

2017 Unemployment Insurance Division

Quarterly Report - 2nd Quarter



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2017 2nd Quarter Report



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| Total Collections | 15 |

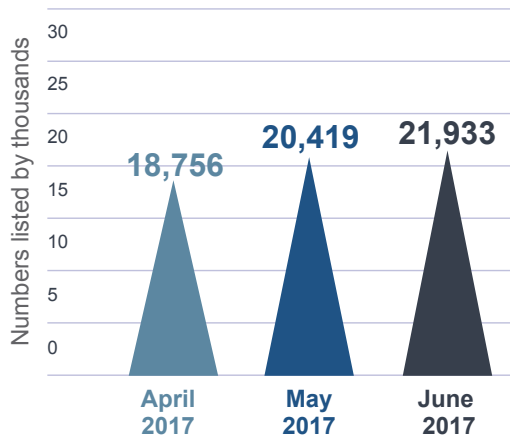
UI Appeals Bureau

| | |
|------------------|----|
| Time Lapse | 16 |
|------------------|----|

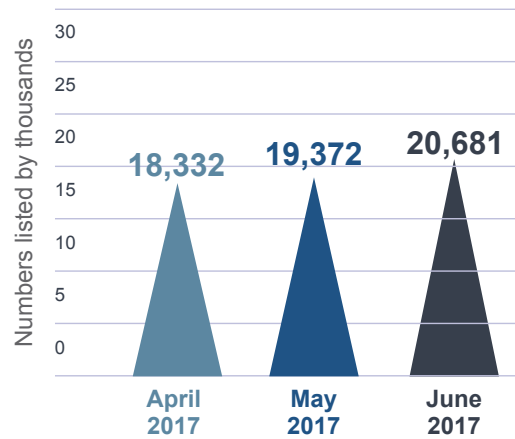
UI Benefits Department

Customer Service

