

**Message: Task Status Report: 11/2 13099.L-pulled**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:16 PM  
Item ID: 40860724  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Task Status Report: 11/2 13099.L-pulled**

**From** Shroyer, Paula [IWD]      **Date** Thursday, October 27, 2011 3:05 PM  
**To** Lewis, Devon [IWD]  
**Cc**

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 [13099.L.doc](#) (48 Kb HTML)

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-----Original Task-----

**Subject:** 11/2 13099.L  
**Priority:** Normal

**Start date:** Thu 10/27/2011  
**Due date:** Wed 11/2/2011

**Status:** Not Started  
**% Complete:** 0%  
**Actual work:** 0 hours

**Requested by:** Lewis, Devon [IWD]

<<13099.L.doc>>

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

<p><b>STEPHEN GLASS</b></p> <p><b>920 20<sup>TH</sup> AVE PL APT 5</b></p> <p><b>CORALVILLE IA 52241-1426</b></p> <p><b>GOODWILL INDUSTRIES OF THE</b></p> <p><b>HEARTLAND</b></p> <p><b>C/O</b></p> <p><b>XCHANGING/CAMBRIDGE</b></p> <p><b>8755 W HIGGINS RD FL 11</b></p> <p><b>CHICAGO IL 60631</b></p>	<p>68-0157 (9-06) - 3091078 - EI</p> <p align="center"><b>APPEAL NO. 11A-UI-13099-LT</b></p> <p align="center"><b>ADMINISTRATIVE LAW JUDGE</b></p> <p align="center"><b>DECISION</b></p> <p><b>APPEAL RIGHTS:</b></p> <p><b>This Decision Shall Become Final</b>, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed written Notice of Appeal, directly to:</p> <p align="center"><i>Employment Appeal Board</i></p> <p align="center"><i>4<sup>th</sup> Floor – Lucas Building</i></p> <p align="center"><i>Des Moines, Iowa 50319</i></p> <p align="center"><b>OR</b></p> <p align="center"><i>Fax Number: (515)281-7191</i></p> <p>The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.</p> <p><b>AN APPEAL TO THE BOARD SHALL STATE CLEARLY:</b></p> <p>The name, address and social security number of the claimant.</p> <p>A reference to the decision from which the appeal is taken.</p> <p>That an appeal from such decision is being made and such appeal is signed.</p> <p>The grounds upon which such appeal is based.</p> <p><b>YOU MAY REPRESENT</b> yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to Workforce Development. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.</p> <p><b>SERVICE INFORMATION:</b></p> <p>A true and correct copy of this decision was mailed to each of the parties listed.</p>
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**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

<b>STEPHEN GLASS</b>	68-0157 (9-06) - 3091078 - EI
Claimant	<b>APPEAL NO. 11A-UI-13099-LT</b>
<b>GOODWILL INDUSTRIES OF THE HEARTLAND</b>	<b>ADMINISTRATIVE LAW JUDGE</b>
Employer	<b>DECISION</b>
	<b>OC: 08/28/11</b>
	<b>Claimant: Appellant (1)</b>

Iowa Code § 96.5(2)a – Discharge for Misconduct

**STATEMENT OF THE CASE:**

The claimant filed an appeal from the September 21, 2011 (reference 01) decision that denied benefits. After due notice was issued, a hearing was held by telephone conference call on October 27, 2011. Claimant participated. Employer participated through director of human resources Gaul-Houser, Coralville Goodwill store manager Kelle Aiken, Coralville Goodwill assistant manager Michael Hull, and was represented by Toni Markiewicz of Xchanging/Cambridge. Employer's Exhibit 1 was admitted to the record. The administrative law judge took judicial notice of the administrative record.

**ISSUE:**

The issue is whether claimant was discharged for reasons related to job misconduct sufficient to warrant a denial of benefits.

**FINDINGS OF FACT:**

Having reviewed all of the evidence in the record, the administrative law judge finds: Claimant was employed full-time as a production clerk and was separated from employment on August 28, 2011. On August 21 Hull observed claimant start an argument with coworker Chris Luu. Claimant yelled and threatened Luu after asking him for help while Luu was speaking with assistant manager Lori Adams. Luu raised his voice but told claimant he did not want to fight with him. (Administrative Record)

He had been warned about insubordination on August 2 (swearing in his refusal to obey manager on duty Celeste's directive to stock the floor) in writing on August 3 and was suspended on August 5 for his behavior at the August 3 warning meeting (he refused to sign the warning, yelled, waved his arms, threw his vest down, and left the building). His December 10, 2010 performance review mentioned he needed improvement in the area of coworker relations.

**REASONING AND CONCLUSIONS OF LAW:**

For the reasons that follow, the administrative law judge concludes the claimant was discharged from employment due to job-related misconduct.

Ref. 14, 15

Generally, continued refusal to follow reasonable instructions constitutes misconduct. *Gilliam v. Atlantic Bottling Company*, 453 N.W.2d 230 (Iowa App. 1990).

Claimant's repeated aggression and verbal abuse towards a manager or coworker after having been warned is evidence of carelessness to such a degree of recurrence as to rise to the level of disqualifying job related misconduct. Benefits are denied.

**DECISION:**

The September 21, 2011 (reference 01) decision is affirmed. The claimant was discharged from employment due to job-related misconduct. Benefits are withheld until such time as he has worked in and been paid wages for insured work equal to ten times his weekly benefit amount, provided he is otherwise eligible.

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Dévon M. Lewis

Administrative Law Judge

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Decision Dated and Mailed

dml/

**Message: RE: Workforce Advisor Creston office - Promise Jobs**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:49 PM  
 Item ID: 40862196  
 Policy Action: Not Specified

**Mark History:**



No reviewing has been done

**Policies:**

No Policies attached

 **RE: Workforce Advisor Creston office - Promise Jobs**

**From** Semke, Heather [IWD] **Date** Wednesday, March 12, 2014 8:40 AM  
**To** Wallace, Edward [IWD]  
**Cc**

 [image002.png](#) (1 Kb HTML)  [image003.jpg](#) (3 Kb HTML)

Good morning! I wasn't clear on what info you wanted exactly. Don't hesitate to let me know if this is not what you were looking for and I'd be happy to resend. Thanks!

<b>Job Code</b>	00807 WORKFORCE ADVISOR
<b>Job Title</b>	WORKFORCE ADVISOR
<b>Job Description</b>	

This position is located in the Creston Workforce Center and duties will be case management of PROMISE JOBS participants including assessment and intensive services in order to help them reach self-sufficiency. Specifically: Determine the participant's employability, motivation to become employed, and the extent of the participant's barriers to employment and current workplace skills. Ensure that participants are meeting their appropriate Work Participation Rates. Monitor data entry and coding, FIA expiration dates, 6-month FIA Reviews and other valuable data to ensure participants are properly coded, engaged in countable activities and making progress towards self-sufficiency. Provide directed, supported pre-employment and employment activities, including but not limited to: Job

development for unsubsidized employment, developing Work Experience sites and sponsors, marketing participants to sponsors, developing Unpaid Community Service opportunities. Monitor participant's job training and job search activities. Refer to Apprenticeships and other employment resources, address workplace issues before becoming employed such as performance, attendance or attitudinal issues. Assist participants in locating child care, authorizing child care and transportation payments, assisting work ready participants completing Family Self-sufficiency Grant (FSSG) applications including but not limited to helping secure cost estimates. Use assessment tools to help determine suitable educational and training and employment plans. Keep in regular contact with participants and keep files up to date with all necessary documentation. Maintain positive attitude to promote success. Facilitate group activities including but not limited to Six Steps, Workplace Essentials, Job Club job seeking skills workshop and Group Job Search. Develop Family Investment Agreements (FIA's) for PROMISE JOBS participants and provide case management of the FIA action steps to assist the participants in becoming economically self-sufficient from the Family Investment Program (FIP). Specifically: Consider participant strengths and limitations when selecting services and FIA activities, including but not limited to Workplace Essentials, Job Club, Group Job Search, Individual Job Search, Work Experience, Unpaid Community Service, GED Study or High School Completion, Educational Assessment, Post-secondary Education, Family Development and Self-sufficiency Program (FaDSS) and Monitored Employment. Develop and maintain collaborative relationships with local staff from IVRS, Fads, DHS, WIA, community college and other Workforce Center and partner

agencies including ES/UI core staff and DVOP. Be knowledgeable of available area resources and services. Follow all policies and procedures in the PROMISE JOBS Provider Manual, established by IWD under its contract with DHS. Complete all necessary forms and when the client's concurrence is needed, secure the client's signature to acknowledge agreement and understanding. Timely maintain, monitor and manage PROMISE JOBS case files, including the completion of case notes and system entries to ensure that case management actions are documented and that the FIA is being carried out. Authorize transportation and child care allowances and initiate overpayment recovery when appropriate due to non-compliance or other circumstances. Timely answer phones, return phone calls and answer questions from PROMISE JOBS participants as necessary or refer to the PROMISE JOBS supervisor or other staff such as the Subject Matter Expert (SME). Make every effort to resolve participation issues as they occur. Display good customer service and communication skills with participants, treating them with courtesy and respect whether in person or over the telephone. For participants who fail to resolve participation issues and resume FIA activities, submit the case for approval and impose a Limited Benefit Plan (LBP) if approved. Represent the department in all PROMISE JOBS appeals related to your caseload.

**National Career Readiness Certificate credential preferred.**

<b>Department</b>	309-Iowa Workforce Development
<b>Employment Specialist</b>	GABEL, SHERYL
<b>Personnel Assistant</b>	SEMKE, HEATHER
<b>Location</b>	Union County
<b>Max Hires</b>	1
<b>Vacancies Remaining</b>	1
<b>Department</b>	309
<b>Appropriation Number (3-digit)</b>	953
<b>Org Unit (4-digit)</b>	

<b>Seat Number</b>	7
<b>Types of Applicants to Receive</b>	All Applicants
<b>Full/Part Time</b>	Full-Time
<b>Assignment Type</b>	P (Permanent)
<b>Travel</b>	Yes
<b>Shift</b>	Day
<b>Merit Covered</b>	Yes
<b>E&amp;E and Selective Areas</b>	
<b>Other Information:</b>	
<b>To Apply:</b>	Submit a completed Iowa Department of Administrative Services - Human Resources Enterprise (DAS-HRE) application form by the closing date. To complete an electronic application form, click on "Apply for Job Vacancy(s)" button. You may also mail an application form to: Iowa Department of Administrative Services - Human Resources Enterprise, Hoover State Office Building, 1305 East Walnut, Des Moines, IA 50319-0150 or fax your application to (515) 281-7970.
<b>Selecting Authority</b>	Todd Spencer
<b>Number of Days to Post</b>	10
<b>Post Close Date</b>	15-Mar-2014
<b>Pay Grade</b>	24
<b>Pay Policy</b>	014
<b>Salary Minimum</b>	\$39,561
<b>Salary Maximum</b>	\$58,156
<b>EEO4 Category</b>	2-PROFESSIONAL
<b>Minimum Qualifications</b>	Graduation from an accredited four-year college or university.

For additional ways to qualify, please click on this [link to view the job description](#) and minimum qualifications.

**Additional Qualifications:**

**To be considered for this position you must:**

1. **Fill out DAS-HRE application and submit to DAS-HRE by the closing date.**
2. **In addition, Iowa Workforce Development requests applicants to send a cover letter and resume by the closing date to:**

**Iowa Workforce Development  
Attn: Todd Spencer, District  
Manager  
215 N Elm St  
Creston, IA 50801**

**Auto req ID**

13402BR



**Added by** SEMKE, HEATHER  
**Added on** 05-Mar-2014

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**From:** Wallace, Edward [IWD]  
**Sent:** Monday, March 10, 2014 2:28 PM  
**To:** Semke, Heather [IWD]  
**Subject:** RE: Workforce Advisor Creston office - Promise Jobs

Will you send me in the text of an email the job posting

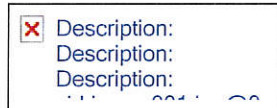
thx

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**From:** Semke, Heather [IWD]  
**Sent:** Thursday, March 06, 2014 3:36 PM  
**To:** IWD Employees  
**Subject:** Workforce Advisor Creston office - Promise Jobs

The following Workforce Advisor position is out on the DAS website for all applicants:

13402BR Workforce Advisor- Promise Jobs Todd Spencer, Regional Manager Creston, Iowa office



*Heather Semke, Employee Services*  
*Human Resource Associate*  
*Phone: (515) 281-5902 | Fax: (515) 281-7596*  
[heather.semke@iwd.iowa.gov](mailto:heather.semke@iwd.iowa.gov)  
<http://www.iowaworkforce.org/>

**Even if I knew that tomorrow the world would go to pieces, I would still plant my apple tree.** Martin Luther

**Message: Uw vriend(in) SELLING PUBLISHER REVEALS HIS SECRET WEAPON...To Dominate Kindle!!! raad dit artikel aan Provino****Case Information:**

Message Type: Exchange  
Message Direction: External, Inbound  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:48 PM  
Item ID: 40862194  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ Uw vriend(in) SELLING PUBLISHER REVEALS HIS SECRET WEAPON...To Dominate Kindle!!! raad dit artikel aan Provino**

**From** SELLING PUBLISHER REVEALS HIS SECRET WEAPON...To Dominate Kindle!!! **Date** Tuesday, March 11, 2014 8:52 PM  
**To** Koonce, Kerry [IWD]  
**Cc**

Hallo kerry.koonce@iwd.iowa.gov!

Uw vriend, SELLING PUBLISHER REVEALS HIS SECRET WEAPON...To Dominate Kindle!!!, denkt dat u wel geïnteresseerd zou zijn in Bodegas Medrano Irazu Rioja Joven-Alavesa van Provino.

Hey Fellow Kindler,

Are you a Kindle author or want to be one?  
This is hands down The best Kindle software on the market for Kindle authors or wanna be Kindle authors.

<https://www.productpay.com/?r=-licw!>

crank out hundreds of kindle money machines every month with the FSO's most advanced most powerful all in one publishing weapon..

click here:

<https://www.productpay.com/?r=-licw!>

<https://www.productpay.com/?r=-licw!>

you probably know why kindle rocks

talk soon....

Best Regards....

Bobby

<https://www.productpay.com/?r=-licwl>  
<https://www.productpay.com/?r=-licwl>

**Message: Potential Grants Fraud**

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**Case Information:**

Message Type: Exchange  
Message Direction: External, Inbound  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:20 PM  
Item ID: 40861618  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Potential Grants Fraud**

**From** Scott, John - ETA

**Date** Friday,  
February 07,  
2014 2:18 PM

**To** Amit Singla; Brett Flachsbarth; Chris Nider; Jay Rowell; Jeff Long; Jim Hegman; Joan Essex; Josh Richardson; Julian Federle; Ken Jacob; Wilkinson, Michael [IWD]; Richard Caligiuri; Robert Rodriguez; Ron Joyce; Sara Hall-Phillips; Shaun Thomas; Trina Taylor

**Cc** zzETA-CHI-WFS-OSS-DWS Group

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Please be aware of a scam that has come to our attention.

Scam artists are claiming to represent the Council on Financial Assistance Reform (COFAR) when contacting individuals. Victims are told they have been selected to receive a government grant ranging from \$5,000 to \$25,000. In order to receive the grant money, the representative explains a "processing fee" ranging between \$150 and \$700 must be paid and asks individuals for bank account information.

COFAR is not a grant making organization. COFAR does not request banking information, social security numbers, or other personally identifiable information to facilitate the issuance of a "grant."

If you have received reports from anyone who may have been a victim of a government grant scam, please ask them to file a complaint with the FTC online, or call toll-free, 1-877-FTC-HELP (1-877-382-4357); TTY: 1-866-653-4261.

Please also inform me of any reports.

*John Scott*  
UI Chief / Chicago  
312-596-5507  
[scott.iohn@dol.gov](mailto:scott.iohn@dol.gov)

**Message: FW: Outlays FY 2013 File and Postage, Trade Admin., SAVE & Multiclaimant Activities****Case Information:**

Message Type: Exchange  
 Message Direction: External, Inbound  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:19 PM  
 Item ID: 40861590  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Outlays FY 2013 File and Postage, Trade Admin., SAVE & Multiclaimant Activities**

**From** Scott, Steven - ETA

**Date**  
 Monday,  
 December 23,  
 2013 11:00 AM

**To** Allan Pohl; AMY HALLER; O'Hair, Anieta [IWD]; CallahanS; Catherine Lang; Chris Ortega; CicconeD; Daniel K Lavenberg; David Hardies; Debbie Kay Ward; JBurcope; Jim Hegman; John Zwickey; Kimberly O'Berry; LakeD; LeAnn Droste; Linda Demore; LWilliams; Mark Wilson; Melissa Holbek; Michael Kennedy; Nancy Manley; Ramon Natera; Rebecca Voss; Robert Eggebrecht; RourkeW; Summer Boyer; Terri Eklund; Tim Weishaar; Troy Sterr

**Cc** Belmonte, Steffanie - ETA; Schloesser, Betsy - ETA; Rainault, Robert - ETA; Hernandez, Patricia - ETA; Scott, John - ETA

 [Outlays 2013.xls](#) (128 Kb HTML)  [FY13 Postage\\_Trade Admin\\_SAVE\\_Multi-Claimant.xls](#) (217 Kb HTML)

Hi all,

Attached are the supporting documents for the BY 2015 RJM submission. Review the information below for more details.

Please contact me with your questions or concerns.

Sincerely,

Steve Scott  
 UI Program Specialist  
 Region 5, Chicago  
 (312) 596-5439  
[scott.steven@dol.gov](mailto:scott.steven@dol.gov)

**From:** Thompson, Miriam - ETA  
**Sent:** Monday, December 23, 2013 10:09 AM  
**To:** Fadler, Randy - ETA; Harris, Myrenia - ETA; Hart, Brian - ETA; Lopez, Marisol - ETA; Rainault, Robert - ETA; Scott, Steven - ETA; Thompson, Miriam - ETA; Witt, Paul - ETA; Wu, Irene - ETA  
**Cc:** Ake, John - ETA  
**Subject:** Outlays FY 2013 File and Postage, Trade Admin., SAVE & Multiclient Activities

Good Morning,

Two files are attached to assist states in developing their Budget Year 2015 (BY2015) Resource Justification Models (RJMs) and to aid your office in the review of those submissions. Please distribute these files to the states in your region and retain them to help in your review.

The first file, *Outlays 2013*, contains the amounts expended in FY 2013 from the UI State Administration and Reemployment and Eligibility Assessment (REA) grants. These expenditure amounts are drawn from the ETA 9130 report and encompass all active grant years (FY2009-13) included in this year's RJM submissions.

**As part of your review, please ensure that the total outlays reported by each state on the RJM match the total expenditures reported on the 9130** (plus any state or other funding used to administer the UI program). A tool is provided in the *Total* tab of the *Outlays 2013* file to help with this review. When states submit their RJMs, Regional offices should enter into columns J through M and column O of the *Total* tab the applicable data from the *ACCT SUM* tab in the *Main* workbook of the state submission. The difference between the outlays reported in the 9130 and the RJM is then calculated in column P. There should be no difference. The regional office should contact the state and request revisions/explanations for any differences exceeding \$1000.

Also attached is an Excel workbook that includes the total FY2013 funding issued for Postage, Trade Admin., SAVE & Multiclient activities. The states will need to identify total expenditures for these items as Non-RJM, up to the amount of funding issued for FY13 (except for Trade coordinator PS/PB & Postage – see details below).

As a reminder, SAVE and Multiclient activities are funded as part of the quarterly above-base process. The data contained in the attached workbook is computed based on data compiled from both the UI1 & UI3 reports for FY2013.

Please review the information before you share it with the states and inform the National Office (N.O.) of any items that you believe should be adjusted. Also, please keep the following in mind when reviewing your state RJM submissions and providing guidance to your states:

- 1) For Trade Admin., states must identify as Non-RJM, Trade Admin. expenditures & hours (**less the Personnel Salaries and Benefits (PS/PB) for the Trade coordinator**) up to the amount of funding issued.

For example: From the state accounting reports, we know the following:

Total Trade Admin Exps. & Hours

hours worked = 3,000  
 hours paid = 2,000  
 PS amount = \$23,000  
 PB amount = \$14,000  
 NPS amount = \$6,000

Trade Coordinator Exps. & Hours

hours worked = 200  
 hours paid = 100  
 PS amount = \$10,000  
 PB amount = \$5,000  
 NPS amount = \$1,000

From the UI3s, we know the Total Trade Admin. Funded = \$43,000

Total Trade Admin. Exps & Hours to be identified as (allocated to) Non-RJM

hours worked = 2,800 (Total minus Trade Coordinator)  
 hours paid = 1,900 (Total minus Trade Coordinator)  
 PS amount = \$13,000 (Total minus Trade Coordinator)  
 PB amount = \$9,000 (Total minus Trade Coordinator)  
 NPS amount = \$6,000 (Total)

- 2) For SAVE, states must identify as Non-RJM expenditures & hours up to the amount of funding issued. The base amount funded is detailed on the FY13 targets; and, as noted above, the above base portion is computed using UI1 & UI3 data. Both amounts for FY13 are included in the attached spreadsheet and totaled (hence, base amount + calculated amount from UI1 & UI3s = total amount SAVE funding issued).
- 3) Multiclient is similar to SAVE except that states are not issued funding in Base. All funding for multiclient activities is earned/issued through the above-base process (quarterly UI3s).
- 4) For Postage, states must identify as Non-RJM the amount of funding issued for FY13, whether more or less than that amount was actually expended. Based on past questions as to how to handle the mechanics of this in the RJM workbooks, the following scenarios have been helpful:
  - 1) State funded \$3 mil., and accounting reports show postage expenditures totaling \$3 mil. In crosswalk (NPS tab), enter one line item in section above Adjustments section that reads "Postage" \$3 mil. allocated to POSTNRJM; in Main workbook (ACCT SUM tab), in Non-RJM section, enter full \$3 mil. entered in postage cell (E37).
  - 2) State funded \$3 mil., and accounting reports show postage expenditures totaling \$2 mil. In crosswalk (NPS tab), enter one line item in section above Adjustments section that reads "Postage" \$2 mil. allocated to POSTNRJM; in crosswalk (NPS tab), enter one line item in Adjustments section that reads "Postage" \$1 mil. allocated to NPS category where it was spent (if state cannot determine in which NPS category spending occurred, allocate to "Misc." – and it's ok if the total turns negative); in Main workbook (ACCT SUM tab), in Non-RJM section, enter full \$3 mil. in postage cell (E37).
  - 3) State funded \$3 mil., and accounting reports show postage expenditures totaling \$4 mil. In crosswalk (NPS tab), enter one line item in section above Adjustments section that reads "Postage" \$3 mil. allocated to POSTNRJM; in crosswalk (NPS tab), enter one line item in section above Adjustments section that reads "Postage" \$1 mil. allocated to "MISC"; in Main workbook (ACCT SUM tab), in Non-RJM section, enter full \$3 mil. in postage cell (E37).

Please contact me if you have any questions or concerns.

United States Department of Labor  
Office of Unemployment Insurance  
UI ADMINISTRATION - EXPENDITURES DURING FY 2013  
States in:  
Expenditures Grant Year  
Sub-Total  
Region  
Abbr.  
State  
FY2009  
FY2010  
FY2011  
FY2012  
FY2013  
UI Outlays  
State \$  
Multi-Taxes per 4-91  
Standard Hr Adjustment  
ROO BOY  
Total  
ACCT SUM  
Difference  
% Difference  
AK  
Alaska  
AL  
Alabama  
AR  
Arkansas  
AZ  
Arizona  
CA  
California  
CO  
Colorado  
CT  
Connecticut  
DC  
District of Col.  
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Delaware  
FL  
Florida  
GA  
Georgia  
HI  
Hawaii  
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Iowa  
ID  
Idaho  
IL  
Illinois  
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Indiana  
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Kansas  
KY  
Kentucky  
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Louisiana



MA  
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Oklahoma  
OR  
Oregon  
PA  
Pennsylvania  
PR  
Puerto Rico  
RI  
Rhode Island  
SC  
South Carolina  
SD  
South Dakota  
TN  
Tennessee  
TX  
Texas  
UT  
Utah  
VA  
Virginia  
VI  
Virgin Islands  
VT  
Vermont  
WA  
Washington  
WI  
Wisconsin  
WV  
West Virginia  
WY  
Wyoming  
Total

OUTLAYS in FY2013  
SBR Obligational Authority  
from Grants Awarded in FY2013

REA

UIPL 24-13

Integrity - Data Analytics

REAs40

FY 2013 Outlays

AK

Alaska

Alaska

AL

Alabama

Alabama

AR

Arkansas

Arkansas

AZ

Arizona

Arizona

CA

California

California

CO

Colorado

Colorado

CT

Connecticut

Connecticut

DC

District of Col.

District of Col.

DE

Delaware

Delaware

FL

Florida

Florida

GA

Georgia

Georgia

HI

Hawaii

Hawaii

IA

Iowa

Iowa

ID

Idaho

Idaho

IL

Illinois

Illinois

IN

Indiana

Indiana

KS

Kansas

Kansas

KY

Kentucky

Kentucky

LA

Louisiana

Louisiana

MA

Massachusetts

Massachusetts

MD  
Maryland  
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ME  
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Mississippi  
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Montana  
Montana  
NC  
North Carolina  
North Carolina  
ND  
North Dakota  
North Dakota  
NE  
Nebraska  
Nebraska  
NH  
New Hampshire  
New Hampshire  
NJ  
New Jersey  
New Jersey  
NM  
New Mexico  
New Mexico  
NV  
Nevada  
Nevada  
NY  
New York  
New York  
OH  
Ohio  
Ohio  
OK  
Oklahoma  
Oklahoma  
OR  
Oregon  
Oregon  
PA  
Pennsylvania  
Pennsylvania  
PR  
Puerto Rico  
Puerto Rico  
RI  
Rhode Island  
Rhode Island  
SC  
South Carolina  
South Carolina  
SD  
South Dakota  
South Dakota

TN  
Tennessee  
Tennessee  
TX  
Texas  
Texas  
UT  
Utah  
Utah  
VA  
Virginia  
Virginia  
VI  
Virgin Islands  
Virgin Islands  
VT  
Vermont  
Vermont  
WA  
Washington  
Washington  
WI  
Wisconsin  
Wisconsin  
WV  
West Virginia  
West Virginia  
WY  
Wyoming  
Wyoming  
Total  
Total

OUTLAYS in FY2013  
SBR Obligational Authority  
from UI Administrative Grants Awarded in FY2012  
SESA retirement  
REA  
UIPL 18-12  
REAs40  
FY 2013 Outlays  
AK  
Alaska  
Alaska  
AL  
Alabama  
Alabama  
AR  
Arkansas  
Arkansas  
AZ  
Arizona  
Arizona  
CA  
California  
California  
CO  
Colorado  
Colorado  
CT  
Connecticut  
Connecticut  
DC  
District of Col.  
District of Col.  
DE  
Delaware  
Delaware  
FL

Florida  
Florida  
GA  
Georgia  
Georgia  
HI  
Hawaii  
Hawaii  
IA  
Iowa  
Iowa  
ID  
Idaho  
Idaho  
IL  
Illinois  
Illinois  
IN  
Indiana  
Indiana  
KS  
Kansas  
Kansas  
KY  
Kentucky  
Kentucky  
LA  
Louisiana  
Louisiana  
MA  
Massachusetts  
Massachusetts  
MD  
Maryland  
Maryland  
ME  
Maine  
Maine  
MI  
Michigan  
Michigan  
MN  
Minnesota  
Minnesota  
MO  
Missouri  
Missouri  
MS  
Mississippi  
Mississippi  
MT  
Montana  
Montana  
NC  
North Carolina  
North Carolina  
ND  
North Dakota  
North Dakota  
NE  
Nebraska  
Nebraska  
NH  
New Hampshire  
New Hampshire  
NJ  
New Jersey  
New Jersey  
NM

New Mexico  
New Mexico  
NV  
Nevada  
Nevada  
NY  
New York  
New York  
OH  
Ohio  
Ohio  
OK  
Oklahoma  
Oklahoma  
OR  
Oregon  
Oregon  
PA  
Pennsylvania  
Pennsylvania  
PR  
Puerto Rico  
Puerto Rico  
RI  
Rhode Island  
Rhode Island  
SC  
South Carolina  
South Carolina  
SD  
South Dakota  
South Dakota  
TN  
Tennessee  
Tennessee  
TX  
Texas  
Texas  
UT  
Utah  
Utah  
VA  
Virginia  
Virginia  
VI  
Virgin Islands  
Virgin Islands  
VT  
Vermont  
Vermont  
WA  
Washington  
Washington  
WI  
Wisconsin  
Wisconsin  
WV  
West Virginia  
West Virginia  
WY  
Wyoming  
Wyoming  
Total  
Total

OUTLAYS in FY2013  
SBR Obligational Authority  
from UI Administrative Grants Awarded in FY2011  
SESA retirement

REA  
UIPL 26-11  
REAs40  
Integrity  
FY 2013 Outlays  
AK  
Alaska  
Alaska  
AL  
Alabama  
Alabama  
AR  
Arkansas  
Arkansas  
AZ  
Arizona  
Arizona  
CA  
California  
California  
CO  
Colorado  
Colorado  
CT  
Connecticut  
Connecticut  
DC  
District of Col.  
District of Col.  
DE  
Delaware  
Delaware  
FL  
Florida  
Florida  
GA  
Georgia  
Georgia  
HI  
Hawaii  
Hawaii  
IA  
Iowa  
Iowa  
ID  
Idaho  
Idaho  
IL  
Illinois  
Illinois  
IN  
Indiana  
Indiana  
KS  
Kansas  
Kansas  
KY  
Kentucky  
Kentucky  
LA  
Louisiana  
Louisiana  
MA  
Massachusetts  
Massachusetts  
MD  
Maryland  
Maryland  
ME

Maine  
Maine  
MI  
Michigan  
Michigan  
MN  
Minnesota  
Minnesota  
MO  
Missouri  
Missouri  
MS  
Mississippi  
Mississippi  
MT  
Montana  
Montana  
NC  
North Carolina  
North Carolina  
ND  
North Dakota  
North Dakota  
NE  
Nebraska  
Nebraska  
NH  
New Hampshire  
New Hampshire  
NJ  
New Jersey  
New Jersey  
NM  
New Mexico  
New Mexico  
NV  
Nevada  
Nevada  
NY  
New York  
New York  
OH  
Ohio  
Ohio  
OK  
Oklahoma  
Oklahoma  
OR  
Oregon  
Oregon  
PA  
Pennsylvania  
Pennsylvania  
PR  
Puerto Rico  
Puerto Rico  
RI  
Rhode Island  
Rhode Island  
SC  
South Carolina  
South Carolina  
SD  
South Dakota  
South Dakota  
TN  
Tennessee  
Tennessee  
TX



Texas  
Texas  
UT  
Utah  
Utah  
VA  
Virginia  
Virginia  
VI  
Virgin Islands  
Virgin Islands  
VT  
Vermont  
Vermont  
WA  
Washington  
Washington  
WI  
Wisconsin  
Wisconsin  
WV  
West Virginia  
West Virginia  
WY  
Wyoming  
Wyoming  
Total  
Total

OUTLAYS in FY2013  
SBR Obligational Authority  
from UI Administrative Grants Awarded in FY2010  
SESA retirement  
PELL  
REA  
IT Security  
Improve Perf.  
Integrity  
REAs40  
Integrity(2)  
FY 2013 Outlays  
AK  
Alaska  
Alaska  
AL  
Alabama  
Alabama  
AR  
Arkansas  
Arkansas  
AZ  
Arizona  
Arizona  
CA  
California  
California  
CO  
Colorado  
Colorado  
CT  
Connecticut  
Connecticut  
DC  
District of Col.  
District of Col.  
DE  
Delaware  
Delaware  
FL

Florida  
Florida  
GA  
Georgia  
Georgia  
HI  
Hawaii  
Hawaii  
IA  
Iowa  
Iowa  
ID  
Idaho  
Idaho  
IL  
Illinois  
Illinois  
IN  
Indiana  
Indiana  
KS  
Kansas  
Kansas  
KY  
Kentucky  
Kentucky  
LA  
Louisiana  
Louisiana  
MA  
Massachusetts  
Massachusetts  
MD  
Maryland  
Maryland  
ME  
Maine  
Maine  
MI  
Michigan  
Michigan  
MN  
Minnesota  
Minnesota  
MO  
Missouri  
Missouri  
MS  
Mississippi  
Mississippi  
MT  
Montana  
Montana  
NC  
North Carolina  
North Carolina  
ND  
North Dakota  
North Dakota  
NE  
Nebraska  
Nebraska  
NH  
New Hampshire  
New Hampshire  
NJ  
New Jersey  
New Jersey  
NM

New Mexico  
New Mexico  
NV  
Nevada  
Nevada  
NY  
New York  
New York  
OH  
Ohio  
Ohio  
OK  
Oklahoma  
Oklahoma  
OR  
Oregon  
Oregon  
PA  
Pennsylvania  
Pennsylvania  
PR  
Puerto Rico  
Puerto Rico  
RI  
Rhode Island  
Rhode Island  
SC  
South Carolina  
South Carolina  
SD  
South Dakota  
South Dakota  
TN  
Tennessee  
Tennessee  
TX  
Texas  
Texas  
UT  
Utah  
Utah  
VA  
Virginia  
Virginia  
VI  
Virgin Islands  
Virgin Islands  
VT  
Vermont  
Vermont  
WA  
Washington  
Washington  
WI  
Wisconsin  
Wisconsin  
WV  
West Virginia  
West Virginia  
WY  
Wyoming  
Wyoming  
Total  
Total

OUTLAYS in FY2013  
SBR Obligational Authority  
from UI Administrative Grants Awarded in FY2009  
SESA retirement

PELL  
IT Security  
Comprehensive Technology  
REAs  
REAs40  
Integrity  
Consortium Reallotment  
FY 2013 Outlays  
AK  
Alaska  
Alaska  
AL  
Alabama  
Alabama  
AR  
Arkansas  
Arkansas  
AZ  
Arizona  
Arizona  
CA  
California  
California  
CO  
Colorado  
Colorado  
CT  
Connecticut  
Connecticut  
DC  
District of Col.  
District of Col.  
DE  
Delaware  
Delaware  
FL  
Florida  
Florida  
GA  
Georgia  
Georgia  
HI  
Hawaii  
Hawaii  
IA  
Iowa  
Iowa  
ID  
Idaho  
Idaho  
IL  
Illinois  
Illinois  
IN  
Indiana  
Indiana  
KS  
Kansas  
Kansas  
KY  
Kentucky  
Kentucky  
LA  
Louisiana  
Louisiana  
MA  
Massachusetts  
Massachusetts  
MD

Maryland  
Maryland  
ME  
Maine  
Maine  
MI  
Michigan  
Michigan  
MN  
Minnesota  
Minnesota  
MO  
Missouri  
Missouri  
MS  
Mississippi  
Mississippi  
MT  
Montana  
Montana  
NC  
North Carolina  
North Carolina  
ND  
North Dakota  
North Dakota  
NE  
Nebraska  
Nebraska  
NH  
New Hampshire  
New Hampshire  
NJ  
New Jersey  
New Jersey  
NM  
New Mexico  
New Mexico  
NV  
Nevada  
Nevada  
NY  
New York  
New York  
OH  
Ohio  
Ohio  
OK  
Oklahoma  
Oklahoma  
OR  
Oregon  
Oregon  
PA  
Pennsylvania  
Pennsylvania  
PR  
Puerto Rico  
Puerto Rico  
RI  
Rhode Island  
Rhode Island  
SC  
South Carolina  
South Carolina  
SD  
South Dakota  
South Dakota  
TN

Tennessee  
Tennessee  
TX  
Texas  
Texas  
UT  
Utah  
Utah  
VA  
Virginia  
Virginia  
VI  
Virgin Islands  
Virgin Islands  
VT  
Vermont  
Vermont  
WA  
Washington  
Washington  
WI  
Wisconsin  
Wisconsin  
WV  
West Virginia  
West Virginia  
WY  
Wyoming  
Wyoming  
Total  
Total

---

FY 2013 Postage  
RG  
State  
BASE  
Above-base  
Total Postage Issued  
ALABAMA  
AL  
ALASKA  
AK  
ARIZONA  
AZ  
ARKANSAS  
AR  
CALIFORNIA  
CA  
COLORADO  
CO  
CONNECTICUT  
CT  
DELAWARE  
DE  
DIST. OF COLUMBIA  
DC  
FLORIDA  
FL  
GEORGIA  
GA  
HAWAII  
HI  
IDAHO  
ID  
ILLINOIS  
IL  
INDIANA  
IN  
IOWA  
IA  
KANSAS  
KS  
KENTUCKY  
KY  
LOUISIANA  
LA  
MAINE  
ME  
MARYLAND  
MD  
MASSACHUSETTS  
MA  
MICHIGAN  
MI  
MINNESOTA  
MN  
MISSISSIPPI  
MS  
MISSOURI  
MO  
MONTANA  
MT  
NEBRASKA

NE  
NEVADA  
NV  
NEW HAMPSHIRE  
NH  
NEW JERSEY  
NJ  
NEW MEXICO  
NM  
NEW YORK  
NY  
NORTH CAROLINA  
NC  
NORTH DAKOTA  
ND  
OHIO  
OH  
OKLAHOMA  
OK  
OREGON  
OR  
PENNSYLVANIA  
PA  
PUERTO RICO  
PR  
RHODE ISLAND  
RI  
SOUTH CAROLINA  
SC  
SOUTH DAKOTA  
SD  
TENNESSEE  
TN  
TEXAS  
TX  
UTAH  
UT  
VERMONT  
VT  
VIRGIN ISLANDS  
VI  
VIRGINIA  
VA  
WASHINGTON  
WA  
WEST VIRGINIA  
WV  
WISCONSIN  
WI  
WYOMING  
WY  
US Total

FY 2013 Trade Administration

RO  
State Name  
Q1  
Q2  
Q3  
Q4  
FY13 total  
ALABAMA  
AL  
ALASKA  
AK  
ARIZONA  
AZ  
ARKANSAS  
AR



CALIFORNIA  
CA  
COLORADO  
CO  
CONNECTICUT  
CT  
DELAWARE  
DE  
DIST. OF COLUMBIA  
DC  
FLORIDA  
FL  
GEORGIA  
GA  
HAWAII  
HI  
IDAHO  
ID  
ILLINOIS  
IL  
INDIANA  
IN  
IOWA  
IA  
KANSAS  
KS  
KENTUCKY  
KY  
LOUISIANA  
LA  
MAINE  
ME  
MARYLAND  
MD  
MASSACHUSETTS  
MA  
MICHIGAN  
MI  
MINNESOTA  
MN  
MISSISSIPPI  
MS  
MISSOURI  
MO  
MONTANA  
MT  
NEBRASKA  
NE  
NEVADA  
NV  
NEW HAMPSHIRE  
NH  
NEW JERSEY  
NJ  
NEW MEXICO  
NM  
NEW YORK  
NY  
NORTH CAROLINA  
NC  
NORTH DAKOTA  
ND  
OHIO  
OH  
OKLAHOMA  
OK  
OREGON  
OR  
PENNSYLVANIA

PA  
PUERTO RICO  
PR  
RHODE ISLAND  
RI  
SOUTH CAROLINA  
SC  
SOUTH DAKOTA  
SD  
TENNESSEE  
TN  
TEXAS  
TX  
UTAH  
UT  
VERMONT  
VT  
VIRGIN ISLANDS  
VI  
VIRGINIA  
VA  
WASHINGTON  
WA  
WEST VIRGINIA  
WV  
WISCONSIN  
WI  
WYOMING  
WY  
NATIONAL

FY 2013 SAVE

Q1  
Q2  
Q3  
Q4  
RO

State Name

FY13 Base SY Pd

UI1 Lv Factor

Qtrly SYW

UI3 SYW 12/31/2012

Above Base

Exp Lv Factor

Add Exp Lv Factor

PSPB Rate

Earned

Spt 19%

PSPB Total

NPS/Other

UI1 Lv Factor

Qtrly SYW

UI3 SYW 3/31/2013

Above Base

Exp Lv Factor

Add Exp Lv Factor

PSPB Rate

Earned

Spt 19%

PSPB Total

NPS/Other

UI1 Lv Factor

Qtrly SYW

UI3 SYW 6/30/2013

Above Base

Exp Lv Factor

Add Exp Lv Factor

PSPB Rate

Earned

Spt 19%  
PSPB Total  
NPS/Other  
UI1 Lv Factor  
Qtrly SYW  
UI3 SYW 9/30/2013  
Above Base  
Exp Lv Factor  
Add Exp Lv Factor  
PSPB Rate  
Earned  
Spt 19%  
PSPB Total  
NPS/Other  
FY13 Above Base \$  
FY13 Base \$  
Total FY13 SAVE \$  
ALASKA  
AK  
ALABAMA  
AL  
ARKANSAS  
AR  
ARIZONA  
AZ  
CALIFORNIA  
CA  
COLORADO  
CO  
CONNECTICUT  
CT  
DIST. OF COLUMBIA  
DC  
DELAWARE  
DE  
FLORIDA  
FL  
GEORGIA  
GA  
HAWAII  
HI  
IOWA  
IA  
IDAHO  
ID  
ILLINOIS  
IL  
INDIANA  
IN  
KANSAS  
KS  
KENTUCKY  
KY  
LOUISIANA  
LA  
MASSACHUSETTS  
MA  
MARYLAND  
MD  
MAINE  
ME  
MICHIGAN  
MI  
MINNESOTA  
MN  
MISSOURI  
MO  
MISSISSIPPI  
MS

MONTANA  
MT  
NORTH CAROLINA  
NC  
NORTH DAKOTA  
ND  
NEBRASKA  
NE  
NEW HAMPSHIRE  
NH  
NEW JERSEY  
NJ  
NEW MEXICO  
NM  
NEVADA  
NV  
NEW YORK  
NY  
OHIO  
OH  
OKLAHOMA  
OK  
OREGON  
OR  
PENNSYLVANIA  
PA  
PUERTO RICO  
PR  
RHODE ISLAND  
RI  
SOUTH CAROLINA  
SC  
SOUTH DAKOTA  
SD  
TENNESSEE  
TN  
TEXAS  
TX  
UTAH  
UT  
VIRGINIA  
VA  
VIRGIN ISLANDS  
VI  
VERMONT  
VT  
WASHINGTON  
WA  
WISCONSIN  
WI  
WEST VIRGINIA  
WV  
WYOMING  
WY  
NATIONAL

FY 2013 Multi-Claimant  
RO  
State Name  
Q1 SY  
Exp Lv Factor  
Add Exp Lv Factor  
PSPB Rate  
Earned  
Spt 19%  
PSPB Total  
Q2 SY  
Exp Lv Factor  
Add Exp Lv Factor

PSPB Rate  
Earned  
Spt 19%  
PSPB Total  
Q3 SY  
Exp Lv Factor  
Add Exp Lv Factor  
PSPB Rate  
Earned  
Spt 19%  
PSPB Total  
Q4 SY  
Exp Lv Factor  
Add Exp Lv Factor  
PSPB Rate  
Earned  
Spt 19%  
PSPB Total  
Total FY13 MultiClaimant \$  
ALASKA  
AK  
ALABAMA  
AL  
ARKANSAS  
AR  
ARIZONA  
AZ  
CALIFORNIA  
CA  
COLORADO  
CO  
CONNECTICUT  
CT  
DIST. OF COLUMBIA  
DC  
DELAWARE  
DE  
FLORIDA  
FL  
GEORGIA  
GA  
HAWAII  
HI  
IOWA  
IA  
IDAHO  
ID  
ILLINOIS  
IL  
INDIANA  
IN  
KANSAS  
KS  
KENTUCKY  
KY  
LOUISIANA  
LA  
MASSACHUSETTS  
MA  
MARYLAND  
MD  
MAINE  
ME  
MICHIGAN  
MI  
MINNESOTA  
MN  
MISSOURI  
MO

MISSISSIPPI  
MS  
MONTANA  
MT  
NORTH CAROLINA  
NC  
NORTH DAKOTA  
ND  
NEBRASKA  
NE  
NEW HAMPSHIRE  
NH  
NEW JERSEY  
NJ  
NEW MEXICO  
NM  
NEVADA  
NV  
NEW YORK  
NY  
OHIO  
OH  
OKLAHOMA  
OK  
OREGON  
OR  
PENNSYLVANIA  
PA  
PUERTO RICO  
PR  
RHODE ISLAND  
RI  
SOUTH CAROLINA  
SC  
SOUTH DAKOTA  
SD  
TENNESSEE  
TN  
TEXAS  
TX  
UTAH  
UT  
VIRGINIA  
VA  
VIRGIN ISLANDS  
VI  
VERMONT  
VT  
WASHINGTON  
WA  
WISCONSIN  
WI  
WEST VIRGINIA  
WV  
WYOMING  
WY  
NATIONAL

FY09 Q1  
FY09 Q2  
FY09 Q3  
FY09 Q4  
RO

State Name  
NPS/Other  
NPS/Other  
NPS/Other  
NPS/Other  
MASSACHUSETTS

MA

harrel.laurenharrel.lauren:  
\$186,648 (unclear if any or all of this is for SAVE)  
No Remarks  
NEW HAMPSHIRE

NH

harrel.laurenharrel.lauren:  
\$241 (unclear if this is for SAVE)  
Remarks: 1Sec A, line 4 includes 2.07 SYW, 2.44 SYP QTD, 2.44 SYP YTD  
harrel.laurenharrel.lauren:  
\$2,948 (unclear if this is for SAVE)  
Remarks: 1Sec A, line 4 includes 1.43 SYW, 1.64 SYP QTD, 2.03 SYP YTD

harrel.laurenharrel.lauren:

\$13,755 (unclear if this is for SAVE)  
Remarks: 1Sec A, line 4 includes 1.90 SYW, 2.09 SYP QTD, 2.06 SYP YTD

NEW JERSEY

NJ

harrel.laurenharrel.lauren:  
\$4,274 (unclear if this is for SAVE)  
Remarks: 1Line 6 QTR SYW -70.40; QTR SYP -92.79; YTD SYP -92.79

harrel.laurenharrel.lauren:

\$9,141 (unclear if this is for SAVE)  
Remarks: 1Line 6. QTR SYW -73.19; QTR SYP -92.95; YTD SYP -92.95 Lineharrel.laurenharrel.lauren:  
\$8,235 (unclear if this is for SAVE)  
Remarks: 1Line A.2 - Employer Activities is net of Joint Tax Activity

VIRGINIA

VA

harrel.laurenharrel.lauren:  
\$1,288 (unclear if any or all of this is for SAVE)  
No Remarks  
harrel.laurenharrel.lauren:  
\$2,122 (unclear if any or all of this is for SAVE)  
No Remarks  
harrel.laurenharrel.lauren:  
\$3,542 (unclear if any or all of this is for SAVE)  
Remarks: 1AMENDED Section B, Line 18: Total used = 0.08 (Not claimed)  
harrel.laurenharrel.lauren:  
\$48,203 (unclear if any or all of this is for SAVE)  
No Remarks

WEST VIRGINIA

WV

harrel.laurenharrel.lauren:  
\$44,539 (unclear if any or all of this is for SAVE)  
Remarks: 1Reg UI-3 for 6/30/09 sent 7/29/09 by C. Kirk. Item 26 Other

MISSISSIPPI

MS

harrel.laurenharrel.lauren:  
\$10,413 (unclear if any or all of this is for SAVE)  
No Remarks

COLORADO

CO

harrel.laurenharrel.lauren:  
Remarks: 1LINE 26 OTHER \$ HOMELAND SECURITY PROCESSING CHARGES  
harrel.laurenharrel.lauren:  
Remarks: 1Line 26 Other \$ Homeland Security processing charges

harrel.laurenharrel.lauren:

Remarks: 1Line 26 Other \$ Homeland Security processing charges

## NORTH DAKOTA

ND

harrel.laurenharrel.lauren:

\$181 (unclear if this is for SAVE)

Remarks: 1Other is Computer Access Charges. Advance Calharrel.laurenharrel.lauren:

\$177 (unclear if this is for SAVE)

Remarks: 1\$177 for Computer Access Charges

harrel.laurenharrel.lauren:

\$185 (unclear if this is for SAVE)

Remarks: 1Other - Computer Access Charges

TEXAS

TX

harrel.laurenharrel.lauren:

Remarks: 119. Other (DHS-USCIS invoices: Oct \$5,761.90, Nov \$5,634.50,

harrel.laurenharrel.lauren:

Remarks: 1(c41) DHS-USCIS invoices: Jan= \$7,203.50; Feb= \$7,390.50; Ma

Lauren Harrelharrel.lauren:

Remarks: 1C41: \$= DHS-USCIS invoices: Apr-09= \$8,128; May= \$8,049; Jun

## KANSAS

KS

harrel.laurenharrel.lauren:

\$604 (unclear if this is for SAVE)

Remarks: 1Other includes telecommunications charges from the U.S. De

harrel.laurenharrel.lauren:

\$5,003 (unclear if this is for SAVE)

Remarks: 1Other includes: Telecommunications charges from the U.S. De

harrel.laurenharrel.lauren:

\$19,181 (unclear if this is for SAVE)

Remarks: 1Other includes: Telecommunications charges from the U.S. De

## MICHIGAN

MI

harrel.laurenharrel.lauren:

\$3,526 (unclear if this is for SAVE)

Remarks: 1Row 26 contains the invoices for October, November, Decemberharrel.laurenharrel.lauren:

\$4,357 (unclear if this is for SAVE)

Remarks: 1Row 26 contains the invoices for January, February and Marchharrel.laurenharrel.lauren:

\$3,290 (unclear if this is for SAVE)

Remarks: 1Row 26 contains invoices for April, May and June 2009

MISSOURI

MO

harrel.laurenharrel.lauren:

\$751 (unclear if any or all of this is for SAVE)

No Remarks

harrel.laurenharrel.lauren:

Remarks: 1US Dept of Homeland Security, Citizen &amp; Immigration Service

harrel.laurenharrel.lauren:

Remarks: 1Line 26: \$543.50 U.S. Dept of Homeland Security, Citizen &amp;

## OHIO

OH

harrel.laurenharrel.lauren:

\$1,509 (unclear if this is for SAVE)

Remarks: 1Line 19 equals Computer Science costs.

harrel.laurenharrel.lauren:

\$2,598 (unclear if this is for SAVE)

Remarks: 1Line 20 equals SAVE costs Line 28 equals 2nd quarter advanc

harrel.laurenharrel.lauren:



\$84,093 (unclear how much of this is for SAVE)  
Remarks: 1Line 26 equals SAVE computer access and Federal Additional C

WISCONSIN  
WI

harrel.laurenharrel.lauren:  
\$25,489 (unclear if any of this is for SAVE)  
Remarks: 1Line 26 includes : \$21,840 for ongoing FAC costs including

harrel.laurenharrel.lauren:  
\$218,170 (unclear how much of this is for SAVE)  
Remarks: 1Line 26Other \$ includes: Alien Verification to Homeland Sec

ALASKA  
AK

harrel.laurenharrel.lauren:  
Remarks: 1Other \$ - CSC charges for INS access Received

harrel.laurenharrel.lauren:  
Remarks: 1Other \$ - CSC charges for INS access

CALIFORNIA  
CA

harrel.laurenharrel.lauren:  
Remarks: 1Line 26 is the Homeland Security Contract. The Dec 2008 invo  
harrel.laurenharrel.lauren:  
Remarks: 1Line 26 is the Homeland Security Contract (\$48,091) and FAC

HAWAII  
HI

harrel.laurenharrel.lauren:  
\$547 (unclear if this is for SAVE)  
Remarks: 1Item 26: Other Computer Access Charges  
harrel.laurenharrel.lauren:  
\$66 (unclear if this is for SAVE)  
Remarks: 1Item 26: Other Computer Access Charges  
harrel.laurenharrel.lauren:  
\$66 (unclear if this is for SAVE)  
Remarks: 1Item 19 Other = (\$66.00) Computer Access Charge

IDAHO  
ID

harrel.laurenharrel.lauren:  
Remarks: 1Other is the cost of US Department of Homeland Security

harrel.laurenharrel.lauren:  
\$1,405 (unclear if this is for SAVE)  
No Remarks

NEVADA  
NV

harrel.laurenharrel.lauren:  
Remarks: 1Line # 26 - Payments made to DHS ICE during the quarter.

harrel.laurenharrel.lauren:  
Remarks: 1Line #26 - Payments made to DHS ICE during the quarter ended

Lauren Harrelharrel.lauren:  
Remarks: 1Line #26 - Payments made to DHS ICE during the quarter ended  
Confirmed/Resolved

Annual Wrkd  
Q1 Wrkd

Q2 Wrkd  
Q3 Wrkd  
Q4 Wrkd  
Annual Pd  
Q1 Pd  
Q2 Pd  
Q3 Pd  
Q4 Pd  
Q1 Lv Factor  
Q2 Lv Factor  
Q3 Lv Factor  
Q4 Lv Factor  
AK  
AL  
AR  
AZ  
CA  
CO  
CT  
DC  
DE  
FL  
GA  
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OH  
OK  
OR  
PA  
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SC  
SD  
TN  
TX  
UT  
VA  
VI  
VT  
WA  
WI  
WV  
WY

**Message: IA FY2014 CAP & Integrity Tracking Report Templates****Case Information:**

Message Type: Exchange  
 Message Direction: External, Inbound  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:20 PM  
 Item ID: 40861603  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ IA FY2014 CAP & Integrity Tracking Report Templates**

**From** Schloesser, Betsy - ETA **Date** Monday, January 13, 2014 2:44 PM  
**To** Douglas, Jodi [IWD]  
**Cc** Wilkinson, Michael [IWD]; Belmonte, Steffanie - ETA

 [IA 1st Qtr CAP & INTEGRITY Tracking FY14.docx](#) (48 Kb HTML)  [IA 2nd Qtr CAP & INTEGRITY Tracking FY14.docx](#) (49 Kb HTML)  [IA 3rd Qtr CAP & INTEGRITY Tracking FY14.docx](#) (49 Kb HTML)  [IA 4th Qtr CAP & INTEGRITY Tracking FY14.docx](#) (50 Kb HTML)

Jodi,

Attached are the quarterly CAP and INTEGRITY tracking reports for SQSP 2014.

