JUSTIFICATION PART B
STATISTICAL METHODS

B-1. Respondent Universe and Sampling Methodology

a. Respondent Universe. The respondent universe for paid and denied claims comprises fifty-two State Workforce Agencies (SWAs), employers, and third parties. Within each SWA, the universe for paid claims is defined as all intrastate and interstate weeks paid (or offset) in the State Unemployment Insurance (UI), Unemployment Compensation for Federal Employees (UCFE), and Unemployment Compensation for Ex-servicemembers (UCX) programs. For denied claims, each SWA defines three universes of formal, documented denial decisions or determinations of ineligibility for benefits. These denial decisions are based on (a) monetary issues; (b) separation issues; and (c) nonseparation, or "continuing eligibility" issues.

b. Sampling Methodology.

BAM Paid Claims

SWAs select systematic random samples of paid UI claims each week and use the results of the BAM paid claims investigations to estimate accurately the number and dollar value of proper and improper payments (overpayments and underpayments), and their rates of occurrence. BAM paid claims also provides information that can be used for program improvement, including the type of payment error, error cause, responsible party, point of detection within the system, and the actions of claimants, employers, and agencies prior to the BAM investigation.

The Department has supplied each SWA with software that performs quality assurance edits of the sampling frames and randomly selects the BAM paid claims samples. Each week a random sample is selected of both intrastate and interstate original payments (including combined wage claims) made for a week of unemployment under the State UI, UCX or UCFE programs. A sample of 360 cases per year is pulled in the ten states with the smallest UI program workloads (defined as average annual UI weeks paid during the most recent five calendar years) and 480 cases per year in the other states. State BAM staff audit each selected claim, examining all aspects of a claimant's eligibility to receive unemployment compensation during the sampled week. In their investigation, staff verify wages used to establish monetary entitlements, the claimant's reason for being unemployed, efforts to find work during the week and any other factors which would have affected the claimant's entitlement to a benefit during the sampled week or the amount of the benefit paid. Effective January 2008, paid claims selected for BAM must be matched with the National Directory of New Hires. The findings are then coded and entered into a database that is maintained on a computer located in each SWA. The Department uploads state BAM results (minus claimant Social Security Number) to a database maintained by the ETA Office of Workforce Security. The Department publishes annual performance results and uses the data for various analytical and evaluative purposes.

BAM Denied Claims

Each week, SWAs select systematic random samples from the three separate sampling frames constructed from the universes of claims for UI for which eligibility was denied for monetary, separation, or nonseparation reasons. Samples are selected using the same sampling frame edit and sample selection software used for paid claims. The Department estimates the accuracy of decisions to deny claimants UI, based on the results of the case investigations for these samples.

Investigation of BAM denied claims follows the paid claims case investigation methodology. It evaluates denials accuracy by investigating random samples of each of the three types of denials. All states sample a minimum of 150 cases of each type of denial in each calendar year. State BAM staff review agency records and contact claimants, employers, and all other relevant parties to verify information in agency records or obtain additional information pertinent to the determination that denies eligibility. Unlike the investigation of paid claims, in which all prior determinations affecting claimant eligibility for the compensated week selected for the sample are evaluated, the investigation of denied claims is limited to the issue upon which the denial determination is based.

The Department distributes a table of random start numbers to use with the BAM paid and denied claims sample selection software. A separate random number is provided for each sample pull (paid claims, monetary denials, separation denials, nonseparation denials) for each of the 52 weekly samples.

Scope: Both paid and denied intrastate and interstate claims in the State UI, UCFE, and UCX programs are included in the sampling frames. Paid and denied interstate claims are included in the sampling frames of the interstate liable state. The "liable" state is the state which pays the UI benefits (that is, that state's Unemployment Trust Fund is charged). The "agent" state is the state that processes the UI claim.

Operational Definitions of Sampling Frames: Unless otherwise stated, definitions refer to those used in ET Handbook 401, 4th edition. ETA report cell references are those used in ET Handbook 402, 5th edition.

> (1) Paid Weeks
>
> Include only paid or compensated weeks that fall into all of the following: a) regular program type (UI, UCFE, UCX, or any combination thereof), b) weeks for which the payments/offsets are original payments (defined as the first valid payment/offset made by a state agency to a claimant for that week; offsets would normally recover overpayments established for previous weeks), c) weeks for which "total" or "part-total" payments/offsets are made, and d) weeks for which payments/offsets/intercepted payments are made to intrastate claimants, to interstate claimants by the liable state, or for combined wage claims.
>
> Exclude weeks that all waiting weeks, weeks for which supplemental payments are made, weeks with stop payments, and all weeks paid under the Short Time Compensation (STC) [Workshare], Extended Benefits (EB), Trade Readjustment Allowance (TRA), Disaster Unemployment Assistance (DUA) programs, any temporary Federal-State supplemental compensation programs, or other special programs, such as Emergency Unemployment Compensation.
>
> (2) Monetary Denials
>
> Include all initial claims that meet the definition for inclusion in the ETA 5159 Claims and Activities report on lines 101 (State UI), 102 (UCFE, No UI), and 103 (UCX only), for item 2 (new intrastate, excluding transitional), item 6 (transitional), and item 7 (interstate received as liable state) and for which eligibility was denied because of:

- Insufficient wages,
- Insufficient hours/weeks/days,
- Failure of high quarter wage test,
- Requalification wage requirement, or
- Other state monetary eligibility requirement

Exclude denied claims made under the Short Time Compensation (STC) (Workshare), Extended Benefits (EB), Trade Readjustment Allowance (TRA), Disaster Unemployment Assistance (DUA), or any temporary Federal-State supplemental compensation programs.

(3) Separation Denials

Include all separation determinations that meet the definition for inclusion in the ETA 9052 Nonmonetary Determinations Time Lapse (Detection Date) report in cells c1 (intrastate), c5 (interstate), and c193 (multi-claimant) and for which eligibility was denied based on any of the following issues:

- Voluntary quit (either personal or work connected),
- Discharge,
- Labor dispute, or
- Other separation issue reportable under definitions in ET Handbook 401

Exclude denied claims made under the STC, EB, TRA, DUA, or any temporary Federal-State supplemental compensation programs.

(4) Nonmonetary-Nonseparation Denials

Include all nonmonetary-nonseparation determinations that meet the definition for inclusion in the ETA 9052 Nonmonetary Determinations Time Lapse (Detection Date) report in cells c97 (intrastate), c101 (interstate), and c193 (multiclaimant) and for which eligibility was denied based on any of the following issues:

- Able and/or available to work,
- Actively seeking work,
- Disqualifying/unreported income,
- Refusal of suitable work or offer of job referral,
- Refusal of referral to profiling services,
- Failure to report,
- Failure to register with the employment service, or
- Other nonseparation eligibility issue (for example, alien status, athlete, school employee, seasonality, removal of disqualification, and determination of whether claimant's activities or status constitutes service or employment).

Exclude denied claims made under the STC, EB, TRA, DUA, or any temporary Federal-State supplemental compensation programs.

Frequency and Timing:

SWAs create a sampling frame file each week for all four universes. For paid claims, the survey population is selected from all weeks for which payments are made or offsets applied during a

period that begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. on Saturday. This interval is defined by the run time(s) of the computer programs that issue the checks or apply offsets.

The sampling frame for separation and nonseparation denied claims includes all decisions to deny UI claims issued during the period 12:00 a.m. Sunday to 11:59 p.m. Saturday. The date of the determination is the date printed on the determination notice. If no notice is issued, it is the date that the denial action was entered into the agency's record system or that a permanent stop payment order was issued.

The sampling frame for monetary denied claims is constructed slightly differently as it is possible that a UI claim may initially be denied for insufficient wages but subsequently become monetarily eligible upon the addition of wages from out-of-state employers (combined wage claims), Federal wages (UCFE and/or UCX programs), or as a result of the application of alternate base period formulas. In order to allow time for SWAs to request and receive Federal, out of state, and recently earned wage credits, the sampling frame for monetary denials is constructed two weeks after the week ending date of the initial claim. For example, the sampling frame for batch 201210 (March 4 - 10, 2012) will consist of new initial and transitional claims filed on or before February 25 for which the most recent determination issued between February 19 and March 10 denies monetary eligibility.

     c. Case Investigation. BAM paid and denied claims case investigations are conducted according to the methods and procedures documented in ET Handbook 395; case investigation procedures for both paid and denied claims are described in detail in chapter VI, except as noted in chapter VIII for denied claims investigations. The information that is collected is specified in the data collection instruments (DCIs) for both paid and denied claims.

BAM investigators collect DCI information from SWA records, claimant questionnaires, and interviews with employers and other the parties with information relevant to the paid or denied claim. The investigator then records this information in an automated database, which consists of individual data records for each sampled paid claim and denial.

All paid and denied claims investigations involve one state investigator and one claimant. The person whose claim was either paid or denied is contacted in-person, by telephone, or by mail. BAM investigators obtain Information from employers (and their representatives) and "third parties" -- persons other than the claimant or employer, such as a doctor, school, or labor union, who possess information pertinent to the paid or denied case.

