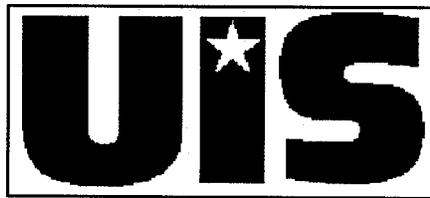


**PROMPTNESS & WORKLOAD REPORT**

**REGULAR STATE UI APPEALS**

**THIRD QUARTER FISCAL YEAR 1993**



**Office of Program Management  
Division of Program Dev. & Impl.  
August 1993**

**STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT**  
**THIRD QUARTER FISCAL YEAR 1993**

**SUMMARY**

The National average for lower authority appeals promptness performance was only 0.7 of a percentage point below the 60% criterion, an improvement of 3.9 percentage points from the previous quarter. More lower authority appeals were decided than were filed during the quarter resulting in a nearly 9 percent decline in the number of pending cases. The number of pending cases is still high, but this is the fifth quarter that the inventory has declined. This improving trend should result in promptness performance being at or above the criterion in the Secretary's Standard during the fourth quarter.

Higher authority appeals performance showed some improvement during the quarter. There was a 3.9 percentage point increase at the 45-day level and the National average was 3.4 percentage points above the 40% criterion. There was a 1.2 percentage point increase at the 75-day level, but the National average was still 15.3 percentage points below the 80% criterion. The number of decisions increased about 2700 from the previous quarter and 1700 more higher authority appeals were decided than were filed during the quarter, which resulted in a 4.5% decline in the number of pending cases. These improvements, coupled with the slight improvements in the second quarter, indicate that the worse may be over. However, there still needs to be considerable improvement at the 75-day level.

**LOWER AUTHORITY APPEALS**

**30-Day Promptness Performance**

- o The National average for performance at the 30-day level for the quarter was 59.3%. This was 0.7 percentage points below the criterion (60.0%), 3.9 percentage points higher than the previous quarter, and 19.6 percentage points higher than the same quarter in FY 92.
- o Nineteen States did not meet the 30-day criterion for the quarter, four fewer than in the previous quarter. Five States, Arizona, Connecticut, Maine, Minnesota, and New York, were fairly close to meeting the criterion with performance above 50% in 30 days.

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- o Nine States, Colorado, District of Columbia, Michigan, Missouri, Nevada, Ohio, Pennsylvania, Puerto Rico, and West Virginia, were more than 30 percentage points below the criterion. This was one fewer State than in the previous quarter.
- o Six States, Delaware, Kansas, New Mexico, Rhode Island, Utah, and Virginia, improved from below the 30-day criterion to above it for the quarter.
- o Puerto Rico had a sharp decline in performance.

**45-Day Promptness Performance**

- o The national average for performance at the 45-day level for the quarter (78.2%) was 1.8 percentage points below the criterion (80.0%), 4.3 percentage points higher than in the previous quarter, and 19.8 percentage points higher than during the same quarter in FY 92.
- o Twenty States did not meet the 45-day criterion for the quarter, two more than in the previous quarter. Ten States, Arizona, Connecticut, Illinois, Maine, Nevada, New Jersey, New York, Oregon, Washington, and Wisconsin, were fairly close to meeting the criterion with performance above 70% in 45 days. Five States, District of Columbia, Michigan, Ohio, Puerto Rico, and West Virginia, were more than 30 percentage points below the criterion. This was four fewer than in the previous quarter.
- o Two States, Rhode Island, and Virginia, improved from below the 45-day criterion to above it for the quarter.
- o Puerto Rico had a sharp decline in performance.

**Workload**

- o Nationally, the number of pending cases decreased 8.7% (9,300 cases) during the quarter. The average number of appeals filed per month was about 1800 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases (97,700) at the end of the quarter was 1.13 times the average number of cases decided per month, down slightly from the previous quarter.

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- o In 36 States, the number of pending cases was lower than it was at the end of the previous quarter. Ten States, Colorado, Idaho, Iowa, Missouri, New York, Ohio, Rhode Island, Utah, Virginia, and Wyoming, had decreases of more than 30% in the number of pending cases.
- o In 16 States, there were increases in the number of pending cases. Three States, Oregon, Puerto Rico, and South Carolina, had increases of more than 30% in the number of pending cases.

