Unemployment Insurance Benefits Performance Measures

Measure	Status	Frequency	Data Source
I. Initial Eligibility Decisions			
A. Benefit payment time lapse			
1. First payments	existing	monthly	automated system
2. Continued weeks	new	monthly	automated system
3. Partial weeks - both initial and continued payments	new	monthly	automated system
4. Workshare - both initial and continued payments	new	monthly	automated system
B. Nonmonetary determinations			
1. Time lapse	existing	annually	file samples
	new	quarterly	automated system
2. Quality of nonmonetary determinations	existing	annually	file samples
	new	quarterly	automated system
3. Implementation time lapse	new	quarterly	quality sample
C. Time lapse of Combined Wage Claim Wage Transfer, Billing, and Reimbursement.	existing	quarterly	automated system
II. Appeals			
A. Lower authority appeals			
1. Time lapse	existing	monthly	automated system
2. Case aging	new	monthly	automated system
3. Quality of lower authority appeals	existing	annually	files
	new	quarterly	automated system
4. Implementation time lapse	new	quarterly	automated system
B. Higher authority appeals			
1. Time lapse	existing	monthly	files
2. Case aging	new	monthly	files