

PROMPTNESS & WORKLOAD REPORT

REGULAR STATE UI APPEALS

THIRD QUARTER FISCAL YEAR 1995



**Office of Program Management
Division of Program Development & Implementation
August 1995**

STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT
THIRD QUARTER FISCAL YEAR 1995

SUMMARY

The National average for lower authority appeals promptness performance was 12.6 percentage points above the 60% criterion, an increase of 1.6 percentage points from the previous quarter. Fewer lower authority appeals were filed than were decided during the quarter, which resulted in a 8.4% decline in the number of pending cases at the end of the quarter. The two States that were experiencing difficulties with their electronic tabulation of the number of pending cases during the last quarter appear to have remedied those difficulties. The average number of appeals filed per month was about 800 fewer than the average number of cases decided per month during the quarter. The signs for performance continuing to exceed the criteria in the Secretary's Standard are good.

Higher authority appeals performance showed an increase during the quarter. The National average was 11.8 percentage points above the 45-Day criterion, but it was 3.4 percentage points below the 80% criterion. About 300 more higher authority appeals were decided than were filed during the quarter, which resulted in a 0.7% decrease in the number of pending cases. There still needs to be considerable improvement at the 75-day level. The ratio of pending cases to the average number of cases decided per month during the quarter is 2.64, essentially the same as the previous quarter. Until this ratio begins to approach the optimum of approximately 1.00, there is need for continuing effort to reduce the number of pending cases.

LOWER AUTHORITY APPEALS

30-Day Promptness Performance

- o The National average for performance at the 30-day level for the quarter was 72.6%. This was 12.6 percentage points above the criterion (60.0%), 1.6 percentage points higher than the previous quarter, and 3.3 percentage points higher than the same quarter in FY 94.
- o Eight States did not meet the 30-day criterion for the quarter, the same number as in the previous quarter. Two States, Idaho and Nevada, were fairly close to meeting the criterion with performance above 50% in 30 days.

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- o The same four States, as in the previous quarter, District of Columbia, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion.

45-Day Promptness Performance

- o The national average for performance at the 45-day level for the quarter (88.0%) was 8.0 percentage points above the criterion (80.0%), 0.8 percentage points higher than in the previous quarter, and 1.0 percentage points higher than during the same quarter in FY 94.
- o Six States did not meet the 45-day criterion for the quarter, one more than in the previous quarter. Two States, Arkansas and Oregon, were fairly close to meeting the criterion with performance above 70% in 45 days. Four States, District of Columbia, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion; three of these States were in a similar condition in the previous quarter.

Workload

- o The two States that were experiencing difficulties with the electronic tabulation of the number of pending cases at the end of the previous quarter appear to have remedied those problems. The average number of appeals filed per month was about 700 fewer than the average number of decisions per month. This led to a decline in the number of pending cases.
- o In 37 States, the number of pending cases was lower than it was at the end of the previous quarter. Four States, District of Columbia, Idaho, Puerto Rico and Wyoming, had decreases of more than 30% in the number of pending cases.
- o In 14 States, there were increases in the number of pending cases. In only one State, Arkansas, was there an increase of more than 30% in the number of pending cases.

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HIGHER AUTHORITY APPEALS

45-Day Promptness Performance

- o The National average for performance at the 45-day level for the quarter was 51.8%. This was 11.8 percentage points above the criterion (40.0%), 2.2 percentage points higher than the previous quarter, and 5.8 percentage points higher than the same quarter in FY 94.
- o Seven States did not meet the 45-day criterion for the quarter, one fewer than in the previous quarter. One State, California, was fairly close to meeting the criterion with performance above 38% in 45 days.
- o Five States, District of Columbia, Illinois, Michigan, New York, and Ohio were more than 20 percentage points below the criterion.

75-Day Promptness Performance

- o The national average for performance at the 75-day level for the quarter (76.6%) was 3.4 percentage points below the criterion (80.0%), 2.2 percentage points higher than in the previous quarter, and 5.8 percentage points higher than during the same quarter in FY 94.
- o Twelve States did not meet the 75-day criterion for the quarter, one more than the previous quarter. Five States, Idaho, Indiana, Missouri, Pennsylvania and Wisconsin, were fairly close to meeting the criterion with performance above 70% in 75 days. Four States, District of Columbia, Illinois, Michigan, and New York, were more than 30 percentage points below the criterion.

Workload

- o Nationally, the number of pending cases decreased 0.7% (300 cases) during the quarter. The average number of appeals filed per month was about 100 fewer than the average number of decisions per month, which caused the small decrease in the number of pending cases. The inventory of pending cases (38,500) at the end of the quarter was 2.64 times the average number of cases decided per month. This was essentially the same as

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the previous quarter, and is much higher than it should be.

- o In 22 States, the number of pending cases was lower than it was at the end of the previous quarter. Two States, Mississippi and North Dakota had decreases of more than 30% in the number of pending cases.
- o In 28 States, there were increases in the number of pending cases. Ten States, Alaska, Delaware, Georgia, Idaho, Maine, New Mexico, Oregon, Rhode Island, South Carolina, and Texas, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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PROMPTNESS DATA

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	72.6%	88.0%	51.8%	76.6%
Change From Last Qtr. ¹	+1.6	+0.8	+2.4	+2.2
Change From Year Ago ²	+3.3	+1.0	+6.7	+5.8
No. of States Below ³ Criterion or DLA	8	6	7	12
Change From Last Qtr.	0	+1	-1	+1
Change From Same Qtr. Last Year	-7	-2	-5	-5

WORKLOAD DATA

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Qtr.	86,200	38,800
Appeals Filed During Qtr.	244,400	43,500
Appeals Decisions During Qtr.	246,600	43,800
Appeals Pending at End of This Qtr. ⁴	78,900	38,500
Percentage Change From Last Qtr.	-8.4%	-0.7%
Percentage Change From Last Year	-11.4%	-4.0%

