

# UI OPERATIONAL PERFORMANCE

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**Quarter Ending September 30, 2000**

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*Quarter Ending September 30, 2000*

## Introduction

- This is the thirteenth 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 September 30, 2000.
- This issue's *Special Focus* section examines State performance against Tier I measures and criteria for an 18-month period to determine which measures are hardest to attain consistently, and which States can attain various criteria period after period.
- 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>.)

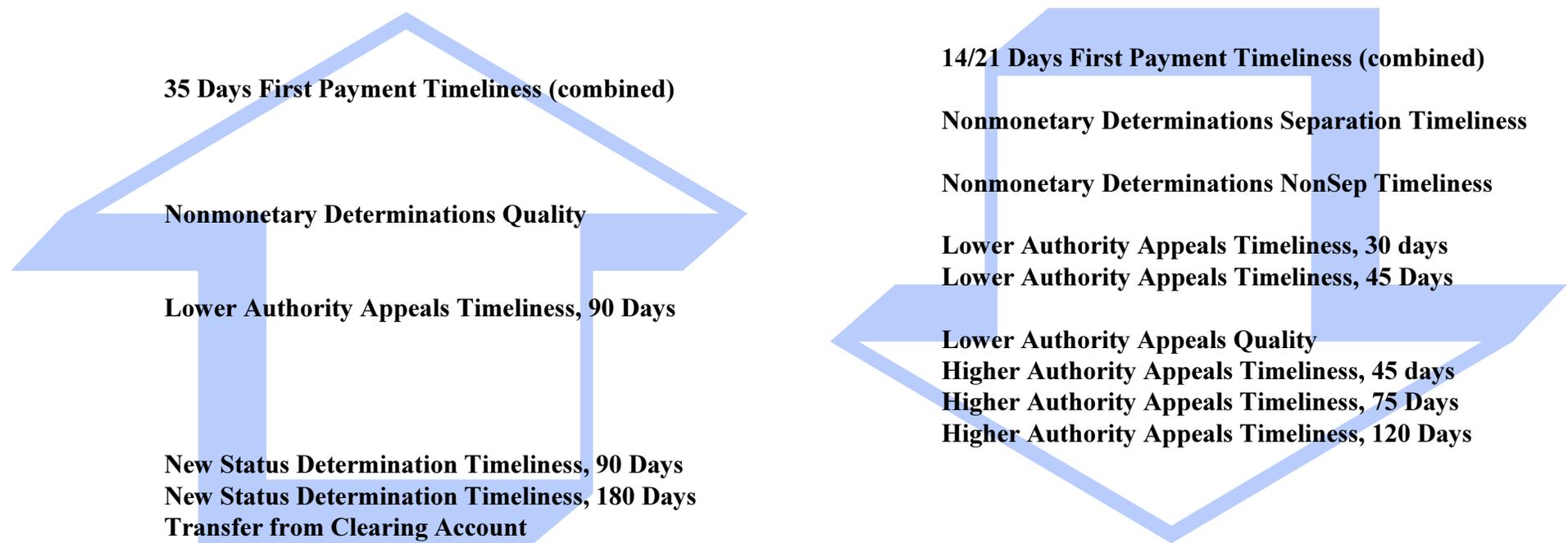
## Macro Scene

- *For the quarter*, economic conditions remained strong as unemployment stayed at generations-low rates. Total unemployment, insured unemployment, and unemployment rates were about the same as in the previous quarter. Total unemployment eased up from 5.5 to 5.7 million and insured unemployment from 1.9 to 2.0 million. Tax collections fell from \$9.9 to \$4.4 billion—the June quarter is the high quarter for tax payments—while benefit payments fell from \$4.3 to \$4.2 billion.
- *For the year*, comparing 1-year values with 3-year averages shows that the aggregate labor market has stayed at a high level of activity for the past three years. For example, total and insured unemployment, the TUR and IUR, initial claims and first payments are only marginally below their 3-year averages. The same is true of average benefit duration at about 14.1 weeks and the exhaustion rate at about 32%. State ranges for all continue to be wide: IUR ranges from 0.5% to 3.5%, duration from 9 weeks to 21 weeks, and the exhaustion rate from 7% to 54%. The data also show that aggregate benefit payments held steady over the last year relative to the 3-year average (both at just about \$18.8 billion). States appear to be taking limited advantage of the prosperous conditions to build up their trust funds, as total contributions for the 12 months ending 9/30/00 at \$19.9 billion were virtually identical to the 3-year average of \$19.7 billion and only slightly above benefit payments.

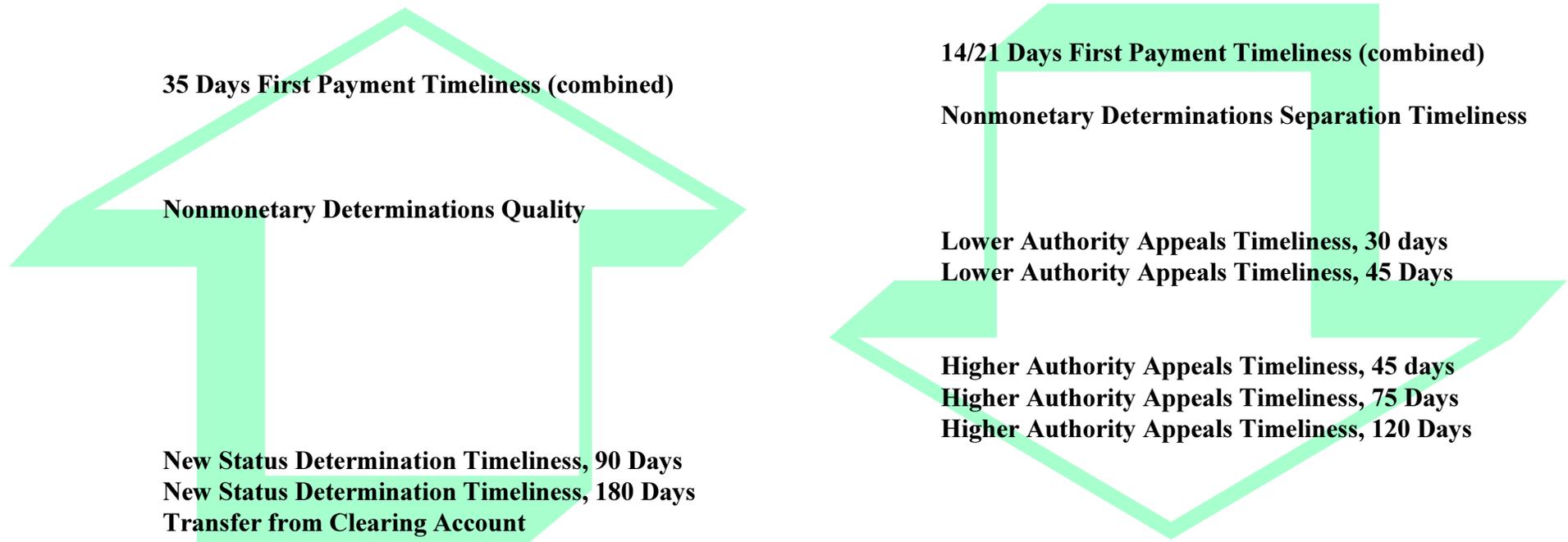
## Tier I Performance

- Overall, aggregate performance and the number States meeting Tier I measures both fell from the previous quarter. Performance rose for 6 measures and fell for 9; for States meeting criteria, 7 were down, 5 up, and 3 unchanged. Most changes were slight. The largest shifts: 8 more States met the nonmon quality criterion, 6 fewer States met the 90-day lower authority appeals criterion.
  - ◆ Areas where greatest number of States achieve criteria: first payments within 35-days; Lower Authority appeals quality; Higher Authority appeals timeliness; status determinations timeliness.
  - ◆ Weakest areas: Nonmon timeliness and quality; 14/21 day first payments (combined); timeliness of trust fund transfer.
- June to September Movement at a Glance

### Movement in the Aggregate Performance



## Movement in the Number of States Passing



- *1st Payment Timeliness*— Aggregate first payment timeliness edged down for all three payments series—intrastate, interstate and combined— at the 14/21-day interval; historically the months of August and September are low months for 1<sup>st</sup>-payment timeliness. 35-day timeliness improved for all series. Three more States met the 35-day combined criterion in September than in June; and one more for interstate.
- *Nonmonetary Determinations*— Aggregate timeliness edged down for seps (70.9% to 69.7%) and nonseps (62.9% to 61.5%) while quality scores improved by two points (68.9% to 70.8%). The number of States meeting timeliness criteria was about the same, 42 States still miss the nonmon timeliness criterion. Eight more States met the quality criterion, bringing the total to 31. Although this improvement may be due to seasonal or sampling influence, OWS staff have worked intensively with States to raise nonmonetary quality. All quarterly and 1-year time-lapse aggregates were below their three-year averages, suggesting overall erosion in this area.