Unlike the investigation of paid claims, in which all decisions affecting claimant eligibility that precede the compensated week selected for the sample are evaluated, the investigation of denied claims is limited to the issue upon which the denial decision was based. For example, if a continued week claim is denied because the agency determined the claimant was not available for work, then only the availability issue will be investigated. The monetary, separation and any other nonmonetary determinations which could have affected eligibility for the week claimed will not be investigated. SWAs have the flexibility to conduct the investigation of both paid denied claims for UI by in-person interview, telephone, mail or fax, as they deem appropriate.

B-2. Procedures for Collection of Information

     a. Stratification and Sample Selection. For both paid and denied claims, each state's sample is stratified by week (which BAM refers to as a batch). For denied claims, samples are

selected from sampling frames for each of the three types of denials (monetary, separation, and nonseparation). Systematic samples are selected weekly using software and random start numbers provided by the Department. Annual estimates are weighted to reflect the sample stratification. The formulae used to produce weighted estimates for paid and denied claims accuracy rates are in Attachment B-1.

b. Estimation Procedure. See Attachment B-1 for the formulae used to estimate paid and denied claims accuracy rates and sampling variances.

c. Degree of Accuracy Needed. The Department has adopted a standard for data publication that the 95% confidence interval (roughly two times the standard error of estimate) will be estimated and displayed for each estimated accuracy rate. Attachment B-2 displays the estimated rates and sampling errors for calendar year (CY) 2011 BAM paid claims results for the following types of overpayments:

Annual Report Rate - The annual report rate includes fraud, nonfraud recoverable overpayments, nonfraud nonrecoverable overpayments, official action taken to reduce future benefits, and payments that are technically proper due to finality or other rules. The rate excludes payments determined to be "technically" proper due to law/rules requiring formal warnings for unacceptable work search efforts. All causes and responsible parties are included in this rate.

Operational Rate - The operational overpayment rate includes those overpayments that the states are reasonably expected to detect and establish for recovery -- fraud and nonfraud recoverable overpayments, excluding work search, employment service (ES) registration, base period wage issues and miscellaneous causes, such as benefits paid during a period of disqualification, redeterminations, and back pay awards.

Fraud - The definition of unemployment compensation fraud varies from state to state. The rate includes all causes and responsible parties.

Attachment B-3 displays the estimated rates and sampling errors for CY 2011 BAM denied claims results for monetary, separation, and nonseparation issues.

d. Unusual problems requiring specialized sampling procedures. BAM paid and denied claims does not involve any unusual problems requiring specialized sampling procedures.

e. Use of periodic data collection to reduce burden. Less frequent data collection cycles would not be an appropriate means for reducing burden. This issue is addressed in Part A of the Justification, section A-6. To make reliable estimates of accuracy in a highly seasonal program such as UI, sampling must occur continuously. BAM paid and denied claims samples are drawn weekly. The continuous investigation of these samples, with regular data entry, also provides up-to-date information on accuracy to facilitate continuous improvement. Because the samples are weekly, they can be aggregated over various time periods for analytical purposes.

B-3. Methods to Maximize Response Rates

Because claimants are required to provide information concerning their continued eligibility for UI benefits, nonresponse to the BAM claimant questionnaire can affect eligibility for benefit payments. The response rate for claimant contacts (that is, the percentage of claimant

questionnaires completed) for BAM paid claims is approximately 93 percent. It is more difficult to obtain a complete questionnaire from claimants who were denied benefits. Some of these individuals have returned to work or have relocated and are unavailable for interview.

Even if claimant information cannot be obtained directly, BAM investigators can obtain sufficient information from SWA records, and other relevant parties in order to reach an informed decision concerning the accuracy of the decision to deny benefits. The BAM investigators verify all information provided by UI recipients or obtained from automated file systems and other agency records. They contact all employers for whom the claimant worked before becoming unemployed or who provided part-time work during the claims series or were contacted in job search, as well as interested third parties, such as labor unions or employment agencies. The national case completion rate when all contacts are considered has consistently been over 99 percent for both paid and denied claims.

In CY 2011, although the percentage of claimant questionnaires completed varied considerably by sample type, states were able to complete nearly all of their cases based on agency documentation, employer, and third party information. The following table summarizes claimant response by data collection method. Attachment B-4 displays the response rates for the CY 2011 BAM paid claims samples, and Attachment B-5 displays the response rates for the CY 2011 BAM denied claims samples.

BAM Case Completion and Claimant Interview Method -- CY 2011								
Sample Type	Cases Sampled	Valid Cases *	Cases Completed	Percent Completed	In-Person	Tele-Phone	Mail	No Clmnt. Inter.
Paid Claims	24,728	24,677	24,676	99.99%	17.23%	39.82%	36.57%	6.39%
Monetary	8,562	8,119	8,105	99.83%	0.65%	51.25%	22.52%	25.58%
Separation	8,207	8,078	8,058	99.75%	0.72%	50.32%	23.22%	25.74%
Nonseparation	8,502	8,080	8,063	99.79%	0.69%	53.28%	25.15%	20.88%

* Cases sampled minus cases deleted because they did not meet the definition for inclusion in the survey population and denied claims that were withdrawn by the claimant.

The Department is acutely aware of the importance of claimant response to the BAM questionnaire and has established a Federal-State workgroup to examine the issue of claimant nonresponse. The Department has drafted an advisory, which is currently in Department clearance, to issue guidance to address the specific issues of adjudicating work search and reporting errors when the claimant fails to respond to the BAM audit questionnaire.

In addition, in order to reduce nonresponse error and maintain coding consistency, the Department will continue to conduct training for BAM supervisors and investigators and hold Federal-State peer reviews of completed BAM audits to ensure that coding accurately reflects state law and policy and that states are following the BAM methodology.

In order to reduce respondent burden and maximize claimant response, the number of data elements collected for DCA is significantly smaller than the amount of data collected for BAM paid claims. Because only information relevant to the monetary, separation, or nonseparation denial issue is verified, the number of data elements per case is one-third or less of the number collected for BAM paid claims, which investigates decisions at all three points in the UI claims process. In addition, SWAs follow up the initial claimant contact with a sufficient number of call-

backs and re-contact attempts to demonstrate that a reasonable attempt was made to obtain the information.

SWAs administering the BAM program are encouraged to:

• Use all available data collection methods -- in-person, telephone, mail, e-mail, and fax -- to complete their investigations;

• Be as flexible as feasible in accommodating the schedules of claimants, employers, and other relevant parties;

• Develop clear and concise questionnaires and scripts which clearly explain the purpose of the data collection effort and minimize the time commitment of the respondent. To this end the Department shares examples and prototype case investigation materials in order to disseminate best practices as widely as possible;

• Clearly inform the respondents that the confidentiality of the information they provide will be strictly maintained and that any information that can identify an individual, such as a claimant's social security number, will not be shared with the Department's or any other state's record systems; and

• Emphasize to respondents that the major objective of the BAM program is the improvement of the UI system, and that their cooperation will contribute to insuring that individuals who are in fact eligible for UI benefits receive them.

B-4. Tests of Procedures or Methods

Paid Claims

In 1991 the Department of Labor completed a pilot test of the feasibility and cost-effectiveness of telephone contacts in lieu of in-person interviews with claimants, employers, and third parties. Four states participated in the pilot test, giving a wide range of economic, social and geographical environments. The pilot showed that the telephone was reasonably effective in detecting overpayment and underpayment errors: the patterns of erroneous payments by type and cause were basically the same as detected by the in-person control investigations. Although the rate of dollars overpaid discovered by the two methods in one state was virtually identical, in the other three the telephone estimate was only 60% of the in-person estimate. The pilot showed that the telephone methodology was very effective for certain aspects of BAM investigations, but less so for others. It also showed that BAM investigations could be done considerably less expensively by telephone--at about half the cost, confirming the estimate from a similar pilot project conducted in Idaho in the late 1980s.

Denied Claims

In 1987 the Department completed a five-state pilot test of using the BAM field-check methodology for determining the accuracy of benefit denial decisions. Three different sampling designs were evaluated in the 1986-87 pilot: (1) separate sampling frames for monetary, separation, and nonseparation (continuing eligibility) denials and a single sampling frame for all paid claims; (2) separate sampling frames for denials and decisions to affirm eligibility at the monetary, separation, and nonseparation points of determination in the UI claims process; and (3) a longitudinal approach, in which claimants were sampled at the time that the initial claim

was filed, and eligibility determinations (either to deny or affirm eligibility) were investigated as they occurred during the claims process. The 1997-98 DCA pilot was based on model 1, which was the simplest design and preserved the design used for BAM paid claims. As noted in Part A, the Department has relied on results of the 1997-98 DCA pilot to estimate case-completion times and burden hours for national implementation of DCA.

B-5. Consultations on Statistical Aspects of the Design

The following individuals assisted in the development of the statistical design of BAM paid and denied claims and may be contacted for further information:

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Estimation Procedure for Benefit Accuracy Measurement

BAM Paid Claims

1. **Ratio Estimate of Overpayment Rate**

    The parameter to be estimated, R_o, is the ratio of Unemployment Insurance (UI) benefits overpaid to total UI benefits paid: $R_o = Y/X$, where Y = Total dollars overpaid in the population and X = Total UI benefits paid in the population.