¹Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

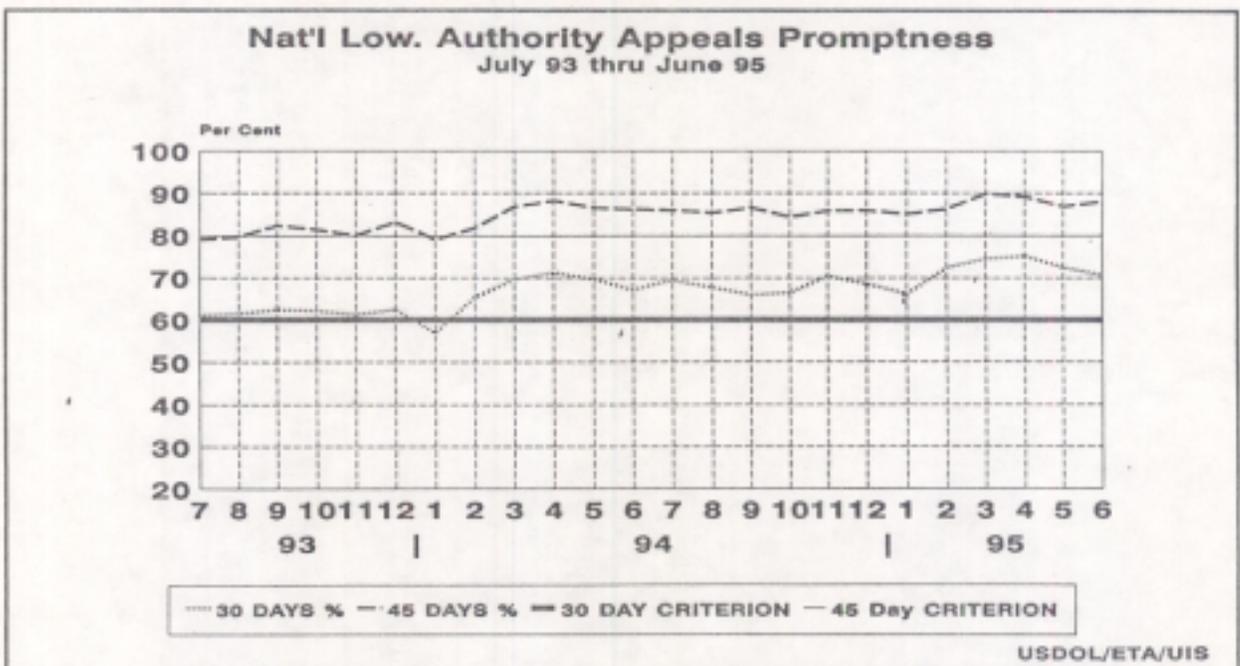
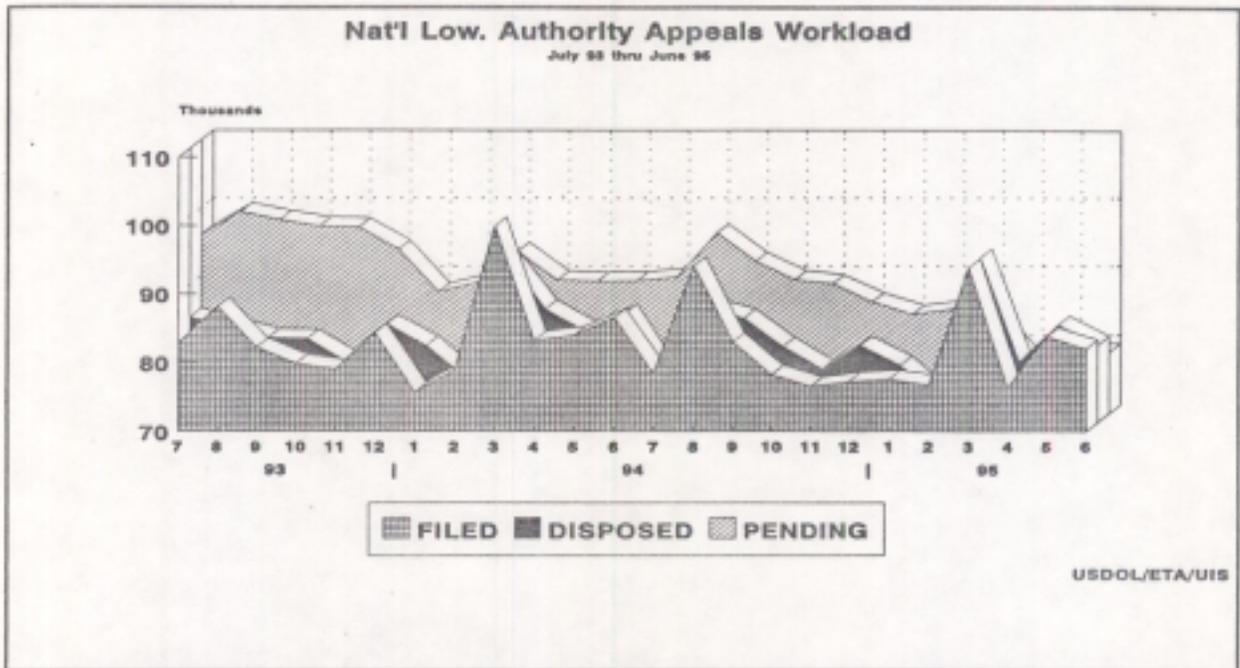
²Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

³No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

⁴Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

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LOWER AUTHORITY APPEALS GRAPHS



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HIGHER AUTHORITY APPEALS GRAPHS

