

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2020
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2018 – Mar 31, 2019	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2018 – Mar 31, 2019	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2018 – Mar 31, 2019	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2018 – Mar 31, 2019	75%	√	
Detection of Overpayments	BPC: Apr 1, 2016 – Mar 31, 2019; BAM: Oct. 1, 2015 – Sept. 30, 2018 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, 2018 – Mar 31, 2019	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2018 – Mar 31, 2019	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2018 – Mar 31, 2019	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2018 – Dec 31, 2018	70%	√	
Tax Quality – Part A	Jan 1, 2018 – Dec 31, 2018	No more than 3 tax functions failing Tax Performance System (TPS) in a year	√	
Tax Quality – Part B	Jan 1, 2018 – Dec 31, 2018	The same tax function cannot fail for 3 consecutive years	√	
Effective Audit Measure	Jan 1, 2018 – Dec 31, 2018	Score ≥7; and pass all 4 factors	√	
Improper Payments Measure	BAM batches 201727201727 to 20126 (July 2, 2017 to June 30, 2018)	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2017 – June 30, 2018	68%	√	

**Measures/Programs to be Addressed in the UI (FY) 2020
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, 2018 – Mar 31, 2019	87%	√	
First Payment Promptness (Intrastate 35 Days)	Apr 1, 2018 – Mar 31, 2019	93%	√	
First Payment Promptness (Interstate 14/21 Days)	Apr 1, 2018 – Mar 31, 2019	70%	√	
First Payment Promptness (Interstate 35 Days)	Apr 1, 2018 – Mar 31, 2019	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2018 – Mar 31, 2019	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2018 – Mar 31, 2019	80%	√	

UI Programs, etc.	Measurement Period		CAP	Narrative
Data Validation – Populations & Modules	Apr 1, 2018 – Mar 31, 2019	Results not submitted by June 10, 2019	√	
		Failing/incomplete submission by June 10, 2019	√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2019		√	
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 by May 1, 2019		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2018 – Mar 31, 2019			√
TPS Sample Reviews	Jan 1, 2018 – Dec 31, 2018		√	
UI Program Integrity		To be addressed in the UI Integrity Action Plan		