

UI OPERATIONAL PERFORMANCE

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Quarter Ending December 31, 2000

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Introduction

- This is the fourteenth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending December 31, 2000. This report differs from previous editions in that the data displayed for individual States have been limited to those that are not available to regional and national office staff via the new on-line reports designed by the Regional Reports Workgroup.
- Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please contact Burman Skrable (phone (202) 693-3197, e-mail <bskrable@doleta.gov>.)

Macro Scene

- *For the quarter*, although the stock market suffered declines and many firms began to forecast earnings declines or lowered earnings growth rates, overall labor market conditions remained strong and unemployment stayed at generations-low rates. Total unemployment and the IUR and TUR were lower than in the July-September quarter, but insured unemployment was up slightly. Initial claims and first payments were up, a typical seasonal occurrence.
- *For the year*, comparing 1-year values with 3-year averages shows the stronger aggregate labor market conditions and the extent that the UI system is affected. For example, total and insured unemployment, the TUR and IUR, initial claims and first payments, average benefit duration and the exhaustion rate are all marginally below 3-year averages. Average benefit duration has dipped to about 13.8 weeks and the exhaustion rate at about 31%. State ranges for all continue high: IUR from 0.5% to 5.0%, duration from 9 weeks to 20 weeks, and the exhaustion rate from 6% to 54%. The data also show that aggregate benefit payments have risen slightly relative to their 3-year averages (\$19.2 billion vs. \$19.1 billion). However, total contributions for the 12 months ending 12/31/00 at \$19.9 billion were even more above their 3-year average of \$19.6 billion and are evidence of some Trust Fund rebuilding.

GPRA/Tier I Performance

- From the September to December quarters the recipiency rate jumped sharply from 34% to 40%, and the BAM wage replacement rate edged upward from 45.8% to 47%. The percentage of UI claimants registered with the Job Service was steady at about 60%. All first payment timeliness indicators improved. The combined 14/21 day measure improved about 2.5 points. The number of States attaining the proposed FY2002 combined criterion for 14/21 day 1st payment timeliness rose by nine and the Secretary's Standard for intrastate payment timeliness increased by seven from the previous quarter. Six more States met the interstate 14/21 day criterion.

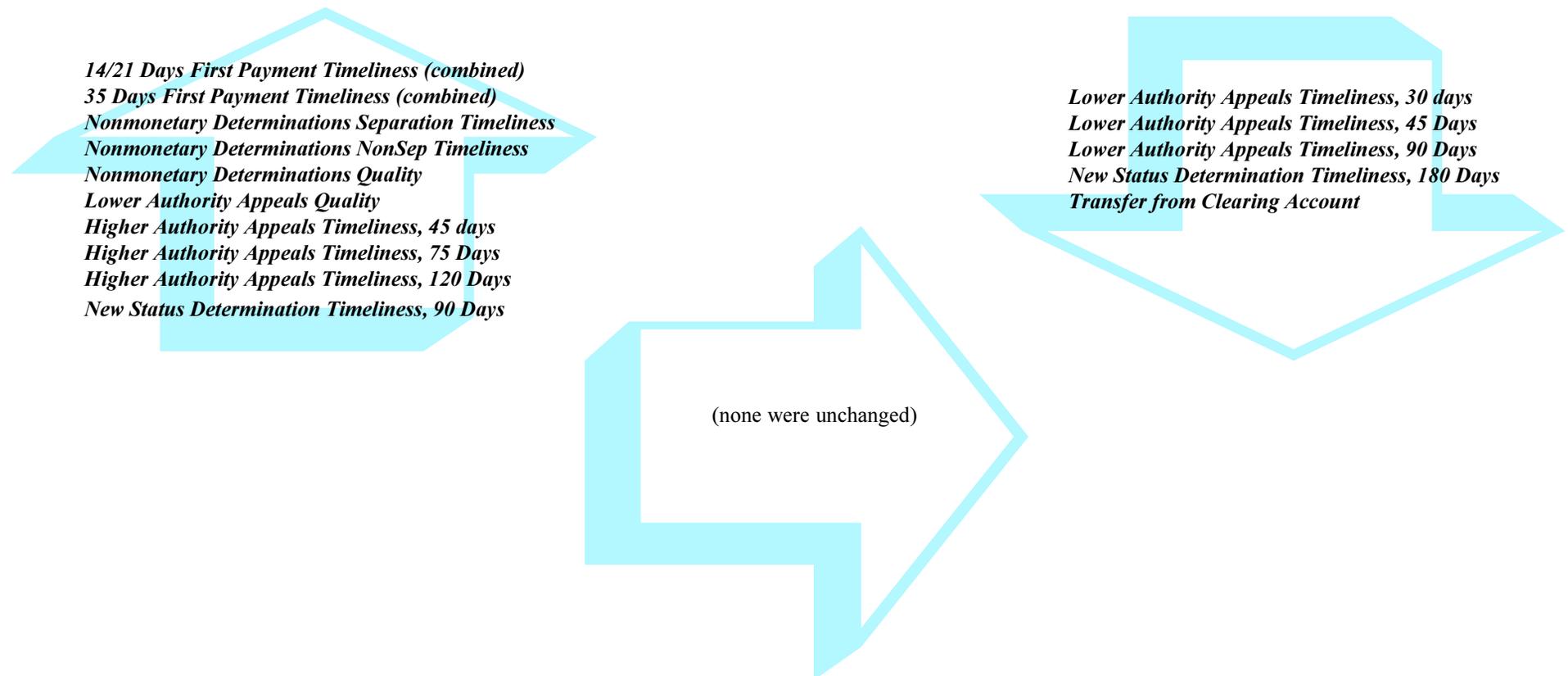
- Overall, ten quarterly Tier I aggregate indicators rose and five fell. The number of States meeting criteria rose for seven measures, fell for one, and was unchanged for seven.

