

Unemployment Insurance Division

Quarterly Report - 4th Quarter 2017



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2017 4th Quarter Report



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UI Integrity Department

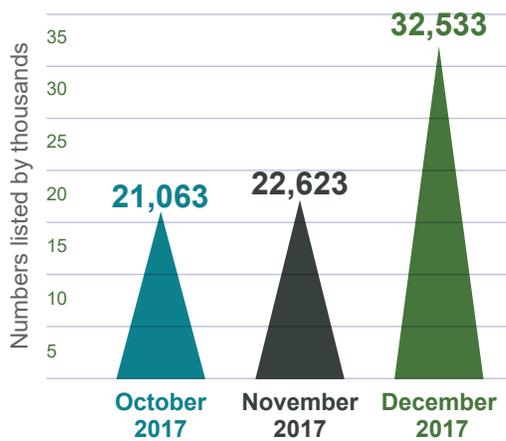
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UI Appeals Bureau

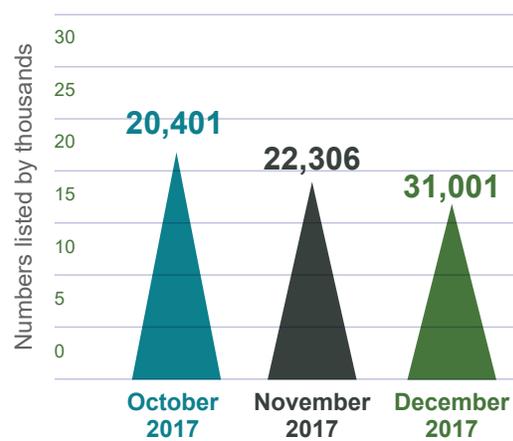
Time Lapse	16
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UI Benefits Department Customer Service

