Attachment 4: Program Performance and Technical Performance Service Level Measures
USDOL UI Program Performance Measures

UI PERFORMS Core Measures	Acceptable Levels of Performance
Benefits Measures	
First Payment Promptness: % of *all* 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period).	≥87%
Nonmonetary Determination Time Lapse: % of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.	≥80%
Nonmonetary Determination Quality- Nonseparations: % of *Nonseparation* Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.	≥75%
Nonmonetary Determination Quality- Separations: % of *Separation* Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.	≥75%
Program Integrity Measures	
Detection of Overpayments: % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.	≥50% and ≤95% of detectable / recoverable overpayments are established for recovery
Improper Payments Measure: Percentage of UI benefits overpaid plus UI benefits underpaid minus overpayments recovered divided by the total amount of UI benefits paid.	< 10%
UI Overpayment Recovery Measure: Percentage of Amount of overpayments recovered divided by (Amount of overpayments established minus overpayments waived) *(example IPIA 2013 = July 1, 2012 – June 30, 2013)*	IPIA 2019: 68%
Appeals Measures	
Average Age of Pending Lower Authority Appeals: The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.	≤30 Days
Average Age of Pending Higher Authority Appeals: The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.	≤40 Days
Lower Authority Appeals Quality: % of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.	≥80%
Tax Measures	
New Employer Status Determinations Time Lapse: % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.	≥70%

Effective Audit Measure: Comprised of four factors as calculated below:

Factor	Description	Minimum Score	State Directed	Total Score
1	Percent of contributory employers audited	1	X	1 + X
2	Percent of wages changed as a result of the audit	2	X	2 + X
3	Percent of the state's total wages that were audited	1	X	1 + X
4	Average number misclassified workers discovered per audit	1	X	1 + X
	Total	5	2.0	7.0

Tax Quality: assessment of the accuracy and completeness of the tax program.	No more than 3 tax functions failing TPS in a year
	The same tax function cannot fail for 3 consecutive years

Reemployment Measure

Facilitate Reemployment: % of UI claimants who are reemployed within the quarter following their first UI payment. Discontinued effective FY 2020	Varies by state For details, go to: __ Discontinued effective FY 2020

SECRETARY STANDARDS IN REGULATIONS[1]	Acceptable Levels of Performance
First Payment Promptness (Regulation): % of *all* 1st payments made within 14/21 days: Intrastate, UI, full weeks	≥87%
First Payment Promptness (Regulation): % of *all* 1st payments made within 35 days: Intrastate, UI, full weeks	≥93%
First Payment Promptness (Regulation): % of *all* 1st payments made within 14/21 days: Interstate, UI, full weeks	≥70%
First Payment Promptness (Regulation): % of *all* 1st payments made within 35 days: Intrastate, UI, full weeks	≥78%
Lower Authority Appeals (Regulation): % decided within 30 days of filing	≥60%
Lower Authority Appeals (Regulation): % decided within 45 days of filing	≥80%

UI PERFORMS MANAGEMENT INFORMATION MEASURES

Secretary's Standards

First payments Intrastate full weeks, within 14/21 days
First payments Intrastate full weeks, within 35 days
First payments Interstate full weeks, within 14/21 days
First payments Interstate full weeks, within 35 days
Lower Authority Appeals Timeliness – 30 days
Lower Authority Appeals Timeliness – 45 days

Tax Measures

New Status Determination Timeliness (within 90 days of Quarter Ending Date)
New Status Determination Timeliness (within 180 days of Quarter Ending Date)
Successor Status Determination Timeliness (within 90 days of Quarter Ending Date)
Successor Status Determination Timeliness (within 180 days of Quarter Ending Date)
Contributory Employer Report Filing Timeliness
Reimbursing Employer Report Filing Timeliness
Secured Delinquent Contributory Reports Timeliness
Secured Delinquent Reimbursing Reports Timeliness
Resolved Delinquent Contributory Reports Timeliness
Resolved Delinquent Reimbursing Reports Timeliness
Contributory Employer Payments Timeliness
Reimbursing Employer Payments Timeliness
Percent of amounts due determined uncollectible- Contributory
Percent of amounts due determined uncollectible- Reimbursing
Percent of unpaid Contributions to amount due
Percent of unpaid reimbursements to amount due
Accuracy of New Status Determination
Accuracy of Successor Determination
Accuracy of Status inactivation
Timeliness of Cashiering
Accurate Identification and Resolution of Report Delinquency
Accurate identification and Resolution of Accounts Receivable
Accuracy of Contribution Reports processing
Accuracy of Debits and Billings of Contributory Employers
Accuracy of Debits and Billings of Reimbursing Employers
Accuracy of Credits and Refunds
Accuracy of Benefit Charging
Accuracy of Experience Rating

Cash Management Measures

Average Days on Deposit
Timeliness of transfer from clearing account to Trust Fund

