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PERFORMS:

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Time Lapse and Quality Measures  
for  
Unemployment Insurance Benefits Operations

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United States Department of Labor  
Unemployment Insurance Service

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# Table of Contents

<b>Chapter I</b>	<b>INTRODUCTION</b>	1
<b>Chapter II</b>	<b>UNIVERSE MEASURES</b>	3
2.1.	First Payment Time Lapse, Tier I	4
2.2.	First Payment Time Lapse, Partial/Part Total Claims, Tier II	6
2.3.	First Payment Time Lapse, Workshare Claims, Tier II	8
2.4.	Continued Weeks Compensated Time Lapse, Tier II	10
2.5.	Continued Weeks Compensated Time Lapse, Partial Part/Total, Tier II	12
2.6.	Continued Weeks Compensated Time Lapse, Workshare, Tier II	14
2.7.	Nonmonetary Determinations Time Lapse, Tier I	16
2.8.	Nonmonetary Determinations Time Lapse, Report Only	20
2.9.	Lower Authority Appeals Time Lapse, Tier I	24
2.10.	Lower Authority Appeals Case Aging, Tier II	26
2.11.	Higher Authority Appeals Time Lapse, Tier I	28
2.12.	Higher Authority Appeals Case Aging, Tier II	30
2.13.	Combined Wage Claims - Wage Transfer Time Lapse, Tier II	32
2.14.	Combined Wage Claims - Billing Time Lapse, Tier II	33
2.15.	Combined Wage Claims - Reimbursement Time Lapse Tier II	34
<b>Chapter III</b>	<b>SAMPLE MEASURES</b>	35
3.1.	Nonmonetary Determination Quality, Tier I	36
3.2.	Lower Authority Appeals Quality, Tier I	42
3.3.	Lower Authority Appeals Quality, Due Process, Tier II	50
3.4.	Nonmonetary Determination Implementation Time Lapse, Tier II	51
3.5.	Lower Authority Decision Implementation Time Lapse A. (Reversals or modifications from deny to pay). Tier II	52
3.6.	Lower Authority Decision Implementation Time Lapse B (Reversals or modifications from pay to deny). Tier II.	53

## Chapter I INTRODUCTION

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This document presents the performance measures selected by the Unemployment Insurance Service for implementation as a part of **UI Performs**, a comprehensive quality and performance oversight system. The **UI Performs** system will track program operations information through UI required reports (UIRR), benefits accuracy and tax performance measures, (BOC and RQC), and new UI Time Lapse and Quality Measures for UI Benefits Operation, which will replace the Quality Appraisal (QA). The new measures are designated as Tier I (measures which may be benchmarked with national standards) and Tier II (measures of performance which will not be benchmarked with national standards, but will be used in State continuous improvement planning).

Various provisions of Federal law require that certain UI activities be performed promptly and accurately. Section 303(a)(1) of the Social Security Act (SSA) requires, as a condition of a State's receiving UI administrative grants, "[s]uch methods of administration...as are reasonably calculated to insure full payment of unemployment compensation when due." The new measures improve the performance measurement system in several ways. First, all of the time lapse measures are based on universe data from automated records rather than on samples, except for the implementation time lapse measurements for nonmonetary determinations and lower authority appeals. Second, definitions include a wider universe for measurement. Moreover, the additional measures provide information about performance not previously reviewed, including continued weeks time lapse and the age of pending appeals cases.

All of the new time lapse measures call for reporting of extended intervals to allow analysis of the distribution of benefit activities. States will report time lapse data monthly to the National Office, where it will be maintained as part of the Unemployment Insurance Required Reports system. SESAs will be able to use the new range of data for internal program assessment and to monitor their continuous performance improvement programs.

Two measures based on samples track the quality of SESA claims activity. The samples are drawn from the time lapse universes of nonmonetary determinations and lower authority appeals. The State automated system furnishes information about the records selected for review, including the date of the nonmonetary determination, the program, and the issue. Then, the quality reviewer adds information during the review process, including scores for quality criteria and the date that the result of the nonmonetary determination or appeal decision was applied to the claim. When the review data is complete, State staff will enter it into UIRR, and the automated system

will generate scores for individual records and overall scores for quarterly State performance.

Quality scores for nonmonetary determinations will closely resemble those reported through the QA process, with additional weight given to the quality of the written determination. For lower authority appeals, the automated system will generate two quality scores for each record. The first will be the score for the overall process, as reported through QA, and the second will focus on those elements of the process which are required to afford the claimant due process.

Implementation time lapse is important because SESA activity is not complete until the State acts to apply the results of decisions to claims. Implementation time lapse will be measured for nonmonetary determinations and lower authority appeals.

The following table lists the benefits time lapse and quality measures with their designations as Tier I or Tier II.

<b>Table I Performance Measurement Tiers</b>	
Tier I	Tier II
First Payment Time Lapse	First Payment Time Lapse, Partial/ Part Total
	First Payment Time Lapse, Workshare
	Continued Claims Time Lapse
	Continued Claims Time Lapse, Partial/Part Total
	Continued Claims Time Lapse, Workshare
Nonmonetary Determination Time Lapse, Detection	
	Nonmonetary Determination Implementation Time
	Lower Authority Appeals Case Aging
Lower Authority Appeals Time Lapse	Lower Authority Appeals Implementation Time
	Lower Authority Appeals Implementation Time
Higher Authority Appeals Time Lapse	
	Higher Authority Appeals Case Aging
	Combined Wage Time Lapse - Wage Transfer
	Combined Wage Time Lapse - Billing
	Combined Wage Time Lapse - Reimbursement
Nonmonetary Determination Quality	
Lower Authority Appeals Quality	Lower Authority Appeals Quality, Due Process



## Chapter II UNIVERSE MEASURES

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This Chapter provides data reporting requirements for time lapse and case aging measures based on universe data. This information is derived from computer transactions reflecting agency activity during the specified reporting period. Program managers will find exact descriptions of all measures in the following pages, and data processing experts will find appropriate maps to the new reporting requirements in the matrices accompanying each measure description.

