

**2016 Unemployment Insurance Division**  
**Quarterly Report - 3<sup>rd</sup> Quarter 2016**



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2016 3<sup>rd</sup> Quarter Report

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# Table Of Contents

**Unemployment Insurance Trust Fund**

Trust Fund Solvency..... 4

**Unemployment Insurance Benefits**

UI Benefits Customer Service ..... 5  
 First Payment Timeliness ..... 6  
 Benefit Timeliness Quality ..... 7  
 Fact-Finding Interviews ..... 8  
 Unemployment Claims Data..... 9

**Unemployment Insurance Tax**

UI Tax Customer Service..... 10  
 Field Audits ..... 11  
 Workflows ..... 13

**Unemployment Insurance Integrity**

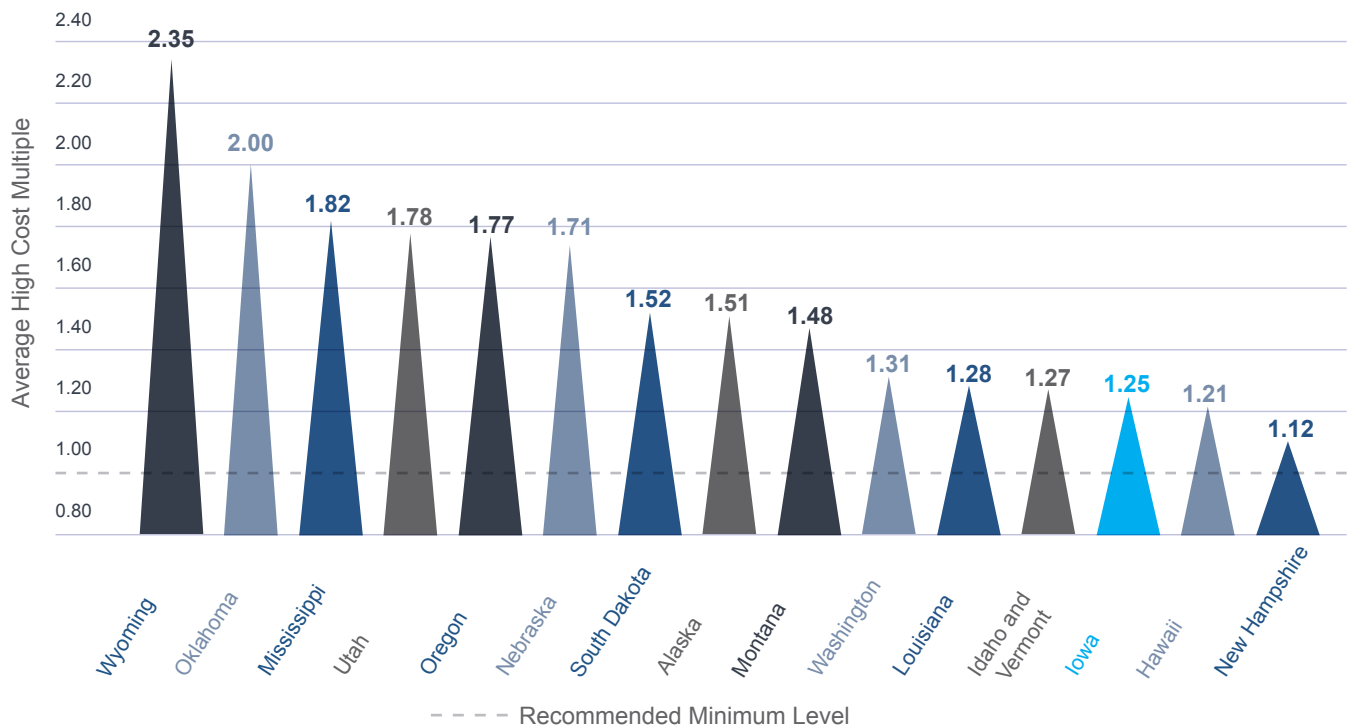
Quality Control..... 14  
 Claimant Fraud/Non-Fraud..... 15  
 Misclassification..... 17  
 Collections ..... 18

# Unemployment Insurance Trust Fund

## Trust Fund Solvency

As of January 1, 2016, Iowa was 14<sup>th</sup> 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 pay out roughly 16 months.