- *Lower Authority Appeals*—Aggregate timeliness at all intervals and the percentage of cases with acceptable quality scores all slid marginally. There was no change in the number of States failing to meet a criterion.
- *Higher Authority Appeals*—Aggregate performance at all three intervals declined; the drop at the 45-day interval was large (72% to 67%) although comfortably over the 50% criterion; the number of States missing the criterion rose from 3 to 5. Aggregate performance at the 75-day level slid about 3 points. The number of States missing the 75-day and 150-day criteria rose by one to 2 and 1, respectively.
- *Status Determinations Timeliness*—Aggregate time lapse at both 90 and 180 days improved about 6 points. Only 2 States missed each criterion.
- *Transfer Timeliness* — Quarterly timeliness by the old measures improved from 2.2 to 2.1 days, and from average ratios of 2.0 to 1.49 according to the new ratio measure. Two more States met the old criterion, 2 fewer the new one. About two thirds of the States are timely by both measures.

## ***GPR*** ***A*** ***S*** ***c*** ***o*** ***r*** ***e*** ***c*** ***a*** ***r*** ***d***

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

<b>Goal/Indicator</b>	<b>2000 Target</b>	<b>Performance</b>
# States meeting nonmon quality criterion	24 States	23 States
# States meeting Sec. Std., intrastate 1st pay timeliness, 14/21 days	47 States	47 States
# States meeting new status timeliness criterion, 60-day	49 States	48 States
# States passing new status accuracy acceptance sample	34 States	Annual only
Speed of Deposit into Clearing Accounts	Under development	NA
# States meeting timeliness of transfer to Trust Fund criterion	37 States	31 States
Reciency Rate	≥ 39%	37%
# States with MaxWBA ≥ 2/3 of Avg. Weekly Wage	11	10
# States with AHCM ≥ 1.0	≥ 33 States	32 States*
Entered Employment Rate or Alternative	Under development	NA
Exhaustion Rate	≤ 32%	32%

\* preliminary results

**Special Focus Analysis:  
Long-Term State Performance on Tier I Measures**

Currently the reports we produce provide “snapshots” of how well States perform in a given quarter or year. To answer questions of how consistently States perform over time, and which criteria are most difficult to achieve consistently, we developed as an indicator the number of States meeting the criterion *every* month or quarter over roughly an 18-month period. We tabulated Tier I measures based on quarterly data for the period 1/1/1999- 6/30/2000, and those based on monthly data for the period 4/1/1999-8/31/2000. The summary table below shows that States perform best on Lower Authority Appeals quality and New Employer Status Determinations time lapse. On the other hand, performance is quite poor on Nonmonetary quality and time lapse, Higher Authority Appeals time lapse, and First Payments time lapse for the combined measures.

**The Effect of Newness.** Although they were all promulgated in July 1999, the Tier I measures and criteria outlined in the table above are a mixture of old and new. The Secretary’s Standards for first payment and lower-authority appeals timeliness are implemented by measures and criteria in effect since the 1970s. They must remain in effect until the new UI PERFORMS regulation is approved (expected in FY 2002). Thus the combined measure for first-pay timeliness at 14/21 days and 35 days and the 90-day interval for lower-authority appeals timeliness are not effective yet. The Higher-Authority appeals timeliness and quality, status determination timeliness and the days-of-deposits-on-hand trust fund transfer measure went into effect in FY 2000 but were essentially in use in the system for years as measures with Desired Levels of Achievement. The three Nonmonetary Determinations measures and criteria are new and not scheduled to take effect until FY 2002.

Generally speaking, the longer that measures and criteria have been in effect, the better States’ performance against them. The exception is performance against the new ratio measure for timeli-

NUMBER OF STATES MEETING CRITERION EVERY QUARTER OR MONTH IN PERIOD ^		
MEASURE	EFFECTIVE DATE	# STATES
Cash Management		
Days' Worth of Deposits	FY 2000	17
Annual Ratio	FY 2002	21
Nonmonetary Determinations Quality		
Nonmonetary Determinations Time Lapse		
nonseparations	FY 2002	6
separations	FY 2002	14
both		3
Lower Authority Appeals Time Lapse		
30 day	1970s	27
45 day	1970s	31
90 day	FY 2002	31
all three		24
Lower Authority Appeals Quality		
Higher Authority Appeals Time Lapse		
45 day	FY 2000	23
75 day	FY 2000	24
150 day	FY 2000	26
all three		13
First Payment Time Lapse		
Intrastate UI within 14/21 days	1970s	22
Interstate UI within 14/21 days	1970s	23
Intrastate UI within 35 days	1970s	41
Interstate UI within 35 days	1970s	42
combined 14/21 days	FY 2002	8
combined 35 days	FY 2002	22
all six		6
New Employer Status Determination Time Lapse		
90 day	FY 2000	41
180 day	FY 2000	37
both		36

^ Period for quarter is 1/1/1999 - 6/30/2000

Period for month is 4/1/1999 - 8/31/2000

ness of transfer to the trust fund scheduled for use beginning in FY 2002; four more States met it consistently than the original measure. States find it particularly difficult to achieve with consistency the FY 2002 criteria for nonmonetary timeliness and quality, and the new criteria for first payment timeliness based on the new combined measure.

**Measure-by-Measure Summary.** The descriptions, criteria, and the States that met their criteria in every month or quarter follow for each Tier I measure. The States meeting each criterion during the period are arrayed in columns by Region.

**Cash Management (Days on Deposit Measure)** - Average number of days funds are on deposit in clearing account before being transferred to trust fund.

Criterion:  $\leq 2$  days

17 States met the criterion for each of the quarters.

MA	NJ	MD	KY	IN	OK	ND	CA	AK
RI	VI	PA	TN		TX		HI	OR
VT								

**Cash Management (Annual Ratio Measure)** - Ratio of average daily loanable balance in clearing account to average daily transfer to trust fund.

Criterion:  $\leq 1.75$

21 States met the criterion for each of the quarters.

MA	NJ	MD	FL	IN	OK	IA	MT	CA	AK
RI		PA	KY			MO	ND	HI	WA
VT			NC				WY		
			TN						

**Nonmonetary Determination Quality** - Weighted average of separation and nonseparation determinations with quality scores  $>80$  points.

Criterion:  $\geq 75\%$

Only 7 States met the criterion for each of the quarters.

WV	SC	MI	WY	HI	ID
	MS				

**Nonmonetary Determinations Time Lapse** - % of separations determinations made within 21 days of detection, and % of nonseparations determinations made within 14 days of detection.

Criterion:  $\geq 80\%$

6 States met the criterion for nonseparations and 14 met the criterion for separations for each of the quarters.

Only 3 States met both criteria: MD, WV, and AK

**Lower Authority Appeals Time Lapse** - % of appeals decided within 30, 45, and 90 days of filing.

Criteria:  $\geq 60\%$  - 30-day  
 $\geq 80\%$  - 45-day  
 $\geq 95\%$  - 90-day

27 States met the 30-day criterion, 31 States met the 45-day criterion, and 31 States met the 90-day criterion for each of the quarters.

24 States met all three LAA time lapse criteria.

MA	NY	MD	AL	IL	AR	KS	CO	AZ	AK
		PA	GA	MI	LA	MO	MT		
		VA	MS		NM	NE	SD		
		WV	SC				WY		

**Lower Authority Appeals Quality** - % of appeals with quality scores  $\geq$  85% of potential points.

Criterion:  $\geq$  80%

35 States met the criterion for each of the quarters.

ME NY DC AL IL AR KS CO AZ OR  
NH PR MD FL IN LA MO SD CA WA  
RI VA GA MI NM NE UT  
KY WI OK  
MS  
NC  
SC

**Higher Authority Appeals Time Lapse** - % of appeals decided within 45, 90, and 150 days of filing.

Criteria:  $\geq$  50% - 45-day  
 $\geq$  80% - 90-day  
 $\geq$  95% - 150-day

23 States met the 45-day criterion, 24 met the 90-day criterion, and 26 met the 150-day criterion for each of the quarters.

Only 13 States met all three HAA time lapse criteria.