The Tier I nonmonetary time lapse measure reflects the promptness of that part of the nonmonetary process which is most within the control of the State agency, by measuring the time between issue detection and the date on a nonmonetary determination. It eliminates the need to identify controllable and uncontrollable elements in the process by focussing on the controllable elements. An additional report of time lapse from the week ending date of the first week affected by a determination to the detection of the issue addresses a difficulty of the nonmonetary time lapse measure. The difficulty is the precise identification in an automated system of the exact point when the agency identified an issue. Very long time lapse results in this data might indicate that a State agency should examine its methods for detecting issues.

The definitions for reporting requirements in ETA Handbook No. 401 apply in this document with two exceptions. The population for the measurement of first payment time lapse is changed to include partial and part-total payments. The definition of nonmonetary determinations has been changed and will result in the inclusion of formerly noncountable determinations.

Whether or not a week is claimed, a nonmonetary determination must meet the following criteria to be valid:

1. An issue was detected which had the potential to affect the claimant's past, present, or future benefit rights, and
2. A determination of eligibility was made.

These instructions will be reissued in a slightly different format as a part of ET Handbook 401, UI Reports Handbook. This document presents the reporting requirements in the format used since the end of the first phase of the project. States should begin necessary programming changes using these instructions and not wait for the changes to Handbook 401, since the reporting requirements will be the same.

# Benefits Time Lapse Measures

## First Payment Time Lapse, Tier I

**Measure:** The number of days from the week ending date of the first compensable week in the benefit year to the date the payment is mailed or offset or intercept applied on a claim. States determine mail date and provide DOL with the procedure used to derive it. When multiple weeks are paid at the same time, the earliest week should be reported as the first payment.

Includes total, partial/part-total and transitional payments. Includes Combined Wage Claim payments reported in the appropriate category determined by the nature of the base period wages.

Includes offsets and intercepts.

Excludes episodic claims such as EB, DUA and TRA.

Excludes Workshare claims.

Excludes retroactive payment for compensable waiting period.

**Data Source:** Universe of first payments.

**Computation:** Start date: week ending date of first compensable week.  
End date: date check was mailed or offset or intercept applied.

**Reporting Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:** Report separately for:  
- Intrastate UI, UCFE, UCX.  
- Interstate UI, UCFE, UCX.

**Reporting Frequency:** Monthly.

# Benefits Time Lapse Measures

## Benefits Time Lapse Measures

Matrix 2.1 Time Lapse of all First Payments Except Workshare								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt;= 7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88
<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96

# Benefits Time Lapse Measures

## First Payment Time Lapse, Partial/Part Total Claims, Tier II

**Measure:** The number of days from the week ending date of the first compensable week in the benefit year to the date the payment is mailed or offset or intercept applied on a claim in which the weekly benefit amount has been reduced by wages applied.

Partial/part total first payments is a sub-set of the first payments reported in Matrix 2.1, above.

Includes transitional claim payments.  
Includes Combined Wage Claim payments reported in the appropriate category determined by the nature of the base period wages.  
Includes offsets and intercepts.

Excludes episodic claims such as EB, DUA and TRA.  
Excludes Workshare claims.  
Excludes retroactive payment for compensable waiting period.

**Data Source:** Universe of first payments.

**Computation:** Start date: week ending date of first compensable week.  
End date: date check was mailed or offset or intercept applied.

**Reporting Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:** Report separately for:  
- Intrastate UI, UCFE, UCX.  
- Interstate UI, UCFE, UCX.

**Reporting Frequency:** Monthly.

## Benefits Time Lapse Measures

Matrix 2.2 Time Lapse of Partial and Part Total First Payments								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt; = 7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88
<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96

# Benefits Time Lapse Measures

## First Payment Time Lapse, Workshare Claims, Tier II

**Measure:** The number of days from the week ending date of the first compensable week in the benefit year to the date the payment is mailed or offset or intercept applied on a claim identified as Workshare.

Excludes episodic claims such as EB, DUA and TRA.  
Excludes retroactive payment for compensable waiting period.

**Data Source:** Universe of first payments.

**Computation:** Start date: week ending date of first compensable week.  
End date: date check was mailed or offset or intercept applied.

**Reporting Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days.

**Reporting Categories:** None.

**Reporting Frequency:** Monthly.

# Benefits Time Lapse Measures

Matrix 2.3 First Payment Time Lapse, Workshare Claims	
	Workshare Claims
Total	C1
0 - 7	C2
8 - 14	C3
15 - 21	C4
22 - 28	C5
29 - 35	C6
36 - 42	C7
43 - 49	C8
50 - 56	C9
57 - 63	C10
64 - 70	C11
> 70	C12

# Benefits Time Lapse Measures

## Continued Weeks Compensated Time Lapse, Tier II

<b>Measure:</b>	<p>The number of days from the end of the continued week to the date the payment is mailed or offset or intercept applied on a claim.</p> <p>Applies to weeks compensated subsequent to the first compensable week in the benefit year.</p> <p>Includes total, partial/part total claims. Includes Combined Wage Claims reported in the appropriate category determined by the nature of the base period wages. Includes offsets and intercepts.</p> <p>Excludes episodic claims such as EB, DUA and TRA. Excludes adjusted payments. Excludes Workshare claims. Excludes retroactive payment for compensable waiting period.</p>
<b>Data Source:</b>	Universe of continued weeks paid
<b>Computation:</b>	<p>Start date: week ending date of each week for which a claim was filed.</p> <p>End date: date payment was mailed or offset or intercept applied.</p>
<b>Reporting Intervals:</b>	<=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days
<b>Reporting Categories:</b>	Report separately for: <ul style="list-style-type: none"><li>- Intrastate UI, UCFE, UCX.</li><li>- Interstate UI, UCFE, UCX.</li></ul>
<b>Reporting Frequency:</b>	Monthly.

