

2016 Unemployment Division
Quarterly Report - 2nd Quarter 2016



IOWA
WORKFORCE
DEVELOPMENT

2016 Quarterly Report



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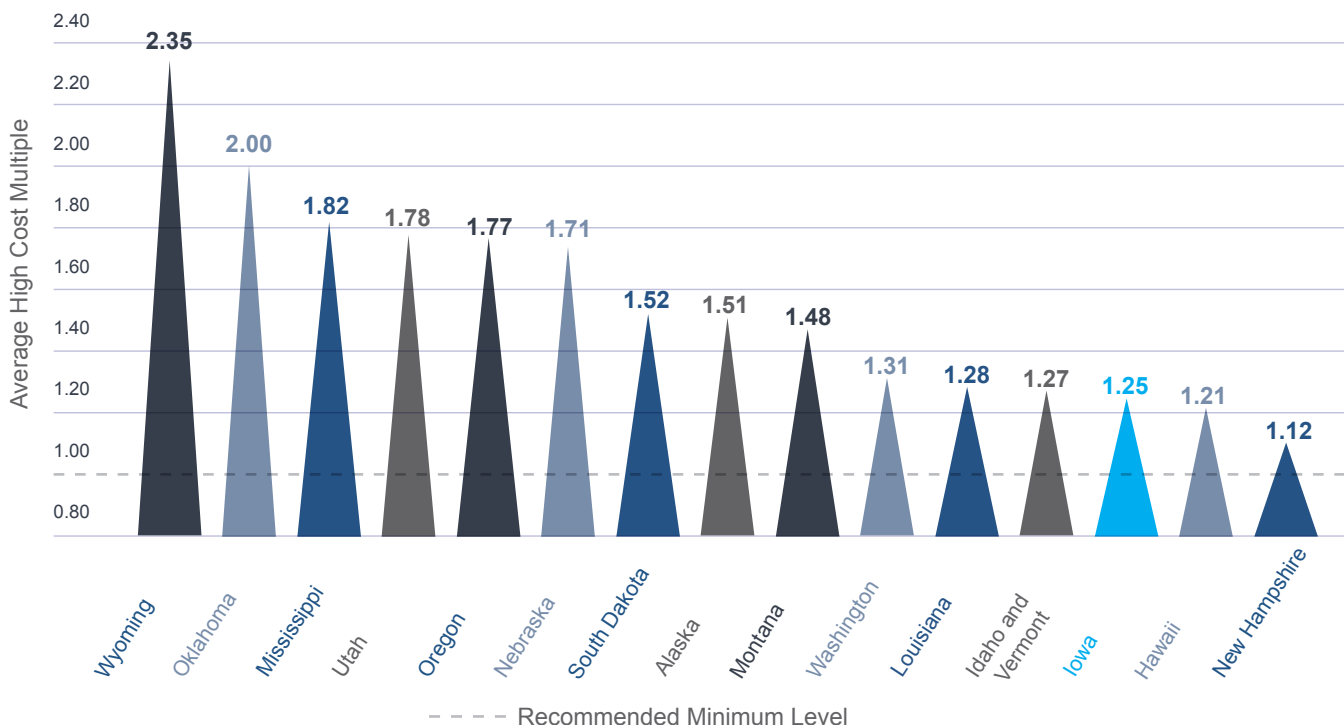
Collections 14

Unemployment Benefits Trust Fund Solvency

As of January 1, 2016, Iowa was 13th in the nation for trust fund solvency. The Average High Cost Multiplier is the formula used to calculate how long Iowa could pay out benefits without any future revenue taken into consideration. 1.0 equals 12 months and as of January 1, 2016, Iowa was able to payout roughly 16 months.