WV MS AR KS ND AZ OR  
NC LA SD WA  
NM  
TX

**First Payment Time Lapse** - % of First Payments paid within the given number of days.

Criteria:  $\geq$  87% - Intrastate UI first payments within 14/21 days  
 $\geq$  93% - Intrastate UI first payments within 35 days  
 $\geq$  70% - Interstate UI first payments within 14/21 days  
 $\geq$  78% - Interstate UI first payments within 35 days  
 $\geq$  90% - All first payments within 14/21 days  
 $\geq$  95% - All first payments within 35 days

Performance on Interstate UI and Intrastate UI is about the same at 22 or 23 States meeting the 14/21-day criteria and 41 or 42 States meeting the 35-day criteria. Performance on the combined measures is much worse, with only 8 States meeting the 14/21-day criterion, and 22 States meeting the 35-day criterion.

Only 6 States met all six First Payments time lapse criteria.

AL WI UT AZ ID OR

**New Employer Status Determination Time Lapse** - % of new status determinations made within 90 days, and 180 days of quarter end date.

Criteria:  $\geq$  60% - 90-day  
 $\geq$  80% - 180-day

41 States met the 90-day criterion, and 37 met the 180-day criterion for each of the quarters.

36 States met both time lapse criteria.

CT NY DC AL IL LA KS CO AZ OR  
MA DE KY IN NM MO UT CA WA  
ME MD NC MI OK NE WY  
NH WV SC MN TX  
RI TN OH  
WI

# UI QUARTERLY MANAGEMENT REPORT

## CHART I

Report Period: July 1, 2000 to Sep 30, 2000

Rundate: 8-Jan-2001

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
<b>MACRO INDICATORS</b>										
Net UI Contributions (3-yr. is annual avg.)	19.7B	19.9B	9.9B	4.4B	2.8B	6.0M	1.4B	1.0M	548M	3.4M
Net UI Benefits (3-yr. is annual avg.)	18.9B	18.7B	4.3B	4.2B	2.3B	2.5M	561M	0.5M	503M	0.7M
TUR (unadjusted)	4.3%	4.0%	3.9%	4.0%	10.7%	2.2%	10.0%	2.1%	10.3%	2.0%
IUR (unadjusted)	1.8%	1.7%	1.6%	1.6%	3.5%	0.5%	6.5%	0.7%	5.0%	0.5%
Total Unemployment Level (weekly, unadjusted)	6.0M	5.7M	5.5M	5.7M	0.8M	9,106	0.9M	8,204	0.8M	8,116
Insured Unemployment Level (weekly, unadjusted)	2.2M	2.1M	1.9M	2.0M	0.3M	2,022	0.3M	1,642	0.3M	1,759
Number of First Payments (3-yr. is annual avg.)	7.1M	6.8M	1.4M	1.6M	1.0M	1,129	0.2M	238	0.2M	300
Number of Initial Claims (3-yr. is annual avg.)	15.8M	15.0M	3.3M	3.5M	2.5M	1,781	0.6M	486	0.5M	514
Average Duration of Benefits (weeks)	14.2	14.1	^	^	20.9	9.2	^	^	^	^
Exhaustion Rate	31.9%	31.9%	^	^	53.9%	7.0%	^	^	^	^
<b>GPRA PERFORMANCE</b>										
UI Reciprocity Rate	36.8%	37.0%	35.2%	34.4%	67.0%	18.5%	65.7%	12.3%	73.0%	17.0%
Wage Replacement Ratio (BAM)	46.2%	46.2%	46.5%	45.8%	56.1%	30.4%	57.3%	30.4%	54.1%	31.9%
% UI Claimants Registered with ES (BAM)	61.0%	59.0%	59.4%	58.4%	99.6%	16.7%	100.0%	15.8%	100.0%	5.8%
<b>OTHER IMPORTANT MEASURES OF PERFORMANCE</b>										
% of Contributory Employers Filing Reports Timely	86.9%	85.3%	85.9%	81.9%	98.6%	45.4%	97.8%	61.3%	99.1%	58.2%
Cont. Claims Payment Timeliness, Intra, 21 days	93.4%	93.6%	93.7%	93.7%	99.6%	78.9%	99.5%	82.7%	99.5%	82.7%
BAM Overpayment Rate	8.8%	8.7%	7.2%	9.3%	26.3%	2.8%	25.9%	1.2%	44.5%	1.3%
Fraud Overpayment Recovery Rate	52.9%	53.8%	56.6%	46.1%	115.8%	15.9%	225.5%	19.8%	107.9%	1.9%
Nonfraud Overpayment Recovery Rate	54.8%	55.1%	56.5%	50.2%	170.8%	23.3%	460.2%	21.1%	106.1%	16.9%
% of Amounts Due that were Paid Timely	90.6%	88.9%	^	^	100.0%	0.0%	^	^	^	^
% of Accounts Receivable at end of report period	2.7%	3.0%	^	^	20.3%	0.0%	^	^	^	^
% of Change in total wages resulting from audit	3.8%	3.7%	3.6%	4.2%	12.3%	0.4%	13.8%	0.1%	14.2%	0.2%
% of Contributory employers who are audited	1.9%	2.0%	^	^	3.8%	0.3%	^	^	^	^
% of Total wages audited (annualized)	1.4%	1.3%	^	^	4.5%	0.3%	^	^	^	^
<b>UI and the WORKFORCE DEVELOPMENT SYSTEM</b>										
% of UI claimants receiving referrals from ES (BAM)	16.3%	14.7%	15.4%	14.8%	49.5%	0.4%	57.1%	0.4%	53.0%	0.8%
% of UI claimants in Training (BAM)	5.1%	4.9%	4.5%	4.2%	9.6%	1.1%	12.3%	0.7%	9.8%	0.8%
Claimants profiled as % of ICs	41.6%	41.0%	38.2%	41.3%	68.1%	9.5%	73.9%	11.6%	81.6%	5.0%
Claimants pooled as % of those profiled	33.7%	39.0%	45.1%	41.8%	97.9%	1.1%	97.9%	1.5%	98.1%	1.0%
Claimants referred to services as % of pooled	36.9%	37.6%	39.2%	36.5%	97.9%	3.7%	118.7%	2.0%	144.3%	2.8%

\* Data not available

^ Measure is calculated on a yearly basis only

# QUARTERLY MANAGEMENT REPORT

## CHART II

Report Period: July 1, 2000 to Sep 30, 2000

Rundate: 8-Jan-2001

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
<b>FIRST PAYMENT TIMELINESS</b>											
Ist Pays in 14/21 Days (combined)	90%	89.1%	89.1%	89.5%	88.8%	98.0%	75.9%	21	97.2%	72.4%	25
Ist Pays in 14/21 Days (intrastate)	87%	89.9%	90.1%	90.1%	89.6%	98.2%	80.3%	9	97.3%	75.1%	12
Ist Pays in 14/21 Days (interstate)	70%	79.0%	79.9%	81.8%	78.7%	96.1%	25.0%	4	96.9%	12.5%	8
Ist Pays in 35 Days (combined)	95%	97.0%	96.9%	96.6%	97.2%	99.7%	88.6%	7	99.8%	91.5%	4
Ist Pays in 35 Days (intrastate)	93%	97.2%	97.1%	96.8%	97.4%	99.8%	88.9%	3	99.7%	91.7%	3
Ist Pays in 35 Days (interstate)	78%	93.0%	93.4%	93.3%	93.4%	100.0%	50.0%	1	100.0%	86.4%	0
<b>NONMONETARY DETERMINATIONS</b>											
Separation Determinations within 21 Days	80%	72.0%	70.0%	70.9%	69.7%	98.2%	20.4%	30	98.4%	33.7%	31
Nonseparation Determinations within 14 Days	80%	66.7%	63.1%	62.9%	61.5%	94.6%	32.5%	42	94.5%	26.4%	42
Nonmon Determ scoring > 80 pts	75%	70.4%	70.7%	68.9%	70.8%	96.1%	20.4%	30	93.2%	28.7%	22
<b>LOWER AUTHORITY APPEALS</b>											
LAA decisions within 30 days	60%	70.2%	70.7%	71.1%	68.2%	99.9%	5.4%	7	100.0%	2.9%	12
LAA decisions within 45 days	80%	86.8%	86.8%	86.3%	85.7%	100.0%	12.2%	6	100.0%	7.4%	10
LAA decisions within 90 days	95%	96.1%	96.0%	95.6%	95.9%	100.0%	58.1%	4	100.0%	46.5%	10
LA benefit appeals with combined scores > 85%	80%	92.7%	94.5%	94.6%	93.7%	100.0%	75.0%	3	100.0%	55.6%	3
<b>HIGHER AUTHORITY APPEALS</b>											
HAA decisions within 45 days	50%	65.8%	69.9%	72.4%	67.0%	100.0%	14.6%	3	100.0%	3.0%	5
HAA decisions within 75 days	80%	88.4%	91.5%	92.7%	88.7%	100.0%	74.0%	1	100.0%	45.6%	2
HAA decisions within 150 days	95%	97.3%	98.5%	98.8%	98.6%	100.0%	95.6%	0	100.0%	93.7%	1
<b>NEW STATUS DETERMINATIONS</b>											
New status determinations made within 90 days	60%	78.3%	78.2%	75.4%	81.0%	95.7%	15.0%	3	95.6%	34.7%	2
New status determinations made within 180 days	80%	88.8%	87.8%	84.6%	91.7%	98.4%	31.8%	3	98.4%	65.3%	2
<b>TIMELINESS OF TRANSFERS FROM CA TO TF</b>											
# Days of transfer from clearing account to trust fund	<= 2 days	2.2	2.2	2.2	2.1	15.0	0.0	20	8.4	2.1	18
Annual ratio	<=1.75	1.93	1.87	2.00	1.49	18.19	-1.48	14	11.15	-0.35	16