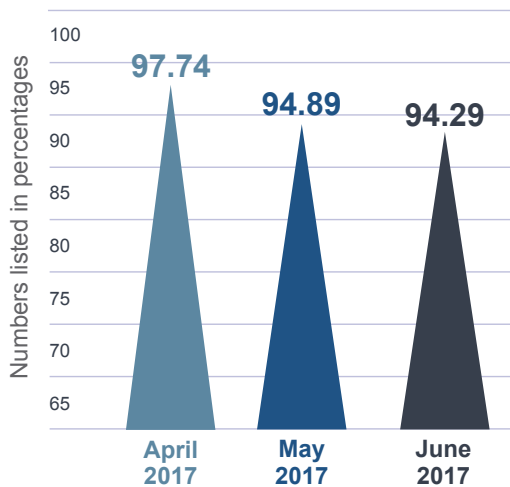
Total Calls Presented



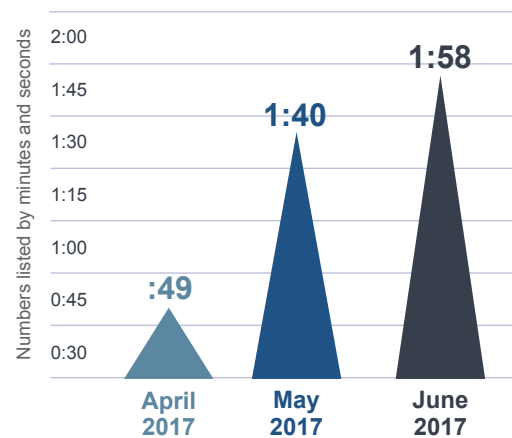
Total Calls Handled



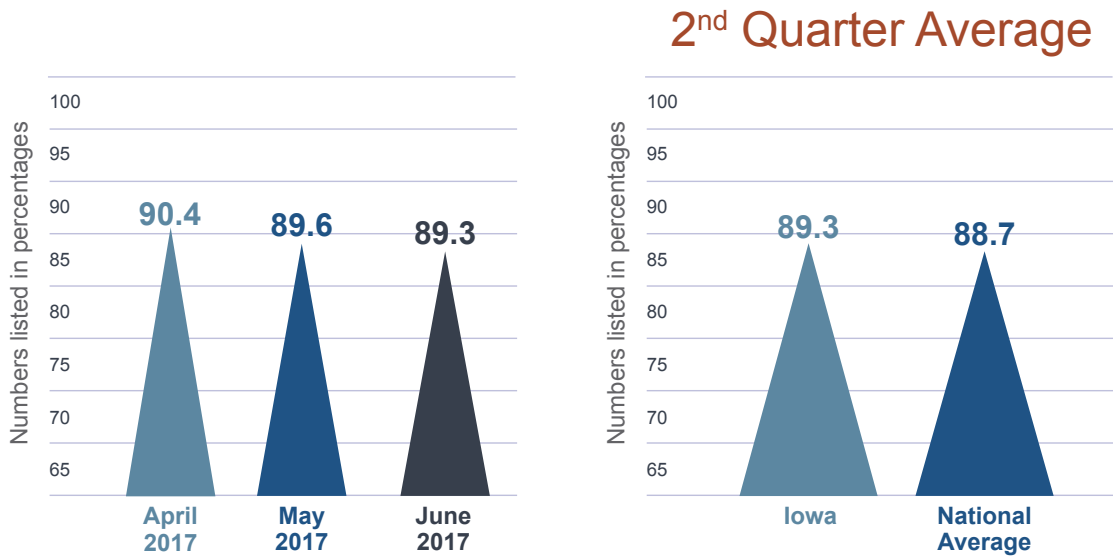
Percent of Calls Handled



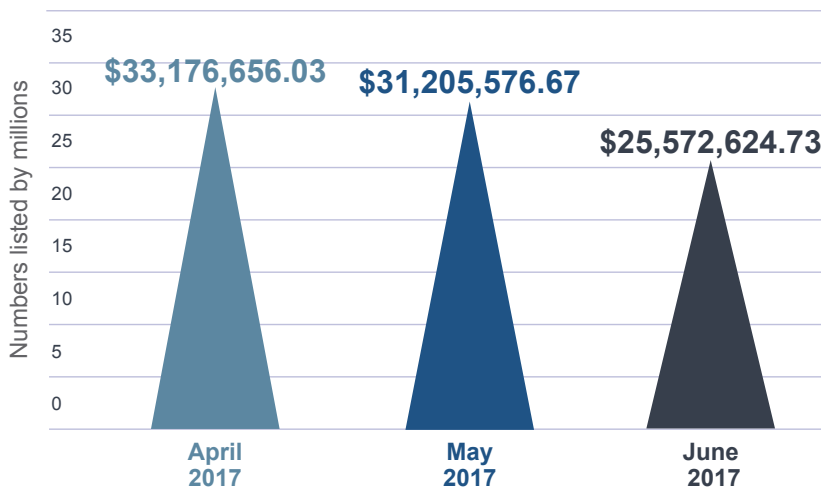
Average Wait Time



First Payment Timeliness

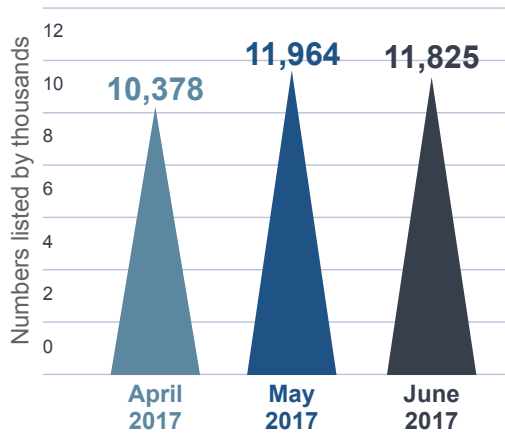


Claimant Benefits Paid



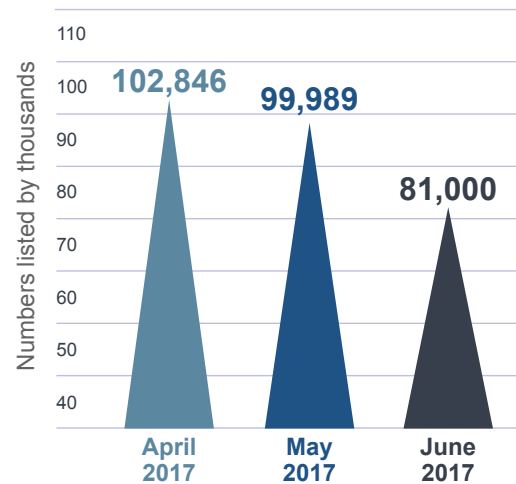
Unemployment Insurance Claims and Fact-Finding Interviews Data