STATE SOLVENCY (TOP 15 STATES)

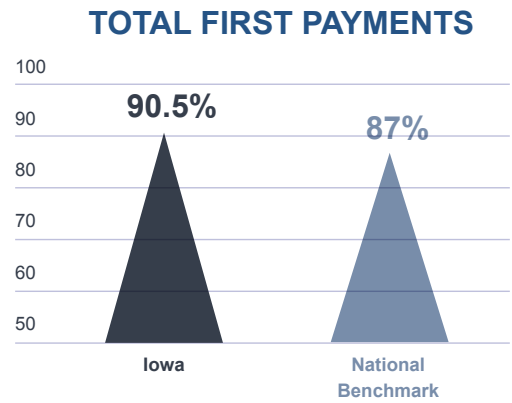
AVERAGE HIGH COST MULTIPLE AS OF JANUARY 1, 2016



Total First Payment Promptness

First Payment Promptness is a Department of Labor (DOL) mandated performance mark.

DOL requires that all states meet 87 percentage of all first payments made within 21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare and Disaster Unemployment Assistance (DUA) Claims). Meeting this mark is key because it demonstrates to the public that we are effectively and efficiently making decisions.



Benefit Timeliness Quality (BTQ)

The Department of Labor has recently re-engineered the Unemployment Insurance Benefit Timeliness and Quality (BTQ) Review process. In the past, each state was required to participate in a cross-regional peer review during at least one quarter of each calendar year.

That cross-regional peer review methodology has been discontinued and has been replaced with a national triennial review. Beginning in fiscal year 2016, two national BTQ sessions will be held every three years. During the national review, federal and state staff review a sub-sample of non-monetary determination BTQ cases pulled from quarterly reviews conducted over the past three years.

The spring session of the 2016 National Unemployment Insurance Benefit Timeliness and Quality (BTQ) Review was held in Washington DC from May 16, 2016 – May 21, 2016. Iowa was among the 27 states that participated in this session. During the week, other states reviewed 15 separation and 15 non-separation cases from Iowa that were pulled from prior quarterly BTQ reviews. The goal is to have the other states score our cases the same as we scored them. All 15 non-separation cases were given the same score as originally given by Iowa. Of the 15 separation cases, two cases that Iowa had originally passed were failed by the other state and one case received five points less than Iowa had originally scored it. The Department of Labor indicated they will assign a variance rate to each state based on the scoring differences. Iowa is still waiting to receive the official result.

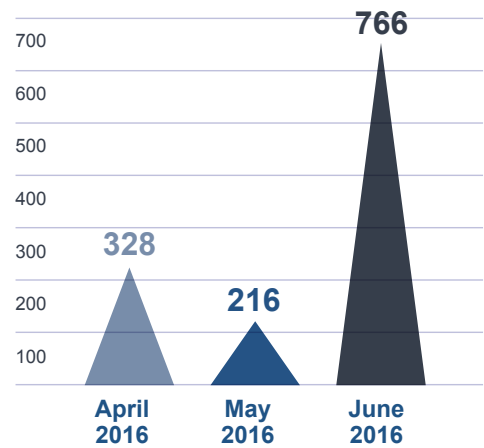
Fact-Finding Interviews

A fact-finding interview is an informal interview, usually held over the phone, in which both the individual and employee present information regarding the initial claim.

The following graphs summarize the amount of fact-finding interviews IWD has conducted during the last quarter.