**A few highlights:**

The strategies and actions of your Integrity plan have been included in the quarterly reports. Please report on those quarterly.

For the CAPs, please report the actual performance level for the quarter.

If the original tracking document has left the Status/Comments box blank, the state should report on that milestone. Milestones for the CAPs indicate when a milestone is expected to be completed or which quarter the milestone is due to be completed. However, if action is taken on the milestone before or after these indicators in the quarterly tracking reports, please report on them.

The quarterly reports will be due to the regional office on the following dates:

1 <sup>st</sup> Qtr ends 12/31/13	due 2/14/14
2 <sup>nd</sup> Qtr ends 3/31/14	due 5/15/14
3 <sup>rd</sup> Qtr ends 6/30/14	due 8/14/14
4 <sup>th</sup> Qtr ends 9/30/14	due 11/14/14

Please let me know if you have any questions.

*Betsy Schloesser*

U.I. Program Specialist  
 U.S. Department of Labor/ETA  
 Region 5 - Chicago  
 (Ph) 312.596.5445 (Fx) 312.596.5401  
[schloesser.elizabeth@dol.gov](mailto:schloesser.elizabeth@dol.gov)

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness		Current 12/31/13 3/31/14 6/30/14 9/30/14
Criterion 87%		81.4%
First Payment Promptness – Intrastate 14/21 Days 87%		83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3.
13.	4.	7. Not due to be completed until quarter ending 3/31/14. 8.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	
9.	10. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 11.	12.
13. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past year however this must continue to be	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

14. a priority.		
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j. Not due to be completed until quarter ending 3/31/14.
k.	l. Develop policies and procedures for conducting the silent monitoring m.	n.
o. Management will continue to look for efficiencies in the current work	a. Complete reorganization b.	c.

<p>process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.</p>		
<p>d.</p>	<p>e. Ensure all qualified staff are trained in fact finding adjudication</p>	<p>f.</p>
<p>g.</p>	<p>h. Conduct cross training in special claims and cross match investigations</p>	<p>i. Not due to be completed until quarter ending 3/31/14.</p>
<p>j.</p>	<p>k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.</p>	<p>l.</p>

<p><b>REGION V CAP TRACKING REPORT</b></p>		
<p><b>IOWA</b></p>		
<p><i>FY 2014 – First Quarter (October – December 2013)</i></p>		
<p><b>PROGRAM AREA</b></p>	<p><b>ACTION</b></p>	<p><b>STATUS/COMMENTS</b></p>
<p>Nonmonetary Determination Quality – Separations  Criterion 75%</p>		<p>Current 12/31/13 3/31/14 6/30/14 9/30/14  72.5%</p>
	<p>Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.</p>	
	<p>Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.</p>	
	<p>Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.</p>	
<p>Starting in October 2013, the UI Division will initiate a project to significantly modify the fact</p>	<p>a. Initiate planning and project scope b.</p>	<p>c.</p>

finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.		
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j. Not due to be completed until quarter ending 6/30/14.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse  Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14  57.5%
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments  Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14  35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require	

	prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	a. <b><u>Complete system integration of SIDES and E-Response.</u></b> b.	c.
d.	e. Market this tool to employers and human resource groups. f.	g. Not due to be completed until quarter ending 3/31/14.
h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE. i.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development. b.	c.
d.	e. Testing of new application f.	g.
h.	i. Establish a baseline to determine if the system is stopping or identifying potential overpayments. j.	k.
l.	m. Monitor. n.	o. Not due to be completed until quarter ending 3/31/14.
p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud. q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going. r.	a. Issue press release with the implementation of TOP b.	c.
d.	e. Submit at least one prosecution case to the IWD Communications department each month for a press release.	f.
g.	h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting.	j.



k.	i. l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals. m.	n. Not due to be completed until quarter ending 3/31/14.
o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases. p.	a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections. b.	c.
d.	e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes. f.	g. Not due to be completed until quarter ending 9/30/14.
h.	i. Establish monitoring and outcome measures and report each month. j.	k. Not due to be completed until quarter ending 3/31/14.
l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.	a. Assess outcomes of first file transfer b.	c.
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	g.
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k. Not due to be completed until quarter ending 3/31/14.

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>

Status Determinations - New		
	Mandate employer on-line registration.	
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	
	Development functionality for employers to inactivate their own account.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from	

	IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	Not due to be completed until quarter ending 3/31/14.
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	Not due to be completed until quarter ending 3/31/14.

**REGION V CAP TRACKING REPORT**

**IOWA**

*FY 2014 – First Quarter (October – December 2013)*

PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b.
c.	d. Testing of new application	e.
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c.
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g. Not due to be completed until quarter ending 3/31/14.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days
Criterion 30 days		-
Lower Authority Appeals – 30 Days 60%		52.5%
Lower Authority Appeals – 45 Days 80%		78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c.
d.	e. Business analyst will review and diagram current processes. f.	g. Not due to be completed until quarter ending 3/31/14.
h.	i. Develop recommendations for process improvements j.	k. Not due to be completed until quarter ending 3/31/14.
i.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015. n.	o. Not due to be completed until quarter ending 6/30/14.
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.
c.	d. Implement a process for "cold calls" on single party cases to dispose of the cases faster. e.	f.
g.	h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling. i.	j.
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14
Tax DV Population 4 Collections		Population 2 was submitted in FY13 but did not pass Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	
	Data Validation of Populations 2 & 4 is performed.	Not due to be completed until quarter ending 3/31/14.
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  Not submitted by June 10, 2011 Not submitted by June 11, 2012 Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	Not due to be completed until quarter ending 3/31/14.
	IT staff build the extract file for Population 5	Not due to be completed until quarter ending 3/31/14.
	Data Validation of Population 5 is performed	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  3, 12, 13, 14, and 15 not submitted by June 10, 2013 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation:  Report Validation  Data Element Validation	

	Submit and pass validations by 6/10/14 due date	Not due to be completed until quarter ending 6/30/14.
	Update module 3 for certification	Not due to be completed until quarter ending 6/30/14.

REGION V INTEGRITY PLAN TRACKING REPORT						
IOWA						
FY 2014 – First Quarter (October – December 2013)						
PROGRAM AREA	ACTION	STATUS/COMMENTS				
<b>Root Causes:</b>  1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause	6. 2012	7. 2011	8. Change	
		9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47	
		13. Separation Issues	14. 3.82	15. 3.33	16. 0.49	
		17. Other Issues	18. 1.72	19. 2.01	20. -0.29	
		21. 22. <b>Please provide an update on all Actions related to this Strategy during this quarter.</b> 23.				
24. <b>Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b>	25. Send first overpayment file request to the IRS. 26.	27.				
28.	29. Finalize fully automated crossmatch with FMS	30.				
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.	32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.	34.				
35.	36. As of 3 <sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1 <sup>st</sup> quarter 2014 37.	38.				
39.	40. This will eventually encompass all employers who use TALX as their 3 <sup>rd</sup> party administrator of fact-findings. 41.	42.				
43.	44. Market the E-response product to	46.				

	<p>employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4<sup>th</sup> quarter 2012. The next phase will be 4<sup>th</sup> quarter 2013.</p>	
45.		
47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim.	<p>49. Business requirements provided to IT for the changes to the web based continued claim</p> <p>50.</p>	51.
48.		
52.	<p>53. Marketing and educating claimants regarding the changes in method of requesting benefit payment.</p> <p>54.</p>	55.
56.	<p>57. Deployment</p> <p>58.</p>	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	<p>61. Analyze the causes for overpayments and the opportunities to automate</p> <p>62.</p>	63.
64.	<p>65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements.</p> <p>66.</p>	67.
68.	<p>69. Test and implement</p> <p>70.</p>	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff.	<p>74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection.</p> <p>75.</p>	76.
73.		
77.	<p>78. Develop a presentation for employers on the</p>	80.



	<p>causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy.</p> <p>79.</p>	
81.	<p>82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.</p>	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	<p>85. Contract a vendor.</p> <p>86.</p> <p>87.</p>	88.
89.	<p>90. Implement</p> <p>91.</p>	92.
93.	<p>94. Monitor the funds that are being made on a monthly basis.</p> <p>95.</p>	96.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  81.4%  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

13. year however this must continue to be a priority.		
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as

	monitoring m.	scheduled.
o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.	a. Complete reorganization b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f.
g.	h. Conduct cross training in special claims and cross match investigations	i.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations  Criterion 75%		Current 12/31/13 3/31/14 6/30/14 9/30/14  72.5%
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.	
	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and	

	timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j. Not due to be completed until quarter ending 6/30/14.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14  57.5%
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments		Current 12/31/13 3/31/14 6/30/14 9/30/14

Criterion >50%		35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	<p>a. <b><u>Complete system integration of SIDES and E-Response.</u></b></p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
d.	<p>e. Market this tool to employers and human resource groups.</p> <p>f.</p>	g.
<p>h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.</p> <p>i.</p>	<p>a. Complete business requirements in 1<sup>st</sup> quarter and begin development.</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
d.	<p>e. Testing of new application</p> <p>f.</p>	g.
h.	<p>i. Establish a baseline to determine if the system is stopping or identifying potential overpayments.</p> <p>j.</p>	<p>k. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
l.	<p>m. Monitor.</p> <p>n.</p>	o.
<p>p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>	<p>a. Issue press release with the implementation of TOP</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>

d.	e. Submit at least one prosecution case to the IWD Communications department each month for a press release.	f.
g.	h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting. i.	j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
k.	l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals. m.	n.
o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases. p.	a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections. b.	c.
d.	e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes. f.	g. Not due to be completed until quarter ending 9/30/14.
h.	i. Establish monitoring and outcome measures and report each month. j.	k.
l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.	a. Assess outcomes of first file transfer b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers.	g.

	f.	
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the	



	guidelines for making an account inactive and the correct dates that you use.	
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	
	Development functionality for employers to inactivate their own account.	Not due to be completed until quarter ending 6/30/14.

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>

Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
c.	d. Testing of new application	e.
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the	c. Milestone was expected to be completed quarter ending 12/31/13.

	reporting of BYE in the RES and REA program. b.	<b>Please update if not completed as scheduled.</b>
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
i.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Business analyst will review and diagram current processes. f.	g.
h.	i. Develop recommendations for process improvements j.	k.
i.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015. n.	o. Not due to be completed until quarter ending 6/30/14.
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.

the backlog and keep up with new work. We are receiving on average 250 new cases per month.		
c.	d. Implement a process for “cold calls” on single party cases to dispose of the cases faster. e.	f. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
g.	h. Set new policy all ALJ’s must follow for granting continuances to decrease rescheduling. i.	j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 Population 2 was submitted in FY13 but did not pass
Tax DV Population 4 Collections		Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	
	Data Validation of Populations 2 & 4 is performed.	
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 <u>Not submitted by June 10, 2011</u> Not submitted by June 11, 2012 Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Field Audit data is reported on the	

	ETA581 report for 4th qtr. 2013.	
	IT staff build the extract file for Population 5	
	Data Validation of Population 5 is performed	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 3, 12, 13, 14, and 15 not submitted by June 10, 2013 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation: Report Validation Data Element Validation	
	Submit and pass validations by 6/10/14 due date	Not due to be completed until quarter ending 6/30/14.
	Update module 3 for certification	Not due to be completed until quarter ending 6/30/14.

REGION V INTEGRITY PLAN TRACKING REPORT							
IOWA							
FY 2014 – Second Quarter (January – March 2014)							
PROGRAM AREA	ACTION	STATUS/COMMENTS					
<b>Root Causes:</b>  1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause	6. 2012	7. 2011	8. Change		
		9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47		
		13. Separation Issues	14. 3.82	15. 3.33	16. 0.49		
		17. Other Issues	18. 1.72	19. 2.01	20. -0.29		
		21. 22. <b>Please provide an update on all Actions related to this Strategy during this quarter.</b> 23.					
24. <b>Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b>	25. Send first overpayment file request to the IRS. 26.	27.					
28.	29. Finalize fully automated crossmatch with FMS	30.					
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation	32. IWD IT is currently transferring the software that SIDES sits on, onto a new	34.					

<p>information to reduce errors in the adjudication process.</p>	<p>product called Alfresco. Once this is complete we can move quickly to add more employers.</p>	
<p>35.</p>	<p>33. 36. As of 3<sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1<sup>st</sup> quarter 2014</p>	<p>38.</p>
<p>39.</p>	<p>40. This will eventually encompass all employers who use TALX as their 3<sup>rd</sup> party administrator of fact-findings.</p>	<p>42.</p>
<p>43.</p>	<p>41. 44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4<sup>th</sup> quarter 2012. The next phase will be 4<sup>th</sup> quarter 2013.</p>	<p>46.</p>
<p>47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim.</p>	<p>45. 49. Business requirements provided to IT for the changes to the web based continued claim</p>	<p>51.</p>
<p>48.</p>	<p>50. 53. Marketing and educating claimants regarding the changes in method of requesting benefit payment.</p>	<p>55.</p>
<p>56.</p>	<p>54. 57. Deployment</p>	<p>59.</p>
<p>60. Implement an automation recommendation from the Business Process Analysis to automate certain</p>	<p>58. 61. Analyze the causes for overpayments and the opportunities to automate</p>	<p>63.</p>

overpayment set up functions, specifically related to appeals reversals.	62.	
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	85. Contract a vendor. 86. 87.	88.
89.	90. Implement 91.	92.
93.	94. Monitor the funds that are being made on a monthly basis. 95.	96.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  81.4%  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.



13.	year however this must continue to be a priority.		
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.	
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as

	monitoring m.	scheduled.
o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.	p.	q.
r.	a. Complete reorganization b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f.
g.	h. Conduct cross training in special claims and cross match investigations	i.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations Criterion 75%		Current <u>12/31/13 3/31/14 6/30/14 9/30/14</u>  72.5%
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.	

	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14 <u>57.5%</u>
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		

<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments  Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14  35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	a. <u>Complete system integration of SIDES and E-Response.</u> b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Market this tool to employers and human resource groups. f.	g.
h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE. i.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Testing of new application f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Establish a baseline to determine if the system is stopping or identifying potential overpayments. j.	k. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
l.	m. Monitor. n.	o.
p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing	a. Issue press release with the implementation of TOP b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.

<p>future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>		
d.	e. Submit at least one prosecution case to the IWD Communications department each month for a press release.	f.
g.	h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting. i.	j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
k.	l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals. m.	n.
o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases. p.	a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections. b.	c. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
d.	e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes. f.	g. Not due to be completed until quarter ending 9/30/14.
h.	i. Establish monitoring and outcome measures and report each month. j.	k.
l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.	a. Assess outcomes of first file transfer b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Prepare next batch of Pre-	g.

	TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM	ACTION	STATUS/COMMENTS

AREA		
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	Development functionality for employers to inactivate their own account.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

REGION V CAP TRACKING REPORT		
STATE – IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT
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IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
c.	d. Testing of new application	e. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>



f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business analyst will review and diagram current processes. f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Develop recommendations for process improvements j.	k.
l.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in	o.

	1st quarter of 2015. n.	
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.
c.	d. Implement a process for "cold calls" on single party cases to dispose of the cases faster. e.	f. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
g.	h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling. i.	j. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing  Tax DV Population 4 Collections		<u>Current 12/31/13 3/31/14 6/30/14 9/30/14</u>  Population 2 was submitted in FY13 but did not pass  Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Populations 2 & 4 is performed.	
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV		<u>Current 12/31/13 3/31/14 6/30/14 9/30/14</u>

Population 5 Field Audits		Not submitted by June 10, 2011 Not submitted by June 11, 2012 Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	IT staff build the extract file for Population 5	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Population 5 is performed	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 <u>3, 12, 13, 14, and 15 not submitted by June 10, 2013</u> 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation: Report Validation Data Element Validation	
	Submit and pass validations by 6/10/14 due date	
	Update module 3 for certification	

REGION V INTEGRITY PLAN TRACKING REPORT					
IOWA					
FY 2014 – Third Quarter (April - June 2014)					
PROGRAM AREA	ACTION	STATUS/COMMENTS			
Root Causes: 1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause	6. 2012	7. 2011	8. Change
		9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47
		13. Separation Issues	14. 3.82	15. 3.33	16. 0.49
		17. Other Issues	18. 1.72	19. 2.01	20. -0.29
		21. 22. <b>Please provide an update on all Actions related to this Strategy during this quarter.</b> 23.			
24. Federal Tax Offset	25. Send first	27.			

<p><b>Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b></p>	<p>overpayment file request to the IRS. 26.</p>	
<p>28.</p>	<p>29. Finalize fully automated crossmatch with FMS</p>	<p>30.</p>
<p>31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.</p>	<p>32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.</p>	<p>34.</p>
<p>35.</p>	<p>36. As of 3<sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1<sup>st</sup> quarter 2014 37.</p>	<p>38.</p>
<p>39.</p>	<p>40. This will eventually encompass all employers who use TALX as their 3<sup>rd</sup> party administrator of fact-findings. 41.</p>	<p>42.</p>
<p>43.</p>	<p>44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4<sup>th</sup> quarter 2012. The next phase will be 4<sup>th</sup> quarter 2013. 45.</p>	<p>46.</p>
<p>47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim. 48.</p>	<p>49. Business requirements provided to IT for the changes to the web based continued claim 50.</p>	<p>51.</p>
<p>52.</p>	<p>53. Marketing and</p>	<p>55.</p>

	educating claimants regarding the changes in method of requesting benefit payment. 54.	
56.	57. Deployment 58.	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	61. Analyze the causes for overpayments and the opportunities to automate 62.	63.
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	85. Contract a vendor. 86. 87.	88.
89.	90. Implement 91.	92.
93.	94. Monitor the funds	96.

95. that are being made on a monthly basis.
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REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  81.4%  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

13.	year however this must continue to be a priority.		
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.	
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as



	monitoring m.	scheduled.
o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.	p.	q.
r.	a. Complete reorganization b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
g.	h. Conduct cross training in special claims and cross match investigations	i.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations  Criterion 75%		Current 12/31/13 3/31/14 6/30/14 9/30/14  72.5%
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is	

	an on-going strategy.	
	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c.
d.	e. Business requirements and USE cases written and shared with IT developers.	f. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
g.	h. System development in process i.	j.
k.	l. Testing and user acceptance	
	m. Staff training and implementation	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14 <u>57.5%</u>
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		

*FY 2014 – Fourth Quarter (July - September 2014)*

PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14 35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.		
	a. <u>Complete system integration of SIDES and E-Response.</u> b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Market this tool to employers and human resource groups. f.	g.
h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE. i.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Testing of new application f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Establish a baseline to determine if the system is stopping or identifying potential overpayments. j.	k. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
l.	m. Monitor. n.	o.

<p>p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>	<p>a. Issue press release with the implementation of TOP</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
<p>d.</p>	<p>e. Submit at least one prosecution case to the IWD Communications department each month for a press release.</p>	<p>f.</p>
<p>g.</p>	<p>h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting.</p> <p>i.</p>	<p>j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
<p>k.</p>	<p>l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals.</p> <p>m.</p>	<p>n.</p>
<p>o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases.</p> <p>p.</p>	<p>a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections.</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b></p>
<p>d.</p>	<p>e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes.</p> <p>f.</p>	<p>g.</p>
<p>h.</p>	<p>i. Establish monitoring and outcome measures and report each month.</p> <p>j.</p>	<p>k.</p>
<p>l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will</p>	<p>a. Assess outcomes of first file transfer</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>

occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.		
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	g.
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	<b>b. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		

<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Development functionality for employers to inactivate their own account.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current <u>12/31/13 3/31/14 6/30/14 9/30/14</u>  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
c.	d. Testing of new application	e. <b>Milestone was expected to be completed quarter ending 3/31/14.</b>

		Please update if not completed as scheduled.
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

**REGION V CAP TRACKING REPORT**  
**IOWA**  
*FY 2014 – Fourth Quarter (July - September 2014)*

PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business analyst will review and diagram current processes. f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Develop recommendations for process improvements j.	k. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
l.	m. From the recommendation in c, develop business requirements for	o.



	<p>n. all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015.</p>	
<p>p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.</p>	<p>a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).</p>	<p>b. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</p>
<p>c.</p>	<p>d. Implement a process for "cold calls" on single party cases to dispose of the cases faster.</p> <p>e.</p>	<p>f. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</p>
<p>g.</p>	<p>h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling.</p> <p>i.</p>	<p>j. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</p>
<p>k.</p>	<p>l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases.</p> <p>m.</p>	<p>n.</p>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing  Tax DV Population 4 Collections		<p><b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14</p> <p><u>Population 2 was submitted in FY13 but did not pass</u></p> <p>Population 4 was not submitted in FY13</p>
	TPS and IT staff work on extract files for Populations 2 & 4.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Populations 2 & 4 is performed.	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		

PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  Not submitted by June 10, 2011  Not submitted by June 11, 2012  Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	IT staff build the extract file for Population 5	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Population 5 is performed	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV  Populations 3, 3a, 4, 12, 13, 14, 15		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  3, 12, 13, 14, and 15 not submitted by June 10, 2013  3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Perform validation:  Report Validation  Data Element Validation	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Submit and pass validations by 6/10/14 due date	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Update module 3 for certification	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>

REGION V INTEGRITY PLAN TRACKING REPORT																		
IOWA																		
FY 2014 – Fourth Quarter (July - September 2014)																		
PROGRAM AREA	ACTION	STATUS/COMMENTS																
Root Causes:  1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	<table border="1"> <tr> <td>5. Root Cause</td> <td>6. 2012</td> <td>7. 2011</td> <td>8. Change</td> </tr> <tr> <td>9. Ben Yr. Earnings (BYE)</td> <td>10. 3.28</td> <td>11. 3.75</td> <td>12. -0.47</td> </tr> <tr> <td>13. Separation Issues</td> <td>14. 3.82</td> <td>15. 3.33</td> <td>16. 0.49</td> </tr> <tr> <td>17. Other Issues</td> <td>18. 1.72</td> <td>19. 2.01</td> <td>20. -0.29</td> </tr> </table> 21.	5. Root Cause	6. 2012	7. 2011	8. Change	9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47	13. Separation Issues	14. 3.82	15. 3.33	16. 0.49	17. Other Issues	18. 1.72	19. 2.01	20. -0.29
5. Root Cause	6. 2012	7. 2011	8. Change															
9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47															
13. Separation Issues	14. 3.82	15. 3.33	16. 0.49															
17. Other Issues	18. 1.72	19. 2.01	20. -0.29															

		22. Please provide an update on all Actions related to this Strategy during this quarter. 23.
24. <b>Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b>	25. Send first overpayment file request to the IRS. 26.	27.
28.	29. Finalize fully automated crossmatch with FMS	30.
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.	32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.	34.
35.	36. As of 3 <sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1 <sup>st</sup> quarter 2014 37.	38.
39.	40. This will eventually encompass all employers who use TALX as their 3 <sup>rd</sup> party administrator of fact-findings. 41.	42.
43.	44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4 <sup>th</sup> quarter 2012. The next phase will be 4 <sup>th</sup> quarter 2013. 45.	46.
47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior	49. Business requirements provided to IT for the changes to the web based continued claim 50.	51.

48. to their completing their continued claim.		
52.	53. Marketing and educating claimants regarding the changes in method of requesting benefit payment. 54.	55.
56.	57. Deployment 58.	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	61. Analyze the causes for overpayments and the opportunities to automate 62.	63.
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with	85. Contract a vendor. 86. 87.	88.

credit/debit cards.		
89.	90. Implement 91.	92.
93.	94. Monitor the funds that are being made on a monthly basis. 95.	96.

**Message: IA FY2014 CAP & Integrity Tracking Report Templates****Case Information:**

Message Type: Exchange  
 Message Direction: External, Inbound  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:20 PM  
 Item ID: 40861604  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**IA FY2014 CAP & Integrity Tracking Report Templates**

**From** Schloesser, Betsy - ETA **Date** Monday, January 13, 2014 2:44 PM  
**To** Douglas, Jodi [IWD]  
**Cc** Wilkinson, Michael [IWD]; Belmonte, Steffanie - ETA

[IA 1st Qtr CAP & INTEGRITY Tracking FY14.docx](#) (48 Kb HTML) [IA 2nd Qtr CAP & INTEGRITY Tracking FY14.docx](#) (49 Kb HTML) [IA 3rd Qtr CAP & INTEGRITY Tracking FY14.docx](#) (49 Kb HTML) [IA 4th Qtr CAP & INTEGRITY Tracking FY14.docx](#) (50 Kb HTML)

Jodi,

Attached are the quarterly CAP and INTEGRITY tracking reports for SQSP 2014.

**A few highlights:**

The strategies and actions of your Integrity plan have been included in the quarterly reports. Please report on those quarterly.

For the CAPs, please report the actual performance level for the quarter.

If the original tracking document has left the Status/Comments box blank, the state should report on that milestone. Milestones for the CAPs indicate when a milestone is expected to be completed or which quarter the milestone is due to be completed. However, if action is taken on the milestone before or after these indicators in the quarterly tracking reports, please report on them.

The quarterly reports will be due to the regional office on the following dates:

1 <sup>st</sup> Qtrr ends 12/31/13	due 2/14/14
2 <sup>nd</sup> Qtrr ends 3/31/14	due 5/15/14
3 <sup>rd</sup> Qtrr ends 6/30/14	due 8/14/14
4 <sup>th</sup> Qtrr ends 9/30/14	due 11/14/14

Please let me know if you have any questions.

*Betsy Schloesser*

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REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  <u>81.4%</u>
First Payment Promptness – Intrastate 14/21 Days 87%		83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7. <b>Not due to be completed until quarter ending 3/31/14.</b> 8.
9.	10. <b>Evaluate the potential for becoming a pilot state for the Military-State Data Entry System.</b> 11.	12.
13. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past year however this must continue to be	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

14. a priority.		
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j. Not due to be completed until quarter ending 3/31/14.
k.	l. Develop policies and procedures for conducting the silent monitoring m.	n.
o. Management will continue to look for efficiencies in the current work	a. Complete reorganization b.	c.



process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.		
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f.
g.	h. Conduct cross training in special claims and cross match investigations	i. Not due to be completed until quarter ending 3/31/14.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations Criterion 75%		Current 12/31/13 3/31/14 6/30/14 9/30/14 <u>72.5%</u>
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.	
	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact	a. Initiate planning and project scope b.	c.

finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.		
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j. Not due to be completed until quarter ending 6/30/14.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse  Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14  57.5%
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments  Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14  35.76%
Cross Match	The UIISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require	

	prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	<p>a. <b><u>Complete system integration of SIDES and E-Response.</u></b></p> <p>b.</p>	c.
d.	<p>e. Market this tool to employers and human resource groups.</p> <p>f.</p>	g. Not due to be completed until quarter ending 3/31/14.
<p>h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.</p> <p>i.</p>	<p>a. Complete business requirements in 1<sup>st</sup> quarter and begin development.</p> <p>b.</p>	c.
d.	<p>e. Testing of new application</p> <p>f.</p>	g.
h.	<p>i. Establish a baseline to determine if the system is stopping or identifying potential overpayments.</p> <p>j.</p>	k.
l.	<p>m. Monitor.</p> <p>n.</p>	o. Not due to be completed until quarter ending 3/31/14.
<p>p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>	<p>a. Issue press release with the implementation of TOP</p> <p>b.</p>	c.
d.	<p>e. Submit at least one prosecution case to the IWD Communications department each month for a press release.</p>	f.
g.	<p>h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting.</p>	j.

k.	i. l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals. m.	n. Not due to be completed until quarter ending 3/31/14.
o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases. p.	a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections. b.	c.
d.	e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes. f.	g. Not due to be completed until quarter ending 9/30/14.
h.	i. Establish monitoring and outcome measures and report each month. j.	k. Not due to be completed until quarter ending 3/31/14.
l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.	a. Assess outcomes of first file transfer b.	c.
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	g.
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k. Not due to be completed until quarter ending 3/31/14.

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>

Status Determinations - New		
	Mandate employer on-line registration.	
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	
	Development functionality for employers to inactivate their own account.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – First Quarter (October – December 2013)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from	

	IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	Not due to be completed until quarter ending 3/31/14.
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	Not due to be completed until quarter ending 3/31/14.

**REGION V CAP TRACKING REPORT**

**IOWA**

*FY 2014 – First Quarter (October – December 2013)*

PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  <u>3.436%</u>
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b.
c.	d. Testing of new application	e.
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c.
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g. Not due to be completed until quarter ending 3/31/14.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging Criterion 30 days		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days
Lower Authority Appeals – 30 Days 60%		52.5%
Lower Authority Appeals – 45 Days 80%		78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c.
d.	e. Business analyst will review and diagram current processes. f.	g. Not due to be completed until quarter ending 3/31/14.
h.	i. Develop recommendations for process improvements j.	k. Not due to be completed until quarter ending 3/31/14.
i.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015. n.	o. Not due to be completed until quarter ending 6/30/14.
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.
c.	d. Implement a process for "cold calls" on single party cases to dispose of the cases faster. e.	f.
g.	h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling. i.	j.
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.



REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14
Tax DV Population 4 Collections		Population 2 was submitted in FY13 but did <u>not pass</u> Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	
	Data Validation of Populations 2 & 4 is performed.	Not due to be completed until quarter ending 3/31/14.
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14  Not submitted by June 10, 2011 Not submitted by June 11, 2012 Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	Not due to be completed until quarter ending 3/31/14.
	IT staff build the extract file for Population 5	Not due to be completed until quarter ending 3/31/14.
	Data Validation of Population 5 is performed	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – First Quarter (October – December 2013)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14  3, 12, 13, 14, and 15 not submitted by June 10, 2013 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation:  Report Validation  Data Element Validation	

	Submit and pass validations by 6/10/14 due date	Not due to be completed until quarter ending 6/30/14.
	Update module 3 for certification	Not due to be completed until quarter ending 6/30/14.

REGION V INTEGRITY PLAN TRACKING REPORT							
IOWA							
FY 2014 – First Quarter (October – December 2013)							
PROGRAM AREA	ACTION	STATUS/COMMENTS					
<b>Root Causes:</b>  1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause	6. 2012	7. 2011	8. Change		
		9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47		
		13. Separation Issues	14. 3.82	15. 3.33	16. 0.49		
		17. Other Issues	18. 1.72	19. 2.01	20. -0.29		
		21. 22. <b>Please provide an update on all Actions related to this Strategy during this quarter.</b> 23.					
24. <b>Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b>	25. Send first overpayment file request to the IRS. 26.	27.					
28.	29. Finalize fully automated crossmatch with FMS	30.					
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.	32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.	34.					
35.	36. As of 3 <sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1 <sup>st</sup> quarter 2014 37.	38.					
39.	40. This will eventually encompass all employers who use TALX as their 3 <sup>rd</sup> party administrator of fact-findings. 41.	42.					
43.	44. Market the E-response product to	46.					

	<p>employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4<sup>th</sup> quarter 2012. The next phase will be 4<sup>th</sup> quarter 2013.</p> <p>45.</p>	
<p>47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim.</p> <p>48.</p>	<p>49. Business requirements provided to IT for the changes to the web based continued claim</p> <p>50.</p>	51.
52.	<p>53. Marketing and educating claimants regarding the changes in method of requesting benefit payment.</p> <p>54.</p>	55.
56.	<p>57. Deployment</p> <p>58.</p>	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	<p>61. Analyze the causes for overpayments and the opportunities to automate</p> <p>62.</p>	63.
64.	<p>65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements.</p> <p>66.</p>	67.
68.	<p>69. Test and implement</p> <p>70.</p>	71.
<p>72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff.</p> <p>73.</p>	<p>74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection.</p> <p>75.</p>	76.
77.	<p>78. Develop a presentation for employers on the</p>	80.

	<p>causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy.</p> <p>79.</p>	
81.	<p>82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.</p>	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	<p>85. Contract a vendor.</p> <p>86.</p> <p>87.</p>	88.
89.	<p>90. Implement</p> <p>91.</p>	92.
93.	<p>94. Monitor the funds that are being made on a monthly basis.</p> <p>95.</p>	96.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  81.4%  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

13.	year however this must continue to be a priority.	
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as

	<p>monitoring</p> <p>m.</p>	<p>scheduled.</p>
<p>o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.</p>	<p>a. Complete reorganization</p> <p>b.</p>	<p>c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</p>
<p>d.</p>	<p>e. Ensure all qualified staff are trained in fact finding adjudication</p>	<p>f.</p>
<p>g.</p>	<p>h. Conduct cross training in special claims and cross match investigations</p>	<p>i.</p>
<p>j.</p>	<p>k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.</p>	<p>l.</p>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
<p>Nonmonetary Determination Quality – Separations</p> <p>Criterion 75%</p>		<p>Current 12/31/13 3/31/14 6/30/14 9/30/14</p> <p>72.5%</p>
	<p>Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.</p>	
	<p>Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.</p>	
	<p>Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and</p>	

	timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j. Not due to be completed until quarter ending 6/30/14.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14  57.5%
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments		Current 12/31/13 3/31/14 6/30/14 9/30/14



Criterion >50%		35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	<p>a. <b><u>Complete system integration of SIDES and E-Response.</u></b></p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
d.	<p>e. Market this tool to employers and human resource groups.</p> <p>f.</p>	g.
<p>h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.</p> <p>i.</p>	<p>a. Complete business requirements in 1<sup>st</sup> quarter and begin development.</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
d.	<p>e. Testing of new application</p> <p>f.</p>	g.
h.	<p>i. Establish a baseline to determine if the system is stopping or identifying potential overpayments.</p> <p>j.</p>	<p>k. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
l.	<p>m. Monitor.</p> <p>n.</p>	o.
<p>p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>	<p>a. Issue press release with the implementation of TOP</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>

d.	e. Submit at least one prosecution case to the IWD Communications department each month for a press release.	f.
g.	h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting. i.	j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
k.	l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals. m.	n.
o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases. p.	a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections. b.	c.
d.	e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes. f.	g. Not due to be completed until quarter ending 9/30/14.
h.	i. Establish monitoring and outcome measures and report each month. j.	k.
l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.	a. Assess outcomes of first file transfer b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers.	g.

	f.	
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the	

	guidelines for making an account inactive and the correct dates that you use.	
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	
	Development functionality for employers to inactivate their own account.	Not due to be completed until quarter ending 6/30/14.

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Second Quarter (January – March 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>

Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
c.	d. Testing of new application	e.
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the	c. Milestone was expected to be completed quarter ending 12/31/13.

	reporting of BYE in the RES and REA program. b.	<b>Please update if not completed as scheduled.</b>
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Business analyst will review and diagram current processes. f.	g.
h.	i. Develop recommendations for process improvements j.	k.
l.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015. n.	o. Not due to be completed until quarter ending 6/30/14.
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.

the backlog and keep up with new work. We are receiving on average 250 new cases per month.		
c.	d. Implement a process for “cold calls” on single party cases to dispose of the cases faster. e.	f. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
g.	h. Set new policy all ALJ’s must follow for granting continuances to decrease rescheduling. i.	j. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 <u>Population 2 was submitted in FY13 but did not pass</u>
Tax DV Population 4 Collections		Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	
	Data Validation of Populations 2 & 4 is performed.	
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 <u>Not submitted by June 10, 2011</u> <u>Not submitted by June 11, 2012</u> <u>Not submitted by June 12, 2013</u>
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Field Audit data is reported on the	

	ETA581 report for 4th qtr. 2013.	
	IT staff build the extract file for Population 5	
	Data Validation of Population 5 is performed	Not due to be completed until quarter ending 6/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Second Quarter (January – March 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14 3, 12, 13, 14, and 15 <u>not submitted by June 10, 2013</u> 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation: Report Validation Data Element Validation	
	Submit and pass validations by 6/10/14 due date	Not due to be completed until quarter ending 6/30/14.
	Update module 3 for certification	Not due to be completed until quarter ending 6/30/14.

REGION V INTEGRITY PLAN TRACKING REPORT						
IOWA						
FY 2014 – Second Quarter (January – March 2014)						
PROGRAM AREA	ACTION	STATUS/COMMENTS				
Root Causes: 1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause	6. 2012	7. 2011	8. Change	
		9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47	
		13. Separation Issues	14. 3.82	15. 3.33	16. 0.49	
		17. Other Issues	18. 1.72	19. 2.01	20. -0.29	
		21.	22. <b>Please provide an update on all Actions related to this Strategy during this quarter.</b>			
		23.				
24. <b>Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b>	25. Send first overpayment file request to the IRS. 26.	27.				
28.	29. Finalize fully automated crossmatch with FMS	30.				
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation	32. IWD IT is currently transferring the software that SIDES sits on, onto a new	34.				



information to reduce errors in the adjudication process.	product called Alfresco. Once this is complete we can move quickly to add more employers. 33.	
35.	36. As of 3 <sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1 <sup>st</sup> quarter 2014 37.	38.
39.	40. This will eventually encompass all employers who use TALX as their 3 <sup>rd</sup> party administrator of fact-findings. 41.	42.
43.	44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4 <sup>th</sup> quarter 2012. The next phase will be 4 <sup>th</sup> quarter 2013. 45.	46.
47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim. 48.	49. Business requirements provided to IT for the changes to the web based continued claim 50.	51.
52.	53. Marketing and educating claimants regarding the changes in method of requesting benefit payment. 54.	55.
56.	57. Deployment 58.	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain	61. Analyze the causes for overpayments and the opportunities to automate	63.

overpayment set up functions, specifically related to appeals reversals.	62.	
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	85. Contract a vendor. 86. 87.	88.
89.	90. Implement 91.	92.
93.	94. Monitor the funds that are being made on a monthly basis. 95.	96.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  <u>81.4%</u>  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

13.	year however this must continue to be a priority.	
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as

	monitoring m.	scheduled.
o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.	p.	q.
r.	a. Complete reorganization b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f.
g.	h. Conduct cross training in special claims and cross match investigations	i.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations Criterion 75%		Current 12/31/13 3/31/14 6/30/14 9/30/14  72.5%
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is an on-going strategy.	

	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Business requirements and USE cases written and shared with IT developers.	f.
g.	h. System development in process i.	j.
k.	l. Testing and user acceptance	Not due to be completed until quarter ending 9/30/14.
	m. Staff training and implementation	n. Not due to be completed until quarter ending 9/30/14.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current <u>12/31/13 3/31/14 6/30/14 9/30/14</u>  <u>57.5%</u>
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		

<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments  Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14  35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.	a. <u>Complete system integration of SIDES and E-Response.</u> b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Market this tool to employers and human resource groups. f.	g.
h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE. i.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Testing of new application f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Establish a baseline to determine if the system is stopping or identifying potential overpayments. j.	k. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
l.	m. Monitor. n.	o.
p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing	a. Issue press release with the implementation of TOP b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.

<p>future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>		
d.	e. Submit at least one prosecution case to the IWD Communications department each month for a press release.	f.
g.	<p>h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting.</p> <p>i.</p>	j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
k.	<p>l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals.</p> <p>m.</p>	n.
<p>o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases.</p> <p>p.</p>	<p>a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections.</p> <p>b.</p>	c. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
d.	<p>e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes.</p> <p>f.</p>	g. Not due to be completed until quarter ending 9/30/14.
h.	<p>i. Establish monitoring and outcome measures and report each month.</p> <p>j.</p>	k.
<p>l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.</p>	<p>a. Assess outcomes of first file transfer</p> <p>b.</p>	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Prepare next batch of Pre-	g.



	TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Third Quarter (April - June 2014)</i>		
PROGRAM	ACTION	STATUS/COMMENTS

AREA		
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	Development functionality for employers to inactivate their own account.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

REGION V CAP TRACKING REPORT		
STATE – IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT
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IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current <u>12/31/13 3/31/14 6/30/14 9/30/14</u>  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	b. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
c.	d. Testing of new application	e. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>

f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
d.	e. Business analyst will review and diagram current processes. f.	g. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
h.	i. Develop recommendations for process improvements j.	k.
l.	m. From the recommendation in c, develop business requirements for all technology changes. Implementation may occur in the 4th qtr but likely in	o.

	1st quarter of 2015. n.	
p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.	a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).	b.
c.	d. Implement a process for "cold calls" on single party cases to dispose of the cases faster. e.	f. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
g.	h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling. i.	j. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
k.	l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases. m.	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 2 Report Filing  Tax DV Population 4 Collections		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14  <u>Population 2 was submitted in FY13 but did not pass</u>  Population 4 was not submitted in FY13
	TPS and IT staff work on extract files for Populations 2 & 4.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Populations 2 & 4 is performed.	
	Data Validation results for Populations 2 & 4 are transmitted in the SUN system on or by June 10, 2014.	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV		<u>Current</u> 12/31/13 3/31/14 6/30/14 9/30/14

Population 5 Field Audits		Not submitted by June 10, 2011 Not submitted by June 11, 2012 Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	IT staff build the extract file for Population 5	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
	Data Validation of Population 5 is performed	

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV Populations 3, 3a, 4, 12, 13, 14, 15		Current 12/31/13 3/31/14 6/30/14 9/30/14 3, 12, 13, 14, and 15 not submitted by June 10, 2013 3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	
	Perform validation: Report Validation Data Element Validation	
	Submit and pass validations by 6/10/14 due date	
	Update module 3 for certification	

REGION V INTEGRITY PLAN TRACKING REPORT		
IOWA		
FY 2014 – Third Quarter (April - June 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Root Causes: 1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	5. Root Cause
		6. 2012
		7. 2011
		8. Change
		9. Ben Yr. Earnings (BYE)
		10. 3.28
		11. 3.75
		12. -0.47
		13. Separation Issues
		14. 3.82
		15. 3.33
		16. 0.49
		17. Other Issues
		18. 1.72
		19. 2.01
		20. -0.29
		21.
		22. Please provide an update on all Actions related to this Strategy during this quarter.
		23.
24. Federal Tax Offset	25. Send first	27.

<p><b>Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.</b></p>	<p>overpayment file request to the IRS. 26.</p>	
<p>28.</p>	<p>29. Finalize fully automated crossmatch with FMS</p>	<p>30.</p>
<p>31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.</p>	<p>32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.</p>	<p>34.</p>
<p>35.</p>	<p>36. As of 3<sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1<sup>st</sup> quarter 2014 37.</p>	<p>38.</p>
<p>39.</p>	<p>40. This will eventually encompass all employers who use TALX as their 3<sup>rd</sup> party administrator of fact-findings. 41.</p>	<p>42.</p>
<p>43.</p>	<p>44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4<sup>th</sup> quarter 2012. The next phase will be 4<sup>th</sup> quarter 2013. 45.</p>	<p>46.</p>
<p>47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior to their completing their continued claim. 48.</p>	<p>49. Business requirements provided to IT for the changes to the web based continued claim 50.</p>	<p>51.</p>
<p>52.</p>	<p>53. Marketing and</p>	<p>55.</p>

	educating claimants regarding the changes in method of requesting benefit payment. 54.	
56.	57. Deployment 58.	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	61. Analyze the causes for overpayments and the opportunities to automate 62.	63.
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with credit/debit cards.	85. Contract a vendor. 86. 87.	88.
89.	90. Implement 91.	92.
93.	94. Monitor the funds	96.



	95. that are being made on a monthly basis.	
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REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
First Payment Promptness  Criterion 87%  First Payment Promptness – Intrastate 14/21 Days 87%		Current 12/31/13 3/31/14 6/30/14 9/30/14  81.4%  83%
	Continue to review management reports on a quarterly basis to identify the most frequent cause for untimely payments. In the previous fiscal year these reviews have prompted policy changes on back dating and enhancements to the auto processing of claims.	
Complete the development and implementation of three major system enhancements:	1. The “Claimant Profile” will allow the department to do more to verify identity, manage the claim, and register for work. This will facilitate a significant increase in the automatic processing of web claims. The “Profile” is a portal/gateway to UI and ES services and a multiphase project. Greater definition can be provided upon request. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Implement a policy of only accepting initial, additional and reopen claims through the internet. 6.	7. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
8.	9. Redesign of the initial claim that will include more checks and balances for automatic processing and a section to collect more details on a quit or discharge separation. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. While the volume is not high, the timely processing and payment of federal and military claims needs to be closely reviewed and evaluated. 13.	1. Conduct an analysis of the current FE/X claim processing and develop an action plan for process improvement. 2.	3. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
4.	5. Report any process changes and statistical changes in performance. Currently Federal first payment processing is at 36.6% (15-21 days) and Military claims are 55.8%. 6.	7.
8.	9. Evaluate the potential for becoming a pilot state for the Military-State Data Entry System. 10.	11. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
12. Timely submittal of fact finding decisions will have a significant impact on this measure. A lot of progress has been made this past	1. Random quality reviews of fact findings will continue but will include an evaluation of timely processing and timely payment. This data will be shared with the individual staff and management.	2.

13.	year however this must continue to be a priority.	
3.	4. Each quarter, management will include training on the determination of timely payments while issuing a fact finding decision. 5.	6.
7.	8. Create business requirements for the development of a new fact finding and case management system. Develop policies that facilitate timely and accurate payments. Implement the system by September 2014. 9. 10.	11.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Time Lapse  Criterion 80%		Current 12/31/13 3/31/14 6/30/14 9/30/14  76.8%
The Department will continue to expand our use of SIDES and E-Response. The new version of the initial claim application will be released in the first quarter and will allow the claimant to provide more information regarding the reason for their separation. We will be able to use that with SIDES and E-Response to help reduce the number of two-party scheduled fact findings. We also need to continue to market SIDES and E-Response.	a. Complete the development of “Alfresco” for the collection of SIDES protests and distribution of potential fact finding issues. b.	c. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
d.	e. Expand the use of SIDES to all TALX and ADP business and market E-Response.	f.
g. Managers will track and report out weekly and monthly fact-findings and claims production. The trends will determine the assignments that are delegated for work flows.	a. During the quality review of fact findings, we will also document the timeliness and share with staff. b.	c.
d.	e. Each quarter, management will arrange for training on first payment timeliness f.	g.
h.	i. Silent monitoring of fact-finding interviews will help tell how much time an advisor is actually spending on the call which will translate to running the decisions faster.	j.
k.	l. Develop policies and procedures for conducting the silent	n. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as

	monitoring m.	scheduled.
o. Management will continue to look for efficiencies in the current work process to help with time lapse while benefits redesign is being constructed. The Bureau will be reorganized and staff cross trained in several related functions such as fact finding, special claims, cross match investigations, etc.	p.	q.
r.	a. Complete reorganization b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Ensure all qualified staff are trained in fact finding adjudication	f. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
g.	h. Conduct cross training in special claims and cross match investigations	i.
j.	k. Productivity measures have been established for all Workforce Advisors whose primary positions consist of completing daily fact-findings. Managers will meet with Workforce Advisors individually on a quarterly basis to review their monthly productivity and fact finding quality and timeliness.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Nonmonetary Determination Quality – Separations  Criterion 75%		Current 12/31/13 3/31/14 6/30/14 9/30/14  72.5%
	Management will establish a GOTO training schedule that will allow all employees to pull up any training at any time and allow management to monitor the progress. Many of these GOTO's will be specifically tied to fact-finding that will reinforce the steps to properly adjudicate decisions. Training will be on-going and occur multiple times throughout each quarter.	
	Management will monitor fact-findings calls by listening to the entire interview and then meeting with the advisor to discuss what could have been done better or what was done correctly. This will be done on a monthly basis or as needed based for the advisor. This is	

	an on-going strategy.	
	Random samplings of Fact finding cases are being reviewed for each fact finder and scored against the BTQ measures and timeliness. Results will be shared monthly with each staff person. We believe this will be the single most significant action to improve quality.	
Starting in October 2013, the UI Division will initiate a project to significantly modify the fact finding and case management. This will likely take the entire year to develop and implement but should help address the work load and allow staff more time to address the more difficult cases and eliminate many of the common errors to pass BTQ.	a. Initiate planning and project scope b.	c.
d.	e. Business requirements and USE cases written and shared with IT developers.	f. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
g.	h. System development in process i.	j.
k.	l. Testing and user acceptance	
	m. Staff training and implementation	n.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
New Employer Status Determination Time Lapse Criterion 70%		Current 12/31/13 3/31/14 6/30/14 9/30/14  57.5%
	Implement a new policy for establishing employer accounts exclusively online. The policy will allow the account to be set up immediately based on the information provided by the employer. The prior policy required that all information be verified by an authorized representative and all delinquent reports secured before the account could be set up. This will significantly increase our performance.	Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
	Require online employer registration.	
	Establish a team to focus on the remaining backlog and move new liability workflows up in the priority of work procedures.	

REGION V CAP TRACKING REPORT		
IOWA		

<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Detection of Overpayments Criterion >50%		Current 12/31/13 3/31/14 6/30/14 9/30/14  35.76%
Cross Match	The UISC will make the completion of cross match audits a performance measure for most staff with the authority to investigate and issue a fact finding decision. This should provide a faster completion and identification process. Complex overpayments that may require prosecution will be referred to a fraud investigator.	
SIDES: SIDES and E-Response were implemented in March 2012, however we have struggled with integrating internal processes. This will be corrected and the tool will be promoted in the 4 <sup>th</sup> quarter of 2013. This collection of employer information would give staff increased knowledge of the situation prior to FF interviews. This should lead to quicker identification of potential overpayments if they have occurred.		
	a. <u>Complete system integration of SIDES and E-Response.</u> b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Market this tool to employers and human resource groups. f.	g.
h. Automation implementation: The ongoing evaluation of automatic process increases the potential for fast identification and reduction in errors. The improved implementation with the NDNH database as part of the ongoing benefits redesign project will stream line the process. We also anticipate the NDNH to work in conjunction with the new continued claim application we are implementing. We will develop a new on-line continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE. i.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Testing of new application f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Establish a baseline to determine if the system is stopping or identifying potential overpayments. j.	k. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
l.	m. Monitor. n.	o.

