

Unemployment Insurance Division

Quarterly Report - 4th Quarter 2017



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2017 4th Quarter Report



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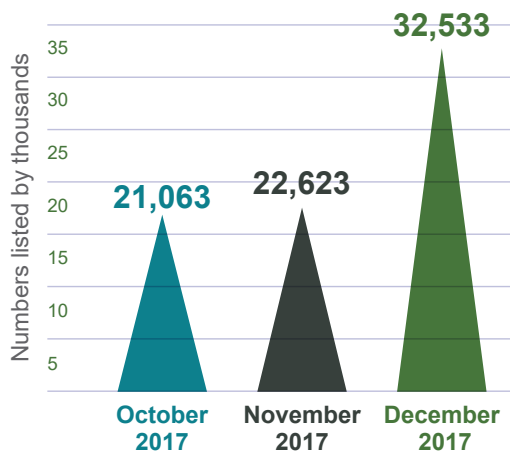
UI Appeals Bureau

Time Lapse	16
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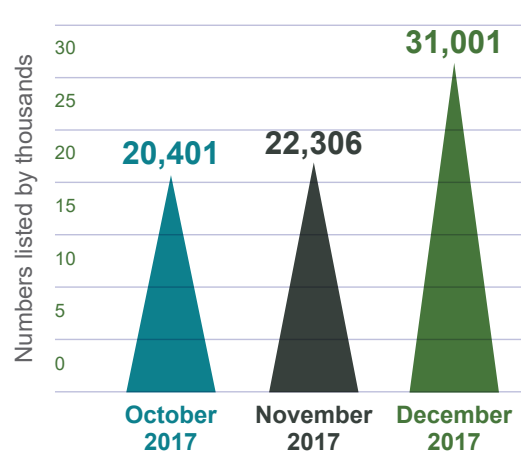
UI Benefits Department