Initial Claims

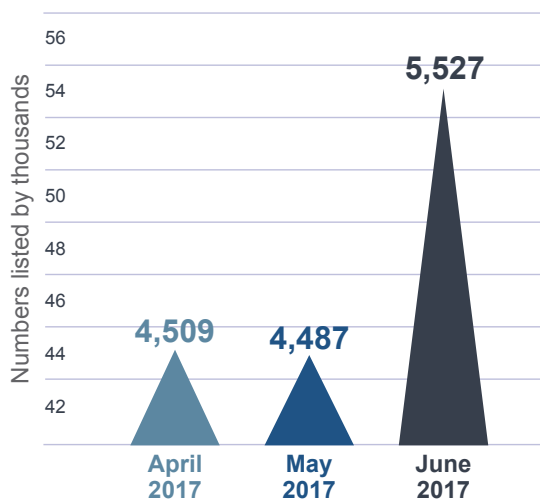


Weekly Claims

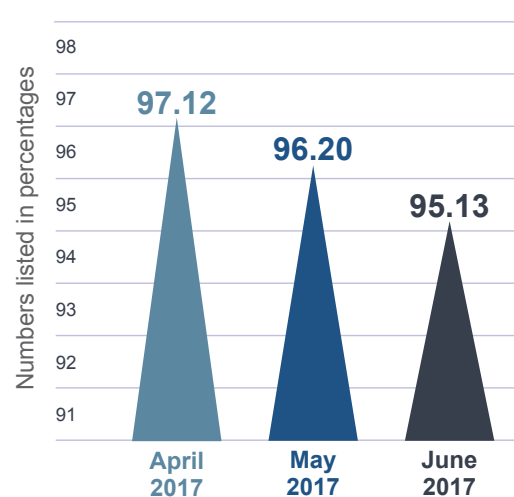
2nd QUARTER TOTAL = 283,835



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 second 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 ENDING JUNE 30, 2017