Areas where greatest number of States achieve criteria: Interstate payments within 14/21 days; all first payments within 35-days; Lower Authority appeals quality; Higher Authority 75-day and 150-day timeliness; status determinations timeliness.

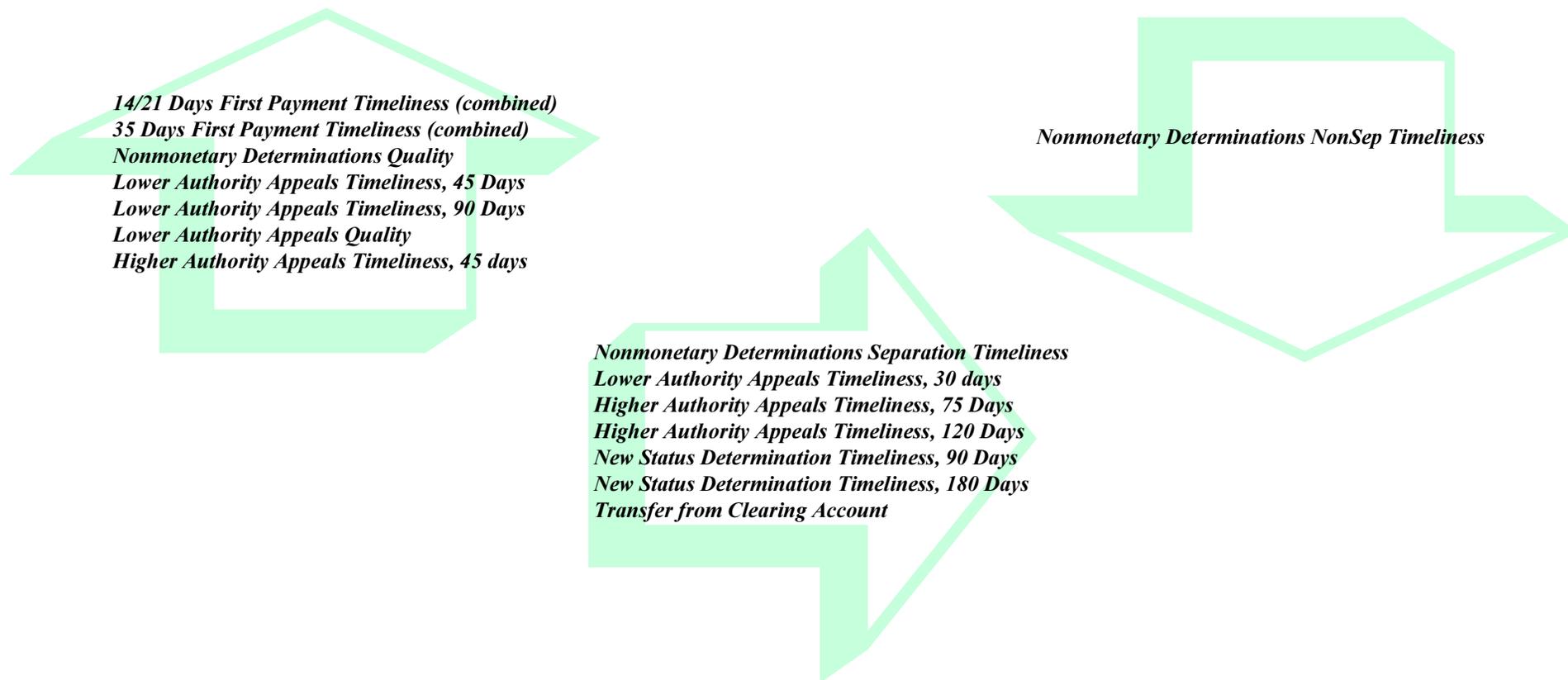
Weakest areas: Nonmon timeliness and quality; 14/21 day first payments (combined); timeliness of trust fund transfer; Lower Authority appeals timeliness, 30-day.