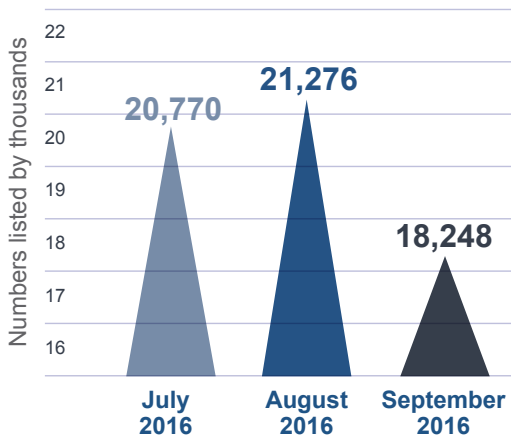
**STATE SOLVENCY (TOP 15 STATES)**  
AVERAGE HIGH COST MULTIPLE AS OF JANUARY 1, 2016



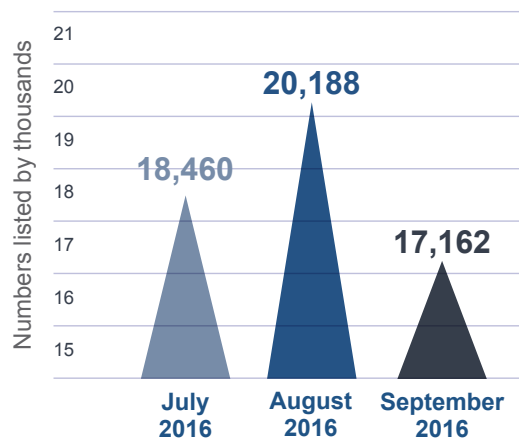
# Unemployment Insurance Benefits

## Customer Service

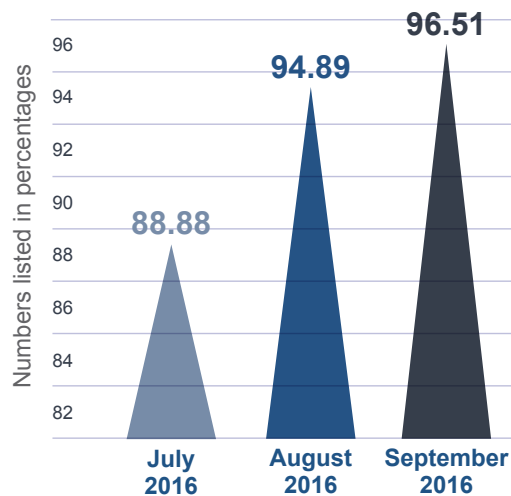
**TOTAL CALLS PRESENTED**



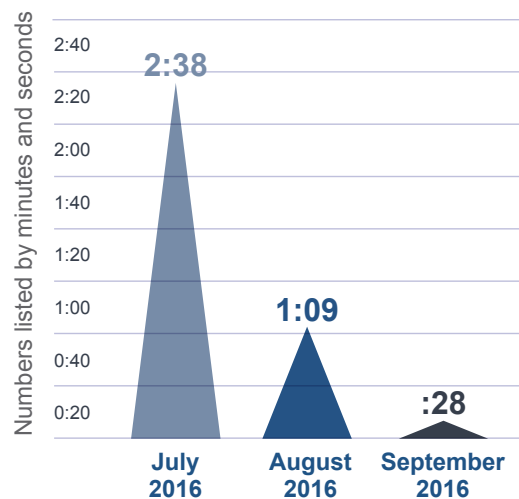
**TOTAL CALLS HANDLED**



**PERCENTAGE OF CALLS HANDLED**



**AVERAGE WAIT TIME**

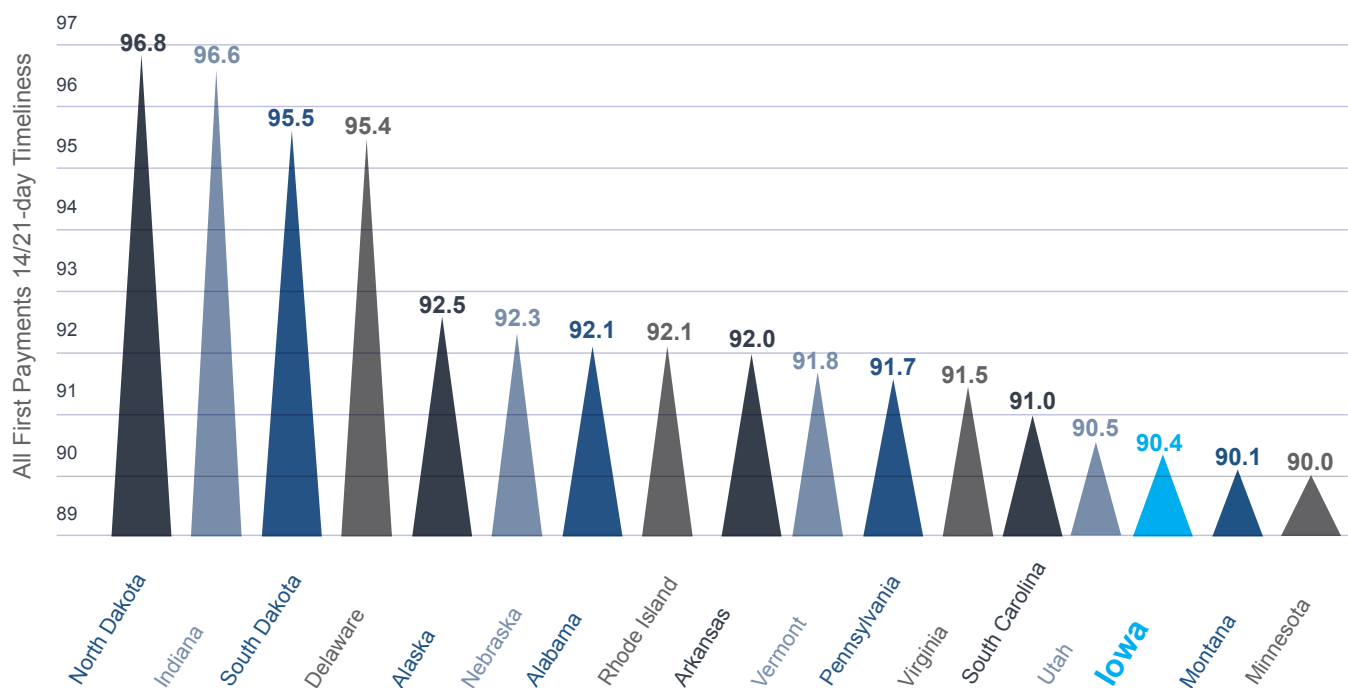


# First Payment Timeliness

Iowa currently ranks 15<sup>th</sup> in the nation based on the core measures for first payment timeliness.

## STATE RANKING OF CORE MEASURES FOR THE PERIOD

JULY 1, 2016 TO SEPTEMBER 30, 2016 (RUN DATE: OCTOBER 4, 2016)



# Benefit Timeliness Quality

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The following is a summary of the Benefits Timeliness and Quality (BTQ) review for the second quarter of 2016.

BTQ is always reviewed a quarter behind. The review was conducted August 4, 2016.