<p>p. Media Exposure: Investigations and Recovery is reviewing the possibility of increasing media exposure for prosecution cases as a deterrent against committing future fraud.</p> <p>q. IA is currently utilizing several pieces of the Media Toolkit DOL provided. This is on-going.</p> <p>r.</p>	<p>a. Issue press release with the implementation of TOP</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
<p>d.</p>	<p>e. Submit at least one prosecution case to the IWD Communications department each month for a press release.</p>	<p>f.</p>
<p>g.</p>	<p>h. Develop a strategy for communicating with employers to increase their voluntary participation in the wages crossmatch audits and W4 new hire reporting.</p> <p>i.</p>	<p>j. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>
<p>k.</p>	<p>l. Implement the strategy including on-going mailers and communication opportunities. This should be an ongoing activity regardless of the attainment of performance goals.</p> <p>m.</p>	<p>n.</p>
<p>o. Deterrence efforts: IWD is working to maximizing the collections process of overpayments. Fraud Investigators will continue to set up payment plans, however when the claimant fails to comply or a lien, garnishment or other legal action is required, the case will be referred to a central collections unit housed in the UI Tax Bureau. They have processes in place and allow the Fraud Investigator more time to complete current and backlogged fraud cases.</p> <p>p.</p>	<p>a. Reassign Administrative staff to collections, and cross train with UI Tax bureau staff engaged in collections.</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b></p>
<p>d.</p>	<p>e. Conduct a Business Process Analysis of the set up and management of overpayments, develop requirements and implement technology changes.</p> <p>f.</p>	<p>g.</p>
<p>h.</p>	<p>i. Establish monitoring and outcome measures and report each month.</p> <p>j.</p>	<p>k.</p>
<p>l. Implementation of TOP Program. Pre-TOP letters were sent in July 2013 for 206 claimants with Fraud Overpayments. IT continues to work on programming and testing with FMS is planned in August. First TOP file transfer will</p>	<p>a. Assess outcomes of first file transfer</p> <p>b.</p>	<p>c. <b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b></p>

occur in September 2013 with all qualified overpayments submitted in a file transfer in the 2nd quarter.		
d.	e. Prepare next batch of Pre-TOP letters for all qualified Debt and develop strategy for on-going and scheduled file transfers. f.	g.
h.	i. Second file transfer submitted for recovery of overpayments from TOP, and on-going j.	k.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Determinations - New		
	Mandate employer on-line registration.	
	a. Conduct a random sample of New liability determinations completed on-line for accuracy. b.	c.
d.	e. Evaluate need for enhancements f. g.	h.
i.	j. Implement a quarterly query to identify employers who file a zero wage report in the quarter they became liable. k.	l.

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Status Successor		
	Staff has already been assigned to address the backlog created following the implementation of MyIowaUI. Management will closely monitor the progress.	Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
Training will be developed and delivered at least twice during FY 2014.	a. Conduct in-depth training for staff.	b. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
c.	d. Conduct random sampling for review of quality.	e.

REGION V CAP TRACKING REPORT		
IOWA		



<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Inactive Status Determination		
	Conduct training for staff so they fully understand the guidelines for making an account inactive and the correct dates that you use.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	At least quarterly, select random samples of all employer account inactivations to review quality standards are met.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Development functionality for employers to inactivate their own account.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Cashiering		
	Utilization of new OPEX scanner which will scan checks automatically creating a data file to transmit to the bank as a daily deposit. Accuracy of process will be verified through daily balancing procedures.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality - Collections		
	Issue Jeopardy Assessments as directed by policy and procedures.	
	Issue Liens as directed by policy and procedures.	
	Issuance of Distress Warrants as directed by policy and procedures.	
	Issuance of monthly statements.	

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Contributory Debits/Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax Quality – Reimbursable Billings		
	Ongoing testing and data validation of account balances will continue as issuance of monthly contributory statements of amount due are generated from MIUI.	
	Issuance of monthly contributory statements of amount due. Employers will either receive electronic notification of the statement to be viewed in MIUI, or receive a mailed statement, dependent on method selected by employer.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Credits/Refunds		
	Supervisors and staff will monitor progress on the development of this functionality and receive weekly progress reports from IT. Management will take steps, when necessary, to keep progress on track to meet the deadline.	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Testing for accuracy of debt, payments, credits, etc. on accounts will be done throughout the development process. Validation of this testing will be submitted daily to the developers and management for review and correction of failed functionality.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Training will be done when functionality is available through staff meetings and one-on-one assistance. Written procedures for the function will include screen shots along with detailed explanations.	
	When development is completed, workflows for known errors or needed adjustments on accounts will be reviewed and the accounts will be corrected.	

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
UI Integrity Measure – Benefit Year Earnings  Criteria - 2.595%		Current 12/31/13 3/31/14 6/30/14 9/30/14  3.436%
Iowa is approaching the benefits redesign in increments. One of the first changes is the redesign of the continued claim coupled with policy changes for electronic reporting. We will develop a new online continued claim application that will allow for immediate adjudication of potential work search and A/A issues and integrate with NDNH to identify misreporting of BYE.	a. Complete business requirements in 1 <sup>st</sup> quarter and begin development.	<b>b. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
c.	d. Testing of new application	<b>e. Milestone was expected to be completed quarter ending 3/31/14.</b>

		<b>Please update if not completed as scheduled.</b>
f.	g. Establish a baseline to determine if the system is stopping or identifying potential overpayments and monitor. h.	i.
j. Develop a marketing and information campaign to include:	a. Integrate instructions for reinforcing the reporting of BYE in the RES and REA program. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Send an official notice to claimants at week 11 (average length of a claim) reminding them of the ramifications of failure to report BYE f.	g. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
h.	i. Send letters and e-mails to employers reminding them of the importance of using the NDNH j.	k. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
l.	m. Include a reminder in the continued claim about the ramifications of failure to report BYE. n.	o.

<b>REGION V CAP TRACKING REPORT</b>		
<b>IOWA</b>		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
<b>PROGRAM AREA</b>	<b>ACTION</b>	<b>STATUS/COMMENTS</b>
Lower Authority Appeals Case Aging  Criterion 30 days  Lower Authority Appeals – 30 Days 60%  Lower Authority Appeals – 45 Days 80%		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14 36.3 days  -  52.5%  78.9%
With the assistance of a business analyst, conduct a thorough business process analysis identifying weaknesses and areas for improvement.	a. Complete a timely application for SBR funds and distribute an RFP and select a TPA. b.	c. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.
d.	e. Business analyst will review and diagram current processes. f.	g. Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.
h.	i. Develop recommendations for process improvements j.	k. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.
l.	m. From the recommendation in c, develop business requirements for	o.

	<p>all technology changes. Implementation may occur in the 4th qtr but likely in 1st quarter of 2015.</p> <p>n.</p>	
<p>p. Implement policies and procedures to increase efficiency and expedite contested cases. Analysis shows that the 14 ALJ's need to complete 300 cases per week to eliminate the backlog and keep up with new work. We are receiving on average 250 new cases per month.</p>	<p>a. Increase the number of cases assigned each week by 10% to each Administrative Law Judge (ALJ).</p>	<p>b. Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</p>
<p>c.</p>	<p>d. Implement a process for "cold calls" on single party cases to dispose of the cases faster.</p> <p>e.</p>	<p>f. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</p>
<p>g.</p>	<p>h. Set new policy all ALJ's must follow for granting continuances to decrease rescheduling.</p> <p>i.</p>	<p>j. Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</p>
<p>k.</p>	<p>l. Conduct a monthly evaluation of each ALJ case list for timeliness and review with the ALJ. Maintain performance stats on each ALJ. Individual performance stats will show how many cases met the 30 and 45 day performance standards and the age of any pending cases.</p> <p>m.</p>	<p>n.</p>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		
PROGRAM AREA	ACTION	STATUS/COMMENTS
<p>Tax DV Population 2 Report Filing</p> <p>Tax DV Population 4 Collections</p>		<p><b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14</p> <p>Population 2 was submitted in FY13 but did not pass</p> <p>Population 4 was not submitted in FY13</p>
	<p>TPS and IT staff work on extract files for Populations 2 &amp; 4.</p>	<p>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</p>
	<p>Data Validation of Populations 2 &amp; 4 is performed.</p>	<p>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</p>
	<p>Data Validation results for Populations 2 &amp; 4 are transmitted in the SUN system on or by June 10, 2014.</p>	<p>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</p>

REGION V CAP TRACKING REPORT		
IOWA		
FY 2014 – Fourth Quarter (July - September 2014)		

PROGRAM AREA	ACTION	STATUS/COMMENTS
Tax DV Population 5 Field Audits		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  <u>Not submitted by June 10, 2011</u>  Not submitted by June 11, 2012  Not submitted by June 12, 2013
	Issue field audits to Field Auditors	
	Work with developers to ensure completed field audit data is being stored for ETA581 and Data Validation purposes.	<b>Milestone was expected to be completed quarter ending 12/31/13. Please update if not completed as scheduled.</b>
	Field Audit data is reported on the ETA581 report for 4th qtr. 2013.	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	IT staff build the extract file for Population 5	<b>Milestone was expected to be completed quarter ending 3/31/14. Please update if not completed as scheduled.</b>
	Data Validation of Population 5 is performed	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>

REGION V CAP TRACKING REPORT		
IOWA		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>		
PROGRAM AREA	ACTION	STATUS/COMMENTS
Benefit DV  Populations 3, 3a, 4, 12, 13, 14, 15		<b>Current</b> 12/31/13 3/31/14 6/30/14 9/30/14  3, 12, 13, 14, and 15 not submitted by June 10, 2013  3a, and 4 submitted by June 10, 2013, but failed
	Work with IT to create extract files	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Perform validation:  Report Validation  Data Element Validation	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Submit and pass validations by 6/10/14 due date	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>
	Update module 3 for certification	<b>Milestone was expected to be completed quarter ending 6/30/14. Please update if not completed as scheduled.</b>

REGION V INTEGRITY PLAN TRACKING REPORT																		
IOWA																		
<i>FY 2014 – Fourth Quarter (July - September 2014)</i>																		
PROGRAM AREA	ACTION	STATUS/COMMENTS																
<b>Root Causes:</b>  1. Benefit Year Earnings 2. Separation Issues 3. Other Issues; excluding work search	4.	<table border="1"> <tr> <td>5. Root Cause</td> <td>6. 2012</td> <td>7. 2011</td> <td>8. Change</td> </tr> <tr> <td>9. Ben Yr. Earnings (BYE)</td> <td>10. 3.28</td> <td>11. 3.75</td> <td>12. -0.47</td> </tr> <tr> <td>13. Separation Issues</td> <td>14. 3.82</td> <td>15. 3.33</td> <td>16. 0.49</td> </tr> <tr> <td>17. Other Issues</td> <td>18. 1.72</td> <td>19. 2.01</td> <td>20. -0.29</td> </tr> </table> 21.	5. Root Cause	6. 2012	7. 2011	8. Change	9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47	13. Separation Issues	14. 3.82	15. 3.33	16. 0.49	17. Other Issues	18. 1.72	19. 2.01	20. -0.29
5. Root Cause	6. 2012	7. 2011	8. Change															
9. Ben Yr. Earnings (BYE)	10. 3.28	11. 3.75	12. -0.47															
13. Separation Issues	14. 3.82	15. 3.33	16. 0.49															
17. Other Issues	18. 1.72	19. 2.01	20. -0.29															

		22. Please provide an update on all Actions related to this Strategy during this quarter. 23.
24. Federal Tax Offset Program to aide in the collection process; inform claimants and employers of our ability to leverage this tool.	25. Send first overpayment file request to the IRS. 26.	27.
28.	29. Finalize fully automated crossmatch with FMS	30.
31. Implement the State Information Data Exchange System "SIDES" to aide in collecting more separation information to reduce errors in the adjudication process.	32. IWD IT is currently transferring the software that SIDES sits on, onto a new product called Alfresco. Once this is complete we can move quickly to add more employers. 33.	34.
35.	36. As of 3 <sup>rd</sup> quarter 2013 we have 206 employers added. That includes both TALX and E-response. We look to have all TALX employers added by the end of 1 <sup>st</sup> quarter 2014 37.	38.
39.	40. This will eventually encompass all employers who use TALX as their 3 <sup>rd</sup> party administrator of fact-findings. 41.	42.
43.	44. Market the E-response product to employers. E-response is essentially the same thing is SIDES however dedicated to those employers who don't use TALX. The first phase of marketing began in 4 <sup>th</sup> quarter 2012. The next phase will be 4 <sup>th</sup> quarter 2013. 45.	46.
47. Changing the continued claim process for claimants who are required to perform a worksearch each week. Claimants will have to provide full and accurate information on their contacts for work each week that benefits are claimed. A real-time interface with the NDNH will "alert" claimants when a return to work has been reported prior	49. Business requirements provided to IT for the changes to the web based continued claim 50.	51.

48. to their completing their continued claim.		
52.	53. Marketing and educating claimants regarding the changes in method of requesting benefit payment. 54.	55.
56.	57. Deployment 58.	59.
60. Implement an automation recommendation from the Business Process Analysis to automate certain overpayment set up functions, specifically related to appeals reversals.	61. Analyze the causes for overpayments and the opportunities to automate 62.	63.
64.	65. Develop the Business Requirements to automate the set-up of overpayments created as the result of appeals reversals. Meet with IT to review requirements. 66.	67.
68.	69. Test and implement 70.	71.
72. Establish an education training campaign to heighten awareness of UI integrity as a priority and increase the skills and abilities to existing staff. 73.	74. Develop a training session for staff that describes the causes and consequences of overpayments and the procedures for reporting and detection. 75.	76.
77.	78. Develop a presentation for employers on the causes of overpayments and how businesses can help deter/report fraud and aide IWD in the detection of overpayments and corresponding outreach strategy. 79.	80.
81.	82. Develop a strategy to provide direct mail and e-mail to Human Resource and UI Tax preparers about the importance of submitting timely information to the NDNH and responding to Benefit Year Earning requests.	83.
84. Add electronic payments services to the IWD website where overpaid claimants can make payments toward their overpayments with	85. Contract a vendor. 86. 87.	88.

899. 899.	910. 910. 911. 911.	912. 912.
913. 913.	914. 914. 915. 915. 916. 916. 917. 917. 918. 918. 919. 919. 920. 920. 921. 921. 922. 922. 923. 923. 924. 924. 925. 925. 926. 926. 927. 927. 928. 928. 929. 929. 930. 930. 931. 931. 932. 932. 933. 933. 934. 934. 935. 935. 936. 936. 937. 937. 938. 938. 939. 939. 940. 940. 941. 941. 942. 942. 943. 943. 944. 944. 945. 945. 946. 946. 947. 947. 948. 948. 949. 949. 950. 950. 951. 951. 952. 952. 953. 953. 954. 954. 955. 955. 956. 956. 957. 957. 958. 958. 959. 959. 960. 960. 961. 961. 962. 962. 963. 963. 964. 964. 965. 965. 966. 966. 967. 967. 968. 968. 969. 969. 970. 970. 971. 971. 972. 972. 973. 973. 974. 974. 975. 975. 976. 976. 977. 977. 978. 978. 979. 979. 980. 980. 981. 981. 982. 982. 983. 983. 984. 984. 985. 985. 986. 986. 987. 987. 988. 988. 989. 989. 990. 990. 991. 991. 992. 992. 993. 993. 994. 994. 995. 995. 996. 996. 997. 997. 998. 998. 999. 999.	976. 976.



**Message: BYE Performance Measure ALPs for CY 2014****Case Information:**

Message Type: Exchange  
Message Direction: External, Inbound  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:51 PM  
Item ID: 40862246  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ BYE Performance Measure ALPs for CY 2014**

**From** Schloesser, Betsy - ETA

**Date** Friday,  
March 14, 2014 9:52  
AM

**To** Amy Haller; Bennie Shobe; Bob Rodriguez; Brett Flachsbarth; Cindy Morris; Jeff Becker; Jim Hegman; JoAnne Vogt; Douglas, Jodi [IWD]; John Henige; Josh Richardson; Wilkinson, Michael [IWD]; Shaun Thomas; Spencer Clark; Stephen Geskey; Sue Austin; Summer Boyer; Valerie Okleshen; Wayne Johnson

**Cc** Scott, John - ETA; Scott, Steven - ETA; Rainault, Robert - ETA; Hernandez, Patricia - ETA; Belmonte, Steffanie - ETA; Skinner, Richard - ETA

 [BYE\\_BASE\\_CY10\\_CY12.docx](#) (16 Kb HTML)

The state and U.S. targets for the BYE overpayment performance measure for CY 2014 are attached. The targets represent a 25 percent reduction from the CY 2010 - CY 2012 baseline. States will continue to meet the ALP by reducing their BYE rate below their baseline rate to meet either their state target or the U. S. target.

We will transmit these targets to the states formally in a change to UIPL No.34-11.

Thanks.

## Benefit Year Earnings Overpayment Performance Measure

CY 2010 to CY 2012

BYE Baseline

UI Benefits CY 2010- CY 2014

ST Sample Paid CY 2012 ALP\*

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AK	1,451	\$552,066,989	2.742%	2.057%
AL	1,455	\$1,205,912,977	3.284%	2.463%
AR	1,440	\$1,196,235,764	6.307%	4.730%
AZ	1,483	\$1,733,276,269	5.516%	4.137%
CA	2,755	\$22,941,683,679	2.485%	1.864%
CO	1,446	\$2,186,311,955	3.156%	2.367%
CT	1,442	\$2,712,288,308	2.000%	1.500%
DC	1,094	\$513,328,661	6.205%	4.653%
DE	1,080	\$401,994,519	4.261%	3.196%
FL	1,449	\$5,222,703,217	2.366%	1.775%
GA	1,229	\$2,410,509,682	1.918%	1.438%
HI	1,086	\$881,271,241	1.179%	.884%
IA	1,440	\$1,511,558,468	3.159%	2.369%
ID	1,468	\$693,800,444	3.100%	2.325%
IL	1,418	\$7,809,946,681	4.432%	3.324%
IN	1,448	\$2,684,852,525	5.205%	3.904%
KS	1,470	\$1,361,749,201	2.675%	2.006%
KY	1,463	\$1,712,879,403	2.555%	1.916%
LA	1,471	\$1,021,531,215	11.211%	8.409%
MA	1,736	\$5,459,019,420	2.703%	2.028%
MD	1,443	\$2,576,032,395	3.743%	2.807%
ME	1,448	\$582,914,578	1.773%	1.330%
MI	1,440	\$4,844,880,610	4.137%	3.102%
MN	1,487	\$3,083,902,887	3.706%	2.780%
MO	1,440	\$1,989,331,797	3.753%	2.815%
MS	1,461	\$656,955,937	6.527%	4.896%
MT	1,080	\$437,873,321	3.765%	2.824%
NC	1,570	\$4,885,345,076	4.471%	3.353%
ND	1,084	\$197,124,170	2.388%	1.791%
NE	1,080	\$460,152,715	3.823%	2.867%
NH	1,094	\$396,088,332	2.792%	2.094%
NJ	1,377	\$7,625,503,388	4.221%	3.166%
NM	1,301	\$766,257,172	5.744%	4.308%
NV	1,446	\$1,852,491,121	6.522%	4.892%

NY 1,433 \$11,026,534,171 2.366% 1.775%  
 OH 1,451 \$4,402,940,941 2.764% 2.073%  
 OK 1,446 \$983,627,588 2.747% 2.060%  
 OR 1,456 \$2,633,511,055 3.489% 2.617%  
 PA 1,456 \$9,849,828,044 5.114% 3.836%  
 PR 1,448 \$732,413,156 5.230% 3.923%

\* Target rate equals 25 percent reduction from baseline rate.

Prepared By ETA Office of Unemployment Insurance on 05 Feb 14

Benefit Year Earnings Overpayment Performance Measure

CY 2010 to CY 2012

BYE Baseline

UI Benefits CY 2010- CY 2014

ST Sample Paid CY 2012 ALP\*

---

RI 1,440 \$846,304,960 2.567% 1.925%  
 SC 1,535 \$1,341,119,108 7.522% 5.641%  
 SD 1,079 \$126,783,597 1.862% 1.397%  
 TN 1,440 \$1,568,111,338 3.889% 2.917%  
 TX 1,456 \$7,623,938,822 2.555% 1.916%  
 UT 1,445 \$932,355,291 2.875% 2.156%  
 VA 1,472 \$2,126,379,813 2.710% 2.032%  
 VT 1,083 \$363,763,988 1.722% 1.291%  
 WA 1,449 \$4,565,641,304 1.952% 1.464%  
 WI 1,461 \$3,347,188,385 4.271% 3.203%  
 WV 1,440 \$680,909,280 1.711% 1.284%  
 WY 1,081 \$287,471,949 4.218% 3.164%  
 US 73,146 \$148,006,596,907 3.453% 2.590%

\* Target rate equals 25 percent reduction from baseline rate.

Prepared By ETA Office of Unemployment Insurance on 05 Feb 14

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**Message: FW: UIPL 26-12 - FY2012 State Workforce Agency UI Resource Planning Targets and Guidelines**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:39 PM  
 Item ID: 40860832  
 Policy Action: Not Specified

**Mark History:**

Date	Action Status	Reviewer
7/21/2014 11:25:25 AM	Reviewed	Koonce, Kerry

**Policies:**

No Policies attached

**✉ FW: UIPL 26-12 - FY2012 State Workforce Agency UI Resource Planning Targets and Guidelines**

**From** Taylor, Kelly [IWD] **Date** Thursday, July 26, 2012 3:16 PM  
**To** Wilkinson, Michael [IWD]; O'Hair, Anieta [IWD]; Mikkelsen, Paul [IWD]  
**Cc**

 [UIPL\\_26\\_12Acc.pdf](#) (206 Kb HTML)  [UIPL\\_26\\_12Att1.pdf](#) (311 Kb HTML)  [UIPL\\_26\\_12Att2.pdf](#) (463 Kb HTML)  [UIPL\\_26\\_12Att3.pdf](#) (64 Kb HTML)

FYI

*Kelly R. Taylor,*  
 Bureau Chief, Financial Management  
 Iowa Workforce Development  
 Office: 515-281-4263, Cell: 515-201-0490

**From:** Castaneda, Chanel - ETA [mailto:Castaneda.Chanel@dol.gov]  
**Sent:** Thursday, July 26, 2012 2:14 PM  
**To:** Taylor, Kelly [IWD]; Melissa.Holbek@illinois.gov; Manley, Nancy (DWD); sdaniel@dwd.in.gov; Williams, Les; Lisa Kraus; Rick Gudenkauf; Tim Weishaar; arpohl@michigan.gov; Dave Hardies; Shelley Landgraf; tim.langlie@state.mn.us; Audrey.Cunningham@labor.mo.gov; rebecca.voss@dolir.mo.gov; Jen Utemark; Ward, Debbie Kay; Ohio-Grant-Award@odjfs.state.oh.us; Gollither, Rich - DWD; Jeanne Tregoning; Lange, Lorie; Mona Hou (Mona.hou@dwd.state.wi.us); Rosemary.Valentine@dwd.wisconsin.gov  
**Cc:** zzETA-CHI-Wfs-DFMAS-Fiscal Group  
**Subject:** UIPL 26-12 - FY2012 State Workforce Agency UI Resource Planning Targets and Guidelines

Hello Everyone – We just wanted to send this out as a follow-up to our R5 FGM call that we just had. TEGL 26-12 provides preliminary FY2012 dollar and staff year base resource planning targets for UI operations.

We just wanted to provide you this information so that your state can plan appropriately.

If you have any questions, please reach out to your UI contacts in the Regional V office.

Thank you!

***Chanel Castaneda, CPA*** - ETA

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- [Image 1](#)
  - [Image 2](#)
  - [Image 3](#)
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# Image 1

## EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM

U.S. DEPARTMENT OF LABOR  
Washington, D.C. 20210

CLASSIFICATION  
Unemployment Insurance  
CORRESPONDENCE SYMBOL  
OUI/DFAS  
DATE  
July 26, 2013

### **ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 26-12**

**TO:** STATE WORKFORCE AGENCIES

**FROM:** JANE OATES /s/

Assistant Secretary

**SUBJECT:** Fiscal Year (FY) 2013 State Workforce Agency Unemployment Insurance (UI) Resource Planning Targets and Guidelines

#### **1. Purpose.**

- To provide preliminary FY 2013 dollar and staff year base resource planning targets for UI operations to be used in planning and developing State Quality Service Plans (SQSP);
- To provide general guidelines for FY 2013 resource planning; and
- To explain how base resources were allocated among states.

#### **2. References.**

- ET Handbook No. 336, 18th Edition, the *Unemployment Insurance State Quality Service Planning and Reporting Guidelines*; and
- ET Handbook No. 410, 4th Edition, *Resource Justification Model (RJM)*.

**3. FY 2013 Base Funding Level.** The total amount for the FY 2013 UI planning targets is \$2,451,240,000. This includes \$2,334,953,000 for base UI administration and \$116,287,000 for postage. These amounts are included in the Administration's FY 2013 appropriations request. If the final appropriation differs significantly from the request, adjustments may be made to the allocations.

**4. Data Inputs.** Minutes Per Unit (MPU) values, annual hours worked, non-workload staff years, personal services/personnel benefits (PS/PB) rates, and non-personal services (NPS) dollars for FY 2013 are drawn from the Resource Justification Model (RJM) data collection submitted in 2012. The RJM data collection methodology is explained in ET Handbook No. 410. Base workloads are developed by the actuarial staff subject to the national limits of base workloads. The following table shows the changes in the data inputs for the planning targets from FY 2012 to FY 2013. These changes are described in more detail in section 7.

#### RESCISSIONS EXPIRATION DATE

None

July 26, 2013

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## Image 2

2

#### DATA INPUTS

CATEGORY FY 2012 Targets FY 2013 Targets

Base Workloads National Office projections National Office projections  
MPU values Average of actual for FY

2008, 2009, and 2010 (less  
state dollars/hours)\*

Average of actual for FY  
2009, 2010, and 2011 (less  
state dollars/hours)\*

Annual hours worked FY 2012 projected\* FY 2013 projected\*

Non-Workload Staff  
Years

FY 2010 actual FY 2011 actual

Systematic Alien  
Verification for  
Entitlement (SAVE) Staff  
Years

Average of quarterly staffing  
levels reported on the UI3  
report during FY 2010

Average of quarterly staffing  
levels reported on the UI3  
report during FY 2011

PS/PB rates FY 2010 actual, increased

annually by 3 percent\*

FY 2011 actual, increased  
annually by 3 percent\*

NPS dollars Average of actual for FY 2008

(inflated to FY 2010), FY 2009  
(inflated to FY 2010), and FY  
2010; less state dollars and  
one-time costs; increased  
annually by 3 percent

Average of actual for FY 2009  
(inflated to FY 2011), FY 2010  
(inflated to FY 2011), and FY  
2011; less state dollars and onetime costs; increased annually by  
3 percent

\* Both state supplemental PS/PB expenditures and the hours worked/paid associated with those expenditures were excluded from state RJM inputs, effectively leaving the PS/PB rates intact but reducing annual hours worked and MPU values.

**5. Reduction to Availability.** The data inputs described above produced a national total base state funding request of \$2,675,769,817 for FY 2013. Base administrative funds anticipated to be available for FY 2013, \$2,334,953,000, are about 12.7 percent below the state requested level. The amount of funds available for allocation in each category (e.g., workload, Support, Administrative Staff and Technical Services (AS&T), and NPS) is determined by multiplying the percent each category represented of the total requested amount by the total dollars available, with two exceptions. The requested amounts for Benefit Payment Control (BPC) and UI Performs were not changed in the targets.

## 6. Highlights of Base Planning Targets.



a. Economic Assumptions. The FY 2013 UI planning targets reflect the economic assumptions used in the President's budget request. The key assumptions for FY 2013 affecting workloads and administrative costs are:

Percent

- Average Civilian Total Unemployment Rate 8.7
- Average Insured Unemployment Rate 3.0

b. Base Workload Level. The FY 2013 national base claims-related workload was formulated at 2.3 million average weekly insured unemployment (AWIU).

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## Image 3

3

c. Funding Period. The “funding period” is the period during which states may obligate funds. States may obligate FY 2013 UI grant funds through December 31, 2013. However, states may obligate UI grant funds through September 30, 2015, if such

obligations are for automation acquisitions or competitive grants awarded to states for improved operations, or reemployment and eligibility assessments and improper payments. States have an additional 90 days after the end of the funding period to expend and liquidate obligations. Should an extension of the expenditure/liquidation period be necessary, a state must seek in writing the approval of the Grant Officer. Requests to extend the expenditure/liquidation period should be submitted to the regional office at least 30 days prior to the end of the existing deadline.

### **7. Allocation Methodologies.**

A detailed description of the allocation methodologies follows.

a. UI Base Staff.

(1) Workload Functions Allocation Methodology. The FY 2013 methodology

seeks to achieve four objectives to the greatest extent possible: equitably allocate available resources so that the same level of service to claimants and employers is available in all states; promote administrative efficiency; enable resources to shift with workloads; and avoid abrupt shifts of resources among states from year to year.

1. Data Sources.

1. Time Factors. The MPU values are an average of the data for FY 2009, FY 2010, and FY 2011. The MPUs were calculated from data submitted in the RJM data collection instrument.
  2. Work Hours. The hours per staff year are from the FY 2013 data in the RJM data collection instrument.
  2. Workload Forecasts. Each state's total FY 2013 workloads for initial claims, weeks claimed, non-monetary determinations, appeals, subject employers, and wage records were forecasted using statistical models developed by the U.S. Department of Labor's (Department) actuaries. Each state's total workload in each category was reduced by the percent that the estimated national total workload exceeds the national total base workload for that category, i.e., each state receives funding for the same percent of its estimated total workload in its base budget allocation. Additional funds are available on a quarterly basis for claims-related workloads actually processed above the base level.
- 

## Image 4

4

3. Determination of Allowable MPU Values. For FY 2013, the calculation using states' unreduced MPU values from the RJM data collection yielded 18,406 workload staff years. To fit the targets within available funds, the allocated MPU values were developed for the six base workload activities by reducing the MPU values for most states so that the number of targeted workload staff years equaled 15,954 staff years for which funds are available. MPU reductions in each of the six activities were made as follows:

1. MPUs were arrayed from the highest to the lowest MPU value.
2. The lowest ten MPU values were not reduced.
3. Within each of the six workload categories, the difference was calculated between each of the top 43 MPU values and the tenth lowest MPU. Differences were then reduced by a percentage determined by available resources, and the result for each state was added back to the tenth lowest MPU to obtain the allocated MPU for each state. In general, the higher the MPU, the greater its reduction; however, reductions in MPUs for states with relatively smaller workloads were mitigated by up to 25 percent of what the reduction otherwise would have been. The percent of the mitigation was determined by the relationship of the state's workload to the

largest workload among states being reduced.

(2) Non-Workload Staff Years Allocation Methodology. Staff years for nonworkload functions are drawn from the FY 2011 data in the RJM data collection. Other than adjusting for any state supplemental funding, no reduction was applied to BPC and UI Performs staff years. Support and AS&T staff years were reduced by using the MPU reduction algorithm. The algorithm used the percentages that Support and AS&T staff represented of each state's total requested staff. The ten states with the lowest percentages in each category were not reduced. In general, the higher the percentage Support and/or AS&T staff represented of the total, the larger the reduction in Support and/or AS&T staff years. In addition, no state's Support staff years were reduced below the lesser of 15 staff years and the number of actual Support staff years used in FY 2011.

b. Personnel Compensation Costs. The FY 2013 PS/PB rates were determined by using each state's FY 2011 PS/PB rate for each functional activity and increasing the result by 3 percent annually.

c. Non-Personal Services. The FY 2013 NPS allocation was based on an average of the states' FY 2009, 2010, and 2011 NPS expenditures reported in the RJM, less any state supplemental NPS dollars and one-time expenditures. Before calculating the 3-year average, the FY 2009 and FY 2010 expenditures were inflated to FY 2011

---

## Image 5

5

dollars by using the Gross Domestic Product deflators; 0.9 percent in FY 2009 and 2.0 percent in FY 2010. The resulting 3-year average was then increased by 3 percent annually to arrive at the FY 2013 level which was reduced across-the-board to equal the NPS funding availability of \$562,421,106.

d. Hold-Harmless Provisions. There is one hold-harmless provision for the FY 2013 planning targets.

(1) Total Dollars. A "stop-loss" of 5 percent was imposed on states that would have lost more in total base dollars from FY 2012, with a resulting "stop-gain" of 3.52 percent on states that would have gained more in total base dollars. This adjustment is shown on a separate line in Attachment I.

e. Postage. For FY 2013, the Department will allocate \$116,287,000 base postage resources directly to states. The postage allocation methodology uses projected base weeks claimed and subject employer workloads which are totaled for each state; base

postage resources are then calculated pro rata based on each state's share of the total workload. Attachment III displays the state level detail regarding this allocation.

**8. General Guidelines for Above-Base Workload Resource Levels.** The State Administration budget activity includes a reserve for above-base workloads.

The Department will use the quarterly hours data on the UI-1 report, the allocated claims activity staff years paid, and the allocated annual MPU values in the FY 2013 above-base certification process. States should submit the UI-1 report by October 1, 2012; the annual hours on the report should agree with the FY 2013 annual work hours used for each state's target allocation.

a. Above-Base Overhead. The above-base overhead percentage will remain at 19 percent.

b. Above-Base Resources. State agencies are reminded that above-base resources are tied directly to above-base workloads. As above-base workloads decline, less abovebase funding will be made available to the state agencies. During periods of declining above-base resources, adjustment to staffing levels may be necessary.

c. Above-Base Instructions. General instructions for completing UI-3 reports are in ET Handbook No. 336, Chapter II. Specific implementation procedures for the abovebase certification process will be issued later this year in an Unemployment Insurance

Program Letter (UIPL) promulgating the final FY 2013 UI allocations.

**9. Standard Form (SF) 424.** Instructions for completing these forms are in ET Handbook No. 336, Chapter I. The forms are available in Portable Document Format (PDF) at [http://www.grants.gov/agencies/aforms\\_repository\\_information.jsp](http://www.grants.gov/agencies/aforms_repository_information.jsp) (select "Active Forms"

then, "SF424 Family"). Ensure that total UI dollars are the same as the allocated levels. Only states that vary the quarterly number of claims activity staff years paid should submit

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## Image 6

6

the SF-424A (OMB Approval No. 4040-0006) and show the quarterly distribution in item 23 (Remarks) of the form. All states should submit the SF-424B (OMB Approval No. 40400007).

**10. Bottom-Line Authority.** The allocation methodology is a very detailed process that determines the funding level for each state; however, the assignment of resources by categories resulting from the methodology is not binding on state agencies' management. Since FY 1987, states have had full authority to shift resources among UI program categories as they deem appropriate and necessary to manage their UI programs to meet established program goals and requirements. Thus, states have the flexibility to move UI resources among UI program categories, among quarters within a fiscal year, and among specific cost categories. States are held accountable on a bottom-line basis, giving states the discretion to use UI administrative resources to meet their assessment of needs and to meet UI performance requirements. The only exception to bottom-line authority is that states may not

change the staff year level in the claims activities category from the allocated staff year level for purposes of computing above-base resources. This is to ensure that states do not earn more above-base resources than they would otherwise have been entitled to earn.

**11. Action Requested.** State Administrators are requested to:

- a. Provide to the appropriate staff the FY 2013 planning targets and above instructions as soon as possible after receiving this UIPL.
- b. Review closely the attached tables and notify the appropriate regional office of any questions or concerns as soon as possible after receiving this UIPL, but no later than August 1, 2012.
- c. Submit to the appropriate regional office as part of the SQSP, the FY 2013 SF-424 (OMB Approval No. 4040-0004), 424A (if applicable), and 424B.
- d. Submit the FY 2013 UI-1 report via the UI Required Reports system by October 1, 2012.

**12. Inquiries.** Questions should be directed to the appropriate regional office.

**13. Attachments.**

- I. FY 2013 Detailed State Base Staff Planning Levels
  - II. Back-up Material for Allocation of FY 2013 UI Base Staff
  - III. FY 2013 Base Postage Allocation
-

- [Image 1](#)
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- [Image 59](#)
- [Image 60](#)

# Image 1

Attachment I

NATIONAL TOTAL

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 16,750,000 3,853.4 58,169 224,146,709

WEEKS CLAIMED 119,600,000 1,519.7 58,159 88,383,784

NON MONETARY 7,000,000 3,102.0 64,618 200,445,682

APPEALS 1,128,000 1,996.8 82,724 165,183,832

SAVE 74.4 74,202 5,520,600

CLAIMS ACTIVITY STAFF 10,546.3 64,827 683,680,607

WAGE RECORDS 620,525,000 1,008.2 70,632 71,211,161

TAX FUNCTIONS 7,604,000 4,473.6 71,817 321,279,425

EMPLOYER ACTIVITY STAFF 5,481.8 71,599 392,490,586

BENEFIT PMT CONTROL 1739.1 66,592 115,810,140

UI PERFORMS 668.1 75,255 50,277,719

OPERATING STAFF 18,435.3 67,385 1,242,259,052

SUPPORT 20.02% 3,690.0 85,108 314,049,717

AS&T 2,490.1 86,833 216,223,125

TOTAL STAFF 24,615.4 72,009 1,772,531,894

NON-PERSONAL SERVICES 562,421,106

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 2,334,953,000

POSTAGE 116,287,000

TOTAL ALLOCATION (including POSTAGE) 2,451,240,000

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

\*\*\*\*\*  
\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 2

REGION 1

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
-----

INITIAL CLAIMS 2,430,253 533.7 62,078 33,131,147

WEEKS CLAIMED 22,489,443 301.7 60,994 18,401,745

NON MONETARY 659,524 496.6 78,472 38,969,241

APPEALS 112,058 254.0 95,508 24,259,050

SAVE 10.6 85,869 910,214

CLAIMS ACTIVITY STAFF 1,596.6 72,449 115,671,397

WAGE RECORDS 92,914,939 59.4 78,232 4,646,970

TAX FUNCTIONS 1,238,453 752.2 84,855 63,827,850

EMPLOYER ACTIVITY STAFF 811.6 84,370 68,474,820

BENEFIT PMT CONTROL 251.9 76,270 19,212,393

UI PERFORMS 76.2 83,510 6,363,485

OPERATING STAFF 2,736.3 76,644 209,722,095

SUPPORT 28.20% 771.5 100,334 77,407,599

AS&T 480.1 81,225 38,996,025

TOTAL STAFF 3,987.9 81,779 326,125,719

NON-PERSONAL SERVICES 77,058,872

STOP-LOSS/STOP-GAIN 1,124,211

TOTAL ALLOCATION (excluding POSTAGE) 404,308,802

POSTAGE 21,273,023

TOTAL ALLOCATION (including POSTAGE) 425,581,825

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

\*\*\*\*\*  
\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*



# Image 3

CONNECTICUT

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,757.61

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 20.304 204,464 39.4 96,231 3,791,501

WEEKS CLAIMED 1.364 1,873,138 24.2 93,483 2,262,289

NON MONETARY 68.280 78,391 50.8 128,161 6,510,579

APPEALS 201.607 12,486 23.9 130,594 3,121,197

SAVE 1.0 122,323 122,323

CLAIMS ACTIVITY STAFF 139.3 113,481 15,807,889

WAGE RECORDS 0.082 7,500,986 5.8 143,837 834,255

TAX FUNCTIONS 80.749 96,462 73.9 145,560 10,756,884

EMPLOYER ACTIVITY STAFF 79.7 145,435 11,591,139

BENEFIT PMT CONTROL 19.3 103,482 1,997,203

UI PERFORMS 480 5.7 117,400 669,180

OPERATING STAFF 244.0 123,219 30,065,411

SUPPORT 8.98% 21.9 154,041 3,373,498

AS&T 40.4 147,049 5,940,780

TOTAL STAFF 306.3 128,566 39,379,689

NON-PERSONAL SERVICES 5,314,465

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 44,694,154

POSTAGE 1,751,085

TOTAL ALLOCATION (including POSTAGE) 46,445,239

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

\*\*\*\*\*  
\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 4

MAINE

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,742.78

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 19.340 71,674 13.3 51,378 683,327

WEEKS CLAIMED 2.196 508,316 10.7 53,689 574,472

NON MONETARY 54.953 26,561 14.0 62,605 876,470

APPEALS 230.942 5,553 12.3 77,117 948,539

SAVE 0.1 65,696 6,570

CLAIMS ACTIVITY STAFF 50.4 61,297 3,089,378

WAGE RECORDS 0.070 3,179,184 2.1 62,124 130,460

TAX FUNCTIONS 72.864 41,849 29.2 61,642 1,799,946

EMPLOYER ACTIVITY STAFF 31.3 61,674 1,930,406

BENEFIT PMT CONTROL 6.9 59,534 410,785

UI PERFORMS 360 9.2 69,097 635,692

OPERATING STAFF 97.8 62,027 6,066,261

SUPPORT 20.76% 20.3 89,536 1,817,581

AS&T 20.5 95,282 1,953,281

TOTAL STAFF 138.6 70,975 9,837,123

NON-PERSONAL SERVICES 2,808,982

STOP-LOSS/STOP-GAIN 339,793

TOTAL ALLOCATION (excluding POSTAGE) 12,985,898

POSTAGE 523,788

TOTAL ALLOCATION (including POSTAGE) 13,509,686

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 5

MASSACHUSETTS

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,585.50

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 23.009 343,945 83.2 66,721 5,551,187

WEEKS CLAIMED 1.597 3,404,664 57.2 66,485 3,802,942

NON MONETARY 84.547 72,327 64.3 73,311 4,713,897

APPEALS 218.978 18,522 42.6 80,135 3,413,751

SAVE 2.0 76,412 152,824

CLAIMS ACTIVITY STAFF 249.3 70,736 17,634,601

WAGE RECORDS 0.065 13,367,409 9.1 77,405 704,386

TAX FUNCTIONS 30.292 209,620 66.7 78,707 5,249,757

EMPLOYER ACTIVITY STAFF 75.8 78,551 5,954,143

BENEFIT PMT CONTROL 36.5 71,870 2,623,255

UI PERFORMS 480 9.8 94,882 929,844

OPERATING STAFF 371.4 73,080 27,141,843

SUPPORT 32.23% 119.7 95,755 11,461,874

AS&T 34.4 95,662 3,290,773

TOTAL STAFF 525.5 79,723 41,894,490

NON-PERSONAL SERVICES 11,772,729

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 53,667,219

POSTAGE 3,289,132

TOTAL ALLOCATION (including POSTAGE) 56,956,351

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

\*\*\*\*\*  
\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 6

NEW HAMPSHIRE

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,621.72

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----

INITIAL CLAIMS 22.057 63,645 14.4 68,438 985,507

WEEKS CLAIMED 2.806 443,305 12.8 68,644 878,643

NON MONETARY 52.371 37,573 20.2 80,432 1,624,726

APPEALS 216.968 3,779 8.4 85,679 719,704

SAVE 0.1 74,159 7,416

CLAIMS ACTIVITY STAFF 55.9 75,420 4,215,996

WAGE RECORDS 0.131 2,848,073 3.8 52,624 199,971

TAX FUNCTIONS 71.553 39,704 29.2 75,203 2,195,928

EMPLOYER ACTIVITY STAFF 33.0 72,603 2,395,899

BENEFIT PMT CONTROL 7.1 64,288 456,445

UI PERFORMS 360 3.6 69,019 248,468

OPERATING STAFF 99.6 73,462 7,316,808

SUPPORT 20.68% 20.6 77,117 1,588,610

AS&T 38.2 54,639 2,087,210

TOTAL STAFF 158.4 69,398 10,992,628

NON-PERSONAL SERVICES 1,219,817

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 12,212,445

POSTAGE 466,743

TOTAL ALLOCATION (including POSTAGE) 12,679,188

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 7

NEW JERSEY

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,481.83

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 28.428 463,069 148.1 67,937 10,061,470

WEEKS CLAIMED 1.077 4,832,940 58.5 73,463 4,297,586

NON MONETARY 61.222 158,263 109.0 80,203 8,742,127

APPEALS 171.091 30,693 59.1 95,629 5,651,674

SAVE 1.6 81,717 130,747

CLAIMS ACTIVITY STAFF 376.3 76,757 28,883,604

WAGE RECORDS 0.084 17,658,349 16.7 79,267 1,323,759

TAX FUNCTIONS 37.233 230,253 96.4 97,864 9,434,090

EMPLOYER ACTIVITY STAFF 113.1 95,118 10,757,849

BENEFIT PMT CONTROL 45.3 90,087 4,080,941

UI PERFORMS 480 11.9 111,743 1,329,742

OPERATING STAFF 546.6 82,422 45,052,136

SUPPORT 36.59% 200.0 110,121 22,024,200

AS&T 68.3 101,441 6,928,420

TOTAL STAFF 814.9 90,815 74,004,756

NON-PERSONAL SERVICES 21,451,216

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 95,455,972

POSTAGE 4,460,256

TOTAL ALLOCATION (including POSTAGE) 99,916,228

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 8

NEW YORK

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,617.96

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----  
INITIAL CLAIMS 11.662 1,053,837 126.6 63,132 7,992,511

WEEKS CLAIMED 0.953 9,187,156 90.2 57,897 5,222,309

NON MONETARY 83.885 203,681 176.0 80,243 14,122,768

APPEALS 254.350 31,506 82.5 106,526 8,788,395

SAVE 5.5 85,532 470,426

CLAIMS ACTIVITY STAFF 480.8 76,116 36,596,409

WAGE RECORDS 0.019 40,433,616 7.9 80,635 637,017

TAX FUNCTIONS 69.342 495,131 353.7 85,053 30,083,246

EMPLOYER ACTIVITY STAFF 361.6 84,956 30,720,263

BENEFIT PMT CONTROL 102.6 79,553 8,162,138

UI PERFORMS 480 12.3 108,603 1,335,817

OPERATING STAFF 957.3 80,241 76,814,627

SUPPORT 30.84% 295.2 108,324 31,977,245

AS&T 157.6 94,505 14,893,988

TOTAL STAFF 1,410.1 87,714 123,685,860

NON-PERSONAL SERVICES 26,649,837

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 150,335,697

POSTAGE 8,656,783

TOTAL ALLOCATION (including POSTAGE) 158,992,480

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 9

PUERTO RICO

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,105.68

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----  
 INITIAL CLAIMS 40.289 120,113 72.9 22,362 1,630,190  
 WEEKS CLAIMED 1.942 1,404,295 41.1 22,362 919,078  
 NON MONETARY 58.946 51,209 45.5 25,435 1,157,293  
 APPEALS 219.482 4,223 14.0 27,593 386,302  
 SAVE 0.1 24,253 2,425  
 CLAIMS ACTIVITY STAFF 173.6 23,590 4,095,288  
 WAGE RECORDS 0.071 4,026,628 4.3 45,066 193,784  
 TAX FUNCTIONS 69.033 67,813 70.6 24,722 1,745,373  
 EMPLOYER ACTIVITY STAFF 74.9 25,890 1,939,157  
 BENEFIT PMT CONTROL 20.8 24,413 507,790  
 UI PERFORMS 480 13.8 24,811 342,392  
 OPERATING STAFF 283.1 24,319 6,884,627  
 SUPPORT 18.09% 51.2 31,630 1,619,456  
 AS&T 103.9 22,138 2,300,138  
 TOTAL STAFF 438.2 24,656 10,804,221  
 NON-PERSONAL SERVICES 4,700,710  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 15,504,931  
 POSTAGE 1,298,824  
 TOTAL ALLOCATION (including POSTAGE) 16,803,755

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 10

RHODE ISLAND

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,478.20

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----

INITIAL CLAIMS 34.953 66,759 26.3 70,554 1,855,570  
WEEKS CLAIMED 0.391 488,687 2.2 76,469 168,232  
NON MONETARY 52.999 17,556 10.5 80,094 840,987  
APPEALS 180.841 3,718 7.6 126,071 958,140  
SAVE 0.2 87,416 17,483  
CLAIMS ACTIVITY STAFF 46.8 82,060 3,840,412  
WAGE RECORDS 0.039 2,129,909 0.9 69,024 62,122  
TAX FUNCTIONS 38.132 32,633 14.0 96,525 1,351,350  
EMPLOYER ACTIVITY STAFF 14.9 94,864 1,413,472  
BENEFIT PMT CONTROL 3.9 82,945 323,486  
UI PERFORMS 480 3.7 105,482 390,283  
OPERATING STAFF 69.3 86,113 5,967,653  
SUPPORT 27.13% 18.8 112,254 2,110,375  
AS&T 7.7 113,360 872,872  
TOTAL STAFF 95.8 93,433 8,950,900  
NON-PERSONAL SERVICES 1,338,257  
STOP-LOSS/STOP-GAIN 805,692  
TOTAL ALLOCATION (excluding POSTAGE) 11,094,849  
POSTAGE 479,996  
TOTAL ALLOCATION (including POSTAGE) 11,574,845  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 11

VERMONT

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,728.07

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 20.611 39,695 7.9 65,752 519,441



WEEKS CLAIMED 1.186 313,520 3.6 64,026 230,494  
 NON MONETARY 40.159 13,252 5.1 65,642 334,774  
 APPEALS 242.353 1,485 3.5 76,515 267,803  
 SAVE 0.0 72,877 0  
 CLAIMS ACTIVITY STAFF 20.1 67,289 1,352,512  
 WAGE RECORDS 0.447 1,586,586 6.8 70,667 480,536  
 TAX FUNCTIONS 70.91 21,403 14.6 72,272 1,055,171  
 EMPLOYER ACTIVITY STAFF 21.4 71,762 1,535,707  
 BENEFIT PMT CONTROL 8.3 72,447 601,310  
 UI PERFORMS 360 5.8 80,313 465,815  
 OPERATING STAFF 55.6 71,139 3,955,344  
 SUPPORT 18.71% 10.4 86,052 894,941  
 AS&T 7.7 85,034 654,762  
 TOTAL STAFF 73.7 74,695 5,505,047  
 NON-PERSONAL SERVICES 1,274,659  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 6,779,706  
 POSTAGE 309,393  
 TOTAL ALLOCATION (including POSTAGE) 7,089,099

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 12

VIRGIN ISLANDS  
 F Y 2 0 1 3 A L L O C A T I O N MAYTARGS  
 WORK HOURS 1,709.57  
 FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----  
 INITIAL CLAIMS 54.674 3,052 1.6 37,777 60,443  
 WEEKS CLAIMED 3.641 33,422 1.2 38,083 45,700

NON MONETARY 172.625 711 1.2 38,017 45,620  
 APPEALS 115.601 93 0.1 35,454 3,545  
 SAVE 0.0 39,449 0  
 CLAIMS ACTIVITY STAFF 4.1 37,880 155,308  
 WAGE RECORDS 1.103 184,199 2.0 40,340 80,680  
 TAX FUNCTIONS 112.622 3,585 3.9 40,027 156,105  
 EMPLOYER ACTIVITY STAFF 5.9 40,133 236,785  
 BENEFIT PMT CONTROL 1.2 40,867 49,040  
 UI PERFORMS 0 0.4 40,629 16,252  
 OPERATING STAFF 11.6 39,430 457,385  
 SUPPORT 115.52% 13.4 40,285 539,819  
 AS&T 1.4 52,715 73,801  
 TOTAL STAFF 26.4 40,568 1,071,005  
 NON-PERSONAL SERVICES 528,200  
 STOP-LOSS/STOP-GAIN -21,274  
 TOTAL ALLOCATION (excluding POSTAGE) 1,577,931  
 POSTAGE 37,023  
 TOTAL ALLOCATION (including POSTAGE) 1,614,954  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
 \*\*\*\*\*  
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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 13

REGION 2

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 1,762,464 425.2 55,389 23,551,551  
 WEEKS CLAIMED 12,856,862 216.7 53,527 11,599,351  
 NON MONETARY 659,840 283.9 58,215 16,527,165

