

2017 Unemployment Insurance Division

Quarterly Report - 1st Quarter



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DEVELOPMENT

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2017 1st Quarter Report



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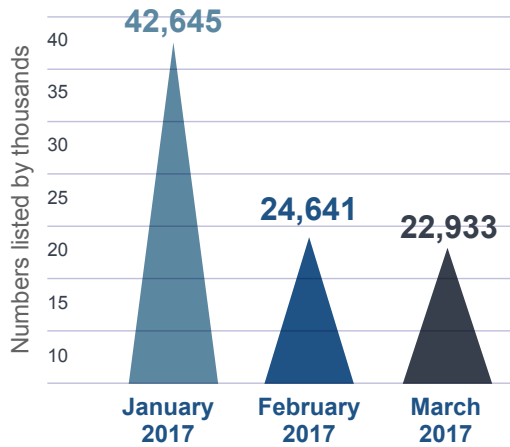
Claimant Fraud/Non-Fraud Debt Established..... 14

Total Collections 15

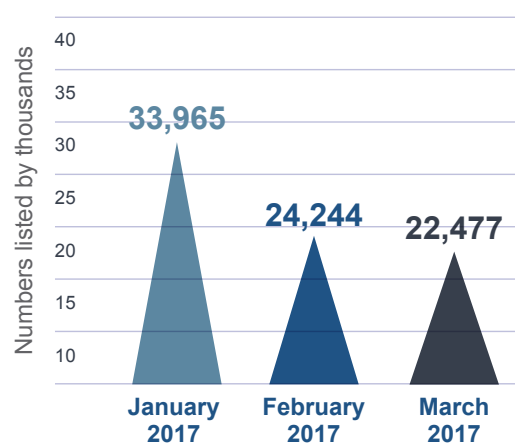
UI Benefits Department

Customer Service

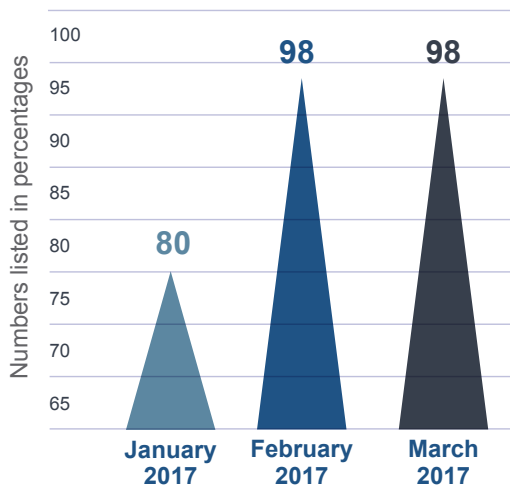
Total Calls Presented



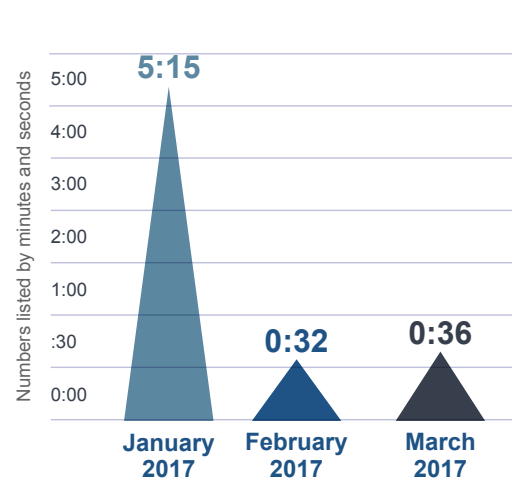
Total Calls Handled



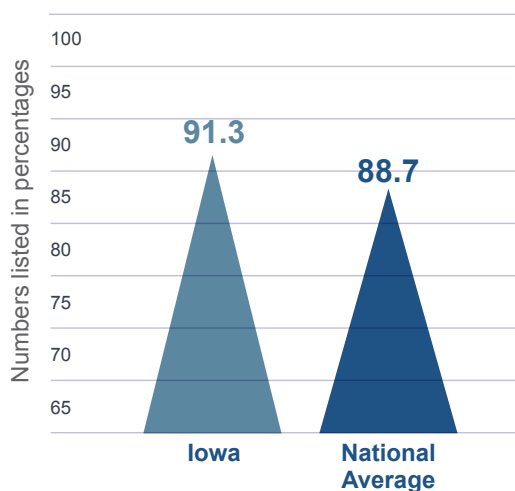
Percent of Calls Handled



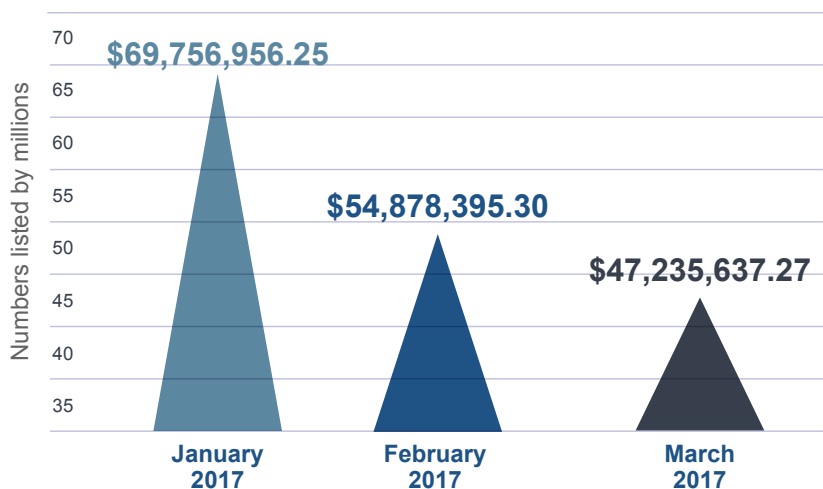
Average Wait Time



First Payment Timeliness



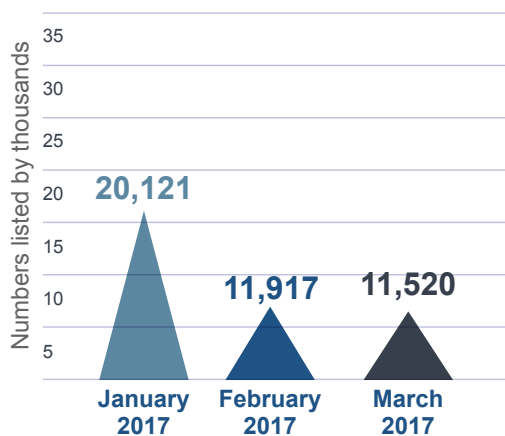
Claimant Benefits Paid



Unemployment Insurance Claims and Fact-Finding Interviews Data