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, 2016

**70%**

Separation

**96.67%**

Non-Separation

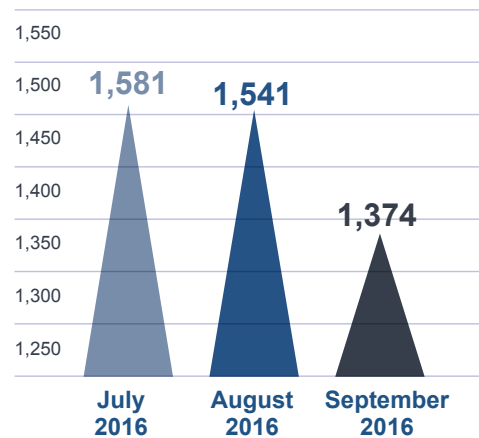
## Fact-Finding Interviews

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

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

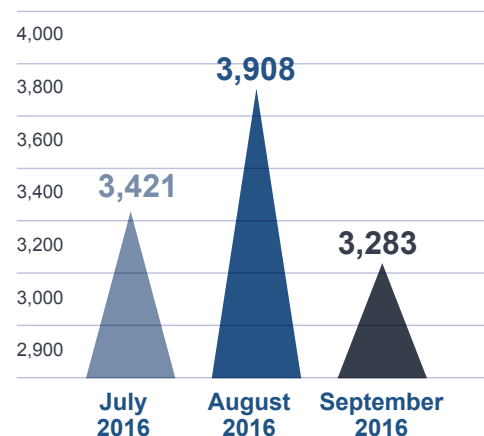
### ONE PARTY FACT-FINDINGS

3<sup>RD</sup> QUARTER TOTAL = 4,496



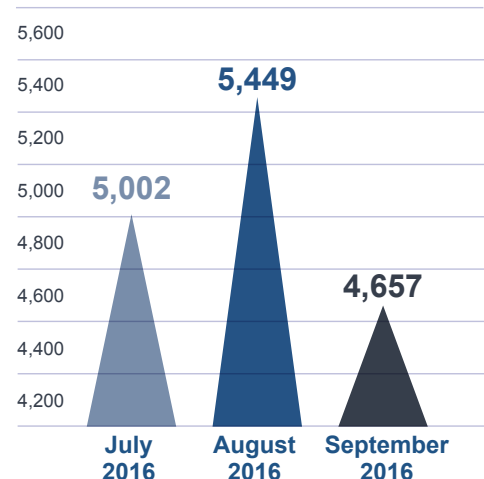
### TWO PARTY FACT-FINDINGS

3<sup>RD</sup> QUARTER TOTAL = 10,612



### ONE AND TWO PARTY TOTAL FACT-FINDINGS

3<sup>RD</sup> QUARTER TOTAL = 15,108



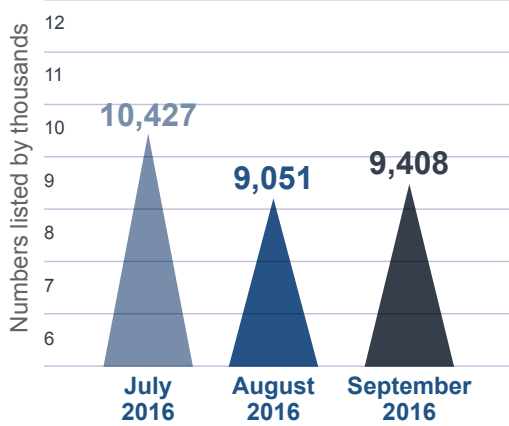


# Unemployment Insurance Claims Data

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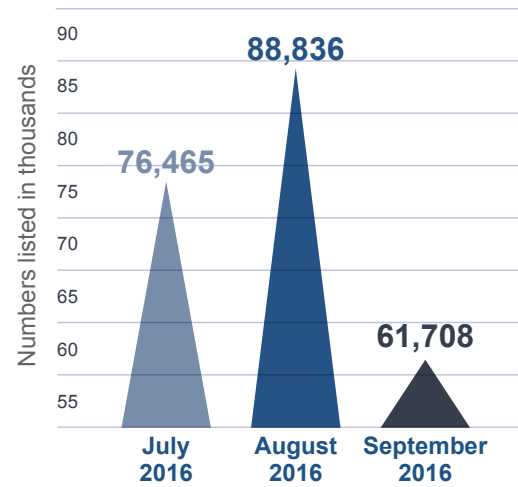
## INITIAL CLAIMS