\* Data not available

^ Measure is calculated on a yearly basis only

# UI QUARTERLY MANAGEMENT REPORT

## REGION I - BOSTON

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs										
<b>First Payment Timeliness</b>													
	90%	93.6%	93.7%	84.1%	85.1%	89.3%	89.3%	85.8%	90.1%	81.6%	87.1%	86.4%	90.7%
	87%	94.7%	95.3%	85.6%	87.5%	90.0%	90.1%	86.6%	91.1%	82.6%	87.7%	85.5%	91.2%
	70%	73.6%	72.5%	69.6%	53.6%	81.2%	81.0%	73.3%	78.9%	66.4%	74.5%	93.5%	88.9%
	95%	97.3%	97.2%	96.7%	96.8%	96.4%	96.6%	96.1%	96.7%	94.8%	96.3%	96.7%	97.8%
	93%	97.8%	97.9%	96.9%	97.2%	96.5%	96.7%	96.1%	97.0%	94.9%	96.4%	96.4%	97.9%
	78%	86.4%	87.2%	89.3%	88.8%	92.8%	92.7%	91.9%	90.5%	95.5%	93.1%	98.1%	96.9%
<b>Nonmonetary Determinations</b>													
	80%	86.9%	88.0%	76.9%	70.8%	59.1%	59.4%	70.9%	73.9%	79.5%	71.5%	35.0%	51.9%
	80%	59.8%	65.3%	76.8%	69.2%	46.4%	47.7%	57.6%	55.3%	70.5%	66.8%	58.7%	62.5%
	75%	60.0%	62.3%	62.1%	67.9%	56.6%	70.4%	69.9%	67.3%	93.2%	86.3%	64.8%	67.9%
<b>Lower Authority Appeals</b>													
	60%	75.8%	76.5%	75.6%	69.3%	79.5%	80.9%	59.7%	68.0%	95.6%	96.5%	71.1%	74.5%
	80%	91.6%	90.9%	92.1%	91.6%	93.9%	94.3%	76.3%	85.6%	99.5%	99.4%	93.2%	93.2%
	95%	97.6%	96.5%	99.2%	99.1%	99.3%	99.3%	86.6%	95.7%	100.0%	100.0%	99.4%	98.7%
	80%	100.0%	97.4%	94.7%	97.4%	90.0%	88.5%	84.2%	92.2%	100.0%	98.8%	100.0%	100.0%
<b>Higher Authority Appeals</b>													
	50%	74.2%	76.2%	79.6%	68.6%	83.2%	84.6%	92.4%	85.1%	83.8%	87.1%	80.8%	64.8%
	80%	90.2%	92.1%	100.0%	97.7%	91.1%	92.1%	98.7%	96.5%	96.6%	97.8%	100.0%	96.3%
	95%	95.5%	97.4%	100.0%	99.5%	99.0%	98.7%	100.0%	99.0%	99.4%	99.4%	100.0%	98.8%
<b>Tax/Cash Management</b>													
	60%	89.0%	87.9%	83.9%	81.6%	67.3%	69.4%	89.4%	85.9%	95.6%	94.5%	78.2%	75.7%
	80%	94.2%	92.7%	93.9%	90.5%	87.9%	85.9%	95.8%	93.2%	98.4%	97.3%	86.9%	86.3%
	≤ 2 days	1.6	2.2	1.9	2.1	1.3	1.4	3.7	3.6	1.3	0.5	1.6	1.7
	≤ 1.75	1.24	1.61	1.08	1.98	0.11	0.05	3.85	3.54	1.75	0.70	0.50	0.44
<b>GPRA Performance</b>													
	NA	73.0%	67.0%	35.5%	36.7%	67.3%	66.1%	17.1%	18.5%	55.6%	63.5%	41.6%	52.8%
	NA	42.5%	44.7%	48.8%	51.5%	44.3%	46.8%	39.2%	42.1%	50.6%	56.1%	48.8%	51.7%
	NA	33.9%	38.5%	64.4%	72.3%	5.9%	36.7%	83.9%	82.0%	86.4%	88.4%	53.0%	46.2%

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT

## REGION I - NEW YORK

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs						
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days (combined)	90%	89.4%	89.0%	87.5%	81.1%	83.0%	85.9%	72.4%	73.5%
1st Pays in 14/21 days - intrastate	87%	90.5%	90.2%	88.3%	81.7%	87.5%	90.1%	75.1%	76.2%
1st Pays in 14/21 days - interstate	70%	70.1%	73.5%	75.4%	71.5%	40.8%	44.3%	12.5%	23.4%
1st Pays in 35 days (combined)	95%	97.8%	97.6%	96.3%	92.8%	98.3%	98.2%	91.5%	91.5%
1st Pays in 35 days - intrastate	93%	98.2%	98.0%	96.6%	93.0%	99.0%	99.0%	91.7%	93.1%
1st Pays in 35 days - interstate	78%	88.3%	89.9%	90.2%	88.4%	86.6%	84.0%	87.5%	59.6%
<b>Nonmonetary Determinations</b>									
Separation Determinations within 21 days	80%	71.8%	75.8%	45.1%	43.6%	0.0%	68.6%	48.6%	56.1%
Nonseparation Determinations within 14 days	80%	53.5%	57.0%	45.7%	48.3%	0.0%	60.7%	75.0%	63.7%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	0.0%	54.7%	0.0%	40.0%	48.3%	55.8%		0.0
<b>Lower Authority Appeals</b>									
LA decisions within 30 days	60%	84.9%	81.6%	75.8%	76.9%	2.9%	10.0%	40.9%	61.2%
LA decisions within 45 days	80%	93.0%	91.0%	88.3%	88.8%	7.4%	24.4%	50.0%	76.5%
LA decisions within 90 days	95%	98.9%	98.0%	97.2%	97.0%	46.5%	68.1%	81.8%	92.9%
LA benefit appeals with combined scores $\geq 85\%$	80%	80.0%	85.9%	70.0%	85.4%	0.0%	91.4%	55.6%	0.6
<b>Higher Authority Appeals</b>									
HA decisions within 45 days	50%	72.6%	83.3%	64.5%	63.6%	46.2%	70.9%	0.0%	0.0%
HA decisions within 75 days	80%	95.5%	96.0%	91.5%	89.9%	80.8%	87.5%	0.0%	0.0%
HA decisions within 150 days	95%	99.9%	99.7%	97.2%	95.5%	100.0%	98.7%	0.0%	0.0%
<b>Tax/Cash Management</b>									
New status determinations made within 90 days	60%	34.7%	20.4%	90.3%	86.3%	0.0%	0.0%	0.0%	0.0
New status determinations made within 180 days	80%	65.3%	38.9%	96.7%	95.0%	0.0%	0.0%	0.0%	0.0
Days' worth of deposits in Clearing Account	$\leq 2$ days	5.0%	0.1	1.2	1.6				0.1
Annual Ratio	$\leq 1.75$	0.07	0.06	0.54	1.27				4.30
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	51.2%	51.4%	34.9%	35.1%	26.1%	27.7%		
BAM Wage Replacement Ratio	NA	51.4%	54.1%	47.5%	47.5%	42.6%	44.0%		
UI claimants registered with ES (BAM)	NA	41.7%	37.4%	18.5%	32.3%	62.1%	64.2%	0.0%	

\* Data not available

\*\* State does not have higher authority appeals.