# Benefits Time Lapse Measures

## Benefits Time Lapse Measures

Matrix 2.4 Time Lapse Counts for All Continued Weeks Compensated								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt; = 7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88
<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96

## Benefits Time Lapse Measures

### Continued Weeks Compensated Time Lapse, Partial Part/Total, Tier II

**Measure:** The number of days from the end of the continued week to the date the payment is mailed or offset or intercept applied on a claim in which the weekly benefit amount has been reduced by wages applied.

Applies to weeks compensated subsequent to the first compensable week in the benefit year.

Excludes payments on episodic claims such as EB, DUA and TRA.

Excludes workshare.

Excludes retroactive payment for compensable waiting period.

Excludes adjusted payments.

**Data Source:** Universe of payments.

**Computation:** Start date: week ending date of each week for which claim was filed.  
End date: date payment was mailed or offset or intercept applied.

**Reporting Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:** Report separately for:  
- Intrastate UI, UCFE, UCX.  
- Interstate UI, UCFE, UCX.

**Reporting Frequency:** Monthly.

## Benefits Time Lapse Measures

Matrix 2.5 Time Lapse for Continued Weeks: Partial/Part Total Payments								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt;=7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88
<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96

# Benefits Time Lapse Measures

# Benefits Time Lapse Measures

## Continued Weeks Compensated Time Lapse, Workshare, Tier II

**Measure:** The number of days from the end of the continued week to the date the payment is mailed or offset or intercept applied on a claim identified as Workshare.

Applies to weeks compensated subsequent to the first compensable week in the benefit year.

Excludes episodic claims such as EB, DUA and TRA.  
Excludes retroactive payment for compensable waiting period.

**Data Source:** Universe of payments.

**Computation:** Start date: week ending date of each week for which claim was filed.  
End date: date payment was mailed or offset or intercept applied.

**Reporting Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:** None.

**Reporting Frequency:** Monthly.

# Benefits Time Lapse Measures

Matrix 2.6 Continued Weeks Time Lapse for Workshare Payments	
	Workshare Claims
Total	C1
0 - 7	C2
8 - 14	C3
15 - 21	C4
22 - 28	C5
29 - 35	C6
36 - 42	C7
43 - 49	C8
50 - 56	C9
57 - 63	C10
64 - 70	C11
> 70	C12

# Benefits Time Lapse Measures

## Nonmonetary Determinations Time Lapse, Tier I

**Measure:** The number of days from the date an issue is first detected on a claim to the date on the determination.

Includes the universe of nonmonetary determinations made during the month.

Includes BPC-generated nonmonetary determinations.

Excludes episodic claims such as EB, DUA and TRA.  
Excludes BPC crossmatch.

**Data Source:** Universe of nonmonetary determinations.

Note: The population identified for this measure must be identical with the population used in Matrix 2.8.

**Computation:** Start date: date the issue was first detected by the agency.

End date: date on the determination, or, if no written determination is required, the date payment is authorized or the claimant's record is updated with the outcome, waiting week credit is given, or an offset is applied.

**Reporting Intervals:**

<=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:**

Report separately for:

- Intrastate UI, UCFE, UCX - Seps & Nonseps
- Interstate UI, UCFE, UCX - Seps & Nonseps
- Multi-Claimant: Labor Dispute and "Other"

**Reporting Frequency:**

Monthly.

## Benefits Time Lapse Measures

Matrix 2.7 (a) Nonmonetary Determination Time Lapse from Detection Date to Determination Date SEPARATION ISSUES								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt; = 7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88
<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96

## Benefits Time Lapse Measures

Matrix 2.7 (b) Nonmonetary Determination Time Lapse from Detection Date to Determination Date NON-SEPARATION ISSUES								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 97	C 98	C 99	C 100	C 101	C 102	C 103	C 104
<b>&lt; = 7</b>	C 105	C 106	C 107	C 108	C 109	C 110	C 111	C 112
<b>8-14</b>	C 113	C 114	C 115	C 116	C 117	C 118	C 119	C 120
<b>15-21</b>	C 121	C 122	C 123	C 124	C 125	C 126	C 127	C 128
<b>22-28</b>	C 129	C 130	C 131	C 132	C 133	C 134	C 135	C 136
<b>29-35</b>	C 137	C 138	C 139	C 140	C 141	C 142	C 143	C 144
<b>36-42</b>	C 145	C 146	C 147	C 148	C 149	C 150	C 151	C 152
<b>43-49</b>	C 153	C 154	C 155	C 156	C 157	C 158	C 159	C 160
<b>50-56</b>	C 161	C 162	C 163	C 164	C 165	C 166	C 167	C 168
<b>57-63</b>	C 169	C 170	C 171	C 172	C 173	C 174	C 175	C 176
<b>64-70</b>	C 177	C 178	C 179	C 180	C 181	C 182	C 183	C 184
<b>&gt; 70</b>	C 185	C 186	C 187	C 188	C 189	C 190	C 191	C 192

## Benefits Time Lapse Measures

Matrix 2.7 (c) Nonmonetary Determination Time Lapse from Week Ending Date to Detection Date MULTI-CLAIMANTS			
	TOTAL	MULTI-CLAIMANT LABOR DISPUTES	MULTI-CLAIMANT "OTHER"
<b>Total</b>	C 193	C 194	C 195
<b>&lt; = 7</b>	C 196	C 197	C 198
<b>8 - 14</b>	C 199	C 200	C 201
<b>15 - 21</b>	C 202	C 203	C 204
<b>22 - 28</b>	C 205	C 206	C 207
<b>29 - 35</b>	C 208	C 209	C 210
<b>36 - 42</b>	C 211	C 212	C 213
<b>43 - 49</b>	C 214	C 215	C 216
<b>50 - 56</b>	C 217	C 218	C 219
<b>57 - 63</b>	C 220	C 221	C 222
<b>64 - 70</b>	C 223	C 224	C 225
<b>&gt; 70</b>	C 226	C 227	C 228

# Benefits Time Lapse Measures

## Nonmonetary Determinations Time Lapse, Report Only

**Measure:** The days from the week ending date of the first affected week to the date on which the agency first detects an issue.