    R_o is estimated by the sample ratio:

    $$r_o = \left(\sum_{h=1}^{H} (N_h / m_h) \sum_{i=1}^{m_h} y_{hi} \right) / \left(\sum_{h=1}^{H} (N_h / m_h) \sum_{i=1}^{m_h} x_{hi} \right)$$

    where:

    H = Number of batches (weekly samples) in the period for which the estimate is being made.

    N_h = Total number of UI payments in the population for batch h. (Note: This value is available from state automated record systems and does not have to be estimated.)

    m_h = Number of completed sample cases in batch h.

    x_{hi} = Amount of UI benefits paid/offset for the ith case in batch h.

    y_{hi} = Dollars overpaid for the ith case in batch h.

    Nonresponse is assumed to be random.

2. **Sampling Variance of Ratio Estimate of Overpayment Rate**

    The following formula will be used to estimate the sampling variance of the ratio estimate of the BAM paid claims overpayment rate.

    (Note: Because the sampling fractions, $f_h = m_h / N_h$, are negligible, the term $(1 - f_h)$ has been omitted from the equations.)

$$\text{estVar}(r_o) = \frac{\sum_{h=1}^{H} [(N_h^2/m_h)(s_{yh}^2 + r_o^2 * s_{xh}^2 - 2 * r_o * s_{yxh})]}{N^2 \overline{X}^2}$$

$$= \frac{\sum_{h=1}^{H} [(N_h^2/m_h)(s_{yh}^2 + r_o^2 * s_{xh}^2 - 2 * r_o * s_{yxh})]}{X^2}$$

where:

$$s_{yh}^2 = \frac{\left(\sum_{i=1}^{m_h} y_{hi}^2\right) - \left[\left(\sum_{i=1}^{m_h} y_{hi}\right)^2 / m_h\right]}{(m_h - 1)}$$

is the sample variance of the dollars overpaid;

$$s_{xh}^2 = \frac{\left(\sum_{i=1}^{m_h} x_{hi}^2\right) - \left[\left(\sum_{i=1}^{m_h} x_{hi}\right)^2 / m_h\right]}{(m_h - 1)}$$

is the sample variance of the dollars paid/offset; and

$$s_{yxh} = \frac{\left(\sum_{i=1}^{m_h} \langle x_{hi} * y_{hi} \rangle\right) - \left[\left(\sum_{i=1}^{m_h} x_{hi}\right)\left(\sum_{i=1}^{m_h} y_{hi}\right) / m_h\right]}{(m_h - 1)}$$

is the sample covariance of the dollars overpaid and the dollars paid/offset.

X = Total population dollars paid/offset for the H batches.
(Note: This value is available from state automated record systems and does not have to be estimated.)

3. Ratio Estimate of Overpayment Rate for Subgroups

The parameter to be estimated, R_{ok}, is the ratio of Unemployment Insurance (UI) benefits overpaid to total UI benefits paid for population subgroup k: $R_{ok} = Y_k/X_k$, where Y_k=Total dollars overpaid in the population for the kth subgroup and X_k=Total UI benefits paid in the population for the kth subgroup.

R_{ok} is estimated by the sample ratio:

$$r_{ok} = \left(\sum_{h=1}^{H} (N_h / m_h) \sum_{i=1}^{m_h} y_{hik} \right) / \left(\sum_{h=1}^{H} (N_h / m_h) \sum_{i=1}^{m_h} x_{hik} \right)$$

where:

x_{hik} = Amount of UI benefits paid/offset for the ith case in the kth subgroup in batch h.

$x_{hik} = x_{hi}$, for hi in the kth subgroup, and
$x_{hik} = 0$, for hi *not* in the kth subgroup

y_{hik} = Dollars overpaid for the ith case in the kth subgroup in batch h.

$y_{hik} = y_{hi}$, for hi in the kth subgroup, and
$y_{hik} = 0$, for hi *not* in the kth subgroup

Nonresponse is assumed to be random.

4. Sampling Variance of Ratio Estimate of Overpayment Rate for Subgroups

The following formula will be used to estimate the sampling variances of the ratio estimate of the overpayment rate for subgroups.

(Note: Because the sampling fractions, $f_h=m_h/N_h$, are negligible, the term $(1-f_h)$ has been omitted from the equations.)

$$estVar(r_{ok}) = \frac{\sum_{h=1}^{H} [(N_h^2 / m_h)(s_{yh(k)}^2 + r_{ok}^2 * s_{xh(k)}^2 - 2 * r_{ok} * s_{yxh(k)})]}{X_k'^2}$$

where:

$$s_{yh(k)}^2 = \frac{\left(\sum_{i=1}^{m_h} y_{hik}^2\right) - \left[\left(\sum_{i=1}^{m_h} y_{hik}\right)^2 \Big/ m_h\right]}{(m_h - 1)}$$

is the sample variance of the dollars overpaid in the kth subgroup;

$$s_{xh(k)}^2 = \frac{\left(\sum_{i=1}^{m_h} x_{hik}^2\right) - \left[\left(\sum_{i=1}^{m_h} x_{hik}\right)^2 \Big/ m_h\right]}{(m_h - 1)}$$

is the sample variance of the dollars paid/offset in the kth subgroup; and

$$s_{yxh(k)} = \frac{\left(\sum_{i=1}^{m_h} \langle x_{hik} * y_{hik} \rangle\right) - \left[\left(\sum_{i=1}^{m_h} x_{hik}\right)\left(\sum_{i=1}^{m_h} y_{hik}\right) \Big/ m_h\right]}{(m_h - 1)}$$

is the sample covariance of the dollars overpaid and the dollars paid/offset.

$$X_k{}' = \sum_{h=1}^{H} [(N_h/m_h) x_{hk}]$$

is the estimated total dollars paid/offset for the H batches.

In the preceeding formulas,

$x_{hik} = x_{hi}$, for hi in the kth subgroup, and
$x_{hik} = 0$, for hi *not* in the kth subgroup;

$y_{hik} = y_{hi}$, for hi in the kth subgroup, and
$y_{hik} = 0$, for hi *not* in the kth subgroup

x_{hk} = Amount of UI benefits paid/offset in the kth subgroup in the sample in batch h.

5. Ratio Estimate of Proper Payment Rate

The parameter to be estimated, R_p, is the ratio of Unemployment Insurance (UI) benefits properly paid to total UI benefits paid: $R_p = Z/X$, where Z = Total dollars properly paid in the population and X = Total UI benefits paid in the population.

R_p is estimated by the sample ratio:

$$r_p = \left(\sum_{h=1}^{H} (N_h/m_h) \sum_{i=1}^{m_h} z_{hi} \right) \Big/ \left(\sum_{h=1}^{H} (N_h/m_h) \sum_{i=1}^{m_h} x_{hi} \right)$$

where H, N_h, m_h, and x_{hi} are defined as in 1., above, and

z_{hi} = Dollars properly paid (dollars paid - dollars overpaid) for the ith case in batch h.

6. Sampling Variance of Ratio Estimate of Proper Payment Rate

The following formula will be used to estimate the sampling variance of the ratio estimate of the BAM paid claims proper payment rate.

(Note: Because the sampling fractions, $f_h=m_h/N_h$, are negligible, the term $(1-f_h)$ has been omitted from the equations.)

$$\text{estVar}(r_p) = \frac{\sum_{h=1}^{H} [(N_h^2/m_h)(s_{zh}^2 + r_p^2 * s_{xh}^2 - 2 * r_p * s_{zxh})]}{X^2}$$

where H, N_h, m_h, X, and s^2_{xh} are defined as in 1. and 2., above;

s^2_{zh} is the sample variance of the dollars properly paid; and

s_{zxh} is the sample covariance of the dollars properly paid and dollars paid.

7. Ratio Estimate of Proper Payment Rate for Subgroups

The parameter to be estimated, R_{pk}, is the ratio of Unemployment Insurance (UI) benefits properly paid to total UI benefits paid for population subgroup k: $R_{pk} = Z_k/X_k$, where Z_k=Total dollars properly paid in the population for the kth subgroup and X_k=Total UI benefits paid in the population for the kth subgroup.

R_{pk} is estimated by the sample ratio r_{pk} which is defined as the estimator r_{ok} in section 3, above, <u>except that</u>:

z_{hik} = Dollars properly paid (dollars paid - dollars overpaid) for the ith case in the kth subgroup in batch h.

$$z_{hik} = z_{hi}, \text{ for hi in the } k^{th} \text{ subgroup, and}$$
$$z_{hik} = 0, \text{ for hi } \textit{not} \text{ in the } k^{th} \text{ subgroup}$$

8. Sampling Variance of Ratio Estimate of Proper Payment Rate for Subgroups

The following formula will be used to estimate the sampling variances of the ratio estimate of the proper payment rate for subgroups.

(Note: Because the sampling fractions, $f_h = m_h/N_h$, are negligible, the term $(1-f_h)$ has been omitted from the equations.)

$$\text{estVar}(r_{pk}) = \frac{\sum_{h=1}^{H} [(N_h^2/m_h)(s_{zh(k)}^2 + r_{pk}^2 * s_{xh(k)}^2 - 2 * r_{pk} * s_{zxh(k)})]}{X_k'^2}$$

where H, N_h, m_h, $X_k'^2$, and $s^2_{xh(k)}$ are defined as in 1.and 4., above;

$s^2_{zh(k)}$ is the sample variance of the dollars properly paid in the kth subgroup; and

$s_{zxh(k)}$ is the sample covariance of the dollars properly paid and dollars paid in the kth subgroup.

