

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2014
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2012 – Mar 31, 2013	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2012 – Mar 31, 2013	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2012 – Mar 31, 2013	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2012 – Mar 31, 2013	75%	√	
Detection of Overpayments	BPC: Apr 1, 2010 – Mar 31, 2013; BAM: Oct. 1, 2009 – Sept. 30, 2012 If the rate is a result of improper administration of BAM and/or BPC	<50%	√	
		>95%		√
		>95%	√	
Average Age of Pending Lower Authority Appeals	Apr 1, 2012 – Mar 31, 2013	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2012 – Mar 31, 2013	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2012 – Mar 31, 2013	80%	√	
New Employer Status Determinations Time Lapse	Apr 1, 2012 – Mar 31, 2013	70%	√	
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2012– Dec 31, 2012	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2012 – Dec 31, 2012	←	√	
Facilitate Reemployment	1st Payments: October 1, 2011 to September 30, 2012 Reemployment: January 1, 2012 to December 31, 2012	Varies by State See Attached Table	√	
UI Integrity Measure – Benefit Year Earnings (BYE)	BAM batches 201201 to 201252 (Jan 1, 2012 – Dec 29, 2012)	Varies by State	√	
Effective Audit Measure	Jan 1, 2012 – Dec 31, 2012	Score >=7; and exceed all 4 factors	No CAP until FY 2015	√
Improper Payments Measure	BAM: Batches 201227 to 201326 (July 1, 2012 to June 29, 2013) BPC: July 1, 2012 – June 30, 2013	< 10%	No CAP until FY 2015	
UI Overpayment Recovery Measure	July 1, 2012 – June 30, 2013	55% (Increases to 58% in 2014)	No CAP until FY 2015	

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2014
State Quality Service Plan (SQSP) (cont'd)**

Secretary's Standards in Regulation	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness (IntraState 14/21 Days)	Apr 1, 2012 – Mar 31, 2013	87%	√	
First Payment Promptness (IntraState 35 Days)	Apr 1, 2012 – Mar 31, 2013	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2012 – Mar 31, 2013	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2012 – Mar 31, 2013	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2012 – Mar 31, 2013	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2012 – Mar 31, 2013	80%	√	

UI Programs, etc.	Measurement Period		CAP	Narrative
Data Validation ▪ Results not submitted by June 10, 2013	Apr 1, 2012 – Mar 31, 2013		√	
▪ Failing/incomplete submission by June 10, 2013	Apr 1, 2012 – Mar 31, 2013			√
Compliance with National Directory of New Hires matching requirements for BAM	Status as of March 31, 2013		√	
BAM operations not compliant with investigative and /or method and procedure requirements	Jan 1, 2012 – Dec 31, 2012		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2012 – Mar 31, 2013			√
TPS Sample Reviews	Apr 1, 2012 – Mar 31, 2013		√	
UI Program Integrity			To be addressed in the UI Integrity Action Plan	