Includes the universe of nonmonetary determinations made during the month.

Includes BPC-generated nonmonetary determinations.

Excludes episodic claims such as EB, DUA and TRA.

Excludes BPC crossmatch.

**Data Source:** Universe of nonmonetary determinations mailed in the reporting month.

Note: The population identified for this measure must be identical with the population used in Matrix 2.7.

**Computation:** Start date: the week ending date of the first week of the claim which is potentially affected by the determination.  
End date: the date the issue was first detected by the agency.

### Reporting

**Intervals:** <=7, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

### Reporting

**Categories:** Report separately for:  
- Intrastate UI, UCFE, UCX - Seps & Nonseps  
- Interstate UI, UCFE, UCX - Seps & Nonseps  
- Multi-Claimant: Labor Dispute and "Other"

### Reporting

**Frequency:** Monthly.

## Benefits Time Lapse Measures

Matrix 2.8 (a) Nonmonetary Determination Time Lapse from Week Ending Date to Detection Date SEPARATION ISSUES								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 1	C 2	C 3	C 4	C 5	C 6	C 7	C 8
<b>&lt; = 7</b>	C 9	C 10	C 11	C 12	C 13	C 14	C 15	C 16
<b>8-14</b>	C 17	C 18	C 19	C 20	C 21	C 22	C 23	C 24
<b>15-21</b>	C 25	C 26	C 27	C 28	C 29	C 30	C 31	C 32
<b>22-28</b>	C 33	C 34	C 35	C 36	C 37	C 38	C 39	C 40
<b>29-35</b>	C 41	C 42	C 43	C 44	C 45	C 46	C 47	C 48
<b>36-42</b>	C 49	C 50	C 51	C 52	C 53	C 54	C 55	C 56
<b>43-49</b>	C 57	C 58	C 59	C 60	C 61	C 62	C 63	C 64
<b>50-56</b>	C 65	C 66	C 67	C 68	C 69	C 70	C 71	C 72
<b>57-63</b>	C 73	C 74	C 75	C 76	C 77	C 78	C 79	C 80
<b>64-70</b>	C 81	C 82	C 83	C 84	C 85	C 86	C 87	C 88

## Benefits Time Lapse Measures

<b>&gt; 70</b>	C 89	C 90	C 91	C 92	C 93	C 94	C 95	C 96
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Matrix 2.8 (b) Nonmonetary Determination Time Lapse from Week Ending Date to Detection Date <b>NON-SEPARATION ISSUES</b>								
	INTRA-STATE				INTER-STATE			
	Total	UI	UCFE	UCX	Total	UI	UCFE	UCX
<b>Totals</b>	C 97	C 98	C 99	C 100	C 101	C 102	C 103	C 104
<b>&lt; = 7</b>	C 105	C 106	C 107	C 108	C 109	C 110	C 111	C 112
<b>8-14</b>	C 113	C 114	C 115	C 116	C 117	C 118	C 119	C 120
<b>15-21</b>	C 121	C 122	C 123	C 124	C 125	C 126	C 127	C 128
<b>22-28</b>	C 129	C 130	C 131	C 132	C 133	C 134	C 135	C 136
<b>29-35</b>	C 137	C 138	C 139	C 140	C 141	C 142	C 143	C 144
<b>36-42</b>	C 145	C 146	C 147	C 148	C 149	C 150	C 151	C 152
<b>43-49</b>	C 153	C 154	C 155	C 156	C 157	C 158	C 159	C 160
<b>50-56</b>	C 161	C 162	C 163	C 164	C 165	C 166	C 167	C 168
<b>57-63</b>	C 169	C 170	C 171	C 172	C 173	C 174	C 175	C 176

# Benefits Time Lapse Measures

<b>64-70</b>	C 177	C 178	C 179	C 180	C 181	C 182	C 183	C 184
<b>&gt; 70</b>	C 185	C 186	C 187	C 188	C 189	C 190	C 191	C 192

## Benefits Time Lapse Measures

Matrix 2.8 (c) Nonmonetary Determination Time Lapse from Week Ending Date to Detection Date MULTI-CLAIMANTS			
	TOTAL	MULTI-CLAIMANT LABOR DISPUTES	MULTI-CLAIMANT "OTHER"
<b>Total</b>	C 193	C 194	C 195
<b>&lt; = 7</b>	C 196	C 197	C 198
<b>8 - 14</b>	C 199	C 200	C 201
<b>15 - 21</b>	C 202	C 203	C 204
<b>22 - 28</b>	C 205	C 206	C 207
<b>29 - 35</b>	C 208	C 209	C 210
<b>36 - 42</b>	C 211	C 212	C 213
<b>43 - 49</b>	C 214	C 215	C 216
<b>50 - 56</b>	C 217	C 218	C 219
<b>57 - 63</b>	C 220	C 221	C 222
<b>64 - 70</b>	C 223	C 224	C 225
<b>&gt; 70</b>	C 226	C 227	C 228

# Benefits Time Lapse Measures

## Lower Authority Appeals Time Lapse, Tier I

**Measure:** The number of days from the date the request for hearing is filed to the date on the decision.

Includes remanded and reopened cases. If a case is remanded from higher authority appeals for a new hearing and decision by the lower authority, time lapse begins on the date the case is remanded from the higher authority .