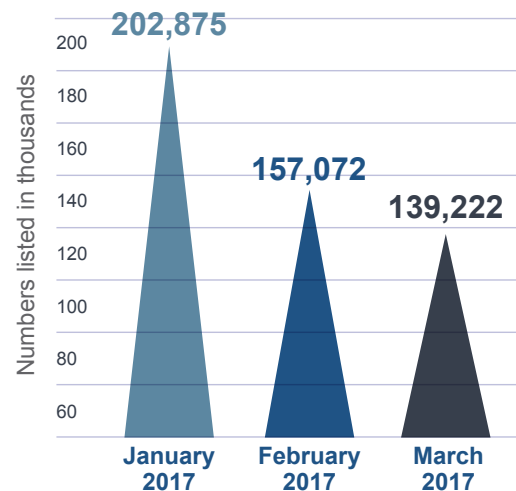
Initial Claims

1st QUARTER TOTAL = 43,558



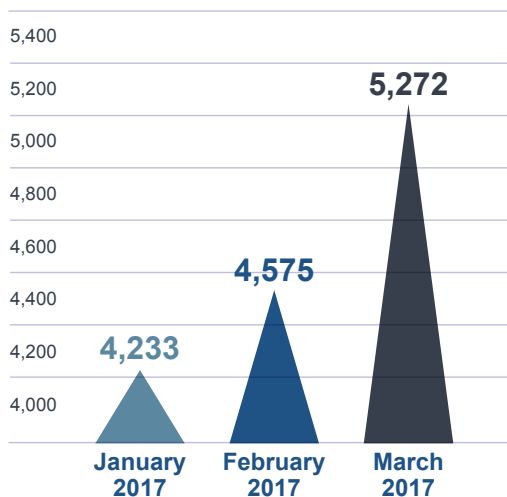
Weekly Claims

1st QUARTER TOTAL = 499,169

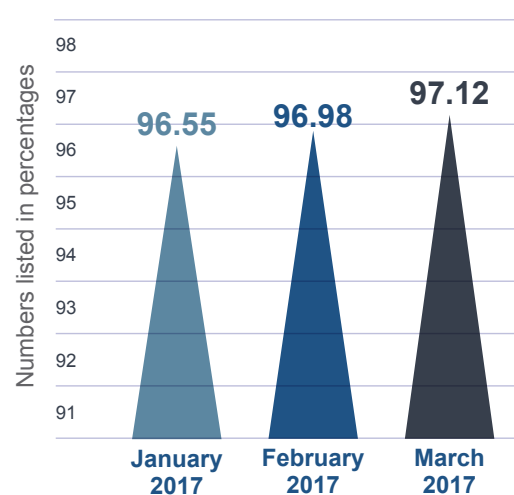


One and Two Party Total Fact-Findings

1st QUARTER TOTAL = 14,080

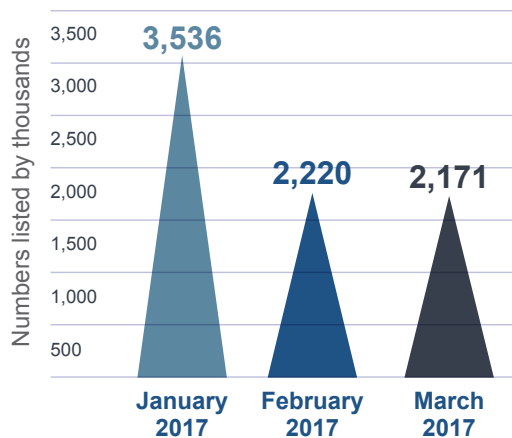


Percent of Weekly Claims Filed Online

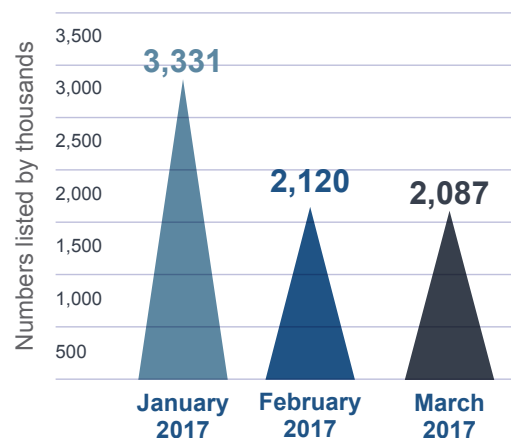


UI Tax Department Customer Service

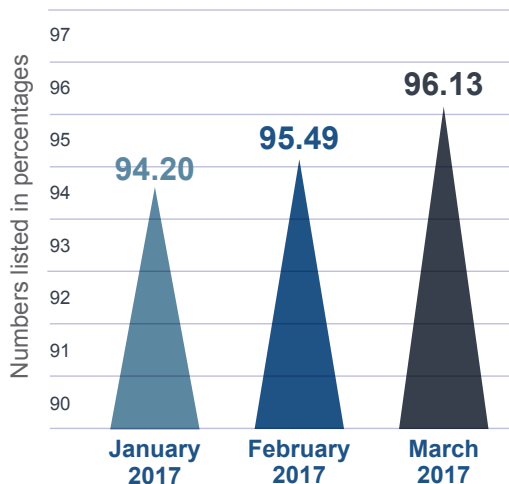
Total Calls Presented



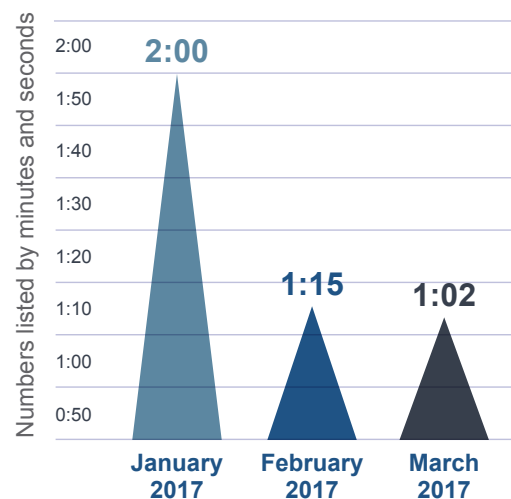
Total Calls Handled



Percent of Calls Handled



Average Wait Time



Field Audits

Completed Tax Audits

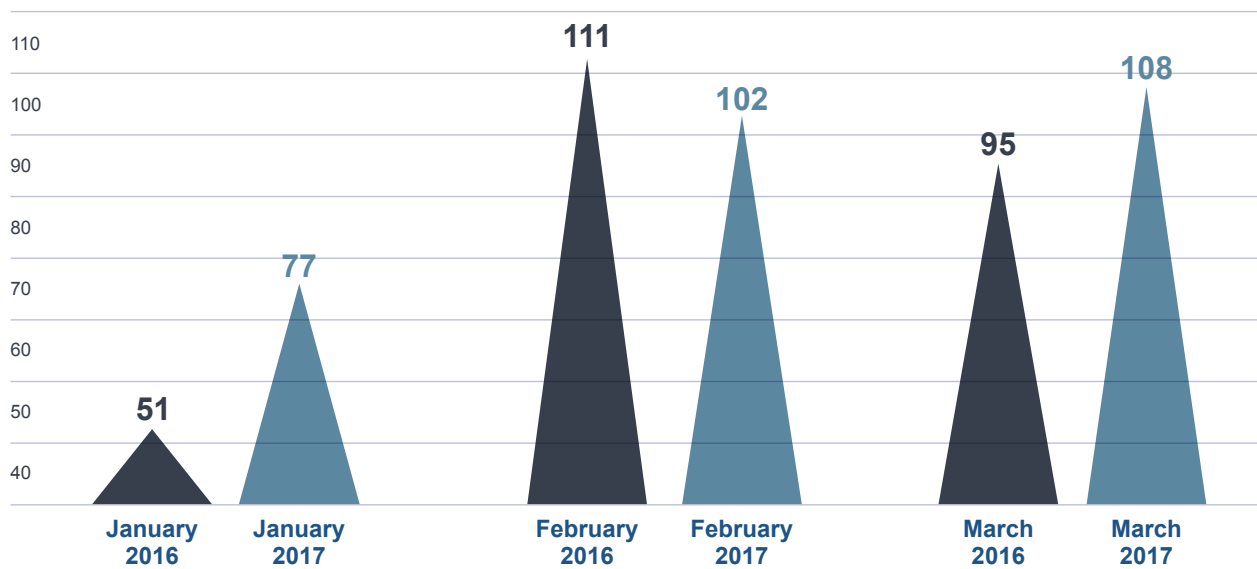
1ST QUARTER 2016 & 2017 COMPARISON



1ST QUARTER 2016
COMPLETED
AUDITS = 257



1ST QUARTER 2017
COMPLETED
AUDITS = 287