90%

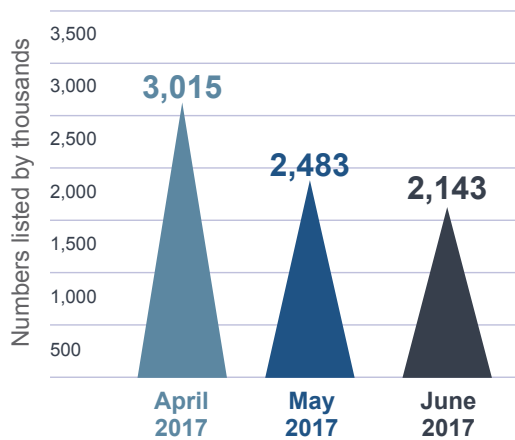
Separation

93.1%

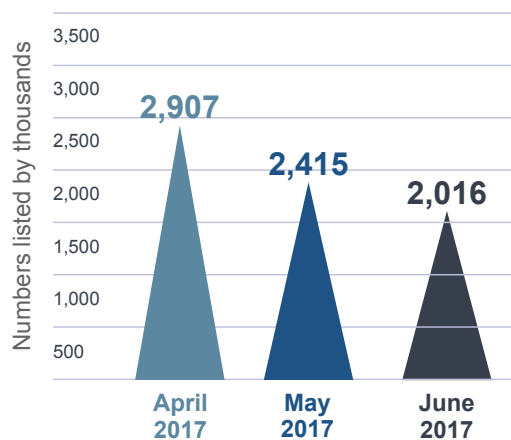
Non-Separation

UI Tax Department Customer Service

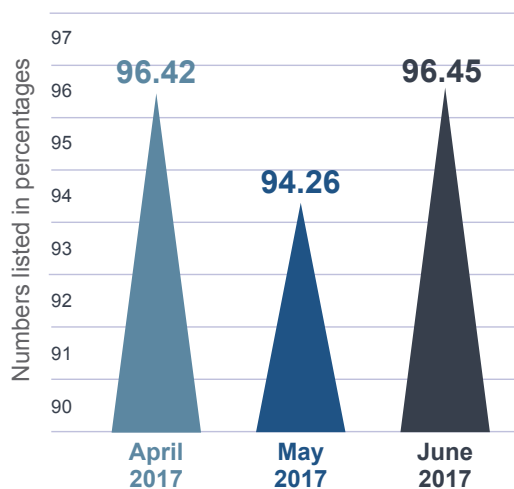
Total Calls Presented



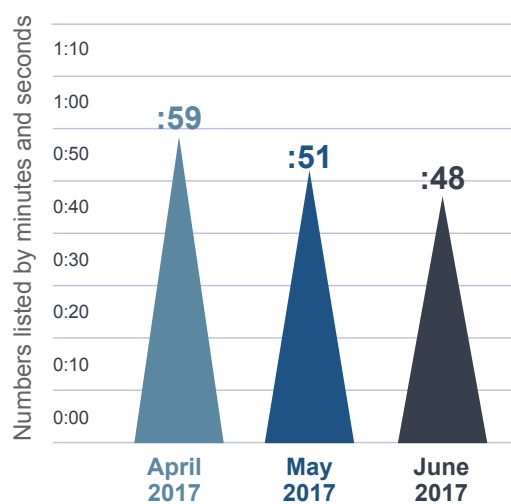
Total Calls Handled



Percent of Calls Handled



Average Wait Time



Field Audits

Completed Tax Audits

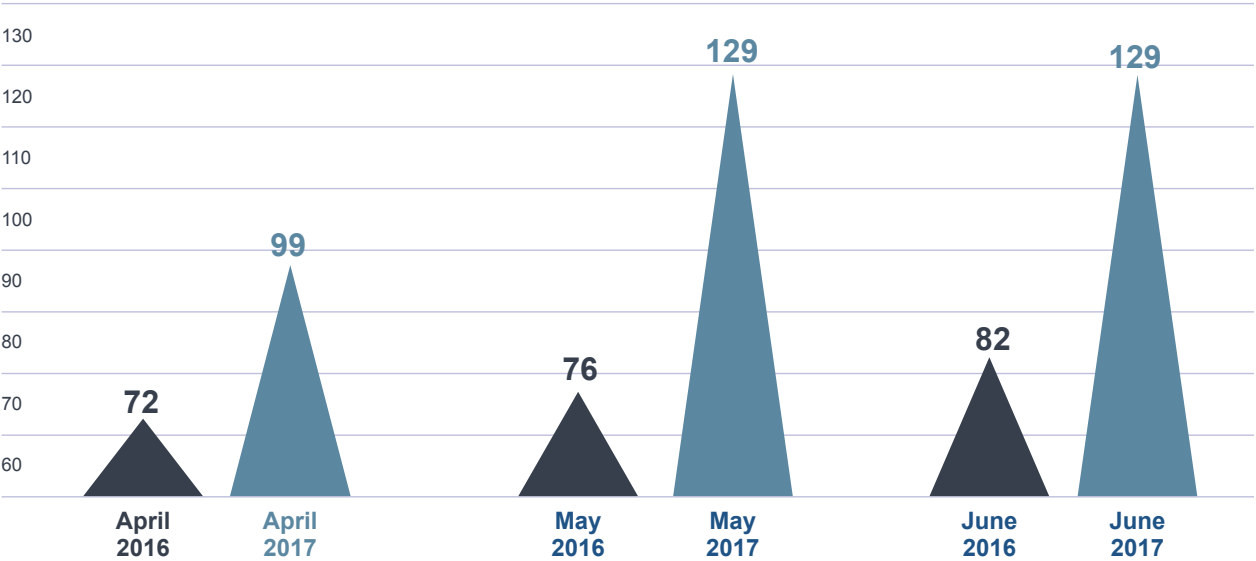
2ND QUARTER 2016 & 2017 COMPARISON



2ND QUARTER 2016
COMPLETED
AUDITS = 230



2ND QUARTER 2017
COMPLETED
AUDITS = 357



Employer Summary

Wages Audited

2017 2nd Quarter Wages

Audited = \$138,943,704.18

April 2017

\$35,765,070.41

May 2017

\$47,251,341.38

June 2017

\$55,927,292.39

Change Wage Audits

2017 2nd Quarter Change

Change Wages = \$9,383,843.24

April 2017

\$4,729,425.78

May 2017

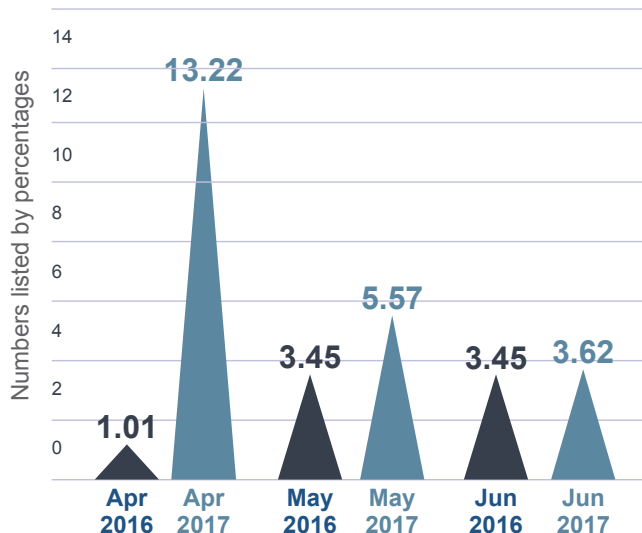
\$2,630,621.20

June 2017

\$2,023,796.26

Percent Change in Wages

2nd QUARTER COMPARISON



End of Quarter Employers

Contributory Employers

75,930

Reimbursable Employers

2,300

Total Employers

78,230

Total Wage Items Received

2nd Quarter 2017

1,740,490

UI Tax Workflows

4,054 Adjustments

588 Collections

5,969 Liability

4,468 Field Audit

1,900 Customer Service

16,979 Grand Total

Employer Reports

Contributory Employers

70,492 Timely

73,202 Secured

76,681 Resolved

Reimbursing Employers

2,231 Timely

2,298 Secured

2,319 Resolved

Misclassification