Excludes episodic claims such as EB, DUA and TRA.

**Data Source:** Universe of lower authority appeals decisions.

**Computation:** Start date: date the appeal is filed.  
End date: date on the decision.

**Reporting Intervals:** <=30, 45, 60, 75, 90, 120, >120 days.

**Reporting Categories:** Report separately for:  
- Intrastate  
- Interstate

**Reporting Frequency:** Monthly.

# Benefits Time Lapse Measures

Matrix 2.9 Lower Authority Appeals Time Lapse			
	TOTAL	Intra- State	Inter-State
<b>TOTAL</b>	C 1	C 2	C 3
<b>&lt;= 30</b>	C 4	C 5	C 6
<b>31-45</b>	C 7	C 8	C 9
<b>46-60</b>	C 10	C 11	C 12
<b>61-75</b>	C 13	C 14	C 15
<b>76-90</b>	C 16	C 17	C 18
<b>91-120</b>	C 19	C 20	C 21
<b>&gt; 120</b>	C 22	C 23	C 24

# Benefits Time Lapse Measures

## Lower Authority Appeals Case Aging, Tier II

<b>Measure:</b>	<p>This measure provides an inventory of lower authority appeals which have been filed but not resolved. The universe of appeals included in this measure is all lower authority appeals which are not resolved at the end of the month covered by the report.</p> <p>Case aging provides information about the number of days from the time an appeal is filed and the end of the month covered by the report.</p> <p>Includes all appeals filed and not decided at the end of the month. Includes cases remanded by higher authority for a new hearing and decision.</p> <p>Excludes episodic claims such as EB, DUA and TRA.</p>
<b>Data Source:</b>	Universe of lower authority appeals.
<b>Computation:</b>	Start date: the date the appeal is filed. End date: the end of the month being reported.
<b>Reporting Intervals:</b>	<=25, 40, 90, 120, 180, 360, >360
<b>Reporting Categories:</b>	None.
<b>Reporting Frequency:</b>	Monthly.

# Benefits Time Lapse Measures

Matrix 2.10 Lower Authority Appeals Case Aging	
	Appeals
Total	C1
0 - 25	C2
26 - 40	C3
41 - 90	C4
91 - 120	C5
121 - 180	C6
181 - 360	C7
> 360	C8

# Benefits Time Lapse Measures

## Higher Authority Appeals Time Lapse, Tier I

<b>Measure:</b>	<p>The number of days from the date the request for a higher authority appeal is filed to the date on the decision.</p> <p>Include remanded and reopened cases.</p> <p>If a case is remanded to the lower authority for additional evidence and then the case is returned, higher authority time lapse measurement continues without interruption.</p> <p>If a case is remanded to the lower authority for a new hearing and decision, higher authority time lapse stops at that point.</p> <p>Excludes episodic claims such as EB, DUA and TRA.</p>
<b>Data Source:</b>	Universe of higher authority appeals decisions
<b>Computation:</b>	Start date: date the appeal is filed. End date: date notice of decision is issued
<b>Reporting Intervals:</b>	<=45, 60, 75, 90, 120, 150, 180, 210, 240, 270, 300, 330, 360, >360 days
<b>Reporting Categories:</b>	Report separately for: <ul style="list-style-type: none"><li>- Intrastate</li><li>- Interstate</li></ul>
<b>Reporting Frequency:</b>	Monthly.

## Benefits Time Lapse Measures

Matrix 2.11 Higher Authority Appeals Time Lapse			
	TOTAL	Intra-State	Inter-State
TOTAL	C 1	C 2	C 3
< = 45	C 4	C 5	C 6
46 - 60	C 7	C 8	C 9
61 - 75	C 10	C 11	C 12
76 - 90	C 13	C 14	C 15
91 - 120	C 16	C 17	C 18
121 - 150	C 19	C 20	C 21
151 - 180	C 22	C 23	C 24
181 - 210	C 25	C 26	C 27
211 - 240	C 28	C 29	C 30
241 - 270	C 31	C 32	C 33
271 - 300	C 34	C 35	C 36
301 - 330	C 37	C 38	C 39
331 - 360	C 40	C 41	C 42
> 360	C 43	C 44	C 45

# Benefits Time Lapse Measures

## Higher Authority Appeals Case Aging, Tier II

**Measure:** This measure provides an inventory of higher authority appeals which have been filed but not resolved. The universe of appeals included in this measure is all higher authority appeals which are not resolved at the end of the month covered by the report.

Case aging provides information about the number of days from the time an appeal is filed and the end of the month covered by the report.

Includes all appeals filed and not resolved at the end of the month.

Excludes episodic claims such as EB, DUA and TRA.

**Data Source:** Universe of higher authority appeals.

**Computation:** Start date: the date the appeal is filed.  
End date: the end of the month being reported.

**Reporting Intervals:** <=40, 70, 120, 180, 360, >360

**Reporting Categories:** None.

**Reporting Frequency:** Monthly.

# Benefits Time Lapse Measures

Matrix 2.12 Higher Authority Appeals Case Aging	
	Appeals
Total	C1
0 - 40	C2
41 - 70	C3
71 - 120	C4
121 - 180	C5
181 - 360	C6
> 360	C7

## Benefits Time Lapse Measures

### Combined Wage Claims - Wage Transfer Time Lapse, Tier II

**Measure:** The number of days from the date that the transfer request is received to the date that the data which completes the transfer is sent to the paying State.

Note: The data for this measure is collected on the ETA 586 report. The interval information is provided here for the convenience of SESA programmers.

**Data Source:** Universe of transfers completed during the quarter from the transferring State's files.

**Computation:** Start date: date the transfer request is received by the transferring State.  
End date: date that the data which completes the transfer is sent to the paying State.

