

**Measures to be Addressed in the FY 2008 SQSP**

**Core Measures to be addressed in CAPs**

First Payment Promptness

Nonmonetary Determination Time Lapse

Nonmonetary Determination Quality – Nonseparations

Nonmonetary Determination Quality – Separations

Lower Authority Appeals Quality

New Employer Status Determinations Time Lapse

Tax Quality (Part A: No more than 3 tax functions failing TPS in a year)

**Core Measures to be addressed in the Narrative**

Detection of Overpayments

Average Age of Pending Lower Authority Appeals

Average Age of Pending Higher Authority Appeals

Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)

**Secretary Standards in Regulation to be addressed in CAPs**

First Payment Promptness (IntraState 14/21 Days)

First Payment Promptness (IntraState 35 Days)

First Payment Promptness (InterState 14/21 Days)

First Payment Promptness (InterState 35 Days)

Lower Authority Appeals (30 Days)

Lower Authority Appeals (45 Days)