Wages Audited

2017 1st Quarter Wages

Audited = \$88,850,203.44

January 2017

\$19,870,266.37

February 2017

\$30,868,662.75

March 2017

\$38,111,274.32

Change Wages Audits

2017 1st Quarter Change

Change Wages = \$5,928,363.30

January 2017

\$214,911.06

February 2017

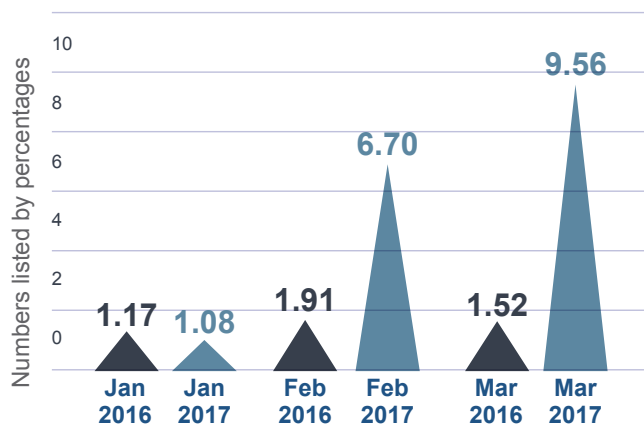
\$2,069,331.28

March 2017

\$3,644,120.96

Percent Change in Wages

1st QUARTER COMPARISON



UI Tax Workflows

End of Quarter Employers

Contributory Employers

75,749

Reimbursable Employers

2,312

Total Employers

78,061

Total Wage Items Received

1st Quarter 2016

1,794,387

Employer Reports

Contributory Employers

72,008 Timely

74,320 Secured

76,309 Resolved

Reimbursing Employers

2,238 Timely

2,295 Secured

2,324 Resolved

UI Tax Workflows

5,609 Adjustments

321 Collections

4,331 Liability

10,261 Grand Total

Misclassification