# UI QUARTERLY MANAGEMENT REPORT REGION II

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs										
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days (combined)	90%	95.0%	93.0%	82.3%	81.4%	93.2%	93.0%	86.0%	89.2%	94.4%	93.3%	91.4%	91.8%
1st Pays in 14/21 days - intrastate	87%	96.0%	94.6%	83.8%	85.0%	93.8%	94.0%	86.8%	90.3%	95.6%	94.7%	92.2%	92.7%
1st Pays in 14/21 days - interstate	70%	79.1%	80.4%	79.2%	74.0%	79.9%	75.6%	79.4%	82.7%	80.4%	81.3%	74.6%	82.1%
1st Pays in 35 days (combined)	95%	97.5%	96.8%	92.0%	91.5%	96.2%	96.2%	96.3%	97.6%	98.6%	98.2%	96.4%	97.7%
1st Pays in 35 days - intrastate	93%	97.9%	97.3%	91.7%	92.1%	96.5%	96.7%	96.2%	97.6%	98.8%	98.5%	96.4%	97.6%
1st Pays in 35 days - interstate	78%	91.4%	92.1%	93.4%	90.0%	90.5%	88.1%	93.9%	95.0%	96.0%	95.2%	91.1%	96.2%
<b>Nonmonetary Determinations</b>													
Separation Determinations within 21 days	80%	88.2%	82.8%	62.6%	61.5%	94.0%	92.0%	51.6%	56.7%	78.6%	78.4%	98.4%	98.4%
Nonseparation Determinations within 14 days	80%	71.3%	66.6%	43.8%	49.0%	89.0%	86.8%	31.7%	35.2%	92.2%	92.0%	94.5%	95.0%
Nonmonetary Determinations scoring $\geq$ 80 pts	75%	68.8%	69.7%	49.6%	49.1%	82.2%	75.4%	83.4%	73.1%	85.8%	83.8%	89.3%	91.5%
<b>Lower Authority Appeals</b>													
LA decisions within 30 days	60%	73.8%	73.2%	58.7%	63.1%	87.9%	85.6%	76.4%	79.3%	81.5%	83.7%	66.7%	77.8%
LA decisions within 45 days	80%	100.0%	99.3%	82.2%	84.8%	97.0%	95.9%	92.7%	92.6%	94.8%	95.2%	89.1%	93.4%
LA decisions within 90 days	95%	100.0%	99.9%	94.9%	96.0%	99.7%	99.4%	99.4%	99.2%	99.4%	99.6%	98.4%	99.0%
LA benefit appeals with combined scores $\geq$ 85%	80%	100.0%	97.5%	0.0%	88.3%	100.0%	98.7%	97.4%	96.8%	95.0%	98.7%	95.0%	97.5%
<b>Higher Authority Appeals</b>													
HA decisions within 45 days	50%	64.3%	74.0%	75.0%	77.6%	67.9%	61.5%	60.6%	61.7%	67.8%	69.6%	88.8%	87.9%
HA decisions within 75 days	80%	88.9%	89.6%	95.0%	94.0%	89.9%	90.9%	82.9%	85.0%	87.9%	93.5%	98.8%	98.5%
HA decisions within 150 days	95%	97.6%	96.2%	100.0%	99.5%	97.1%	96.9%	99.1%	98.3%	93.7%	97.4%	100.0%	99.7%
<b>Tax/Cash Management</b>													
New status determinations made within 90 days	60%	72.4%	76.7%	0.0%	73.9%	89.0%	88.8%	55.7%	50.5%	78.5%	73.9%	88.6%	89.7%
New status determinations made within 180 days	80%	84.7%	86.0%	0.0%	84.1%	94.9%	93.6%	70.3%	62.0%	91.5%	88.9%	95.8%	94.6%
Days' worth of deposits in Clearing Account	$\leq$ 2 days	3.1	2.2	1.9	2.4	1.2	1.3	0.1	0.1	4.8	4.5	1.5	1.4
Annual Ratio	$\leq$ 1.75	2.84	1.52	0.74	1.29	0.07	0.12	0.09	0.05	5.33	4.60	1.47	1.38
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	36.6%	40.7%	38.9%	39.7%	27.7%	32.1%	50.2%	54.0%	22.7%	23.6%	30.1%	31.3%
BAM Wage Replacement Ratio	NA	46.2%	46.6%	45.7%	45.0%	43.1%	46.0%	51.9%	54.1%	45.7%	44.9%	41.8%	41.5%
UI claimants registered with ES (BAM)	NA	36.7%	42.9%	6.9%	21.2%	23.3%	34.2%	21.0%	23.6%	75.9%	81.7%	64.7%	61.6%

^ Measure is calculated on a yearly basis only

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION III

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs														
<b>First Payment Timeliness</b>																	
1st Pays in 14/21 days (combined)	90%	96.1%	95.4%	89.4%	87.6%	93.5%	92.3%	93.3%	93.3%	91.7%	92.7%	91.6%	84.7%	94.6%	92.6%	91.3%	94.7%
1st Pays in 14/21 days - intrastate	87%	96.3%	95.6%	90.0%	88.2%	94.2%	93.9%	93.8%	94.0%	91.9%	93.0%	91.7%	85.7%	94.6%	93.5%	92.0%	95.4%
1st Pays in 14/21 days - interstate	70%	89.7%	89.3%	85.1%	84.1%	73.6%	80.5%	77.3%	71.8%	67.0%	74.2%	73.2%	69.2%	95.0%	91.3%	74.4%	77.5%
1st Pays in 35 days (combined)	95%	98.7%	98.5%	97.0%	96.1%	96.9%	96.5%	98.0%	98.0%	96.9%	97.2%	97.3%	93.5%	98.7%	98.3%	98.3%	98.6%
1st Pays in 35 days - intrastate	93%	98.7%	98.6%	97.1%	96.2%	97.1%	96.9%	98.1%	98.1%	96.6%	97.1%	97.4%	93.9%	98.7%	98.2%	98.5%	98.6%
1st Pays in 35 days - interstate	78%	96.6%	95.1%	96.0%	94.9%	89.6%	92.0%	92.7%	87.6%	94.3%	94.4%	90.4%	88.5%	99.3%	97.2%	93.3%	94.4%
<b>Nonmonetary Determinations</b>																	
Separation Determinations within 21 days	80%	57.5%	55.6%	70.7%	70.0%	89.4%	91.7%	84.6%	86.2%	66.8%	78.9%	40.2%	39.6%	92.3%	92.0%	85.3%	87.2%
Nonseparation Determinations within 14 days	80%	82.0%	78.4%	53.3%	53.9%	55.4%	66.8%	78.8%	79.2%	61.8%	70.4%	54.9%	54.6%	80.7%	81.7%	67.2%	71.6%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	86.0%	83.7%	45.5%	50.5%	0.0%	67.7%	85.7%	86.1%	85.6%	87.0%	35.7%	35.0%	89.9%	91.0%	76.3%	73.3%
<b>Lower Authority Appeals</b>																	
LA decisions within 30 days	60%	81.0%	83.8%	71.3%	72.7%	74.7%	85.0%	40.2%	28.8%	85.2%	86.5%	71.3%	67.1%	100.0%	99.9%	68.3%	69.1%
LA decisions within 45 days	80%	96.6%	97.0%	91.1%	90.5%	94.5%	96.8%	74.0%	58.1%	96.1%	97.0%	87.7%	84.8%	100.0%	100.0%	89.6%	88.5%
LA decisions within 90 days	95%	99.7%	99.8%	97.1%	96.3%	99.8%	99.8%	94.1%	90.6%	99.9%	99.9%	97.3%	97.5%	100.0%	100.0%	98.4%	97.5%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	98.7%	92.3%	89.0%	80.0%	93.7%	100.0%	97.1%	100.0%	98.7%	89.5%	94.8%	100.0%	100.0%	95.0%	90.0%
<b>Higher Authority Appeals</b>																	
HA decisions within 45 days	50%	66.9%	68.9%	55.1%	52.8%	99.3%	96.5%	54.2%	62.9%	86.2%	92.8%	87.5%	80.6%	72.4%	81.8%	86.1%	86.3%
HA decisions within 75 days	80%	81.5%	82.5%	95.3%	94.2%	100.0%	99.9%	86.9%	91.8%	98.9%	98.7%	93.4%	91.7%	98.7%	96.9%	94.1%	93.2%
HA decisions within 150 days	95%	99.6%	99.1%	99.7%	99.6%	100.0%	100.0%	98.4%	99.0%	99.7%	99.5%	99.1%	98.8%	100.0%	99.8%	99.3%	98.6%
<b>Tax/Cash Management</b>																	
New status determinations made within 90 days	60%	74.2%	73.5%	84.2%	82.9%	64.6%	61.3%	89.1%	89.0%	77.2%	74.9%	86.0%	81.4%	84.9%	81.8%	86.5%	84.4%
New status determinations made within 180 days	80%	88.2%	85.4%	94.6%	91.5%	91.1%	89.8%	97.2%	93.4%	86.9%	82.6%	95.4%	91.2%	94.6%	91.9%	94.5%	90.8%
Days' worth of deposits in Clearing Account	$\leq 2$ days	1.6	1.6	1.7	1.9	3.4	2.9	1.6	1.4	2.2	1.3	1.3	1.7	2.2	2.3	1.0	1.2
Annual Ratio	$\leq 1.75$	1.28	1.21	0.0%	0.00	6.30	4.77	-0.35	0.07	1.26	0.08	0.00	0.20	1.11	1.08	0.12	0.27
<b>GPRA Performance</b>																	
UI Reciprocity Rate	NA	29.6%	29.4%	27.7%	24.8%	22.1%	22.7%	32.6%	31.6%	28.6%	27.0%	36.8%	40.7%	33.0%	31.4%	38.2%	39.0%
BAM Wage Replacement Ratio	NA	42.4%	43.7%	51.9%	49.5%	46.9%	46.8%	48.2%	50.7%	46.4%	47.0%	51.5%	51.9%	47.7%	48.0%	45.8%	45.8%
UI claimants registered with ES (BAM)	NA	79.2%	79.1%	81.4%	88.1%	86.2%	86.5%	65.4%	54.8%	60.8%	60.0%	76.9%	75.0%	80.0%	80.4%	67.5%	62.2%

