

Management Information Measures

Benefits Payment Timeliness Measures

1. Intrastate UI First Payments Timeliness, full weeks, within 35 days
2. Interstate UI First Payments Timeliness
3. UI First Payments Timeliness (Partials/Part Totals)
4. UCFE First Payments Timeliness
5. UCX First Payments Timeliness
6. Continued Weeks Payment Timeliness
7. Continued Weeks Payment Timeliness (Partials/Part Totals)
8. Workshare First Payments Timeliness
9. Workshare Continued Weeks Timeliness
10. Intrastate Separation Determinations Timeliness
11. Intrastate Nonseparation Determinations Timeliness
12. Interstate Separation Determinations Timeliness
13. Interstate Nonseparation Determinations Timeliness
14. UCFE/UCX Nonmonetary Determinations Timeliness
15. Nonmonetary Determinations Implementation Timeliness

Appeals Timeliness Measures

16. Implementation of Appeals Decision Timeliness
17. Lower Authority Appeals Timeliness – 45 Days
18. Lower Authority Appeals Timeliness – 90 Days
19. Higher Authority Appeals Timeliness – 75 Days
20. Higher Authority Appeals Timeliness – 150 Days
21. Lower Authority Appeals, Average Pending Case Age
22. Higher Authority Appeals, Average Pending Case Age

Combined Wage Claims Timeliness Measures

23. Combined Wage Claim Wage Transfer Timeliness
24. Combined Wage Claim Billing Timeliness
25. Combined Wage Claim Reimbursements Timeliness

Tax Timeliness Measures

26. Contributory Employer Report Filing Timeliness
27. Reimbursing Employer Report Filing Timeliness
28. Securing Delinquent Contributory Reports Timeliness
29. Securing Delinquent Reimbursing Reports Timeliness
30. Resolving Delinquent Contributory Reports Timeliness
31. Resolving Delinquent Reimbursing Reports Timeliness

Management Information Measures

- 32. Contributory Employer Payments Timeliness
- 33. Reimbursing Employer Payments Timeliness
- 34. Successor Status Determination Timeliness (within 90 days of Quarter Ending Date)
- 35. Successor Status Determination Timeliness (within 180 days of Quarter Ending Date)

Appeals Quality Measures

- 36. Lower Authority Appeals Due Process Quality

Tax Quality Measures

- 37. Delinquent Reports Resolution Quality
- 38. Collection Actions Quality
- 39. Turnover of Contributory Receivables to Tax Due
- 40. Turnover of Reimbursing Receivables to Tax Due
- 41. Write off of Contributory Receivables to Tax Due
- 42. Write off of Reimbursing Receivables to Tax Due
- 43. Contributory Accounts Receivable as a Proportion of Tax Due
- 44. Reimbursing Accounts Receivable as a Proportion of Tax Due
- 45. Field Audits Quality
- 46. Field Audit Penetration, Employers
- 47. Field Audit Penetration, Wages
- 48. Percent Change as a Result of Field Audit

Benefits Accuracy Measures

- 49. Paid Claim Accuracy
- 50. Denied Claim Accuracy

Tax Accuracy Measures

- 51. Posting New Determinations Accuracy
- 52. Successor Determinations Accuracy
- 53. Posting Successor Determinations Accuracy
- 54. Inactivating Employer Accounts Accuracy
- 55. Posting Inactivations Accuracy
- 56. Employer Reports Processing Accuracy
- 57. Contributory Employer Debits/Billings Accuracy
- 58. Reimbursing Employer Debits/Billings Accuracy
- 59. Employer Credits/Refunds Accuracy
- 60. Benefit Charging Accuracy
- 61. Experience Rating Accuracy

Management Information Measures

Cash Management Measure

62. Timeliness of Transfer to UTF

Benefit Payment Control Measures

63. Benefit Payment Control, Establishment Effectiveness

64. Benefit Payment Control, Collection Effectiveness