APPEALS 114,944 211.4 74,741 15,800,253  
 SAVE 2.5 65,471 163,678  
 CLAIMS ACTIVITY STAFF 1,139.7 59,351 67,641,998  
 WAGE RECORDS 60,242,028 62.5 50,262 3,141,384  
 TAX FUNCTIONS 720,247 528.7 68,714 36,329,108  
 EMPLOYER ACTIVITY STAFF 591.2 66,763 39,470,492  
 BENEFIT PMT CONTROL 194.5 65,760 12,790,296  
 UI PERFORMS 63.3 71,572 4,530,488  
 OPERATING STAFF 1,988.7 62,570 124,433,274  
 SUPPORT 21.63% 430.1 74,277 31,946,706  
 AS&T 244.5 82,283 20,118,258  
 TOTAL STAFF 2,663.3 66,271 176,498,238  
 NON-PERSONAL SERVICES 60,155,150  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 236,653,388  
 POSTAGE 12,199,414  
 TOTAL ALLOCATION (including POSTAGE) 248,852,802

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 14

DELAWARE  
 F Y 2 0 1 3 A L L O C A T I O N M A Y T A R G S  
 WORK HOURS 1,648.17  
 FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS  
 -----  
 INITIAL CLAIMS 26.726 49,208 13.3 45,254 601,878  
 WEEKS CLAIMED 1.617 357,704 5.8 48,082 278,876  
 NON MONETARY 60.168 18,854 11.5 57,967 666,621  
 APPEALS 177.071 4,477 8.0 62,270 498,160

SAVE 0.1 57,630 5,763  
 CLAIMS ACTIVITY STAFF 38.7 53,005 2,051,298  
 WAGE RECORDS 0.208 1,980,579 4.2 55,523 233,197  
 TAX FUNCTIONS 82.902 25,647 21.5 59,256 1,274,004  
 EMPLOYER ACTIVITY STAFF 25.7 58,646 1,507,201  
 BENEFIT PMT CONTROL 10.6 53,324 565,234  
 UI PERFORMS 360 7.8 57,237 446,449  
 OPERATING STAFF 82.8 55,195 4,570,182  
 SUPPORT 23.19% 19.2 73,858 1,418,074  
 AS&T 5.9 74,039 436,830  
 TOTAL STAFF 107.9 59,547 6,425,086  
 NON-PERSONAL SERVICES 2,441,434  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 8,866,520  
 POSTAGE 356,802  
 TOTAL ALLOCATION (including POSTAGE) 9,223,322  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
 \*\*\*\*\*  
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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 15

DIST. OF COLUMBIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,743.71

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 46.274 38,630 17.1 69,041 1,180,601

WEEKS CLAIMED 1.327 356,207 4.5 67,217 302,477

NON MONETARY 64.592 13,130 8.1 73,326 593,941

APPEALS 132.791 1,542 2.0 129,879 259,758

SAVE 0.1 74,880 7,488

CLAIMS ACTIVITY STAFF 31.8 73,719 2,344,265  
WAGE RECORDS 0.044 2,379,959 1.0 77,097 77,097  
TAX FUNCTIONS 70.353 29,441 19.8 79,499 1,574,080  
EMPLOYER ACTIVITY STAFF 20.8 79,384 1,651,177  
BENEFIT PMT CONTROL 3.8 78,087 296,731  
UI PERFORMS 480 6.8 83,310 566,508  
OPERATING STAFF 63.2 76,878 4,858,681  
SUPPORT 24.84% 15.7 83,755 1,314,954  
AS&T 15.3 100,787 1,542,041  
TOTAL STAFF 94.2 81,907 7,715,676  
NON-PERSONAL SERVICES 1,294,348  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 9,010,024  
POSTAGE 367,405  
TOTAL ALLOCATION (including POSTAGE) 9,377,429  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
\*\*\*\*\*  
\*\*\*\*\*

April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 16

MARYLAND

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,735.67

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 24.972 258,177 61.9 56,634 3,505,645  
WEEKS CLAIMED 1.266 1,903,149 23.1 61,388 1,418,063  
NON MONETARY 42.315 212,963 86.5 58,891 5,094,072  
APPEALS 155.520 28,437 42.5 96,086 4,083,655  
SAVE 1.1 69,684 76,652  
CLAIMS ACTIVITY STAFF 215.1 65,914 14,178,087

WAGE RECORDS 0.139 11,567,373 15.4 63,088 971,555  
TAX FUNCTIONS 97.364 136,333 127.5 64,681 8,246,828  
EMPLOYER ACTIVITY STAFF 142.9 64,509 9,218,383  
BENEFIT PMT CONTROL 37.9 68,169 2,583,605  
UI PERFORMS 480 16.0 80,364 1,285,824  
OPERATING STAFF 411.9 66,195 27,265,899  
SUPPORT 23.62% 97.3 88,030 8,565,319  
AS&T 45.9 74,556 3,422,120  
TOTAL STAFF 555.1 70,714 39,253,338  
NON-PERSONAL SERVICES 10,957,031  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 50,210,369  
POSTAGE 1,897,974  
TOTAL ALLOCATION (including POSTAGE) 52,108,343  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 17

PENNSYLVANIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,641.44

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

INITIAL CLAIMS 21.535 1,061,148 232.0 57,332 13,301,024

WEEKS CLAIMED 1.734 7,935,014 139.7 54,966 7,678,750

NON MONETARY 34.945 269,822 95.7 64,876 6,208,633

APPEALS 206.982 56,045 117.8 71,706 8,446,967

SAVE 0.8 65,926 52,741

CLAIMS ACTIVITY STAFF 586.0 60,901 35,688,115

WAGE RECORDS 0.037 24,381,229 9.2 71,435 657,202

TAX FUNCTIONS 79.496 297,508 240.1 76,533 18,375,573  
 EMPLOYER ACTIVITY STAFF 249.3 76,345 19,032,775  
 BENEFIT PMT CONTROL 106.6 71,401 7,611,347  
 UI PERFORMS 480 15.7 76,818 1,206,043  
 OPERATING STAFF 957.6 66,352 63,538,280  
 SUPPORT 20.19% 193.3 72,155 13,947,562  
 AS&T 103.7 92,767 9,619,938  
 TOTAL STAFF 1,254.6 69,429 87,105,780  
 NON-PERSONAL SERVICES 32,746,816  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 119,852,596  
 POSTAGE 7,073,407  
 TOTAL ALLOCATION (including POSTAGE) 126,926,003  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 18

VIRGINIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,844.60

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----  
 INITIAL CLAIMS 31.366 288,222 81.7 50,874 4,156,406  
 WEEKS CLAIMED 2.067 1,756,634 32.8 45,023 1,476,754  
 NON MONETARY 64.122 118,143 68.4 48,555 3,321,162  
 APPEALS 174.356 20,394 32.1 60,565 1,944,137  
 SAVE 0.4 52,585 21,034  
 CLAIMS ACTIVITY STAFF 215.4 50,694 10,919,493  
 WAGE RECORDS 0.179 16,698,287 27.0 34,319 926,613  
 TAX FUNCTIONS 50.393 195,710 89.1 57,277 5,103,381

EMPLOYER ACTIVITY STAFF 116.1 51,938 6,029,994  
 BENEFIT PMT CONTROL 21.7 49,271 1,069,181  
 UI PERFORMS 480 6.4 71,437 457,197  
 OPERATING STAFF 359.6 51,379 18,475,865  
 SUPPORT 22.19% 79.8 62,870 5,017,026  
 AS&T 51 73,564 3,751,764  
 TOTAL STAFF 490.4 55,556 27,244,655  
 NON-PERSONAL SERVICES 9,490,564  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 36,735,219  
 POSTAGE 1,968,509  
 TOTAL ALLOCATION (including POSTAGE) 38,703,728

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 19

WEST VIRGINIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,654.79

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 28.381 67,079 19.2 41,979 805,997  
 WEEKS CLAIMED 1.949 548,154 10.8 41,151 444,431  
 NON MONETARY 50.382 26,928 13.7 46,915 642,736  
 APPEALS 221.192 4,049 9.0 63,064 567,576  
 SAVE 0.0 51,950 0  
 CLAIMS ACTIVITY STAFF 52.7 46,693 2,460,740  
 WAGE RECORDS 0.176 3,234,601 5.7 48,372 275,720  
 TAX FUNCTIONS 85.652 35,608 30.7 57,174 1,755,242  
 EMPLOYER ACTIVITY STAFF 36.4 55,796 2,030,962



BENEFIT PMT CONTROL 13.9 47,784 664,198  
 UI PERFORMS 480 10.6 53,629 568,467  
 OPERATING STAFF 113.6 50,391 5,724,367  
 SUPPORT 21.83% 24.8 67,894 1,683,771  
 AS&T 22.7 59,276 1,345,565  
 TOTAL STAFF 161.1 54,337 8,753,703  
 NON-PERSONAL SERVICES 3,224,957  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 11,978,660  
 POSTAGE 535,317  
 TOTAL ALLOCATION (including POSTAGE) 12,513,977

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 20

REGION 3

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 3,131,564 724.9 47,670 34,556,223  
 WEEKS CLAIMED 17,918,497 232.4 47,701 11,085,724  
 NON MONETARY 1,007,607 413.0 51,038 21,078,699  
 APPEALS 246,274 391.2 59,154 23,140,929  
 SAVE 8.0 54,649 437,188  
 CLAIMS ACTIVITY STAFF 1,769.5 51,031 90,298,763  
 WAGE RECORDS 109,388,539 134.6 47,206 6,353,981  
 TAX FUNCTIONS 1,287,587 864.4 56,933 49,212,918  
 EMPLOYER ACTIVITY STAFF 999.0 55,623 55,566,899  
 BENEFIT PMT CONTROL 303.4 54,231 16,453,636

UI PERFORMS 137.8 63,801 8,791,752  
 OPERATING STAFF 3,209.7 53,311 171,111,050  
 SUPPORT 13.57% 435.4 70,748 30,803,508  
 AS&T 371.6 84,582 31,430,818  
 TOTAL STAFF 4,016.7 58,094 233,345,376  
 NON-PERSONAL SERVICES 84,111,716  
 STOP-LOSS/STOP-GAIN -5,782,197  
 TOTAL ALLOCATION (excluding POSTAGE) 311,674,895  
 POSTAGE 17,882,137  
 TOTAL ALLOCATION (including POSTAGE) 329,557,032  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
 \*\*\*\*\*  
 \*\*\*\*\*  
 April 27, 2012  
 \* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 21

ALABAMA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,751.49

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 23.869 257,363 58.5 58,231 3,406,514  
 WEEKS CLAIMED 1.502 1,316,779 18.8 58,294 1,095,927  
 NON MONETARY 55.707 73,820 39.1 61,688 2,412,001  
 APPEALS 190.480 16,453 29.8 65,339 1,947,102  
 SAVE 0.2 65,030 13,006  
 CLAIMS ACTIVITY STAFF 146.4 60,619 8,874,550  
 WAGE RECORDS 0.083 8,017,390 6.3 73,389 462,351  
 TAX FUNCTIONS 77.591 85,716 63.3 72,341 4,579,185  
 EMPLOYER ACTIVITY STAFF 69.6 72,436 5,041,536  
 BENEFIT PMT CONTROL 34.2 64,648 2,210,962  
 UI PERFORMS 480.0 20.6 72,244 1,488,226

OPERATING STAFF 270.8 65,049 17,615,274  
 SUPPORT 9.79% 26.5 80,914 2,144,221  
 AS&T 30.5 83,095 2,534,398  
 TOTAL STAFF 327.8 68,011 22,293,893  
 NON-PERSONAL SERVICES 5,780,769  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 28,074,662  
 POSTAGE 1,286,495  
 TOTAL ALLOCATION (including POSTAGE) 29,361,157  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
 \*\*\*\*\*  
 \*\*\*\*\*  
 April 27, 2012  
 \* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 22

FLORIDA  
 F Y 2 0 1 3 A L L O C A T I O N MAYTARGS  
 WORK HOURS 1,879.38  
 FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS  
 -----  
 -----  
 INITIAL CLAIMS 25.385 738,179 166.2 47,013 7,813,561  
 WEEKS CLAIMED 1.524 5,196,801 70.2 46,214 3,244,223  
 NON MONETARY 44.661 371,912 147.3 48,662 7,167,913  
 APPEALS 152.350 92,374 124.8 66,194 8,261,011  
 SAVE 4.5 55,019 247,586  
 CLAIMS ACTIVITY STAFF 513.0 52,114 26,734,294  
 WAGE RECORDS 0.105 34,120,130 31.8 41,073 1,306,121  
 TAX FUNCTIONS 66.128 455,970 267.4 55,054 14,721,440  
 EMPLOYER ACTIVITY STAFF 299.2 53,568 16,027,561  
 BENEFIT PMT CONTROL 73.9 48,423 3,578,460  
 UI PERFORMS 480 39.7 61,168 2,428,370  
 OPERATING STAFF 925.8 52,677 48,768,685

SUPPORT 4.80% 44.4 90,314 4,009,942  
AS&T 69.3 123,886 8,585,300  
TOTAL STAFF 1,039.5 59,032 61,363,927  
NON-PERSONAL SERVICES 15,853,268  
STOP-LOSS/STOP-GAIN -3,842,327  
TOTAL ALLOCATION (excluding POSTAGE) 73,374,868  
POSTAGE 5,442,179  
TOTAL ALLOCATION (including POSTAGE) 78,817,047

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 23

GEORGIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,780.36

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----

INITIAL CLAIMS 23.998 584,420 131.3 40,510 5,318,963  
WEEKS CLAIMED 1.179 2,803,760 30.9 42,003 1,297,893  
NON MONETARY 42.941 139,927 56.2 46,846 2,632,745  
APPEALS 187.801 38,895 68.4 50,372 3,445,445  
SAVE 1.5 49,496 74,244  
CLAIMS ACTIVITY STAFF 288.3 44,292 12,769,290  
WAGE RECORDS 0.259 16,104,433 39.0 44,793 1,746,927  
TAX FUNCTIONS 79.278 204,431 151.7 50,510 7,662,367  
EMPLOYER ACTIVITY STAFF 190.7 49,341 9,409,294  
BENEFIT PMT CONTROL 30.3 48,967 1,483,700  
UI PERFORMS 480 8.9 60,764 540,800  
OPERATING STAFF 518.2 46,706 24,203,084  
SUPPORT 22.54% 116.8 69,429 8,109,307

AS&T 66.8 79,606 5,317,681  
TOTAL STAFF 701.8 53,619 37,630,072  
NON-PERSONAL SERVICES 21,492,870  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 59,122,942  
POSTAGE 2,807,244  
TOTAL ALLOCATION (including POSTAGE) 61,930,186  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 24

KENTUCKY

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,681.07

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
-----  
INITIAL CLAIMS 20.822 268,611 55.5 56,413 3,130,922  
WEEKS CLAIMED 0.875 1,400,699 12.2 56,413 688,239  
NON MONETARY 39.264 67,078 26.1 59,847 1,562,007  
APPEALS 183.547 15,616 28.4 58,494 1,661,230  
SAVE 0.4 59,438 23,775  
CLAIMS ACTIVITY STAFF 122.6 57,636 7,066,173  
WAGE RECORDS 0.052 8,126,240 4.2 47,932 201,314  
TAX FUNCTIONS 76.593 84,238 64.0 62,801 4,019,264  
EMPLOYER ACTIVITY STAFF 68.2 61,885 4,220,578  
BENEFIT PMT CONTROL 17.0 67,522 1,147,874  
UI PERFORMS 480 6.7 52,132 349,284  
OPERATING STAFF 214.5 59,599 12,783,909  
SUPPORT 19.58% 42.0 60,310 2,533,020  
AS&T 23.7 76,401 1,810,704

TOTAL STAFF 280.2 61,126 17,127,633  
 NON-PERSONAL SERVICES 7,273,652  
 STOP-LOSS/STOP-GAIN 0  
 TOTAL ALLOCATION (excluding POSTAGE) 24,401,285  
 POSTAGE 1,346,964  
 TOTAL ALLOCATION (including POSTAGE) 25,748,249  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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 April 27, 2012  
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# Image 25

MISSISSIPPI

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,787.42

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----  
 INITIAL CLAIMS 23.784 121,019 26.8 45,389 1,216,425

WEEKS CLAIMED 2.012 777,365 14.6 44,258 646,167

NON MONETARY 49.560 59,173 27.3 45,983 1,255,336

APPEALS 172.001 15,438 24.8 51,378 1,274,174

SAVE 0.0 50,264 0

CLAIMS ACTIVITY STAFF 93.5 46,974 4,392,102

WAGE RECORDS 0.185 5,048,536 8.7 44,529 387,402

TAX FUNCTIONS 69.303 54,060 34.9 53,840 1,879,016

EMPLOYER ACTIVITY STAFF 43.6 51,982 2,266,418

BENEFIT PMT CONTROL 21.4 51,346 1,098,804

UI PERFORMS 480 18.6 54,018 1,004,735

OPERATING STAFF 177.1 49,475 8,762,059

SUPPORT 12.93% 22.9 63,590 1,456,211

AS&T 23.9 66,518 1,589,780

TOTAL STAFF 223.9 52,738 11,808,050

NON-PERSONAL SERVICES 5,608,286  
 STOP-LOSS/STOP-GAIN 725,200  
 TOTAL ALLOCATION (excluding POSTAGE) 18,141,536  
 POSTAGE 770,207  
 TOTAL ALLOCATION (including POSTAGE) 18,911,743  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 26

NORTH CAROLINA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,826.48

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
 -----  
 INITIAL CLAIMS 23.886 621,629 135.5 50,631 6,860,501  
 WEEKS CLAIMED 1.236 3,331,080 37.6 50,590 1,902,184  
 NON MONETARY 46.478 139,991 59.4 53,796 3,195,482  
 APPEALS 177.253 34,467 55.7 63,006 3,509,434  
 SAVE 1.0 57,542 57,542  
 CLAIMS ACTIVITY STAFF 289.2 53,683 15,525,143  
 WAGE RECORDS 0.077 17,586,472 12.4 61,726 765,402  
 TAX FUNCTIONS 68.756 194,857 122.3 63,488 7,764,582  
 EMPLOYER ACTIVITY STAFF 134.7 63,326 8,529,984  
 BENEFIT PMT CONTROL 47.6 62,246 2,962,910  
 UI PERFORMS 480 17.1 75,361 1,288,673  
 OPERATING STAFF 488.6 57,934 28,306,710  
 SUPPORT 13.51% 66.0 76,710 5,062,860  
 AS&T 55.5 90,568 5,026,524  
 TOTAL STAFF 610.1 62,934 38,396,094  
 NON-PERSONAL SERVICES 14,285,867

STOP-LOSS/STOP-GAIN -1,753,196

TOTAL ALLOCATION (excluding POSTAGE) 50,928,765

POSTAGE 3,186,318

TOTAL ALLOCATION (including POSTAGE) 54,115,083

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 27

SOUTH CAROLINA

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,651.90

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----

INITIAL CLAIMS 33.424 244,503 82.5 42,100 3,473,250

WEEKS CLAIMED 1.706 1,425,496 24.5 42,068 1,030,666

NON MONETARY 40.324 78,500 31.9 43,686 1,393,583

APPEALS 193.561 13,555 26.5 52,953 1,403,255

SAVE 0.1 46,829 4,683

CLAIMS ACTIVITY STAFF 165.5 44,142 7,305,437

WAGE RECORDS 0.177 8,377,974 15.0 41,170 617,550

TAX FUNCTIONS 77.652 96,891 75.9 49,013 3,720,087

EMPLOYER ACTIVITY STAFF 90.9 47,719 4,337,637

BENEFIT PMT CONTROL 36.6 47,306 1,731,400

UI PERFORMS 480 13.9 60,806 845,203

OPERATING STAFF 306.9 46,333 14,219,677

SUPPORT 16.94% 52.0 62,832 3,267,264

AS&T 64.2 58,947 3,784,397

TOTAL STAFF 423.1 50,275 21,271,338

NON-PERSONAL SERVICES 4,641,045

STOP-LOSS/STOP-GAIN 0



TOTAL ALLOCATION (excluding POSTAGE) 25,912,383

POSTAGE 1,405,419

TOTAL ALLOCATION (including POSTAGE) 27,317,802

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 28

TENNESSEE

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,688.41

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
-----

INITIAL CLAIMS 23.502 295,840 68.6 48,631 3,336,087

WEEKS CLAIMED 1.433 1,666,517 23.6 50,018 1,180,425

NON MONETARY 33.675 77,206 25.7 56,795 1,459,632

APPEALS 170.419 19,476 32.8 49,978 1,639,278

SAVE 0.3 54,508 16,352

CLAIMS ACTIVITY STAFF 151.0 50,542 7,631,774

WAGE RECORDS 0.145 12,007,364 17.2 50,402 866,914

TAX FUNCTIONS 77.164 111,424 84.9 57,326 4,866,977

EMPLOYER ACTIVITY STAFF 102.1 56,160 5,733,891

BENEFIT PMT CONTROL 42.4 52,819 2,239,526

UI PERFORMS 480 12.3 68,818 846,461

OPERATING STAFF 307.8 53,449 16,451,652

SUPPORT 21.05% 64.8 65,134 4,220,683

AS&T 37.7 73,794 2,782,034

TOTAL STAFF 410.3 57,164 23,454,369

NON-PERSONAL SERVICES 9,175,959

STOP-LOSS/STOP-GAIN -911,874

TOTAL ALLOCATION (excluding POSTAGE) 31,718,454

POSTAGE 1,637,311

TOTAL ALLOCATION (including POSTAGE) 33,355,765

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 29

REGION 4

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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-----

INITIAL CLAIMS 1,646,380 411.5 50,432 20,752,934

WEEKS CLAIMED 12,812,031 151.3 48,501 7,338,142

NON MONETARY 1,179,582 334.2 54,000 18,046,828

APPEALS 160,409 276.8 65,751 18,199,813

SAVE 8.3 59,097 490,503

CLAIMS ACTIVITY STAFF 1,182.1 54,842 64,828,220

WAGE RECORDS 94,711,613 111.5 56,688 6,320,759

TAX FUNCTIONS 1,089,896 716.9 62,445 44,766,959

EMPLOYER ACTIVITY STAFF 828.4 61,670 51,087,718

BENEFIT PMT CONTROL 220.9 53,283 11,770,321

UI PERFORMS 155.7 66,935 10,421,808

OPERATING STAFF 2,387.1 57,856 138,108,067

SUPPORT 21.50% 513.2 71,409 36,647,114

AS&T 364.5 83,389 30,395,130

TOTAL STAFF 3,264.8 62,837 205,150,311

NON-PERSONAL SERVICES 63,891,967

STOP-LOSS/STOP-GAIN 4,659,391

TOTAL ALLOCATION (excluding POSTAGE) 273,701,669

POSTAGE 13,310,817

TOTAL ALLOCATION (including POSTAGE) 287,012,486

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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# Image 30

ARKANSAS

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,797.94

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----  
INITIAL CLAIMS 33.731 175,335 54.8 44,301 2,427,695

WEEKS CLAIMED 1.019 1,237,949 11.7 45,947 537,580

NON MONETARY 44.974 58,682 24.5 49,600 1,215,200

APPEALS 181.263 11,415 19.2 56,065 1,076,448

SAVE 0.2 49,407 9,881

CLAIMS ACTIVITY STAFF 110.4 47,707 5,266,804

WAGE RECORDS 0.145 5,409,725 7.3 26,746 195,246

TAX FUNCTIONS 68.258 68,677 43.5 43,024 1,871,544

EMPLOYER ACTIVITY STAFF 50.8 40,685 2,066,790

BENEFIT PMT CONTROL 25.3 43,204 1,093,061

UI PERFORMS 480 7.7 68,741 529,306

OPERATING STAFF 194.2 46,117 8,955,961

SUPPORT 25.70% 49.9 63,365 3,161,914

AS&T 32.2 62,817 2,022,707

TOTAL STAFF 276.3 51,178 14,140,582

NON-PERSONAL SERVICES 5,192,673

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 19,333,255

POSTAGE 1,172,557

TOTAL ALLOCATION (including POSTAGE) 20,505,812

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 31

COLORADO

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,753.97

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----  
INITIAL CLAIMS 32.875 156,275 48.8 64,769 3,160,727

WEEKS CLAIMED 0.221 1,521,317 3.2 64,769 207,261

NON MONETARY 40.467 134,398 51.7 64,769 3,348,557

APPEALS 184.909 16,256 28.6 74,268 2,124,065

SAVE 0.6 68,528 41,117

CLAIMS ACTIVITY STAFF 132.9 66,830 8,881,727

WAGE RECORDS 0.107 9,978,234 10.1 64,769 654,167

TAX FUNCTIONS 59.124 147,813 83.0 67,414 5,595,362

EMPLOYER ACTIVITY STAFF 93.1 67,127 6,249,529

BENEFIT PMT CONTROL 17.2 64,652 1,112,014

UI PERFORMS 480 10.4 79,636 828,214

OPERATING STAFF 253.6 67,317 17,071,484

SUPPORT 9.74% 24.7 83,164 2,054,151

AS&T 56.7 60,734 3,443,618

TOTAL STAFF 335.0 67,371 22,569,253

NON-PERSONAL SERVICES 5,859,258

STOP-LOSS/STOP-GAIN 5,238,275

TOTAL ALLOCATION (excluding POSTAGE) 33,666,786

POSTAGE 1,637,587

TOTAL ALLOCATION (including POSTAGE) 35,304,373

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 32

LOUISIANA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,744.51

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 25.432 156,066 37.9 57,747 2,188,611

WEEKS CLAIMED 1.766 1,216,814 20.5 57,398 1,176,659

NON MONETARY 21.619 81,156 16.8 64,869 1,089,799

APPEALS 169.744 14,368 23.3 74,888 1,744,890

SAVE 0.1 67,248 6,725

CLAIMS ACTIVITY STAFF 98.6 62,948 6,206,684

WAGE RECORDS 0.059 7,869,451 4.4 49,915 219,626

TAX FUNCTIONS 73.048 105,045 73.3 67,519 4,949,143

EMPLOYER ACTIVITY STAFF 77.7 66,522 5,168,769

BENEFIT PMT CONTROL 10.1 77,384 781,578

UI PERFORMS 480 5.5 71,015 390,583

OPERATING STAFF 191.9 65,386 12,547,614

SUPPORT 29.70% 57.0 74,371 4,239,147

AS&T 24.8 111,075 2,754,660

TOTAL STAFF 273.7 71,397 19,541,421

NON-PERSONAL SERVICES 7,427,543

STOP-LOSS/STOP-GAIN -590,424

TOTAL ALLOCATION (excluding POSTAGE) 26,378,540

POSTAGE 1,268,939

TOTAL ALLOCATION (including POSTAGE) 27,647,479

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 33

MONTANA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,707.30

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 36.156 61,694 21.8 55,954 1,219,797

WEEKS CLAIMED 1.645 441,980 7.1 56,936 404,246

NON MONETARY 60.417 24,178 14.3 56,380 806,234

APPEALS 249.104 670 1.6 73,986 118,378

SAVE 0.0 57,454 0

CLAIMS ACTIVITY STAFF 44.8 56,890 2,548,655

WAGE RECORDS 0.187 2,001,157 3.7 57,589 213,079

TAX FUNCTIONS 64.004 36,302 22.7 57,531 1,305,954

EMPLOYER ACTIVITY STAFF 26.4 57,539 1,519,033

BENEFIT PMT CONTROL 6.2 56,801 352,166

UI PERFORMS 360 6.7 57,907 387,977

OPERATING STAFF 84.1 57,168 4,807,831

SUPPORT 16.41% 13.8 57,586 794,687

AS&T 15.1 57,571 869,322

TOTAL STAFF 113.0 57,273 6,471,840

NON-PERSONAL SERVICES 945,108

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 7,416,948

POSTAGE 455,167

TOTAL ALLOCATION (including POSTAGE) 7,872,115

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 34

NEW MEXICO

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,764.17

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 30.089 76,418 21.7 50,646 1,099,018

WEEKS CLAIMED 1.120 716,876 7.6 50,556 384,226

NON MONETARY 38.287 40,888 14.8 60,484 895,163

APPEALS 152.527 8,382 12.1 54,980 665,258

SAVE 0.3 58,046 17,414

CLAIMS ACTIVITY STAFF 56.5 54,178 3,061,079

WAGE RECORDS 0.063 3,492,457 2.1 51,827 108,837

TAX FUNCTIONS 72.72 44,949 30.9 53,130 1,641,717

EMPLOYER ACTIVITY STAFF 33.0 53,047 1,750,554

BENEFIT PMT CONTROL 9.1 62,360 567,476

UI PERFORMS 480 5.4 54,197 292,664

OPERATING STAFF 104.0 54,536 5,671,773

SUPPORT 17.40% 18.1 88,332 1,598,809

AS&T 24.9 82,669 2,058,458

TOTAL STAFF 147.0 63,463 9,329,040

NON-PERSONAL SERVICES 2,374,214

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 11,703,254

POSTAGE 695,068

TOTAL ALLOCATION (including POSTAGE) 12,398,322

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 35

NORTH DAKOTA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,907.77

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 20.146 23,824 4.2 47,963 201,445

WEEKS CLAIMED 1.391 138,507 1.7 46,447 78,960

NON MONETARY 11.332 22,085 2.2 60,805 133,771

APPEALS 187.174 1,747 2.9 63,457 184,025

SAVE 0.1 61,564 6,156

CLAIMS ACTIVITY STAFF 11.1 54,447 604,357

WAGE RECORDS 0.097 1,770,087 1.5 49,774 74,661

TAX FUNCTIONS 79.731 22,325 15.6 60,579 945,032

EMPLOYER ACTIVITY STAFF 17.1 59,631 1,019,693

BENEFIT PMT CONTROL 4.3 60,909 261,909

UI PERFORMS 360 5.8 66,009 382,852

OPERATING STAFF 38.3 59,238 2,268,811

SUPPORT 60.05% 23.0 66,852 1,537,596

AS&T 6.8 77,663 528,108

TOTAL STAFF 68.1 63,649 4,334,515

NON-PERSONAL SERVICES 1,481,568

STOP-LOSS/STOP-GAIN 170,839

TOTAL ALLOCATION (excluding POSTAGE) 5,986,922

POSTAGE 176,588

TOTAL ALLOCATION (including POSTAGE) 6,163,510

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*



# Image 36

OKLAHOMA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,852.87

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 21.599 131,141 25.5 50,211 1,280,381

WEEKS CLAIMED 2.045 897,331 16.5 49,839 822,344

NON MONETARY 49.802 73,604 33.0 56,170 1,853,610

APPEALS 180.474 11,040 17.9 60,809 1,088,481

SAVE 0.2 57,815 11,563

CLAIMS ACTIVITY STAFF 93.1 54,311 5,056,379

WAGE RECORDS 0.158 7,156,272 10.2 44,899 457,970

TAX FUNCTIONS 82.171 82,570 61.0 59,145 3,607,845

EMPLOYER ACTIVITY STAFF 71.2 57,104 4,065,815

BENEFIT PMT CONTROL 12.3 61,540 756,942

UI PERFORMS 480 7.7 67,774 521,860

OPERATING STAFF 184.3 56,435 10,400,996

SUPPORT 12.75% 23.5 77,231 1,814,929

AS&T 27.7 77,011 2,133,205

TOTAL STAFF 235.5 60,930 14,349,130

NON-PERSONAL SERVICES 4,740,549

STOP-LOSS/STOP-GAIN 1,329,256

TOTAL ALLOCATION (excluding POSTAGE) 20,418,935

POSTAGE 951,600

TOTAL ALLOCATION (including POSTAGE) 21,370,535

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 37

SOUTH DAKOTA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,854.28

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 34.521 20,022 6.2 42,014 260,487

WEEKS CLAIMED 3.396 119,899 3.7 33,931 125,545

NON MONETARY 34.924 15,237 4.8 46,802 224,650

APPEALS 246.453 1,084 2.4 58,031 139,274

SAVE 0.0 45,257 0

CLAIMS ACTIVITY STAFF 17.1 43,857 749,956

WAGE RECORDS 0.147 1,812,973 2.4 36,237 86,969

TAX FUNCTIONS 82.181 25,524 18.9 44,666 844,187

EMPLOYER ACTIVITY STAFF 21.3 43,716 931,156

BENEFIT PMT CONTROL 13.0 41,302 536,926

UI PERFORMS 360 7.7 50,503 388,873

OPERATING STAFF 59.1 44,110 2,606,911

SUPPORT 11.51% 6.8 63,529 431,997

AS&T 7.4 44,069 326,111

TOTAL STAFF 73.3 45,907 3,365,019

NON-PERSONAL SERVICES 1,422,427

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 4,787,446

POSTAGE 172,083

TOTAL ALLOCATION (including POSTAGE) 4,959,529

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 38

TEXAS

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,732.22

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 22.918 722,954 159.4 44,141 7,036,075

WEEKS CLAIMED 1.315 5,694,524 72.0 44,249 3,185,928

NON MONETARY 22.779 601,063 131.7 45,475 5,989,058

APPEALS 180.722 83,028 144.4 62,614 9,041,462

SAVE 6.3 57,921 364,902

CLAIMS ACTIVITY STAFF 513.8 49,859 25,617,425

WAGE RECORDS 0.139 48,510,326 64.9 60,309 3,914,054

TAX FUNCTIONS 65.538 467,100 294.5 65,029 19,151,041

EMPLOYER ACTIVITY STAFF 359.4 64,177 23,065,095

BENEFIT PMT CONTROL 96.6 48,805 4,714,563

UI PERFORMS 480 82.5 68,175 5,624,438

OPERATING STAFF 1,052.3 56,088 59,021,521

SUPPORT 21.10% 222.0 72,766 16,154,052

AS&T 95.6 99,226 9,486,006

TOTAL STAFF 1,369.9 61,801 84,661,579

NON-PERSONAL SERVICES 30,482,081

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 115,143,660

POSTAGE 5,862,506

TOTAL ALLOCATION (including POSTAGE) 121,006,166

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 39

UTAH

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,712.88

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 25.672 93,258 23.3 60,161 1,401,751

WEEKS CLAIMED 0.822 656,865 5.3 56,127 297,473

NON MONETARY 32.373 106,363 33.5 60,662 2,032,177

APPEALS 202.516 10,470 20.6 83,637 1,722,922

SAVE 0.5 65,490 32,745

CLAIMS ACTIVITY STAFF 83.2 65,950 5,487,068

WAGE RECORDS 0.057 5,479,838 3.0 90,715 272,145

TAX FUNCTIONS 85.264 67,500 56.0 65,411 3,663,016

EMPLOYER ACTIVITY STAFF 59.0 66,698 3,935,161

BENEFIT PMT CONTROL 23.7 58,108 1,377,160

UI PERFORMS 480 8.9 65,218 580,440

OPERATING STAFF 174.8 65,102 11,379,829

SUPPORT 33.12% 57.9 62,127 3,597,153

AS&T 66.5 94,430 6,279,595

TOTAL STAFF 299.2 71,045 21,256,577

NON-PERSONAL SERVICES 1,648,156

STOP-LOSS/STOP-GAIN -1,488,555

TOTAL ALLOCATION (excluding POSTAGE) 21,416,178

POSTAGE 718,472

TOTAL ALLOCATION (including POSTAGE) 22,134,650

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 40

WYOMING

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,783.06

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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-----  
INITIAL CLAIMS 28.723 29,393 7.9 60,373 476,947

WEEKS CLAIMED 1.261 169,969 2.0 58,960 117,920

NON MONETARY 33.902 21,928 6.9 66,465 458,609

APPEALS 207.094 1,949 3.8 77,529 294,610

SAVE 0.0 68,242 0

CLAIMS ACTIVITY STAFF 20.6 65,441 1,348,086

WAGE RECORDS 0.167 1,231,093 1.9 65,266 124,005

TAX FUNCTIONS 84.737 22,091 17.5 68,121 1,192,118

EMPLOYER ACTIVITY STAFF 19.4 67,841 1,316,123

BENEFIT PMT CONTROL 3.1 69,847 216,526

UI PERFORMS 360 7.4 66,838 494,601

OPERATING STAFF 50.5 66,838 3,375,336

SUPPORT 32.67% 16.5 76,526 1,262,679

AS&T 6.8 72,550 493,340

TOTAL STAFF 73.8 69,531 5,131,355

NON-PERSONAL SERVICES 2,318,390

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 7,449,745

POSTAGE 200,250

TOTAL ALLOCATION (including POSTAGE) 7,649,995

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 41

REGION 5

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----  
 INITIAL CLAIMS 3,811,933 818.2 60,879 49,811,306  
 WEEKS CLAIMED 26,812,733 288.0 63,183 18,196,602  
 NON MONETARY 1,879,158 786.9 64,892 51,063,555  
 APPEALS 199,996 330.8 95,762 31,678,043  
 SAVE 6.0 79,244 475,464  
 CLAIMS ACTIVITY STAFF 2,229.9 67,817 151,224,970  
 WAGE RECORDS 137,158,639 187.6 74,002 13,882,682  
 TAX FUNCTIONS 1,439,392 1,032.6 81,088 83,731,233  
 EMPLOYER ACTIVITY STAFF 1,220.2 79,998 97,613,915  
 BENEFIT PMT CONTROL 460.4 74,806 34,440,467  
 UI PERFORMS 147.1 87,819 12,918,178  
 OPERATING STAFF 4,057.6 72,998 296,197,530  
 SUPPORT 17.07% 692.6 91,651 63,477,657  
 AS&T 413.9 95,044 39,338,887  
 TOTAL STAFF 5,164.1 77,267 399,014,074  
 NON-PERSONAL SERVICES 124,431,204  
 STOP-LOSS/STOP-GAIN 5,269,469  
 TOTAL ALLOCATION (excluding POSTAGE) 528,714,747  
 POSTAGE 25,247,324  
 TOTAL ALLOCATION (including POSTAGE) 553,962,071

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 42

ILLINOIS

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,610.78

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 23.878 628,942 155.4 88,423 13,740,934  
WEEKS CLAIMED 0.708 6,089,901 44.6 88,423 3,943,666  
NON MONETARY 57.597 268,458 160.0 97,751 15,640,160  
APPEALS 130.149 51,174 68.9 131,149 9,036,166  
SAVE 2.2 103,787 228,331  
CLAIMS ACTIVITY STAFF 431.1 98,792 42,589,257  
WAGE RECORDS 0.174 26,452,308 47.6 105,430 5,018,468  
TAX FUNCTIONS 73.361 301,527 228.9 113,759 26,039,435  
EMPLOYER ACTIVITY STAFF 276.5 112,325 31,057,903  
BENEFIT PMT CONTROL 126.2 95,202 12,014,492  
UI PERFORMS 480 12.7 128,673 1,634,147  
OPERATING STAFF 846.5 103,126 87,295,799  
SUPPORT 13.90% 117.7 120,345 14,164,607  
AS&T 101.9 114,520 11,669,588  
TOTAL STAFF 1,066.1 106,116 113,129,994  
NON-PERSONAL SERVICES 18,475,401  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 131,605,395  
POSTAGE 5,655,603  
TOTAL ALLOCATION (including POSTAGE) 137,260,998

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 43

INDIANA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,709.44

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 21.737 351,404 74.5 36,713 2,735,119

WEEKS CLAIMED 1.313 2,157,200 27.6 37,899 1,046,012  
 NON MONETARY 39.411 138,107 53.1 35,926 1,907,671  
 APPEALS 88.531 22,684 19.6 53,094 1,040,642  
 SAVE 0.7 44,801 31,361  
 CLAIMS ACTIVITY STAFF 175.5 38,523 6,760,805  
 WAGE RECORDS 0.134 12,186,320 15.9 37,486 596,027  
 TAX FUNCTIONS 71.379 128,292 89.3 49,701 4,438,299  
 EMPLOYER ACTIVITY STAFF 105.2 47,855 5,034,326  
 BENEFIT PMT CONTROL 26.4 45,868 1,210,915  
 UI PERFORMS 480 10.7 61,816 661,431  
 OPERATING STAFF 317.8 43,007 13,667,477  
 SUPPORT 20.93% 66.5 61,383 4,081,970  
 AS&T 48 85,587 4,108,176  
 TOTAL STAFF 432.3 50,561 21,857,623  
 NON-PERSONAL SERVICES 14,912,351  
 STOP-LOSS/STOP-GAIN 422,530  
 TOTAL ALLOCATION (excluding POSTAGE) 37,192,504  
 POSTAGE 2,069,973  
 TOTAL ALLOCATION (including POSTAGE) 39,262,477

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

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# Image 44

IOWA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,770.18

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

INITIAL CLAIMS 24.723 184,222 42.9 60,833 2,609,736

WEEKS CLAIMED 1.248 1,057,208 12.4 60,828 754,267



NON MONETARY 45.380 61,655 26.3 60,927 1,602,380  
 APPEALS 179.347 11,795 19.9 101,889 2,027,591  
 SAVE 0.4 71,588 28,635  
 CLAIMS ACTIVITY STAFF 101.9 68,917 7,022,609  
 WAGE RECORDS 0.267 6,796,411 17.1 64,775 1,107,653  
 TAX FUNCTIONS 82.42 75,126 58.3 64,337 3,750,847  
 EMPLOYER ACTIVITY STAFF 75.4 64,436 4,858,500  
 BENEFIT PMT CONTROL 15.8 68,427 1,081,147  
 UI PERFORMS 480 46.4 99,602 4,621,533  
 OPERATING STAFF 239.5 73,419 17,583,789  
 SUPPORT 9.94% 23.8 99,792 2,375,050  
 AS&T 23.1 88,047 2,033,886  
 TOTAL STAFF 286.4 76,790 21,992,725  
 NON-PERSONAL SERVICES 4,196,439  
 STOP-LOSS/STOP-GAIN -3,963,657  
 TOTAL ALLOCATION (excluding POSTAGE) 22,225,507  
 POSTAGE 1,052,449  
 TOTAL ALLOCATION (including POSTAGE) 23,277,956  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 45

KANSAS

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,654.95

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 15.609 148,599 23.4 52,783 1,235,122  
 WEEKS CLAIMED 1.549 956,098 14.9 56,932 848,287  
 NON MONETARY 42.382 71,229 30.4 36,119 1,098,018

APPEALS 192.966 9,932 19.3 58,773 1,134,319  
 SAVE 0.3 57,742 17,323  
 CLAIMS ACTIVITY STAFF 88.3 49,072 4,333,069  
 WAGE RECORDS 0.093 6,527,085 6.1 51,465 313,937  
 TAX FUNCTIONS 79.176 69,414 55.3 66,262 3,664,289  
 EMPLOYER ACTIVITY STAFF 61.4 64,792 3,978,226  
 BENEFIT PMT CONTROL 16.9 61,383 1,037,373  
 UI PERFORMS 480 11.4 60,924 694,534  
 OPERATING STAFF 178.0 56,422 10,043,202  
 SUPPORT 26.07% 46.4 67,683 3,140,491  
 AS&T 31.1 55,261 1,718,617  
 TOTAL STAFF 255.5 58,326 14,902,310  
 NON-PERSONAL SERVICES 2,490,061  
 STOP-LOSS/STOP-GAIN -294,279  
 TOTAL ALLOCATION (excluding POSTAGE) 17,098,092  
 POSTAGE 956,362  
 TOTAL ALLOCATION (including POSTAGE) 18,054,454  
 \*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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 April 27, 2012  
 \* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 46

MICHIGAN

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,840.81

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 35.671 646,834 208.9 49,966 10,437,897  
 WEEKS CLAIMED 1.165 4,087,957 43.1 49,966 2,153,535  
 NON MONETARY 36.938 364,221 121.8 50,450 6,144,810  
 APPEALS 214.542 23,611 45.9 112,427 5,160,399

SAVE 0.4 70,456 28,182

CLAIMS ACTIVITY STAFF 420.1 56,950 23,924,823

WAGE RECORDS 0.151 17,909,801 24.5 86,820 2,127,090

TAX FUNCTIONS 74.582 201,414 136.0 91,123 12,392,728

EMPLOYER ACTIVITY STAFF 160.5 90,466 14,519,818

BENEFIT PMT CONTROL 69.5 81,257 5,647,362

UI PERFORMS 480 14.5 99,168 1,437,936

OPERATING STAFF 664.6 68,507 45,529,939

SUPPORT 27.13% 180.3 102,497 18,480,209

AS&T 19.6 121,483 2,381,067

TOTAL STAFF 864.5 76,797 66,391,215

NON-PERSONAL SERVICES 35,889,548

STOP-LOSS/STOP-GAIN 3,030,567

TOTAL ALLOCATION (excluding POSTAGE) 105,311,330

POSTAGE 3,793,353

TOTAL ALLOCATION (including POSTAGE) 109,104,683

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 47

MINNESOTA

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,771.76

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 17.163 277,572 44.8 59,552 2,667,930

WEEKS CLAIMED 1.109 2,536,197 26.5 64,216 1,701,724

NON MONETARY 28.829 177,760 48.2 62,914 3,032,455

APPEALS 184.006 16,045 27.8 82,240 2,286,272

SAVE 0.6 69,630 41,778

CLAIMS ACTIVITY STAFF 147.9 65,789 9,730,159  
WAGE RECORDS 0.077 11,943,908 8.7 67,551 587,694  
TAX FUNCTIONS 48.479 130,063 59.3 72,860 4,320,598  
EMPLOYER ACTIVITY STAFF 68.0 72,181 4,908,292  
BENEFIT PMT CONTROL 42.2 64,835 2,736,037  
UI PERFORMS 480 10.1 72,326 730,493  
OPERATING STAFF 268.2 67,506 18,104,981  
SUPPORT 14.24% 38.2 90,126 3,442,813  
AS&T 33.9 85,213 2,888,721  
TOTAL STAFF 340.3 71,809 24,436,515  
NON-PERSONAL SERVICES 12,350,088  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 36,786,603  
POSTAGE 2,369,249  
TOTAL ALLOCATION (including POSTAGE) 39,155,852

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 48

MISSOURI

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,785.94

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

INITIAL CLAIMS 13.167 370,903 45.6 52,202 2,380,411

WEEKS CLAIMED 1.281 2,106,933 25.2 49,050 1,236,060

NON MONETARY 32.218 209,699 63.0 48,170 3,034,710

APPEALS 193.734 19,774 35.8 62,971 2,254,362

SAVE 0.1 54,667 5,467

CLAIMS ACTIVITY STAFF 169.7 52,510 8,911,010

WAGE RECORDS 0.133 12,157,950 15.1 48,880 738,088  
TAX FUNCTIONS 78.64 136,934 100.5 52,981 5,324,591  
EMPLOYER ACTIVITY STAFF 115.6 52,445 6,062,679  
BENEFIT PMT CONTROL 26.7 46,416 1,239,307  
UI PERFORMS 480 8.0 59,189 473,512  
OPERATING STAFF 320.0 52,145 16,686,508  
SUPPORT 17.63% 56.4 70,545 3,978,738  
AS&T 28.3 64,889 1,836,359  
TOTAL STAFF 404.7 55,601 22,501,605  
NON-PERSONAL SERVICES 5,908,129  
STOP-LOSS/STOP-GAIN 2,380,986  
TOTAL ALLOCATION (excluding POSTAGE) 30,790,720  
POSTAGE 2,057,804  
TOTAL ALLOCATION (including POSTAGE) 32,848,524  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 49

NEBRASKA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,737.06

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
INITIAL CLAIMS 23.307 83,823 18.7 46,837 875,852

WEEKS CLAIMED 0.743 557,222 4.0 57,053 228,212

NON MONETARY 30.332 85,280 24.8 49,359 1,224,103

APPEALS 139.783 4,937 6.6 69,051 455,737

SAVE 0.2 58,630 11,726

CLAIMS ACTIVITY STAFF 54.3 51,485 2,795,630

WAGE RECORDS 0.190 4,165,330 7.6 53,753 408,523

TAX FUNCTIONS 63.342 48,508 29.5 59,893 1,766,844  
 EMPLOYER ACTIVITY STAFF 37.1 58,635 2,175,367  
 BENEFIT PMT CONTROL 8.0 57,765 462,120  
 UI PERFORMS 480 6.2 62,276 386,111  
 OPERATING STAFF 105.6 55,106 5,819,228  
 SUPPORT 27.46% 29.0 70,848 2,054,592  
 AS&T 12.3 80,521 990,408  
 TOTAL STAFF 146.9 60,342 8,864,228  
 NON-PERSONAL SERVICES 3,126,962  
 STOP-LOSS/STOP-GAIN 390,105  
 TOTAL ALLOCATION (excluding POSTAGE) 12,381,295  
 POSTAGE 582,345  
 TOTAL ALLOCATION (including POSTAGE) 12,963,640

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 50

OHIO

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,794.74

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

-----  
-----

INITIAL CLAIMS 25.923 540,412 130.1 67,568 8,790,597  
 WEEKS CLAIMED 1.451 3,837,906 51.7 78,470 4,056,899  
 NON MONETARY 50.630 292,526 137.5 65,871 9,057,263  
 APPEALS 221.437 21,588 44.4 90,529 4,019,488  
 SAVE 0.4 73,333 29,333  
 CLAIMS ACTIVITY STAFF 364.1 71,281 25,953,580  
 WAGE RECORDS 0.139 25,409,343 32.8 67,740 2,221,872  
 TAX FUNCTIONS 84.436 217,489 170.5 77,323 13,183,572

EMPLOYER ACTIVITY STAFF 203.3 75,777 15,405,444  
 BENEFIT PMT CONTROL 70.2 71,202 4,998,380  
 UI PERFORMS 480 15.5 72,306 1,120,743  
 OPERATING STAFF 653.1 72,697 47,478,147  
 SUPPORT 11.54% 75.4 75,073 5,660,504  
 AS&T 69.1 93,703 6,474,877  
 TOTAL STAFF 797.6 74,741 59,613,528  
 NON-PERSONAL SERVICES 15,025,545  
 STOP-LOSS/STOP-GAIN 3,303,217  
 TOTAL ALLOCATION (excluding POSTAGE) 77,942,290  
 POSTAGE 3,649,365  
 TOTAL ALLOCATION (including POSTAGE) 81,591,655

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 51

WISCONSIN

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,529.11

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 11.704 579,222 73.9 58,697 4,337,708  
 WEEKS CLAIMED 1.017 3,426,111 38.0 58,630 2,227,940  
 NON MONETARY 53.150 210,223 121.8 68,325 8,321,985  
 APPEALS 211.903 18,456 42.6 100,072 4,263,067  
 SAVE 0.7 76,183 53,328  
 CLAIMS ACTIVITY STAFF 277.0 69,329 19,204,028  
 WAGE RECORDS 0.082 13,610,183 12.2 62,568 763,330  
 TAX FUNCTIONS 73.78 130,625 105.0 84,286 8,850,030  
 EMPLOYER ACTIVITY STAFF 117.2 82,025 9,613,360

BENEFIT PMT CONTROL 58.5 68,604 4,013,334  
 UI PERFORMS 480 11.6 99,805 1,157,738  
 OPERATING STAFF 464.3 73,204 33,988,460  
 SUPPORT 12.69% 58.9 103,543 6,098,683  
 AS&T 46.6 112,386 5,237,188  
 TOTAL STAFF 569.8 79,544 45,324,331  
 NON-PERSONAL SERVICES 12,056,680  
 STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 57,381,011  
 POSTAGE 3,060,821  
 TOTAL ALLOCATION (including POSTAGE) 60,441,832

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 52

REGION 6

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

FUNCTION WORKLOAD STAFFYRS PS/PB DOLLARS

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 -----

INITIAL CLAIMS 3,967,406 939.9 66,330 62,343,548  
 WEEKS CLAIMED 26,710,434 329.6 66,026 21,762,220  
 NON MONETARY 1,614,289 787.4 69,546 54,760,194  
 APPEALS 294,319 532.6 97,833 52,105,744  
 SAVE 39.0 78,040 3,043,553  
 CLAIMS ACTIVITY STAFF 2,628.5 73,812 194,015,259  
 WAGE RECORDS 126,109,242 452.6 81,452 36,865,385  
 TAX FUNCTIONS 1,828,425 578.8 75,002 43,411,357  
 EMPLOYER ACTIVITY STAFF 1,031.4 77,833 80,276,742  
 BENEFIT PMT CONTROL 308.0 68,646 21,143,027



