

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2019
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2017 – Mar 31, 2018	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2017 – Mar 31, 2018	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2017 – Mar 31, 2018	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2017 – Mar 31, 2018	75%	√	
Detection of Overpayments	BPC: Apr 1, 2015 – Mar 31, 2018; BAM: Oct. 1, 2014 – Sept. 30, 2017 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, 2017 – Mar 31, 2018	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2017 – Mar 31, 2018	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2017 – Mar 31, 2018	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2017 – Dec 31, 2017	70%	√	
Tax Quality (Part A: No more than 3 tax functions failing Tax Performance System (TPS) in a year)	Jan 1, 2017 – Dec 31, 2017	←	√	
Tax Quality (Part B: The same tax function cannot fail for 3 consecutive years)	Jan 1, 2017 – Dec 31, 2017	←	√	
Facilitate Reemployment Rate	1st Payments: October 1, 2016 to September 30, 2017 Reemployment: January 1, 2017 to December 31, 2017	Varies by State (The ALP is based on the state's Total Unemployment Rate for the previous CY and the percent of state claimants who are	√	

		not on temporary layoff.)		
UI Integrity Measure – Benefit Year Earnings (BYE)	This Measure has been discontinued.			
Effective Audit Measure	Jan 1, 2017 – Dec 31, 2017	Score ≥ 7 ; and pass all 4 factors	√	
Improper Payments Measure	BAM batches 201627 to 201726 (June 26, 2016 to July 1, 2017)	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2016 – June 30, 2017	68%	√	

**Measures/Programs to be Addressed in the UI (FY) 2019
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, 2017 – Mar 31, 2018	87%	√	
First Payment Promptness (IntraState 35 Days)	Apr 1, 2017 – Mar 31, 2018	93%	√	
First Payment Promptness (InterState 14/21 Days)	Apr 1, 2017 – Mar 31, 2018	70%	√	
First Payment Promptness (InterState 35 Days)	Apr 1, 2017 – Mar 31, 2018	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2017 – Mar 31, 2018	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2017 – Mar 31, 2018	80%	√	

UI Programs, etc.	Measurement Period		CAP	Narrative
Data Validation ▪ Results not submitted by June 10, 2018	Apr 1, 2017 – Mar 31, 2018		√	
▪ Failing/incomplete submission by June 10, 2018	Apr 1, 2017 – Mar 31, 2018		√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2018		√	

BAM operations not compliant with investigative and /or method and procedure requirements including construction of valid samples and sample populations	Based on the annual determination letter issued May 1, 2018		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2017 – Mar 31, 2018			√
TPS Sample Reviews	Jan 1, 2017 – Dec 31, 2017		√	
UI Program Integrity			To be addressed in the UI Integrity Action Plan	