statement of the material facts (the determining fact(s) on which the determination is based), (2) the reason(s) for allowing or denying benefits, and (3) the conclusion or legal result of the decision.

The Federal Claim Determination Standard (CFR 602) and the ES Manual (Part V, Sections 6010-6015) require that the claimant must be given information with respect to his/her appeal rights. It follows then that the same appeals information must be provided to an employer who is deemed an interested party to the determination.

1. The following information must be included in the notice of determination to the interested parties:
  - (a) that they have the right to appeal, or if the state law requires or permits a protest or redetermination before an appeal, that they may protest, or request a redetermination; and
  - (b) the period within which the appeal, protest, or request for redetermination must be filed.
2. The following information must be included either in the notice of determination or in separate informational material referred to in the notice:
  - (a) the manner in which the appeal, protest or request for a redetermination must be filed, either by mail or in-person, and the place(s) where the appeal, protest, or request for redetermination can be mailed or filed/delivered in-hand;

(b) any circumstances which will extend the appeal, protest, or redetermination period (such as non-workdays, good cause, etc.) beyond the date stated in the notice of determination; and,

(c) where the party can obtain additional information and assistance about filing an appeal, protest, or request for redetermination.

Appropriate law and policy references cited in the formal written determination must be based on the facts contained in the factfinding records. This information must be provided to the parties when a formal written determination is issued. When a written determination notice is not required, the case documentation must cite the material facts and rationale for the determination. The written determination is **not** automatically scored down because Claimant Information, Employer Information, and/or Information from Others are scored down.

Enter "**A**" (**Adequate**) if:

*10 points*

- (a) the written determination presents:
  - (1) a summary statement of the documented material facts upon which the determination is based;
  - (2) the reasoning for allowing or denying benefits (or for accepting one set of facts over another, i.e., a credibility finding);
  - (3) the conclusion of law and the legal result, and,
  - (4) required appeal information is provided.
- (b) a written notice of determination is not required (an informal determination), and the case file has an adequate summary statement of the material facts and the reasoning for the determination is adequate to demonstrate that law and policy were correctly applied.

Enter "**I**" (**Inadequate**) if:

*5 points*

- (a) the summary statement of material facts and reasons for allowing or denying benefits does not show clearly why benefits are allowed or denied; or

- (b) all of the factfinding is simply transferred to the written determination rather than just the material facts pertinent to the issue; or
- (c) the adjudicator's reasoning statement is incomplete, thus not supporting the outcome; or
- (d) the written notice contains significant grammatical errors and/or misspelled words, or
- (e) a written determination was not issued to the employer when required; or
- (f) a written determination issued to the employer misstates chargeability; or
- (g) the required appeal information is not sufficient, or
- (h) a written notice of determination is not required (an informal determination), and the case file has an incomplete summary statement of the material facts found and/or the reasoning for the determination is incomplete to demonstrate that law and policy were correctly applied.

Enter "**W**" (**Completely Wrong**) if:

*0 points*

- (a) the determination clearly conflicts with state law and policy; or
- (b) the material facts cited in the written determination are not supported by the case documentation or the facts are distorted and/or confusing.
- (c) a written determination was not issued to the claimant when required; or
- (d) the required appeal information is missing, or
- (e) a written notice of determination is not required (an informal determination), and the case file lacks a summary statement of the material

facts found and/or lacks the reasoning for the determination to demonstrate that law and policy were correctly applied; or

- (f) element 4 is “N” and element 5 is other than "00" or "01.



**HINT:** If “W” (Completely Wrong) is entered for Written Determination, the entry for Element 23 (Law and Policy):

- Cannot be “M” (Meets)
- Must be “W” (Wrong-Does Not Meet) if entries for Elements 20-22 are “A”(Adequate) or “X”(Not Applicable) **or**
- Must be “Q”(Questionable) if entries for Elements 20-22 are other than “A”(Adequate) or “X”(Not Applicable)

## THE COMMENTS SECTION

Comments are required to be recorded on the hard copy of the DCI for use in discussion during the tripartite reviews. Each electronic DCI contains a comments section which allows the evaluator to provide an explanation of why an element did not conform to the data validation criteria and/or received less than the maximum pints allowed for the applicable nonmonetary determination quality elements. Identify the element number to which the comments apply and then record the comments at the conclusion of the quality review.