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION IV - DALLAS

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs								
<b>First Payment Timeliness</b>											
1st Pays in 14/21 days (combined)	90%	94.0%	93.3%	78.8%	81.2%	85.8%	88.8%	90.0%	91.4%	88.1%	88.1%
1st Pays in 14/21 days - intrastate	87%	93.5%	92.9%	79.0%	81.3%	86.1%	89.5%	90.1%	91.8%	88.2%	88.2%
1st Pays in 14/21 days - interstate	70%	83.2%	76.6%	75.7%	78.0%	78.9%	76.2%	82.4%	86.4%	91.0%	89.2%
1st Pays in 35 days (combined)	95%	98.2%	98.1%	92.5%	92.4%	96.1%	96.9%	97.1%	97.0%	97.3%	97.5%
1st Pays in 35 days - intrastate	93%	98.0%	97.8%	92.5%	92.4%	96.2%	97.1%	97.1%	97.0%	97.3%	97.4%
1st Pays in 35 days - interstate	78%	94.6%	93.2%	92.6%	92.5%	94.3%	92.7%	93.9%	95.4%	97.2%	97.1%
<b>Nonmonetary Determinations</b>											
Separation Determinations within 21 days	80%	69.1%	66.1%	34.6%	36.3%	56.3%	60.0%	80.2%	85.3%	60.2%	62.1%
Nonseparation Determinations within 14 days	80%	61.1%	63.6%	32.4%	36.4%	49.2%	48.9%	78.8%	83.6%	64.7%	66.7%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	82.6%	79.6%	67.3%	75.5%	77.1%	72.7%	86.3%	79.4%	83.6%	82.0%
<b>Lower Authority Appeals</b>											
LA decisions within 30 days	60%	89.6%	93.1%	75.2%	74.8%	83.6%	80.8%	95.4%	96.4%	63.7%	59.4%
LA decisions within 45 days	80%	96.7%	98.0%	90.2%	90.0%	91.6%	91.8%	99.6%	99.4%	78.3%	75.4%
LA decisions within 90 days	95%	99.6%	99.8%	98.6%	98.4%	98.8%	98.9%	100.0%	99.9%	90.5%	89.0%
LA benefit appeals with combined scores $\geq 85\%$	80%	95.0%	96.3%	100.0%	100.0%	95.0%	93.8%	95.0%	95.0%	92.1%	90.3%
<b>Higher Authority Appeals</b>											
HA decisions within 45 days	50%	87.2%	87.0%	94.9%	93.2%	86.0%	88.1%	91.0%	83.7%	75.9%	79.9%
HA decisions within 75 days	80%	93.3%	94.8%	99.8%	98.9%	98.5%	98.8%	98.4%	96.8%	95.2%	96.1%
HA decisions within 150 days	95%	98.4%	98.6%	100.0%	99.9%	99.5%	99.9%	99.7%	98.9%	99.5%	99.6%
<b>Tax/Cash Management</b>											
New status determinations made within 90 days	60%	70.1%	68.7%	82.8%	81.6%	88.0%	87.2%	76.4%	74.9%	83.0%	79.9%
New status determinations made within 180 days	80%	89.1%	85.3%	91.2%	87.6%	94.7%	92.8%	91.3%	89.5%	93.2%	88.8%
Days' worth of deposits in Clearing Account	$\leq 2$ days	1.5	1.9	2.1	1.9	4.6	3.2	0.6	0.5	1.2	1.2
Annual Ratio	$\leq 1.75$	0.55	1.00	2.51	2.13	4.94	3.12	0.81	0.74	1.10	1.16
<b>GPRA Performance</b>											
UI Reciprocity Rate	NA	44.6%	43.4%	24.7%	25.2%	18.6%	21.3%	24.5%	24.2%	23.3%	24.1%
BAM Wage Replacement Ratio	NA	50.3%	52.4%	44.1%	43.1%	47.9%	47.5%	54.1%	52.0%	49.7%	50.5%
UI claimants registered with ES (BAM)	NA	44.7%	44.5%	87.7%	82.1%	89.6%	80.7%	97.5%	97.3%	90.6%	93.1%

^ Measure is calculated on a yearly basis only

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION IV - DENVER

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs										
<b>First Payment Timeliness</b>													
Ist Pays in 14/21 days (combined)	90%	91.2%	91.7%	92.6%	93.1%	94.7%	97.7%	83.7%	89.4%	97.2%	97.8%	91.2%	92.3%
Ist Pays in 14/21 days - intrastate	87%	91.5%	91.9%	93.2%	93.4%	95.1%	98.0%	80.8%	89.2%	97.3%	98.0%	92.4%	94.0%
Ist Pays in 14/21 days - interstate	70%	90.2%	88.6%	80.0%	82.4%	89.5%	94.5%	71.1%	77.9%	96.9%	95.7%	77.1%	77.6%
Ist Pays in 35 days (combined)	95%	96.6%	97.0%	98.0%	98.4%	97.7%	99.4%	97.8%	98.1%	99.8%	99.8%	99.1%	98.6%
Ist Pays in 35 days - intrastate	93%	96.6%	97.1%	97.9%	98.3%	97.7%	99.4%	97.2%	98.0%	99.7%	99.8%	99.1%	98.8%
Ist Pays in 35 days - interstate	78%	95.4%	95.9%	97.8%	96.5%	100.0%	98.9%	95.6%	95.1%	100.0%	99.3%	100.0%	96.5%
<b>Nonmonetary Determinations</b>													
Separation Determinations within 21 days	80%	36.5%	36.6%	86.6%	85.5%	60.5%	45.3%	37.4%	55.2%	86.3%	88.9%	83.0%	80.2%
Nonseparation Determinations within 14 days	80%	58.5%	59.5%	75.6%	75.0%	88.6%	89.7%	61.0%	61.9%	70.1%	71.6%	69.3%	69.6%
Nonmonetary Determinations scoring $\geq$ 80 pts	75%	37.9%	44.3%	72.9%	79.8%	0.0%	52.0%	70.0%	64.6%	91.4%	84.4%	83.3%	82.8%
<b>Lower Authority Appeals</b>													
LA decisions within 30 days	60%	81.2%	83.3%	79.0%	81.6%	89.2%	77.8%	78.8%	85.2%	47.1%	59.1%	95.4%	89.7%
LA decisions within 45 days	80%	94.2%	94.5%	95.4%	96.6%	95.7%	91.5%	94.3%	96.1%	88.4%	89.5%	98.8%	97.5%
LA decisions within 90 days	95%	98.8%	99.0%	100.0%	99.8%	99.4%	99.2%	100.0%	99.9%	99.6%	99.3%	100.0%	99.9%
LA benefit appeals with combined score $\geq$ 85%	80%	100.0%	100.0%	85.0%	93.3%	0.0%	85.0%	100.0%	98.7%	94.7%	90.9%	0.0%	93.3%
<b>Higher Authority Appeals</b>													
HA decisions within 45 days	50%	50.7%	51.5%	44.4%	52.9%	97.3%	93.6%	100.0%	97.3%	33.9%	36.8%	83.3%	72.6%
HA decisions within 75 days	80%	96.2%	96.1%	92.1%	95.1%	100.0%	99.3%	100.0%	100.0%	91.1%	87.4%	100.0%	96.1%
HA decisions within 150 days	95%	100.0%	99.7%	98.4%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%	99.3%	100.0%	99.4%
<b>Tax/Cash Management</b>													
New status determinations made within 90 days	60%	91.7%	93.6%	0.0%	89.0%	80.3%	74.8%	78.0%	76.1%	91.8%	86.0%	81.4%	84.4%
New status determinations made within 180 days	80%	97.7%	97.6%	0.0%	93.0%	88.6%	84.7%	90.4%	87.2%	94.8%	93.2%	91.4%	91.7%
Days' worth of deposits in Clearing Account	$\leq$ 2 days	2.6	2.5	1.3	1.2	0.0	0.6	1.7	2.8	4.2	4.0	1.1	1.2
Annual Ratio	$\leq$ 1.75	2.45	1.82	1.65	1.23	0.02	0.90	1.38	3.28	3.65	3.41	0.11	0.12
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	21.3%	24.9%	26.4%	33.1%	29.2%	40.4%	21.7%	20.9%	26.6%	31.6%	20.6%	26.0%
BAM Wage Replacement Ratio	NA	48.7%	48.4%	44.4%	43.0%	47.6%	46.8%	44.9%	45.7%	45.6%	47.8%	48.0%	49.0%
UI claimants registered with ES (BAM)	NA	69.3%	73.4%	47.3%	34.7%	100.0%	98.4%	54.9%	59.6%	78.0%	63.8%	83.5%	90.9%