3<sup>RD</sup> QUARTER TOTAL = 28,886



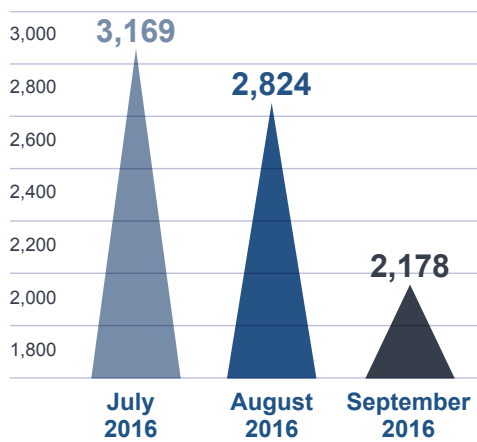
## WEEKLY CLAIMS

3<sup>RD</sup> QUARTER TOTAL = 227,009

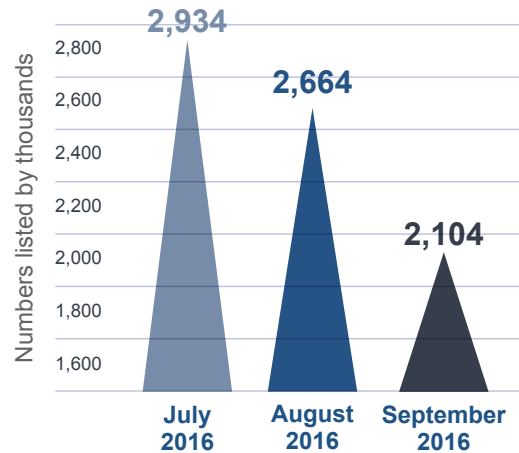


# Unemployment Insurance Tax Customer Service

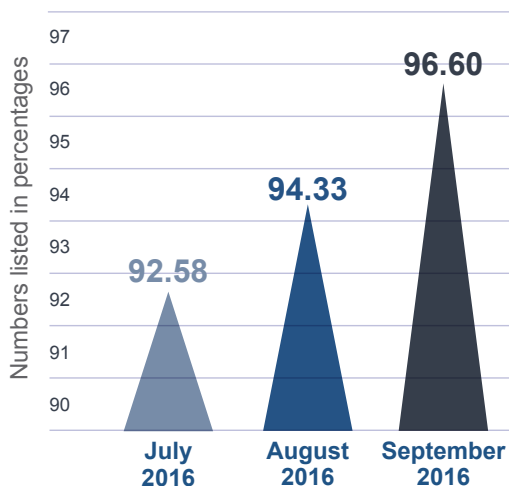
### TOTAL CALLS PRESENTED



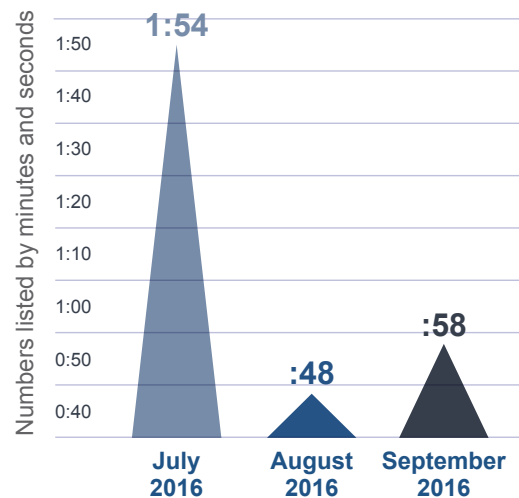
### TOTAL CALLS HANDLED



### PERCENTAGE OF CALLS HANDLED

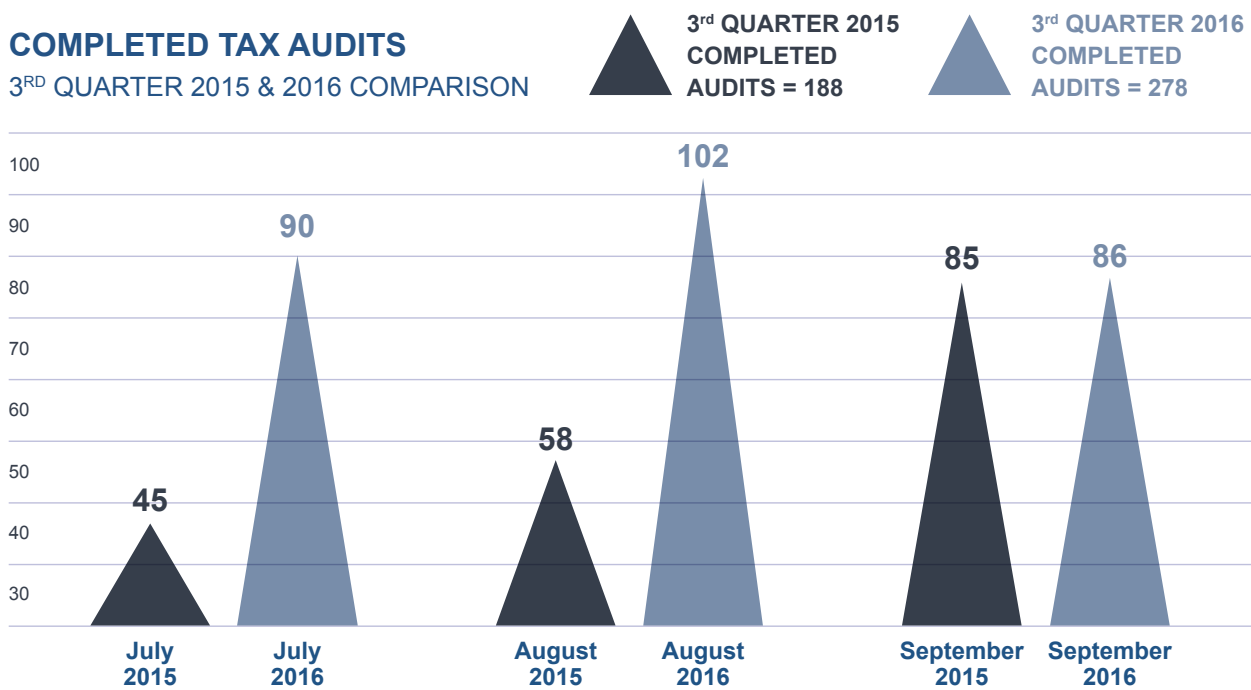


### AVERAGE WAIT TIME



# Field Audits

The Unemployment Insurance Tax Department reached their goal of completing 744 audits for the year in September 2016. UI Tax auditors are on track to hit 1,000 audits for the year.



## CALENDAR YEAR 2015-2016 AUDIT COMPARISON

TIME PERIOD COMPARED: JAN. 1, 2015 TO SEPT. 30, 2015 AND JAN. 1, 2016 TO SEPT. 30, 2016

**310** 2015 Audits Completed

**183** 2015 Misclassified Workers Found

2015 Change in Wages Found:  
**\$1,499,071.00**

**766** 2016 Audits Completed

**593** 2016 Misclassified Workers Found

2016 Change in Wages Found:  
**\$6,018,611.80**

**WAGES AUDITED**

2016 3<sup>rd</sup> Quarter Wages  
Audited = \$61,032,375.62

July 2016 \_\_\_\_\_

**\$22,642,691.97**

August 2016 \_\_\_\_\_

**\$19,411,287.64**

September 2016 \_\_\_\_\_