9. Ratio Estimate of Underpayment Rate

The parameter to be estimated, R_u is the ratio of Unemployment Insurance (UI) benefits underpaid to total UI benefits paid: $R_u = U/X$, where U = Total dollars underpaid in the population and X = Total UI benefits paid in the population.

R_u is estimated by the sample ratio:

$$r_u = \left(\sum_{h=1}^{H} (N_h/m_h) \sum_{i=1}^{m_h} u_{hi} \right) / \left(\sum_{h=1}^{H} (N_h/m_h) \sum_{i=1}^{m_h} x_{hi} \right)$$

where H, N_h, m_h, and x_{hi} are defined as in 1., above, and

u_{hi} = Dollars underpaid for the ith case in batch h.

10. Sampling Variance of Ratio Estimate of Underpayment Rate

The following formula will be used to estimate the sampling variance of the ratio estimate of the BAM paid claims underpayment rate.

(Note: Because the sampling fractions, $f_h = m_h/N_h$, are negligible, the term $(1-f_h)$ has been omitted from the equations.)

$$estVar(r_u) = \frac{\sum_{h=1}^{H} [(N_h^2/m_h)(s_{uh}^2 + r_u^2 * s_{xh}^2 - 2 * r_u * s_{uxh})]}{X^2}$$

where H, N_h, m_h, X, and s_{xh}^2 are defined as in 1. and 2., above;

s_{uh}^2 is the sample variance of the dollars underpaid; and

s_{uxh} is the sample covariance of the dollars underpaid and dollars paid.

11. Ratio Estimate of Underpayment Rate for Subgroups

The parameter to be estimated, R_{uk}, is the ratio of Unemployment Insurance (UI) benefits underpaid to total UI benefits paid for population subgroup k: $R_{uk} = U_k/X_k$, where U_k=Total dollars underpaid in the population for the kth subgroup and X_k=Total UI benefits paid in the population for the kth subgroup.

R_{uk} is estimated by the sample ratio r_{uk} which is defined as the estimator r_{ok} in section 3, above, <u>except that</u>:

u_{hik} = Dollars underpaid for the ith case in the kth subgroup in batch h.

$\qquad u_{hik} = u_{hi}$, for hi in the kth subgroup, and
$\qquad u_{hik} = 0$, for hi *not* in the kth subgroup

12. Sampling Variance of Ratio Estimate of Underpayment Rate for Subgroups

The following formula will be used to estimate the sampling variances of the ratio estimate of the underpayment rate for subgroups.

(Note: Because the sampling fractions, $f_h = m_h/N_h$, are negligible, the term $(1-f_h)$ has been omitted from the equations.)

$$\text{estVar}(r_{uk}) = \frac{\sum_{h=1}^{H} [(N_h^2 / m_h)(s_{uh(k)}^2 + r_{uk}^2 * s_{xh(k)}^2 - 2 * r_{uk} * s_{uxh(k)})]}{X_k^{'2}}$$

where H, N_h, m_h, $X_k^{'2}$, and $s^2{}_{xh(k)}$ are defined as in 1. and 4., above;

$s^2{}_{uh(k)}$ is the sample variance of the dollars underpaid in the kth subgroup; and

$s_{uxh(k)}$ is the sample covariance of the dollars underpaid and dollars paid in the kth subgroup.

Confidence Intervals

The 95% confidence interval for any estimated ratio r_θ (1, 3, 5, 7, 9, or 11, above) is:

$$r_\theta - (1.96 * \sqrt{estVar(r_\theta)})$$

$$r_\theta + (1.96 * \sqrt{estVar(r_\theta)})$$

Coefficient of Variation

The coefficient of variation (cv) of an estimate r_θ is:

$$cv(r_\theta) = \frac{\sqrt{VAR(r_\theta)}}{E(r_\theta)}$$

$$cv(r_\theta) = \frac{SE(r_\theta)}{E(r_\theta)}$$

BAM Denied Claims

Equations for Case Error Estimates

The following notation will be used:

H = the number of weeks (batches) in the period for which the estimate is being made.

N_h = the number of denied claims in week h.

X_h = the number of claims in week h which were erroneously denied.

P_h = X_h/N_h = the proportion of claims in week h which were erroneously denied.

$$N_\bullet = \sum_{h=1}^{H} N_h = \text{total number of denied claims in the period.}$$

$$X_\bullet = \sum_{h=1}^{H} X_h = \text{total number of claims erroneously denied in the period.}$$

The parameter to be estimated, P, is the proportion of claims erroneously denied during the period. Estimates will be made for each of the three denial universes -- monetary, separation, and nonseparation. We wish to estimate:

$$P = X_\bullet/N_\bullet = N_\bullet^{-1} \sum_{h=1}^{H} N_h P_h$$

Now let

m_h = the number of <u>completed</u> sample claims for week h.

$$m_\bullet = \sum_{h=1}^{H} m_h = \text{total number of completed sample claims in the period.}$$

x_h = the number of claims in week h which were erroneously denied.

$\hat{P}_h = x_h \, / \, m_h$ = proportion of sample claims in week h which were erroneously denied.

If it is assumed that non-response is "at random", then $E(\hat{P}_h) = E(x_h / m_h) = X_h / N_h = P_h$.

It follows that $\hat{P} = N^{-1} \sum_{h=1}^{H} N_h \hat{P}_h$ is unbiased for P. Furthermore, as sampling is

independent within each week (stratum), it follows that

where $f_h = m_h/N_h$. The usual estimator for $var(\hat{P})$ is

$$\hat{var}(\hat{P}) = N^{-2} \sum_{h=1}^{H} N_h^2 (1 - f_h) \frac{\hat{P}_h(1 - \hat{P}_h)}{(m_h - 1)}.$$

If f_h is negligible then

$$\hat{var}(\hat{P}) = N^{-2} \sum_{h=1}^{H} N_h^2 \frac{\hat{P}_h(1 - \hat{P}_h)}{(m_h - 1)}$$

can be used for variance estimation.

Proportions for Subgroups

The proportion of denial actions which were incorrectly decided may be estimated for population subgroups, for example UI program (State UI, UCFE, UCX), filing method (in-person, telephone, mail), or demographic classifications.

Building on the notation above, for the kth subgroup and the hth week let

N_{hk} = the number of denied claims.

X_{hk} = the number of claims were erroneously denied.

P_{hk} = X_{hk}/N_{hk} = the proportion of claims which were erroneously denied.

Then for the kth subgroup we have

$$N_{\bullet k} = \sum_{h=1}^{H} N_{hk} = \text{total number of denied claims in the period.}$$

$$X_{\bullet k} \quad = \quad \sum_{h=1}^{H} X_{hk} \quad = \text{total number of claims erroneously denied in the period.}$$

The parameter to be estimated, $P_{\bullet k}$, is the proportion of claims erroneously denied during the period for subgroup k. Analogous to previous work, we can write

$$P_{\bullet k} = X_{\bullet k}/N_{\bullet k} = N_{\_k}^{-1} \sum_{h=1}^{H} N_{hk}\, P_{hk} .$$

Note that neither $X_{\bullet k}$ nor $N_{\bullet k}$ is known. For the kth subgroup, h^{th} week, let

m_{hk} = the number of <u>completed</u> sample claims for week h.

x_{hk} = the number of claims in week h which were erroneously denied.

Assuming nonresponse is "at random", $\hat{X}_{\_k} = \sum_{h=1}^{H} \dfrac{N_h}{m_h} x_{hk}$ is unbiased for $X_{\bullet k}$ and

$\hat{N}_{\_k} = \sum_{h=1}^{H} \dfrac{N_h}{m_h} m_{hk}$ is unbiased for $N_{\bullet k}$. The ratio estimator $\hat{P}_{\_k} = \hat{X}_{\_k} / \hat{N}_{\_k}$ is approximately unbiased for $P_{\bullet k}$, and

$$var(\hat{P}_{\_k}) \cong N_{\_k}^{-2} \sum_{h=1}^{H} (1 - f_{hk}) \frac{N_h^2 \theta_{hk}}{m_h} [\, P_{hk}(1 - P_{hk}) + (1 - \theta_{hk})(P_{hk} - P_{.k})^2 \,]$$

where $f_{hk} = m_{hk}/N_{hk}$ and $\theta_{hk} = N_{hk}/N_h$. Assuming that f_{hk} is negligible, an estimate for the variance is given by

$$\hat{var}(\hat{P}_{\_k}) = \hat{N}_{\_k}^{-2} \sum_{h=1}^{H} \frac{N_h^2 \hat{\theta}_{hk}}{(m_h - 1)} [\, \hat{P}_{hk}(1 - \hat{P}_{hk}) + (1 - \hat{\theta}_{hk})(\hat{P}_{hk} - \hat{P}_{.k})^2 \,]$$

where

$\hat{\theta}_{hk} = m_{hk} / m_h$ and

$$\hat{P}_{hk} = \begin{cases} x_{hk} / m_{hk} & if\ m_{hk} > 0 \\ 0 & otherwise \end{cases} .$$