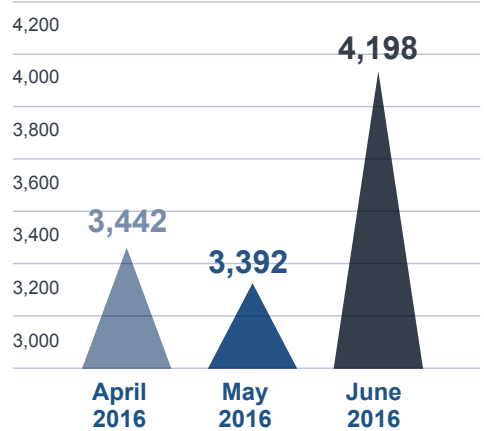
ONE PARTY FACT-FINDINGS

2ND QUARTER TOTAL = 1,310



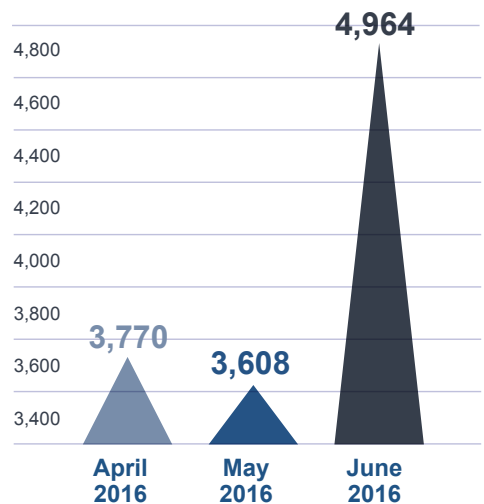
TWO PARTY FACT-FINDINGS

2ND QUARTER TOTAL = 11,032



ONE AND TWO PARTY TOTAL FACT-FINDINGS

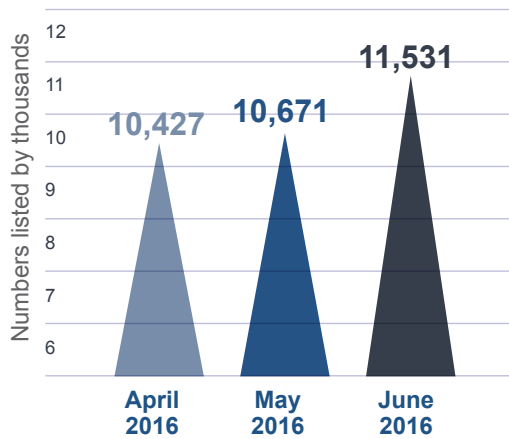
2ND QUARTER TOTAL = 12,342



Unemployment Claims Data

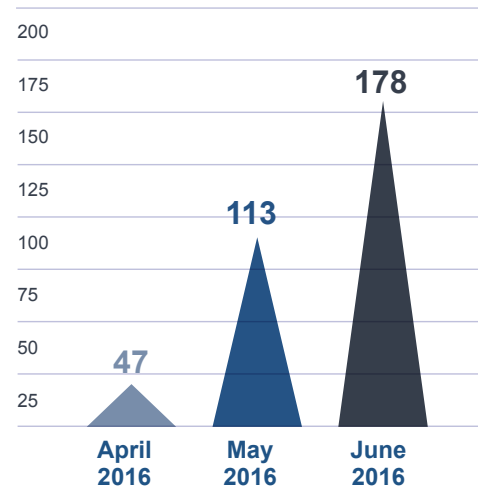
REGULAR INITIAL CLAIMS

2ND QUARTER TOTAL = 32,629



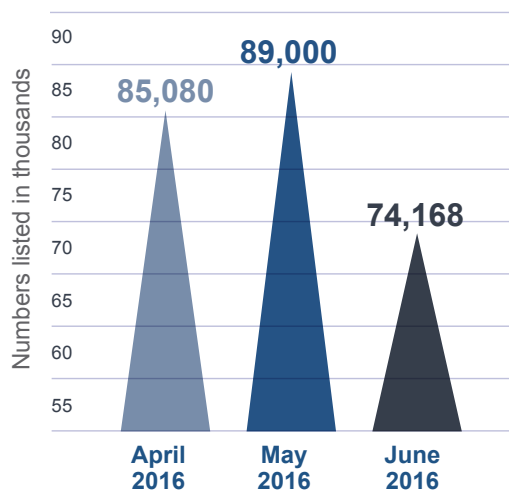
VOLUNTARY SHARED WORK INITIAL CLAIMS