**\$18,978,396.01**

**CHANGE WAGES AUDITS**

2016 3<sup>rd</sup> Quarter Change  
Wages Audited = \$4,150,927.87

July 2016 \_\_\_\_\_

**\$2,486,665.41**

August 2016 \_\_\_\_\_

**\$612,880.11**

September 2016 \_\_\_\_\_

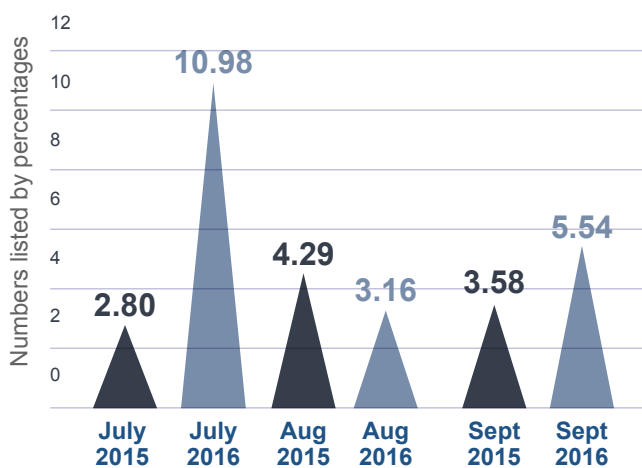
**\$1,051,382.35**

**PERCENT CHANGE IN WAGES**

3<sup>rd</sup> QUARTER 2015 & 2016 COMPARISON

**3<sup>RD</sup> QUARTER 2015  
PERCENT CHANGE  
IN WAGES = 2.12%**

**3<sup>RD</sup> QUARTER 2016  
PERCENT CHANGE  
IN WAGES = 6.80%**



# UI Tax Workflows

## END OF QUARTER EMPLOYERS

Contributory Employers \_\_\_\_\_

**75,228**

Reimbursable Employers \_\_\_\_\_

**2,289**

Total Employers \_\_\_\_\_

**77,517**

## TOTAL WAGE ITEMS RECEIVED

3rd Quarter 2016 \_\_\_\_\_

**1,845,669**

### Employer Reports Contributory Employers

**68,603** Timely

**72,802** Secured

**74,997** Resolved

### Reimbursing Employers

**2,147** Timely

**2,264** Secured

**2,295** Resolved

Unemployment Insurance  
Tax Workflows

Employer Liability Specialists were able to close:

**9,825** 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 among 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 3<sup>rd</sup> quarter, QC has closed:

**124** of 130  
paid cases

**90.38%** within  
60 days

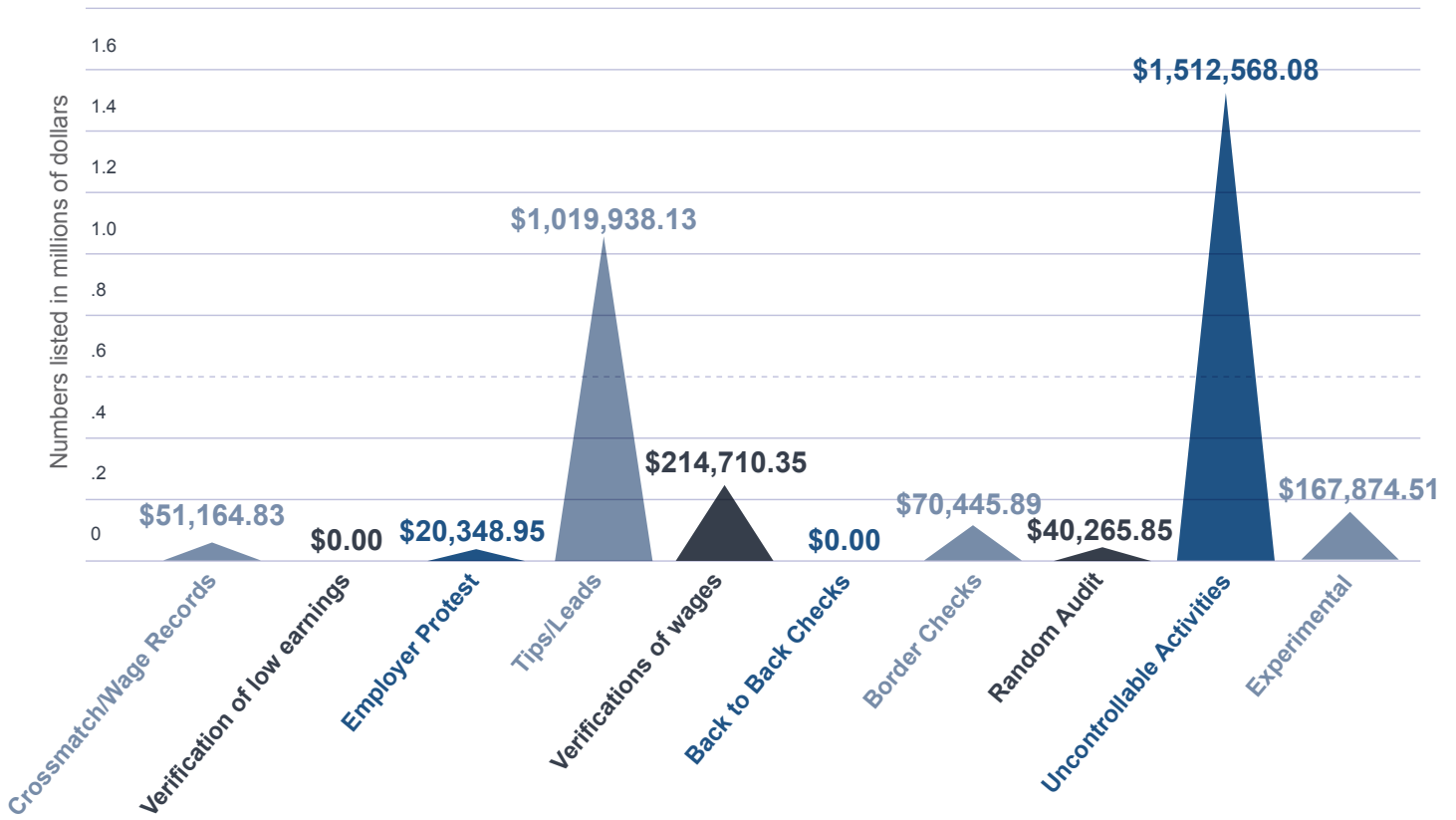
The DOL standard for denied case completion is 60 percent in 60 days and/or 85 percent in 90 days. For the 3<sup>rd</sup> quarter of 2016, QC has met this standard and closed:

**124** of 126  
denied cases

**94.41%** within  
60 days

# Claimant Fraud/Non-Fraud

## 3<sup>RD</sup> QUARTER OVERPAYMENT SETUP



**Total Setup: \$3,097,312.20**

# Misclassification

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## MISCLASSIFICATION OF WORKERS TEAM RESULTS

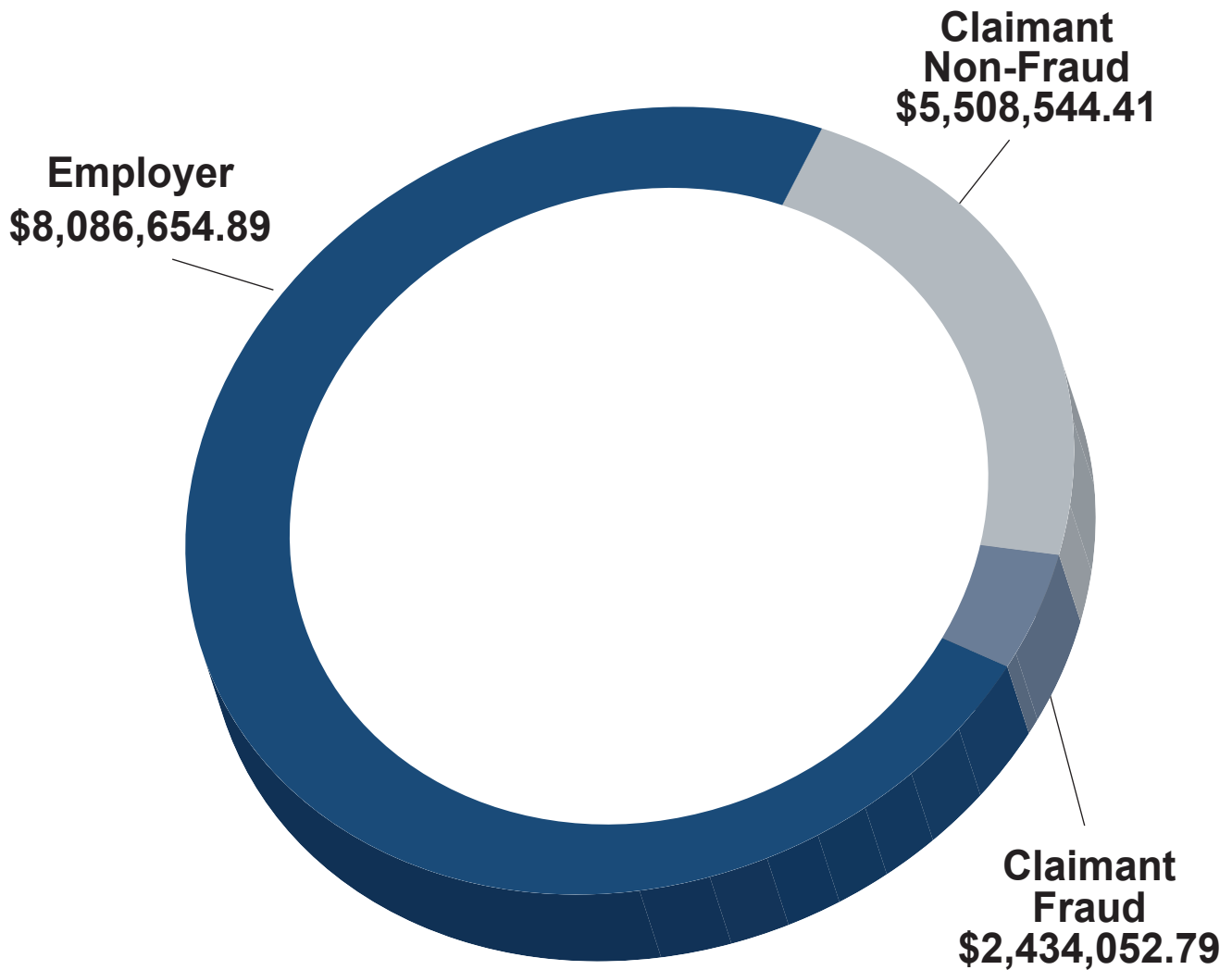
	3 <sup>RD</sup> QUARTER
Employers Added	15
Misclassified Workers	154
Total Unreported Wages	\$4,786,546
Total Debt Due	\$245,080
Contribution	\$189,796
Penalty	\$17,801
Interest	\$37,483
Total Collections	\$19,991
Contribution Collected	\$17,013
Penalty Collected	\$558
Interest Collected	\$2,420

# Collections

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## TOTAL MONEY COLLECTED IN 2016

JANUARY 1, 2016 THROUGH SEPTEMBER 30, 2016



Total Money Collected:  
**\$16,029,251**









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