


U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION UI
	CORRESPONDENCE SYMBOL OWS/OCTA/DPM
	DATE July 10, 2001

DIRECTIVE : UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 39-01

TO : STATE EMPLOYMENT SECURITY AGENCIES

FROM : GRACE A. KILBANE 
 Administrator
 Office of Workforce Security

SUBJECT : UI PERFORMS: A Look at Nonmonetary Performance of State
 Employment Security Agencies (SESAs)

1. Purpose. To advise SESAs of performance reported for nonmonetary determinations activities under Benefits Timeliness and Quality (BTQ).

2. References. Employment & Training Administration Handbook 401, and Employment & Training Administration Handbook 301.

3. Background. BTQ measures were detailed in UIPL 10-96. The first reports required were quality evaluations on nonmonetary determinations, submitted for the quarter ending September 30, 1996. Timeliness measures, including nonmonetary determinations timeliness and nonmonetary issue detection timeliness, were required beginning with the month of January 1997.

4. Availability. UI PERFORMS: A Look at Nonmonetary Performance of SESAs can be accessed at www.ows.doleta.gov/ui.asp/performance.asp#reports (click on UI PERFORMS Annual Report, CY 2000). It will also be distributed to Regional Offices and SESA UI Directors by compact disk (CD). State-specific pages can be downloaded and /or printed from the website or CD. No hard copies are available.

RESCISSIONS None	EXPIRATION DATE August 1, 2002
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5. Action Required. SESA Administrators are requested to provide this information to appropriate staff.

6. Inquires. Please direct inquires to the appropriate Regional Office.