2ND QUARTER TOTAL = 338



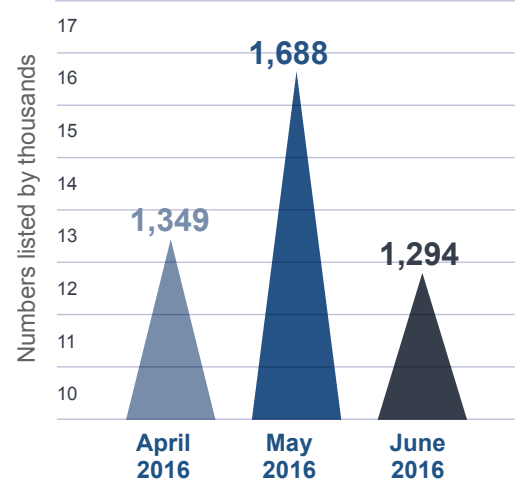
REGULAR CONTINUED CLAIMS

2ND QUARTER TOTAL = 348,248



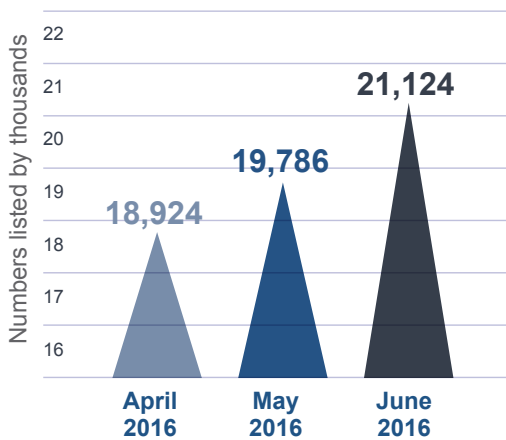
VOLUNTARY SHARED WORK INITIAL CLAIMS

2ND QUARTER TOTAL = 4,331

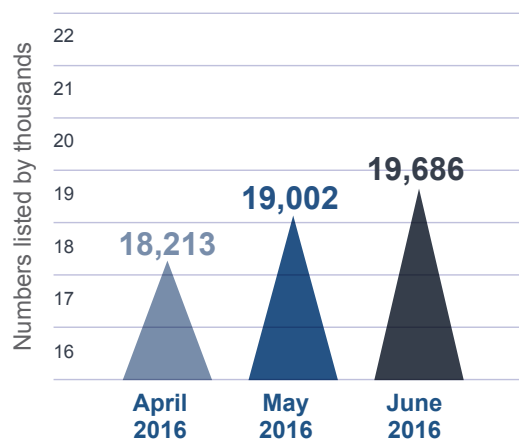


Unemployment Benefits Customer Service

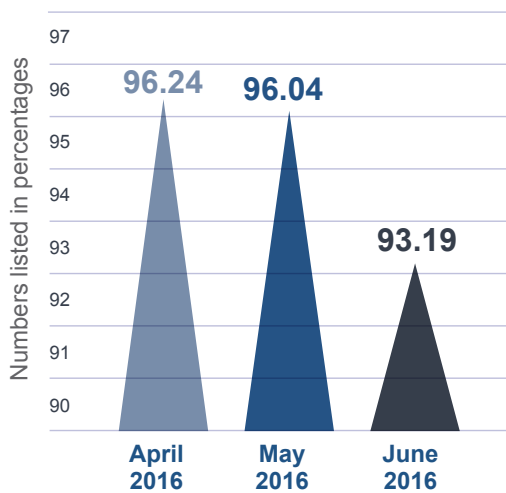
TOTAL CALLS PRESENTED



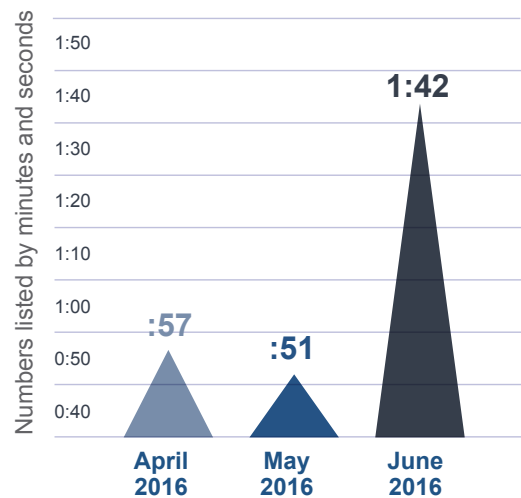
TOTAL CALLS ANSWERED



PERCENTAGE OF CALLS ANSWERED