Benefits Measures

Timeliness of Payments and Nonmonetary Determinations

First Payments Intrastate full weeks
First Payments Interstate full weeks
First Payments Intrastate, all weeks
First Payments Interstate, all weeks
First Payments, partial weeks
First Payments, UCFE

First Payments, UCX
First Payments, workshare
Continued Weeks Payment, all weeks
Continued Weeks Payment, partial weeks
Continued Weeks Payments, workshare
Intrastate Separation Determinations
Intrastate Nonseparation Determinations
Interstate Separation Determinations
Interstate Nonseparation Determinations
Combined Wage Claims Timeliness Measures
Combined Wage Claim Wage Transfer
Combined Wage Claim Billing
Combined Wage Claim Reimbursements
Benefits Accuracy Measures
Paid Claim Accuracy
Denied Claim Accuracy
Operational Overpayment Rates
Benefit Payment Control Measures
Fraud Overpayment Recovery Rate
Non-fraud Overpayment Recovery Rate
Appeals Measures
Appeals Timeliness Measures and Case Aging Measures
Lower Authority Appeals Timeliness
Higher Authority Appeals Timeliness
Lower Authority Appeals, Case Aging
Higher Authority Appeals, Case Aging
Appeals Quality Measure
Lower Authority Appeals Quality - Due Process
Macroeconomic Stabilization Measures
Recipiency Rates
Exhaustion Rates
Unemployment Insurance Programs and Other Measures
Unemployment Compensation for Federal Employees (UCFE)
Unemployment Compensation for Ex-Service Members (UCX)
Benefit Payment Control (BPC)
Internal Security (IS)
UI Automation Support Account (UIASA)
State Audits
Benefit Accuracy Measurement (BAM)
National Directory of New Hires (NDNH)
Tax Performance System (TPS)
Data Validation (DV)
Benefits, Timeliness, and Quality (BTQ)
Reporting Delinquencies
UI Program Integrity

Technical Performance Measures

Metric	Acceptable Level of Performance	Measurement Description
Peak Number of Staff/Yr	1000 internal users, scalable to unlimited concurrent users	Query active logins at any time
Peak Number of Active Tax Paying Employers/Yr	Current Level up to Unlimited	Query Employer accounts at any time
Peak Number of Active Reimbursable Employers/Yr	Current Level up to Unlimited	Query Employer accounts at any time
Peak Number of New Claims/Yr	Current Level up to Unlimited	Query Claims at any time
Response Time (End to End)	≤ 2 Seconds for each page to be submitted, processed, and returned to the user while the system is under peak loads.	An average time for basic transactions such as insert, update, delete, and queries from a single table are measured at the 90th percentile.
System Availability (Uptime)	99.95% fully functional	System availability will be measured on a rolling 30-day cycle. For the System to be considered fully functional, all appropriate transactions and data are available to each user as defined by their level of access and based on planned hours of operation (planned maintenance and outage not included in the calculation).
Level of Data Recovery	No data loss except for data collected after the last committed transaction.	Queries of the data repository(s)
Peak Expansion / Growth Factor	50% over five years	Queries of the data repository(s); Query Active Logins at any time
Online Data Retention Requirements	Determined by data and record type	Queries of the data repository(s)
Planned Hours of Operation	24/7	Random and periodic checks of the operating system. Limited service (non-claimant specific and non-employer specific functions) will be available during regularly scheduled maintenance windows (Sunday through Friday, 12:00 am – 5:00 am). Full Service will be available except during regular maintenance windows. Advisory notice will be viewable to users at any time the system is not available.
Critical Deficiency* Correction in Production Environment	≤ 2 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Vendor after testing and acceptance by KDOL.
Critical Deficiency* Correction in Training Environment	≤ 4 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the training environment by the Vendor after testing and acceptance by KDOL.

Metric	Acceptable Level of Performance	Measurement Description
Critical Deficiency* Correction in Test Environments	≤ 8 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the test environments by the Vendor after testing and acceptance by KDOL.
Moderate Deficiency* Correction in Production Environment	≤ 8 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Vendor after testing and acceptance by KDOL.
Moderate Deficiency* Correction in Training Environment	≤ 24 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the training environment by the Vendor after testing and acceptance by KDOL.
Moderate Deficiency* Correction in Test Environments	≤ 24 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the test environments by the Vendor after testing and acceptance by KDOL.
Minor Deficiency* Correction in Production Environment	≤ 8 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the production environment by the Vendor after testing and acceptance by KDOL.
Minor Deficiency* Correction in Training Environment	≤ 72 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the training environment by the Vendor after testing and acceptance by KDOL.
Minor Deficiency* Correction in Test Environments	≤ 72 hours	Time is measured from the time the deficiency is logged into the defect tracking tool until the correction has been migrated to the test environments by the Vendor after testing and acceptance by KDOL.

* Severity levels of deficiencies are:

- Critical: Prevents external or internal users from accessing the system functionality
- Moderate: Prevents external or internal users from accessing a portion of the system
- Minor: Prevents internal users from accessing system between 5:00 am – 11:59 pm Central, Sunday through Friday)