**HIGHER AUTHORITY APPEALS**

**45-Day Promptness Performance**

- o The National average for performance at the 45-day level for the quarter was 43.4%. This was 3.4 percentage points above the criterion (40.0%), 3.9 percentage points higher than the previous quarter, and 0.5 percentage points lower than the same quarter in FY 92.
- o Sixteen States did not meet the 45-day criterion for the quarter, six fewer than in the previous quarter. Two of these States, Alaska and Montana, were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Ten States, California, District of Columbia, Idaho, Michigan, New York, Ohio, Oregon, Pennsylvania, Puerto Rico, and West Virginia, were more than 20 percentage points below the criterion.
- o Seven States, Arizona, Georgia, Maine, New Jersey, South Dakota, Tennessee, and Wisconsin, improved from below the 45-day criterion to above it for the quarter.
- o Ohio showed a sharp decline (more than 20 percentage points) in performance.

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**75-Day Promptness Performance**

- o The national average for performance at the 75-day level for the quarter (64.6%) was 15.4 percentage points below the criterion (80.0%), 1.2 percentage points higher than in the previous quarter, and 6.6 percentage points lower than during the same quarter in FY 92.
- o Twenty-one States did not meet the 75-day criterion for the quarter, four fewer than the previous quarter. Six States, Arizona, Indiana, Nevada, Oklahoma, Oregon and Wisconsin, were fairly close to meeting the criterion with performance above 70% in 75 days. Nine States, California, Colorado, District of Columbia, Idaho, Michigan, New York, Ohio, Pennsylvania, and Puerto Rico, were more than 30 percentage points below the criterion.
- o Ohio showed a sharp decline in performance.

**Workload**

- o Nationally, the number of pending cases decreased 4.5% (2000 cases) during the quarter. The average number of appeals filed per month was about 500 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases (44,000) at the end of the quarter was 2.52 times the average number of cases decided per month. Even though this was an improvement from the previous quarter, it is much higher than it should be.
- o In 35 States, the number of pending cases was lower than it was at the end of the previous quarter. Nine States, Idaho, Kansas, Massachusetts, Mississippi, Montana, New Hampshire, New Jersey, North Dakota, and South Dakota, had decreases of more than 30% in the number of pending cases.
- o In 18 States, there were increases in the number of pending cases. Four States, Mississippi, North Dakota, South Carolina, and Washington, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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PROMPTNESS DATA

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	59.3%	78.2%	43.4%	64.6%
Change From Last Qtr. <sup>1</sup>	+3.9	+4.3	+3.9	+1.2
Change From Year Ago <sup>2</sup>	19.6	+19.8	-0.5	-6.6
No. of States Below <sup>3</sup> Criterion or DLA	19	20	16	21
Change From Last Qtr.	-4	+2	-6	-4
Change From Same Qtr. Last Year	-11	-5	-7	-2

WORKLOAD DATA

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Qtr.	107,000	44,000
Appeals Filed During Qtr.	253,800	48,300
Appeals Decisions During Qtr.	259,100	50,000
Appeals Pending at End of This Qtr. <sup>4</sup>	97,700	42,000
Percentage Change From Last Qtr.	-8.7%	-4.5%
Percentage Change From Last Year	-23.5%	+6.3%