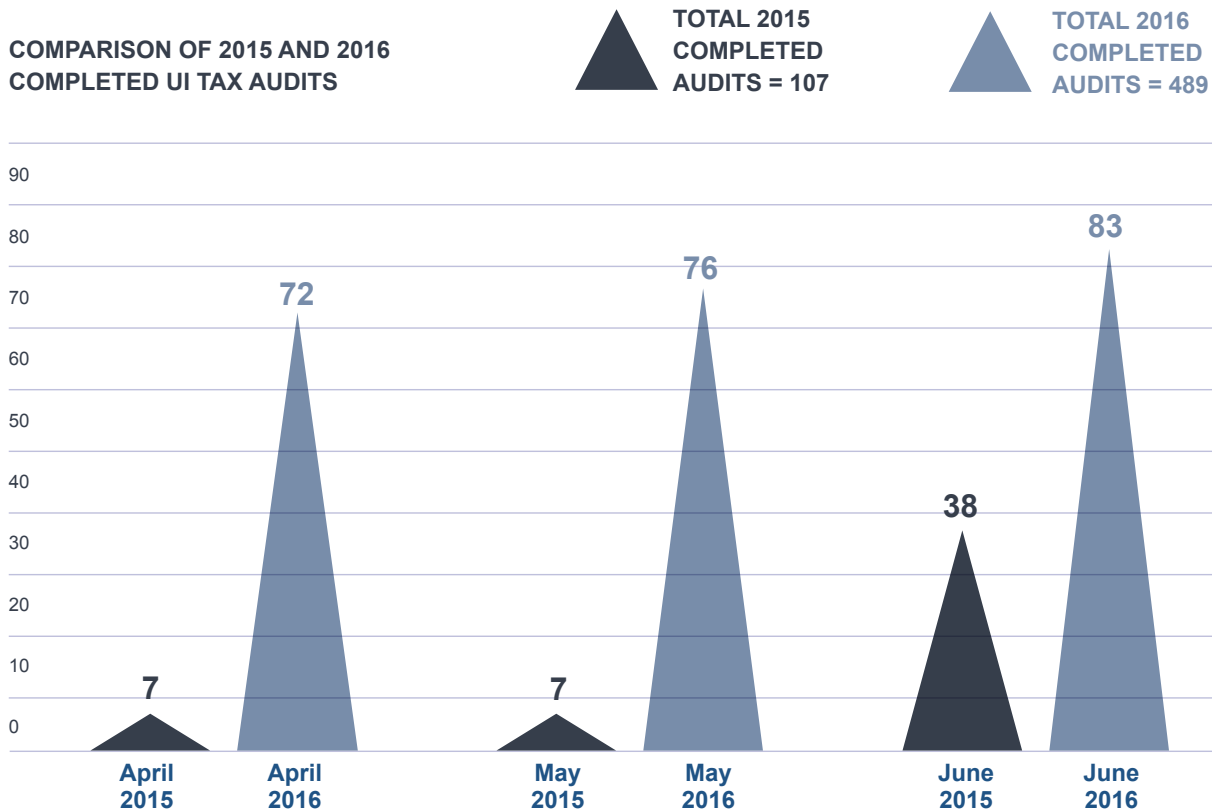


TOTAL CALL WAIT TIMES



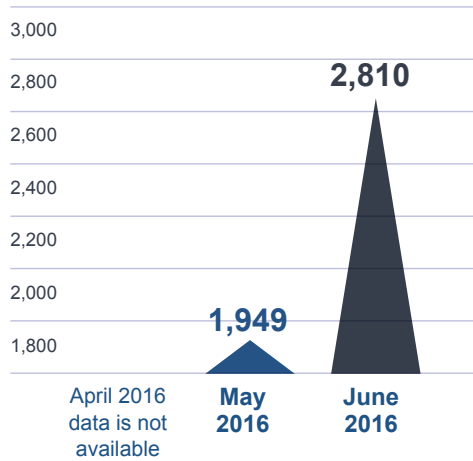
Unemployment Tax Completed Audits

Completed audits were reviewed in detail by peer auditors who provided guidance and training to other auditors. This process was instrumental in improving the quality of the audit function.

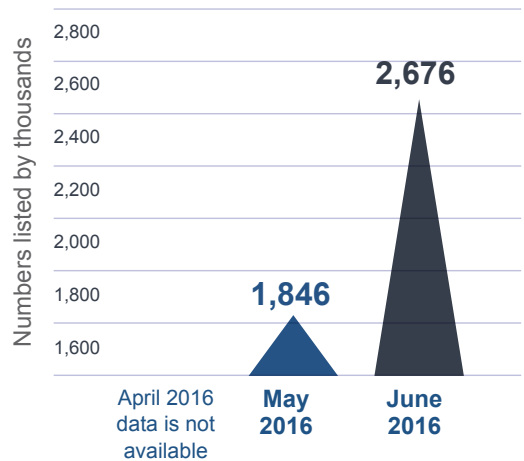


Unemployment Tax Customer Service

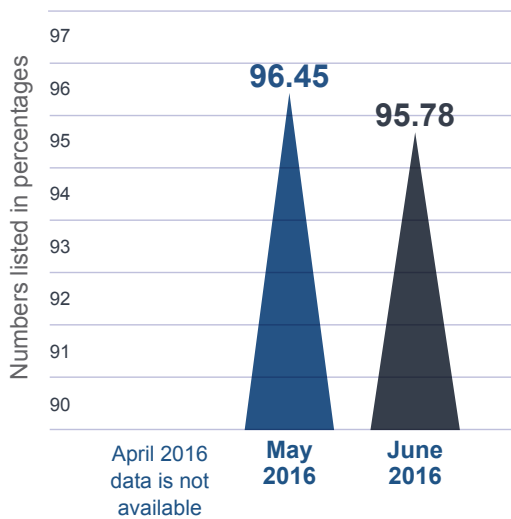
TOTAL CALLS PRESENTED



