

INSTRUCTIONS FOR COMPLETING WORKSHEET

1. Identifying information. Complete the blanks of the first two lines. ("Case No." refers to the number on the Time Study list of cases.)

The next six lines are downloaded or computed by the program and provide information from the case: SSN (a1), Batch (a3), Investigator ID (a6), KW Action (h2), Supervisor Review (h13), and Days which is a computation of the number of days it took to complete the case -- from the week ending date of the batch (a3) to the supervisor completion date (h14).

2. Review of case folder. The next section of the worksheet is used to record information from the case folder and to identify factors that contributed to the delay. The first item, Week Ending Date, is preprinted by the program to show the week ending late of the batch. This date starts the measurement of time laps.

For all remaining items, review the documentation in the case folders to (1) obtain the date of occurrence (certain items coup have more than one entry), (2) compute the number of days from the Week Ending Date, and (3) if the time was excessive, explain the circumstances:

- Assigned. (preprinted from a7) The date the case was assigned to the investigator.
 - Claimant Interview. The date the claimant was interviewed and the Questionnaire was completed.
 - Wage Verifications.
 - Worksearch Verifications.
 - Other. Union verification, JS registration, OP determination, verification of lag period separation, verification of dependents, verification of citizenship, etc.
 - Summary. The date the investigator completed the Summary of Investigation.
 - Investigation Completed. (preprinted from h11) The late all work was completed by the investigator.
 - Supervisor Completed. (preprinted from h14) The date the supervisor signed off on the case (with or without review).
3. Comments. Use as needed.
 4. Conclusion. Explain whether failure to complete the case timely was controllable or uncontrollable by the SESA, as opposed to just the QC unit. (E.g., waiting for an overpayment to be set. up by BPC is controllable.)