

Studies Affecting Core Measures

Nonmonetary Determination Quality. The Department convened a nonmonetary determinations Federal/state team to study the measurement instrument used in the quality review. The team is exploring ways to refine the measurement instrument to ensure the most accurate review results. During the interim, states will continue the current system of tripartite reviews using the existing instrument, but the Department will immediately begin to display separation and nonseparation scores separately in published reports. Pending the conclusion of the study, states will address performance below the established performance goals in narratives in the State Quality Service Plan rather than in corrective action plans.

Overpayment Detection Measure. The Department proposes to include as a Core Measure the percent of estimated detectable, recoverable overpayments that the state establishes for recovery. The Benefit Accuracy Measurement data provide the overpayment estimate, while Benefit Payment Control data provide the amount of overpayments established for collection. For a recent period, six states reported establishing over 100% of estimated recoverable overpayments, while at the same time several other states' ratios were extremely low. The Department will examine the BAM methods, procedures and results in an attempt to explain the phenomenon of inverse ratios in some states, and over the coming year will explore possible adjustments to the measure.

Average Age of Pending Appeals. The Department proposes that the promptness measure for Higher Authority and Lower Authority Appeals be changed and regulations amended appropriately. To determine if cases are being decided with the greatest promptness that is administratively feasible, UI Performs would no longer use the elapsed time between filing the appeal and the date of the decision, but would instead use the average age of all cases pending in the state on a given date. The Department thinks the new measure will encourage states to decide cases more quickly overall and is currently conducting a six-state pilot of the proposed measure. State agencies and other commentators are asked to address how the new measure might drive operational changes in the states' higher and lower authority appeals systems and how those changes might affect services to claimants and employers.