

**Measures/Programs to be Addressed in the Fiscal Year (FY) 2021
State Quality Service Plan (SQSP)**

Core Measures	Measurement Period	Criteria	CAP	Narrative
First Payment Promptness	Apr 1, 2019 – Mar 31, 2020	87%	√	
Nonmonetary Determination Time Lapse	Apr 1, 2019 – Mar 31, 2020	80% (combined score)	√	
Nonmonetary Determination Quality – Nonseparations	Apr 1, 2019 – Mar 31, 2020	75%	√	
Nonmonetary Determination Quality – Separations	Apr 1, 2019 – Mar 31, 2020	75%	√	
Detection of Overpayments	BPC: Apr 1, 2017 – Mar 31, 2020; BAM: Oct. 1, 2016 – Sept. 30, 2019 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, 2019 – Mar 31, 2020	30 days	√	
Average Age of Pending Higher Authority Appeals	Apr 1, 2019 – Mar 31, 2020	40 days	√	
Lower Authority Appeals Quality	Apr 1, 2019 – Mar 31, 2020	80%	√	
New Employer Status Determinations Time Lapse	Jan 1, 2019 – Dec 31, 2019	70%	√	
Tax Quality – Part A	Jan 1, 2019 – Dec 31, 2019	No more than 3 tax functions failing Tax Performance System (TPS) in a year	√	
Tax Quality – Part B	Jan 1, 2019 – Dec 31, 2019	The same tax function cannot fail for 3 consecutive years	√	
Effective Audit Measure	Jan 1, 2019 – Dec 31, 2019	Score ≥7; and pass all 4 factors	√	
Improper Payments Measure	BAM batches 201827 to 201926 (July 1, 2018 to June 29, 2018)	< 10%	√	
UI Overpayment Recovery Measure	July 1, 2018 – June 30, 2019	68%	√	

Measures/Programs to be Addressed in the UI (FY) 2021

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, 2019 – Mar 31, 2020	87%	√	
First Payment Promptness (Intrastate 35 Days)	Apr 1, 2019 – Mar 31, 2020	93%	√	
First Payment Promptness (Interstate 14/21 Days)	Apr 1, 2019 – Mar 31, 2020	70%	√	
First Payment Promptness (Interstate 35 Days)	Apr 1, 2019 – Mar 31, 2020	78%	√	
Lower Authority Appeals (30 Days)	Apr 1, 2019 – Mar 31, 2020	60%	√	
Lower Authority Appeals (45 Days)	Apr 1, 2019 – Mar 31, 2020	80%	√	
UI Programs, etc.	Measurement Period		CAP	Narrative
Data Validation – Populations & Modules	Apr 1, 2019 – Mar 31, 2020	Results not submitted by June 10, 2020	√	
		Failing/incomplete submission by June 10, 2020	√	
Compliance with NDNH matching requirements for BAM	Status as of March 31, 2020		√	
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, 2020		√	
Incorrect recording of the Issue Detection Date and/or Determination Date	Apr 1, 2019 – Mar 31, 2020			√
TPS Sample Reviews	Jan 1, 2019 – Dec 31, 2019		√	
UI Program Integrity		To be addressed in the UI Integrity Action Plan		