**Reporting Intervals:** <=3, 6, 10, 14, 21, 28, 35, 42, 49, 56, 63, 70, >70 days

**Reporting Categories:** None.

**Reporting Frequency:** Quarterly.

## Benefits Time Lapse Measures

### Combined Wage Claims - Billing Time Lapse, Tier II

**Measure:** The number of days from the end of the calendar quarter to the date that reimbursement requests (billings) were mailed by the paying State to the transferring States.

Note: The data for this measure is collected on the ETA 586 report. The interval information is provided here for the convenience of SESA programmers.

**Data Source:** Universe of billings by the paying State for benefits paid during a given quarter.

**Computation:** Start date - end of calendar quarter  
End date - date that reimbursement requests were mailed by the paying State to transferring States.

**Reporting Intervals:** <=14, 30, 45, 60, 90, >90 days

**Reporting Categories:** None.

**Reporting Frequency:** Quarterly.

## Benefits Time Lapse Measures

### Combined Wage Claims - Reimbursement Time Lapse Tier II

**Measure:** The number of days from the date that the transferring State receives the reimbursement request to the date that payment is mailed to the paying State.

Note: The data for this measure is collected on the ETA 586 report. The interval information is provided here for the convenience of SESA programmers.

**Data Source:** Universe of reimbursements made by the transferring State.

**Computation:** Start date - date the transferring State receives the reimbursement request.  
End date - date payment is mailed to the paying state.

**Reporting Intervals:** 14, 30, 45, 60, 90, 90+ days.

**Reporting Categories:** None.

**Reporting Frequency:** Quarterly.

# Benefits Quality Measures

## Chapter III SAMPLE MEASURES

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This chapter provides data reporting requirements for quality measures which derive data from samples.

PMR will implement varying sample sizes for both nonmonetary determinations and lower authority appeals quality reviews based on the size of activity in each State.

For States where the total population of nonmonetary determinations exceeded 100,000 in the prior fiscal year, the quarterly sample size will be 50 separation issues and 50 nonseparation issues. For States where the population was less than 100,000, the quarterly sample size will be 30 separation issues and 30 nonseparation issues.

For all States that maintain single computer files containing all nonmonetary determinations, stratifying the samples by separation and nonseparation issues is done on the basis of the nonmonetary issue code which is stored with each nonmonetary determination record. States should extract two files containing all separation and nonseparation adjudications where the notice date falls into the quarter being sampled. States may then either randomize the files using a mainframe program and select the first 30 (or 50) determinations or draw a systematic sample by calculating sampling interval (universe divided by desired sample size), selecting a random number between 1 and the interval number and selecting every nth record to achieve a random sample.

States that do not maintain automated records of nonmonetary determinations must use a manual systematic sampling approach by counting the total number of nonmonetary determinations for the quarter, calculating the sampling interval and manually selecting the appropriate nonmonetary determinations for review.

For States where the total population of lower authority appeals exceeded 40,000 in the prior fiscal year, the quarterly sample size will be 40 appeals. For States where the total population was less than 40,000, sample size will be 20 appeals. Lower authority appeals quality samples are not stratified.

States which maintain automated records of appeals decisions will draw the quarterly sample using the procedures (random file or systematic sampling method) described above for nonmonetary determinations. States which do not maintain automated records of appeals decisions must use a manual systematic sampling approach by counting the total number of appeals decisions for the quarter, calculating the sampling interval and manually selecting the appropriate appeals decisions for review.

# Benefits Quality Measures

## Nonmonetary Determination Quality, Tier I

<b>Measure:</b>	Assessment of the adequacy of nonmonetary determinations.
<b>Data Source:</b>	Sample from the nonmonetary determinations time lapse universe for the preceding quarter.  Includes BPC-generated nonmonetary determinations.  Excludes BPC crossmatch.
<b>Computation:</b>	Each element scored numerically.
<b>Reporting Categories:</b>	Report separately for: <ul style="list-style-type: none"><li>- Intrastate UI, UCFE, UCX - Seps, Nonseps, &amp; Others.</li><li>- Interstate UI, UCFE, UCX - Seps, Nonseps, &amp; Others.</li><li>- Multi-claimant: Labor dispute and Others.</li></ul>
<b>Reporting Frequency:</b>	Quarterly.

## Benefits Quality Measures

The data for the nonmonetary determinations quality review are arranged as listed below. Data items to be downloaded from the automated system at the time the sample is drawn are in **Bold** and accompanied by a sequentially numbered "**S**," for skeleton. The remaining fields are completed during the quality evaluation and are entered manually.

Name (label)	Explanation
<b>C1</b> <b>S1</b>	<b>IDENTIFICATION NUMBER -- unique sequential number assigned automatically by the system to identify the nonmonetary determinations selected for review by State random selection software. This number consists of a 5-digit sample sequence # beginning with 00001.</b>

# Benefits Quality Measures

C2  
S2

## ISSUE CODE

Values:

### SEPARATION

10 - Quit

20 - Discharge for Misconduct

29 - Other Separation Issue

### NON-SEPARATION

30 - Able and Available

40 - Work Search

50 - Disqualifying/Deductible Income

60 - Suitable Work

70 - Job Service Registration

71 - Failure to Apply/Accept Job Referral

72 - Training

73 - Profiling: Refusal of Referral

80 - School Employee

81 - Alien

82 - Athlete

83 - Unemployed Status

84 - Seasonality

85 - Removal of Disqualification

86 - Crossmatch

89 - Other Nonseparation Issues

90 - MultiClaimant Labor Dispute

99 - MultiClaimant Other

C3

## CORRECT ISSUE?

Values:

Y - Yes

N - No

C4

## CORRECTED ISSUE CODE

Values:

(see C2 for list)

