

Attachment A

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2013
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2011 – Mar 31, 2012	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2011 – Mar 31, 2012	80% (combined score)	√	
Nonmonetary Determination Quality - Nonseparations	Apr 1, 2011 – Mar 31, 2012	75%	√	
Nonmonetary Determination Quality - Separations	Apr 1, 2011 – Mar 31, 2012	75%	√	
Detection of Overpayments	BPC: Apr 1, 2009 – Mar 31, 2012; BAM: Oct. 1, 2008 – Sept. 30, 2011 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, 2011 – Mar 31, 2012	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2011 – Mar 31, 2012	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2011 – Mar 31, 2012	80%	√	
New Employer Status Determinations Time Lapse	Apr 1, 2011 – Mar 31, 2012	70%	√	
Effective Audit Measure*	Jan 1, 2011 – Dec 31, 2011	Score >=7; and exceed all 4 factors	No CAP until FY 2015	√
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2011– Dec 31, 2011	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2011 – Dec 31, 2011	←	√	
TPS Sample Reviews**	Apr 1, 2011 – Mar 31, 2012		√	
Facilitate Reemployment	1st Payments: October 1, 2010 to September 30, 2011 Reemployment: January 1, 2011 to December 31, 2011	Varies by State See Attached Table	√	
UI Integrity Measure – Benefit Year Earnings (BYE)	Jan 1, 2012 – Dec 31, 2012	Varies by State	No CAP until FY 2014	

* States will be expected to submit a CAP for the Effective Audit Measure with the FY 2015 SQSP if their performance for the 2013 calendar year does not meet the ALP. A description of the Measure is in UIPL 3-11. For the FY 2013 SQSP, states are to address the Effective Audit Measure in the SQSP Narrative.

** To ensure compliance with Federal oversight and reporting requirements, a CAP will also be expected if a state does not conduct one or more of the 13 TPS sample reviews during the performance period. Tax functions that could not be sampled because the sample universe was invalid/corrupt (the sample contained less than 53 valid cases) will be counted as a failure. A CAP is not expected if a state identifies a universe that is too small to support a valid sample, or the Experience Rate sample, which is examined once every four years, is not expected. States can also request a temporary waiver from the Regional Office under certain circumstances. For example, a waiver may be granted if IT modernization efforts have temporarily affected a TPS universe.

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2013
State Quality Service Plan (SQSP) (con't)**

Secretary's Standards in Regulation	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness (IntraState 14/21 Days)	Apr 1, 2011 – Mar 31, 2012	87%	√	√
First Payment Promptness (IntraState 35 Days)	Apr 1, 2011 – Mar 31, 2012	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2011 – Mar 31, 2012	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2011 – Mar 31, 2012	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2011 – Mar 31, 2012	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2011 – Mar 31, 2012	80%	√	
Programs	Measurement Period		CAP	Narrative
Data Validation <ul style="list-style-type: none"> ▪ Results not submitted by June 10, 2011 	Apr 1, 2011 – Mar 31, 2012		√	
<ul style="list-style-type: none"> ▪ Failing/incomplete submission by June 10, 2011 	Apr 1, 2011 – Mar 31, 2012			√
Compliance with National Directory of New Hires matching requirements for BAM	Status as of March 31, 2012		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2011 – Mar 31, 2012			√