Confidence Intervals

The 95% confidence interval for any estimate (u) is:

$$u - (\ 1.96 * \sqrt{VAR(u)} \ )$$

$$u + (\ 1.96 * \sqrt{VAR(u)} \ )$$

Coefficient of Variation

The coefficient of variation (cv) of an estimate u is:

$$cv(u) = \frac{\sqrt{VAR(u)}}{E(u)}$$

$$cv(u) = \frac{SE(u)}{E(u)}$$

UI Benefit Accuracy Measurement Rates and Sampling Errors
January 2011 to December 2011

ST	Sample	Amount Paid	Annual Report Rate	95% CI +/-	Oper. Rate	95% CI +/-	Fraud Rate	95% CI +/-
AK	487	$181,657,517	13.238%	3.338	5.879%	2.378	1.916%	1.330
AL	490	$402,348,664	13.730%	3.070	3.600%	1.504	1.601%	1.085
AR	480	$391,593,072	12.726%	2.889	11.47%	2.739	6.487%	2.107
AZ	496	$566,048,626	17.567%	3.334	12.96%	3.007	7.413%	2.274
CA	998	$7,397,950,097	5.342%	1.532	3.634%	1.292	3.184%	1.246
CO	486	$689,991,604	14.221%	3.116	7.473%	2.361	1.000%	.940
CT	467	$858,316,728	3.274%	1.350	3.083%	1.328	2.055%	1.092
DC	371	$173,558,235	8.850%	2.875	5.998%	2.309	2.963%	1.649
DE	360	$130,996,402	10.220%	3.300	8.636%	3.090	4.519%	2.313
FL	489	$1,672,882,995	7.789%	2.420	6.790%	2.270	.272%	.364
GA	490	$1,002,680,738	8.639%	2.696	2.232%	1.259	1.214%	.931
HI	367	$284,181,714	4.274%	2.067	.642%	.556	.716%	.748
IA	480	$485,922,981	12.877%	3.027	7.219%	2.315	.909%	1.082
ID	508	$228,936,723	10.246%	2.637	4.714%	1.643	2.589%	1.349
IL	485	$2,362,451,410	12.274%	3.031	7.769%	2.360	2.236%	1.264
IN	486	$883,455,404	54.940%	4.685	7.975%	2.449	4.059%	1.778
KS	499	$422,407,140	4.420%	1.701	3.449%	1.527	1.671%	1.145
KY	494	$568,578,086	9.768%	2.454	7.362%	2.196	2.876%	1.295
LA	498	$339,883,551	20.981%	3.768	15.28%	3.301	7.589%	2.370
MA	509	$1,772,911,383	4.379%	1.595	3.624%	1.514	1.342%	.870
MD	483	$844,133,050	12.735%	3.043	7.311%	2.314	3.507%	1.621
ME	488	$192,380,727	16.770%	3.498	5.149%	1.943	2.107%	1.334
MI	480	$1,498,203,302	9.523%	2.734	6.809%	2.305	3.079%	1.684
MN	488	$958,317,077	9.627%	2.908	7.658%	2.669	1.180%	.685
MO	480	$669,114,124	7.678%	2.559	7.330%	2.540	3.169%	1.654
MS	494	$220,183,794	13.769%	3.142	10.44%	2.812	7.229%	2.377
MT	360	$146,571,027	9.102%	2.940	6.556%	2.528	.563%	.548
NC	530	$1,483,193,682	9.797%	2.637	6.229%	2.091	3.976%	1.700
ND	364	$62,905,457	9.256%	3.464	3.152%	1.863	.983%	1.136
NE	360	$155,415,185	16.049%	4.040	9.089%	3.092	.999%	.908
NH	373	$113,634,349	5.001%	2.211	4.071%	1.921	2.181%	1.465
NJ	485	$2,617,507,618	10.496%	2.568	7.210%	2.289	.386%	.506
NM	484	$266,216,624	16.535%	3.288	12.25%	2.908	7.043%	2.382
NV	485	$580,814,562	11.640%	2.989	9.909%	2.778	3.156%	1.537
NY	483	$3,665,750,997	6.985%	2.317	5.212%	2.030	4.206%	1.815
OH	484	$1,393,712,385	18.194%	3.368	6.833%	2.287	2.372%	1.274
OK	486	$306,526,694	5.584%	2.126	4.682%	1.965	1.245%	1.086
OR	487	$831,139,240	13.178%	3.328	8.193%	2.690	4.875%	1.903
PA	480	$3,167,669,022	11.107%	2.924	7.973%	2.514	5.376%	2.245
PR	482	$239,586,895	12.511%	3.143	10.21%	2.854	9.729%	2.795

UI Benefit Accuracy Measurement Rates and Sampling Errors
January 2011 to December 2011

ST	Sample	Amount Paid	Annual Report Rate	95% CI +/-	Oper. Rate	95% CI +/-	Fraud Rate	95% CI +/-
RI	480	$284,030,910	8.443%	2.506	6.341%	2.233	5.638%	2.155
SC	530	$456,678,469	17.409%	3.323	10.01%	2.487	6.785%	2.135
SD	360	$41,325,579	14.005%	3.746	4.958%	2.406	4.894%	2.259
TN	480	$516,608,692	14.165%	3.325	7.913%	2.465	2.758%	1.667
TX	490	$2,465,002,749	12.289%	3.007	5.127%	1.864	1.844%	1.339
UT	481	$302,541,300	14.583%	3.510	6.561%	2.397	3.408%	1.774
VA	483	$664,619,382	19.187%	3.889	6.309%	2.142	1.595%	1.090
VT	363	$120,934,830	3.473%	1.807	2.397%	1.515	1.501%	1.355
WA	488	$1,422,976,354	10.510%	2.889	5.592%	2.160	2.739%	1.532
WI	485	$1,079,448,202	12.804%	3.199	6.231%	2.130	2.084%	1.280
WV	480	$201,340,712	5.349%	1.995	2.999%	1.577	.880%	.701
WY	360	$89,534,283	9.230%	3.148	3.046%	1.690	.978%	.876
US	24,676	$47,874,770,343	10.687%	.521	6.145%	.421	2.924%	.325

Prepared By ETA Office of Unemployment Insurance on 16 May 12

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
AK	MON	158	18,124	1.997%	1.753	1.997%	1.753
	SEP	152	12,664	10.347%	4.442	8.976%	4.021
	NS	154	32,375	10.930%	5.040	9.323%	4.695
AL	MON	155	67,467	1.966%	1.950	1.430%	1.644
	SEP	152	36,367	7.627%	4.272	5.974%	3.943
	NS	153	23,857	10.300%	5.689	10.300%	5.689
AR	MON	141	5,634	38.009%	9.321	32.986%	8.186
	SEP	150	34,296	3.088%	2.712	3.088%	2.712
	NS	150	16,541	5.720%	3.717	5.720%	3.717
AZ	MON	161	56,783	4.068%	3.464	2.476%	2.949
	SEP	155	35,834	7.501%	4.739	6.120%	4.288
	NS	156	46,448	9.651%	4.646	6.293%	4.237
CA	MON	196	334,533	11.038%	4.657	5.933%	3.713
	SEP	199	239,524	11.767%	4.703	9.920%	4.408
	NS	203	435,054	25.915%	6.115	17.528%	5.458
CO	MON	143	7,083	31.747%	8.199	27.013%	7.467
	SEP	151	51,214	11.818%	5.313	6.654%	4.145
	NS	152	33,384	20.840%	6.953	19.763%	6.783
CT	MON	157	47,216	1.958%	2.970	1.416%	2.774
	SEP	155	15,613	2.703%	2.666	.555%	1.082
	NS	157	18,559	1.954%	2.205	.674%	1.315
DC	MON	136	6,603	21.586%	6.723	18.502%	6.260
	SEP	156	3,607	9.675%	5.183	7.272%	4.577
	NS	157	4,947	2.404%	2.076	1.858%	1.792
DE	MON	130	1,533	21.302%	7.959	4.791%	3.577
	SEP	151	6,901	.551%	1.065	.551%	1.065
	NS	151	8,012	.615%	1.193	.615%	1.193

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
FL	MON	152	165,854	2.324%	2.825	1.712%	2.558
	SEP	159	91,789	18.682%	6.456	2.180%	2.141
	NS	159	124,992	13.408%	6.733	6.499%	4.622
GA	MON	149	38,772	24.566%	9.027	21.019%	8.453
	SEP	158	83,592	7.853%	4.148	1.788%	2.049
	NS	158	38,234	5.087%	3.291	2.523%	2.483
HI	MON	136	1,343	5.895%	3.960	4.219%	3.276
	SEP	135	7,247	4.871%	3.646	3.749%	3.292
	NS	137	16,653	5.792%	4.385	4.730%	3.862
IA	MON	138	20,593	17.505%	6.956	12.574%	6.153
	SEP	153	28,562	15.027%	5.960	10.547%	5.109
	NS	151	15,949	18.695%	6.772	16.001%	6.603
ID	MON	161	21,637	5.964%	4.419	5.964%	4.419
	SEP	161	12,632	3.114%	2.474	.652%	1.270
	NS	160	36,811	12.240%	5.974	10.130%	5.477
IL	MON	153	117,725	6.278%	4.249	6.278%	4.249
	SEP	158	6,494	18.542%	11.379	5.319%	2.977
	NS	151	16,795	10.477%	4.637	8.771%	4.235
IN	MON	151	111,327	2.851%	2.301	2.464%	2.172
	SEP	151	40,287	18.092%	6.422	14.123%	5.927
	NS	152	55,656	29.799%	7.815	28.470%	7.664
KS	MON	158	74,281	.198%	.387	.198%	.387
	SEP	155	23,526	.290%	.564	.000%	.000
	NS	156	19,648	8.366%	5.526	4.456%	3.368
KY	MON	141	12,600	14.312%	6.396	10.513%	5.912
	SEP	155	32,985	1.666%	2.306	1.666%	2.306
	NS	157	20,081	2.807%	2.550	1.733%	2.032