Tips Received

24

Completed Audits from Tips Received

10

Misclass Workers Found from Tips

198

Wages Added from Tips

\$3,403,407.96

Tips Resolved

24

Percent Change in Wages

97.44%

Misclassification of Workers Team Results

| | 2 ND QUARTER |
|---|-------------------------|
| Completed Field Audits | 359 |
| Misclassified Workers found via Field Audits | 367 |
| Underreported/Overreported Wages found via Field Audits | \$7,376,999.70 |
| Misclassified Workers Found | 565 |
| Total Misclassified Wages Found | \$10,780,407.66 |
| Total Contribution Added | \$131,574.69 |

UI Integrity Department

Quality Control

Benefit Accuracy Management

Paid Cases

| | | | |
|-----|-----------------------------|--------|-------------------------------------|
| 120 | Cases | 98.33% | 60-Day Percentage |
| 118 | Cases closed within 60 Days | 70.00% | U.S. DOL Standard 60-Day Percentage |
| 119 | Cases closed within 90 Days | 99.17% | 90-Day Percentage* |
| 1 | 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.

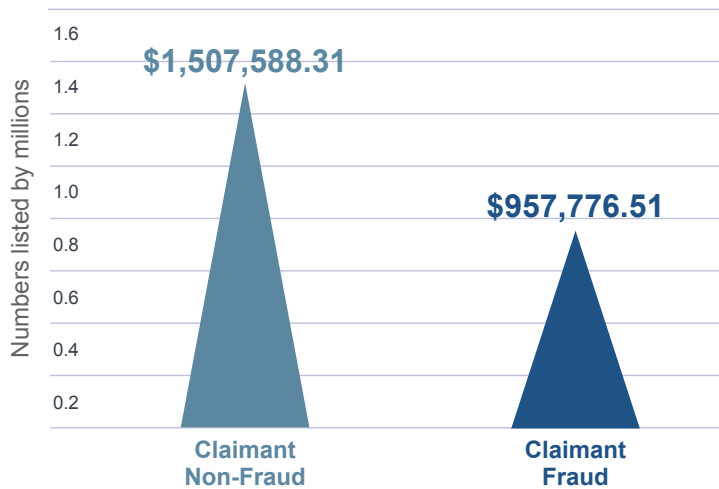
Denied Cases

| | | | |
|-----|-----------------------------|---------|-------------------------------------|
| 116 | Cases | 99.14% | 60-Day Percentage |
| 115 | Cases closed within 60 Days | 60.00% | U.S. DOL Standard 60-Day Percentage |
| 116 | Cases closed within 90 Days | 100.00% | 90-Day Percentage* |
| 0 | 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.