Customer Service

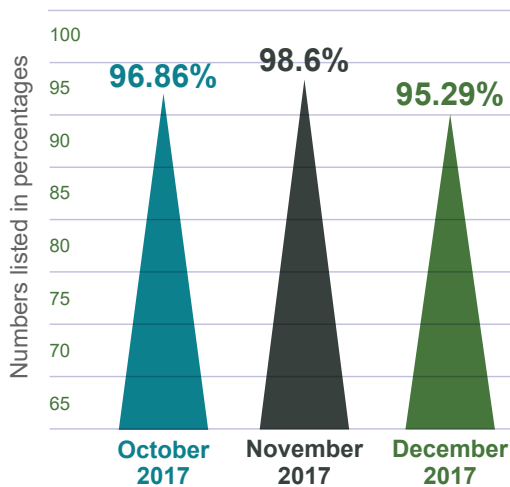
Total Calls Presented



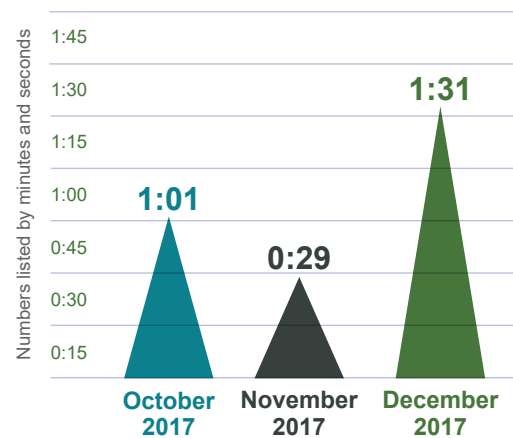
Total Calls Handled



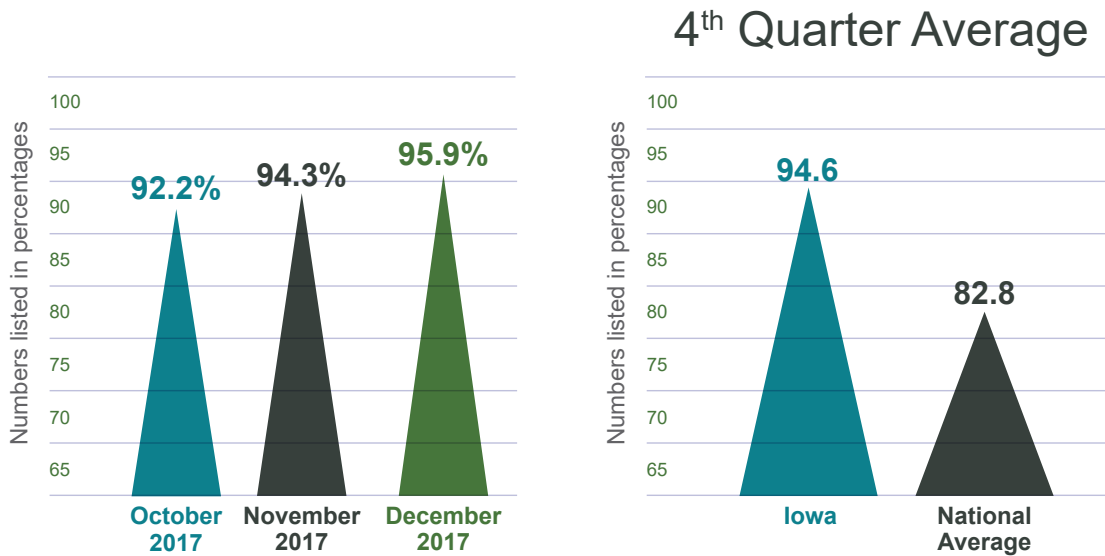
Percent of Calls Handled



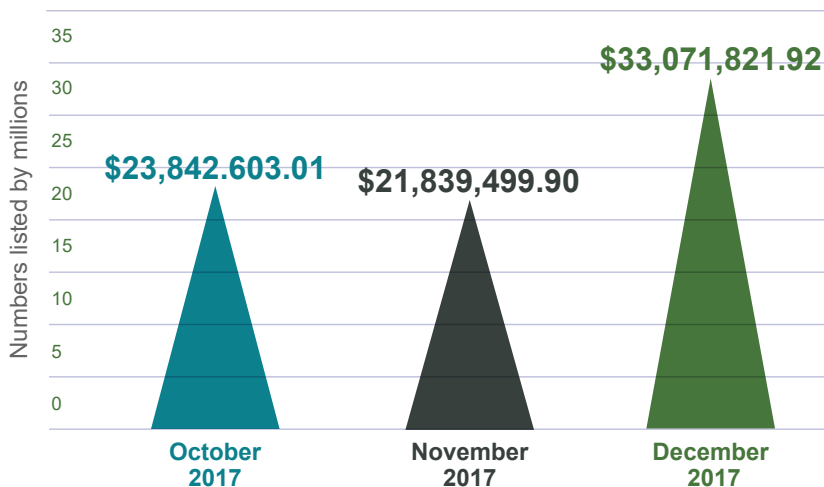
Average Wait Time



First Payment Timeliness

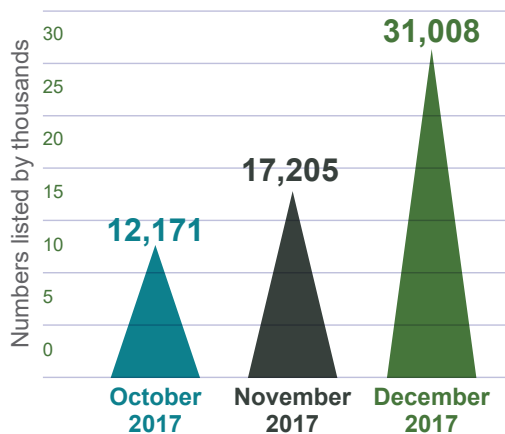


Claimant Benefits Paid



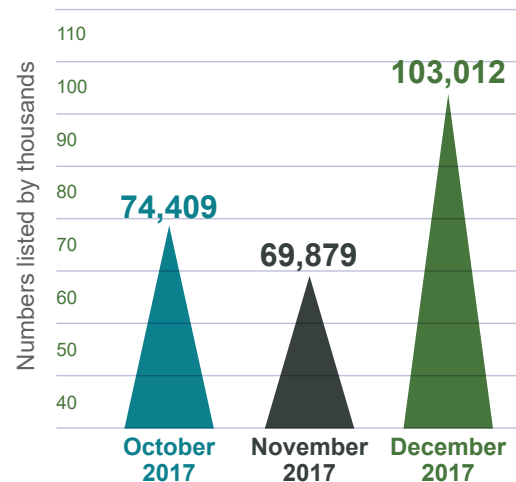
Unemployment Insurance Claims and Fact-Finding Interviews Data

Initial Claims

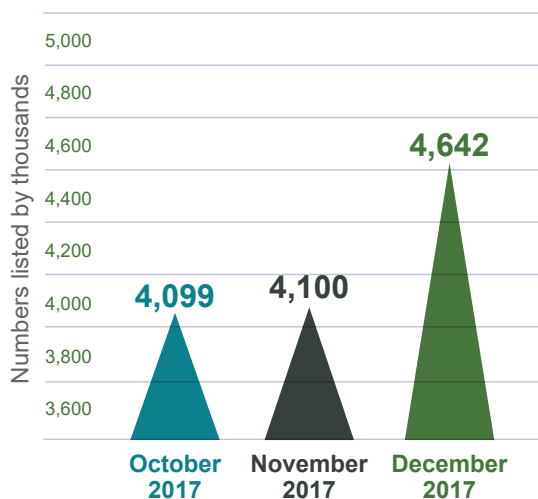