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
LA	MON	158	41,911	13.413%	5.234	10.430%	4.771
	SEP	159	38,659	8.317%	4.597	8.317%	4.597
	NS	159	36,041	24.385%	6.579	24.385%	6.579
MA	MON	167	8,416	13.199%	5.683	11.931%	5.460
	SEP	167	28,473	16.337%	5.637	2.175%	1.921
	NS	167	16,914	11.443%	5.096	6.408%	3.727
MD	MON	148	46,233	8.146%	5.058	5.922%	4.522
	SEP	151	52,437	4.472%	3.059	3.643%	2.593
	NS	150	44,278	5.567%	3.954	5.050%	3.829
ME	MON	155	12,955	16.459%	7.019	12.265%	5.930
	SEP	152	8,347	3.791%	3.066	2.665%	2.636
	NS	154	13,535	6.388%	3.631	4.649%	2.693
MI	MON	150	56,417	8.784%	5.109	7.778%	4.899
	SEP	150	61,901	3.912%	3.184	1.870%	2.164
	NS	150	99,722	4.946%	3.393	2.760%	2.269
MN	MON	148	5,037	13.664%	5.061	13.664%	5.061
	SEP	153	26,458	18.027%	6.253	4.650%	3.495
	NS	149	59,385	7.290%	4.259	5.810%	3.737
MO	MON	149	71,849	5.275%	3.100	4.617%	3.099
	SEP	151	50,214	10.737%	5.145	2.675%	2.629
	NS	150	93,649	31.070%	7.926	21.124%	7.203
MS	MON	151	52,084	1.568%	1.864	1.568%	1.864
	SEP	157	33,774	5.860%	3.775	2.019%	2.024
	NS	159	20,784	5.178%	3.314	2.118%	2.080
MT	MON	133	4,442	29.863%	9.371	26.824%	8.862
	SEP	150	9,616	6.310%	3.882	4.726%	3.212
	NS	150	9,757	14.861%	6.020	10.602%	5.272

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
NC	MON	148	96,613	7.656%	4.671	3.165%	2.675
	SEP	159	77,073	4.295%	3.192	3.024%	2.661
	NS	159	27,148	9.337%	4.507	7.594%	4.118
ND	MON	146	2,660	6.215%	5.723	5.751%	5.656
	SEP	155	4,457	3.904%	2.529	3.313%	2.529
	NS	155	14,817	5.129%	3.571	3.701%	2.974
NE	MON	150	9,741	1.427%	2.035	1.427%	2.035
	SEP	150	34,730	2.334%	2.765	2.334%	2.765
	NS	150	26,273	16.412%	5.633	13.145%	5.191
NH	MON	162	6,559	7.603%	4.481	6.251%	4.074
	SEP	160	5,042	6.723%	3.786	3.590%	2.908
	NS	159	19,317	12.713%	5.008	10.375%	4.861
NJ	MON	151	63,060	9.277%	5.087	8.359%	4.762
	SEP	159	68,425	8.000%	4.394	8.000%	4.394
	NS	159	44,068	13.534%	5.132	11.614%	5.132
NM	MON	101	3,537	27.409%	10.217	19.371%	8.554
	SEP	155	16,189	2.841%	2.960	1.711%	1.969
	NS	152	8,160	7.504%	4.677	7.504%	4.677
NV	MON	115	6,014	18.640%	8.709	10.634%	7.603
	SEP	155	25,608	13.946%	5.461	5.674%	3.803
	NS	155	44,158	38.282%	8.280	26.627%	7.494
NY	MON	143	104,174	16.059%	6.953	14.795%	6.901
	SEP	154	83,266	3.486%	2.838	3.027%	2.696
	NS	157	53,948	4.930%	3.295	4.930%	3.295
OH	MON	151	108,202	13.433%	5.594	11.163%	4.907
	SEP	156	54,603	14.731%	5.354	11.436%	4.802
	NS	155	45,929	24.462%	7.233	21.887%	7.070

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
OK	MON	154	34,479	14.796%	6.074	12.330%	5.592
	SEP	159	31,711	8.592%	4.405	1.630%	1.873
	NS	158	26,994	5.581%	3.726	4.849%	3.440
OR	MON	165	8,398	20.907%	7.467	18.185%	7.095
	SEP	176	30,672	6.295%	3.773	3.209%	2.843
	NS	175	42,394	12.065%	4.943	9.682%	4.416
PA	MON	149	100,505	14.337%	5.569	7.771%	4.358
	SEP	150	85,978	14.229%	5.669	13.997%	5.650
	NS	153	25,628	15.329%	6.173	15.329%	6.173
PR	MON	146	34,324	22.974%	7.542	18.471%	7.498
	SEP	150	7,122	1.048%	1.579	1.048%	1.579
	NS	149	16,929	15.559%	5.979	15.311%	5.960
RI	MON	144	6,209	6.437%	3.161	4.714%	2.873
	SEP	149	6,712	.000%	.000	.000%	.000
	NS	148	5,334	2.000%	2.779	2.000%	2.779
SC	MON	156	63,446	10.720%	5.076	10.720%	5.076
	SEP	151	48,802	5.272%	3.886	3.580%	3.096
	NS	154	21,508	4.616%	3.763	4.616%	3.763
SD	MON	150	2,358	8.837%	4.631	5.599%	4.223
	SEP	150	4,975	4.824%	3.290	3.592%	2.822
	NS	150	7,408	10.655%	5.320	8.347%	4.819
TN	MON	151	41,760	29.527%	7.670	16.470%	6.535
	SEP	151	49,372	12.681%	5.377	9.254%	4.915
	NS	151	5,124	16.055%	5.974	11.345%	5.225
TX	MON	159	125,314	4.937%	3.236	4.937%	3.236
	SEP	159	202,894	10.198%	4.741	8.937%	4.401
	NS	158	294,491	9.186%	4.370	9.186%	4.370

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Denied Claims Accuracy Rates and Sampling Errors -- CY 2011

ST	Samp Type	Sample*	Population	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial#	95% C.I. (+/-)
UT	MON	148	7,506	5.465%	3.029	5.465%	3.029
	SEP	150	17,190	8.484%	4.151	5.756%	3.119
	NS	151	78,562	27.250%	7.275	25.034%	7.013
VA	MON	144	47,128	8.315%	4.558	6.862%	4.308
	SEP	156	51,974	11.648%	5.006	8.107%	4.421
	NS	156	33,723	9.060%	4.609	6.781%	4.023
VT	MON	126	1,931	11.526%	5.224	9.713%	4.975
	SEP	151	5,010	4.471%	3.298	1.903%	2.155
	NS	151	5,412	13.260%	6.099	7.751%	4.747
WA	MON	139	21,377	15.819%	6.602	15.819%	6.602
	SEP	154	47,559	15.266%	6.081	12.875%	5.407
	NS	154	70,107	26.130%	7.619	20.839%	6.972
WI	MON	149	45,678	11.045%	6.764	9.348%	6.645
	SEP	153	39,785	18.143%	6.308	15.069%	6.106
	NS	152	76,540	19.730%	7.292	15.980%	6.638
WV	MON	145	8,560	8.544%	5.793	7.504%	5.619
	SEP	150	12,538	3.600%	2.904	2.643%	2.585
	NS	150	4,954	17.235%	5.977	16.697%	5.977
WY	MON	141	3,210	10.925%	6.982	7.685%	5.965
	SEP	150	4,985	5.774%	4.322	3.567%	3.537
	NS	150	11,408	7.016%	4.513	6.382%	4.339
US	MON	7,708	2,361,195	9.301%	.741	7.005%	.663
	SEP	8,058	2,089,685	9.628%	.601	6.412%	.481
	NS	8,063	2,368,396	16.253%	.718	12.569%	.654

Footnotes
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* Excludes cases not meeting DCA definition for inclusion in population,
  withdrawn claims, and claims for which monetary eligibility was
  established upon receipt of CWC, UCFE, and/or UCX wage credits.

Adjusted rate excludes erroneous denials that were corrected by agency
  and claims for which eligibility was established through appeal prior
  to DCA case completion.

Prepared by ETA Office of Unemployment Insurance on 16 May 12.