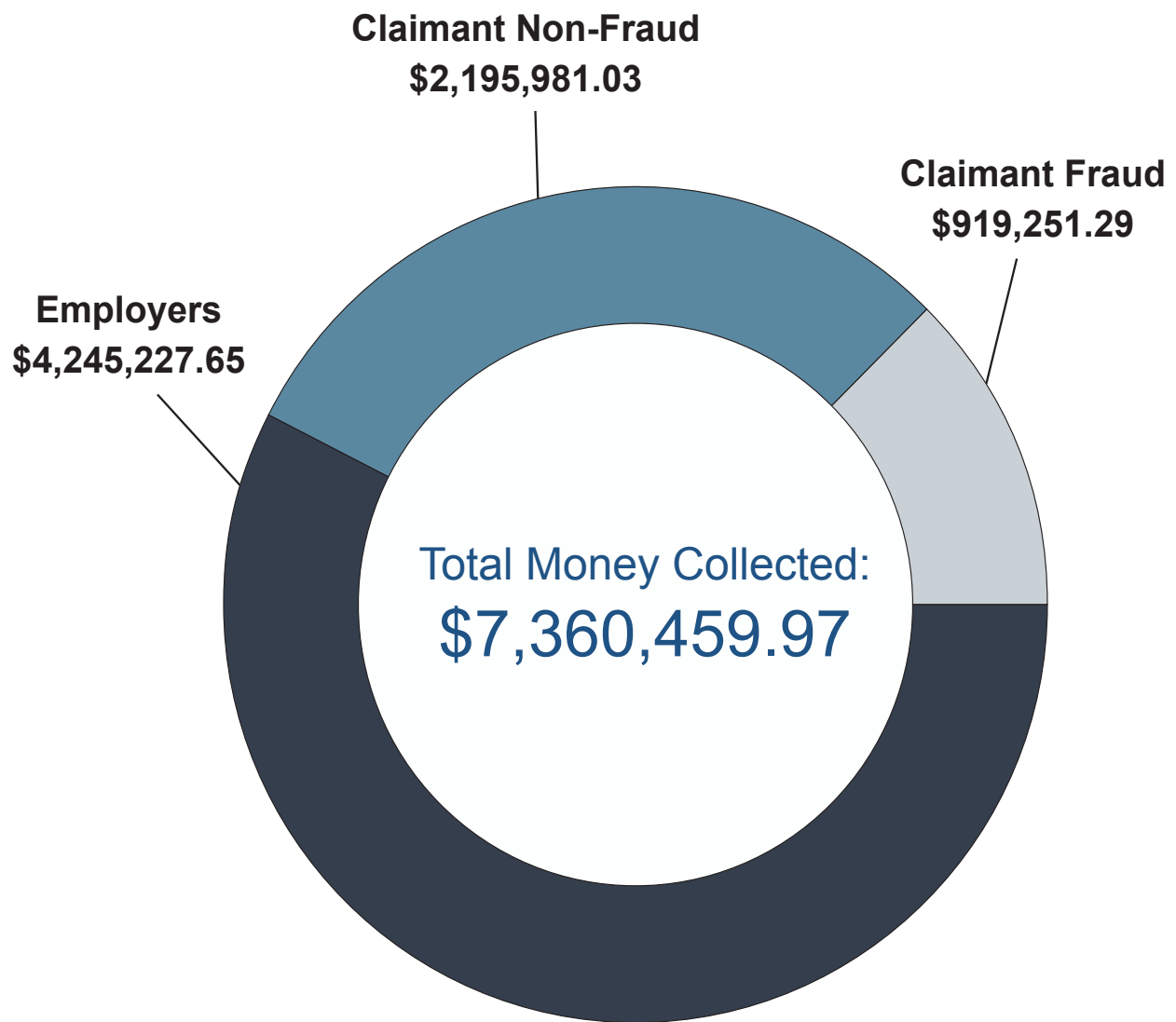
Claimant Fraud/Non-Fraud Debt Established

2nd Quarter Overpayment



Total Collections

2nd Quarter 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%

90.3% June 30, 2017

84.8% May 31, 2017

79.4% April 30, 2017

Within 45 days

U.S. DOL Standard 80%

94.8% June 30, 2017

92.7% May 31, 2017

93.5% April 30, 2017



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UNEMPLOYMENT INSURANCE APPEALS BUREAU

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Phone: 800-247-5205 (Outside of Iowa)
Phone: 515-281-3747 (local Des Moines)
Fax: 515-478-3528
Email: uiappealshelp@iwd.iowa.gov

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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