UI PERFORMS 88.0 82,409 7,252,008  
 OPERATING STAFF 4,055.9 74,629 302,687,036  
 SUPPORT 20.89% 847.2 87,072 73,767,133  
 AS&T 615.5 90,892 55,944,007  
 TOTAL STAFF 5,518.6 78,353 432,398,176  
 NON-PERSONAL SERVICES 152,772,197  
 STOP-LOSS/STOP-GAIN -5,270,874  
 TOTAL ALLOCATION (excluding POSTAGE) 579,899,499  
 POSTAGE 26,374,285  
 TOTAL ALLOCATION (including POSTAGE) 606,273,784

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 53

ALASKA

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,642.14

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

INITIAL CLAIMS 28.011 76,463 21.7 92,531 2,007,923

WEEKS CLAIMED 1.324 492,233 6.6 92,444 610,130

NON MONETARY 45.912 58,405 27.2 67,099 1,825,093

APPEALS 180.158 1,552 2.8 93,444 261,643

SAVE 1.0 89,193 89,193

CLAIMS ACTIVITY STAFF 59.3 80,843 4,793,982

WAGE RECORDS 0.231 1,500,205 3.5 62,440 218,540

TAX FUNCTIONS 81.568 17,437 14.4 93,907 1,352,261

EMPLOYER ACTIVITY STAFF 17.9 87,754 1,570,801

BENEFIT PMT CONTROL 27.7 86,257 2,389,319

UI PERFORMS 480 19.1 92,216 1,761,326

OPERATING STAFF 124.0 84,802 10,515,428  
 SUPPORT 16.13% 20.0 124,878 2,497,560  
 AS&T 13.8 120,155 1,658,139  
 TOTAL STAFF 157.8 92,973 14,671,127  
 NON-PERSONAL SERVICES 6,725,772  
 STOP-LOSS/STOP-GAIN -537,702  
 TOTAL ALLOCATION (excluding POSTAGE) 20,859,197  
 POSTAGE 435,627  
 TOTAL ALLOCATION (including POSTAGE) 21,294,824

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 54

ARIZONA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,845.24

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

INITIAL CLAIMS 21.704 236,874 46.4 40,412 1,875,117

WEEKS CLAIMED 2.396 1,740,189 37.7 40,430 1,524,211

NON MONETARY 70.108 128,085 81.1 43,992 3,567,751

APPEALS 150.398 26,790 36.4 64,195 2,336,698

SAVE 2.3 52,325 120,348

CLAIMS ACTIVITY STAFF 203.9 46,219 9,424,125

WAGE RECORDS 0.114 11,312,879 11.6 40,327 467,793

TAX FUNCTIONS 79.885 122,146 88.1 54,737 4,822,330

EMPLOYER ACTIVITY STAFF 99.7 53,060 5,290,123

BENEFIT PMT CONTROL 42.2 51,265 2,163,383

UI PERFORMS 480 12.5 54,711 683,888

OPERATING STAFF 358.3 49,013 17,561,519

SUPPORT 20.40% 73.1 76,370 5,582,647  
AS&T 43.1 75,050 3,234,655  
TOTAL STAFF 474.5 55,593 26,378,821  
NON-PERSONAL SERVICES 5,501,928  
STOP-LOSS/STOP-GAIN -753,179  
TOTAL ALLOCATION (excluding POSTAGE) 31,127,570  
POSTAGE 1,727,665  
TOTAL ALLOCATION (including POSTAGE) 32,855,235

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 55

CALIFORNIA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,682.33

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 25.476 2,465,841 622.3 68,575 42,674,223  
WEEKS CLAIMED 1.075 16,493,632 175.7 68,910 12,107,487  
NON MONETARY 47.823 932,528 441.8 74,830 33,059,894  
APPEALS 188.330 208,420 388.9 102,460 39,846,694  
SAVE 29.7 80,772 2,398,928  
CLAIMS ACTIVITY STAFF 1,658.4 78,441 130,087,226  
WAGE RECORDS 0.474 81,803,622 384.1 86,011 33,036,825  
TAX FUNCTIONS 12.358 1,227,757 150.3 86,418 12,988,625  
EMPLOYER ACTIVITY STAFF 534.4 86,125 46,025,450  
BENEFIT PMT CONTROL 75.1 70,799 5,317,005  
UI PERFORMS 480 12.6 91,634 1,154,588  
OPERATING STAFF 2,280.5 80,063 182,584,269  
SUPPORT 20.76% 473.4 89,373 42,309,178

AS&T 346.8 91,885 31,865,718  
TOTAL STAFF 3,100.7 82,807 256,759,165  
NON-PERSONAL SERVICES 88,959,731  
STOP-LOSS/STOP-GAIN 0  
TOTAL ALLOCATION (excluding POSTAGE) 345,718,896  
POSTAGE 16,592,124  
TOTAL ALLOCATION (including POSTAGE) 362,311,020  
\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*  
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\*\*\*\*\*  
April 27, 2012  
\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 56

HAWAII

F Y 2 0 1 3 A L L O C A T I O N MAYTARCS

WORK HOURS 1,719.76

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 25.789 73,367 18.3 47,020 860,466

WEEKS CLAIMED 2.156 509,089 10.6 47,007 498,274

NON MONETARY 61.741 31,203 18.7 65,874 1,231,844

APPEALS 189.789 2,592 4.8 71,222 341,866

SAVE 0.2 64,961 12,992

CLAIMS ACTIVITY STAFF 52.6 55,997 2,945,442

WAGE RECORDS 0.173 2,652,235 4.4 55,061 242,268

TAX FUNCTIONS 82.086 30,578 24.3 65,937 1,602,269

EMPLOYER ACTIVITY STAFF 28.7 64,270 1,844,537

BENEFIT PMT CONTROL 5.1 76,855 391,961

UI PERFORMS 360 7.3 93,529 682,762

OPERATING STAFF 93.7 62,590 5,864,702

SUPPORT 25.72% 24.1 88,830 2,140,803

AS&T 16.4 72,705 1,192,362

TOTAL STAFF 134.2 68,539 9,197,867

NON-PERSONAL SERVICES 3,357,378

STOP-LOSS/STOP-GAIN 133,201

TOTAL ALLOCATION (excluding POSTAGE) 12,688,446

POSTAGE 489,439

TOTAL ALLOCATION (including POSTAGE) 13,177,885

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 57

IDAHO

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,794.23

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 29.689 117,046 32.3 55,442 1,790,777

WEEKS CLAIMED 1.962 640,718 11.7 53,118 621,481

NON MONETARY 53.797 50,545 25.3 54,164 1,370,349

APPEALS 207.159 4,083 7.9 100,976 797,710

SAVE 0.5 62,227 31,114

CLAIMS ACTIVITY STAFF 77.7 59,349 4,611,431

WAGE RECORDS 0.211 2,984,147 5.8 47,944 278,075

TAX FUNCTIONS 81.247 47,611 35.9 60,353 2,166,673

EMPLOYER ACTIVITY STAFF 41.7 58,627 2,444,748

BENEFIT PMT CONTROL 14.9 58,425 870,533

UI PERFORMS 480 11.2 67,773 759,058

OPERATING STAFF 145.5 59,696 8,685,770

SUPPORT 19.31% 28.1 83,103 2,335,194

AS&T 20.7 77,348 1,601,104

TOTAL STAFF 194.3 64,962 12,622,068

NON-PERSONAL SERVICES 2,329,295  
 STOP-LOSS/STOP-GAIN 461,651  
 TOTAL ALLOCATION (excluding POSTAGE) 15,413,014  
 POSTAGE 644,287  
 TOTAL ALLOCATION (including POSTAGE) 16,057,301

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

# Image 58

NEVADA

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,903.09

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 20.169 196,969 34.8 57,487 2,000,548  
 WEEKS CLAIMED 1.553 1,471,081 20.0 58,406 1,168,120  
 NON MONETARY 41.383 107,290 38.9 59,570 2,317,273  
 APPEALS 228.109 9,259 18.5 71,372 1,320,382  
 SAVE 1.9 65,094 123,679  
 CLAIMS ACTIVITY STAFF 114.1 60,736 6,930,002  
 WAGE RECORDS 0.102 5,244,813 4.7 63,237 297,214  
 TAX FUNCTIONS 85.068 55,991 41.7 66,109 2,756,745  
 EMPLOYER ACTIVITY STAFF 46.4 65,818 3,053,959  
 BENEFIT PMT CONTROL 22.0 59,453 1,307,966  
 UI PERFORMS 480 4.6 95,757 440,482  
 OPERATING STAFF 187.1 62,707 11,732,409  
 SUPPORT 28.27% 52.9 76,970 4,071,713  
 AS&T 40.7 91,659 3,730,521  
 TOTAL STAFF 280.7 69,593 19,534,643  
 NON-PERSONAL SERVICES 6,281,879

STOP-LOSS/STOP-GAIN 162,035

TOTAL ALLOCATION (excluding POSTAGE) 25,978,557

POSTAGE 1,313,938

TOTAL ALLOCATION (including POSTAGE) 27,292,495

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 59

OREGON

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,752.99

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 21.420 358,579 73.0 61,919 4,520,087

WEEKS CLAIMED 1.437 2,290,415 31.3 84,656 2,649,733

NON MONETARY 66.242 112,676 71.0 67,590 4,798,890

APPEALS 204.719 17,016 33.1 84,804 2,807,012

SAVE 0.9 74,199 66,779

CLAIMS ACTIVITY STAFF 209.3 70,915 14,842,501

WAGE RECORDS 0.267 7,491,747 19.0 71,025 1,349,475

TAX FUNCTIONS 74.795 109,723 78.0 74,248 5,791,344

EMPLOYER ACTIVITY STAFF 97.0 73,617 7,140,819

BENEFIT PMT CONTROL 55.1 71,626 3,946,593

UI PERFORMS 480 8.2 102,319 839,016

OPERATING STAFF 369.6 72,427 26,768,929

SUPPORT 10.36% 38.3 86,678 3,319,767

AS&T 47.8 91,890 4,392,342

TOTAL STAFF 455.7 75,666 34,481,038

NON-PERSONAL SERVICES 13,076,838

STOP-LOSS/STOP-GAIN -4,736,880

TOTAL ALLOCATION (excluding POSTAGE) 42,820,996

POSTAGE 2,115,660

TOTAL ALLOCATION (including POSTAGE) 44,936,656

\*\* Prepared by DOL/ETA/OUI, Division of Fiscal and Actuarial Services \*\*

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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# Image 60

WASHINGTON

F Y 2 0 1 3 A L L O C A T I O N MAYTARGS

WORK HOURS 1,740.11

FUNCTION MPU WORKLOAD STAFFYRS PS/PB DOLLARS

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INITIAL CLAIMS 21.513 442,267 91.1 72,606 6,614,407

WEEKS CLAIMED 1.224 3,073,077 36.0 71,744 2,582,784

NON MONETARY 44.990 193,557 83.4 79,006 6,589,100

APPEALS 170.773 24,607 40.2 109,297 4,393,739

SAVE 2.5 80,208 200,520

CLAIMS ACTIVITY STAFF 253.2 80,492 20,380,550

WAGE RECORDS 0.155 13,119,594 19.5 50,010 975,195

TAX FUNCTIONS 70.231 217,182 146.1 81,664 11,931,110

EMPLOYER ACTIVITY STAFF 165.6 77,937 12,906,305

BENEFIT PMT CONTROL 65.9 72,174 4,756,267

UI PERFORMS 480 12.5 74,471 930,888

OPERATING STAFF 497.2 78,387 38,974,010

SUPPORT 27.61% 137.3 83,833 11,510,271

AS&T 86.2 95,930 8,269,166

TOTAL STAFF 720.7 81,523 58,753,447

NON-PERSONAL SERVICES 26,539,376

STOP-LOSS/STOP-GAIN 0

TOTAL ALLOCATION (excluding POSTAGE) 85,292,823



POSTAGE 3,055,545

TOTAL ALLOCATION (including POSTAGE) 88,348,368

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April 27, 2012

\* \* \* DETAIL FOR INFORMATION PURPOSES ONLY \* \* \*

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- [Image 1](#)
- [Image 2](#)
- [Image 3](#)
- [Image 4](#)
- [Image 5](#)
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- [Image 29](#)
- [Image 30](#)

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# Image 1

Attachment II

BACKUP MATERIAL FOR WORKLOAD ALLOCATION

1. MPU'S USED TO DETERMINE ALLOCATION
2. BASE WORKLOADS
3. HOURS PER STAFF YEAR
4. CALCULATION OF MPU ADJUSTMENTS
  - A INITIAL CLAIMS
  - B NON-MONETARY DETERMINATIONS
  - C APPEALS
  - D WEEKS CLAIMED
  - E WAGE RECORDS
  - F TAX
5. PERCENT DECREASE FROM STATE MPU

A INITIAL CLAIMS  
 B NON-MONETARY DETERMINATIONS  
 C APPEALS  
 D WEEKS CLAIMED  
 E WAGE RECORDS  
 F TAX

6. COMPUTATION OF STAFF YEARS  
 A SUPPORT  
 B AS&T

7. MPU/WORKLOAD/STAFFYEARS - COMPARISON TO PRIOR FISCAL YEAR  
 A INITIAL CLAIMS  
 B NON-MONETARY DETERMINATIONS  
 C APPEALS  
 D WEEKS CLAIMED  
 E WAGE RECORDS  
 F TAX

8.

MPU/WORKLOAD/STAFFYEARS - PERCENT CHANGE FROM PRIOR FISCAL YEAR  
 A INITIAL CLAIMS  
 B NON-MONETARY DETERMINATIONS  
 C APPEALS  
 D WEEKS CLAIMED  
 E WAGE RECORDS  
 F TAX

## Image 2

TABLE 1

STATE	IC	NM	AP	WC	WR	TAX
CONNECTICUT	20.304	68.280	201.607	1.364	0.082	80.749
MAINE	19.340	54.953	230.942	2.196	0.070	72.864
MASSACHUSETTS	23.009	84.547	218.978	1.597	0.065	30.292
NEW HAMPSHIRE	22.057	52.371	216.968	2.806	0.131	71.553
NEW JERSEY	28.428	61.222	171.091	1.077	0.084	37.233
NEW YORK	11.662	83.885	254.350	0.953	0.019	69.342
PUERTO RICO	40.289	58.946	219.482	1.942	0.071	69.033
RHODE ISLAND	34.953	52.999	180.841	0.391	0.039	38.132
VERMONT	20.611	40.159	242.353	1.186	0.447	70.910
VIRGIN ISLANDS	54.674	172.625	115.601	3.641	1.103	112.622
DELAWARE	26.726	60.168	177.071	1.617	0.208	82.902
DIST. OF COLUMBIA	46.274	64.592	132.791	1.327	0.044	70.353
MARYLAND	24.972	42.315	155.520	1.266	0.139	97.364

PENNSYLVANIA 21.535 34.945 206.982 1.734 0.037 79.496  
VIRGINIA 31.366 64.122 174.356 2.067 0.179 50.393  
WEST VIRGINIA 28.381 50.382 221.192 1.949 0.176 85.652  
ALABAMA 23.869 55.707 190.480 1.502 0.083 77.591  
FLORIDA 25.385 44.661 152.350 1.524 0.105 66.128  
GEORGIA 23.998 42.941 187.801 1.179 0.259 79.278  
KENTUCKY 20.822 39.264 183.547 0.875 0.052 76.593  
MISSISSIPPI 23.784 49.560 172.001 2.012 0.185 69.303  
NORTH CAROLINA 23.886 46.478 177.253 1.236 0.077 68.756  
SOUTH CAROLINA 33.424 40.324 193.561 1.706 0.177 77.652  
TENNESSEE 23.502 33.675 170.419 1.433 0.145 77.164  
ARKANSAS 33.731 44.974 181.263 1.019 0.145 68.258  
COLORADO 32.875 40.467 184.909 0.221 0.107 59.124  
LOUISIANA 25.432 21.619 169.744 1.766 0.059 73.048  
MONTANA 36.156 60.417 249.104 1.645 0.187 64.004  
NEW MEXICO 30.089 38.287 152.527 1.120 0.063 72.720  
NORTH DAKOTA 20.146 11.332 187.174 1.391 0.097 79.731  
OKLAHOMA 21.599 49.802 180.474 2.045 0.158 82.171  
SOUTH DAKOTA 34.521 34.924 246.453 3.396 0.147 82.181  
TEXAS 22.918 22.779 180.722 1.315 0.139 65.538  
UTAH 25.672 32.373 202.516 0.822 0.057 85.264  
WYOMING 28.723 33.902 207.094 1.261 0.167 84.737  
ILLINOIS 23.878 57.597 130.149 0.708 0.174 73.361  
INDIANA 21.737 39.411 88.531 1.313 0.134 71.379  
IOWA 24.723 45.380 179.347 1.248 0.267 82.420  
KANSAS 15.609 42.382 192.966 1.549 0.093 79.176  
MICHIGAN 35.671 36.938 214.542 1.165 0.151 74.582  
MINNESOTA 17.163 28.829 184.006 1.109 0.077 48.479  
MISSOURI 13.167 32.218 193.734 1.281 0.133 78.640  
NEBRASKA 23.307 30.332 139.783 0.743 0.190 63.342  
OHIO 25.923 50.630 221.437 1.451 0.139 84.436  
WISCONSIN 11.704 53.150 211.903 1.017 0.082 73.780  
ALASKA 28.011 45.912 180.158 1.324 0.231 81.568  
ARIZONA 21.704 70.108 150.398 2.396 0.114 79.885

CALIFORNIA 25.476 47.823 188.330 1.075 0.474 12.358  
 HAWAII 25.789 61.741 189.789 2.156 0.173 82.086  
 IDAHO 29.689 53.797 207.159 1.962 0.211 81.247  
 NEVADA 20.169 41.383 228.109 1.553 0.102 85.068  
 OREGON 21.420 66.242 204.719 1.437 0.267 74.795  
 WASHINGTON 21.513 44.990 170.773 1.224 0.155 70.231  
 F Y 2 0 1 3 A L L O C A T I O N  
 MPU's USED TO DETERMINE ALLOCATION

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## Image 3

TABLE 2

STATE IC NM AP WC WR TAX

CONNECTICUT 204,464 78,391 12,486 1,873,138 7,500,986 96,462  
 MAINE 71,674 26,561 5,553 508,316 3,179,184 41,849  
 MASSACHUSETTS 343,945 72,327 18,522 3,404,664 13,367,409 209,620  
 NEW HAMPSHIRE 63,645 37,573 3,779 443,305 2,848,073 39,704  
 NEW JERSEY 463,069 158,263 30,693 4,832,940 17,658,349 230,253  
 NEW YORK 1,053,837 203,681 31,506 9,187,156 40,433,616 495,131  
 PUERTO RICO 120,113 51,209 4,223 1,404,295 4,026,628 67,813  
 RHODE ISLAND 66,759 17,556 3,718 488,687 2,129,909 32,633  
 VERMONT 39,695 13,252 1,485 313,520 1,586,586 21,403  
 VIRGIN ISLANDS 3,052 711 93 33,422 184,199 3,585  
 DELAWARE 49,208 18,854 4,477 357,704 1,980,579 25,647  
 DIST. OF COLUMBIA 38,630 13,130 1,542 356,207 2,379,959 29,441  
 MARYLAND 258,177 212,963 28,437 1,903,149 11,567,373 136,333  
 PENNSYLVANIA 1,061,148 269,822 56,045 7,935,014 24,381,229 297,508  
 VIRGINIA 288,222 118,143 20,394 1,756,634 16,698,287 195,710  
 WEST VIRGINIA 67,079 26,928 4,049 548,154 3,234,601 35,608  
 ALABAMA 257,363 73,820 16,453 1,316,779 8,017,390 85,716  
 FLORIDA 738,179 371,912 92,374 5,196,801 34,120,130 455,970  
 GEORGIA 584,420 139,927 38,895 2,803,760 16,104,433 204,431  
 KENTUCKY 268,611 67,078 15,616 1,400,699 8,126,240 84,238  
 MISSISSIPPI 121,019 59,173 15,438 777,365 5,048,536 54,060

NORTH CAROLINA 621,629 139,991 34,467 3,331,080 17,586,472 194,857  
SOUTH CAROLINA 244,503 78,500 13,555 1,425,496 8,377,974 96,891  
TENNESSEE 295,840 77,206 19,476 1,666,517 12,007,364 111,424  
ARKANSAS 175,335 58,682 11,415 1,237,949 5,409,725 68,677  
COLORADO 156,275 134,398 16,256 1,521,317 9,978,234 147,813  
LOUISIANA 156,066 81,156 14,368 1,216,814 7,869,451 105,045  
MONTANA 61,694 24,178 670 441,980 2,001,157 36,302  
NEW MEXICO 76,418 40,888 8,382 716,876 3,492,457 44,949  
NORTH DAKOTA 23,824 22,085 1,747 138,507 1,770,087 22,325  
OKLAHOMA 131,141 73,604 11,040 897,331 7,156,272 82,570  
SOUTH DAKOTA 20,022 15,237 1,084 119,899 1,812,973 25,524  
TEXAS 722,954 601,063 83,028 5,694,524 48,510,326 467,100  
UTAH 93,258 106,363 10,470 656,865 5,479,838 67,500  
WYOMING 29,393 21,928 1,949 169,969 1,231,093 22,091  
ILLINOIS 628,942 268,458 51,174 6,089,901 26,452,308 301,527  
INDIANA 351,404 138,107 22,684 2,157,200 12,186,320 128,292  
IOWA 184,222 61,655 11,795 1,057,208 6,796,411 75,126  
KANSAS 148,599 71,229 9,932 956,098 6,527,085 69,414  
MICHIGAN 646,834 364,221 23,611 4,087,957 17,909,801 201,414  
MINNESOTA 277,572 177,760 16,045 2,536,197 11,943,908 130,063  
MISSOURI 370,903 209,699 19,774 2,106,933 12,157,950 136,934  
NEBRASKA 83,823 85,280 4,937 557,222 4,165,330 48,508  
OHIO 540,412 292,526 21,588 3,837,906 25,409,343 217,489  
WISCONSIN 579,222 210,223 18,456 3,426,111 13,610,183 130,625  
ALASKA 76,463 58,405 1,552 492,233 1,500,205 17,437  
ARIZONA 236,874 128,085 26,790 1,740,189 11,312,879 122,146  
CALIFORNIA 2,465,841 932,528 208,420 16,493,632 81,803,622 1,227,757  
HAWAII 73,367 31,203 2,592 509,089 2,652,235 30,578  
IDAHO 117,046 50,545 4,083 640,718 2,984,147 47,611  
NEVADA 196,969 107,290 9,259 1,471,081 5,244,813 55,991  
OREGON 358,579 112,676 17,016 2,290,415 7,491,747 109,723  
WASHINGTON 442,267 193,557 24,607 3,073,077 13,119,594 217,182  
F Y 2 0 1 3 A L L O C A T I O N  
BASE WORKLOADS

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# Image 4

TABLE 3

F Y 2 0 1 3 A L L O C A T I O N

DATA USED IN FY 2013 ALLOCATION

HOURS PER

STATE STAFF YEAR

CONNECTICUT 1,757.61

MAINE 1,742.78

MASSACHUSETTS 1,585.50

NEW HAMPSHIRE 1,621.72

NEW JERSEY 1,481.83

NEW YORK 1,617.96

PUERTO RICO 1,105.68

RHODE ISLAND 1,478.20

VERMONT 1,728.07

VIRGIN ISLANDS 1,709.57

DELAWARE 1,648.17

DIST. OF COLUMBIA 1,743.71

MARYLAND 1,735.67

PENNSYLVANIA 1,641.44

VIRGINIA 1,844.60

WEST VIRGINIA 1,654.79

ALABAMA 1,751.49

FLORIDA 1,879.38

GEORGIA 1,780.36

KENTUCKY 1,681.07

MISSISSIPPI 1,787.42

NORTH CAROLINA 1,826.48

SOUTH CAROLINA 1,651.90

TENNESSEE 1,688.41

ARKANSAS 1,797.94

COLORADO 1,753.97

LOUISIANA 1,744.51

MONTANA 1,707.30

NEW MEXICO 1,764.17

NORTH DAKOTA 1,907.77  
OKLAHOMA 1,852.87  
SOUTH DAKOTA 1,854.28  
TEXAS 1,732.22  
UTAH 1,712.88  
WYOMING 1,783.06  
ILLINOIS 1,610.78  
INDIANA 1,709.44  
IOWA 1,770.18  
KANSAS 1,654.95  
MICHIGAN 1,840.81  
MINNESOTA 1,771.76  
MISSOURI 1,785.94  
NEBRASKA 1,737.06  
OHIO 1,794.74  
WISCONSIN 1,529.11  
ALASKA 1,642.14  
ARIZONA 1,845.24  
CALIFORNIA 1,682.33  
HAWAII 1,719.76  
IDAHO 1,794.23  
NEVADA 1,903.09  
OREGON 1,752.99  
WASHINGTON 1,740.11

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## Image 5

TABLE 4A

STATE MPU MADJ WADJ ADJ MPU WORKLOAD

VIRGIN ISLANDS 79.652 0.563845 0.750309 54.674 3,052  
DIST. OF COLUMBIA 65.250 0.563845 0.753917 46.274 38,630  
PUERTO RICO 55.118 0.563845 0.762178 40.289 120,113  
MICHIGAN 48.492 0.563845 0.815579 35.671 646,834  
MONTANA 47.712 0.563845 0.756255 36.156 61,694



RHODE ISLAND 45.627 0.563845 0.756768 34.953 66,759  
SOUTH DAKOTA 44.761 0.563845 0.752030 34.521 20,022  
ARKANSAS 43.746 0.563845 0.767776 33.731 175,335  
SOUTH CAROLINA 43.363 0.563845 0.774789 33.424 244,503  
COLORADO 42.196 0.563845 0.765844 32.875 156,275  
VIRGINIA 39.794 0.563845 0.779221 31.366 288,222  
NEW MEXICO 37.159 0.563845 0.757748 30.089 76,418  
IDAHO 36.526 0.563845 0.761867 29.689 117,046  
NEW JERSEY 34.807 0.563845 0.796948 28.428 463,069  
WYOMING 34.708 0.563845 0.752980 28.723 29,393  
WEST VIRGINIA 34.165 0.563845 0.756801 28.381 67,079  
ALASKA 33.531 0.563845 0.757752 28.011 76,463  
CALIFORNIA 31.766 0.563845 1.000000 25.476 2,465,841  
DELAWARE 31.258 0.563845 0.754989 26.726 49,208  
OHIO 30.336 0.563845 0.804790 25.923 540,412  
HAWAII 29.649 0.563845 0.757438 25.789 73,367  
FLORIDA 29.536 0.563845 0.824840 25.385 738,179  
UTAH 29.462 0.563845 0.759455 25.672 93,258  
LOUISIANA 29.096 0.563845 0.765823 25.432 156,066  
MARYLAND 28.366 0.563845 0.776175 24.972 258,177  
IOWA 27.869 0.563845 0.768677 24.723 184,222  
GEORGIA 26.840 0.563845 0.809252 23.998 584,420  
NORTH CAROLINA 26.659 0.563845 0.813024 23.886 621,629  
ILLINOIS 26.648 0.563845 0.813765 23.878 628,942  
ALABAMA 26.404 0.563845 0.776093 23.869 257,363  
MISSISSIPPI 26.176 0.563845 0.762270 23.784 121,019  
TENNESSEE 25.771 0.563845 0.779994 23.502 295,840  
NEBRASKA 25.322 0.563845 0.758498 23.307 83,823  
TEXAS 24.916 0.563845 0.823297 22.918 722,954  
MASSACHUSETTS 24.912 0.563845 0.784871 23.009 343,945  
NEW HAMPSHIRE 23.133 0.563845 0.756453 22.057 63,645  
INDIANA 22.632 0.563845 0.785627 21.737 351,404  
ARIZONA 22.551 0.563845 0.774016 21.704 236,874  
PENNSYLVANIA 22.400 0.563845 0.857585 21.535 1,061,148

OKLAHOMA 22.346 0.563845 0.763296 21.599 131,141  
WASHINGTON 22.245 0.563845 0.794839 21.513 442,267  
OREGON 22.065 0.563845 0.786355 21.420 358,579  
KENTUCKY 20.986 0.563845 0.777233 20.822 268,611  
VERMONT 20.611 -1.000000 -1.000000 20.611 39,695  
CONNECTICUT 20.304 -1.000000 -1.000000 20.304 204,464  
NEVADA 20.169 -1.000000 -1.000000 20.169 196,969  
NORTH DAKOTA 20.146 -1.000000 -1.000000 20.146 23,824  
MAINE 19.340 -1.000000 -1.000000 19.340 71,674  
MINNESOTA 17.163 -1.000000 -1.000000 17.163 277,572  
KANSAS 15.609 -1.000000 -1.000000 15.609 148,599  
MISSOURI 13.167 -1.000000 -1.000000 13.167 370,903  
WISCONSIN 11.704 -1.000000 -1.000000 11.704 579,222  
NEW YORK 11.662 -1.000000 -1.000000 11.662 1,053,837  
CALCULATION OF MPU ADJUSTMENTS  
(INITIAL CLAIMS)

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## Image 6

TABLE 4B

STATE MPU MADJ WADJ ADJ MPU WORKLOAD  
VIRGIN ISLANDS 239.500 0.435752 0.750191 172.625 711  
NEW YORK 110.319 0.435752 0.804605 83.885 203,681  
MASSACHUSETTS 109.575 0.435752 0.769390 84.547 72,327  
ARIZONA 88.377 0.435752 0.784338 70.108 128,085  
CONNECTICUT 85.157 0.435752 0.771016 68.280 78,391  
OREGON 82.374 0.435752 0.780207 66.242 112,676  
VIRGINIA 79.204 0.435752 0.781673 64.122 118,143  
DIST. OF COLUMBIA 79.096 0.435752 0.753520 64.592 13,130  
NEW JERSEY 75.092 0.435752 0.792428 61.222 158,263  
HAWAII 74.977 0.435752 0.758365 61.741 31,203  
MONTANA 72.952 0.435752 0.756482 60.417 24,178  
DELAWARE 72.546 0.435752 0.755055 60.168 18,854  
PUERTO RICO 70.928 0.435752 0.763729 58.946 51,209  
ILLINOIS 70.250 0.435752 0.821970 57.597 268,458

ALABAMA 66.197 0.435752 0.769790 55.707 73,820  
MAINE 64.815 0.435752 0.757121 54.953 26,561  
IDAHO 63.207 0.435752 0.763551 53.797 50,545  
WISCONSIN 63.024 0.435752 0.806358 53.150 210,223  
RHODE ISLAND 61.856 0.435752 0.754707 52.999 17,556  
NEW HAMPSHIRE 61.011 0.435752 0.760073 52.371 37,573  
OHIO 59.503 0.435752 0.828423 50.630 292,526  
WEST VIRGINIA 57.995 0.435752 0.757219 50.382 26,928  
CALIFORNIA 57.785 0.435752 1.000000 47.823 932,528  
OKLAHOMA 57.311 0.435752 0.769732 49.802 73,604  
MISSISSIPPI 56.891 0.435752 0.765864 49.560 59,173  
NORTH CAROLINA 52.514 0.435752 0.787530 46.478 139,991  
ALASKA 51.413 0.435752 0.765658 45.912 58,405  
IOWA 50.624 0.435752 0.766529 45.380 61,655  
WASHINGTON 50.397 0.435752 0.801890 44.990 193,557  
FLORIDA 50.386 0.435752 0.849705 44.661 371,912  
ARKANSAS 50.006 0.435752 0.765732 44.974 58,682  
GEORGIA 47.130 0.435752 0.787513 42.941 139,927  
MARYLAND 46.324 0.435752 0.807093 42.315 212,963  
KANSAS 46.141 0.435752 0.769096 42.382 71,229  
NEVADA 44.701 0.435752 0.778763 41.383 107,290  
COLORADO 43.355 0.435752 0.786031 40.467 134,398  
SOUTH CAROLINA 43.056 0.435752 0.771045 40.324 78,500  
VERMONT 42.719 0.435752 0.753553 40.159 13,252  
INDIANA 41.753 0.435752 0.787025 39.411 138,107  
KENTUCKY 41.447 0.435752 0.767983 39.264 67,078  
NEW MEXICO 39.956 0.435752 0.760962 38.287 40,888  
MICHIGAN 38.117 0.435752 0.847643 36.938 364,221  
PENNSYLVANIA 34.957 0.435752 0.822336 34.945 269,822  
SOUTH DAKOTA 34.924 -1.000000 -1.000000 34.924 15,237  
WYOMING 33.902 -1.000000 -1.000000 33.902 21,928  
TENNESSEE 33.675 -1.000000 -1.000000 33.675 77,206  
UTAH 32.373 -1.000000 -1.000000 32.373 106,363  
MISSOURI 32.218 -1.000000 -1.000000 32.218 209,699

NEBRASKA 30.332 -1.000000 -1.000000 30.332 85,280  
 MINNESOTA 28.829 -1.000000 -1.000000 28.829 177,760  
 TEXAS 22.779 -1.000000 -1.000000 22.779 601,063  
 LOUISIANA 21.619 -1.000000 -1.000000 21.619 81,156  
 NORTH DAKOTA 11.332 -1.000000 -1.000000 11.332 22,085

CALCULATION OF MPU ADJUSTMENTS  
 (NONMONETARY DETERMINATIONS)

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## Image 7

TABLE 4C

STATE	MPU	MADJ	WADJ	ADJ	MPU	WORKLOAD
NEW YORK	364.254	0.717234	0.787791	254.350	31,506	
MONTANA	341.706	0.717234	0.750804	249.104	670	
SOUTH DAKOTA	336.089	0.717234	0.751300	246.453	1,084	
VERMONT	327.317	0.717234	0.751781	242.353	1,485	
MAINE	303.570	0.717234	0.756661	230.942	5,553	
NEVADA	298.270	0.717234	0.761106	228.109	9,259	
OHIO	286.301	0.717234	0.775895	221.437	21,588	
WEST VIRGINIA	281.932	0.717234	0.754857	221.192	4,049	
MASSACHUSETTS	280.099	0.717234	0.772217	218.978	18,522	
PUERTO RICO	278.238	0.717234	0.755065	219.482	4,223	
NEW HAMPSHIRE	272.669	0.717234	0.754533	216.968	3,779	
MICHIGAN	271.151	0.717234	0.778321	214.542	23,611	
WISCONSIN	264.229	0.717234	0.772138	211.903	18,456	
PENNSYLVANIA	259.722	0.717234	0.817226	206.982	56,045	
IDAHO	251.337	0.717234	0.754898	207.159	4,083	
WYOMING	250.870	0.717234	0.752338	207.094	1,949	
OREGON	247.911	0.717234	0.770411	204.719	17,016	
UTAH	242.077	0.717234	0.762559	202.516	10,470	
CONNECTICUT	240.341	0.717234	0.764977	201.607	12,486	
CALIFORNIA	235.472	0.717234	1.000000	188.330	208,420	
MISSOURI	223.647	0.717234	0.773719	193.734	19,774	
SOUTH CAROLINA	222.623	0.717234	0.766259	193.561	13,555	
KANSAS	220.947	0.717234	0.761913	192.966	9,932	

ALABAMA 216.037 0.717234 0.769735 190.480 16,453  
HAWAII 213.334 0.717234 0.753109 189.789 2,592  
GEORGIA 211.873 0.717234 0.796655 187.801 38,895  
NORTH DAKOTA 207.588 0.717234 0.752096 187.174 1,747  
COLORADO 203.587 0.717234 0.769499 184.909 16,256  
MINNESOTA 201.559 0.717234 0.769246 184.006 16,045  
KENTUCKY 200.511 0.717234 0.768731 183.547 15,616  
TEXAS 197.847 0.717234 0.849592 180.722 83,028  
ARKANSAS 195.215 0.717234 0.763692 181.263 11,415  
RHODE ISLAND 193.926 0.717234 0.754460 180.841 3,718  
OKLAHOMA 193.452 0.717234 0.763242 180.474 11,040  
ALASKA 192.347 0.717234 0.751862 180.158 1,552  
IOWA 190.994 0.717234 0.764148 179.347 11,795  
NORTH CAROLINA 187.108 0.717234 0.791343 177.253 34,467  
DELAWARE 185.735 0.717234 0.755370 177.071 4,477  
VIRGINIA 180.120 0.717234 0.774463 174.356 20,394  
MISSISSIPPI 174.774 0.717234 0.768518 172.001 15,438  
NEW JERSEY 172.836 0.717234 0.786816 171.091 30,693  
WASHINGTON 172.077 0.717234 0.779516 170.773 24,607  
TENNESSEE 171.259 0.717234 0.773361 170.419 19,476  
LOUISIANA 169.744 -1.000000 -1.000000 169.744 14,368  
MARYLAND 155.520 -1.000000 -1.000000 155.520 28,437  
NEW MEXICO 152.527 -1.000000 -1.000000 152.527 8,382  
FLORIDA 152.350 -1.000000 -1.000000 152.350 92,374  
ARIZONA 150.398 -1.000000 -1.000000 150.398 26,790  
NEBRASKA 139.783 -1.000000 -1.000000 139.783 4,937  
DIST. OF COLUMBIA 132.791 -1.000000 -1.000000 132.791 1,542  
ILLINOIS 130.149 -1.000000 -1.000000 130.149 51,174  
VIRGIN ISLANDS 115.601 -1.000000 -1.000000 115.601 93  
INDIANA 88.531 -1.000000 -1.000000 88.531 22,684  
CALCULATION OF MPU ADJUSTMENTS  
(APPEALS)

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# Image 8

## TABLE 4D

## STATE MPU MADJ WADJ ADJ MPU WORKLOAD

VIRGIN ISLANDS	5.347	0.532072	0.750507	3.641	33,422
SOUTH DAKOTA	4.944	0.532072	0.751817	3.396	119,899
NEW HAMPSHIRE	3.973	0.532072	0.756719	2.806	443,305
ARIZONA	3.325	0.532072	0.776377	2.396	1,740,189
MAINE	2.953	0.532072	0.757705	2.196	508,316
HAWAII	2.887	0.532072	0.757716	2.156	509,089
VIRGINIA	2.765	0.532072	0.776626	2.067	1,756,634
OKLAHOMA	2.708	0.532072	0.763601	2.045	897,331
MISSISSIPPI	2.651	0.532072	0.761783	2.012	777,365
IDAHO	2.564	0.532072	0.759712	1.962	640,718
PUERTO RICO	2.545	0.532072	0.771285	1.942	1,404,295
WEST VIRGINIA	2.540	0.532072	0.758309	1.949	548,154
PENNSYLVANIA	2.302	0.532072	0.870274	1.734	7,935,014
LOUISIANA	2.244	0.532072	0.768444	1.766	1,216,814
SOUTH CAROLINA	2.146	0.532072	0.771607	1.706	1,425,496
MONTANA	2.029	0.532072	0.756699	1.645	441,980
MASSACHUSETTS	1.985	0.532072	0.801606	1.597	3,404,664
DELAWARE	1.982	0.532072	0.755422	1.617	357,704
NEVADA	1.886	0.532072	0.772298	1.553	1,471,081
FLORIDA	1.879	0.532072	0.828770	1.524	5,196,801
KANSAS	1.874	0.532072	0.764492	1.549	956,098
ALABAMA	1.798	0.532072	0.769959	1.502	1,316,779
OHIO	1.734	0.532072	0.808173	1.451	3,837,906
OREGON	1.697	0.532072	0.784717	1.437	2,290,415
TENNESSEE	1.684	0.532072	0.775260	1.433	1,666,517
NORTH DAKOTA	1.602	0.532072	0.752099	1.391	138,507
CONNECTICUT	1.568	0.532072	0.778392	1.364	1,873,138
TEXAS	1.507	0.532072	0.836314	1.315	5,694,524
DIST. OF COLUMBIA	1.496	0.532072	0.755399	1.327	356,207
ALASKA	1.492	0.532072	0.757461	1.324	492,233
INDIANA	1.483	0.532072	0.782697	1.313	2,157,200
MISSOURI	1.427	0.532072	0.781936	1.281	2,106,933

MARYLAND 1.402 0.532072 0.778847 1.266 1,903,149  
 WYOMING 1.385 0.532072 0.752576 1.261 169,969  
 IOWA 1.367 0.532072 0.766024 1.248 1,057,208  
 NORTH CAROLINA 1.355 0.532072 0.800490 1.236 3,331,080  
 WASHINGTON 1.334 0.532072 0.796580 1.224 3,073,077  
 VERMONT 1.261 0.532072 0.754752 1.186 313,520  
 GEORGIA 1.255 0.532072 0.792498 1.179 2,803,760  
 MICHIGAN 1.233 0.532072 0.811963 1.165 4,087,957  
 NEW MEXICO 1.151 0.532072 0.760866 1.120 716,876  
 MINNESOTA 1.134 0.532072 0.788442 1.109 2,536,197  
 NEW JERSEY 1.079 0.532072 0.823255 1.077 4,832,940  
 CALIFORNIA 1.075 -1.000000 -1.000000 1.075 16,493,632  
 ARKANSAS 1.019 -1.000000 -1.000000 1.019 1,237,949  
 WISCONSIN 1.017 -1.000000 -1.000000 1.017 3,426,111  
 NEW YORK 0.953 -1.000000 -1.000000 0.953 9,187,156  
 KENTUCKY 0.875 -1.000000 -1.000000 0.875 1,400,699  
 UTAH 0.822 -1.000000 -1.000000 0.822 656,865  
 NEBRASKA 0.743 -1.000000 -1.000000 0.743 557,222  
 ILLINOIS 0.708 -1.000000 -1.000000 0.708 6,089,901  
 RHODE ISLAND 0.391 -1.000000 -1.000000 0.391 488,687  
 COLORADO 0.221 -1.000000 -1.000000 0.221 1,521,317  
 CALCULATION OF MPU ADJUSTMENTS  
 (WEEKS CLAIMED)

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## Image 9

TABLE 4E

STATE MPU MADJ WADJ ADJ MPU WORKLOAD  
 VIRGIN ISLANDS 1.308 0.220950 0.750563 1.103 184,199  
 CALIFORNIA 0.588 0.220950 1.000000 0.474 81,803,622  
 VERMONT 0.522 0.220950 0.754849 0.447 1,586,586  
 OREGON 0.308 0.220950 0.772896 0.267 7,491,747  
 IOWA 0.307 0.220950 0.770771 0.267 6,796,411  
 GEORGIA 0.299 0.220950 0.799217 0.259 16,104,433  
 ALASKA 0.263 0.220950 0.754585 0.231 1,500,205

IDAHO 0.240 0.220950 0.759120 0.211 2,984,147  
DELAWARE 0.236 0.220950 0.756053 0.208 1,980,579  
NEBRASKA 0.214 0.220950 0.762730 0.190 4,165,330  
MONTANA 0.211 0.220950 0.756116 0.187 2,001,157  
MISSISSIPPI 0.209 0.220950 0.765429 0.185 5,048,536  
VIRGINIA 0.203 0.220950 0.801032 0.179 16,698,287  
SOUTH CAROLINA 0.199 0.220950 0.775604 0.177 8,377,974  
ILLINOIS 0.197 0.220950 0.830841 0.174 26,452,308  
WEST VIRGINIA 0.197 0.220950 0.759885 0.176 3,234,601  
HAWAII 0.194 0.220950 0.758105 0.173 2,652,235  
WYOMING 0.186 0.220950 0.753762 0.167 1,231,093  
OKLAHOMA 0.176 0.220950 0.771870 0.158 7,156,272  
WASHINGTON 0.173 0.220950 0.790095 0.155 13,119,594  
MICHIGAN 0.168 0.220950 0.804734 0.151 17,909,801  
SOUTH DAKOTA 0.163 0.220950 0.755541 0.147 1,812,973  
TENNESSEE 0.161 0.220950 0.786696 0.145 12,007,364  
ARKANSAS 0.160 0.220950 0.766533 0.145 5,409,725  
TEXAS 0.156 0.220950 0.898252 0.139 48,510,326  
OHIO 0.155 0.220950 0.827653 0.139 25,409,343  
MARYLAND 0.154 0.220950 0.785351 0.139 11,567,373  
INDIANA 0.148 0.220950 0.787243 0.134 12,186,320  
MISSOURI 0.146 0.220950 0.787156 0.133 12,157,950  
NEW HAMPSHIRE 0.143 0.220950 0.758704 0.131 2,848,073  
ARIZONA 0.123 0.220950 0.784573 0.114 11,312,879  
COLORADO 0.115 0.220950 0.780494 0.107 9,978,234  
FLORIDA 0.113 0.220950 0.854275 0.105 34,120,130  
NEVADA 0.108 0.220950 0.766029 0.102 5,244,813  
NORTH DAKOTA 0.103 0.220950 0.755410 0.097 1,770,087  
KANSAS 0.098 0.220950 0.769947 0.093 6,527,085  
NEW JERSEY 0.087 0.220950 0.803966 0.084 17,658,349  
ALABAMA 0.086 0.220950 0.774502 0.083 8,017,390  
WISCONSIN 0.085 0.220950 0.791594 0.082 13,610,183  
CONNECTICUT 0.084 0.220950 0.772924 0.082 7,500,986  
MINNESOTA 0.079 0.220950 0.786502 0.077 11,943,908



NORTH CAROLINA 0.078 0.220950 0.803746 0.077 17,586,472  
 PUERTO RICO 0.071 0.220950 0.762306 0.071 4,026,628  
 MAINE 0.070 -1.000000 -1.000000 0.070 3,179,184  
 MASSACHUSETTS 0.065 -1.000000 -1.000000 0.065 13,367,409  
 NEW MEXICO 0.063 -1.000000 -1.000000 0.063 3,492,457  
 LOUISIANA 0.059 -1.000000 -1.000000 0.059 7,869,451  
 UTAH 0.057 -1.000000 -1.000000 0.057 5,479,838  
 KENTUCKY 0.052 -1.000000 -1.000000 0.052 8,126,240  
 DIST. OF COLUMBIA 0.044 -1.000000 -1.000000 0.044 2,379,959  
 RHODE ISLAND 0.039 -1.000000 -1.000000 0.039 2,129,909  
 PENNSYLVANIA 0.037 -1.000000 -1.000000 0.037 24,381,229  
 NEW YORK 0.019 -1.000000 -1.000000 0.019 40,433,616  
 CALCULATION OF MPU ADJUSTMENTS  
 (WAGE RECORDS)

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## Image 10

TABLE 4F

STATE MPU MADJ WADJ ADJ MPU WORKLOAD

VIRGIN ISLANDS 166.610 0.710485 0.751810 112.622 3,585  
 MARYLAND 141.634 0.710485 0.818837 97.364 136,333  
 OHIO 114.104 0.710485 0.859814 84.436 217,489  
 UTAH 110.075 0.710485 0.784082 85.264 67,500  
 WEST VIRGINIA 109.806 0.710485 0.767979 85.652 35,608  
 NEVADA 109.225 0.710485 0.778271 85.068 55,991  
 WYOMING 107.347 0.710485 0.761154 84.737 22,091  
 PENNSYLVANIA 104.267 0.710485 0.900217 79.496 297,508  
 IOWA 103.890 0.710485 0.787932 82.420 75,126  
 OKLAHOMA 103.555 0.710485 0.791691 82.171 82,570  
 DELAWARE 103.455 0.710485 0.762950 82.902 25,647  
 SOUTH DAKOTA 101.877 0.710485 0.762887 82.181 25,524  
 HAWAII 101.814 0.710485 0.765439 82.086 30,578  
 CONNECTICUT 100.706 0.710485 0.798705 80.749 96,462  
 IDAHO 100.442 0.710485 0.774040 81.247 47,611  
 GEORGIA 100.429 0.710485 0.853221 79.278 204,431

ALASKA 100.319 0.710485 0.758804 81.568 17,437  
ARIZONA 99.429 0.710485 0.811674 79.885 122,146  
MISSOURI 96.882 0.710485 0.819140 78.640 136,934  
NORTH DAKOTA 96.450 0.710485 0.761272 79.731 22,325  
KANSAS 96.377 0.710485 0.785048 79.176 69,414  
SOUTH CAROLINA 93.554 0.710485 0.798922 77.652 96,891  
ALABAMA 93.159 0.710485 0.793279 77.591 85,716  
TENNESSEE 92.755 0.710485 0.806260 77.164 111,424  
KENTUCKY 90.841 0.710485 0.792533 76.593 84,238  
MICHIGAN 88.442 0.710485 0.851697 74.582 201,414  
ILLINOIS 87.332 0.710485 0.902246 73.361 301,527  
OREGON 87.179 0.710485 0.805401 74.795 109,723  
WISCONSIN 85.150 0.710485 0.815955 73.780 130,625  
LOUISIANA 83.026 0.710485 0.803039 73.048 105,045  
MAINE 81.742 0.710485 0.771130 72.864 41,849  
NEW MEXICO 81.463 0.710485 0.772696 72.720 44,949  
INDIANA 79.409 0.710485 0.814777 71.379 128,292  
NEW HAMPSHIRE 78.819 0.710485 0.770047 71.553 39,704  
NEW YORK 78.678 0.710485 1.000000 69.342 495,131  
WASHINGTON 77.594 0.710485 0.859659 70.231 217,182  
VERMONT 77.230 0.710485 0.760807 70.910 21,403  
DIST. OF COLUMBIA 76.084 0.710485 0.764865 70.353 29,441  
MISSISSIPPI 73.947 0.710485 0.777296 69.303 54,060  
NORTH CAROLINA 73.640 0.710485 0.848387 68.756 194,857  
PUERTO RICO 73.431 0.710485 0.784240 69.033 67,813  
ARKANSAS 71.685 0.710485 0.784676 68.258 68,677  
FLORIDA 67.480 0.710485 0.980227 66.128 455,970  
TEXAS 65.538 -1.000000 -1.000000 65.538 467,100  
MONTANA 64.004 -1.000000 -1.000000 64.004 36,302  
NEBRASKA 63.342 -1.000000 -1.000000 63.342 48,508  
COLORADO 59.124 -1.000000 -1.000000 59.124 147,813  
VIRGINIA 50.393 -1.000000 -1.000000 50.393 195,710  
MINNESOTA 48.479 -1.000000 -1.000000 48.479 130,063  
RHODE ISLAND 38.132 -1.000000 -1.000000 38.132 32,633

NEW JERSEY 37.233 -1.000000 -1.000000 37.233 230,253  
MASSACHUSETTS 30.292 -1.000000 -1.000000 30.292 209,620  
CALIFORNIA 12.358 -1.000000 -1.000000 12.358 1,227,757  
CALCULATION OF MPU ADJUSTMENTS  
(TAX)

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## Image 11

TABLE 5A

STATE MPU ADJ MPU % DECREASE

VIRGIN ISLANDS 79.652 54.674 -31.3589  
DIST. OF COLUMBIA 65.250 46.274 -29.0820  
PUERTO RICO 55.118 40.289 -26.9041  
MICHIGAN 48.492 35.671 -26.4394  
MONTANA 47.712 36.156 -24.2203  
RHODE ISLAND 45.627 34.953 -23.3940  
SOUTH DAKOTA 44.761 34.521 -22.8771  
ARKANSAS 43.746 33.731 -22.8935  
SOUTH CAROLINA 43.363 33.424 -22.9205  
COLORADO 42.196 32.875 -22.0898  
VIRGINIA 39.794 31.366 -21.1791  
NEW MEXICO 37.159 30.089 -19.0263  
IDAHO 36.526 29.689 -18.7182  
NEW JERSEY 34.807 28.428 -18.3268  
WYOMING 34.708 28.723 -17.2439  
WEST VIRGINIA 34.165 28.381 -16.9296  
ALASKA 33.531 28.011 -16.4624  
CALIFORNIA 31.766 25.476 -19.8010  
DELAWARE 31.258 26.726 -14.4987  
OHIO 30.336 25.923 -14.5471  
HAWAII 29.649 25.789 -13.0190  
FLORIDA 29.536 25.385 -14.0540  
UTAH 29.462 25.672 -12.8640  
LOUISIANA 29.096 25.432 -12.5928  
MARYLAND 28.366 24.972 -11.9650