BAM Case Completion and Time Lapse -- CY 2011

ST	Sample	Cases Compl.	Percent Completed	60 Day TL	90 Day TL	60 Day TL &	90 Day TL &
AK	487	487	100.00%	99.79%	100.0%	99.59%	100.0%
AL	490	490	100.00%	96.73%	100.0%	96.73%	100.0%
AR	480	480	100.00%	98.96%	100.0%	98.13%	100.0%
AZ	496	496	100.00%	98.59%	100.0%	98.39%	100.0%
CA	998	998	100.00%	96.69%	100.0%	96.59%	100.0%
CO	486	486	100.00%	91.56%	98.77%	90.74%	97.94%
CT	468	467	99.79%	92.31%	97.86%	91.67%	97.44%
DC	371	371	100.00%	75.74%	94.07%+	75.74%	94.07%+
DE	360	360	100.00%	69.44%*	97.78%	69.44%*	97.50%
FL	489	489	100.00%	100.0%	100.0%	99.80%	100.0%
GA	490	490	100.00%	96.12%	100.0%	96.12%	100.0%
HI	367	367	100.00%	89.10%	96.46%	89.10%	96.46%
IA	480	480	100.00%	62.29%*	89.79%+	62.29%*	89.79%+
ID	508	508	100.00%	94.49%	96.46%	94.29%	96.46%
IL	485	485	100.00%	87.84%	99.79%	87.22%	99.59%
IN	486	486	100.00%	94.44%	97.33%	94.44%	97.33%
KS	499	499	100.00%	81.16%	98.80%	79.56%	98.20%
KY	494	494	100.00%	96.15%	100.0%	96.15%	100.0%
LA	498	498	100.00%	52.81%*	70.88%+	52.61%*	70.68%+
MA	509	509	100.00%	86.64%	96.86%	86.05%	96.86%
MD	483	483	100.00%	86.34%	100.0%	85.92%	100.0%
ME	488	488	100.00%	94.47%	99.39%	94.06%	99.39%
MI	480	480	100.00%	90.42%	99.17%	88.75%	98.13%
MN	488	488	100.00%	97.54%	99.80%	96.31%	99.18%
MO	480	480	100.00%	89.79%	99.79%	89.58%	99.79%
MS	494	494	100.00%	62.55%*	85.83%+	62.55%*	85.83%+
MT	360	360	100.00%	89.72%	97.78%	88.06%	96.39%
NC	530	530	100.00%	89.06%	99.62%	89.06%	99.62%
ND	364	364	100.00%	73.35%	97.53%	72.80%	96.70%
NE	360	360	100.00%	99.72%	100.0%	99.72%	100.0%

Note: Time lapse percentages are based on all sampled cases,
excluding cases not meeting BAM population definition
* Failed to meet 60 day time lapse standard of 70 percent complete.
+ Failed to meet 90 day time lapse standard of 95 percent complete.
& Time lapse includes code 3 reopen cases.

BAM Case Completion and Time Lapse -- CY 2011

ST	Sample	Cases Compl.	Percent Completed	60 Day TL	90 Day TL	60 Day TL &	90 Day TL &
NH	373	373	100.00%	96.25%	99.46%	96.25%	99.46%
NJ	485	485	100.00%	82.47%	98.76%	81.44%	98.14%
NM	484	484	100.00%	76.24%	98.35%	75.41%	98.35%
NV	485	485	100.00%	94.64%	99.79%	94.02%	99.79%
NY	483	483	100.00%	95.45%	100.0%	95.24%	100.0%
OH	484	484	100.00%	97.31%	99.79%	96.69%	99.79%
OK	486	486	100.00%	96.30%	100.0%	96.09%	100.0%
OR	487	487	100.00%	98.15%	99.79%	98.15%	99.79%
PA	480	480	100.00%	98.96%	100.0%	98.96%	100.0%
PR	482	482	100.00%	74.48%	98.76%	72.61%	97.10%
RI	480	480	100.00%	67.08%*	90.00%+	67.08%*	90.00%+
SC	530	530	100.00%	99.06%	99.62%	99.06%	99.62%
SD	360	360	100.00%	75.00%	97.78%	75.00%	97.78%
TN	480	480	100.00%	79.38%	97.71%	79.38%	97.71%
TX	490	490	100.00%	85.10%	100.0%	81.02%	99.59%
UT	481	481	100.00%	89.40%	95.63%	88.77%	95.43%
VA	483	483	100.00%	95.03%	99.38%	94.41%	98.96%
VT	363	363	100.00%	12.67%*	80.44%+	12.40%*	80.17%+
WA	488	488	100.00%	90.78%	97.34%	90.78%	97.13%
WI	485	485	100.00%	94.02%	99.79%	94.02%	99.79%
WV	480	480	100.00%	97.29%	100.0%	97.29%	100.0%
WY	360	360	100.00%	100.0%	100.0%	98.89%	100.0%
US	24,677	24,676	100.00%	87.76%	97.54%	87.29%	97.35%

Note: Time lapse percentages are based on all sampled cases,
excluding cases not meeting BAM population definition
* Failed to meet 60 day time lapse standard of 70 percent complete.
+ Failed to meet 90 day time lapse standard of 95 percent complete.
& Time lapse includes code 3 reopen cases.

Prepared by Office of Unemployment Insurance on 16 May 12

BAM DCA Case Completion and Time Lapse -- CY 2011

ST	Sample Type	Sample	DCA Cases	Cases Compl.	Percent Completed	60 Day TL &	90 Day TL &
AK	Monetary	159	158	158	100.00%	100.0%	100.0%
	Separation	159	152	152	100.00%	100.0%	100.0%
	Nonsep.	170	154	154	100.00%	99.35%	100.0%
AL	Monetary	199	155	155	100.00%	99.35%	100.0%
	Separation	154	152	152	100.00%	99.34%	100.0%
	Nonsep.	156	153	153	100.00%	98.04%	100.0%
AR	Monetary	156	150	150	100.00%	98.00%	99.33%
	Separation	152	150	150	100.00%	99.33%	100.0%
	Nonsep.	152	150	150	100.00%	96.67%	99.33%
AZ	Monetary	164	164	164	100.00%	100.0%	100.0%
	Separation	157	155	155	100.00%	99.35%	100.0%
	Nonsep.	156	156	156	100.00%	100.0%	100.0%
CA	Monetary	202	197	197	100.00%	99.49%	100.0%
	Separation	208	199	199	100.00%	98.49%	100.0%
	Nonsep.	206	203	203	100.00%	100.0%	100.0%
CO	Monetary	186	184	184	100.00%	91.85%	98.37%
	Separation	152	151	151	100.00%	91.39%	100.0%
	Nonsep.	152	152	152	100.00%	94.08%	100.0%
CT	Monetary	158	157	157	100.00%	95.54%	99.36%
	Separation	159	155	155	100.00%	90.97%	98.06%
	Nonsep.	164	159	157	98.74%	89.94%	95.60%
DC	Monetary	160	159	159	100.00%	77.36%	91.82%
	Separation	159	156	156	100.00%	74.36%	90.38%
	Nonsep.	162	157	157	100.00%	80.25%	95.54%
DE	Monetary	184	150	150	100.00%	78.00%	98.00%
	Separation	157	151	151	100.00%	86.09%	100.0%
	Nonsep.	174	151	151	100.00%	82.12%	100.0%
FL	Monetary	159	154	154	100.00%	100.0%	100.0%
	Separation	159	159	159	100.00%	100.0%	100.0%
	Nonsep.	159	159	159	100.00%	100.0%	100.0%
GA	Monetary	211	155	155	100.00%	94.19%	100.0%
	Separation	158	158	158	100.00%	96.84%	100.0%
	Nonsep.	158	158	158	100.00%	95.57%	100.0%

Note: Case completion and time lapse percentages exclude deleted cases (Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

* Failed to meet 60 day time lapse standard of 60 percent complete.
+ Failed to meet 90 day time lapse standard of 85 percent complete.
& Time lapse includes code 3 reopen cases.