Tips Received

60

Cases Closed

19

Workers Found from Audit

341

Workers Found via Tips/Investigation

262

Completed Audits

287

Percent Changes in Wages

6.67%

Wages Found

\$12,253,125.43

Wages Audited

\$88,850,203.44

Found Underreported/Overreported

\$5,928,363.30

Misclassification of Workers Team Results

| | 1 ST QUARTER |
|-------------------------------|-------------------------|
| Employers Added to Covered UI | 19 |
| Misclassified Workers Found | 262 |
| Total Unreported Wages | \$12,253,125.10 |
| Contribution | \$770,246.88 |
| Penalty | \$51,996.02 |
| Interest | \$186,272.34 |

UI Integrity Department

Quality Control

Benefit Accuracy Management

Paid Cases

108 Cases

79.63% 60-Day Percentage

86 Cases closed within 60 Days

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

103 Cases closed within 90 Days

95.37% 90-Day Percentage*

2 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

99 Cases

85.86% 60-Day Percentage

85 Cases closed within 60 Days

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

93 Cases closed within 90 Days

93.94% 90-Day Percentage*

5 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.

Tax Performance System

Passed New Status Determinations

Passed Successor Status Determinations

Passed Field Audit

Passed Inactivated/Terminated Status Determinations

Populations completed during 1st quarter 2017

Benefit Timeliness Quality

93.33% Separation Determinations
(75.00% U.S. DOL Requirement)

Passed Separation Determinations

82.14% Non-Separation Determinations
(75.00% U.S. DOL Requirement)

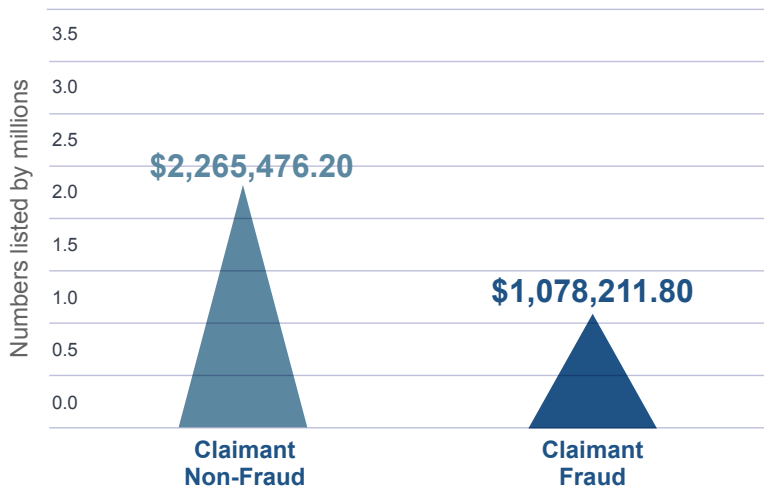
Passed Non-Separation Determinations

Data Validation

Completed Module 4
(Appeals)