- September to December movement at a glance:

Movement in the Aggregate Performance



Movement in the Number of States Passing



- *1st Payment Timeliness*— The October-to-December quarter was a good one for 1st-payment timelapse at the 14/21-day interval. The aggregate figure increased by about 2.5 percentage points. The number of States meeting the aggregate, intrastate and interstate criteria improved dramatically—seven to nine additional States. Timeliness at the 35-day level also improved, but less dramatically. Figures for the current quarter are all above their 3-year averages.
- *Nonmonetary Determinations*— Aggregate timeliness for both seps and nonseps and quality scores all increased slightly, although the number of States failing each criterion remained about the same. The average percent of cases with scores below 81 rose by about one point, while the number of States meeting the criterion of 75% with passing scores rose by two. The quarterly scores for timeliness of both sep and nonsep determinations rose about 3.5 points. Timeliness and quality for the quarter are approximately at their three-year averages. This suggests no improvement in this area.

- *Lower Authority Appeals*—Aggregate timeliness at all levels declined from the previous quarter, with the 30-day level falling about four points. Despite declines in the aggregate performance at 30, 45 and 90 days, the number of States passing the criteria remained constant or rose. The aggregate quality score rose about 1.5 points and the number of States passing the quality criterion rose from 50 to 51.
- *Higher Authority Appeals*—Aggregate timeliness performance improved marginally at all levels. The number of States meeting the 45-day criterion rose from 45 to 46 (out of 50).
- *Status Determinations Timeliness*—Aggregate time lapse at 90 days rose by nearly 2 percentage points and declined slightly at 180 days. The number of States meeting both criteria was stable at 50.
- *Transfer Timeliness* — Quarterly timeliness by both measures worsened slightly, from 2.1 days to 2.3 days by the old measure, and from 1.49 to 2.05 according to the new ratio measure. The number of States meeting the old measure was unchanged at 35, while those meeting the new measure fell from 38 to 34.

Other Important Measures

The other indicators had a mixed pattern from September to December.

- % of Continued Claims paid within 21 days were absolutely flat for both average and distribution. On average the system pays about 94% of continued claims within 21 days; in the current quarter, the best State was at 99.6%, the lowest at 83%.
- BAM overpayment rate was about the same, near 9%.
- Workforce development measures were varied. BAM data showed about 16% of claimants received referrals to the ES (up from 15% from the previous quarter) and 5% were in training. Aggregate data showed about 35% of UI initial claimants were profiled (down from 42%), of whom 41% were put into the services pool. About 33% of those pooled were referred to services. Unfortunately, 9048 reporting continues to be suspect.
- BPC recovery rates were up (Fraud to 51% from 46% ; Nonfraud to 56% from 52%). The quarterly highs suggest continuing reporting problems on the 227 report, however. For the December quarter, collections were as high as 224% of establishments.
- Tax measures: The annual measure for % of contributions on time showed a decline to 88% from its 3-year average of 90% and accounts receivable average about edged up from 2.7% of contributions due to 3.0%. During the calendar year, however, audit penetration improved relative to its 3-year average, 1.8% to 2.0%. The percent of wages audited fell relative to the three-year average from 1.4% to 1.3% and the percent of wages resulting from audit slid from 3.9% to 3.8%.

GPRA Scorecard

For the 12 months ending in December 2000 against the ETA Strategic and Annual Performance Plan goals for UI relative to the targets contained in the FY 2001 APP:

Goal/Indicator	2001 Target	Performance
# States meeting nonmon quality criterion	28 States	23 States
# States meeting Sec. Std., intrastate 1st pay timeliness, 14/21 days	48 States	47 States
# States meeting new status timeliness criterion, 60-day	50 States	47 States
# States passing new status accuracy acceptance sample	36 States	Not Available
Speed of Deposit into Clearing Accounts	Under development	Not Applicable
# States meeting timeliness of transfer to Trust Fund criterion	39 States	31 States
Reciency Rate	≥ 39%	38%
# States with MaxWBA ≥ 2/3 of Avg. Weekly Wage	13	10
# States with AHCM ≥ 1.0	≥ 32 States	32 States*
Entered Employment Rate or Alternative	Under development	NA
Exhaustion Rate	≤ 32%	31%