IOWA 27.869 24.723 -11.2885  
GEORGIA 26.840 23.998 -10.5887  
NORTH CAROLINA 26.659 23.886 -10.4017  
ILLINOIS 26.648 23.878 -10.3948  
ALABAMA 26.404 23.869 -9.6008  
MISSISSIPPI 26.176 23.784 -9.1381  
TENNESSEE 25.771 23.502 -8.8045  
NEBRASKA 25.322 23.307 -7.9575  
TEXAS 24.916 22.918 -8.0189  
MASSACHUSETTS 24.912 23.009 -7.6389  
NEW HAMPSHIRE 23.133 22.057 -4.6514  
INDIANA 22.632 21.737 -3.9546  
ARIZONA 22.551 21.704 -3.7559  
PENNSYLVANIA 22.400 21.535 -3.8616  
OKLAHOMA 22.346 21.599 -3.3429  
WASHINGTON 22.245 21.513 -3.2906  
OREGON 22.065 21.420 -2.9232  
KENTUCKY 20.986 20.822 -0.7815  
VERMONT 20.611 20.611 0.0000  
CONNECTICUT 20.304 20.304 0.0000  
NEVADA 20.169 20.169 0.0000  
NORTH DAKOTA 20.146 20.146 0.0000  
MAINE 19.340 19.340 0.0000  
MINNESOTA 17.163 17.163 0.0000  
KANSAS 15.609 15.609 0.0000  
MISSOURI 13.167 13.167 0.0000  
WISCONSIN 11.704 11.704 0.0000  
NEW YORK 11.662 11.662 0.0000  
PERCENT DECREASE FROM STATE MPU  
(INITIAL CLAIMS)

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## Image 12

TABLE 5B

STATE MPU ADJ MPU % DECREASE

VIRGIN ISLANDS 239.500 172.625 -27.9228  
NEW YORK 110.319 83.885 -23.9614  
MASSACHUSETTS 109.575 84.547 -22.8410  
ARIZONA 88.377 70.108 -20.6717  
CONNECTICUT 85.157 68.280 -19.8187  
OREGON 82.374 66.242 -19.5838  
VIRGINIA 79.204 64.122 -19.0420  
DIST. OF COLUMBIA 79.096 64.592 -18.3372  
NEW JERSEY 75.092 61.222 -18.4707  
HAWAII 74.977 61.741 -17.6534  
MONTANA 72.952 60.417 -17.1825  
DELAWARE 72.546 60.168 -17.0623  
PUERTO RICO 70.928 58.946 -16.8932  
ILLINOIS 70.250 57.597 -18.0114  
ALABAMA 66.197 55.707 -15.8466  
MAINE 64.815 54.953 -15.2156  
IDAHO 63.207 53.797 -14.8876  
WISCONSIN 63.024 53.150 -15.6670  
RHODE ISLAND 61.856 52.999 -14.3187  
NEW HAMPSHIRE 61.011 52.371 -14.1614  
OHIO 59.503 50.630 -14.9119  
WEST VIRGINIA 57.995 50.382 -13.1270  
CALIFORNIA 57.785 47.823 -17.2398  
OKLAHOMA 57.311 49.802 -13.1022  
MISSISSIPPI 56.891 49.560 -12.8860  
NORTH CAROLINA 52.514 46.478 -11.4941  
ALASKA 51.413 45.912 -10.6996  
IOWA 50.624 45.380 -10.3587  
WASHINGTON 50.397 44.990 -10.7288  
FLORIDA 50.386 44.661 -11.3623  
ARKANSAS 50.006 44.974 -10.0628  
GEORGIA 47.130 42.941 -8.8882  
MARYLAND 46.324 42.315 -8.6543  
KANSAS 46.141 42.382 -8.1468

NEVADA 44.701 41.383 -7.4227  
COLORADO 43.355 40.467 -6.6613  
SOUTH CAROLINA 43.056 40.324 -6.3452  
VERMONT 42.719 40.159 -5.9926  
INDIANA 41.753 39.411 -5.6092  
KENTUCKY 41.447 39.264 -5.2670  
NEW MEXICO 39.956 38.287 -4.1771  
MICHIGAN 38.117 36.938 -3.0931  
PENNSYLVANIA 34.957 34.945 -0.0343  
SOUTH DAKOTA 34.924 34.924 0.0000  
WYOMING 33.902 33.902 0.0000  
TENNESSEE 33.675 33.675 0.0000  
UTAH 32.373 32.373 0.0000  
MISSOURI 32.218 32.218 0.0000  
NEBRASKA 30.332 30.332 0.0000  
MINNESOTA 28.829 28.829 0.0000  
TEXAS 22.779 22.779 0.0000  
LOUISIANA 21.619 21.619 0.0000  
NORTH DAKOTA 11.332 11.332 0.0000  
PERCENT DECREASE FROM STATE MPU  
(NONMONETARY DETERMINATIONS)

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## Image 13

TABLE 5C

STATE MPU ADJ MPU % DECREASE  
NEW YORK 364.254 254.350 -30.1724  
MONTANA 341.706 249.104 -27.0999  
SOUTH DAKOTA 336.089 246.453 -26.6703  
VERMONT 327.317 242.353 -25.9577  
MAINE 303.570 230.942 -23.9246  
NEVADA 298.270 228.109 -23.5226  
OHIO 286.301 221.437 -22.6559  
WEST VIRGINIA 281.932 221.192 -21.5442  
MASSACHUSETTS 280.099 218.978 -21.8212

PUERTO RICO 278.238 219.482 -21.1172  
NEW HAMPSHIRE 272.669 216.968 -20.4281  
MICHIGAN 271.151 214.542 -20.8773  
WISCONSIN 264.229 211.903 -19.8033  
PENNSYLVANIA 259.722 206.982 -20.3063  
IDAHO 251.337 207.159 -17.5772  
WYOMING 250.870 207.094 -17.4497  
OREGON 247.911 204.719 -17.4224  
UTAH 242.077 202.516 -16.3423  
CONNECTICUT 240.341 201.607 -16.1163  
CALIFORNIA 235.472 188.330 -20.0202  
MISSOURI 223.647 193.734 -13.3751  
SOUTH CAROLINA 222.623 193.561 -13.0544  
KANSAS 220.947 192.966 -12.6641  
ALABAMA 216.037 190.480 -11.8299  
HAWAII 213.334 189.789 -11.0367  
GEORGIA 211.873 187.801 -11.3615  
NORTH DAKOTA 207.588 187.174 -9.8339  
COLORADO 203.587 184.909 -9.1745  
MINNESOTA 201.559 184.006 -8.7086  
KENTUCKY 200.511 183.547 -8.4604  
TEXAS 197.847 180.722 -8.6557  
ARKANSAS 195.215 181.263 -7.1470  
RHODE ISLAND 193.926 180.841 -6.7474  
OKLAHOMA 193.452 180.474 -6.7086  
ALASKA 192.347 180.158 -6.3370  
IOWA 190.994 179.347 -6.0981  
NORTH CAROLINA 187.108 177.253 -5.2670  
DELAWARE 185.735 177.071 -4.6647  
VIRGINIA 180.120 174.356 -3.2001  
MISSISSIPPI 174.774 172.001 -1.5866  
NEW JERSEY 172.836 171.091 -1.0096  
WASHINGTON 172.077 170.773 -0.7578  
TENNESSEE 171.259 170.419 -0.4905

LOUISIANA 169.744 169.744 0.0000  
MARYLAND 155.520 155.520 0.0000  
NEW MEXICO 152.527 152.527 0.0000  
FLORIDA 152.350 152.350 0.0000  
ARIZONA 150.398 150.398 0.0000  
NEBRASKA 139.783 139.783 0.0000  
DIST. OF COLUMBIA 132.791 132.791 0.0000  
ILLINOIS 130.149 130.149 0.0000  
VIRGIN ISLANDS 115.601 115.601 0.0000  
INDIANA 88.531 88.531 0.0000  
PERCENT DECREASE FROM STATE MPU  
(APPEALS)

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## Image 14

TABLE 5D

STATE MPU ADJ MPU % DECREASE  
VIRGIN ISLANDS 5.347 3.641 -31.9057  
SOUTH DAKOTA 4.944 3.396 -31.3107  
NEW HAMPSHIRE 3.973 2.806 -29.3733  
ARIZONA 3.325 2.396 -27.9398  
MAINE 2.953 2.196 -25.6349  
HAWAII 2.887 2.156 -25.3204  
VIRGINIA 2.765 2.067 -25.2441  
OKLAHOMA 2.708 2.045 -24.4830  
MISSISSIPPI 2.651 2.012 -24.1041  
IDAHO 2.564 1.962 -23.4789  
PUERTO RICO 2.545 1.942 -23.6935  
WEST VIRGINIA 2.540 1.949 -23.2677  
PENNSYLVANIA 2.302 1.734 -24.6742  
LOUISIANA 2.244 1.766 -21.3012  
SOUTH CAROLINA 2.146 1.706 -20.5033  
MONTANA 2.029 1.645 -18.9256  
MASSACHUSETTS 1.985 1.597 -19.5466  
DELAWARE 1.982 1.617 -18.4157



NEVADA 1.886 1.553 -17.6564  
FLORIDA 1.879 1.524 -18.8930  
KANSAS 1.874 1.549 -17.3426  
ALABAMA 1.798 1.502 -16.4627  
OHIO 1.734 1.451 -16.3206  
OREGON 1.697 1.437 -15.3212  
TENNESSEE 1.684 1.433 -14.9050  
NORTH DAKOTA 1.602 1.391 -13.1710  
CONNECTICUT 1.568 1.364 -13.0102  
TEXAS 1.507 1.315 -12.7405  
DIST. OF COLUMBIA 1.496 1.327 -11.2968  
ALASKA 1.492 1.324 -11.2601  
INDIANA 1.483 1.313 -11.4633  
MISSOURI 1.427 1.281 -10.2313  
MARYLAND 1.402 1.266 -9.7004  
WYOMING 1.385 1.261 -8.9531  
IOWA 1.367 1.248 -8.7052  
NORTH CAROLINA 1.355 1.236 -8.7823  
WASHINGTON 1.334 1.224 -8.2459  
VERMONT 1.261 1.186 -5.9477  
GEORGIA 1.255 1.179 -6.0558  
MICHIGAN 1.233 1.165 -5.5150  
NEW MEXICO 1.151 1.120 -2.6933  
MINNESOTA 1.134 1.109 -2.2046  
NEW JERSEY 1.079 1.077 -0.1854  
CALIFORNIA 1.075 1.075 0.0000  
ARKANSAS 1.019 1.019 0.0000  
WISCONSIN 1.017 1.017 0.0000  
NEW YORK 0.953 0.953 0.0000  
KENTUCKY 0.875 0.875 0.0000  
UTAH 0.822 0.822 0.0000  
NEBRASKA 0.743 0.743 0.0000  
ILLINOIS 0.708 0.708 0.0000  
RHODE ISLAND 0.391 0.391 0.0000

COLORADO 0.221 0.221 0.0000

PERCENT DECREASE FROM STATE MPU  
(WEEKS CLAIMED)

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## Image 15

TABLE 5E

STATE MPU ADJ MPU % DECREASE

VIRGIN ISLANDS 1.308 1.103 -15.6728

CALIFORNIA 0.588 0.474 -19.3878

VERMONT 0.522 0.447 -14.3678

OREGON 0.308 0.267 -13.3117

IOWA 0.307 0.267 -13.0293

GEORGIA 0.299 0.259 -13.3779

ALASKA 0.263 0.231 -12.1673

IDAHO 0.240 0.211 -12.0833

DELAWARE 0.236 0.208 -11.8644

NEBRASKA 0.214 0.190 -11.2150

MONTANA 0.211 0.187 -11.3744

MISSISSIPPI 0.209 0.185 -11.4833

VIRGINIA 0.203 0.179 -11.8227

SOUTH CAROLINA 0.199 0.177 -11.0553

ILLINOIS 0.197 0.174 -11.6751

WEST VIRGINIA 0.197 0.176 -10.6599

HAWAII 0.194 0.173 -10.8247

WYOMING 0.186 0.167 -10.2151

OKLAHOMA 0.176 0.158 -10.2273

WASHINGTON 0.173 0.155 -10.4046

MICHIGAN 0.168 0.151 -10.1190

SOUTH DAKOTA 0.163 0.147 -9.8160

TENNESSEE 0.161 0.145 -9.9379

ARKANSAS 0.160 0.145 -9.3750

TEXAS 0.156 0.139 -10.8974

OHIO 0.155 0.139 -10.3226

MARYLAND 0.154 0.139 -9.7403

INDIANA 0.148 0.134 -9.4595  
MISSOURI 0.146 0.133 -8.9041  
NEW HAMPSHIRE 0.143 0.131 -8.3916  
ARIZONA 0.123 0.114 -7.3171  
COLORADO 0.115 0.107 -6.9565  
FLORIDA 0.113 0.105 -7.0796  
NEVADA 0.108 0.102 -5.5556  
NORTH DAKOTA 0.103 0.097 -5.8252  
KANSAS 0.098 0.093 -5.1020  
NEW JERSEY 0.087 0.084 -3.4483  
ALABAMA 0.086 0.083 -3.4884  
WISCONSIN 0.085 0.082 -3.5294  
CONNECTICUT 0.084 0.082 -2.3810  
MINNESOTA 0.079 0.077 -2.5316  
NORTH CAROLINA 0.078 0.077 -1.2821  
PUERTO RICO 0.071 0.071 0.0000  
MAINE 0.070 0.070 0.0000  
MASSACHUSETTS 0.065 0.065 0.0000  
NEW MEXICO 0.063 0.063 0.0000  
LOUISIANA 0.059 0.059 0.0000  
UTAH 0.057 0.057 0.0000  
KENTUCKY 0.052 0.052 0.0000  
DIST. OF COLUMBIA 0.044 0.044 0.0000  
RHODE ISLAND 0.039 0.039 0.0000  
PENNSYLVANIA 0.037 0.037 0.0000  
NEW YORK 0.019 0.019 0.0000  
PERCENT DECREASE FROM STATE MPU  
(WAGE RECORDS)

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## Image 16

TABLE 5F

STATE MPU ADJ MPU % DECREASE

VIRGIN ISLANDS 166.610 112.622 -32.4038  
MARYLAND 141.634 97.364 -31.2566

OHIO 114.104 84.436 -26.0008  
UTAH 110.075 85.264 -22.5401  
WEST VIRGINIA 109.806 85.652 -21.9970  
NEVADA 109.225 85.068 -22.1167  
WYOMING 107.347 84.737 -21.0625  
PENNSYLVANIA 104.267 79.496 -23.7573  
IOWA 103.890 82.420 -20.6661  
OKLAHOMA 103.555 82.171 -20.6499  
DELAWARE 103.455 82.902 -19.8666  
SOUTH DAKOTA 101.877 82.181 -19.3331  
HAWAII 101.814 82.086 -19.3765  
CONNECTICUT 100.706 80.749 -19.8171  
IDAHO 100.442 81.247 -19.1105  
GEORGIA 100.429 79.278 -21.0606  
ALASKA 100.319 81.568 -18.6914  
ARIZONA 99.429 79.885 -19.6562  
MISSOURI 96.882 78.640 -18.8291  
NORTH DAKOTA 96.450 79.731 -17.3344  
KANSAS 96.377 79.176 -17.8476  
SOUTH CAROLINA 93.554 77.652 -16.9977  
ALABAMA 93.159 77.591 -16.7112  
TENNESSEE 92.755 77.164 -16.8088  
KENTUCKY 90.841 76.593 -15.6845  
MICHIGAN 88.442 74.582 -15.6713  
ILLINOIS 87.332 73.361 -15.9976  
OREGON 87.179 74.795 -14.2053  
WISCONSIN 85.150 73.780 -13.3529  
LOUISIANA 83.026 73.048 -12.0179  
MAINE 81.742 72.864 -10.8610  
NEW MEXICO 81.463 72.720 -10.7325  
INDIANA 79.409 71.379 -10.1122  
NEW HAMPSHIRE 78.819 71.553 -9.2186  
NEW YORK 78.678 69.342 -11.8661  
WASHINGTON 77.594 70.231 -9.4891

VERMONT 77.230 70.910 -8.1833  
 DIST. OF COLUMBIA 76.084 70.353 -7.5325  
 MISSISSIPPI 73.947 69.303 -6.2802  
 NORTH CAROLINA 73.640 68.756 -6.6323  
 PUERTO RICO 73.431 69.033 -5.9893  
 ARKANSAS 71.685 68.258 -4.7806  
 FLORIDA 67.480 66.128 -2.0036  
 TEXAS 65.538 65.538 0.0000  
 MONTANA 64.004 64.004 0.0000  
 NEBRASKA 63.342 63.342 0.0000  
 COLORADO 59.124 59.124 0.0000  
 VIRGINIA 50.393 50.393 0.0000  
 MINNESOTA 48.479 48.479 0.0000  
 RHODE ISLAND 38.132 38.132 0.0000  
 NEW JERSEY 37.233 37.233 0.0000  
 MASSACHUSETTS 30.292 30.292 0.0000  
 CALIFORNIA 12.358 12.358 0.0000  
 PERCENT DECREASE FROM STATE MPU  
 (TAX)

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## Image 17

TABLE 6A

RATIO OF  
 SUPPORT TO

OPERATING OPERATING FY 2013 PRIOR YEAR  
 STATE POSITIONS POSITIONS SUPPORT SUPPORT

CONNECTICUT 244.0 0.08975 21.9 21.5  
 MAINE 97.8 0.20757 20.3 17.7  
 MASSACHUSETTS 371.4 0.32229 119.7 112.3  
 NEW HAMPSHIRE 99.6 0.20683 20.6 18.9  
 NEW JERSEY 546.6 0.36590 200.0 220.1  
 NEW YORK 957.3 0.30837 295.2 314.7  
 PUERTO RICO 283.1 0.18085 51.2 74.5  
 RHODE ISLAND 69.3 0.27128 18.8 27.6  
 VERMONT 55.6 0.18705 10.4 8.5

VIRGIN ISLANDS 11.6 1.15517 13.4 5.6  
REGION 1 2,736.3 0.28195 771.5 821.4  
DELAWARE 82.8 0.23188 19.2 16.2  
DIST. OF COLUMBIA 63.2 0.24842 15.7 16.6  
MARYLAND 411.9 0.23622 97.3 105.0  
PENNSYLVANIA 957.6 0.20186 193.3 198.1  
VIRGINIA 359.6 0.22191 79.8 86.7  
WEST VIRGINIA 113.6 0.21831 24.8 25.5  
REGION 2 1,988.7 0.21627 430.1 448.1  
ALABAMA 270.8 0.09786 26.5 27.3  
FLORIDA 925.8 0.04796 44.4 32.4  
GEORGIA 518.2 0.22540 116.8 121.4  
KENTUCKY 214.5 0.19580 42.0 47.0  
MISSISSIPPI 177.1 0.12931 22.9 25.0  
NORTH CAROLINA 488.6 0.13508 66.0 69.8  
SOUTH CAROLINA 306.9 0.16944 52.0 54.7  
TENNESSEE 307.8 0.21053 64.8 58.9  
REGION 3 3,209.7 0.13565 435.4 436.5  
ARKANSAS 194.2 0.25695 49.9 50.8  
COLORADO 253.6 0.09740 24.7 26.6  
LOUISIANA 191.9 0.29703 57.0 51.8  
MONTANA 84.1 0.16409 13.8 15.1  
NEW MEXICO 104.0 0.17404 18.1 20.1  
NORTH DAKOTA 38.3 0.60052 23.0 26.8  
OKLAHOMA 184.3 0.12751 23.5 33.2  
SOUTH DAKOTA 59.1 0.11506 6.8 6.6  
TEXAS 1,052.3 0.21097 222.0 180.3  
UTAH 174.8 0.33124 57.9 34.8  
WYOMING 50.5 0.32673 16.5 17.0  
REGION 4 2,387.1 0.21499 513.2 463.1  
ILLINOIS 846.5 0.13904 117.7 161.9  
INDIANA 317.8 0.20925 66.5 81.9  
IOWA 239.5 0.09937 23.8 23.3  
KANSAS 178.0 0.26067 46.4 39.9

MICHIGAN 664.6 0.27129 180.3 204.2  
 MINNESOTA 268.2 0.14243 38.2 22.8  
 MISSOURI 320.0 0.17625 56.4 84.2  
 NEBRASKA 105.6 0.27462 29.0 32.6  
 OHIO 653.1 0.11545 75.4 92.8  
 WISCONSIN 464.3 0.12686 58.9 55.3  
 REGION 5 4,057.6 0.17069 692.6 798.9  
 ALASKA 124.0 0.16129 20.0 21.0  
 ARIZONA 358.3 0.20402 73.1 90.0  
 CALIFORNIA 2,280.5 0.20759 473.4 607.7  
 HAWAII 93.7 0.25720 24.1 26.0  
 IDAHO 145.5 0.19313 28.1 28.8  
 NEVADA 187.1 0.28274 52.9 56.1  
 OREGON 369.6 0.10363 38.3 32.4  
 WASHINGTON 497.2 0.27615 137.3 147.7  
 REGION 6 4,055.9 0.20888 847.2 1,009.7  
 NATIONAL TOTAL 18,435.3 0.20016 3,690.0 3,977.7  
 COMPUTATION OF SUPPORT STAFFYEARS  
 AND COMPARISON TO FY 2012

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## Image 18

TABLE 6B

RATIO OF  
AS&T TO

OPERATING OPERATING FY 2013 PRIOR YEAR  
 STATE POSITIONS POSITIONS AS&T AS&T  
 CONNECTICUT 244.0 0.16557 40.4 45.9  
 MAINE 97.8 0.20961 20.5 25.6  
 MASSACHUSETTS 371.4 0.09262 34.4 47.8  
 NEW HAMPSHIRE 99.6 0.38353 38.2 41.9  
 NEW JERSEY 546.6 0.12495 68.3 70.3  
 NEW YORK 957.3 0.16463 157.6 161.8  
 PUERTO RICO 283.1 0.36701 103.9 42.2  
 RHODE ISLAND 69.3 0.11111 7.7 12.7  
 VERMONT 55.6 0.13849 7.7 7.3

VIRGIN ISLANDS 11.6 0.12069 1.4 1.4  
REGION 1 2,736.3 0.17546 480.1 456.9  
DELAWARE 82.8 0.07126 5.9 7.0  
DIST. OF COLUMBIA 63.2 0.24209 15.3 17.1  
MARYLAND 411.9 0.11143 45.9 61.4  
PENNSYLVANIA 957.6 0.10829 103.7 111.5  
VIRGINIA 359.6 0.14182 51.0 54.5  
WEST VIRGINIA 113.6 0.19982 22.7 24.8  
REGION 2 1,988.7 0.12294 244.5 276.3  
ALABAMA 270.8 0.11263 30.5 31.0  
FLORIDA 925.8 0.07485 69.3 53.7  
GEORGIA 518.2 0.12891 66.8 68.3  
KENTUCKY 214.5 0.11049 23.7 28.6  
MISSISSIPPI 177.1 0.13495 23.9 27.9  
NORTH CAROLINA 488.6 0.11359 55.5 54.8  
SOUTH CAROLINA 306.9 0.20919 64.2 63.8  
TENNESSEE 307.8 0.12248 37.7 30.4  
REGION 3 3,209.7 0.11577 371.6 358.5  
ARKANSAS 194.2 0.16581 32.2 33.2  
COLORADO 253.6 0.22358 56.7 69.4  
LOUISIANA 191.9 0.12923 24.8 31.2  
MONTANA 84.1 0.17955 15.1 15.5  
NEW MEXICO 104.0 0.23942 24.9 25.1  
NORTH DAKOTA 38.3 0.17755 6.8 7.3  
OKLAHOMA 184.3 0.15030 27.7 36.5  
SOUTH DAKOTA 59.1 0.12521 7.4 7.9  
TEXAS 1,052.3 0.09085 95.6 111.0  
UTAH 174.8 0.38043 66.5 45.0  
WYOMING 50.5 0.13465 6.8 7.0  
REGION 4 2,387.1 0.15270 364.5 389.1  
ILLINOIS 846.5 0.12038 101.9 109.0  
INDIANA 317.8 0.15104 48.0 40.2  
IOWA 239.5 0.09645 23.1 19.1  
KANSAS 178.0 0.17472 31.1 28.8



MICHIGAN 664.6 0.02949 19.6 16.3  
 MINNESOTA 268.2 0.12640 33.9 28.8  
 MISSOURI 320.0 0.08844 28.3 30.3  
 NEBRASKA 105.6 0.11648 12.3 13.5  
 OHIO 653.1 0.10580 69.1 88.3  
 WISCONSIN 464.3 0.10037 46.6 41.8  
 REGION 5 4,057.6 0.10201 413.9 416.1  
 ALASKA 124.0 0.11129 13.8 14.8  
 ARIZONA 358.3 0.12029 43.1 42.5  
 CALIFORNIA 2,280.5 0.15207 346.8 404.4  
 HAWAII 93.7 0.17503 16.4 18.9  
 IDAHO 145.5 0.14227 20.7 22.8  
 NEVADA 187.1 0.21753 40.7 51.4  
 OREGON 369.6 0.12933 47.8 40.7  
 WASHINGTON 497.2 0.17337 86.2 88.9  
 REGION 6 4,055.9 0.15175 615.5 684.4  
 NATIONAL TOTAL 18,435.3 0.13507 2,490.1 2,581.3  
 COMPUTATION OF AS&T STAFFYEARS  
 AND COMPARISON TO FY 2012

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## Image 19

TABLE 7A

	FY 2013 MPU	FY 2012 MPU	MPU Difference	FY 2013 Workload	FY 2012 Workload	Workload Difference	FY 2013 Staffyrs	FY 2012 Staffyrs	Staffyrs Difference
CONNECTICUT	20.304	20.701	-0.397	204,464	190,737	13,727	39.4	36.7	2.7
MAINE	19.340	21.156	-1.816	71,674	69,908	1,766	13.3	13.7	-0.4
MASSACHUSETTS	23.009	23.889	-0.880	343,945	319,976	23,969	83.2	77.5	5.7
NEW HAMPSHIRE	22.057	24.374	-2.317	63,645	64,825	-1,180	14.4	16.0	-1.6
NEW JERSEY	28.428	32.115	-3.687	463,069	441,894	21,175	148.1	157.5	-9.4
NEW YORK	11.662	12.806	-1.144	1,053,837	948,711	105,126	126.6	124.5	2.1
PUERTO RICO	40.289	44.798	-4.509	120,113	114,469	5,644	72.9	52.5	20.4
RHODE ISLAND	34.953	39.052	-4.099	66,759	60,616	6,143	26.3	25.6	0.7
VERMONT	20.611	21.504	-0.893	39,695	37,777	1,918	7.9	7.7	0.2
VIRGIN ISLANDS	54.674	54.328	0.346	3,052	2,654	398	1.6	1.5	0.1

REGION 1 275.327 294.723 -19.396 2,430,253 2,251,567 178,686 533.7 513.2 20.5  
DELAWARE 26.726 31.111 -4.385 49,208 45,706 3,502 13.3 12.4 0.9  
DIST. OF COLUMBIA 46.274 49.209 -2.935 38,630 33,591 5,039 17.1 15.9 1.2  
MARYLAND 24.972 26.813 -1.841 258,177 237,782 20,395 61.9 61.4 0.5  
PENNSYLVANIA 21.535 22.264 -0.729 1,061,148 1,035,306 25,842 232.0 233.7 -1.7  
VIRGINIA 31.366 33.141 -1.775 288,222 291,102 -2,880 81.7 87.9 -6.2  
WEST VIRGINIA 28.381 30.757 -2.376 67,079 64,818 2,261 19.2 20.2 -1.0  
REGION 2 179.254 193.295 -14.041 1,762,464 1,708,305 54,159 425.2 431.5 -6.3  
ALABAMA 23.869 25.539 -1.670 257,363 241,858 15,505 58.5 58.4 0.1  
FLORIDA 25.385 24.881 0.504 738,179 830,072 -91,893 166.2 182.8 -16.6  
GEORGIA 23.998 28.433 -4.435 584,420 594,767 -10,347 131.3 156.2 -24.9  
KENTUCKY 20.822 22.934 -2.112 268,611 260,406 8,205 55.5 58.8 -3.3  
MISSISSIPPI 23.784 27.894 -4.110 121,019 116,216 4,803 26.8 30.1 -3.3  
NORTH CAROLINA 23.886 23.163 0.723 621,629 574,689 46,940 135.5 119.5 16.0  
SOUTH CAROLINA 33.424 33.170 0.254 244,503 261,489 -16,986 82.5 86.4 -3.9  
TENNESSEE 23.502 23.711 -0.209 295,840 290,304 5,536 68.6 69.1 -0.5  
REGION 3 198.670 209.725 -11.055 3,131,564 3,169,801 -38,237 724.9 761.3 -42.7  
  
ARKANSAS 33.731 36.249 -2.518 175,335 176,395 -1,060 54.8 59.4 -4.6  
COLORADO 32.875 41.320 -8.445 156,275 154,887 1,388 48.8 59.7 -10.9  
LOUISIANA 25.432 32.344 -6.912 156,066 152,550 3,516 37.9 47.6 -9.7  
MONTANA 36.156 41.552 -5.396 61,694 60,591 1,103 21.8 23.3 -1.5  
NEW MEXICO 30.089 39.592 -9.503 76,418 69,021 7,397 21.7 25.8 -4.1  
NORTH DAKOTA 20.146 19.048 1.098 23,824 23,575 249 4.2 4.0 0.2  
OKLAHOMA 21.599 25.451 -3.852 131,141 133,101 -1,960 25.5 32.8 -7.3  
SOUTH DAKOTA 34.521 39.811 -5.290 20,022 20,060 -38 6.2 7.4 -1.2  
TEXAS 22.918 23.547 -0.629 722,954 692,652 30,302 159.4 158.0 1.4  
UTAH 25.672 29.249 -3.577 93,258 89,741 3,517 23.3 24.6 -1.3  
WYOMING 28.723 33.004 -4.281 29,393 25,559 3,834 7.9 7.8 0.1  
REGION 4 311.862 361.167 -49.305 1,646,380 1,598,132 48,248 411.5 450.4 -38.9  
ILLINOIS 23.878 24.161 -0.283 628,942 654,317 -25,375 155.4 159.1 -3.7  
INDIANA 21.737 21.097 0.640 351,404 351,893 -489 74.5 72.8 1.7  
IOWA 24.723 21.983 2.740 184,222 194,312 -10,090 42.9 40.1 2.8  
KANSAS 15.609 14.689 0.920 148,599 133,860 14,739 23.4 18.3 5.1

MICHIGAN 35.671 36.242 -0.571 646,834 669,274 -22,440 208.9 234.9 -26.0  
 MINNESOTA 17.163 19.024 -1.861 277,572 263,807 13,765 44.8 47.2 -2.4  
 MISSOURI 13.167 16.184 -3.017 370,903 366,815 4,088 45.6 55.8 -10.2  
 NEBRASKA 23.307 28.749 -5.442 83,823 75,389 8,434 18.7 20.4 -1.7  
 OHIO 25.923 28.475 -2.552 540,412 597,254 -56,842 130.1 155.9 -25.8  
 WISCONSIN 11.704 13.571 -1.867 579,222 581,992 -2,770 73.9 75.9 -2.0  
 REGION 5 212.882 224.175 -11.293 3,811,933 3,888,913 -76,980 818.2 880.4 -62.2  
 ALASKA 28.011 29.370 -1.359 76,463 70,243 6,220 21.7 20.8 0.9  
 ARIZONA 21.704 19.442 2.262 236,874 228,489 8,385 46.4 39.5 6.9  
 CALIFORNIA 25.476 27.731 -2.255 2,465,841 2,637,675 -171,834 622.3 723.6 -101.3  
 HAWAII 25.789 29.508 -3.719 73,367 69,931 3,436 18.3 19.5 -1.2  
 IDAHO 29.689 30.934 -1.245 117,046 119,613 -2,567 32.3 34.4 -2.1  
 NEVADA 20.169 22.123 -1.954 196,969 202,857 -5,888 34.8 41.3 -6.5  
 OREGON 21.420 22.793 -1.373 358,579 365,273 -6,694 73.0 77.7 -4.7  
 WASHINGTON 21.513 22.027 -0.514 442,267 439,201 3,066 91.1 91.0 0.1  
 REGION 6 193.771 203.928 -10.157 3,967,406 4,133,282 -165,876 939.9 1047.8 -107.9  
 NATIONAL TOTAL 1,371.77 1,487.01 -115.247 16,750,000 16,750,000 0 3,853.4 4084.6 -231.2  
 F Y 2 0 1 3 A L L O C A T I O N  
 INITIAL CLAIMS

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## Image 20

TABLE 7B

FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs	
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	68.280	68.330	-0.050	78,391	76,866	1,525	50.8	48.8	2.0
MAINE	54.953	59.855	-4.902	26,561	27,384	-823	14.0	15.2	-1.2
MASSACHUSETTS	84.547	105.203	-20.656	72,327	85,091	-12,764	64.3	90.8	-26.5
NEW HAMPSHIRE	52.371	64.007	-11.636	37,573	32,672	4,901	20.2	21.2	-1.0
NEW JERSEY	61.222	67.338	-6.116	158,263	144,759	13,504	109.0	108.2	0.8
NEW YORK	83.885	94.360	-10.475	203,681	193,661	10,020	176.0	187.2	-11.2
PUERTO RICO	58.946	61.688	-2.742	51,209	51,271	-62	45.5	32.4	13.1
RHODE ISLAND	52.999	66.672	-13.673	17,556	17,264	292	10.5	12.5	-2.0
VERMONT	40.159	43.361	-3.202	13,252	13,369	-117	5.1	5.5	-0.4

VIRGIN ISLANDS 172.625 310.222 -137.597 711 619 92 1.2 2.0 -0.8  
REGION 1 729.987 941.036 -211.049 659,524 642,956 16,568 496.6 523.8 -27.2  
DELAWARE 60.168 64.551 -4.383 18,854 17,055 1,799 11.5 9.6 1.9  
DIST. OF COLUMBIA 64.592 64.344 0.248 13,130 11,417 1,713 8.1 7.0 1.1  
MARYLAND 42.315 38.196 4.119 212,963 250,545 -37,582 86.5 92.2 -5.7  
PENNSYLVANIA 34.945 27.264 7.681 269,822 243,271 26,551 95.7 67.2 28.5  
VIRGINIA 64.122 68.684 -4.562 118,143 107,458 10,685 68.4 67.2 1.2  
WEST VIRGINIA 50.382 52.109 -1.727 26,928 26,478 450 13.7 14.0 -0.3  
REGION 2 316.524 315.148 1.376 659,840 656,224 3,616 283.9 257.2 26.7  
ALABAMA 55.707 54.559 1.148 73,820 72,429 1,391 39.1 37.4 1.7  
FLORIDA 44.661 41.907 2.754 371,912 366,535 5,377 147.3 135.9 11.4  
GEORGIA 42.941 47.662 -4.721 139,927 141,919 -1,992 56.2 62.5 -6.3  
KENTUCKY 39.264 42.696 -3.432 67,078 63,637 3,441 26.1 26.8 -0.7  
MISSISSIPPI 49.560 54.337 -4.777 59,173 55,939 3,234 27.3 28.3 -1.0  
NORTH CAROLINA 46.478 41.418 5.060 139,991 132,297 7,694 59.4 49.2 10.2  
SOUTH CAROLINA 40.324 40.971 -0.647 78,500 71,914 6,586 31.9 29.4 2.5  
TENNESSEE 33.675 31.116 2.559 77,206 71,080 6,126 25.7 22.2 3.5  
REGION 3 352.610 354.666 -2.056 1,007,607 975,750 31,857 413.0 391.7 48.0  
  
ARKANSAS 44.974 48.532 -3.558 58,682 57,157 1,525 24.5 25.8 -1.3  
COLORADO 40.467 43.740 -3.273 134,398 137,842 -3,444 51.7 56.2 -4.5  
LOUISIANA 21.619 7.682 13.937 81,156 70,570 10,586 16.8 5.2 11.6  
MONTANA 60.417 81.409 -20.992 24,178 21,024 3,154 14.3 15.9 -1.6  
NEW MEXICO 38.287 45.015 -6.728 40,888 38,605 2,283 14.8 16.4 -1.6  
NORTH DAKOTA 11.332 11.868 -0.536 22,085 24,760 -2,675 2.2 2.6 -0.4  
OKLAHOMA 49.802 61.469 -11.667 73,604 66,233 7,371 33.0 39.4 -6.4  
SOUTH DAKOTA 34.924 34.841 0.083 15,237 13,748 1,489 4.8 4.4 0.4  
TEXAS 22.779 28.140 -5.361 601,063 621,161 -20,098 131.7 169.3 -37.6  
UTAH 32.373 34.094 -1.721 106,363 96,170 10,193 33.5 30.7 2.8  
WYOMING 33.902 40.578 -6.676 21,928 19,068 2,860 6.9 7.2 -0.3  
REGION 4 390.876 437.368 -46.492 1,179,582 1,166,338 13,244 334.2 373.1 -38.9  
ILLINOIS 57.597 66.510 -8.913 268,458 233,442 35,016 160.0 156.3 3.7  
INDIANA 39.411 39.319 0.092 138,107 144,597 -6,490 53.1 55.8 -2.7  
IOWA 45.380 44.554 0.826 61,655 59,816 1,839 26.3 25.0 1.3

KANSAS 42.382 38.759 3.623 71,229 70,456 773 30.4 25.4 5.0  
 MICHIGAN 36.938 31.174 5.764 364,221 428,495 -64,274 121.8 129.3 -7.5  
 MINNESOTA 28.829 33.432 -4.603 177,760 166,624 11,136 48.2 52.4 -4.2  
 MISSOURI 32.218 32.149 0.069 209,699 228,065 -18,366 63.0 69.0 -6.0  
 NEBRASKA 30.332 33.779 -3.447 85,280 77,971 7,309 24.8 24.8 0.0  
 OHIO 50.630 50.820 -0.190 292,526 297,437 -4,911 137.5 138.6 -1.1  
 WISCONSIN 53.150 62.002 -8.852 210,223 202,160 8,063 121.8 120.4 1.4  
 REGION 5 416.867 432.498 -15.631 1,879,158 1,909,063 -29,905 786.9 797.0 -10.1  
 ALASKA 45.912 51.759 -5.847 58,405 54,079 4,326 27.2 28.2 -1.0  
 ARIZONA 70.108 74.824 -4.716 128,085 111,378 16,707 81.1 74.0 7.1  
 CALIFORNIA 47.823 48.073 -0.250 932,528 977,574 -45,046 441.8 464.9 -23.1  
 HAWAII 61.741 60.762 0.979 31,203 31,802 -599 18.7 18.3 0.4  
 IDAHO 53.797 51.725 2.072 50,545 51,607 -1,062 25.3 24.8 0.5  
 NEVADA 41.383 41.311 0.072 107,290 103,507 3,783 38.9 39.4 -0.5  
 OREGON 66.242 66.372 -0.130 112,676 102,714 9,962 71.0 63.6 7.4  
 WASHINGTON 44.990 48.362 -3.372 193,557 217,008 -23,451 83.4 98.7 -15.3  
 REGION 6 431.996 443.188 -11.192 1,614,289 1,649,669 -35,380 787.4 811.9 -24.5  
 NATIONAL TOTAL 2,638.86 2,923.90 -285.044 7,000,000 7,000,000 0 3,102.0 3,154.7 -52.7  
 F Y 2 0 1 3 A L L O C A T I O N  
 NON-MONETARY DETERMINATIONS

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## Image 21

TABLE 7C

	FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	201.607	225.294	-23.687	12,486	12,164	322	23.9	25.5	-1.6
MAINE	230.942	261.537	-30.595	5,553	5,319	234	12.3	12.9	-0.6
MASSACHUSETTS	218.978	256.805	-37.827	18,522	16,721	1,801	42.6	43.5	-0.9
NEW HAMPSHIRE	216.968	257.028	-40.060	3,779	3,753	26	8.4	9.8	-1.4
NEW JERSEY	171.091	182.886	-11.795	30,693	31,682	-989	59.1	64.3	-5.2
NEW YORK	254.350	318.270	-63.920	31,506	29,708	1,798	82.5	96.9	-14.4
PUERTO RICO	219.482	232.733	-13.251	4,223	4,038	185	14.0	9.6	4.4
RHODE ISLAND	180.841	211.365	-30.524	3,718	3,409	309	7.6	7.8	-0.2

VERMONT 242.353 297.126 -54.773 1,485 1,575 -90 3.5 4.4 -0.9  
VIRGIN ISLANDS 115.601 106.877 8.724 93 81 12 0.1 0.1 0.0  
REGION 1 2,052.213 2,349.921 -297.708 112,058 108,450 3,608 254.0 274.8 -20.8  
DELAWARE 177.071 199.143 -22.072 4,477 4,266 211 8.0 7.4 0.6  
DIST. OF COLUMBIA 132.791 97.579 35.212 1,542 1,767 -225 2.0 1.7 0.3  
MARYLAND 155.520 174.990 -19.470 28,437 28,646 -209 42.5 48.3 -5.8  
PENNSYLVANIA 206.982 242.941 -35.959 56,045 51,219 4,826 117.8 126.2 -8.4  
VIRGINIA 174.356 170.829 3.527 20,394 18,038 2,356 32.1 28.1 4.0  
WEST VIRGINIA 221.192 248.582 -27.390 4,049 4,028 21 9.0 10.1 -1.1  
REGION 2 1,067.912 1,134.064 -66.152 114,944 107,964 6,980 211.4 221.8 -10.4  
ALABAMA 190.480 199.258 -8.778 16,453 16,649 -196 29.8 31.4 -1.6  
FLORIDA 152.350 135.152 17.198 92,374 100,021 -7,647 124.8 119.6 5.2  
GEORGIA 187.801 197.740 -9.939 38,895 42,979 -4,084 68.4 78.5 -10.1  
KENTUCKY 183.547 196.216 -12.669 15,616 15,960 -344 28.4 30.8 -2.4  
MISSISSIPPI 172.001 195.559 -23.558 15,438 13,424 2,014 24.8 24.4 0.4  
NORTH CAROLINA 177.253 184.733 -7.480 34,467 36,631 -2,164 55.7 60.7 -5.0  
SOUTH CAROLINA 193.561 215.874 -22.313 13,555 12,808 747 26.5 27.6 -1.1  
TENNESSEE 170.419 177.281 -6.862 19,476 19,276 200 32.8 34.3 -1.5  
REGION 3 1,427.412 1,501.813 -74.401 246,274 257,748 -11,474 391.2 407.3 -26.5  
  
ARKANSAS 181.263 196.452 -15.189 11,415 9,926 1,489 19.2 18.1 1.1  
COLORADO 184.909 230.537 -45.628 16,256 18,673 -2,417 28.6 40.1 -11.5  
LOUISIANA 169.744 168.257 1.487 14,368 14,472 -104 23.3 23.5 -0.2  
MONTANA 249.104 284.008 -34.904 670 583 87 1.6 1.5 0.1  
NEW MEXICO 152.527 187.581 -35.054 8,382 7,289 1,093 12.1 12.9 -0.8  
NORTH DAKOTA 187.174 224.794 -37.620 1,747 1,719 28 2.9 3.4 -0.5  
OKLAHOMA 180.474 193.055 -12.581 11,040 11,908 -868 17.9 22.3 -4.4  
SOUTH DAKOTA 246.453 301.272 -54.819 1,084 1,156 -72 2.4 3.2 -0.8  
TEXAS 180.722 189.844 -9.122 83,028 82,963 65 144.4 152.5 -8.1  
UTAH 202.516 233.460 -30.944 10,470 9,309 1,161 20.6 20.3 0.3  
WYOMING 207.094 242.693 -35.599 1,949 1,704 245 3.8 3.8 0.0  
REGION 4 2,141.980 2,451.953 -309.973 160,409 159,702 707 276.8 301.6 -24.8  
ILLINOIS 130.149 140.125 -9.976 51,174 52,180 -1,006 68.9 73.6 -4.7  
INDIANA 88.531 109.560 -21.029 22,684 23,596 -912 19.6 25.4 -5.8

IOWA 179.347 211.390 -32.043 11,795 11,273 522 19.9 22.4 -2.5  
 KANSAS 192.966 211.908 -18.942 9,932 9,973 -41 19.3 19.6 -0.3  
 MICHIGAN 214.542 255.205 -40.663 23,611 20,531 3,080 45.9 50.7 -4.8  
 MINNESOTA 184.006 220.587 -36.581 16,045 16,807 -762 27.8 34.9 -7.1  
 MISSOURI 193.734 209.623 -15.889 19,774 21,018 -1,244 35.8 41.4 -5.6  
 NEBRASKA 139.783 171.961 -32.178 4,937 4,675 262 6.6 7.6 -1.0  
 OHIO 221.437 280.418 -58.981 21,588 19,170 2,418 44.4 49.3 -4.9  
 WISCONSIN 211.903 262.433 -50.530 18,456 16,483 1,973 42.6 41.6 1.0  
 REGION 5 1,756.398 2,073.210 -316.812 199,996 195,706 4,290 330.8 366.5 -35.7  
 ALASKA 180.158 207.512 -27.354 1,552 1,696 -144 2.8 3.5 -0.7  
 ARIZONA 150.398 167.461 -17.063 26,790 23,296 3,494 36.4 34.7 1.7  
 CALIFORNIA 188.330 209.618 -21.288 208,420 213,205 -4,785 388.9 442.1 -53.2  
 HAWAII 189.789 205.817 -16.028 2,592 2,770 -178 4.8 5.4 -0.6  
 IDAHO 207.159 208.269 -1.110 4,083 4,496 -413 7.9 8.7 -0.8  
 NEVADA 228.109 233.050 -4.941 9,259 10,893 -1,634 18.5 23.4 -4.9  
 OREGON 204.719 216.908 -12.189 17,016 16,690 326 33.1 33.8 -0.7  
 WASHINGTON 170.773 187.885 -17.112 24,607 25,384 -777 40.2 44.8 -4.6  
 REGION 6 1,519.435 1,636.520 -117.085 294,319 298,430 -4,111 532.6 596.4 -63.8  
 NATIONAL TOTAL 9,965.35 11,147.48 -1182.131 1,128,000 1,128,000 0 1,996.8 2,168.4 -171.6  
 F Y 2 0 1 3 A L L O C A T I O N  
 APPEALS

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## Image 22

TABLE 7D

	FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	1.364	1.381	-0.017	1,873,138	1,866,044	7,094	24.2	23.9	0.3
MAINE	2.196	2.353	-0.157	508,316	477,650	30,666	10.7	10.4	0.3
MASSACHUSETTS	1.597	1.820	-0.223	3,404,664	3,336,273	68,391	57.2	61.6	-4.4
NEW HAMPSHIRE	2.806	3.778	-0.972	443,305	442,388	917	12.8	16.9	-4.1
NEW JERSEY	1.077	1.223	-0.146	4,832,940	4,917,130	-84,190	58.5	66.7	-8.2
NEW YORK	0.953	1.097	-0.144	9,187,156	7,988,831	1,198,325	90.2	89.8	0.4
PUERTO RICO	1.942	2.291	-0.349	1,404,295	1,417,487	-13,192	41.1	33.3	7.8

RHODE ISLAND 0.391 0.485 -0.094 488,687 515,071 -26,384 2.2 2.7 -0.5  
VERMONT 1.186 1.065 0.121 313,520 306,288 7,232 3.6 3.1 0.5  
VIRGIN ISLANDS 3.641 3.886 -0.245 33,422 29,063 4,359 1.2 1.2 0.0  
REGION 1 17.153 19.379 -2.226 22,489,443 21,296,225 1,193,218 301.7 309.6 -7.9  
DELAWARE 1.617 2.024 -0.407 357,704 337,887 19,817 5.8 6.0 -0.2  
DIST. OF COLUMBIA 1.327 1.709 -0.382 356,207 336,676 19,531 4.5 5.5 -1.0  
MARYLAND 1.266 1.394 -0.128 1,903,149 1,654,912 248,237 23.1 22.2 0.9  
PENNSYLVANIA 1.734 2.156 -0.422 7,935,014 7,791,335 143,679 139.7 170.3 -30.6  
VIRGINIA 2.067 2.332 -0.265 1,756,634 1,649,944 106,690 32.8 35.0 -2.2  
WEST VIRGINIA 1.949 2.367 -0.418 548,154 533,370 14,784 10.8 12.8 -2.0  
REGION 2 9.960 11.982 -2.022 12,856,862 12,304,124 552,738 216.7 251.8 -35.1  
ALABAMA 1.502 1.732 -0.230 1,316,779 1,418,215 -101,436 18.8 23.2 -4.4  
FLORIDA 1.524 1.616 -0.092 5,196,801 6,113,883 -917,082 70.2 87.4 -17.2  
GEORGIA 1.179 1.453 -0.274 2,803,760 3,298,541 -494,781 30.9 44.3 -13.4  
KENTUCKY 0.875 1.237 -0.362 1,400,699 1,317,238 83,461 12.2 16.0 -3.8  
MISSISSIPPI 2.012 2.366 -0.354 777,365 821,690 -44,325 14.6 18.1 -3.5  
NORTH CAROLINA 1.236 1.320 -0.084 3,331,080 3,713,822 -382,742 37.6 44.0 -6.4  
SOUTH CAROLINA 1.706 1.915 -0.209 1,425,496 1,677,054 -251,558 24.5 32.0 -7.5  
TENNESSEE 1.433 1.672 -0.239 1,666,517 1,729,553 -63,036 23.6 29.0 -5.4  
REGION 3 11.467 13.311 -1.844 17,918,497 20,089,996 -2,171,499 232.4 294.0 -96.7  
  
ARKANSAS 1.019 1.298 -0.279 1,237,949 1,187,888 50,061 11.7 14.3 -2.6  
COLORADO 0.221 0.265 -0.044 1,521,317 1,600,833 -79,516 3.2 4.0 -0.8  
LOUISIANA 1.766 2.380 -0.614 1,216,814 1,061,038 155,776 20.5 24.4 -3.9  
MONTANA 1.645 1.796 -0.151 441,980 384,330 57,650 7.1 6.4 0.7  
NEW MEXICO 1.120 1.366 -0.246 716,876 623,370 93,506 7.6 8.0 -0.4  
NORTH DAKOTA 1.391 1.454 -0.063 138,507 140,836 -2,329 1.7 1.8 -0.1  
OKLAHOMA 2.045 2.924 -0.879 897,331 917,185 -19,854 16.5 26.0 -9.5  
SOUTH DAKOTA 3.396 5.603 -2.207 119,899 125,672 -5,773 3.7 6.5 -2.8  
TEXAS 1.315 1.783 -0.468 5,694,524 4,951,760 742,764 72.0 85.5 -13.5  
UTAH 0.822 0.947 -0.125 656,865 571,187 85,678 5.3 5.1 0.2  
WYOMING 1.261 1.953 -0.692 169,969 147,799 22,170 2.0 2.7 -0.7  
REGION 4 16.001 21.769 -5.768 12,812,031 11,711,898 1,100,133 151.3 184.7 -33.4  
ILLINOIS 0.708 0.750 -0.042 6,089,901 6,517,543 -427,642 44.6 49.2 -4.6