Weekly Claims

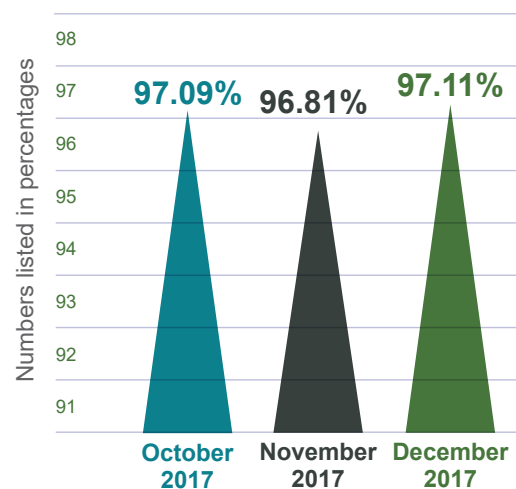
4th QUARTER TOTAL = 247,300



One and Two Party Total Fact-Findings



Percent of Weekly Claims Filed Online



Benefit Timeliness Quality

The following is a summary of the Benefit Timeliness and Quality (BTQ) review for the fourth quarter of 2017. BTQ is always reviewed a quarter behind.

BTQ is reviewed internally before being submitted to the U.S. Department of Labor. IWD uses a strict scoring regiment to ensure quality of training and review.