* FY 2000

UI QUARTERLY MANAGEMENT REPORT

CHART I

Report Period: October 1, 2000 to December 31, 2000

Rundate: 30-Mar-2000

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
MACRO INDICATORS										
Net UI Contributions (3-yr. is annual avg.)	19.6B	19.9B	4.4B	3.0B	2.8B	6.5M	548M	3.4M	415M	1.3M
Net UI Benefits (3-yr. is annual avg.)	19.1B	19.2B	4.3B	4.6B	2.3B	2.4M	503M	0.7M	523M	0.7M
TUR (unadjusted)	4.3%	4.0%	4.0%	3.7%	10.1%	2.2%	10.3%	1.9%	9.3%	1.7%
IUR (unadjusted)	1.8%	1.7%	1.6%	1.6%	5.0%	0.5%	5.1%	5.0%	4.9%	0.4%
Total Unemployment Level (weekly, unadjusted)	5.9M	5.7M	5.7M	5.2M	0.8M	9,145	0.9M	77,891	0.8M	7,926
Insured Unemployment Level (weekly, unadjusted)	2.2M	2.1M	2.0M	2.1M	0.3M	2,171	0.3M	1,759	0.3M	2,090
Number of First Payments (3-yr. is annual avg.)	7.1M	7.0M	1.6M	1.8M	1.0M	1,048	0.2M	300	0.3M	320
Number of Initial Claims (3-yr. is annual avg.)	16.0M	15.6M	3.5M	4.7M	2.4M	1,750	0.5M	514	0.6M	451
Average Duration of Benefits (weeks)	14.1	13.8	*	*	19.6	8.9	*	*	*	*
Exhaustion Rate	31.5%	30.6%	*	*	54.3%	6.0%	*	*	*	*
GPRA PERFORMANCE										
UI Recipiency Rate	37.2%	37.8%	34.4%	39.7%	72.6%	16.3%	79.3%	16.9%	87.1%	16.3%
Wage Replacement Ratio (BAM)	46.3%	46.4%	45.8%	47.0%	55.6%	30.8%	54.1%	31.9%	55.8%	34.2%
% UI Claimants Registered with ES (BAM)	60.5%	59.8%	60.2%	60.9%	100.0%	14.0%	100.0%	5.7%	100.0%	5.6%
OTHER IMPORTANT MEASURES OF PERFORMANCE										
% of Contributory Employers Filing Reports Timely	86.6%	85.0%	84.1%	83.0%	98.9%	73.3%	99.1%	58.2%	99.1%	55.4%
Cont. Claims Payment Timeliness, Intra, 21 days	93.4%	93.8%	93.6%	93.6%	99.6%	81.7%	99.6%	82.6%	99.6%	82.6%
BAM Overpayment Rate	8.8%	8.6%	9.3%	8.9%	29.9%	3.1%	44.5%	1.3%	34.6%	2.9%
Fraud Overpayment Recovery Rate	53.3%	54.2%	46.3%	51.0%	98.2%	15.9%	107.9%	1.9%	176.2%	23.5%
Nonfraud Overpayment Recovery Rate	56.6%	56.8%	52.2%	55.7%	97.1%	25.6%	106.1%	24.9%	224.3%	18.4%
% of Amounts Due that were Paid Timely	90.4%	88.8%	*	*	100.0%	1.2%	*	*	*	*
% of Accounts Receivable at end of report period	2.7%	3.0%	*	*	22.1%	0.3%	*	*	*	*
% of Change in total wages resulting from audit	3.9%	3.8%	4.2%	4.0%	13.2%	0.3%	14.2%	0.2%	43.9%	0.0%
% of Contributory employers who are audited	1.8%	2.0%	*	*	4.3%	0.7%	*	*	*	*
% of Total wages audited (annualized)	1.4%	1.3%	*	*	4.6%	0.3%	*	*	*	*
UI and the WORKFORCE DEVELOPMENT SYSTEM										
% of UI claimants receiving referrals from ES (BAM)	15.4%	14.5%	14.8%	15.7%	50.7%	0.4%	53.0%	0.8%	59.3%	0.5%
% of UI claimants in Training (BAM)	4.9%	4.7%	4.3%	5.3%	10.1%	1.1%	10.3%	0.8%	17.2%	0.8%
Claimants profiled as % of ICs	41.4%	40.4%	42.1%	34.7%	77.1%	8.9%	81.6%	5.0%	74.6%	8.1%
Claimants pooled as % of those profiled	34.6%	40.2%	42.3%	40.5%	98.0%	1.0%	98.1%	1.0%	98.5%	2.3%
Claimants referred to services as % of pooled	36.6%	36.6%	35.6%	33.3%	99.3%	3.8%	144.3%	2.8%	99.4%	4.8%