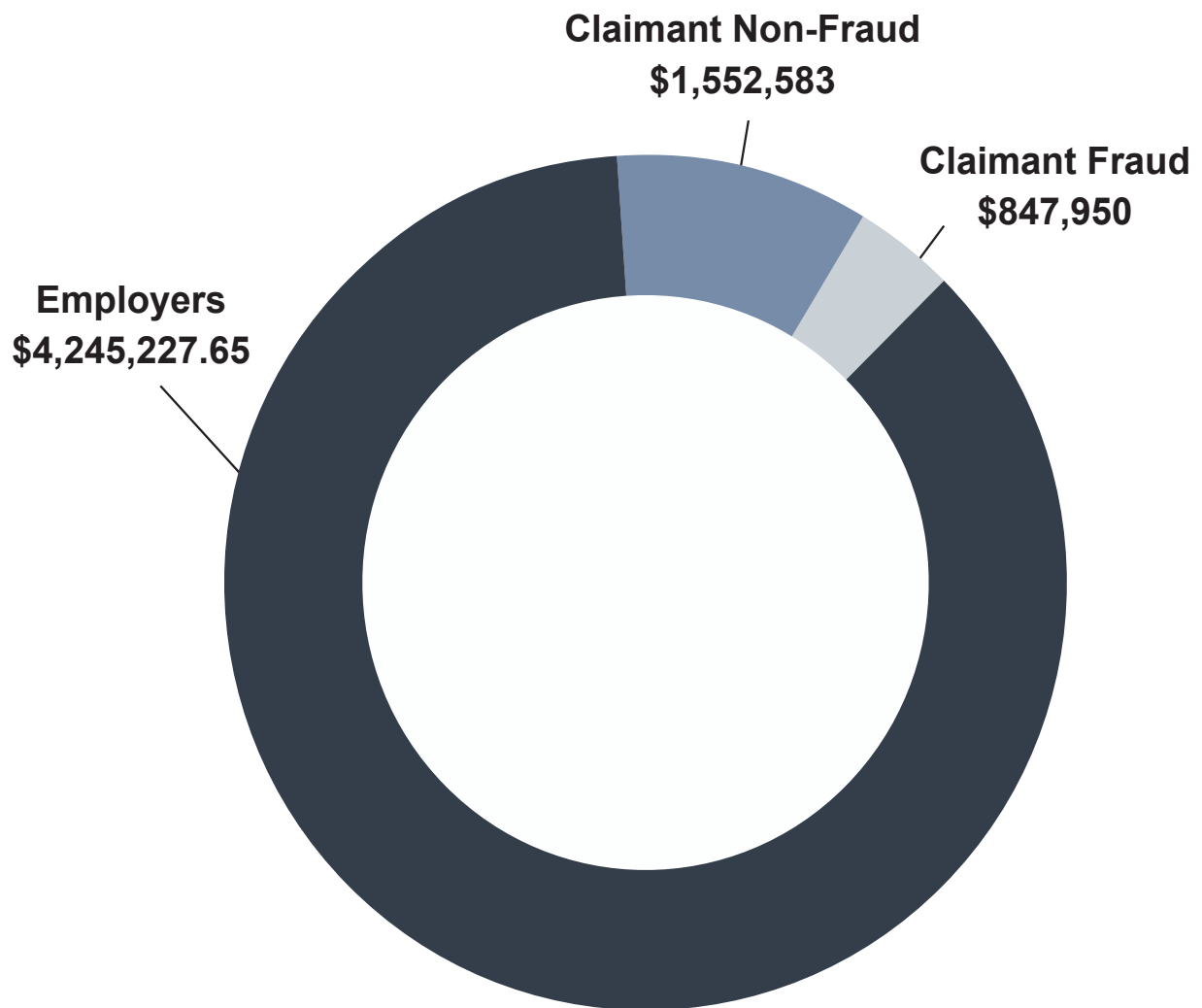
Claimant Fraud/Non-Fraud Debt Established

