

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2017  
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, 2015 – Mar 31, 2016	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2015 – Mar 31, 2016	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2015 – Mar 31, 2016	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2015 – Mar 31, 2016	75%	√	
Detection of Overpayments	BPC: Apr 1, 2013 – Mar 31, 2015; BAM: Oct. 1, 2012 – Sept. 30, 2015  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, 2015 – Mar 31, 2016	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2015 – Mar 31, 2016	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2015 – Mar 31, 2016	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2015 – Dec 31, 2015	70%	√	
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2015 – Dec 31, 2015	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2015 – Dec 31, 2015	←	√	
Facilitate Reemployment Rate	<b>1st Payments:</b> October 1, 2014 to September 30, 2015 <b>Reemployment:</b> January 1, 2015 to December 31, 2015	Varies by State	√	
UI Integrity Measure – Benefit Year Earnings (BYE)	BAM batches 201501 to 201552 (Dec. 28, 2014 – Dec 26, 2015)	25% reduction from State's CY 2012 - CY 2014 baseline BYE rate	√	
Effective Audit Measure	Jan 1, 2015 – Dec 31, 2015	Score ≥7; and exceed all 4 factors	√	
Improper Payments Measure	BAM batches 201427 to 201526 (June 29, 2014 to June 27, 2015)	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2014 – June 30, 2015	65%	√	

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2017  
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, 2015 – Mar 31, 2016	87%	√	
First Payment Promptness (IntraState 35 Days)	Apr 1, 2015 – Mar 31, 2016	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2015 – Mar 31, 2016	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2015 – Mar 31, 2016	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2015 – Mar 31, 2016	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2015 – Mar 31, 2016	80%	√	

<b>UI Programs, etc.</b>	<b>Measurement Period</b>		<b>CAP</b>	<b>Narrative</b>
Data Validation ▪ Results not submitted by June 10, 2016	Apr 1, 2015 – Mar 31, 2016		√	
▪ Failing/incomplete submission by June 10, 2016	Apr 1, 2015 – Mar 31, 2016		√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2016		√	
BAM operations not compliant with investigative and /or method and procedure requirements	Jan 1, 2015 – Dec 31, 2015		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2015 – Mar 31, 2016			√
TPS Sample Reviews	Jan 1, 2015 – Dec 31, 2015		√	
UI Program Integrity			<b>To be addressed in the UI Integrity Action Plan</b>	