<sup>^</sup> Measure is calculated on a yearly basis only

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION V - CHICAGO

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs										
<b>First Payment Timeliness</b>													
Ist Pays in 14/21 days (combined)	90%	90.1%	91.6%	87.4%	88.0%	88.6%	86.4%	87.7%	92.0%	90.7%	92.3%	92.8%	94.9%
Ist Pays in 14/21 days - intrastate	87%	90.4%	91.9%	88.2%	88.9%	88.9%	86.9%	88.0%	92.6%	91.2%	92.9%	93.0%	95.2%
Ist Pays in 14/21 days - interstate	70%	83.7%	83.7%	69.9%	70.5%	60.7%	62.7%	78.9%	81.4%	83.6%	84.0%	86.8%	91.3%
Ist Pays in 35 days (combined)	95%	96.8%	97.3%	96.4%	96.6%	97.9%	97.7%	97.5%	98.4%	98.5%	98.5%	97.2%	97.9%
Ist Pays in 35 days - intrastate	93%	96.9%	97.4%	96.6%	96.9%	98.0%	97.9%	97.6%	98.5%	98.5%	98.6%	97.2%	98.0%
Ist Pays in 35 days - interstate	78%	93.8%	94.5%	87.1%	87.5%	92.4%	92.6%	94.6%	95.5%	96.6%	96.1%	93.6%	96.4%
<b>Nonmonetary Determinations</b>													
Separation Determinations within 21 days	80%	84.2%	85.2%	70.3%	72.8%	53.3%	58.2%	71.3%	69.7%	33.7%	34.8%	85.9%	87.5%
Nonseparation Determinations within 14 days	80%	70.0%	71.7%	63.3%	61.8%	62.6%	61.6%	66.8%	62.9%	40.4%	43.0%	81.2%	83.6%
Nonmonetary Determinations scoring $\geq$ 80 pts	75%	59.1%	67.4%	80.6%	77.6%	82.6%	87.3%	75.9%	75.1%	80.8%	72.1%	0.0%	79.2%
<b>Lower Authority Appeals</b>													
LA decisions within 30 days	60%	73.8%	75.6%	5.5%	33.0%	84.8%	85.6%	34.6%	36.2%	76.7%	78.5%	55.5%	68.5%
LA decisions within 45 days	80%	92.5%	93.3%	45.6%	67.5%	94.1%	95.0%	76.1%	78.6%	91.6%	91.9%	78.5%	88.0%
LA decisions within 90 days	95%	99.4%	99.3%	93.0%	96.4%	99.1%	98.9%	96.9%	96.8%	98.9%	98.6%	92.7%	96.9%
LA benefit appeals with combined score $\geq$ 85%	80%	97.4%	94.2%	100.0%	98.8%	100.0%	96.3%	90.0%	96.3%	95.0%	92.4%	95.0%	94.9%
<b>Higher Authority Appeals</b>													
HA decisions within 45 days	50%	68.8%	55.5%	66.7%	70.7%	56.8%	52.6%	82.6%	88.9%	80.4%	80.2%	72.2%	67.4%
HA decisions within 75 days	80%	91.6%	91.7%	90.0%	85.0%	90.9%	85.4%	98.4%	99.5%	93.3%	91.4%	88.3%	84.4%
HA decisions within 150 days	95%	97.8%	98.8%	97.4%	93.3%	98.6%	95.7%	100.0%	100.0%	97.1%	95.8%	99.1%	96.7%
<b>Tax/Cash Management</b>													
New status determinations made within 90 days	60%	76.3%	74.2%	84.4%	81.9%	80.8%	80.3%	84.7%	80.9%	86.8%	87.5%	0.0%	69.8%
New status determinations made within 180 days	80%	92.4%	91.3%	92.6%	89.4%	92.8%	90.5%	89.7%	87.3%	95.6%	93.5%	0.0%	85.6%
Days' worth of deposits in Clearing Account	$\leq$ 2 days	8.4	6.6	0.0	0.2	1.3	6.3	3.5	10.3	2.6	2.2	7.1	7.2
Annual Ratio	$\leq$ 1.75	11.15	8.47	0.03	0.12	0.51	7.18	5.02	14.41	2.53	1.91	8.21	8.18
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	32.8%	37.4%	30.0%	30.2%	37.2%	45.2%	31.8%	42.7%	26.1%	28.5%	41.4%	52.8%
BAM Wage Replacement Ratio	NA	42.2%	40.6%	49.9%	48.7%	45.8%	47.2%	50.4%	48.3%	43.0%	42.9%	46.2%	47.5%
UI claimants registered with ES (BAM)	NA	68.5%	71.1%	66.7%	71.2%	67.6%	73.2%	42.0%	39.7%	63.4%	60.0%	22.0%	17.6%

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION V - KANSAS CITY

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days (combined)	90%	85.9%	87.4%	90.1%	90.5%	85.7%	87.4%	92.5%	94.0%
1st Pays in 14/21 days - intrastate	87%	87.1%	88.1%	90.2%	90.5%	85.3%	87.3%	93.7%	95.2%
1st Pays in 14/21 days - interstate	70%	77.2%	79.1%	86.4%	84.2%	78.5%	81.4%	78.2%	79.7%
1st Pays in 35 days (combined)	95%	95.4%	94.1%	96.3%	96.9%	97.9%	97.7%	99.2%	99.3%
1st Pays in 35 days - intrastate	93%	96.3%	94.6%	96.2%	96.9%	97.8%	97.7%	99.4%	99.4%
1st Pays in 35 days - interstate	78%	92.9%	89.5%	95.5%	94.7%	94.9%	95.4%	96.5%	96.8%
<b>Nonmonetary Determinations</b>									
Separation Determinations within 21 days	80%	56.7%	28.9%	84.8%	81.4%	47.7%	57.7%	62.3%	65.1%
Nonseparation Determinations within 14 days	80%	72.9%	72.7%	26.4%	41.2%	82.4%	85.6%	70.7%	74.9%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	81.2%	75.1%	57.4%	68.2%	83.4%	83.1%	64.4%	72.1%
<b>Lower Authority Appeals</b>									
LA decisions within 30 days	60%	54.3%	75.9%	80.7%	83.1%	70.8%	73.5%	99.2%	99.6%
LA decisions within 45 days	80%	89.3%	92.0%	91.3%	93.2%	93.5%	94.0%	100.0%	100.0%
LA decisions within 90 days	95%	97.3%	97.9%	99.6%	99.5%	99.4%	99.5%	100.0%	100.0%
LA benefit appeals with combined scores $\geq 85\%$	80%	95.8%	92.0%	100.0%	98.7%	100.0%	100.0%	100.0%	98.8%
<b>Higher Authority Appeals</b>									
HA decisions within 45 days	50%	51.8%	67.1%	94.1%	90.2%	77.0%	70.9%	0.0%	0.0%
HA decisions within 75 days	80%	99.2%	99.3%	99.7%	99.8%	86.8%	89.7%	0.0%	0.0%
HA decisions within 150 days	95%	100.0%	99.9%	100.0%	100.0%	97.5%	98.8%	0.0%	0.0%
<b>Tax/Cash Management</b>									
New status determinations made within 90 days	60%	74.3%	69.5%	93.6%	95.6%	69.9%	66.3%	84.3%	81.8%
New status determinations made within 180 days	80%	86.5%	83.4%	97.1%	98.2%	87.5%	82.8%	94.4%	91.6%
Days' worth of deposits in Clearing Account	$\leq 2$ days	1.2	1.3	1.7	1.9	2.1	2.1	1.7	2.0
Annual Ratio	$\leq 1.75$	0.18	0.31	0.81	0.85	1.82	1.16	1.09	1.57
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	46.8%	53.0%	30.5%	32.3%	50.6%	52.3%	25.7%	27.6%
BAM Wage Replacement Ratio	NA	53.4%	52.6%	52.4%	51.8%	42.9%	43.2%	47.2%	46.9%
UI claimants registered with ES (BAM)	NA	56.3%	48.3%	73.4%	70.3%	84.8%	91.3%	70.1%	63.7%