<sup>1</sup>Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

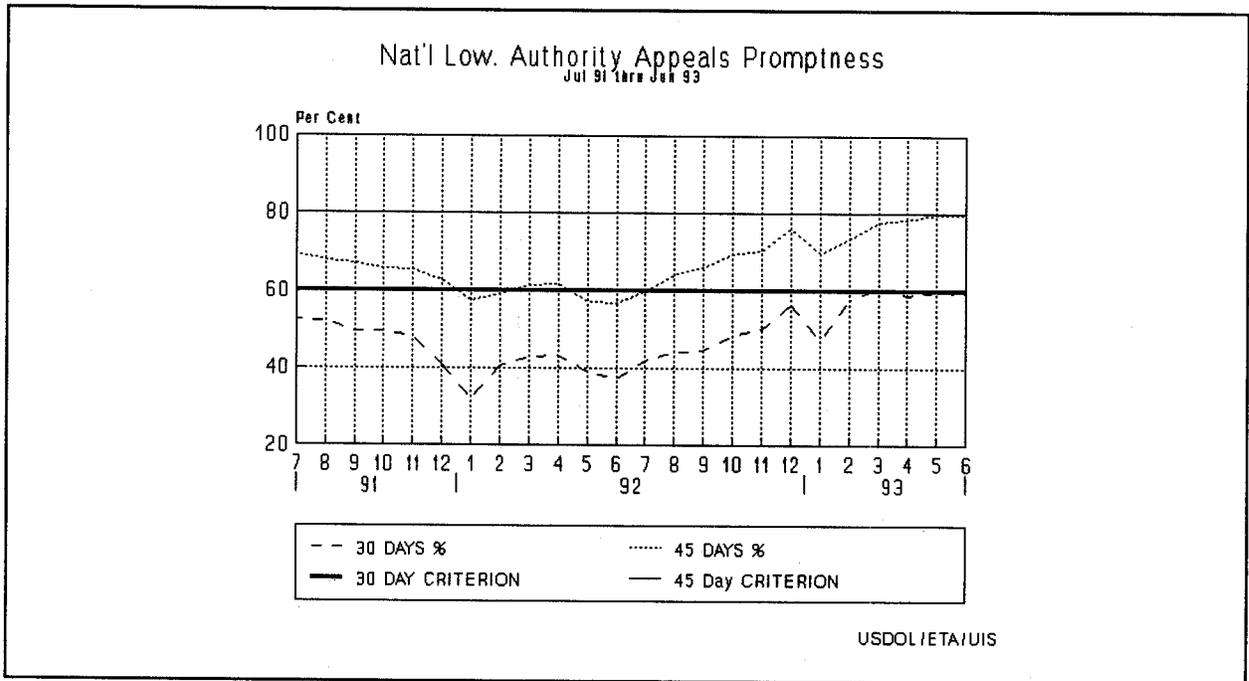
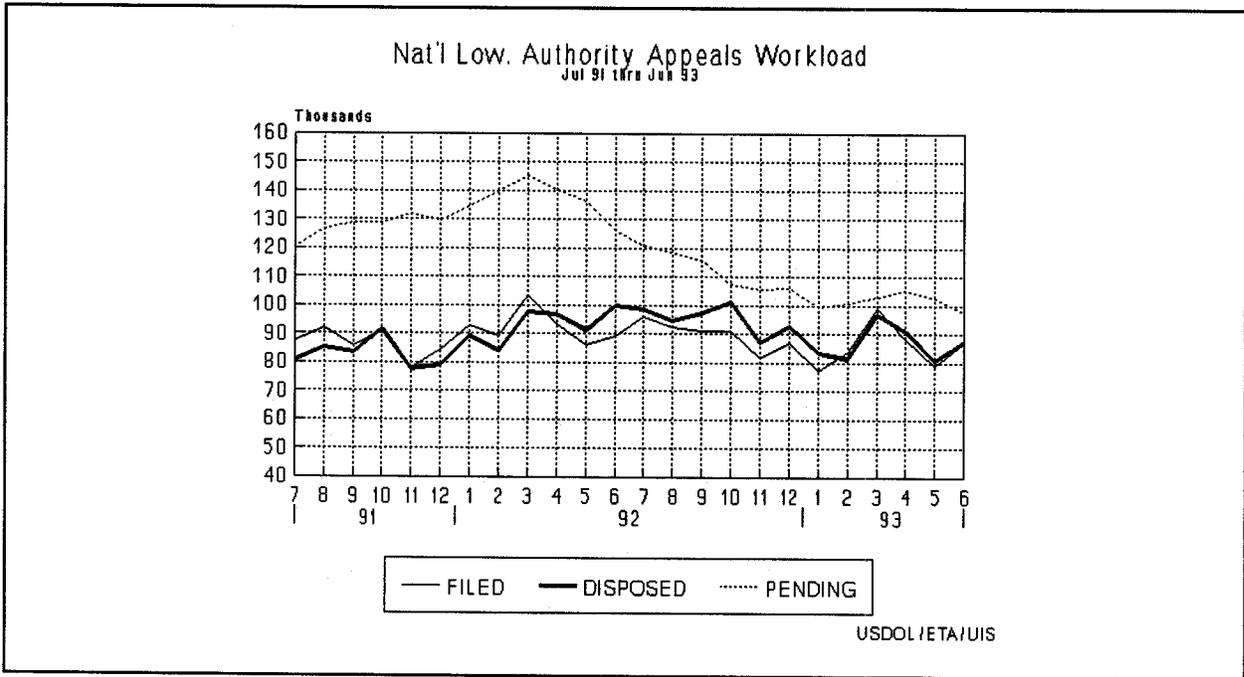
<sup>2</sup>Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

<sup>3</sup>No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

<sup>4</sup>Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

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**LOWER AUTHORITY APPEALS GRAPHS**



**STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT**  
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**HIGHER AUTHORITY APPEALS GRAPHS**