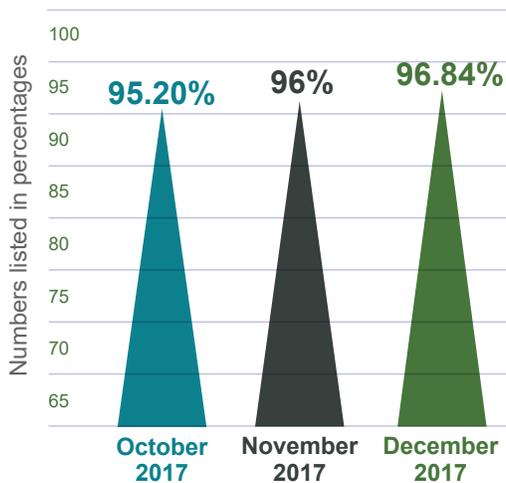
Total Calls Presented



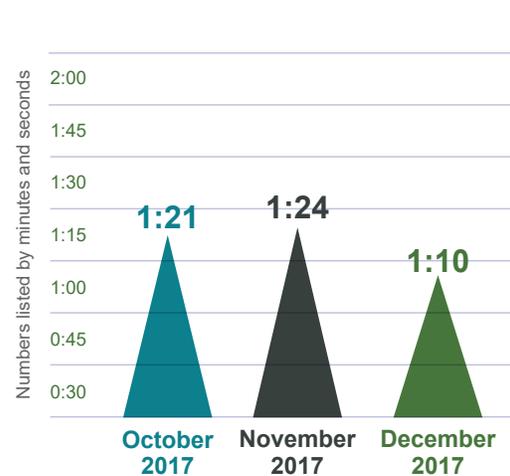
Total Calls Handled



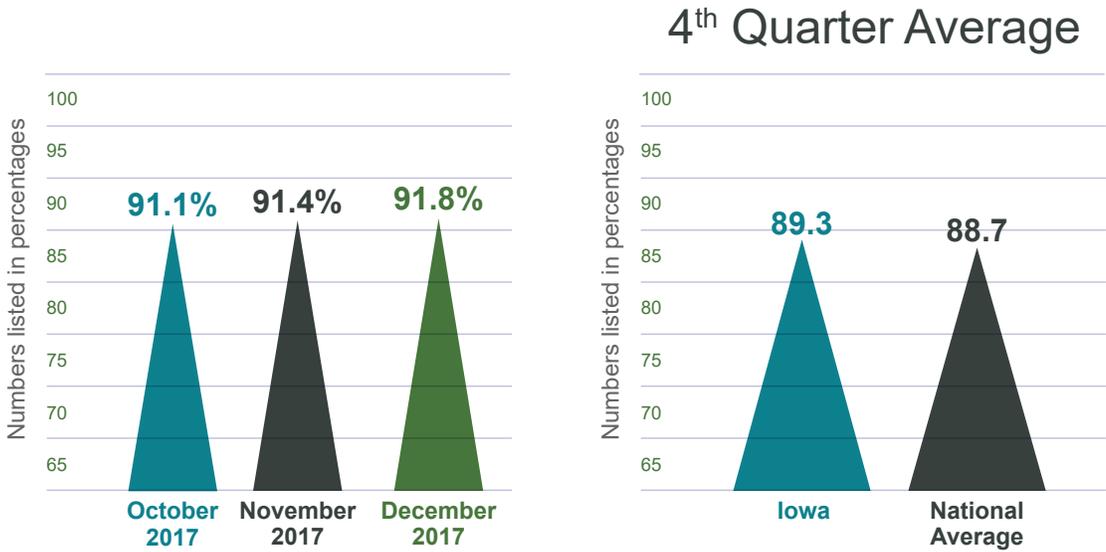
Percent of Calls Handled



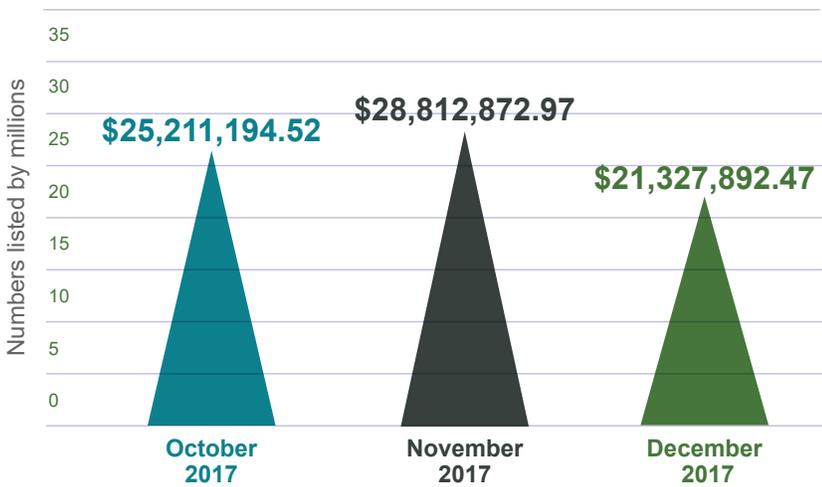
Average Wait Time



First Payment Timeliness

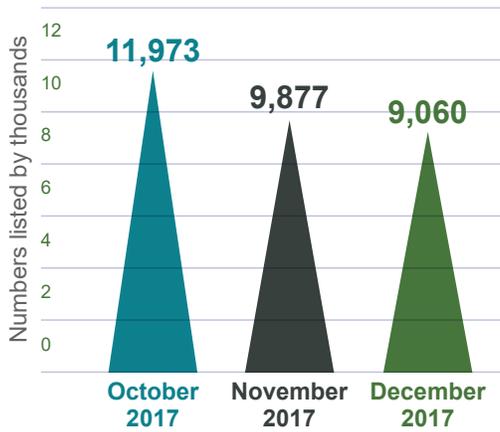


Claimant Benefits Paid



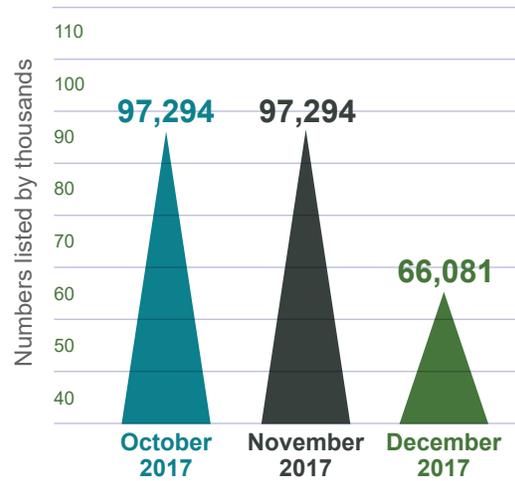