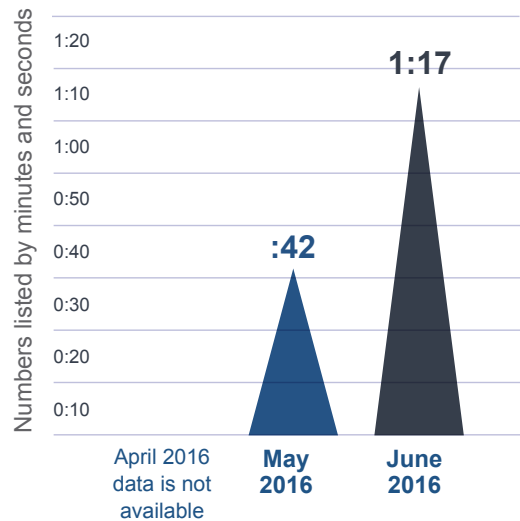
TOTAL CALLS ANSWERED



PERCENTAGE OF CALLS ANSWERED



TOTAL CALL WAIT TIMES



Unemployment Tax
Workflows

Employer Liability Specialists were able to close:

10,514 Workflows

Unemployment Integrity

Quality Control

The Quality Control Bureau (QC) reviews several programs for the unemployment system of Iowa Workforce Development. The BAM (Benefit Accuracy Measurement) program is designed to conduct random audits of both paid and denied unemployment claims.

