

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2016
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2014 – Mar 31, 2015	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2014 – Mar 31, 2015	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2014 – Mar 31, 2015	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2014 – Mar 31, 2015	75%	√	
Detection of Overpayments	BPC: Apr 1, 2012 – Mar 31, 2015; BAM: Oct. 1, 2011 – Sept. 30, 2014	≥50%	√	
		≤95%		√
	If the rate is a result of improper administration of BAM and/or BPC	>95%	√	
Average Age of Pending Lower Authority Appeals	Apr 1, 2014 – Mar 31, 2015	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2014 – Mar 31, 2015	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2014 – Mar 31, 2015	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2014 – Dec 31, 2014	70%	√	
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2014– Dec 31, 2014	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2014 – Dec 31, 2014	←	√	
Facilitate Reemployment	1st Payments: October 1, 2013 to September 30, 2014 Reemployment: January 1, 2014 to December 31, 2014	Varies by State	√	
UI Integrity Measure – Benefit Year Earnings (BYE)	BAM batches 201401 to 201452 (Dec. 29, 2013 – Dec 27, 2014)	25% reduction from State's CY 2010 - CY 2012 baseline BYE rate	√	
Effective Audit Measure	Jan 1, 2014 – Dec 31, 2014	Score ≥7; and exceed all 4 factors	√	
Improper Payments Measure	BAM batches 201327 to 201426 (June 30, 2013 to June 28, 2014) BPC: July 1, 2013 – June 30, 2014	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2013 – June 30, 2014	58%	√	

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2016
State Quality Service Plan (SQSP) (cont'd)**

Secretary's Standards in Regulation	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness (IntraState 14/21 Days)	Apr 1, 2014 – Mar 31, 2015	87%	√	
First Payment Promptness (IntraState 35 Days)	Apr 1, 2014 – Mar 31, 2015	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2014 – Mar 31, 2015	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2014 – Mar 31, 2015	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2014 – Mar 31, 2015	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2014 – Mar 31, 2015	80%	√	

UI Programs, etc.	Measurement Period		CAP	Narrative
Data Validation	Apr 1, 2014 – Mar 31, 2015		√	
<ul style="list-style-type: none"> ▪ Results not submitted by June 10, 2014 				
<ul style="list-style-type: none"> ▪ Failing/incomplete submission by June 10, 2014 	Apr 1, 2014 – Mar 31, 2015		√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2015		√	
BAM operations not compliant with investigative and /or method and procedure requirements	Jan 1, 2014 – Dec 31, 2014		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2014 – Mar 31, 2015			√
TPS Sample Reviews	Jan 1, 2014 – Dec 31, 2014		√	
UI Program Integrity			To be addressed in the UI Integrity Action Plan	