## Benefits Quality Measures

C5	INTERSTATE INDICATOR Values: Y - Yes N - No
C6	NONMONETARY DETERMINATION OUTCOME Values: A - Benefits Allowed D - Benefits Denied
C7	OUTCOME REPORTED CORRECTLY? Values: Y - Yes N - No
C8	ADJUDICATOR (4-character code assigned by the State to identify Adjudicator)
C9 S3	WEEK CLAIMED Values: Y - Yes N - No
C10 S4	WEEK ENDING DATE of First Week Affected by Determination Format: mmddyyyy
C11	CORRECT WEEK ENDING DATE OF FIRST WEEK AFFECTED? Values: Y - Yes N - No
C12	CORRECTED WEEK ENDING DATE OF FIRST WEEK AFFECTED Format: mmddyyyy Null if C11 = Y

## Benefits Quality Measures

C13	ISSUE DETECTION DATE Format: mmddyyyy
C14	CORRECT ISSUE DETECTION DATE? Values: Y - Yes N - No
C15	CORRECTED ISSUE DETECTION DATE Format: mmddyyyy Null if C14 = Y
C16	CLAIMANT INFORMATION Values: (A)dequate = 10 (I)nadequate = 5 (N)ot Obtained = 0 (X) Not Applicable = 10
C17	EMPLOYER INFORMATION Values: (A)dequate = 10 (I)nadequate = 5 (N)ot Obtained = 0 (X) Not Applicable = 10
C18	INFORMATION FROM OTHERS Values: (A)dequate = 10 (I)nadequate = 5 (N)ot Obtained = 0 (X) Not Applicable = 10
C19	REBUTTAL OPPORTUNITY PROVIDED Value: (A)dequate = 10 (N)ot Obtained = 0 (X) Not Applicable = 10

## Benefits Quality Measures

C20	LAW/POLICY Values: (A) Meets Law & Policy = 50 (Q)uestionable = 30 (X) Does Not Meet = 0
C21	WRITTEN DETERMINATION Values: (A)dequate = 10 (I)nadequate = 5 (X) Completely Wrong = 0 (If "X", C20 cannot be = "A")
C22	APPEAL INFORMATION PROVIDED Values: S - Sufficient I - Insufficient
C23	DETERMINATION IMPLEMENTED? Values: Y - Yes N - No
C24 S5	<b>DATE DETERMINATION ISSUED</b> Format: mmddyyyy
C25	DATE DETERMINATION IMPLEMENTED Format: mmddyyyy
C26	CASE MATERIAL FOUND Values: Y - Yes N - No

# Benefits Quality Measures

## Lower Authority Appeals Quality, Tier I

- Measure:** Assessment of the quality of lower authority appeals hearings and decisions.
- Includes single and two party appeal hearings.
- Excludes withdrawals, dismissals, and episodic claims such as EB, DUA and TRA.
- Data Source:** Universe of lower authority appeals.
- Computation:** Numeric scoring will measure the quality in which the hearing was conducted.
- Reporting Categories:** Report separately for:
- Intrastate
  - Interstate
  - Multiclient, Labor Dispute
  - Multiclient, other

## Benefits Quality Measures

The data for the lower authority appeals quality review are arranged as listed below. Data items to be downloaded from the automated system at the time the sample is drawn are in **Bold** and accompanied by a sequentially numbered '**S**,' for skeleton. The remaining fields are completed during the quality evaluation and are entered manually.

Name	Explanation
<b>C1</b> <b>S1</b>	<b>IDENTIFICATION NUMBER -- unique number assigned automatically by the system to identify the appeals selected for review by State random selection software. This number consists of a 5-digit sample sequence # beginning with 00001.</b>
C2	INTENT OF DECISION Values: A - Benefits Allowed D - Benefits Denied
C3	EFFECT ON PRIOR STATUS Values: A - Affirm R - Reverse M - Modify
C4	EXPLANATION Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (6)

## Benefits Quality Measures

C5	OPENING STATEMENT Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C6	EXHIBITS Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (6)
C7	WITNESS ORDER Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (6)
C8	ORDER OF TESTIMONY OF EACH WITNESS Values: G - Good (3) F - Fair (1) U - Unsatisfactory (0)
C9	QUESTION OWN WITNESS Values: G - Good (9) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (9)
C10	CLEAR LANGUAGE by Hearing Officer Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)

## Benefits Quality Measures

C11	COMPOUND QUESTIONS Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C12	CLARIFIED TESTIMONY Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (6)
C13	CONFRONTATION Values: G - Good (9) U - Unsatisfactory (0) D - Did Not Occur (9)
C14	CROSS-EXAMINATION Values: G - Good (9) F - Fair (3) U - Unsatisfactory (0) D - Did Not Occur (9)
C15	REPETITIVE TESTIMONY Values: G - Good (3) F - Fair (1) U - Unsatisfactory (0) D - Did Not Occur (3)
C16	LEADING QUESTIONS Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)

## Benefits Quality Measures

C17

### INTERRUPTIONS

Values:

G - Good (6)

F - Fair (3)

U - Unsatisfactory (0)

D - Did Not Occur (6)

"OFF THE RECORD"

C18

Values:

G - Good (6)

F - Fair (3)

U - Unsatisfactory (0)

D - Did Not Occur (6)

C19

### INTERPRETERS

Values:

G - Good (6)

F - Fair (3)

U - Unsatisfactory (0)

D - Did Not Occur (6)

C20

### CONTINUANCE

Values:

G - Good (3)

F - Fair (1)

U - Unsatisfactory (0)

D - Did Not Occur (3)

C21

### CONCLUSION OF HEARING

Values:

G - Good (6)

F - Fair (3)

U - Unsatisfactory (0)

C22

### WITHIN SCOPE OF NOTICE

Values:

G - Good (9)

U - Unsatisfactory (0)