* Data not available

^ Measure is calculated on a yearly basis only

QUARTERLY MANAGEMENT REPORT

CHART II

Report Period: October 1, 2000 to December 31, 2000

Rundate: 30-Mar-2000

TIER 1 MEASURES	CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
						High	Low	Fail	High	Low	Fail
FIRST PAYMENT TIMELINESS											
1st Pays in 14/21 Days (combined)	90%	89.3%	89.7%	88.8%	91.3%	97.2%	75.2%	25	98.4%	82.4%	14
1st Pays in 14/21 Days (intrastate)	87%	90.0%	9.3%	89.6%	91.8%	97.3%	77.3%	12	101.4%	82.5%	5
1st Pays in 14/21 Days (interstate)	70%	79.4%	80.6%	78.7%	83.7%	96.9%	23.1%	8	95.7%	25.0%	2
1st Pays in 35 Days (combined)	95%	97.0%	97.1%	97.2%	97.5%	99.8%	91.2%	4	99.9%	91.9%	2
1st Pays in 35 Days (intrastate)	93%	97.2%	97.3%	97.4%	97.6%	99.7%	91.7%	3	99.9%	91.1%	2
1st Pays in 35 Days (interstate)	78%	93.1%	93.7%	93.4%	94.9%	100.0%	69.2%	1	99.2%	81.0%	1
NONMONETARY DETERMINATIONS											
Separation Determinations within 21 Days	80%	71.7%	70.3%	69.7%	72.9%	98.4%	33.7%	31	98.4%	30.2%	31
Nonseparation Determinations within 14 Days	80%	66.0%	63.3%	61.5%	65.2%	94.5%	26.4%	42	93.2%	25.3%	43
Nonmon Determ scoring > 80 pts	75%	70.6%	70.1%	70.2%	71.1%	93.2%	28.7%	27	95.1%	20.8%	25
LOWER AUTHORITY APPEALS											
LAA decisions within 30 days	60%	70.2%	69.1%	68.5%	64.3%	100.0%	2.9%	12	100.0%	2.3%	12
LAA decisions within 45 days	80%	86.8%	85.9%	85.8%	83.9%	100.0%	7.4%	10	100.0%	7.0%	7
LAA decisions within 90 days	95%	96.1%	95.9%	95.9%	95.7%	100.0%	46.5%	10	100.0%	35.7%	8
LA benefit appeals with combined scores > 85%	80%	93.1%	94.7%	93.8%	95.3%	100.0%	55.6%	3	100.0%	65.0%	2
HIGHER AUTHORITY APPEALS											
HAA decisions within 45 days	50%	66.1%	69.6%	66.9%	67.3%	100.0%	3.0%	5	98.9%	6.6%	4
HAA decisions within 75 days	80%	88.6%	90.9%	88.6%	90.1%	100.0%	45.6%	2	100.0%	62.3%	2
HAA decisions within 150 days	95%	97.6%	98.6%	98.6%	98.8%	100.0%	93.7%	1	100.0%	94.8%	1
NEW STATUS DETERMINATIONS											
New status determinations made within 90 days	60%	78.4%	78.4%	80.8%	82.6%	95.6%	34.7%	2	94.3%	58.0%	2
New status determinations made within 180 days	80%	89.0%	87.9%	91.7%	91.4%	98.4%	65.3%	2	98.4%	71.3%	2
TIMELINESS OF TRANSFERS FROM CA TO TF											
# Days of transfer from clearing account to trust fund	<= 2 days	2.2	2.2	2.1	2.3	8.4	0.0	18	12.3	0.0	18
Annual ratio	<=1.75	1.94	1.89	1.49	2.05	11.15	-0.35	15	15.47	-2.18	19

* Data not available

^ Measure is calculated on a yearly basis only

UI QUARTERLY MANAGEMENT REPORT REGION I - BOSTON

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs										
First Payment Timeliness													
1st Pays in 14/21 days - intrastate	87%	94.5%	95.0%	90.0%	87.8%	91.7%	90.2%	91.4%	91.0%	85.8%	87.0%	95.9%	92.3%
1st Pays in 14/21 days - interstate	70%	76.9%	72.6%	76.2%	56.6%	82.0%	81.0%	69.8%	77.6%	79.5%	74.3%	93.1%	90.2%
1st Pays in 35 days - intrastate	93%	97.9%	97.9%	98.1%	97.4%	96.9%	96.7%	96.4%	96.9%	95.5%	96.2%	98.3%	97.9%
1st Pays in 35 days - interstate	78%	88.8%	87.0%	95.9%	89.6%	91.8%	92.2%	81.0%	89.0%	93.5%	93.4%	98.3%	97.2%
Tax/Cash Management													
Days' worth of deposits in Clearing Account	≤ 2 days	1.8	2.0	1.8	2.1	1.3	1.4	2.9	3.3	1.0	0.6	1.7	1.7
GPRA Performance													
UI Recipency Rate	NA	87.1%	72.6%	40.4%	37.0%	72.9%	71.2%	16.3%	16.3%	54.6%	59.6%	49.1%	50.0%
BAM Wage Replacement Ratio	NA	46.9%	45.0%	47.9%	51.2%	46.0%	46.6%	41.7%	41.9%	55.8%	55.6%	50.4%	51.1%
UI claimants registered with ES (BAM)	NA	48.3%	39.5%	77.0%	73.0%	27.4%	29.0%	79.5%	81.8%	96.7%	93.1%	61.4%	49.4%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION I - NEW YORK