INDIANA 1.313 1.472 -0.159 2,157,200 2,331,061 -173,861 27.6 33.7 -6.1  
 IOWA 1.248 1.305 -0.057 1,057,208 1,051,344 5,864 12.4 12.9 -0.5  
 KANSAS 1.549 1.670 -0.121 956,098 927,062 29,036 14.9 14.4 0.5  
 MICHIGAN 1.165 1.155 0.010 4,087,957 4,723,209 -635,252 43.1 52.8 -9.7  
 MINNESOTA 1.109 1.137 -0.028 2,536,197 2,389,464 146,733 26.5 25.5 1.0  
 MISSOURI 1.281 1.602 -0.321 2,106,933 2,157,277 -50,344 25.2 32.5 -7.3  
 NEBRASKA 0.743 1.245 -0.502 557,222 484,541 72,681 4.0 5.7 -1.7  
 OHIO 1.451 1.766 -0.315 3,837,906 4,271,389 -433,483 51.7 69.1 -17.4  
 WISCONSIN 1.017 1.322 -0.305 3,426,111 3,460,274 -34,163 38.0 43.9 -5.9  
 REGION 5 11.584 13.424 -1.840 26,812,733 28,313,164 -1,500,431 288.0 339.7 -51.7  
 ALASKA 1.324 1.451 -0.127 492,233 429,260 62,973 6.6 6.3 0.3  
 ARIZONA 2.396 2.675 -0.279 1,740,189 1,743,640 -3,451 37.7 41.4 -3.7  
 CALIFORNIA 1.075 1.126 -0.051 16,493,632 16,114,845 378,787 175.7 179.5 -3.8  
 HAWAII 2.156 2.664 -0.508 509,089 450,511 58,578 10.6 11.3 -0.7  
 IDAHO 1.962 2.263 -0.301 640,718 674,116 -33,398 11.7 14.2 -2.5  
 NEVADA 1.553 1.631 -0.078 1,471,081 1,364,573 106,508 20.0 20.5 -0.5  
 OREGON 1.437 1.875 -0.438 2,290,415 2,377,062 -86,647 31.3 41.6 -10.3  
 WASHINGTON 1.224 1.463 -0.239 3,073,077 2,730,586 342,491 36.0 37.6 -1.6  
 REGION 6 13.127 15.148 -2.021 26,710,434 25,884,593 825,841 329.6 352.4 -22.8  
 NATIONAL TOTAL 79.29 95.01 -15.721 119,600,000 119,600,000 0 1,519.7 1,732.2 -212.5  
 F Y 2 0 1 3 A L L O C A T I O N  
 WEEKS CLAIMED

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## Image 23

TABLE 7E

FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs	
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	0.082	0.084	-0.002	7,500,986	7,518,733	-17,747	5.8	5.9	-0.1
MAINE	0.070	0.071	-0.001	3,179,184	3,289,169	-109,985	2.1	2.2	-0.1
MASSACHUSETTS	0.065	0.018	0.047	13,367,409	13,045,702	321,707	9.1	2.4	6.7
NEW HAMPSHIRE	0.131	0.138	-0.007	2,848,073	2,857,252	-9,179	3.8	4.0	-0.2
NEW JERSEY	0.084	0.088	-0.004	17,658,349	17,763,287	-104,938	16.7	17.3	-0.6
NEW YORK	0.019	0.020	-0.001	40,433,616	40,141,988	291,628	7.9	8.2	-0.3

PUERTO RICO 0.071 0.084 -0.013 4,026,628 4,737,209 -710,581 4.3 4.1 0.2  
RHODE ISLAND 0.039 0.045 -0.006 2,129,909 2,135,430 -5,521 0.9 1.0 -0.1  
VERMONT 0.447 0.499 -0.052 1,586,586 1,691,400 -104,814 6.8 8.0 -1.2  
VIRGIN ISLANDS 1.103 1.293 -0.190 184,199 197,690 -13,491 2.0 2.6 -0.6  
REGION 1 2.111 2.340 -0.229 92,914,939 93,377,860 -462,921 59.4 55.7 3.7  
DELAWARE 0.208 0.246 -0.038 1,980,579 1,972,012 8,567 4.2 4.2 0.0  
DIST. OF COLUMBIA 0.044 0.044 0.000 2,379,959 2,418,396 -38,437 1.0 1.0 0.0  
MARYLAND 0.139 0.129 0.010 11,567,373 11,959,097 -391,724 15.4 14.9 0.5  
PENNSYLVANIA 0.037 0.050 -0.013 24,381,229 26,130,255 -1,749,026 9.2 13.2 -4.0  
VIRGINIA 0.179 0.217 -0.038 16,698,287 16,100,957 597,330 27.0 31.8 -4.8  
WEST VIRGINIA 0.176 0.186 -0.010 3,234,601 3,198,812 35,789 5.7 6.0 -0.3  
REGION 2 0.783 0.872 -0.089 60,242,028 61,779,529 -1,537,501 62.5 71.1 -8.6  
ALABAMA 0.083 0.101 -0.018 8,017,390 7,722,074 295,316 6.3 7.4 -1.1  
FLORIDA 0.105 0.103 0.002 34,120,130 33,938,760 181,370 31.8 30.9 0.9  
GEORGIA 0.259 0.283 -0.024 16,104,433 16,415,156 -310,723 39.0 42.9 -3.9  
KENTUCKY 0.052 0.065 -0.013 8,126,240 7,858,126 268,114 4.2 5.0 -0.8  
MISSISSIPPI 0.185 0.166 0.019 5,048,536 5,102,516 -53,980 8.7 7.9 0.8  
NORTH CAROLINA 0.077 0.083 -0.006 17,586,472 17,915,521 -329,049 12.4 13.3 -0.9  
SOUTH CAROLINA 0.177 0.187 -0.010 8,377,974 8,223,688 154,286 15.0 15.3 -0.3  
TENNESSEE 0.145 0.137 0.008 12,007,364 11,885,931 121,433 17.2 16.4 0.8  
REGION 3 1.083 1.125 -0.042 109,388,539 109,061,772 326,767 134.6 139.1 -13.1  
  
ARKANSAS 0.145 0.179 -0.034 5,409,725 5,476,511 -66,786 7.3 9.1 -1.8  
COLORADO 0.107 0.129 -0.022 9,978,234 9,894,580 83,654 10.1 11.9 -1.8  
LOUISIANA 0.059 0.048 0.011 7,869,451 7,737,144 132,307 4.4 3.6 0.8  
MONTANA 0.187 0.204 -0.017 2,001,157 2,024,857 -23,700 3.7 3.8 -0.1  
NEW MEXICO 0.063 0.080 -0.017 3,492,457 3,651,035 -158,578 2.1 2.8 -0.7  
NORTH DAKOTA 0.097 0.107 -0.010 1,770,087 1,729,236 40,851 1.5 1.6 -0.1  
OKLAHOMA 0.158 0.130 0.028 7,156,272 6,853,654 302,618 10.2 8.6 1.6  
SOUTH DAKOTA 0.147 0.153 -0.006 1,812,973 1,790,142 22,831 2.4 2.5 -0.1  
TEXAS 0.139 0.129 0.010 48,510,326 48,394,772 115,554 64.9 60.5 4.4  
UTAH 0.057 0.066 -0.009 5,479,838 5,478,815 1,023 3.0 3.4 -0.4  
WYOMING 0.167 0.190 -0.023 1,231,093 1,448,940 -217,847 1.9 2.6 -0.7  
REGION 4 1.326 1.415 -0.089 94,711,613 94,479,686 231,927 111.5 110.4 1.1

ILLINOIS 0.174 0.184 -0.010 26,452,308 26,568,424 -116,116 47.6 49.2 -1.6  
INDIANA 0.134 0.143 -0.009 12,186,320 12,635,185 -448,865 15.9 17.7 -1.8  
IOWA 0.267 0.293 -0.026 6,796,411 6,793,355 3,056 17.1 18.7 -1.6  
KANSAS 0.093 0.090 0.003 6,527,085 6,275,723 251,362 6.1 5.2 0.9  
MICHIGAN 0.151 0.156 -0.005 17,909,801 17,615,051 294,750 24.5 26.6 -2.1  
MINNESOTA 0.077 0.074 0.003 11,943,908 11,855,146 88,762 8.7 8.2 0.5  
MISSOURI 0.133 0.130 0.003 12,157,950 12,412,096 -254,146 15.1 15.2 -0.1  
NEBRASKA 0.190 0.209 -0.019 4,165,330 4,201,588 -36,258 7.6 8.3 -0.7  
OHIO 0.139 0.143 -0.004 25,409,343 23,763,854 1,645,489 32.8 31.1 1.7  
WISCONSIN 0.082 0.095 -0.013 13,610,183 13,277,143 333,040 12.2 12.1 0.1  
REGION 5 1.440 1.517 -0.077 137,158,639 135,397,565 1,761,074 187.6 192.3 -4.7  
ALASKA 0.231 0.261 -0.030 1,500,205 1,516,306 -16,101 3.5 4.0 -0.5  
ARIZONA 0.114 0.119 -0.005 11,312,879 11,062,076 250,803 11.6 11.7 -0.1  
CALIFORNIA 0.474 0.522 -0.048 81,803,622 71,172,784 10,630,838 384.1 367.5 16.6  
HAWAII 0.173 0.173 0.000 2,652,235 2,765,186 -112,951 4.4 4.5 -0.1  
IDAHO 0.211 0.215 -0.004 2,984,147 3,004,092 -19,945 5.8 6.0 -0.2  
NEVADA 0.102 0.111 -0.009 5,244,813 5,496,130 -251,317 4.7 5.6 -0.9  
OREGON 0.267 0.223 0.044 7,491,747 7,518,003 -26,256 19.0 15.6 3.4  
WASHINGTON 0.155 0.205 -0.050 13,119,594 13,264,011 -144,417 19.5 25.6 -6.1  
REGION 6 1.727 1.829 -0.102 126,109,242 115,798,588 10,310,654 452.6 440.5 12.1  
NATIONAL TOTAL 8.47 9.10 -0.628 620,525,000 609,895,000 10,630,000 1,008.2 1,009.1 -0.9  
F Y 2 0 1 3 A L L O C A T I O N  
WAGE RECORDS

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## Image 24

TABLE 7F

	FY 2013 MPU	FY 2012 MPU	MPU Difference	FY 2013 Workload	FY 2012 Workload	Workload Difference	FY 2013 Staffyrs	FY 2012 Staffyrs	Staffyrs Difference
CONNECTICUT	80.749	82.839	-2.090	96,462	97,397	-935	73.9	75.0	-1.1
MAINE	72.864	71.813	1.051	41,849	41,369	480	29.2	27.6	1.6
MASSACHUSETTS	30.292	34.811	-4.519	209,620	199,744	9,876	66.7	70.5	-3.8
NEW HAMPSHIRE	71.553	73.380	-1.827	39,704	40,130	-426	29.2	29.9	-0.7
NEW JERSEY	37.233	40.464	-3.231	230,253	236,139	-5,886	96.4	106.0	-9.6

NEW YORK 69.342 71.817 -2.475 495,131 505,792 -10,661 353.7 372.1 -18.4  
PUERTO RICO 69.033 57.297 11.736 67,813 71,380 -3,567 70.6 41.9 28.7  
RHODE ISLAND 38.132 42.263 -4.131 32,633 32,868 -235 14.0 15.0 -1.0  
VERMONT 70.910 74.735 -3.825 21,403 21,758 -355 14.6 15.4 -0.8  
VIRGIN ISLANDS 112.622 135.451 -22.829 3,585 3,650 -65 3.9 5.1 -1.2  
REGION 1 652.730 684.870 -32.140 1,238,453 1,250,227 -11,774 752.2 758.5 -6.3  
DELAWARE 82.902 88.605 -5.703 25,647 26,526 -879 21.5 20.5 1.0  
DIST. OF COLUMBIA 70.353 68.475 1.878 29,441 29,865 -424 19.8 19.6 0.2  
MARYLAND 97.364 99.594 -2.230 136,333 138,318 -1,985 127.5 132.7 -5.2  
PENNSYLVANIA 79.496 91.898 -12.402 297,508 288,277 9,231 240.1 268.6 -28.5  
VIRGINIA 50.393 48.090 2.303 195,710 197,118 -1,408 89.1 86.3 2.8  
WEST VIRGINIA 85.652 89.313 -3.661 35,608 36,306 -698 30.7 32.8 -2.1  
REGION 2 466.160 485.975 -19.815 720,247 716,410 3,837 528.7 560.5 -31.8  
ALABAMA 77.591 77.669 -0.078 85,716 87,039 -1,323 63.3 64.0 -0.7  
FLORIDA 66.128 64.037 2.091 455,970 462,320 -6,350 267.4 262.0 5.4  
GEORGIA 79.278 85.244 -5.966 204,431 209,260 -4,829 151.7 164.8 -13.1  
KENTUCKY 76.593 83.263 -6.670 84,238 86,578 -2,340 64.0 71.0 -7.0  
MISSISSIPPI 69.303 70.830 -1.527 54,060 57,729 -3,669 34.9 38.0 -3.1  
NORTH CAROLINA 68.756 71.653 -2.897 194,857 197,942 -3,085 122.3 127.3 -5.0  
SOUTH CAROLINA 77.652 86.157 -8.505 96,891 98,268 -1,377 75.9 84.4 -8.5  
TENNESSEE 77.164 82.674 -5.510 111,424 112,576 -1,152 84.9 93.5 -8.6  
REGION 3 592.465 621.527 -29.062 1,287,587 1,311,712 -24,125 864.4 905.0 -72.4  
  
ARKANSAS 68.258 67.233 1.025 68,677 71,203 -2,526 43.5 44.5 -1.0  
COLORADO 59.124 69.754 -10.630 147,813 150,743 -2,930 83.0 98.0 -15.0  
LOUISIANA 73.048 75.807 -2.759 105,045 106,870 -1,825 73.3 78.1 -4.8  
MONTANA 64.004 62.857 1.147 36,302 36,780 -478 22.7 21.4 1.3  
NEW MEXICO 72.720 69.012 3.708 44,949 46,059 -1,110 30.9 30.0 0.9  
NORTH DAKOTA 79.731 87.929 -8.198 22,325 21,568 757 15.6 16.7 -1.1  
OKLAHOMA 82.171 93.627 -11.456 82,570 86,197 -3,627 61.0 78.2 -17.2  
SOUTH DAKOTA 82.181 87.042 -4.861 25,524 26,524 -1,000 18.9 21.3 -2.4  
TEXAS 65.538 69.531 -3.993 467,100 471,365 -4,265 294.5 317.4 -22.9  
UTAH 85.264 91.968 -6.704 67,500 68,272 -772 56.0 58.7 -2.7  
WYOMING 84.737 92.567 -7.830 22,091 22,272 -181 17.5 19.2 -1.7

REGION 4 816.776 867.327 -50.551 1,089,896 1,107,853 -17,957 716.9 783.5 -66.6  
 ILLINOIS 73.361 79.266 -5.905 301,527 312,118 -10,591 228.9 249.0 -20.1  
 INDIANA 71.379 77.439 -6.060 128,292 135,053 -6,761 89.3 102.6 -13.3  
 IOWA 82.420 87.075 -4.655 75,126 75,536 -410 58.3 61.7 -3.4  
 KANSAS 79.176 86.661 -7.485 69,414 71,154 -1,740 55.3 57.3 -2.0  
 MICHIGAN 74.582 76.912 -2.330 201,414 208,307 -6,893 136.0 155.1 -19.1  
 MINNESOTA 48.479 48.971 -0.492 130,063 132,531 -2,468 59.3 61.0 -1.7  
 MISSOURI 78.640 78.794 -0.154 136,934 137,883 -949 100.5 102.2 -1.7  
 NEBRASKA 63.342 66.651 -3.309 48,508 50,005 -1,497 29.5 31.4 -1.9  
 OHIO 84.436 83.295 1.141 217,489 233,512 -16,023 170.5 178.3 -7.8  
 WISCONSIN 73.780 73.446 0.334 130,625 131,392 -767 105.0 92.7 12.3  
 REGION 5 729.595 758.510 -28.915 1,439,392 1,487,491 -48,099 1,032.6 1091.3 -58.7  
 ALASKA 81.568 99.299 -17.731 17,437 17,588 -151 14.4 17.6 -3.2  
 ARIZONA 79.885 85.213 -5.328 122,146 125,786 -3,640 88.1 95.2 -7.1  
 CALIFORNIA 12.358 11.872 0.486 1,227,757 1,254,907 -27,150 150.3 147.4 2.9  
 HAWAII 82.086 86.759 -4.673 30,578 31,245 -667 24.3 25.6 -1.3  
 IDAHO 81.247 80.674 0.573 47,611 48,805 -1,194 35.9 36.6 -0.7  
 NEVADA 85.068 89.069 -4.001 55,991 57,227 -1,236 41.7 46.9 -5.2  
 OREGON 74.795 77.326 -2.531 109,723 109,972 -249 78.0 79.4 -1.4  
 WASHINGTON 70.231 68.868 1.363 217,182 217,777 -595 146.1 141.0 5.1  
 REGION 6 567.238 599.080 -31.842 1,828,425 1,863,307 -34,882 578.8 589.7 -10.9  
 NATIONAL TOTAL 3,824.96 4,017.29 -192.325 7,604,000 7,737,000 -133,000 4,473.6 4,688.5 -214.9  
 F Y 2 0 1 3 A L L O C A T I O N  
 TAX

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## Image 25

TABLE 8A

	FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	20.304	20.701	-1.9%	204,464	190,737	7.2%	39.4	36.7	7.4%
MAINE	19.340	21.156	-8.6%	71,674	69,908	2.5%	13.3	13.7	-2.9%
MASSACHUSETTS	23.009	23.889	-3.7%	343,945	319,976	7.5%	83.2	77.5	7.4%
NEW HAMPSHIRE	22.057	24.374	-9.5%	63,645	64,825	-1.8%	14.4	16.0	-10.0%

NEW JERSEY 28.428 32.115 -11.5% 463,069 441,894 4.8% 148.1 157.5 -6.0%  
NEW YORK 11.662 12.806 -8.9% 1,053,837 948,711 11.1% 126.6 124.5 1.7%  
PUERTO RICO 40.289 44.798 -10.1% 120,113 114,469 4.9% 72.9 52.5 38.9%  
RHODE ISLAND 34.953 39.052 -10.5% 66,759 60,616 10.1% 26.3 25.6 2.7%  
VERMONT 20.611 21.504 -4.2% 39,695 37,777 5.1% 7.9 7.7 2.6%  
VIRGIN ISLANDS 54.674 54.328 0.6% 3,052 2,654 15.0% 1.6 1.5 6.7%  
REGION 1 275.327 294.723 -6.6% 2,430,253 2,251,567 7.9% 533.7 513.2 4.0%  
DELAWARE 26.726 31.111 -14.1% 49,208 45,706 7.7% 13.3 12.4 7.3%  
DIST. OF COLUMBIA 46.274 49.209 -6.0% 38,630 33,591 15.0% 17.1 15.9 7.5%  
MARYLAND 24.972 26.813 -6.9% 258,177 237,782 8.6% 61.9 61.4 0.8%  
PENNSYLVANIA 21.535 22.264 -3.3% 1,061,148 1,035,306 2.5% 232.0 233.7 -0.7%  
VIRGINIA 31.366 33.141 -5.4% 288,222 291,102 -1.0% 81.7 87.9 -7.1%  
WEST VIRGINIA 28.381 30.757 -7.7% 67,079 64,818 3.5% 19.2 20.2 -5.0%  
REGION 2 179.254 193.295 -7.3% 1,762,464 1,708,305 3.2% 425.2 431.5 -1.5%  
ALABAMA 23.869 25.539 -6.5% 257,363 241,858 6.4% 58.5 58.4 0.2%  
FLORIDA 25.385 24.881 2.0% 738,179 830,072 -11.1% 166.2 182.8 -9.1%  
GEORGIA 23.998 28.433 -15.6% 584,420 594,767 -1.7% 131.3 156.2 -15.9%  
KENTUCKY 20.822 22.934 -9.2% 268,611 260,406 3.2% 55.5 58.8 -5.6%  
MISSISSIPPI 23.784 27.894 -14.7% 121,019 116,216 4.1% 26.8 30.1 -11.0%  
NORTH CAROLINA 23.886 23.163 3.1% 621,629 574,689 8.2% 135.5 119.5 13.4%  
SOUTH CAROLINA 33.424 33.170 0.8% 244,503 261,489 -6.5% 82.5 86.4 -4.5%  
TENNESSEE 23.502 23.711 -0.9% 295,840 290,304 1.9% 68.6 69.1 -0.7%  
REGION 3 198.670 209.725 -5.3% 3,131,564 3,169,801 -1.2% 724.9 761.3 -4.8%  
ARKANSAS 33.731 36.249 -6.9% 175,335 176,395 -0.6% 54.8 59.4 -7.7%  
COLORADO 32.875 41.320 -20.4% 156,275 154,887 0.9% 48.8 59.7 -18.3%  
LOUISIANA 25.432 32.344 -21.4% 156,066 152,550 2.3% 37.9 47.6 -20.4%  
MONTANA 36.156 41.552 -13.0% 61,694 60,591 1.8% 21.8 23.3 -6.4%  
NEW MEXICO 30.089 39.592 -24.0% 76,418 69,021 10.7% 21.7 25.8 -15.9%  
NORTH DAKOTA 20.146 19.048 5.8% 23,824 23,575 1.1% 4.2 4.0 5.0%  
OKLAHOMA 21.599 25.451 -15.1% 131,141 133,101 -1.5% 25.5 32.8 -22.3%  
SOUTH DAKOTA 34.521 39.811 -13.3% 20,022 20,060 -0.2% 6.2 7.4 -16.2%  
TEXAS 22.918 23.547 -2.7% 722,954 692,652 4.4% 159.4 158.0 0.9%  
UTAH 25.672 29.249 -12.2% 93,258 89,741 3.9% 23.3 24.6 -5.3%  
WYOMING 28.723 33.004 -13.0% 29,393 25,559 15.0% 7.9 7.8 1.3%

REGION 4	311.862	361.167	-13.7%	1,646,380	1,598,132	3.0%	411.5	450.4	-8.6%
ILLINOIS	23.878	24.161	-1.2%	628,942	654,317	-3.9%	155.4	159.1	-2.3%
INDIANA	21.737	21.097	3.0%	351,404	351,893	-0.1%	74.5	72.8	2.3%
IOWA	24.723	21.983	12.5%	184,222	194,312	-5.2%	42.9	40.1	7.0%
KANSAS	15.609	14.689	6.3%	148,599	133,860	11.0%	23.4	18.3	27.9%
MICHIGAN	35.671	36.242	-1.6%	646,834	669,274	-3.4%	208.9	234.9	-11.1%
MINNESOTA	17.163	19.024	-9.8%	277,572	263,807	5.2%	44.8	47.2	-5.1%
MISSOURI	13.167	16.184	-18.6%	370,903	366,815	1.1%	45.6	55.8	-18.3%
NEBRASKA	23.307	28.749	-18.9%	83,823	75,389	11.2%	18.7	20.4	-8.3%
OHIO	25.923	28.475	-9.0%	540,412	597,254	-9.5%	130.1	155.9	-16.5%
WISCONSIN	11.704	13.571	-13.8%	579,222	581,992	-0.5%	73.9	75.9	-2.6%
REGION 5	212.882	224.175	-5.0%	3,811,933	3,888,913	-2.0%	818.2	880.4	-7.1%
ALASKA	28.011	29.370	-4.6%	76,463	70,243	8.9%	21.7	20.8	4.3%
ARIZONA	21.704	19.442	11.6%	236,874	228,489	3.7%	46.4	39.5	17.5%
CALIFORNIA	25.476	27.731	-8.1%	2,465,841	2,637,675	-6.5%	622.3	723.6	-14.0%
HAWAII	25.789	29.508	-12.6%	73,367	69,931	4.9%	18.3	19.5	-6.2%
IDAHO	29.689	30.934	-4.0%	117,046	119,613	-2.1%	32.3	34.4	-6.1%
NEVADA	20.169	22.123	-8.8%	196,969	202,857	-2.9%	34.8	41.3	-15.7%
OREGON	21.420	22.793	-6.0%	358,579	365,273	-1.8%	73.0	77.7	-6.0%
WASHINGTON	21.513	22.027	-2.3%	442,267	439,201	0.7%	91.1	91.0	0.1%
REGION 6	193.771	203.928	-5.0%	3,967,406	4,133,282	-4.0%	939.9	1047.8	-10.3%
NATIONAL TOTAL	1,371.77	1,487.01	-7.8%	16,750,000	16,750,000	0.0%	3,853.4	4,084.6	-5.7%
F Y 2 0 1 3 A L L O C A T I O N									
INITIAL CLAIMS									

## Image 26

TABLE 8B

	FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	68.280	68.330	-0.1%	78,391	76,866	2.0%	50.8	48.8	4.1%
MAINE	54.953	59.855	-8.2%	26,561	27,384	-3.0%	14.0	15.2	-7.9%
MASSACHUSETTS	84.547	105.203	-19.6%	72,327	85,091	-15.0%	64.3	90.8	-29.2%
NEW HAMPSHIRE	52.371	64.007	-18.2%	37,573	32,672	15.0%	20.2	21.2	-4.7%

NEW JERSEY 61.222 67.338 -9.1% 158,263 144,759 9.3% 109.0 108.2 0.7%  
NEW YORK 83.885 94.360 -11.1% 203,681 193,661 5.2% 176.0 187.2 -6.0%  
PUERTO RICO 58.946 61.688 -4.4% 51,209 51,271 -0.1% 45.5 32.4 40.4%  
RHODE ISLAND 52.999 66.672 -20.5% 17,556 17,264 1.7% 10.5 12.5 -16.0%  
VERMONT 40.159 43.361 -7.4% 13,252 13,369 -0.9% 5.1 5.5 -7.3%  
VIRGIN ISLANDS 172.625 310.222 -44.4% 711 619 14.9% 1.2 2.0 -40.0%  
REGION 1 729.987 941.036 -22.4% 659,524 642,956 2.6% 496.6 523.8 -5.2%  
DELAWARE 60.168 64.551 -6.8% 18,854 17,055 10.5% 11.5 9.6 19.8%  
DIST. OF COLUMBIA 64.592 64.344 0.4% 13,130 11,417 15.0% 8.1 7.0 15.7%  
MARYLAND 42.315 38.196 10.8% 212,963 250,545 -15.0% 86.5 92.2 -6.2%  
PENNSYLVANIA 34.945 27.264 28.2% 269,822 243,271 10.9% 95.7 67.2 42.4%  
VIRGINIA 64.122 68.684 -6.6% 118,143 107,458 9.9% 68.4 67.2 1.8%  
WEST VIRGINIA 50.382 52.109 -3.3% 26,928 26,478 1.7% 13.7 14.0 -2.1%  
REGION 2 316.524 315.148 0.4% 659,840 656,224 0.6% 283.9 257.2 10.4%  
ALABAMA 55.707 54.559 2.1% 73,820 72,429 1.9% 39.1 37.4 4.5%  
FLORIDA 44.661 41.907 6.6% 371,912 366,535 1.5% 147.3 135.9 8.4%  
GEORGIA 42.941 47.662 -9.9% 139,927 141,919 -1.4% 56.2 62.5 -10.1%  
KENTUCKY 39.264 42.696 -8.0% 67,078 63,637 5.4% 26.1 26.8 -2.6%  
MISSISSIPPI 49.560 54.337 -8.8% 59,173 55,939 5.8% 27.3 28.3 -3.5%  
NORTH CAROLINA 46.478 41.418 12.2% 139,991 132,297 5.8% 59.4 49.2 20.7%  
SOUTH CAROLINA 40.324 40.971 -1.6% 78,500 71,914 9.2% 31.9 29.4 8.5%  
TENNESSEE 33.675 31.116 8.2% 77,206 71,080 8.6% 25.7 22.2 15.8%  
REGION 3 352.610 354.666 -0.6% 1,007,607 975,750 3.3% 413.0 391.7 5.4%  
  
ARKANSAS 44.974 48.532 -7.3% 58,682 57,157 2.7% 24.5 25.8 -5.0%  
COLORADO 40.467 43.740 -7.5% 134,398 137,842 -2.5% 51.7 56.2 -8.0%  
LOUISIANA 21.619 7.682 181.4% 81,156 70,570 15.0% 16.8 5.2 223.1%  
MONTANA 60.417 81.409 -25.8% 24,178 21,024 15.0% 14.3 15.9 -10.1%  
NEW MEXICO 38.287 45.015 -14.9% 40,888 38,605 5.9% 14.8 16.4 -9.8%  
NORTH DAKOTA 11.332 11.868 -4.5% 22,085 24,760 -10.8% 2.2 2.6 -15.4%  
OKLAHOMA 49.802 61.469 -19.0% 73,604 66,233 11.1% 33.0 39.4 -16.2%  
SOUTH DAKOTA 34.924 34.841 0.2% 15,237 13,748 10.8% 4.8 4.4 9.1%  
TEXAS 22.779 28.140 -19.1% 601,063 621,161 -3.2% 131.7 169.3 -22.2%  
UTAH 32.373 34.094 -5.0% 106,363 96,170 10.6% 33.5 30.7 9.1%



WYOMING	33.902	40.578	-16.5%	21,928	19,068	15.0%	6.9	7.2	-4.2%
REGION 4	390.876	437.368	-10.6%	1,179,582	1,166,338	1.1%	334.2	373.1	-10.4%
ILLINOIS	57.597	66.510	-13.4%	268,458	233,442	15.0%	160.0	156.3	2.4%
INDIANA	39.411	39.319	0.2%	138,107	144,597	-4.5%	53.1	55.8	-4.8%
IOWA	45.380	44.554	1.9%	61,655	59,816	3.1%	26.3	25.0	5.2%
KANSAS	42.382	38.759	9.3%	71,229	70,456	1.1%	30.4	25.4	19.7%
MICHIGAN	36.938	31.174	18.5%	364,221	428,495	-15.0%	121.8	129.3	-5.8%
MINNESOTA	28.829	33.432	-13.8%	177,760	166,624	6.7%	48.2	52.4	-8.0%
MISSOURI	32.218	32.149	0.2%	209,699	228,065	-8.1%	63.0	69.0	-8.7%
NEBRASKA	30.332	33.779	-10.2%	85,280	77,971	9.4%	24.8	24.8	0.0%
OHIO	50.630	50.820	-0.4%	292,526	297,437	-1.7%	137.5	138.6	-0.8%
WISCONSIN	53.150	62.002	-14.3%	210,223	202,160	4.0%	121.8	120.4	1.2%
REGION 5	416.867	432.498	-3.6%	1,879,158	1,909,063	-1.6%	786.9	797.0	-1.3%
ALASKA	45.912	51.759	-11.3%	58,405	54,079	8.0%	27.2	28.2	-3.5%
ARIZONA	70.108	74.824	-6.3%	128,085	111,378	15.0%	81.1	74.0	9.6%
CALIFORNIA	47.823	48.073	-0.5%	932,528	977,574	-4.6%	441.8	464.9	-5.0%
HAWAII	61.741	60.762	1.6%	31,203	31,802	-1.9%	18.7	18.3	2.2%
IDAHO	53.797	51.725	4.0%	50,545	51,607	-2.1%	25.3	24.8	2.0%
NEVADA	41.383	41.311	0.2%	107,290	103,507	3.7%	38.9	39.4	-1.3%
OREGON	66.242	66.372	-0.2%	112,676	102,714	9.7%	71.0	63.6	11.6%
WASHINGTON	44.990	48.362	-7.0%	193,557	217,008	-10.8%	83.4	98.7	-15.5%
REGION 6	431.996	443.188	-2.5%	1,614,289	1,649,669	-2.1%	787.4	811.9	-3.0%
NATIONAL TOTAL	2,638.86	2,923.90	-9.7%	7,000,000	7,000,000	0.0%	3,102.0	3,154.7	-1.7%
F Y 2 0 1 3 A L L O C A T I O N									
NON-MONETARY DETERMINATIONS									

## Image 27

TABLE 8C

FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs	
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	201.607	225.294	-10.5%	12,486	12,164	2.6%	23.9	25.5	-6.3%
MAINE	230.942	261.537	-11.7%	5,553	5,319	4.4%	12.3	12.9	-4.7%
MASSACHUSETTS	218.978	256.805	-14.7%	18,522	16,721	10.8%	42.6	43.5	-2.1%

NEW HAMPSHIRE 216.968 257.028 -15.6% 3,779 3,753 0.7% 8.4 9.8 -14.3%  
NEW JERSEY 171.091 182.886 -6.4% 30,693 31,682 -3.1% 59.1 64.3 -8.1%  
NEW YORK 254.350 318.270 -20.1% 31,506 29,708 6.1% 82.5 96.9 -14.9%  
PUERTO RICO 219.482 232.733 -5.7% 4,223 4,038 4.6% 14.0 9.6 45.8%  
RHODE ISLAND 180.841 211.365 -14.4% 3,718 3,409 9.1% 7.6 7.8 -2.6%  
VERMONT 242.353 297.126 -18.4% 1,485 1,575 -5.7% 3.5 4.4 -20.5%  
VIRGIN ISLANDS 115.601 106.877 8.2% 93 81 14.8% 0.1 0.1 0.0%  
REGION 1 2,052.213 2,349.921 -12.7% 112,058 108,450 3.3% 254.0 274.8 -7.6%  
DELAWARE 177.071 199.143 -11.1% 4,477 4,266 4.9% 8.0 7.4 8.1%  
DIST. OF COLUMBIA 132.791 97.579 36.1% 1,542 1,767 -12.7% 2.0 1.7 17.6%  
MARYLAND 155.520 174.990 -11.1% 28,437 28,646 -0.7% 42.5 48.3 -12.0%  
PENNSYLVANIA 206.982 242.941 -14.8% 56,045 51,219 9.4% 117.8 126.2 -6.7%  
VIRGINIA 174.356 170.829 2.1% 20,394 18,038 13.1% 32.1 28.1 14.2%  
WEST VIRGINIA 221.192 248.582 -11.0% 4,049 4,028 0.5% 9.0 10.1 -10.9%  
REGION 2 1,067.912 1,134.064 -5.8% 114,944 107,964 6.5% 211.4 221.8 -4.7%  
ALABAMA 190.480 199.258 -4.4% 16,453 16,649 -1.2% 29.8 31.4 -5.1%  
FLORIDA 152.350 135.152 12.7% 92,374 100,021 -7.6% 124.8 119.6 4.3%  
GEORGIA 187.801 197.740 -5.0% 38,895 42,979 -9.5% 68.4 78.5 -12.9%  
KENTUCKY 183.547 196.216 -6.5% 15,616 15,960 -2.2% 28.4 30.8 -7.8%  
MISSISSIPPI 172.001 195.559 -12.0% 15,438 13,424 15.0% 24.8 24.4 1.6%  
NORTH CAROLINA 177.253 184.733 -4.0% 34,467 36,631 -5.9% 55.7 60.7 -8.2%  
SOUTH CAROLINA 193.561 215.874 -10.3% 13,555 12,808 5.8% 26.5 27.6 -4.0%  
TENNESSEE 170.419 177.281 -3.9% 19,476 19,276 1.0% 32.8 34.3 -4.4%  
REGION 3 1,427.412 1,501.813 -5.0% 246,274 257,748 -4.5% 391.2 407.3 -4.0%  
  
ARKANSAS 181.263 196.452 -7.7% 11,415 9,926 15.0% 19.2 18.1 6.1%  
COLORADO 184.909 230.537 -19.8% 16,256 18,673 -12.9% 28.6 40.1 -28.7%  
LOUISIANA 169.744 168.257 0.9% 14,368 14,472 -0.7% 23.3 23.5 -0.9%  
MONTANA 249.104 284.008 -12.3% 670 583 14.9% 1.6 1.5 6.7%  
NEW MEXICO 152.527 187.581 -18.7% 8,382 7,289 15.0% 12.1 12.9 -6.2%  
NORTH DAKOTA 187.174 224.794 -16.7% 1,747 1,719 1.6% 2.9 3.4 -14.7%  
OKLAHOMA 180.474 193.055 -6.5% 11,040 11,908 -7.3% 17.9 22.3 -19.7%  
SOUTH DAKOTA 246.453 301.272 -18.2% 1,084 1,156 -6.2% 2.4 3.2 -25.0%  
TEXAS 180.722 189.844 -4.8% 83,028 82,963 0.1% 144.4 152.5 -5.3%

UTAH 202.516 233.460 -13.3% 10,470 9,309 12.5% 20.6 20.3 1.5%  
 WYOMING 207.094 242.693 -14.7% 1,949 1,704 14.4% 3.8 3.8 0.0%  
 REGION 4 2,141.980 2,451.953 -12.6% 160,409 159,702 0.4% 276.8 301.6 -8.2%  
 ILLINOIS 130.149 140.125 -7.1% 51,174 52,180 -1.9% 68.9 73.6 -6.4%  
 INDIANA 88.531 109.560 -19.2% 22,684 23,596 -3.9% 19.6 25.4 -22.8%  
 IOWA 179.347 211.390 -15.2% 11,795 11,273 4.6% 19.9 22.4 -11.2%  
 KANSAS 192.966 211.908 -8.9% 9,932 9,973 -0.4% 19.3 19.6 -1.5%  
 MICHIGAN 214.542 255.205 -15.9% 23,611 20,531 15.0% 45.9 50.7 -9.5%  
 MINNESOTA 184.006 220.587 -16.6% 16,045 16,807 -4.5% 27.8 34.9 -20.3%  
 MISSOURI 193.734 209.623 -7.6% 19,774 21,018 -5.9% 35.8 41.4 -13.5%  
 NEBRASKA 139.783 171.961 -18.7% 4,937 4,675 5.6% 6.6 7.6 -13.2%  
 OHIO 221.437 280.418 -21.0% 21,588 19,170 12.6% 44.4 49.3 -9.9%  
 WISCONSIN 211.903 262.433 -19.3% 18,456 16,483 12.0% 42.6 41.6 2.4%  
 REGION 5 1,756.398 2,073.210 -15.3% 199,996 195,706 2.2% 330.8 366.5 -9.7%  
 ALASKA 180.158 207.512 -13.2% 1,552 1,696 -8.5% 2.8 3.5 -20.0%  
 ARIZONA 150.398 167.461 -10.2% 26,790 23,296 15.0% 36.4 34.7 4.9%  
 CALIFORNIA 188.330 209.618 -10.2% 208,420 213,205 -2.2% 388.9 442.1 -12.0%  
 HAWAII 189.789 205.817 -7.8% 2,592 2,770 -6.4% 4.8 5.4 -11.1%  
 IDAHO 207.159 208.269 -0.5% 4,083 4,496 -9.2% 7.9 8.7 -9.2%  
 NEVADA 228.109 233.050 -2.1% 9,259 10,893 -15.0% 18.5 23.4 -20.9%  
 OREGON 204.719 216.908 -5.6% 17,016 16,690 2.0% 33.1 33.8 -2.1%  
 WASHINGTON 170.773 187.885 -9.1% 24,607 25,384 -3.1% 40.2 44.8 -10.3%  
 REGION 6 1,519.435 1,636.520 -7.2% 294,319 298,430 -1.4% 532.6 596.4 -10.7%  
 NATIONAL TOTAL 9,965.35 11,147.48 -10.6% 1,128,000 1,128,000 0.0% 1,996.8 2,168.4 -7.9%

F Y 2 0 1 3 A L L O C A T I O N

APPEALS

# Image 28

TABLE 8D

FY 2013 FY 2012 MPU FY 2013 FY 2012 Workload FY 2013 FY 2012 Staffyrs  
 STATE MPU MPU Difference Workload Workload Difference Staffyrs Staffyrs Difference  
 CONNECTICUT 1.364 1.381 -1.2% 1,873,138 1,866,044 0.4% 24.2 23.9 1.3%  
 MAINE 2.196 2.353 -6.7% 508,316 477,650 6.4% 10.7 10.4 2.9%

MASSACHUSETTS 1.597 1.820 -12.3% 3,404,664 3,336,273 2.0% 57.2 61.6 -7.1%  
 NEW HAMPSHIRE 2.806 3.778 -25.7% 443,305 442,388 0.2% 12.8 16.9 -24.3%  
 NEW JERSEY 1.077 1.223 -11.9% 4,832,940 4,917,130 -1.7% 58.5 66.7 -12.3%  
 NEW YORK 0.953 1.097 -13.1% 9,187,156 7,988,831 15.0% 90.2 89.8 0.4%  
 PUERTO RICO 1.942 2.291 -15.2% 1,404,295 1,417,487 -0.9% 41.1 33.3 23.4%  
 RHODE ISLAND 0.391 0.485 -19.4% 488,687 515,071 -5.1% 2.2 2.7 -18.5%  
 VERMONT 1.186 1.065 11.4% 313,520 306,288 2.4% 3.6 3.1 16.1%  
 VIRGIN ISLANDS 3.641 3.886 -6.3% 33,422 29,063 15.0% 1.2 1.2 0.0%  
 REGION 1 17.153 19.379 -11.5% 22,489,443 21,296,225 5.6% 301.7 309.6 -2.6%  
 DELAWARE 1.617 2.024 -20.1% 357,704 337,887 5.9% 5.8 6.0 -3.3%  
 DIST. OF COLUMBIA 1.327 1.709 -22.4% 356,207 336,676 5.8% 4.5 5.5 -18.2%  
 MARYLAND 1.266 1.394 -9.2% 1,903,149 1,654,912 15.0% 23.1 22.2 4.1%  
 PENNSYLVANIA 1.734 2.156 -19.6% 7,935,014 7,791,335 1.8% 139.7 170.3 -18.0%  
 VIRGINIA 2.067 2.332 -11.4% 1,756,634 1,649,944 6.5% 32.8 35.0 -6.3%  
 WEST VIRGINIA 1.949 2.367 -17.7% 548,154 533,370 2.8% 10.8 12.8 -15.6%  
 REGION 2 9.960 11.982 -16.9% 12,856,862 12,304,124 4.5% 216.7 251.8 -13.9%  
 ALABAMA 1.502 1.732 -13.3% 1,316,779 1,418,215 -7.2% 18.8 23.2 -19.0%  
 FLORIDA 1.524 1.616 -5.7% 5,196,801 6,113,883 -15.0% 70.2 87.4 -19.7%  
 GEORGIA 1.179 1.453 -18.9% 2,803,760 3,298,541 -15.0% 30.9 44.3 -30.2%  
 KENTUCKY 0.875 1.237 -29.3% 1,400,699 1,317,238 6.3% 12.2 16.0 -23.8%  
 MISSISSIPPI 2.012 2.366 -15.0% 777,365 821,690 -5.4% 14.6 18.1 -19.3%  
 NORTH CAROLINA 1.236 1.320 -6.4% 3,331,080 3,713,822 -10.3% 37.6 44.0 -14.5%  
 SOUTH CAROLINA 1.706 1.915 -10.9% 1,425,496 1,677,054 -15.0% 24.5 32.0 -23.4%  
 TENNESSEE 1.433 1.672 -14.3% 1,666,517 1,729,553 -3.6% 23.6 29.0 -18.6%  
 REGION 3 11.467 13.311 -13.9% 17,918,497 20,089,996 -10.8% 232.4 294.0 -21.0%  
  
 ARKANSAS 1.019 1.298 -21.5% 1,237,949 1,187,888 4.2% 11.7 14.3 -18.2%  
 COLORADO 0.221 0.265 -16.6% 1,521,317 1,600,833 -5.0% 3.2 4.0 -20.0%  
 LOUISIANA 1.766 2.380 -25.8% 1,216,814 1,061,038 14.7% 20.5 24.4 -16.0%  
 MONTANA 1.645 1.796 -8.4% 441,980 384,330 15.0% 7.1 6.4 10.9%  
 NEW MEXICO 1.120 1.366 -18.0% 716,876 623,370 15.0% 7.6 8.0 -5.0%  
 NORTH DAKOTA 1.391 1.454 -4.3% 138,507 140,836 -1.7% 1.7 1.8 -5.6%  
 OKLAHOMA 2.045 2.924 -30.1% 897,331 917,185 -2.2% 16.5 26.0 -36.5%  
 SOUTH DAKOTA 3.396 5.603 -39.4% 119,899 125,672 -4.6% 3.7 6.5 -43.1%

TEXAS	1.315	1.783	-26.2%	5,694,524	4,951,760	15.0%	72.0	85.5	-15.8%
UTAH	0.822	0.947	-13.2%	656,865	571,187	15.0%	5.3	5.1	3.9%
WYOMING	1.261	1.953	-35.4%	169,969	147,799	15.0%	2.0	2.7	-25.9%
REGION 4	16.001	21.769	-26.5%	12,812,031	11,711,898	9.4%	151.3	184.7	-18.1%
ILLINOIS	0.708	0.750	-5.6%	6,089,901	6,517,543	-6.6%	44.6	49.2	-9.3%
INDIANA	1.313	1.472	-10.8%	2,157,200	2,331,061	-7.5%	27.6	33.7	-18.1%
IOWA	1.248	1.305	-4.4%	1,057,208	1,051,344	0.6%	12.4	12.9	-3.9%
KANSAS	1.549	1.670	-7.2%	956,098	927,062	3.1%	14.9	14.4	3.5%
MICHIGAN	1.165	1.155	0.9%	4,087,957	4,723,209	-13.4%	43.1	52.8	-18.4%
MINNESOTA	1.109	1.137	-2.5%	2,536,197	2,389,464	6.1%	26.5	25.5	3.9%
MISSOURI	1.281	1.602	-20.0%	2,106,933	2,157,277	-2.3%	25.2	32.5	-22.5%
NEBRASKA	0.743	1.245	-40.3%	557,222	484,541	15.0%	4.0	5.7	-29.8%
OHIO	1.451	1.766	-17.8%	3,837,906	4,271,389	-10.1%	51.7	69.1	-25.2%
WISCONSIN	1.017	1.322	-23.1%	3,426,111	3,460,274	-1.0%	38.0	43.9	-13.4%
REGION 5	11.584	13.424	-13.7%	26,812,733	28,313,164	-5.3%	288.0	339.7	-15.2%
ALASKA	1.324	1.451	-8.8%	492,233	429,260	14.7%	6.6	6.3	4.8%
ARIZONA	2.396	2.675	-10.4%	1,740,189	1,743,640	-0.2%	37.7	41.4	-8.9%
CALIFORNIA	1.075	1.126	-4.5%	16,493,632	16,114,845	2.4%	175.7	179.5	-2.1%
HAWAII	2.156	2.664	-19.1%	509,089	450,511	13.0%	10.6	11.3	-6.2%
IDAHO	1.962	2.263	-13.3%	640,718	674,116	-5.0%	11.7	14.2	-17.6%
NEVADA	1.553	1.631	-4.8%	1,471,081	1,364,573	7.8%	20.0	20.5	-2.4%
OREGON	1.437	1.875	-23.4%	2,290,415	2,377,062	-3.6%	31.3	41.6	-24.8%
WASHINGTON	1.224	1.463	-16.3%	3,073,077	2,730,586	12.5%	36.0	37.6	-4.3%
REGION 6	13.127	15.148	-13.3%	26,710,434	25,884,593	3.2%	329.6	352.4	-6.5%
NATIONAL TOTAL	79.29	95.01	-16.5%	119,600,000	119,600,000	0.0%	1,519.7	1,732.2	-12.3%
F Y 2 0 1 3 A L L O C A T I O N									
WEEKS CLAIMED									

## Image 29

TABLE 8E

FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs	
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference
CONNECTICUT	0.082	0.084	-2.4%	7,500,986	7,518,733	-0.2%	5.8	5.9	-1.7%

MAINE 0.070 0.071 -1.4% 3,179,184 3,289,169 -3.3% 2.1 2.2 -4.5%

MASSACHUSETTS 0.065 0.018 0.0% 13,367,409 13,045,702 2.5% 9.1 2.4 279.2%

NEW HAMPSHIRE 0.131 0.138 -5.1% 2,848,073 2,857,252 -0.3% 3.8 4.0 -5.0%

NEW JERSEY 0.084 0.088 -4.5% 17,658,349 17,763,287 -0.6% 16.7 17.3 -3.5%

NEW YORK 0.019 0.020 -5.0% 40,433,616 40,141,988 0.7% 7.9 8.2 -3.7%

PUERTO RICO 0.071 0.084 -15.5% 4,026,628 4,737,209 -15.0% 4.3 4.1 4.9%

RHODE ISLAND 0.039 0.045 -13.3% 2,129,909 2,135,430 -0.3% 0.9 1.0 -10.0%

VERMONT 0.447 0.499 -10.4% 1,586,586 1,691,400 -6.2% 6.8 8.0 -15.0%

VIRGIN ISLANDS 1.103 1.293 -14.7% 184,199 197,690 -6.8% 2.0 2.6 -23.1%

REGION 1 2.111 2.340 -9.8% 92,914,939 93,377,860 -0.5% 59.4 55.7 6.6%

DELAWARE 0.208 0.246 -15.4% 1,980,579 1,972,012 0.4% 4.2 4.2 0.0%

DIST. OF COLUMBIA 0.044 0.044 0.0% 2,379,959 2,418,396 -1.6% 1.0 1.0 0.0%

MARYLAND 0.139 0.129 7.8% 11,567,373 11,959,097 -3.3% 15.4 14.9 3.4%

PENNSYLVANIA 0.037 0.050 -26.0% 24,381,229 26,130,255 -6.7% 9.2 13.2 -30.3%

VIRGINIA 0.179 0.217 -17.5% 16,698,287 16,100,957 3.7% 27.0 31.8 -15.1%

WEST VIRGINIA 0.176 0.186 -5.4% 3,234,601 3,198,812 1.1% 5.7 6.0 -5.0%

REGION 2 0.783 0.872 -10.2% 60,242,028 61,779,529 -2.5% 62.5 71.1 -12.1%

ALABAMA 0.083 0.101 -17.8% 8,017,390 7,722,074 3.8% 6.3 7.4 -14.9%

FLORIDA 0.105 0.103 1.9% 34,120,130 33,938,760 0.5% 31.8 30.9 2.9%

GEORGIA 0.259 0.283 -8.5% 16,104,433 16,415,156 -1.9% 39.0 42.9 -9.1%

KENTUCKY 0.052 0.065 -20.0% 8,126,240 7,858,126 3.4% 4.2 5.0 -16.0%

MISSISSIPPI 0.185 0.166 11.4% 5,048,536 5,102,516 -1.1% 8.7 7.9 10.1%

NORTH CAROLINA 0.077 0.083 -7.2% 17,586,472 17,915,521 -1.8% 12.4 13.3 -6.8%

SOUTH CAROLINA 0.177 0.187 -5.3% 8,377,974 8,223,688 1.9% 15.0 15.3 -2.0%

TENNESSEE 0.145 0.137 5.8% 12,007,364 11,885,931 1.0% 17.2 16.4 4.9%

REGION 3 1.083 1.125 -3.7% 109,388,539 109,061,772 0.3% 134.6 139.1 -3.2%

ARKANSAS 0.145 0.179 -19.0% 5,409,725 5,476,511 -1.2% 7.3 9.1 -19.8%

COLORADO 0.107 0.129 -17.1% 9,978,234 9,894,580 0.8% 10.1 11.9 -15.1%

LOUISIANA 0.059 0.048 22.9% 7,869,451 7,737,144 1.7% 4.4 3.6 22.2%

MONTANA 0.187 0.204 -8.3% 2,001,157 2,024,857 -1.2% 3.7 3.8 -2.6%

NEW MEXICO 0.063 0.080 -21.3% 3,492,457 3,651,035 -4.3% 2.1 2.8 -25.0%

NORTH DAKOTA 0.097 0.107 -9.3% 1,770,087 1,729,236 2.4% 1.5 1.6 -6.3%

OKLAHOMA 0.158 0.130 21.5% 7,156,272 6,853,654 4.4% 10.2 8.6 18.6%

SOUTH DAKOTA	0.147	0.153	-3.9%	1,812,973	1,790,142	1.3%	2.4	2.5	-4.0%
TEXAS	0.139	0.129	7.8%	48,510,326	48,394,772	0.2%	64.9	60.5	7.3%
UTAH	0.057	0.066	-13.6%	5,479,838	5,478,815	0.0%	3.0	3.4	-11.8%
WYOMING	0.167	0.190	-12.1%	1,231,093	1,448,940	-15.0%	1.9	2.6	-26.9%
REGION 4	1.326	1.415	-6.3%	94,711,613	94,479,686	0.2%	111.5	110.4	1.0%
ILLINOIS	0.174	0.184	-5.4%	26,452,308	26,568,424	-0.4%	47.6	49.2	-3.3%
INDIANA	0.134	0.143	-6.3%	12,186,320	12,635,185	-3.6%	15.9	17.7	-10.2%
IOWA	0.267	0.293	-8.9%	6,796,411	6,793,355	0.0%	17.1	18.7	-8.6%
KANSAS	0.093	0.090	3.3%	6,527,085	6,275,723	4.0%	6.1	5.2	17.3%
MICHIGAN	0.151	0.156	-3.2%	17,909,801	17,615,051	1.7%	24.5	26.6	-7.9%
MINNESOTA	0.077	0.074	4.1%	11,943,908	11,855,146	0.7%	8.7	8.2	6.1%
MISSOURI	0.133	0.130	2.3%	12,157,950	12,412,096	-2.0%	15.1	15.2	-0.7%
NEBRASKA	0.190	0.209	-9.1%	4,165,330	4,201,588	-0.9%	7.6	8.3	-8.4%
OHIO	0.139	0.143	-2.8%	25,409,343	23,763,854	6.9%	32.8	31.1	5.5%
WISCONSIN	0.082	0.095	-13.7%	13,610,183	13,277,143	2.5%	12.2	12.1	0.8%
REGION 5	1.440	1.517	-5.1%	137,158,639	135,397,565	1.3%	187.6	192.3	-2.4%
ALASKA	0.231	0.261	-11.5%	1,500,205	1,516,306	-1.1%	3.5	4.0	-12.5%
ARIZONA	0.114	0.119	-4.2%	11,312,879	11,062,076	2.3%	11.6	11.7	-0.9%
CALIFORNIA	0.474	0.522	-9.2%	81,803,622	71,172,784	14.9%	384.1	367.5	4.5%
HAWAII	0.173	0.173	0.0%	2,652,235	2,765,186	-4.1%	4.4	4.5	-2.2%
IDAHO	0.211	0.215	-1.9%	2,984,147	3,004,092	-0.7%	5.8	6.0	-3.3%
NEVADA	0.102	0.111	-8.1%	5,244,813	5,496,130	-4.6%	4.7	5.6	-16.1%
OREGON	0.267	0.223	19.7%	7,491,747	7,518,003	-0.3%	19.0	15.6	21.8%
WASHINGTON	0.155	0.205	-24.4%	13,119,594	13,264,011	-1.1%	19.5	25.6	-23.8%
REGION 6	1.727	1.829	-5.6%	126,109,242	115,798,588	8.9%	452.6	440.5	2.7%
NATIONAL TOTAL	8.47	9.10	-6.9%	620,525,000	609,895,000	1.7%	1,008.2	1,009.1	-0.1%
F Y 2 0 1 3 A L L O C A T I O N									
WAGE RECORDS									

