

## Attachment A

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2015  
State Quality Service Plan (SQSP)**

<b>Core Measures</b>	<b>Measurement Period</b>	<b>Criteria</b>	<b>CAP</b>	<b>Narrative</b>
First Payment Promptness	Apr 1, 2013 – Mar 31, 2014	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2013 – Mar 31, 2014	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2013 – Mar 31, 2014	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2013 – Mar 31, 2014	75%	√	
Detection of Overpayments	BPC: Apr 1, 2011 – Mar 31, 2014; BAM: Oct. 1, 2010 – Sept. 30, 2013  If the rate is a result of improper administration of BAM and/or BPC	<50%	√	
		>95%		√
		>95%	√	
Average Age of Pending Lower Authority Appeals	Apr 1, 2013 – Mar 31, 2014	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2013 – Mar 31, 2014	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2013 – Mar 31, 2014	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2013 – Dec 31, 2013	70%	√	
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2013– Dec 31, 2013	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2013 – Dec 31, 2013	←	√	
Facilitate Reemployment	<b>1st Payments:</b> October 1, 2012 to September 30, 2013 <b>Reemployment:</b> January 1, 2013 to December 31, 2013	Varies by State	√	
UI Integrity Measure – Benefit Year Earnings (BYE)	BAM batches 201301 to 201352 (Dec. 30, 2012 – Dec 28, 2013)	50% reduction from State's CY 2008 - CY 2010 baseline BYE rate	√	
Effective Audit Measure	Jan 1, 2013 – Dec 31, 2013	Score ≥7;and exceed all 4 factors	√	
Improper Payments Measure	BAM: Batches 201227 to 201326 (July 1, 2012 to June 29, 2013) BPC: July 1, 2012 – June 30, 2013	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2012 – June 30, 2013	55%	√	

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2015  
State Quality Service Plan (SQSP) (cont'd)**

<b>Secretary's Standards in Regulation</b>	<b>Measurement Period</b>	<b>Criteria</b>	<b>CAP</b>	<b>Narrative</b>
First Payment Promptness (IntraState 14/21 Days)	Apr 1, 2013 – Mar 31, 2014	87%	√	
First Payment Promptness (IntraState 35 Days)	Apr 1, 2013 – Mar 31, 2014	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2013 – Mar 31, 2014	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2013 – Mar 31, 2014	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2013 – Mar 31, 2014	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2013 – Mar 31, 2014	80%	√	

<b>UI Programs, etc.</b>	<b>Measurement Period</b>		<b>CAP</b>	<b>Narrative</b>
Data Validation	Apr 1, 2013 – Mar 31, 2014		√	
<ul style="list-style-type: none"> <li>▪ Results not submitted by June 10, 2014</li> </ul>				
<ul style="list-style-type: none"> <li>▪ Failing/incomplete submission by June 10, 2014</li> </ul>	Apr 1, 2013 – Mar 31, 2014		√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2014		√	
BAM operations not compliant with investigative and /or method and procedure requirements	Jan 1, 2013 – Dec 31, 2013		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2013 – Mar 31, 2014			√
TPS Sample Reviews	Jan 1, 2013 – Dec 31, 2013		√	
UI Program Integrity			<b>To be addressed in the UI Integrity Action Plan</b>	