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs						
First Payment Timeliness									
1st Pays in 14/21 days - intrastate	87%	91.5%	90.3%	91.5%	86.1%	101.4%	89.5%	85.0%	79.6%
1st Pays in 14/21 days - interstate	70%	77.2%	74.3%	81.0%	74.5%	90.9%	47.0%	25.0%	25.6%
1st Pays in 35 days - intrastate	93%	97.9%	98.0%	97.3%	95.4%	99.2%	99.0%	97.4%	94.1%
1st Pays in 35 days - interstate	78%	92.4%	90.2%	92.1%	89.6%	94.5%	86.9%	87.5%	62.8%
Tax/Cash Management									
Days' worth of deposits in Clearing Account	≤ 2 days	0.1	0.1	1.2	1.3	*	*	*	0.1
GPRA Performance									
UI Recipency Rate	NA	49.8%	54.3%	36.0%	36.2%	40.2%	37.8%	*	*
BAM Wage Replacement Ratio	NA	54.2%	53.5%	50.3%	48.5%	45.7%	44.5%	*	*
UI claimants registered with ES (BAM)	NA	39.1%	39.3%	23.4%	22.8%	65.4%	64.2%	*	*

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION II - PHILADELPHIA

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs										
First Payment Timeliness													
1st Pays in 14/21 days - intrastate	87%	94.7%	94.9%	85.3%	85.0%	94.0%	94.0%	87.9%	89.6%	94.9%	94.9%	91.3%	92.1%
1st Pays in 14/21 days - interstate	70%	73.5%	80.7%	78.3%	76.7%	76.5%	75.7%	79.0%	81.8%	81.3%	80.9%	79.2%	80.0%
1st Pays in 35 days - intrastate	93%	96.5%	97.3%	91.1%	92.0%	96.5%	96.6%	96.2%	97.3%	98.8%	98.7%	98.9%	97.7%
1st Pays in 35 days - interstate	78%	87.7%	92.0%	93.7%	92.7%	88.8%	88.0%	94.2%	95.1%	96.1%	95.5%	96.2%	95.7%
Tax/Cash Management													
Days' worth of deposits in Clearing Account	≤ 2 days	3.1	2.2	0.7	2.1	1.5	1.4	0.3	0.1	5.6	4.4	1.4	1.4
GPRA Performance													
UI Recipiency Rate	NA	37.9%	36.5%	31.9%	36.8%	25.4%	27.1%	55.0%	53.9%	29.5%	28.8%	29.3%	31.3%
BAM Wage Replacement Ratio	NA	45.6%	45.9%	41.4%	44.3%	47.4%	46.1%	53.7%	53.7%	47.9%	45.9%	42.8%	41.7%
UI claimants registered with ES (BAM)	NA	83.3%	91.4%	6.3%	14.0%	32.1%	30.5%	20.0%	21.0%	75.7%	80.7%	70.0%	62.3%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION III - ATLANTA

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs														
First Payment Timeliness																	
1st Pays in 14/21 days - intrastate	87%	96.3%	95.9%	87.6%	89.1%	94.3%	94.0%	93.4%	93.9%	94.3%	93.1%	91.6%	87.1%	93.0%	93.2%	97.3%	95.6%
1st Pays in 14/21 days - interstate	70%	89.8%	89.2%	82.6%	84.7%	80.1%	79.4%	72.4%	71.5%	70.7%	72.0%	81.3%	70.3%	88.9%	91.0%	79.8%	77.6%
1st Pays in 35 days - intrastate	93%	98.4%	98.5%	95.8%	96.3%	97.1%	97.0%	97.8%	98.1%	97.4%	97.2%	97.3%	94.4%	98.5%	98.3%	98.7%	98.6%
1st Pays in 35 days - interstate	78%	98.6%	95.7%	93.1%	94.7%	91.7%	91.8%	90.0%	88.3%	93.6%	93.6%	92.0%	88.6%	97.5%	97.3%	95.6%	94.5%
Tax/Cash Management																	
Days' worth of deposits in Clearing Account	≤ 2 days	2.0	1.6	2.7	2.0	3.4	3.0	1.7	1.4	2.6	1.3	1.5	1.6	4.0	2.6	1.2	1.2
GPRA Performance																	
UI Recipiency Rate	NA	32.3%	29.7%	28.0%	26.8%	28.6%	22.9%	34.3%	31.9%	32.4%	26.5%	40.7%	38.2%	52.2%	35.8%	39.4%	39.0%
BAM Wage Replacement Ratio	NA	43.2%	43.4%	50.3%	50.1%	50.2%	48.0%	49.2%	50.5%	46.6%	46.6%	52.1%	51.7%	47.5%	47.9%	44.2%	45.4%
UI claimants registered with ES (BAM)	NA	80.2%	78.9%	85.4%	87.7%	78.3%	83.5%	59.2%	53.5%	54.5%	56.5%	77.9%	77.9%	77.9%	79.1%	71.4%	63.6%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION IV - DALLAS