The Department of Labor (DOL) randomly selects 480 paid cases and 450 denied cases per year to be reviewed. Nine paid cases and nine denied cases are pulled each week and divided amongst six auditors to be thoroughly reviewed. The auditors complete the case and enter their findings. The case is then submitted for supervisory review and the final findings are submitted to DOL.

DOL has set the standard that time lapse for paid case completion will be 70 percent in 60 days and/or 95 percent in 90 days. QC has exceeded these standards for the last several quarters. During 2nd quarter, QC has closed:

110 of 120 cases

90.83% within 60 days

The DOL standard for denied case completion is 60 percent in 60 days and/or 85 percent in 90 days. For the 2nd quarter of 2016, QC has met this standard and closed:

113 of 117 denied cases

95.73% within 60 days

Unemployment Integrity Statistics

Total Cases **1,368**

Amount of Overpayment **\$999,467.16**

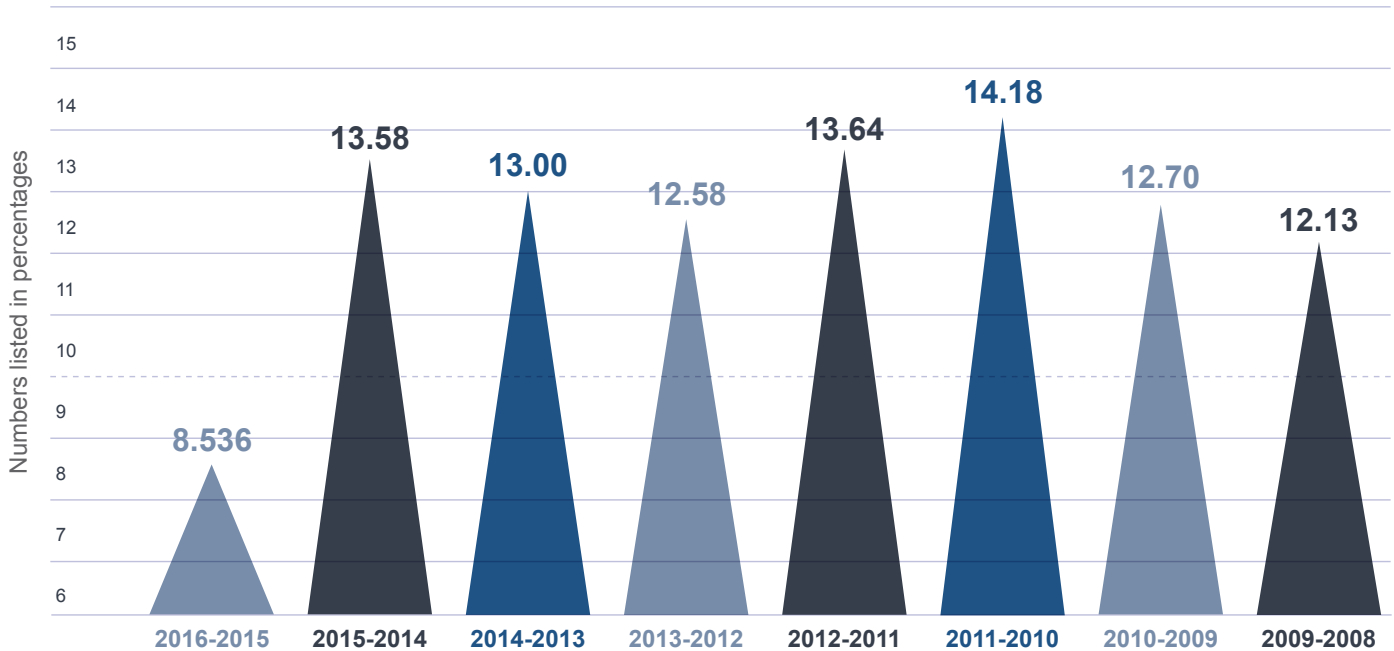
Misclassified Wages Identified since April 2016 **\$3,176,949.20**