BTQ CORE MEASURE CRITERION

Passing Score Equals

75%

Separation Determinations

and

75%

Non-Separation Determinations

FINAL BTQ CORE MEASURE SCORES FOR THE QUARTER

90%

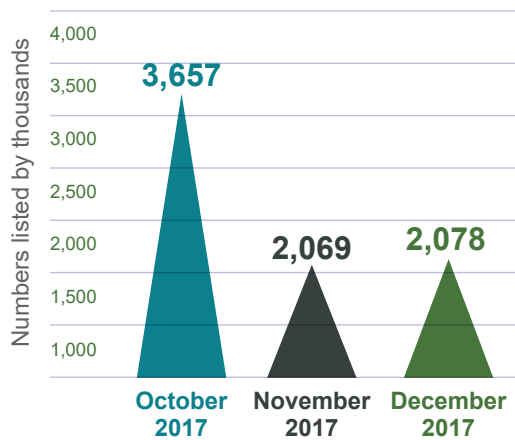
Separation

96.5%

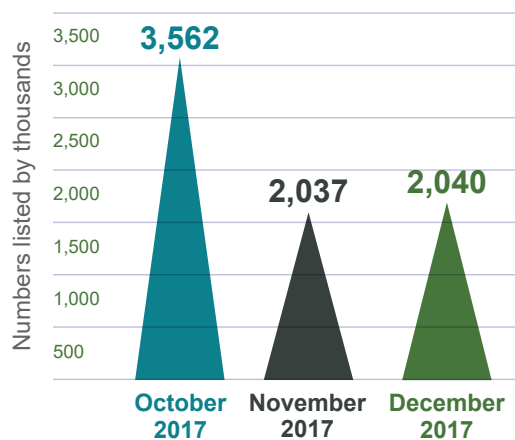
Non-Separation

UI Tax Department Customer Service

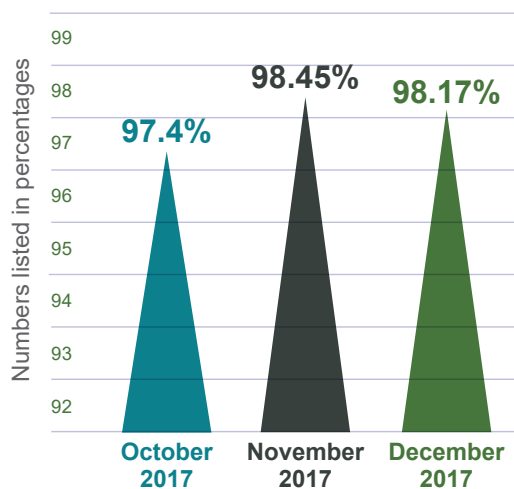
Total Calls Presented



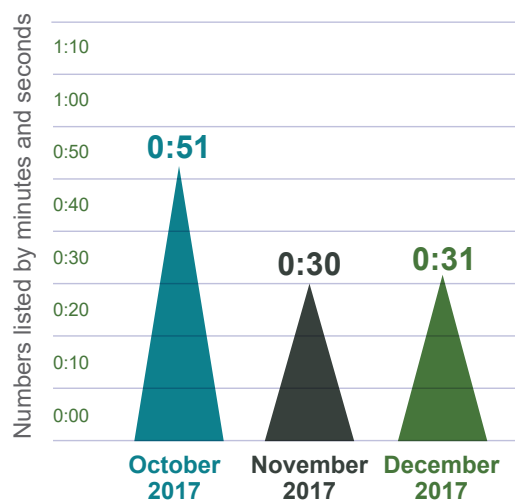
Total Calls Handled



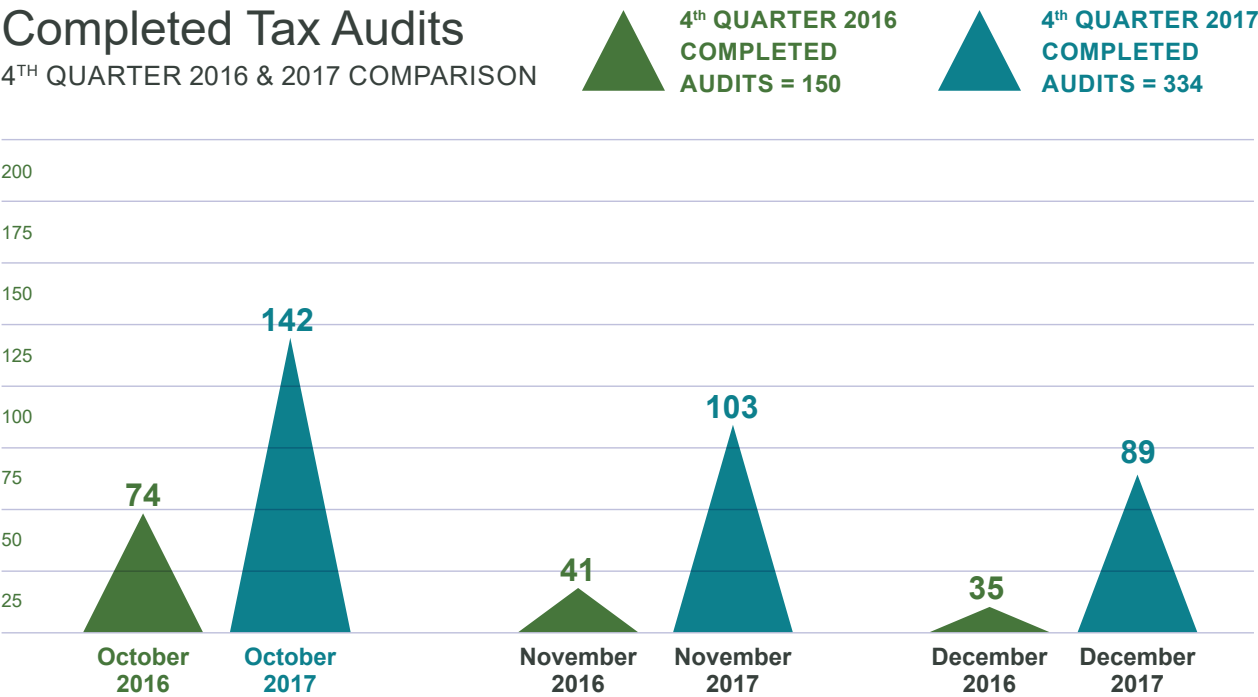
Percent of Calls Handled



Average Wait Time



Field Audits



Employer Summary

Wages Audited

2017 4th Quarter Wages

Audited = \$145,773,886.39

October 2017

\$86,520,142.16

November 2017

\$36,861,136.12

December 2017

\$22,392,608.11

Change Wages Audits

2017 4th Quarter Change

Change Wages = \$7,266,196.87

October 2017

\$4,008,975.10

November 2017

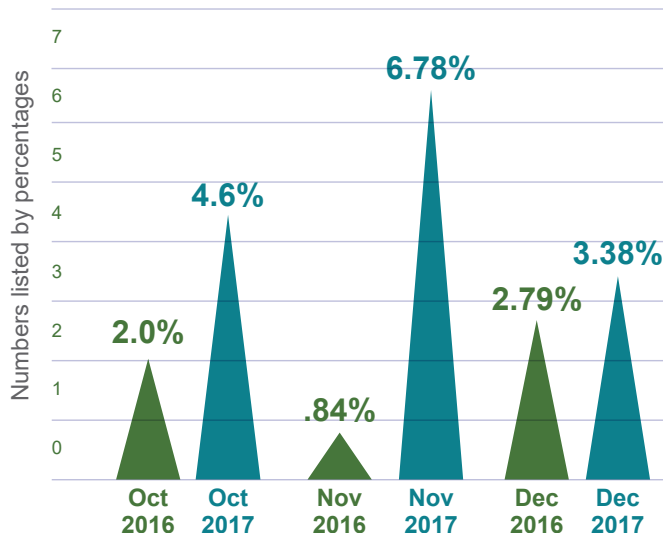
\$2,499,425.25

December 2017

\$757,796.52

Percent Change in Wages

4th QUARTER COMPARISON



End of Quarter Employers

Contributory Employers

76,280

Reimbursable Employers

2,330

Total Employers

78,610

Total Wage Items Received

2nd Quarter 2017

1,817,359

UI Tax Workflows

5,038 Adjustments

7,782 Liability

4,136 Field Audit

3,058 Customer Service

20,014 Grand Total

Employer Reports

Contributory Employers

72,428 Timely

74,484 Secured

76,696 Resolved

Reimbursing Employers

2,283 Timely

2,324 Secured

2,348 Resolved

Misclassification

Tips Received

151

Completed Audits from Tips Received

56

Misclass Workers Found from Tips

599

Wages Added from Tips

\$7,508,910.85

Tips Resolved

33

Misclassification of Workers Team Results

	4 TH QUARTER
Completed Field Audits	278
Misclassified Workers found via Field Audits	252
Underreported/Overreported Wages found via Field Audits	\$2,674,577.39
Misclassified Workers Found	851
Total Misclassified Wages Found	\$10,183,488.24
Total Contribution Added	\$275,083.79