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs								
First Payment Timeliness											
1st Pays in 14/21 days - intrastate	87%	94.7%	93.5%	84.9%	81.8%	90.1%	89.6%	92.7%	92.0%	90.4%	89.1%
1st Pays in 14/21 days - interstate	70%	81.4%	79.2%	74.2%	76.0%	79.3%	76.4%	84.6%	83.9%	89.7%	89.3%
1st Pays in 35 days - intrastate	93%	98.1%	97.9%	93.4%	92.5%	97.0%	97.0%	97.7%	97.3%	97.7%	97.5%
1st Pays in 35 days - interstate	78%	95.1%	94.2%	91.9%	91.9%	93.2%	92.3%	93.6%	94.3%	97.5%	97.2%
Tax/Cash Management											
Days' worth of deposits in Clearing Account	≤ 2 days	1.6	1.7	2.2	1.9	3.7	3.8	0.6	0.5	1.2	1.0
GPRA Performance											
UI Reciprocity Rate	NA	56.1%	43.9%	21.6%	21.6%	20.6%	24.1%	29.1%	24.9%	29.1%	25.2%
BAM Wage Replacement Ratio	NA	54.2%	52.3%	45.7%	44.2%	47.6%	48.1%	50.9%	51.3%	49.1%	50.4%
UI claimants registered with ES (BAM)	NA	61.1%	48.5%	81.3%	82.0%	87.0%	83.9%	96.1%	96.5%	94.9%	93.0%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION IV - DENVER

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs										
First Payment Timeliness													
1st Pays in 14/21 days - intrastate	87%	90.6%	91.7%	91.4%	92.5%	98.5%	98.0%	82.5%	87.0%	98.2%	98.0%	93.5%	93.8%
1st Pays in 14/21 days - interstate	70%	90.0%	89.2%	87.9%	84.9%	95.7%	94.7%	76.3%	78.5%	94.0%	95.1%	76.1%	76.1%
1st Pays in 35 days - intrastate	93%	97.1%	97.1%	97.5%	97.9%	99.6%	99.4%	97.8%	98.0%	99.9%	99.8%	98.7%	98.8%
1st Pays in 35 days - interstate	78%	98.3%	96.8%	96.8%	96.6%	98.4%	98.9%	96.1%	96.0%	99.2%	99.2%	95.5%	95.5%
Tax/Cash Management													
Days' worth of deposits in Clearing Account	≤ 2 days	2.2	2.3	0.9	1.1	0.0	0.4	1.8	2.7	3.9	4.3	1.3	1.2
GPRA Performance													
UI Reciprocity Rate	NA	27.0%	24.6%	35.9%	34.3%	39.6%	38.9%	24.5%	23.7%	33.6%	30.3%	29.4%	28.2%
BAM Wage Replacement Ratio	NA	48.4%	48.9%	45.2%	43.4%	47.1%	46.6%	44.9%	45.1%	49.1%	48.2%	47.4%	48.6%
UI claimants registered with ES (BAM)	NA	80.0%	73.6%	37.0%	34.5%	100.0%	99.2%	69.8%	58.1%	67.4%	66.7%	83.5%	88.3%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION V - CHICAGO

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs										
First Payment Timeliness													
1st Pays in 14/21 days - intrastate	87%	93.3%	92.2%	89.8%	89.2%	88.7%	87.1%	93.5%	92.7%	94.0%	92.9%	96.2%	95.1%
1st Pays in 14/21 days - interstate	70%	90.4%	84.9%	77.5%	71.7%	71.6%	62.7%	83.5%	82.5%	85.6%	84.2%	93.8%	91.7%
1st Pays in 35 days - intrastate	93%	97.8%	97.5%	96.3%	96.7%	96.6%	97.5%	98.8%	98.6%	98.8%	98.6%	98.5%	98.1%
1st Pays in 35 days - interstate	78%	96.5%	94.9%	91.8%	88.2%	90.1%	90.5%	97.1%	95.9%	96.9%	96.3%	97.4%	96.4%
Tax/Cash Management													
Days' worth of deposits in Clearing Account	≤ 2 days	8.9	6.8	0.0	0.1	1.4	6.3	8.9	10.5	2.5	2.2	12.3	7.6
GPRA Performance													
UI Reciprocity Rate	NA	36.9%	37.5%	43.6%	32.3%	45.8%	44.5%	36.9%	35.3%	33.1%	30.6%	59.2%	51.4%
BAM Wage Replacement Ratio	NA	41.2%	40.7%	52.2%	49.3%	47.7%	47.6%	49.8%	48.7%	40.1%	42.4%	49.6%	47.9%
UI claimants registered with ES (BAM)	NA	48.9%	63.2%	72.0%	69.4%	76.4%	71.0%	35.5%	37.9%	62.6%	59.4%	18.0%	16.8%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION V - KANSAS CITY