Assessed Debt since April 2016 **\$167,738.44**

Benefit Recovery Fraud and Non-Fraud **\$2,785,552.10**

IMPROPER PAYMENT RATE 2008-2016 COMPARISON

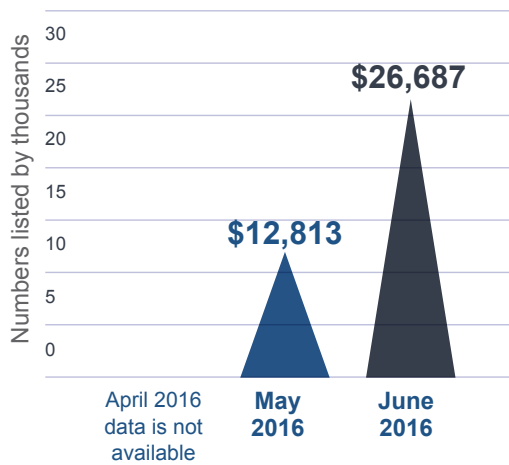
DOL BENCHMARK IS UNDER 10 PERCENT



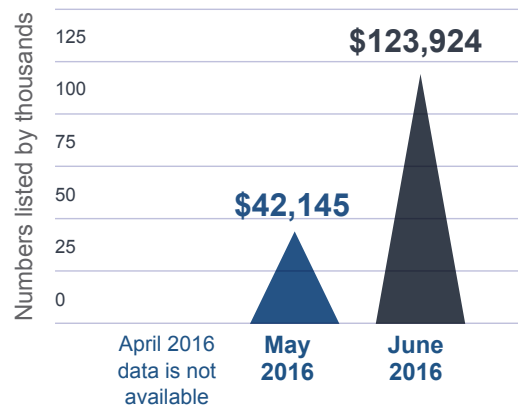
Collections

A total of \$247,920.37 has been collected in 2nd quarter 2016.

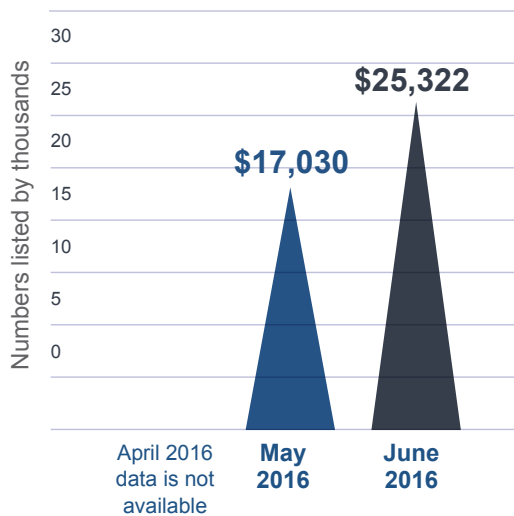
TOTAL FRAUD COLLECTED



TOTAL NON-FRAUD COLLECTED



TOTAL EMPLOYER COLLECTED





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CUSTOMER SERVICE**

Phone: 515-281-5387 (Local Des Moines)
Phone: 800-562-4692

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday
8:00 am - 4:30 pm Tuesday
8:00 am - 4:30 pm Wednesday
8:00 am - 4:30 pm Thursday
8:00 am - 4:30 pm Friday

UNEMPLOYMENT INSURANCE BENEFITS

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

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday
8:00 am - 4:30 pm Tuesday
8:00 am - 4:30 pm Wednesday
8:00 am - 4:30 pm Thursday
8:00 am - 4:30 pm Friday

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