BAM DCA Case Completion and Time Lapse -- CY 2011

ST	Sample Type	Sample	DCA Cases	Cases Compl.	Percent Completed	60 Day TL &	90 Day TL &
HI	Monetary	158	153	139	90.85%	74.51%	80.39% +
	Separation	155	155	135	87.10%	65.16%	72.90% +
	Nonsep.	156	152	137	90.13%	75.00%	79.61% +
IA	Monetary	155	153	153	100.00%	65.36%	89.54%
	Separation	155	153	153	100.00%	61.44%	92.16%
	Nonsep.	161	151	151	100.00%	63.58%	91.39%
ID	Monetary	169	161	161	100.00%	98.76%	99.38%
	Separation	162	161	161	100.00%	96.89%	98.14%
	Nonsep.	160	160	160	100.00%	97.50%	98.75%
IL	Monetary	215	155	155	100.00%	85.16%	100.0%
	Separation	165	158	158	100.00%	95.57%	100.0%
	Nonsep.	174	151	151	100.00%	89.40%	100.0%
IN	Monetary	152	151	151	100.00%	98.68%	100.0%
	Separation	152	151	151	100.00%	99.34%	100.0%
	Nonsep.	152	152	152	100.00%	98.03%	100.0%
KS	Monetary	161	160	160	100.00%	90.63%	98.75%
	Separation	158	155	155	100.00%	90.97%	99.35%
	Nonsep.	163	156	156	100.00%	92.31%	99.36%
KY	Monetary	167	160	160	100.00%	97.50%	100.0%
	Separation	159	155	155	100.00%	98.06%	100.0%
	Nonsep.	167	157	157	100.00%	94.27%	100.0%
LA	Monetary	159	158	158	100.00%	60.13%	75.95% +
	Separation	159	159	159	100.00%	100.0%	100.0%
	Nonsep.	159	159	159	100.00%	98.74%	98.74%
MA	Monetary	167	167	167	100.00%	94.01%	99.40%
	Separation	168	167	167	100.00%	91.62%	100.0%
	Nonsep.	171	167	167	100.00%	94.61%	98.80%
MD	Monetary	153	151	151	100.00%	90.73%	99.34%
	Separation	151	151	151	100.00%	91.39%	99.34%
	Nonsep.	154	150	150	100.00%	92.67%	100.0%
ME	Monetary	172	160	160	100.00%	98.13%	99.38%
	Separation	153	152	152	100.00%	99.34%	100.0%
	Nonsep.	155	154	154	100.00%	97.40%	100.0%

Note: Case completion and time lapse percentages exclude deleted cases
(Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

* Failed to meet 60 day time lapse standard of 60 percent complete.
+ Failed to meet 90 day time lapse standard of 85 percent complete.
& Time lapse includes code 3 reopen cases.

BAM DCA Case Completion and Time Lapse -- CY 2011

ST	Sample Type	Sample	DCA Cases	Cases Compl.	Percent Completed	60 Day TL &	90 Day TL &
MI	Monetary	157	150	150	100.00%	98.67%	100.0%
	Separation	160	150	150	100.00%	98.00%	100.0%
	Nonsep.	172	150	150	100.00%	99.33%	100.0%
MN	Monetary	163	154	154	100.00%	100.0%	100.0%
	Separation	156	153	153	100.00%	99.35%	100.0%
	Nonsep.	177	149	149	100.00%	99.33%	100.0%
MO	Monetary	159	149	149	100.00%	97.32%	100.0%
	Separation	154	151	151	100.00%	95.36%	100.0%
	Nonsep.	156	150	150	100.00%	95.33%	100.0%
MS	Monetary	202	154	154	100.00%	72.73%	90.91%
	Separation	159	157	157	100.00%	71.97%	94.27%
	Nonsep.	164	159	159	100.00%	69.81%	90.57%
MT	Monetary	159	150	150	100.00%	92.00%	98.67%
	Separation	151	150	150	100.00%	93.33%	100.0%
	Nonsep.	151	150	150	100.00%	92.00%	98.00%
NC	Monetary	167	153	153	100.00%	96.08%	99.35%
	Separation	159	159	159	100.00%	93.08%	99.37%
	Nonsep.	168	159	159	100.00%	97.48%	100.0%
ND	Monetary	155	154	154	100.00%	75.32%	99.35%
	Separation	155	155	155	100.00%	73.55%	96.13%
	Nonsep.	155	155	155	100.00%	77.42%	97.42%
NE	Monetary	151	150	150	100.00%	100.0%	100.0%
	Separation	154	150	150	100.00%	100.0%	100.0%
	Nonsep.	152	150	150	100.00%	100.0%	100.0%
NH	Monetary	163	162	162	100.00%	100.0%	100.0%
	Separation	163	160	160	100.00%	100.0%	100.0%
	Nonsep.	163	159	159	100.00%	99.37%	100.0%
NJ	Monetary	159	157	157	100.00%	87.26%	96.82%
	Separation	159	159	159	100.00%	86.16%	98.11%
	Nonsep.	159	159	159	100.00%	87.42%	99.37%
NM	Monetary	164	150	150	100.00%	81.33%	99.33%
	Separation	157	155	155	100.00%	87.10%	100.0%
	Nonsep.	155	152	152	100.00%	87.50%	100.0%

Note: Case completion and time lapse percentages exclude deleted cases
(Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

* Failed to meet 60 day time lapse standard of 60 percent complete.
+ Failed to meet 90 day time lapse standard of 85 percent complete.
& Time lapse includes code 3 reopen cases.

BAM DCA Case Completion and Time Lapse -- CY 2011

ST	Sample Type	Sample	DCA Cases	Cases Compl.	Percent Completed	60 Day TL &	90 Day TL &
NV	Monetary	166	153	153	100.00%	93.46%	100.0%
	Separation	155	155	155	100.00%	98.06%	100.0%
	Nonsep.	155	155	155	100.00%	96.77%	100.0%
NY	Monetary	154	152	152	100.00%	96.71%	100.0%
	Separation	175	154	154	100.00%	97.40%	100.0%
	Nonsep.	214	157	157	100.00%	96.82%	100.0%
OH	Monetary	169	151	151	100.00%	97.35%	99.34%
	Separation	156	156	156	100.00%	100.0%	100.0%
	Nonsep.	158	155	155	100.00%	100.0%	100.0%
OK	Monetary	159	156	156	100.00%	98.72%	100.0%
	Separation	159	159	159	100.00%	99.37%	100.0%
	Nonsep.	159	158	158	100.00%	100.0%	100.0%
OR	Monetary	180	178	178	100.00%	97.75%	100.0%
	Separation	180	176	176	100.00%	98.86%	100.0%
	Nonsep.	180	175	175	100.00%	100.0%	100.0%
PA	Monetary	153	150	150	100.00%	99.33%	99.33%
	Separation	151	150	150	100.00%	100.0%	100.0%
	Nonsep.	212	153	153	100.00%	100.0%	100.0%
PR	Monetary	150	150	150	100.00%	84.67%	99.33%
	Separation	150	150	150	100.00%	96.67%	100.0%
	Nonsep.	150	149	149	100.00%	79.87%	99.33%
RI	Monetary	149	148	148	100.00%	67.57%	97.30%
	Separation	149	149	149	100.00%	88.59%	99.33%
	Nonsep.	149	148	148	100.00%	72.97%	97.97%
SC	Monetary	159	157	157	100.00%	100.0%	100.0%
	Separation	159	151	151	100.00%	98.68%	100.0%
	Nonsep.	218	154	154	100.00%	100.0%	100.0%
SD	Monetary	155	150	150	100.00%	99.33%	99.33%
	Separation	152	150	150	100.00%	96.67%	100.0%
	Nonsep.	157	150	150	100.00%	96.67%	99.33%
TN	Monetary	151	151	151	100.00%	85.43%	97.35%
	Separation	151	151	151	100.00%	85.43%	94.04%
	Nonsep.	151	151	151	100.00%	78.81%	94.70%

Note: Case completion and time lapse percentages exclude deleted cases
(Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

* Failed to meet 60 day time lapse standard of 60 percent complete.
+ Failed to meet 90 day time lapse standard of 85 percent complete.
& Time lapse includes code 3 reopen cases.

BAM DCA Case Completion and Time Lapse -- CY 2011

ST	Sample Type	Sample	DCA Cases	Cases Compl.	Percent Completed	60 Day TL &	90 Day TL &
TX	Monetary	159	159	159	100.00%	93.08%	99.37%
	Separation	159	159	159	100.00%	93.08%	99.37%
	Nonsep.	159	158	158	100.00%	87.97%	97.47%
UT	Monetary	158	150	150	100.00%	97.33%	98.00%
	Separation	153	150	150	100.00%	94.67%	96.67%
	Nonsep.	153	151	151	100.00%	91.39%	96.69%
VA	Monetary	159	155	155	100.00%	89.68%	95.48%
	Separation	159	156	156	100.00%	98.08%	99.36%
	Nonsep.	159	156	156	100.00%	97.44%	100.0%
VT	Monetary	151	151	151	100.00%	23.18% *	85.43%
	Separation	151	151	151	100.00%	16.56% *	83.44% +
	Nonsep.	152	151	151	100.00%	20.53% *	84.11% +
WA	Monetary	154	152	152	100.00%	96.05%	99.34%
	Separation	154	154	154	100.00%	98.05%	100.0%
	Nonsep.	157	154	154	100.00%	96.10%	98.70%
WI	Monetary	160	153	153	100.00%	94.77%	100.0%
	Separation	155	153	153	100.00%	96.08%	100.0%
	Nonsep.	158	152	152	100.00%	95.39%	100.0%
WV	Monetary	160	158	158	100.00%	98.73%	100.0%
	Separation	150	150	150	100.00%	96.67%	100.0%
	Nonsep.	151	150	150	100.00%	98.00%	100.0%
WY	Monetary	151	150	150	100.00%	100.0%	100.0%
	Separation	151	150	150	100.00%	99.33%	100.0%
	Nonsep.	157	150	150	100.00%	100.0%	100.0%
US	Monetary	8,562	8,119	8,105	99.83%	90.54%	97.77%
	Separation	8,207	8,078	8,058	99.75%	91.92%	98.29%
	Nonsep.	8,502	8,080	8,063	99.79%	91.35%	98.30%

Note: Case completion and time lapse percentages exclude deleted cases
(Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

* Failed to meet 60 day time lapse standard of 60 percent complete.
+ Failed to meet 90 day time lapse standard of 85 percent complete.
& Time lapse includes code 3 reopen cases.

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