## Benefits Quality Measures

C23	GRATUITOUS COMMENTS Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C24	ATTITUDE Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C25	BIAS AND PREJUDICE Values: G - Good (9) F - Fair (3) U - Unsatisfactory (0)
C26	OBTAIN AVAILABLE EVIDENCE Values: G - Good (9) F - Fair (3) U - Unsatisfactory (0)
C27	ISSUE STATEMENT Values: G - Good (3) U - Unsatisfactory (0)
C28	FINDINGS SUPPORTED BY EVIDENCE Values: G - Good (9) U - Unsatisfactory (0)

## Benefits Quality Measures

C29	FINDINGS OF FACT Values: G - Good (9) F - Fair (3) U - Unsatisfactory (0)
C30	NECESSARY CONCLUSIONS Values: G - Good (6) U - Unsatisfactory (0)
C31	LOGICAL REASONING Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C32	FORM AND STYLE Values: G - Good (3) F - Fair (1) U - Unsatisfactory (0)
C33	DECISION STATES LEGAL EFFECT Values: G - Good (3) F - Fair (1) U - Unsatisfactory (0)
C34	UNDERSTANDABLE DECISION Values: G - Good (6) F - Fair (3) U - Unsatisfactory (0)
C35	NOTICE OF HEARING Values: G - Good F - Fair U - Unsatisfactory

## Benefits Quality Measures

C36

FURTHER APPEAL RIGHTS

Values:

G - Good

U - Unsatisfactory

C37

DATE DECISION ISSUED

S2

Format: mmddyyyy

C38

DATE DECISION IMPLEMENTED

Format: mmddyyyy

C39

TIME REQUIRED FOR EVALUATION

Values: (Hours & Minutes, hhmm

where hh = 00-24 and

where mm = 00-60)

S3

State case docket number

5-digit field

S4

Sample Date

Format: mmddyyyy

# Benefits Quality Measures

## Lower Authority Appeals Quality, Due Process, Tier II

**Measure:** Assessment of whether or not the quality of due process was provided in lower authority appeals hearings. The score is derived from the pass/fail rating of eight criteria.

Excludes withdrawals, dismissals, and episodic claims such as EB, DUA and TRA.

**Data Source:** Sample of appeal decisions (single and two party) issued in a quarter. (Identical to 3.2 lower authority appeals quality.)

**Computation:** Pass/fail scoring of the eight due process elements to determine fair and impartial hearing. A case which fails any one element fails due process. The due process elements are:

1. Question own witness
2. Confrontation
3. Cross-examination
4. Within scope of notice
5. Bias and prejudice
6. Obtain available evidence
7. Findings supported by evidence, and
8. Findings of fact.

**Reporting Intervals** Uses data reported in 3.2

**Reporting Frequency:** Quarterly.

# Benefits Quality Measures

## Nonmonetary Determination Implementation Time Lapse, Tier II

**Measure:** The number of days from the determination date to the date the outcome is applied to the claim record.

**Data Source:** Nonmonetary determinations quality sample; Measure 3.1.

**Computation:** Start date: the date on the determination.  
End date: date the determination is implemented by applying the outcome to the claim record.

### Reporting

**Categories:** None. Output reports will be generated using the start and ending dates, will include intervals of 0-1, 2-3, 4-5, 6-7, 8-9, 10->10, and may include instances of "negative" implementation time lapse, in which the reported ending date is earlier than the reported start date.

### Reporting

**Frequency:** Quarterly.

# Benefits Quality Measures

## Lower Authority Decision Implementation Time Lapse A. (Reversals or modifications from deny to pay.) Tier II

**Measure:** The number of days from the date on a decision which reverses or modifies a disqualifying determination to date the payment is mailed. The time lapse is not complete until all weeks affected by the lower authority decision are paid. If the lower authority reversal does not result in payment because another disqualification remains, time lapse ends when the claimant record is updated to reflect a decision.

**Data Source:** Lower authority appeals quality sample

**Computation:** Start date: the date on the decision.  
End date: the date payment is issued for all affected weeks.

The implementation time lapse is calculated using four data elements in the sampled lower authority appeals quality record:

1. C2 - INTENT OF DECISION
2. C3 - REVERSAL OF PRIOR STATUS
3. C37 - DATE DECISION ISSUED
4. C38 - DATE DECISION IMPLEMENTED

**Reporting Intervals:** The start and ending dates include intervals of 0-1, 2-3, 4-5, 6-7, 8-9, 10->10. Reports will be designed to indicate instances of "negative" implementation time lapse, in which the reported implementation date is earlier than the reported decision date.

**Reporting Categories:** None. Output reports will be generated to show performance using time lapse measures derived only from appeal decisions included in the sample.

**Reporting Frequency:** Quarterly.

# Benefits Quality Measures

# Benefits Quality Measures

## Lower Authority Decision Implementation Time Lapse B (Reversals or modifications from pay to deny). Tier II.

**Measure:** The number of days from the date a decision is mailed which reverses or modifies a paying determination to the date the automated claimant file is updated to record the stop payment.

**Data Source:** Lower authority appeals quality sample.

**Computation:** Start date: the date the decision is issued  
End date: the date the claimant file is updated to record the stop payment.

The implementation time lapse is calculated using four data elements in the sampled lower authority appeals Quality record:

1. C2 - INTENT OF DECISION
2. C3 - REVERSAL OF PRIOR STATUS
3. C37 - DATE DECISION ISSUED
4. C38 - DATE DECISION IMPLEMENTED

### Reporting Intervals:

The start and ending dates and including intervals of 0-1, 2-3, 4-5, 6-7, 8-9, 10->10. Reports will be designed to indicate instances of "negative" implementation time lapse, in which the reported implementation date is earlier than the reported decision date.

### Reporting Categories:

None. Output reports will be generated to show performance using time lapse measures derived only from appeal decisions included in the sample.

### Reporting Frequency:

Quarterly.