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs						
First Payment Timeliness									
1st Pays in 14/21 days - intrastate	87%	95.2%	90.0%	94.5%	92.3%	87.8%	86.9%	95.0%	94.8%
1st Pays in 14/21 days - interstate	70%	87.8%	81.5%	93.4%	89.0%	84.5%	82.5%	81.5%	80.3%
1st Pays in 35 days - intrastate	93%	98.4%	95.0%	98.1%	97.4%	97.5%	97.7%	99.4%	99.4%
1st Pays in 35 days - interstate	78%	96.5%	91.4%	97.0%	95.8%	95.9%	95.7%	98.2%	97.0%
Tax/Cash Management									
Days' worth of deposits in Clearing Account	≤ 2 days	1.6	1.3	1.7	1.8	1.8	2.0	2.0	1.9
GPRA Performance									
UI Reciprocity Rate	NA	52.2%	47.9%	31.9%	30.3%	41.5%	41.8%	31.4%	26.8%
BAM Wage Replacement Ratio	NA	49.2%	51.8%	55.3%	52.9%	45.1%	43.7%	45.2%	47.2%
UI claimants registered with ES (BAM)	NA	100.0%	100.0%	73.3%	70.0%	91.3%	90.8%	65.6%	63.9%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION VI - SAN FRANCISCO

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs						
First Payment Timeliness									
1st Pays in 14/21 days - intrastate	87%	93.8%	95.6%	89.4%	87.9%	91.1%	90.9%	93.9%	88.6%
1st Pays in 14/21 days - interstate	70%	85.7%	81.6%	78.7%	78.5%	79.8%	77.5%	76.4%	71.6%
1st Pays in 35 days - intrastate	93%	97.5%	98.2%	97.4%	97.1%	97.9%	97.9%	97.4%	96.4%
1st Pays in 35 days - interstate	78%	96.0%	95.0%	93.9%	94.0%	95.2%	95.9%	90.8%	88.2%
Tax/Cash Management									
Days' worth of deposits in Clearing Account	≤ 2 days	3.6	2.8	1.1	1.1	1.3	0.9	3.2	3.4
GPRA Performance									
UI Reciprocity Rate	NA	21.5%	23.0%	41.3%	40.6%	34.8%	34.2%	50.7%	49.3%
BAM Wage Replacement Ratio	NA	43.8%	46.3%	39.9%	38.3%	52.1%	53.1%	45.4%	45.9%
UI claimants registered with ES (BAM)	NA	72.8%	70.4%	0.0%	0.0%	70.0%	67.5%	29.4%	19.6%

* Data not available

Rundate: May 2, 2001

UI QUARTERLY MANAGEMENT REPORT REGION VI - SEATTLE

Report Period: January 1, 2000 to December 31, 2000

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs						
First Payment Timeliness									
1st Pays in 14/21 days - intrastate	87%	92.3%	91.8%	96.8%	96.7%	94.0%	94.4%	93.0%	89.6%
1st Pays in 14/21 days - interstate	70%	88.8%	88.6%	91.6%	91.2%	92.2%	94.5%	90.6%	85.5%
1st Pays in 35 days - intrastate	93%	98.1%	97.6%	99.2%	99.2%	98.6%	98.4%	97.8%	96.5%
1st Pays in 35 days - interstate	78%	96.9%	96.7%	98.3%	97.9%	97.6%	98.1%	97.1%	94.7%
Tax/Cash Management									
Days' worth of deposits in Clearing Account	≤ 2 days	1.8	1.8	1.2	1.6	1.4	1.2	2.2	2.3
GPRA Performance									
UI Reciprocity Rate	NA	64.6%	59.1%	37.2%	38.6%	55.6%	47.8%	47.4%	45.6%
BAM Wage Replacement Ratio	NA	34.2%	30.8%	50.1%	50.4%	45.7%	47.4%	54.9%	52.0%
UI claimants registered with ES (BAM)	NA	41.4%	40.3%	62.7%	57.4%	100.0%	100.0%	80.1%	79.8%

* Data not available

Rundate: May 2, 2001