UI Integrity Department Quality Control

Benefit Accuracy Management

Paid Cases

119 Cases

65.55% 60-Day Percentage

78 Cases closed within 60 Days

70.00% U.S. DOL Standard 60-Day Percentage

97 Cases closed within 90 Days

81.51% 90-Day Percentage*

23 Cases Open

95.00% U.S. DOL Standard 90-Day Percentage

*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Denied Cases

117 Cases

80.34% 60-Day Percentage

94 Cases closed within 60 Days

60.00% U.S. DOL Standard 60-Day Percentage

104 Cases closed within 90 Days

88.89% 90-Day Percentage*

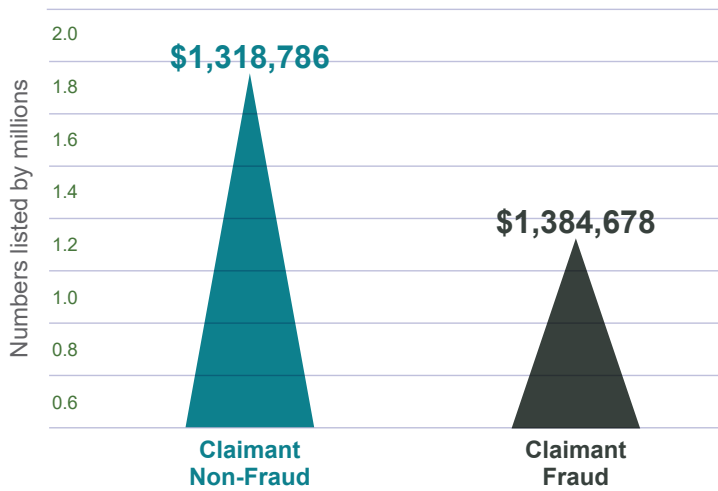
12 Cases Open

85.00% U.S. DOL Standard 90-Day Percentage

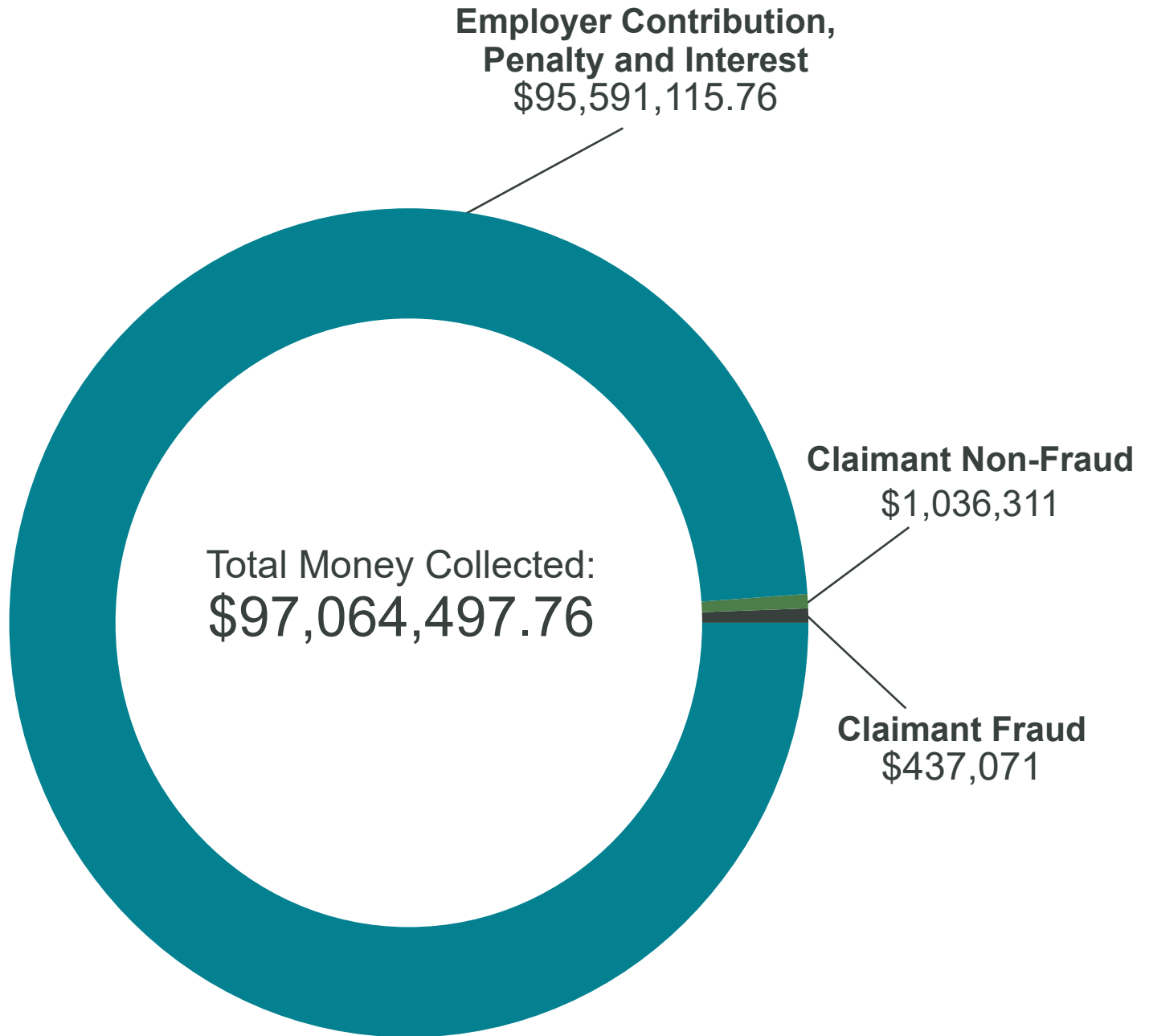
*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Claimant Fraud/Non-Fraud Debt Established

Overpayment



Total Collections



UI Appeals Bureau

Time Lapse

UI Appeals Bureau time-lapse (percentage of appeals completed) is based on the number of days from the initial filing of a UI claim to the time it takes for an Administrative Law Judge decision.

Within 30 days

U.S. DOL Standard 60%

93.0% December 30, 2017

92.9% November 31, 2017

94.6% October 30, 2017

Within 45 days

U.S. DOL Standard 80%

98.0% December 30, 2017

97.6% November 31, 2017

98.2% October 30, 2017



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Phone: 515-281-3747 (local Des Moines)
Fax: 515-478-3528
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Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE TAX BUREAU

Phone: 888-848-7442
Email: IWDuitax@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE BENEFITS BUREAU

Phone: 866-239-0843
Email: uicclaimshelp@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE FRAUD BUREAU

Phone: 866-239-0843
Fax: 515-281-9033
Email: uifraud@iwd.iowa.gov

Hours: (excluding state holidays)
8:00 am - 4:30 pm Monday through Friday

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