

# OPERATIONAL UPDATE



Report Month: October 2017

Active UI Claimants	
Trade Readjustment Act	97
Regular State UI	9,903

Workload				
Quarter	Determinations	Benefits Paid	Contributions Collected	Trust Fund Balance
2017-3	58,549	\$28,899,149	\$52,312,638	\$1,064,648,633
2017-2	64,509	\$33,380,352	\$65,011,678	\$1,035,519,565
2017-1	81,311	\$53,107,828	\$29,778,478	\$997,182,063
2016-4	79,350	\$35,957,201	\$42,135,607	\$1,014,127,268
2016-3	71,679	\$33,805,828	\$57,504,202	\$1,001,720,804

Claims Center Phone Volume vs. Average Wait Time						
Month	Total Calls	AVG Wait Time	Total Callbacks	Callback AVG Wait Time	Online Chat Volume	Chat AVG Wait Time
Oct 2017	9,115	10:22	716	40:45	3,889	00:34
Oct 2016	8,395	21:06	940	47:51	2,745	01:34
Sep 2017	7,454	04:43	134	16:21	3,351	00:31
Aug 2017	9,053	04:02	121	14:02	3,772	00:38
Jul 2017	7,871	11:14	300	50:09	3,945	01:12
Jun 2017	9,379	07:36	117	16:25	2,838	00:46

Initial Claims Volume		
Measurement	Most Recent Mth (Oct 2017)	Year Over Comparison (Oct 2016)
New Claims Filed (Volume Count)	5,940	6,034
Pct Filed Online	66.2%	69.6%
Timeliness of First Payments FY 2017 Goal = 95.0%	94.2%	91.6%

Quality (Accuracy Benefit Determinations)		
Measurement	Most Recent Qtr (2017-3)	Year Over Comparison (2016-3)
Separation Quality Score FY 2017 Goal = 90%	90.0%	100.0%

## Program Performance

During October the CUBS software saw an important release in its ongoing .NET modernization project. This release included 1) internal and public continued claims – both English and Spanish versions 2) the addition of an integrity video that will now be required viewing for all claimants and 3) several bug fixes; mostly related to the eligibility review process.

During Q3 2017 the Benefit Payment Control unit resolved 4,340 cases using a variety of integrity cross-matches. Of those, 1,658 investigations generated \$1,114,479 in overpayments and \$ 675,968 in penalties with an average overpayment of \$412.55 per investigation.

The UI cross-functional integrity task force met in October. DOL has asked states to create these groups to develop comprehensive state strategic plans to bring down the state's UI improper payment rate. The task force is comprised of a combination of management and front-line workers from the different teams in UI. The task force discussed current and potential cross matches for fraud detection, fraud detection training and our skip tracing contact.

## Reemployment

Quarter	Reemployment Rate	Duration Rate	Exhaustion Rate
2017-3		12.8	31.4%
2017-2		12.2	26.5%
2017-1	74.0%	11.9	25.1%
2016-4	64.2%	12.0	25.3%
2016-3	65.6%	12.8	29.7%

## Employer Interactions

Measurement	Most Recent Qtr (2017-3)	Year Over Comparison (2016-3)
Count Active Employers	79,698	77,625
Pct of emprs registered within 90 days FY 2017 Goal = 95.5%	97.8%	97.5%
Pct of emprs filing timely FY 2017 Goal = 96.1%	74.5%	97.7%
Empr contrib paid timely FY 2017 Goal = 95.0%	94.6%	91.9%
Pct of emprs filing online qtrly report	90.8%	88.1%

## Efficiency Measures

Measurement	Most Recent Mth (Oct 2017)	Year Over Comparison (Oct 2016)
Cost Per Determination	\$22.89	\$21.21
UI Full-Time Employees (FTE)	150.08	155.01