# Image 30

TABLE 8F

FY 2013	FY 2012	MPU	FY 2013	FY 2012	Workload	FY 2013	FY 2012	Staffyrs	
STATE	MPU	MPU	Difference	Workload	Workload	Difference	Staffyrs	Staffyrs	Difference

CONNECTICUT 80.749 82.839 -2.5% 96,462 97,397 -1.0% 73.9 75.0 -1.5%  
MAINE 72.864 71.813 1.5% 41,849 41,369 1.2% 29.2 27.6 5.8%  
MASSACHUSETTS 30.292 34.811 -13.0% 209,620 199,744 4.9% 66.7 70.5 -5.4%  
NEW HAMPSHIRE 71.553 73.380 -2.5% 39,704 40,130 -1.1% 29.2 29.9 -2.3%  
NEW JERSEY 37.233 40.464 -8.0% 230,253 236,139 -2.5% 96.4 106.0 -9.1%  
NEW YORK 69.342 71.817 -3.4% 495,131 505,792 -2.1% 353.7 372.1 -4.9%  
PUERTO RICO 69.033 57.297 20.5% 67,813 71,380 -5.0% 70.6 41.9 68.5%  
RHODE ISLAND 38.132 42.263 -9.8% 32,633 32,868 -0.7% 14.0 15.0 -6.7%  
VERMONT 70.910 74.735 -5.1% 21,403 21,758 -1.6% 14.6 15.4 -5.2%  
VIRGIN ISLANDS 112.622 135.451 -16.9% 3,585 3,650 -1.8% 3.9 5.1 -23.5%  
REGION 1 652.730 684.870 -4.7% 1,238,453 1,250,227 -0.9% 752.2 758.5 -0.8%  
DELAWARE 82.902 88.605 -6.4% 25,647 26,526 -3.3% 21.5 20.5 4.9%  
DIST. OF COLUMBIA 70.353 68.475 2.7% 29,441 29,865 -1.4% 19.8 19.6 1.0%  
MARYLAND 97.364 99.594 -2.2% 136,333 138,318 -1.4% 127.5 132.7 -3.9%  
PENNSYLVANIA 79.496 91.898 -13.5% 297,508 288,277 3.2% 240.1 268.6 -10.6%  
VIRGINIA 50.393 48.090 4.8% 195,710 197,118 -0.7% 89.1 86.3 3.2%  
WEST VIRGINIA 85.652 89.313 -4.1% 35,608 36,306 -1.9% 30.7 32.8 -6.4%  
REGION 2 466.160 485.975 -4.1% 720,247 716,410 0.5% 528.7 560.5 -5.7%  
ALABAMA 77.591 77.669 -0.1% 85,716 87,039 -1.5% 63.3 64.0 -1.1%  
FLORIDA 66.128 64.037 3.3% 455,970 462,320 -1.4% 267.4 262.0 2.1%  
GEORGIA 79.278 85.244 -7.0% 204,431 209,260 -2.3% 151.7 164.8 -7.9%  
KENTUCKY 76.593 83.263 -8.0% 84,238 86,578 -2.7% 64.0 71.0 -9.9%  
MISSISSIPPI 69.303 70.830 -2.2% 54,060 57,729 -6.4% 34.9 38.0 -8.2%  
NORTH CAROLINA 68.756 71.653 -4.0% 194,857 197,942 -1.6% 122.3 127.3 -3.9%  
SOUTH CAROLINA 77.652 86.157 -9.9% 96,891 98,268 -1.4% 75.9 84.4 -10.1%  
TENNESSEE 77.164 82.674 -6.7% 111,424 112,576 -1.0% 84.9 93.5 -9.2%  
REGION 3 592.465 621.527 -4.7% 1,287,587 1,311,712 -1.8% 864.4 905.0 -4.5%  
  
ARKANSAS 68.258 67.233 1.5% 68,677 71,203 -3.5% 43.5 44.5 -2.2%  
COLORADO 59.124 69.754 -15.2% 147,813 150,743 -1.9% 83.0 98.0 -15.3%  
LOUISIANA 73.048 75.807 -3.6% 105,045 106,870 -1.7% 73.3 78.1 -6.1%  
MONTANA 64.004 62.857 1.8% 36,302 36,780 -1.3% 22.7 21.4 6.1%  
NEW MEXICO 72.720 69.012 5.4% 44,949 46,059 -2.4% 30.9 30.0 3.0%  
NORTH DAKOTA 79.731 87.929 -9.3% 22,325 21,568 3.5% 15.6 16.7 -6.6%



OKLAHOMA 82.171 93.627 -12.2% 82,570 86,197 -4.2% 61.0 78.2 -22.0%  
SOUTH DAKOTA 82.181 87.042 -5.6% 25,524 26,524 -3.8% 18.9 21.3 -11.3%  
TEXAS 65.538 69.531 -5.7% 467,100 471,365 -0.9% 294.5 317.4 -7.2%  
UTAH 85.264 91.968 -7.3% 67,500 68,272 -1.1% 56.0 58.7 -4.6%  
WYOMING 84.737 92.567 -8.5% 22,091 22,272 -0.8% 17.5 19.2 -8.9%  
REGION 4 816.776 867.327 -5.8% 1,089,896 1,107,853 -1.6% 716.9 783.5 -8.5%  
ILLINOIS 73.361 79.266 -7.4% 301,527 312,118 -3.4% 228.9 249.0 -8.1%  
INDIANA 71.379 77.439 -7.8% 128,292 135,053 -5.0% 89.3 102.6 -13.0%  
IOWA 82.420 87.075 -5.3% 75,126 75,536 -0.5% 58.3 61.7 -5.5%  
KANSAS 79.176 86.661 -8.6% 69,414 71,154 -2.4% 55.3 57.3 -3.5%  
MICHIGAN 74.582 76.912 -3.0% 201,414 208,307 -3.3% 136.0 155.1 -12.3%  
MINNESOTA 48.479 48.971 -1.0% 130,063 132,531 -1.9% 59.3 61.0 -2.8%  
MISSOURI 78.640 78.794 -0.2% 136,934 137,883 -0.7% 100.5 102.2 -1.7%  
NEBRASKA 63.342 66.651 -5.0% 48,508 50,005 -3.0% 29.5 31.4 -6.1%  
OHIO 84.436 83.295 1.4% 217,489 233,512 -6.9% 170.5 178.3 -4.4%  
WISCONSIN 73.780 73.446 0.5% 130,625 131,392 -0.6% 105.0 92.7 13.3%  
REGION 5 729.595 758.510 -3.8% 1,439,392 1,487,491 -3.2% 1,032.6 1,091.3 -5.4%  
ALASKA 81.568 99.299 -17.9% 17,437 17,588 -0.9% 14.4 17.6 -18.2%  
ARIZONA 79.885 85.213 -6.3% 122,146 125,786 -2.9% 88.1 95.2 -7.5%  
CALIFORNIA 12.358 11.872 4.1% 1,227,757 1,254,907 -2.2% 150.3 147.4 2.0%  
HAWAII 82.086 86.759 -5.4% 30,578 31,245 -2.1% 24.3 25.6 -5.1%  
IDAHO 81.247 80.674 0.7% 47,611 48,805 -2.4% 35.9 36.6 -1.9%  
NEVADA 85.068 89.069 -4.5% 55,991 57,227 -2.2% 41.7 46.9 -11.1%  
OREGON 74.795 77.326 -3.3% 109,723 109,972 -0.2% 78.0 79.4 -1.8%  
WASHINGTON 70.231 68.868 2.0% 217,182 217,777 -0.3% 146.1 141.0 3.6%  
REGION 6 567.238 599.080 -5.3% 1,828,425 1,863,307 -1.9% 578.8 589.7 -1.8%  
NATIONAL TOTAL 3,824.96 4,017.29 -4.8% 7,604,000 7,737,000 -1.7% 4,473.6 4,688.5 -4.6%

F Y 2 0 1 3 A L L O C A T I O N

TAX

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# Image 1

WEEKS Total Prorated

CLAIMED\* Quarterly X 4 (WC + SEx4) Postage

TOTAL	119,600,000	7,604,000	30,416,000	150,016,000	116,287,000	100.00%
CONNECTICUT	1	1,873,138	96,462	385,848	2,258,986	1,751,085 1.51%
MAINE	1	508,316	41,849	167,396	675,712	523,788 0.45%
MASSACHUSETTS	1	3,404,664	209,620	838,480	4,243,144	3,289,132 2.83%
NEW HAMPSHIRE	1	443,305	39,704	158,816	602,121	466,743 0.40%
NEW JERSEY	1	4,832,940	230,253	921,012	5,753,952	4,460,256 3.84%
NEW YORK	1	9,187,156	495,131	1,980,524	11,167,680	8,656,783 7.44%
PUERTO RICO	1	1,404,295	67,813	271,252	1,675,547	1,298,824 1.12%
RHODE ISLAND	1	488,687	32,633	130,532	619,219	479,996 0.41%
VERMONT	1	313,520	21,403	85,612	399,132	309,393 0.27%
VIRGIN ISLANDS	1	33,422	3,585	14,340	47,762	37,023 0.03%
DELAWARE	2	357,704	25,647	102,588	460,292	356,802 0.31%
DIST. OF COLUMBIA	2	356,207	29,441	117,764	473,971	367,405 0.32%
MARYLAND	2	1,903,149	136,333	545,332	2,448,481	1,897,974 1.63%
PENNSYLVANIA	2	7,935,014	297,508	1,190,032	9,125,046	7,073,407 6.08%
VIRGINIA	2	1,756,634	195,710	782,840	2,539,474	1,968,509 1.69%
WEST VIRGINIA	2	548,154	35,608	142,432	690,586	535,317 0.46%
ALABAMA	3	1,316,779	85,716	342,864	1,659,643	1,286,495 1.11%
FLORIDA	3	5,196,801	455,970	1,823,880	7,020,681	5,442,179 4.68%
GEORGIA	3	2,803,760	204,431	817,724	3,621,484	2,807,244 2.41%
KENTUCKY	3	1,400,699	84,238	336,952	1,737,651	1,346,964 1.16%
MISSISSIPPI	3	777,365	54,060	216,240	993,605	770,207 0.66%
NORTH CAROLINA	3	3,331,080	194,857	779,428	4,110,508	3,186,318 2.74%
SOUTH CAROLINA	3	1,425,496	96,891	387,564	1,813,060	1,405,419 1.21%
TENNESSEE	3	1,666,517	111,424	445,696	2,112,213	1,637,311 1.41%
ARKANSAS	4	1,237,949	68,677	274,708	1,512,657	1,172,557 1.01%
COLORADO	4	1,521,317	147,813	591,252	2,112,569	1,637,587 1.41%
LOUISIANA	4	1,216,814	105,045	420,180	1,636,994	1,268,939 1.09%
MONTANA	4	441,980	36,302	145,208	587,188	455,167 0.39%
NEW MEXICO	4	716,876	44,949	179,796	896,672	695,068 0.60%

NORTH DAKOTA 4 138,507 22,325 89,300 227,807 176,588 0.15%  
OKLAHOMA 4 897,331 82,570 330,280 1,227,611 951,600 0.82%  
SOUTH DAKOTA 4 119,899 25,524 102,096 221,995 172,083 0.15%  
TEXAS 4 5,694,524 467,100 1,868,400 7,562,924 5,862,506 5.04%  
UTAH 4 656,865 67,500 270,000 926,865 718,472 0.62%  
WYOMING 4 169,969 22,091 88,364 258,333 200,250 0.17%  
ILLINOIS 5 6,089,901 301,527 1,206,108 7,296,009 5,655,603 4.86%  
INDIANA 5 2,157,200 128,292 513,168 2,670,368 2,069,973 1.78%  
IOWA 5 1,057,208 75,126 300,504 1,357,712 1,052,449 0.91%  
KANSAS 5 956,098 69,414 277,656 1,233,754 956,362 0.82%  
MICHIGAN 5 4,087,957 201,414 805,656 4,893,613 3,793,353 3.26%  
MINNESOTA 5 2,536,197 130,063 520,252 3,056,449 2,369,249 2.04%  
MISSOURI 5 2,106,933 136,934 547,736 2,654,669 2,057,804 1.77%  
NEBRASKA 5 557,222 48,508 194,032 751,254 582,345 0.50%  
OHIO 5 3,837,906 217,489 869,956 4,707,862 3,649,365 3.14%  
WISCONSIN 5 3,426,111 130,625 522,500 3,948,611 3,060,821 2.63%  
ALASKA 6 492,233 17,437 69,748 561,981 435,627 0.37%  
ARIZONA 6 1,740,189 122,146 488,584 2,228,773 1,727,665 1.49%  
CALIFORNIA 6 16,493,632 1,227,757 4,911,028 21,404,660 16,592,124 14.27%  
HAWAII 6 509,089 30,578 122,312 631,401 489,439 0.42%  
IDAHO 6 640,718 47,611 190,444 831,162 644,287 0.55%  
NEVADA 6 1,471,081 55,991 223,964 1,695,045 1,313,938 1.13%  
OREGON 6 2,290,415 109,723 438,892 2,729,307 2,115,660 1.82%  
WASHINGTON 6 3,073,077 217,182 868,728 3,941,805 3,055,545 2.63%

## Attachment III

SUBJECT EMPLOYERS\*  
WORKLOAD\*  
POSTAGE (\* from OUI)

U.S. Department of Labor  
Employment and Training Administration  
FY 2013 Unemployment Insurance Planning Targets  
Postage Dollars

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**Message: Statewide Report**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:38 PM  
 Item ID: 40860798  
 Policy Action: Not Specified

**Mark History:**

Date	Action Status	Reviewer
7/21/2014 11:25:25 AM	Reviewed	Koonce, Kerry

**Policies:**

No Policies attached

 **Statewide Report**

**From** Taylor, Kelly [IWD] **Date**  
Wednesday, June 13, 2012 11:30 AM

**To** Wahlert, Teresa [IWD]

**Cc** Mauro, Michael [IWD]; Godfrey, Christopher [IWD]; Wallace, Edward [IWD]; Mikkelsen, Paul [IWD]; Wilkinson, Michael [IWD]; Walsh, Joseph [IWD]; Adams, Lori [IWD]; Igbokwe, Jude [IWD]; Bateman, Gary [IWD]; Daly, Pat [IWD]; Wilcox, Margaret [IWD]; Swacker, Jamie [IWD]; Conner, Brett [IWD]; Hussain, Zakia [IWD]; Eamer, Larry [IWD]; O'Hair, Anieta [IWD]

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 [May 31, 2012 by Division and Program, SFY12.xls](#) (88 Kb HTML)

I've attached the statewide report for May 31, 2012 with accrued expenditures through June 11, 2012. The biggest concern I see is with the WOTC program, where staffing levels far exceed the new funding levels from DOL. We will need to have staff moved to Wagner Peyser funds for the balance of the federal fiscal year. All other programs appear to be within budget or have unobligated funds to cover them for the balance of the fiscal year.

*Kelly R. Taylor,*  
**Bureau Chief, Financial Management**  
**Iowa Workforce Development**  
**Office: 515-281-4263, Cell: 515-201-0490**

IOWA WORKFORCE DEVELOPMENT  
 SFY 2012  
 MONTHLY EXPENDITURE REPORT BY DIVISION AND PROGRAM  
 MAY 31, 2012 ( 23.5 out of 26.1 pay periods) 90% OF THE YEAR  
 '12 BUDGET  
 '12 EXP  
 % EXP  
 DIRECTOR'S OFFICE  
 Indirect Cost, Customer Services  
   CS  
   AT  
 Indirect Cost, Communications  
   PP  
   AT  
 Indirect Cost, Director's  
   DR  
   AT  
 Marketing, Penalty and Interest  
   PP  
   CM  
 Director's Office, Penalty and Interest  
   DR  
   CM  
 ADMINISTRATIVE SERVICES DIVISION  
 Indirect Costs, Admin  
   AS  
   AT  
 VHAT  
 Indirect Costs, Accounting  
   FM  
   AT  
 Indirect Costs, Budgeting and Reporting  
   BR  
   AT  
 Indirect Costs, Purchasing  
   PC  
   AT  
 Indirect Costs, Personnel  
   PS  
   AT  
 Covered by other indirect budgets  
 Indirect Costs, Premises  
   PM  
   AT  
 which are running under-budget  
 Indirect Costs, Overhead  
   VH  
   AT  
 Indirect Cost, Printing  
   PT  
   AT  
 Indirect Cost, Supply Rm  
   SR  
   AT  
 Indirect Costs, Previous Year's Surplus  
   AS  
   AS  
 Indirect Cost, Fiscal Agent Funds  
   PF  
   AT  
 Penalty and Interest, Infrastructure  
   BR  
   CM

Penalty and Interest, General Operations  
 0601  
 Penalty and Interest, Temporary Loans  
 0601  
 Penalty and Interest, Permanent Loans  
 0601  
 \*  
 Supply Room  
 VH  
 SR  
 Total Division  
 INFORMATION TECHNOLOGY DIVISION  
 IT Services Bureau  
 ALL  
 DC  
 IT, Software Licensing, Penalty and Interest  
 DA  
 CM  
 One time purchase  
 IT, REA Program  
 PR  
 ES  
 IT, Applications, TAA  
 PR  
 TT  
 IT, Applications, WIA  
 PR  
 WS  
 Unemployment, ICON  
 DA  
 CN  
 Total Division  
 LABOR DIVISION  
 Athletic Commission, To Date, Revenue Received  
 LA  
 AC  
 BLS, COF 50-50, Federal Share  
 RP  
 CF  
 Additional funding forthcoming  
 BLS, COF 50-50, State Share  
 RP  
 CF  
 Additional funding forthcoming  
 BLS, ROSH, 50-50, Federal Share  
 RP  
 RH  
 BLS, ROSH, 50-50, State Share  
 RP  
 RH  
 Boiler Inspection, Revenue Received  
 LR  
 BL  
 Elevator Inspection, , Revenue Received  
 LR  
 EL  
 Contractor Registration, Revenue Received  
 LR  
 CO  
 Misc Receipts, Revenue Received  
 LS  
 Labor, 100% State (AB, LA, LH, MW)  
 LS  
 OSHA, Data Initiative, 100% Federal  
 RP  
 DI  
 OSHA, 100% Federal  
 CT  
 LC  
 OSHA, 90-10, Federal Share  
 CT

CT  
State funds used when 100% reached  
OSHA, 90-10, State Share  
CT  
CT  
OSHA, 50-50, Federal Share (AB, CT, HE, LA, SF)  
SH  
OSHA, 50-50, State Share (AB, CT, HE, LA, SF)  
SH  
State Appropriations, Estimated Unob.  
Total Division  
WORKER'S COMPENSATION DIVISION  
Automation  
AW  
CS  
Misc. Receipts, Revenue Estimate  
WM  
Penalty and Interest, Appropriated, Oblig, SFY 11  
Q14A  
State Appropriation, Work Comp (WC,WJ,WT)  
WM  
Misc receipts used when 100% reached  
Total Division  
ARRA FUNDING  
WIA, OJT Program  
F9  
47  
Data Quality Initiative  
SA  
DQ  
State Energy Sector Partnership (SA/FM/PF)  
EG  
Mercy Healthcare Training (FR/FM/PF)  
HC  
UI Modernization  
MN  
UNEMPLOYMENT DIVISION  
DUA, Disaster Funding  
UA  
DU  
Emergency UI Benefits, \$2,186,119 recd  
UE  
Included in the UI Base Budgets below  
Reed Act Program  
UA  
RD  
Unobligated funds will be used when 100% reached  
UI Appeals  
AP  
UC/UM  
APUC, APUM, EBUC  
UI, Administration  
UA  
UM  
UI, Overhead  
VH  
UC  
UI, Tax  
TB  
UC/UM  
UI, Field Audit (FA,FB,FC)  
UC/UM  
UI, Quality Control  
QC  
QC/UM  
UI, Inspections  
EB  
UC  
UI, Call Center  
CA  
UC/UM

UI, Recovery Unit  
   IR  
 UC/UM  
 State Appropriations, Misclassification  
   TB  
 MM/MU  
 UI Federal funds now being used  
 Misclassification, Unemployment Funds  
   TB  
 MM/MU  
 Unemployment, Automation, SBR's  
   SP  
   UG  
 Unemployment, Automation, Integrity  
   UA  
   UG  
 Unemployment, Automation, (IT Chargeback)  
   CA  
   UG  
 REA SBR  
   SP  
   ES  
 UI Integrity, Reserve for SFY 2013, 25%  
   UG  
 UI, Baseline, Reserve for SFY 2013  
   UC  
 Other UI Funds  
 Tax Specific, Penalty and Interest  
   TB  
   CM  
 Total Division  
 LABOR MARKET & WORKFORCE INFORMATION DIVISION  
 Actuarial, Unemployment  
   AR  
   UM  
 Information and Policy  
   SA  
 UC/UM  
 Actuarial, Penalty and Interest  
   AR  
   CM  
 Labor Benefit Surveys, IDED  
   LT  
   PS  
 Additional receipts forthcoming  
 Labor Surveys, Misc Receipts  
   LT  
   SV  
 Laborshed, Gov 10%  
   LT  
   GC  
 Laborshed, Wagner Peyser, includes mapping  
 LM/LW  
   WP  
 Outcome Tracking, State Appropriations  
   00  
   ED  
 Return on Investment  
   LT  
   NV  
 Miscellaneous Revenue  
   SA  
   PX  
 LMI, Trade Act  
   LT  
   TT  
 ACES  
   SA  
   AE  
 CES  
   SA



CE  
 ES-202  
 SA  
 ET  
 LAUS  
 LM  
 US  
 MLS  
 SA  
 ML  
 North Carolina ALMIS  
 LM  
 NC  
 Additional funding forthcoming  
 OES/BLS  
 LM  
 EB  
 One Stop LMI  
 LM  
 LN  
 Total Division  
 WORKFORCE ADMINISTRATION DIVISION  
 Alien Labor Certification, est.  
 FN  
 AN  
 Alien Labor Certification, Reserve for SFY 2013  
 ATAA Training  
 WA  
 LT  
 Food Stamps, Field Operations (incl WA/WX)  
 FS  
 Food Stamps, Reserve for SFY 2013  
 Governor's 10%, NCRC Program  
 RC  
 GC  
 Governor's 10%, Brochures  
 WA  
 GC  
 Governor's 10%, Previous Year Credit  
 Penalty and Interest, Workforce Admin  
 WA  
 CM  
 No further purchases expected  
 Promise Jobs, Field Office, Pass Thru (incl WA/FN)  
 PB/PA  
 Promise Jobs, Quality Assurance, Field (incl WA/FN)  
 PQ  
 State Approps, Field Operations, UI Reserve Fund  
 GF  
 State Approps, Field Operations, P and I Funds  
 GF  
 State Approps, Field, Integration and State Board  
 GF  
 UI Reserve funds being used  
 Youth Build/Americorp Grant  
 PF  
 YB  
 Youth Build/Americorp Grant P & I Match  
 WY  
 CM  
 SS, WIPA Grant & DHS (FP, PF, DH)  
 WY/WH  
 Additional funds forthcoming  
 State Appropriations, Offender, Field (incl WA)  
 FY  
 TAA Administration, Field Operations (incl WA/FR)  
 TT  
 TAA Training  
 FR  
 TB  
 TAA Case Management, 430 Grand

FR  
 TC  
 TAA Admin Reserve for SFY 2013  
 TT  
 Ticket to Work  
 FR  
 TW  
 Unemployment, Basic Funds, Field Operations  
 UC  
 Unemployment, REA Grant, Field Operations (incl FN)  
 ES  
 Unobligated funds used when 100% reached  
 Unemployment, RES Grant  
 RS  
 Veteran's DVOP, Field Operations (incl WA)  
 DV  
 Veteran's DVOP, Reserve for SFY 2013  
 DV  
 Veteran's LVER, Field Operations  
 WA  
 LV  
 Reduction in staffing levels will keep this from reaching 100%  
 Veteran's LVER, Reserve for SFY 2013  
 LV  
 Wagner Peyser, Field Operations (incl WA/WX)  
 WP  
 WIA, Adult Program  
 YS  
 WIA, Youth Program  
 YA  
 WIA, Dislocated Worker Program  
 DA  
 WIA, National Emergency Grants  
 F/P  
 WIA, Incentive Grant  
 PF  
 IV  
 Work Keys, Testing Fees  
 WA  
 WK  
 WOTC  
 WX  
 WT  
 Will need to stop charging time to WOTC  
 WANS  
 WOTC, Reserve for SFY 2013  
 WT  
 and use Wagner Peyser  
 Total Division  
 UNOBLIGATED FUNDS  
 Alien Labor Certification, Unobligated  
 Food Stamps, Unobligated  
 Penalty and Interest, Unobligated  
 Reed Act, (Benefit Redesign), Unobligated  
 State Appropriations (Offender), Unobligated  
 Trade Act, Admin, Unobligated  
 UI Baseline, Unobligated  
 UI, REA Program, Unobligated  
 Veteran's Programs, Unobligated  
 Work Opportunity Tax Credit, Unobligated  
 Wagner Peyser, Unobligated, includes AFSME Reimb.  
 Wagner Peyser, Gov 10%, Unobligated  
 Grand Totals  
  
 IOWA WORKFORCE DEVELOPMENT  
 MONTHLY EXPENDITURE REPORT BY PROGRAM  
 MAY 31, 2012 ( 23.5 out of 26.1 pay periods) 90% OF THE YEAR  
 SFY 2012  
 SFY 2012  
 % EXP  
 BUDGET

## EXPENSES

US DEPARTMENT OF LABOR-ETA  
ALIEN LABOR CERTIFICATION  
ALTERNATIVE TRADE ADJ AST.  
UI DISASTER FUNDING  
GOVERNOR'S 10%  
REED ACT, TAX REDESIGN  
TRADE ADJUSTMENT ASSISTANCE  
UNEMPLOYMENT, MODERNIZATION  
UNEMPLOYMENT, AUTOMATION  
UNEMPLOYMENT, BASE  
UNEMPLOYMENT, REA  
UNEMPLOYMENT, RES  
UI, EMERGENCY BENEFITS  
Included in the UI Base line of this report  
VETERANS PROGRAMS  
WAGNER PEYSER  
WORK OPP TAX CREDIT (WOTC)  
WORKFORCE INVESTMENT ACT  
WORKFORCE INVESTMENT ACT  
US DEPARTMENT OF LABOR - OSHA  
OSHA, 100%  
OSHA, 50-50  
OSHA, 90-10  
OSHA, DATA INITIATIVE  
US DEPARTMENT OF LABOR - BLS  
BUREAU LABOR STATS, COF 50-50  
BUREAU LABOR STATS, ROSH, 50-50  
CURRENT EMPLOYMENT STATS (CES)  
DATA QUALITY INITIATIVE  
EMPL & WAGE CENSUS (ES-202)  
EMPLOYMENT STATISTICS (ACES)  
LOCAL AREA UNEMPL STATS (LAUS)  
MASS LAYOFF STATS (MLS)  
OCCUPATIONAL EMPL STATS (OES)  
ONE STOP LABOR MARKET INFO  
DEPT OF HEALTH AND HUMAN SVS  
FOOD STAMPS (Excludes benefits)  
PROMISE JOBS  
SOCIAL SECURITY, WIPA GRANT  
STATE GENERAL FUND  
STATE APPROP, OUTCOME TRACKING  
STATE APPROP, LABOR  
STATE APPROP, FIELD OFFICE  
STATE APPROP, WORK COMP  
STATE APPROP, OFFENDER PRG  
STATE APPROP, MISCLASSIFICATION  
PENALTY AND INTEREST, APPROP, FIELD  
STATE APPROP, WC P & I, AUTOMATION  
OTHER SOURCES  
ATHLETIC COMMISSION  
BOILER INSPECTIONS  
ELEVATOR INSPECTIONS  
CONTRACTOR REGISTRATION  
RETURN ON INVESTMENT  
INDIRECT RESERVE FUND  
LABOR COMMISSION, MISC RECEIPTS  
LABORSHED, RECEIPTS  
LABORSHED, IDED  
YOUTH BUILD PROGRAM  
NORTH CAROLINA ALMIS  
PENALTY AND INTEREST, OTHER  
RESERVE FUND INTEREST  
LABOR MARKET INFO, MISC RECEIPTS  
TICKET TO WORK  
WORK KEYS TESTING FEES  
WORK COMP, OTHER REVENUE  
RESERVED REVENUE  
ALIEN LABOR CERTIFICATION  
VETERANS, RESERVE  
FOOD STAMPS, RESERVE

REED ACT, TAX RESERVE  
 TAA ADMINISTRATION, RESERVE  
 WOTC RESERVE  
 UNEMPLOYMENT, AUTO, RESERVE  
 UNEMPLOYMENT, BASE, RESERVE  
 NON-REVENUE GENERATING  
 INDIRECT COST POOL  
 INFO TECH CHARGEBACK  
 SUPPLY ROOM

IOWA WORKFORCE DEVELOPMENT FUNDING BY SOURCE  
 MONTHLY EXPENDITURE REPORT BY SOURCE  
 MAY 31, 2012 ( 23.5 out of 26.1 pay periods) 90% OF THE YEAR

SFY 12

SFY 12

% EXP

BUDGET

EXPENSES

FEDERAL FUNDS:

US DEPARTMENT OF LABOR

BUREAU OF LABOR STATISTICS

EMPLOYMENT AND TRAINING ADMINISTRATION

OCCUPATIONAL SAFETY & HEALTH ADMIN.

UNEMPLOYMENT DIVISION

US DEPARTMENT OF HUMAN SERVICES

HEALTH AND HUMAN SERVICES

STATE GENERAL FUND

FIELD OFFICES

LABOR PROGRAMS

WORKER'S COMPENSATION

MISCLASSIFICATION

OUTCOME TRACKING

WORK COMP AUTOMATION

OTHER SOURCES

ATHLETIC COMMISSION

BOILER INSPECTIONS

ELEVATOR INSPECTIONS

CONTRACTOR REGISTRATION

INDIRECT RESERVE FUND

LABOR COMMISSION, MISC. RECEIPTS

LABORSHED

Youth Build Program

NORTH CAROLINA ALMIS

PENALTY AND INTEREST

REVOLVING ACCOUNT INTEREST

LABOR MARKET INFO, MISC RECEIPTS

TICKET TO WORK

WORK KEYS, TESTING

WORKER'S COMPENSATION, COPYING

TOTAL OF ALL SOURCES

\*

\* IT Chargebacks, Indirect and Supply Room are not included as they do not represent revenue. They are distribution accounts.

**Message: Statewide Report**

**Case Information:**


Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:39 PM  
 Item ID: 40860829  
 Policy Action: Not Specified

**Mark History:**

Date	Action Status	Reviewer
7/21/2014 11:25:25 AM	Reviewed	Koonce, Kerry

**Policies:**

No Policies attached


 **Statewide Report**

**From** Taylor, Kelly [IWD] **Date**  
Tuesday, July  
24, 2012 1:20  
PM

**To** Wahlert, Teresa [IWD]

**Cc** Mauro, Michael [IWD]; Godfrey, Christopher [IWD]; Wallace, Edward [IWD]; Mikkelsen, Paul [IWD]; Adams, Lori [IWD]; Wilkinson, Michael [IWD]; Bateman, Gary [IWD]; Igbokwe, Jude [IWD]; Walsh, Joseph [IWD]; Daly, Pat [IWD]; Wilcox, Margaret [IWD]; Swacker, Jamie [IWD]; Conner, Brett [IWD]; Hussain, Zakia [IWD]; Eamer, Larry [IWD]; O'Hair, Anieta [IWD]

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 [June 30, 2012 by Division and Program, SFY12.xls](#) (88 Kb HTML)

Attach is the Statewide Report for June 30, 2012, including all accrued costs through last night. In most instances where 100% of the budget was exceeded in expenditures, there are either adjusting entries that need to be made, additional funding is forthcoming, or federal funds previously reserved for the 4<sup>th</sup> quarter (July-September, 2012) are being be used. The WOTC program continues to be under-funded by the federal government and funding is definitely not sufficient to pay for the staff time involved. In addition, although we have underspent the UI Admin allocation for 2012, all of that funding (and more), will be necessary in 2013. We did not spend all the UI Reserve funds that were available in 2012 for field operations either. We most likely will in 2013.

This is not a final report for last fiscal year. The state books of account do not close until September 15, 2012 and there are bills still being processed that will post to last fiscal year. Please let me know if you have any questions.

*Kelly R. Taylor,*  
**Bureau Chief, Financial Management**  
**Iowa Workforce Development**  
**Office: 515-281-4263, Cell: 515-201-0490**

IOWA WORKFORCE DEVELOPMENT  
SFY 2012  
MONTHLY EXPENDITURE REPORT BY DIVISION AND PROGRAM  
JUNE 30, 2012 ( 26.1 out of 26.1 pay periods) NOT A FINAL REPORT  
'12 BUDGET  
'12 EXP  
% EXP  
DIRECTOR'S OFFICE  
Indirect Cost, Customer Services  
CS  
AT  
Indirect Cost, Communications  
PP  
AT  
Indirect Cost, Director's  
DR  
AT  
Marketing, Penalty and Interest  
PP  
CM  
Director's Office, Penalty and Interest  
DR  
CM  
ADMINISTRATIVE SERVICES DIVISION  
Indirect Costs, Admin  
AS  
AT  
VHAT  
Indirect Costs, Accounting  
FM  
AT  
Indirect Costs, Budgeting and Reporting  
BR  
AT  
Indirect Costs, Purchasing  
PC  
AT  
Indirect Costs, Personnel  
PS  
AT  
Indirect Costs, Premises  
PM  
AT  
Indirect Costs, Overhead  
VH  
AT  
Indirect Cost, Printing  
PT  
AT  
Indirect Cost, Supply Rm  
SR  
AT  
Indirect Costs, Previous Year's Surplus  
AS  
AS  
Indirect Cost, Fiscal Agent Funds  
PF  
AT  
Penalty and Interest, Infrastructure  
BR  
CM  
Penalty and Interest, General Operations  
0601

Penalty and Interest, Temporary Loans  
0601  
Penalty and Interest, Permanent Loans  
0601  
\*  
Supply Room  
VH  
SR  
Total Division  
INFORMATION TECHNOLOGY DIVISION  
IT Services Bureau  
ALL  
DC  
IT, Software Licensing, Penalty and Interest  
DA  
CM  
IT, REA Program  
PR  
ES  
IT, Applications, TAA  
PR  
TT  
IT, Applications, WIA  
PR  
WS  
Unemployment, ICON  
DA  
CN  
Total Division  
LABOR DIVISION  
Athletic Commission, To Date, Revenue Received  
LA  
AC  
BLS, COF 50-50, Federal Share  
RP  
CF  
BLS, COF 50-50, State Share  
RP  
CF  
BLS, ROSH, 50-50, Federal Share  
RP  
RH  
BLS, ROSH, 50-50, State Share  
RP  
RH  
Boiler Inspection, Revenue Received  
LR  
BL  
Elevator Inspection, , Revenue Received  
LR  
EL  
Contractor Registration, Revenue Received  
LR  
CO  
Misc Receipts, Revenue Received  
LS  
Labor, 100% State (AB, LA, LH, MW)  
LS  
OSHA, Data Initiative, 100% Federal  
RP  
DI  
OSHA, 100% Federal  
CT  
LC  
OSHA, 90-10, Federal Share  
CT  
CT  
OSHA, 90-10, State Share  
CT  
CT  
OSHA, 50-50, Federal Share (AB, CT, HE, LA, SF)

SH  
 OSHA, 50-50, State Share (AB, CT, HE, LA, SF)  
 SH  
 State Appropriations, Estimated Unob.  
 Total Division  
 WORKER'S COMPENSATION DIVISION  
 Automation  
 AW  
 CS  
 Misc. Receipts, Revenue Estimate  
 WM  
 Penalty and Interest, Appropriated, Oblig, SFY 11  
 Q14A  
 State Appropriation, Work Comp (WC,WJ,WT)  
 WM  
 Total Division  
 ARRA FUNDING  
 WIA, OJT Program  
 F9  
 47  
 Data Quality Initiative  
 SA  
 DQ  
 State Energy Sector Partnership (SA/FM/PF)  
 EG  
 Mercy Healthcare Training (FR/FM/PF)  
 HC  
 UI Modernization  
 MN  
 UNEMPLOYMENT DIVISION  
 DUA, Disaster Funding  
 UA  
 DU  
 Emergency UI Benefits, \$2,186,119 recd  
 UE  
 Included in the UI Base Budgets below  
 Reed Act Program  
 UA  
 RD  
 UI Appeals  
 AP  
 UC/UM  
 APUC, APUM, EBUC  
 UI, Administration  
 UA  
 UM  
 UI, Overhead  
 VH  
 UC  
 UI, Tax  
 TB  
 UC/UM  
 UI, Field Audit (FA,FB,FC)  
 UC/UM  
 UI, Quality Control  
 QC  
 QC/UM  
 UI, Inspections  
 EB  
 UC  
 UI, Call Center  
 CA  
 UC/UM  
 UI, Recovery Unit  
 IR  
 UC/UM  
 State Appropriations, Misclassification  
 TB  
 MM/MU  
 Misclassification, Unemployment Funds  
 TB



MM/MU  
Unemployment, Automation, SBR's  
SP  
UG  
Unemployment, Automation, Integrity  
UA  
UG  
Unemployment, Automation, (IT Chargeback)  
CA  
UG  
REA SBR  
SP  
ES  
UI Integrity, Reserve for SFY 2013, 25%  
UG  
UI, Baseline, Reserve for SFY 2013  
UC  
Other UI Funds  
Tax Specific, Penalty and Interest  
TB  
CM  
Total Division  
LABOR MARKET & WORKFORCE INFORMATION DIVISION  
Actuarial, Unemployment  
AR  
UM  
Information and Policy  
SA  
UC/UM  
Actuarial, Penalty and Interest  
AR  
CM  
Labor Benefit Surveys, IDED  
LT  
PS  
Labor Surveys, Misc Receipts  
LT  
SV  
Laborshed, Gov 10%  
LT  
GC  
Laborshed, Wagner Peyser, incl. mapping (LM,LW,LT)  
WP  
Outcome Tracking, State Appropriations  
00  
ED  
Return on Investment  
LT  
NV  
Miscellaneous Revenue  
SA  
PX  
LMI, Trade Act  
LT  
TT  
ACES  
SA  
AE  
CES  
SA  
CE  
ES-202  
SA  
ET  
LAUS  
LM  
US  
MLS  
SA  
ML  
North Carolina ALMIS

LM  
NC  
OES/BLS  
LM  
EB  
One Stop LMI  
LM  
LN  
Total Division  
WORKFORCE ADMINISTRATION DIVISION  
Alien Labor Certification, est.  
FN  
AN  
Alien Labor Certification, Reserve for SFY 2013  
ATAA Training  
WA  
LT  
Food Stamps, Field Operations (incl WA/WX)  
FS  
Food Stamps, Reserve for SFY 2013  
Governor's 10%, NCRC Program  
RC  
GC  
Governor's 10%, Brochures  
WA  
GC  
Governor's 10%, Previous Year Credit  
Penalty and Interest, Workforce Admin  
WA  
CM  
Promise Jobs, Field Office, Pass Thru (incl WA/FN)  
PB/PA  
Promise Jobs, Quality Assurance, Field (incl WA/FN)  
PQ  
State Approps, Field Operations, UI Reserve Fund  
GF  
State Approps, Field Operations, P and I Funds  
GF  
State Approps, Field, Integration and State Board  
GF  
Youth Build/Americorp Grant  
PF  
YB  
Youth Build/Americorp Grant P & I Match  
WY  
CM  
SS, WIPA Grant & DHS (FP, PF, DH)  
WY/WH  
State Appropriations, Offender, Field (incl WA)  
FY  
TAA Administration, Field Operations (incl WA/FR)  
TT  
TAA Training  
FR  
TB  
TAA Case Management, 430 Grand  
FR  
TC  
TAA Admin Reserve for SFY 2013  
TT  
Ticket to Work  
FR  
TW  
Unemployment, Basic Funds, Field Operations  
UC  
Unemployment, REA Grant, Field Operations (incl FN)  
ES  
Unemployment, RES Grant  
RS  
Veteran's DVOP, Field Operations (incl WA)  
DV

Veteran's DVOP, Reserve for SFY 2013  
 DV  
 Veteran's LVER, Field Operations  
 WA  
 LV  
 Veteran's LVER, Reserve for SFY 2013  
 LV  
 Wagner Peyser, Field Operations (incl WA/WX)  
 WP  
 WIA, Adult Program  
 YS  
 WIA, Youth Program  
 YA  
 WIA, Dislocated Worker Program  
 DA  
 WIA, National Emergency Grants  
 F/P  
 WIA, Incentive Grant  
 PF  
 IV  
 Work Keys, Testing Fees  
 WA  
 WK  
 WOTC  
 WX  
 WT  
 WANS  
 WOTC, Reserve for SFY 2013  
 WT  
 Total Division  
 UNOBLIGATED FUNDS  
 Alien Labor Certification, Unobligated  
 Food Stamps, Unobligated  
 Penalty and Interest, Unobligated  
 Reed Act, (Benefit Redesign), Unobligated  
 State Appropriations (Offender), Unobligated  
 Trade Act, Admin, Unobligated  
 UI Baseline, Unobligated  
 UI, REA Program, Unobligated  
 Veteran's Programs, Unobligated  
 Work Opportunity Tax Credit, Unobligated  
 Wagner Peyser, Unobligated, includes AFSME Reimb.  
 Wagner Peyser, Gov 10%, Unobligated  
 Grand Totals

IOWA WORKFORCE DEVELOPMENT  
 MONTHLY EXPENDITURE REPORT BY PROGRAM  
 JUNE 30, 2012 ( 26.1 out of 26.1 pay periods) NOT A FINAL REPORT  
 SFY 2012  
 SFY 2012  
 % EXP  
 BUDGET  
 EXPENSES  
 US DEPARTMENT OF LABOR-ETA  
 ALIEN LABOR CERTIFICATION  
 ALTERNATIVE TRADE ADJ AST.  
 UI DISASTER FUNDING  
 GOVERNOR'S 10%  
 REED ACT, TAX REDESIGN  
 TRADE ADJUSTMENT ASSISTANCE  
 UNEMPLOYMENT, MODERNIZATION  
 UNEMPLOYMENT, AUTOMATION  
 UNEMPLOYMENT, BASE  
 UNEMPLOYMENT, REA  
 UNEMPLOYMENT, RES  
 UI, EMERGENCY BENEFITS  
 Included in the UI Base line of this report  
 VETERANS PROGRAMS  
 WAGNER PEYSER  
 WORK OPP TAX CREDIT (WOTC)  
 WORKFORCE INVESTMENT ACT

WORKFORCE INVESTMENT ACT  
 US DEPARTMENT OF LABOR - OSHA  
 OSHA, 100%  
 OSHA, 50-50  
 OSHA, 90-10  
 OSHA, DATA INITIATIVE  
 US DEPARTMENT OF LABOR - BLS  
 BUREAU LABOR STATS, COF 50-50  
 BUREAU LABOR STATS, ROSH, 50-50  
 CURRENT EMPLOYMENT STATS (CES)  
 DATA QUALITY INITIATIVE  
 EMPL & WAGE CENSUS (ES-202)  
 EMPLOYMENT STATISTICS (ACES)  
 LOCAL AREA UNEMPL STATS (LAUS)  
 MASS LAYOFF STATS (MLS)  
 OCCUPATIONAL EMPL STATS (OES)  
 ONE STOP LABOR MARKET INFO  
 DEPT OF HEALTH AND HUMAN SVS  
 FOOD STAMPS (Excludes benefits)  
 PROMISE JOBS  
 SOCIAL SECURITY, WIPA GRANT  
 STATE GENERAL FUND  
 STATE APPROP, OUTCOME TRACKING  
 STATE APPROPP, LABOR  
 STATE APPROP, FIELD OFFICE  
 STATE APPROP, WORK COMP  
 STATE APPROP, OFFENDER PRG  
 STATE APPROP, MISCLASSIFICATION  
 PENALY AND INTEREST, APPROP, FIELD  
 STATE APPROP, WC P & I, AUTOMATION  
 OTHER SOURCES  
 ATHLETIC COMMISSION  
 BOILER INSPECTIONS  
 ELEVATOR INSPECTIONS  
 CONTRACTOR REGISTRATION  
 RETURN ON INVESTMENT  
 INDIRECT RESERVE FUND  
 LABOR COMMISSION, MISC RECEIPTS  
 LABORSHED, RECEIPTS  
 LABORSHED, IDED  
 YOUTH BUILD PROGRAM  
 NORTH CAROLINA ALMIS  
 PENALTY AND INTEREST, OTHER  
 RESERVE FUND INTEREST  
 LABOR MARKET INFO, MISC RECEIPTS  
 TICKET TO WORK  
 WORK KEYS TESTING FEES  
 WORK COMP, OTHER REVENUE  
 RESERVED REVENUE  
 ALIEN LABOR CERTIFICATION  
 VETERANS, RESERVE  
 FOOD STAMPS, RESERVE  
 REED ACT, TAX RESERVE  
 TAA ADMINISTRATION, RESERVE  
 WOTC RESERVE  
 UNEMPLOYMENT, AUTO, RESERVE  
 UNEMPLOYMENT, BASE, RESERVE  
 NON-REVENUE GENERATING  
 INDIRECT COST POOL  
 INFO TECH CHARGEBACK  
 SUPPLY ROOM

IOWA WORKFORCE DEVELOPMENT FUNDING BY SOURCE  
 MONTHLY EXPENDITURE REPORT BY SOURCE  
 JUNE 30, 2012 ( 26.1 out of 26.1 pay periods) NOT A FINAL REPORT  
 SFY 12  
 SFY 12  
 % EXP  
 BUDGET  
 EXPENSES  
 FEDERAL FUNDS:

US DEPARTMENT OF LABOR  
BUREAU OF LABOR STATISTICS  
EMPLOYMENT AND TRAINING ADMINISTRATION  
OCCUPATIONAL SAFETY & HEALTH ADMIN.  
UNEMPLOYMENT DIVISION  
US DEPARTMENT OF HUMAN SERVICES  
HEALTH AND HUMAN SERVICES  
STATE GENERAL FUND  
FIELD OFFICES  
LABOR PROGRAMS  
WORKER'S COMPENSATION  
MISCLASSIFICATION  
OUTCOME TRACKING  
WORK COMP AUTOMATION  
OTHER SOURCES  
ATHLETIC COMMISSION  
BOILER INSPECTIONS  
ELEVATOR INSPECTIONS  
CONTRACTOR REGISTRATION  
INDIRECT RESERVE FUND  
LABOR COMMISSION, MISC. RECEIPTS  
LABORSLED  
Youth Build Program  
NORTH CAROLINA ALMIS  
PENALTY AND INTEREST  
REVOLVING ACCOUNT INTEREST  
LABOR MARKET INFO, MISC RECEIPTS  
TICKET TO WORK  
WORK KEYS, TESTING  
WORKER'S COMPENSATION, COPYING  
TOTAL OF ALL SOURCES

\*

\* IT Chargebacks, Indirect and Supply Room are not included as they do not represent revenue. They are distribution accounts.

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**Message: RE: Online reporting-weekly claim/IVR**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:46 PM  
Item ID: 40862106  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached



**✉ RE: Online reporting-weekly claim/IVR**

**From** Hammond, Simona [IWD] **Date** Monday, March 10, 2014 9:14 AM

**To** Gomez, Carmen [IWD]; Gannon, David [IWD]

**Cc** Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

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 [image001.gif](#) (3 Kb HTML)  [image002.jpg](#) (3 Kb HTML)

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MILLER, LARRY, C 2410  
GULDBERG, LEE, M 9036  
ANTHONY, ROBERT, E 9761  
WALLACE, BILLY, F 4661  
WILLIAMS, SCOTT, W 7859

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**From:** Gomez, Carmen [IWD]  
**Sent:** Monday, March 10, 2014 9:06 AM  
**To:** Gannon, David [IWD]  
**Cc:** Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]  
**Subject:** FW: Online reporting-weekly claim/IVR  
**Importance:** High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

*Carmen Gomez*

Customer Service Bureau Chief  
Iowa Workforce Development  
1000 E Grand Avenue | Des Moines, IA | 50319  
Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

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**From:** Tobis, Shelli [IWD]  
**Sent:** Monday, March 10, 2014 9:01 AM  
**To:** Hammond, Simona [IWD]; IWD-HelpDesk  
**Cc:** Martin Moen; Gomez, Carmen [IWD]  
**Subject:** RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

*Shelli*

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**From:** Hammond, Simona [IWD]  
**Sent:** Monday, March 10, 2014 8:40 AM  
**To:** IWD-HelpDesk  
**Cc:** Martin Moen; Gomez, Carmen [IWD]  
**Subject:** Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

**Simona Hammond**  
**Iowa Workforce Development**  
**515-725-3764**

Description:  
Description:  
titlegraphic