1st Quarter Overpayment



Total Collections

1st Quarter Collections



Total Money Collected:
\$6,645,760

DIRECTOR BETH TOWNSEND

515-281-5364

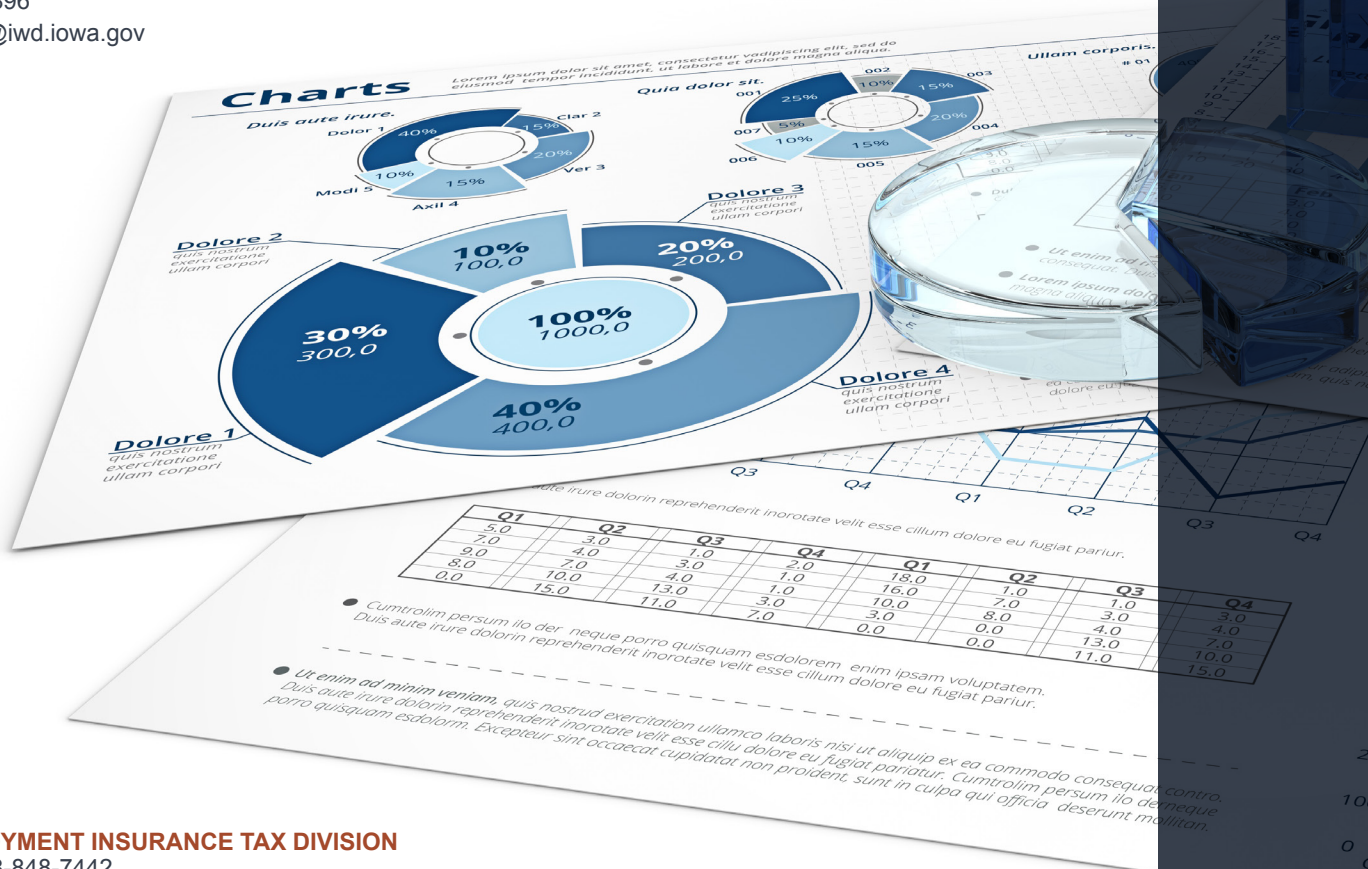
beth.townsend@iwd.iowa.gov

RYAN WEST

UNEMPLOYMENT INSURANCE DIVISION ADMINISTRATOR

515-725-3896

ryan.west@iwd.iowa.gov



UNEMPLOYMENT INSURANCE TAX DIVISION

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

Phone: 866-239-0843

Email: uiclaimshelp@iwd.iowa.gov

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday through Friday