\*\* State does not have higher authority appeals.

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION VI - SAN FRANCISCO

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs						
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days (combined)	90%	95.4%	95.1%	85.9%	86.9%	87.6%	89.1%	90.4%	86.0%
1st Pays in 14/21 days - intrastate	87%	96.1%	95.9%	86.6%	87.8%	89.7%	91.1%	91.9%	87.2%
1st Pays in 14/21 days - interstate	70%	82.0%	79.6%	78.4%	78.7%	74.2%	75.8%	67.7%	71.2%
1st Pays in 35 days (combined)	95%	98.2%	98.1%	96.6%	96.9%	98.0%	97.8%	96.0%	95.7%
1st Pays in 35 days - intrastate	93%	98.3%	98.3%	96.7%	97.0%	98.2%	97.9%	96.5%	96.2%
1st Pays in 35 days - interstate	78%	95.6%	94.4%	93.6%	94.4%	95.7%	95.7%	87.3%	88.1%
<b>Nonmonetary Determinations</b>									
Separation Determinations within 21 days	80%	94.8%	95.1%	86.3%	86.1%	83.5%	86.0%	66.6%	44.9%
Nonseparation Determinations within 14 days	80%	75.6%	77.3%	63.2%	64.5%	72.1%	79.6%	59.1%	49.8%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	61.5%	64.6%	28.7%	24.6%	89.7%	86.7%	67.0%	66.4%
<b>Lower Authority Appeals</b>									
LA decisions within 30 days	60%	82.7%	82.6%	60.4%	62.4%	71.4%	74.6%	51.0%	68.1%
LA decisions within 45 days	80%	96.2%	95.5%	77.8%	79.5%	84.1%	88.6%	92.8%	94.4%
LA decisions within 90 days	95%	99.4%	98.9%	91.4%	91.7%	89.9%	96.2%	99.6%	99.6%
LA benefit appeals with combined scores $\geq 85\%$	80%	90.0%	95.0%	77.5%	88.1%	95.0%	96.7%	89.5%	96.2%
<b>Higher Authority Appeals</b>									
HA decisions within 45 days	50%	80.4%	87.8%	3.0%	40.6%	0.0%	0.0%	47.2%	50.8%
HA decisions within 75 days	80%	97.9%	97.1%	45.6%	77.5%	0.0%	0.0%	94.6%	92.5%
HA decisions within 150 days	95%	99.3%	99.0%	95.9%	98.3%	0.0%	0.0%	99.7%	99.1%
<b>Tax/Cash Management</b>									
New status determinations made within 90 days	60%	65.4%	54.0%	94.2%	93.2%	84.9%	87.5%	85.4%	85.7%
New status determinations made within 180 days	80%	89.0%	79.4%	97.9%	97.0%	91.5%	92.1%	92.7%	91.1%
Days' worth of deposits in Clearing Account	$\leq 2$ days	2.9	2.8	1.0	1.1	0.9	0.8	3.2	3.4
Annual Ratio	$\leq 1.75$	2.16	1.80	0.86	0.94	-0.07	0.00	1.52	1.76
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	24.4%	22.4%	34.7%	41.7%	32.0%	33.3%	44.8%	50.9%
BAM Wage Replacement Ratio	NA	49.8%	46.6%	36.8%	37.9%	54.1%	53.2%	46.5%	46.2%
UI claimants registered with ES (BAM)	NA	59.2%	72.1%	0.0%	0.0%	72.2%	66.5%	13.4%	16.7%

\*\* State does not have higher authority appeals.

\* Data not available

# UI QUARTERLY MANAGEMENT REPORT REGION VI - SEATTLE

Report Period: October 1, 1999 to September 30, 2000

Rundate: 8-Jan-2001

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days (combined)	90%	89.9%	90.2%	95.9%	96.8%	92.9%	94.8%	88.5%	88.5%
1st Pays in 14/21 days - intrastate	87%	91.1%	91.8%	95.8%	96.7%	92.7%	94.7%	88.5%	88.5%
1st Pays in 14/21 days - interstate	70%	88.7%	88.4%	92.2%	91.0%	93.8%	94.7%	82.8%	82.6%
1st Pays in 35 days (combined)	95%	97.1%	97.3%	99.1%	99.2%	98.1%	98.4%	96.6%	96.1%
1st Pays in 35 days - intrastate	93%	97.5%	97.6%	99.1%	99.2%	98.1%	98.3%	96.5%	96.1%
1st Pays in 35 days - interstate	78%	97.0%	97.1%	98.3%	98.0%	98.1%	97.7%	94.8%	93.4%
<b>Nonmonetary Determinations</b>									
Separation Determinations within 21 days	80%	90.3%	91.5%	84.7%	85.6%	80.2%	83.5%	57.6%	53.1%
Nonseparation Determinations within 14 days	80%	86.4%	88.2%	89.7%	88.1%	64.2%	66.9%	74.3%	74.1%
Nonmonetary Determinations scoring $\geq 80$ pts	75%	0.0%	73.9%	83.6%	84.6%	61.6%	65.6%	41.2%	47.3%
<b>Lower Authority Appeals</b>									
LA decisions within 30 days	60%	80.7%	80.0%	88.6%	91.2%	52.6%	66.2%	70.0%	67.4%
LA decisions within 45 days	80%	94.1%	94.1%	98.5%	97.9%	74.4%	83.2%	86.3%	86.2%
LA decisions within 90 days	95%	99.6%	99.7%	100.0%	99.9%	97.5%	97.8%	95.9%	96.0%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	100.0%	84.2%	86.1%	100.0%	100.0%	90.0%	90.0%
<b>Higher Authority Appeals</b>									
HA decisions within 45 days	50%	50.0%	56.5%	90.5%	91.5%	91.8%	91.2%	98.4%	98.2%
HA decisions within 75 days	80%	66.7%	84.8%	99.0%	99.8%	96.8%	96.0%	99.7%	99.7%
HA decisions within 150 days	95%	96.7%	98.6%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%
<b>Tax/Cash Management</b>									
New status determinations made within 90 days	60%	0.0%	83.2%	90.7%	88.6%	83.3%	86.7%	86.6%	87.4%
New status determinations made within 180 days	80%	0.0%	91.0%	96.8%	93.1%	91.4%	93.0%	97.9%	94.7%
Days' worth of deposits in Clearing Account	$\leq 2$ days	1.8	1.8	1.6	1.9	1.3	1.1	2.5	2.3
Annual Ratio	$\leq 1.75$	0.31	0.39	0.76	1.00	1.85	1.40	1.48	1.50
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	58.4%	65.2%	31.5%	40.8%	41.0%	45.8%	42.2%	50.0%
BAM Wage Replacement Ratio	NA	31.9%	30.4%	49.2%	50.4%	48.0%	47.8%	51.1%	51.0%
UI claimants registered with ES (BAM)	NA	53.4%	40.0%	63.0%	58.2%	100.0%	99.6%	81.1%	81.1%

\* Data not available