Unemployment Insurance Claims and Fact-Finding Interviews Data

Initial Claims

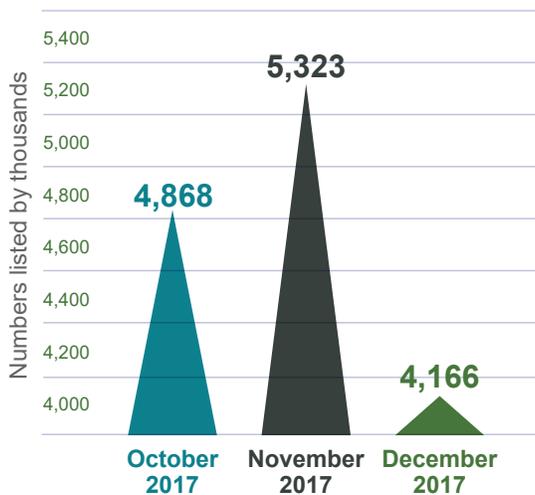


Weekly Claims

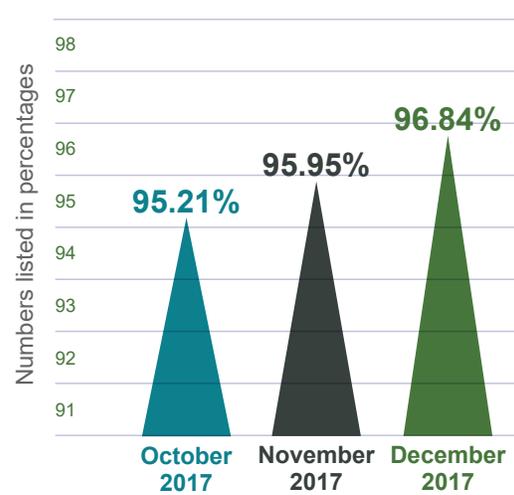
4th QUARTER TOTAL = 499,169



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 third 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

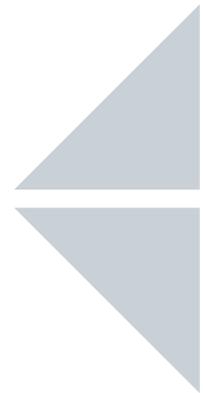
90%

Separation

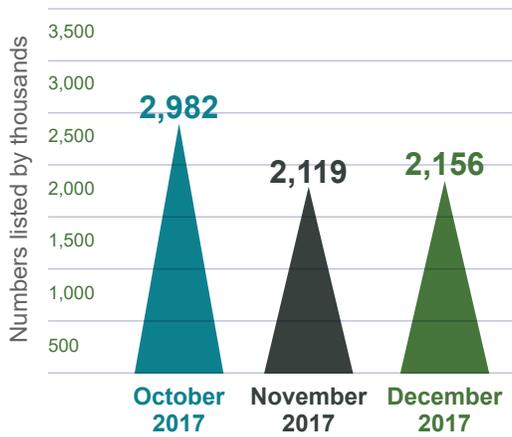
93.1%

Non-Separation

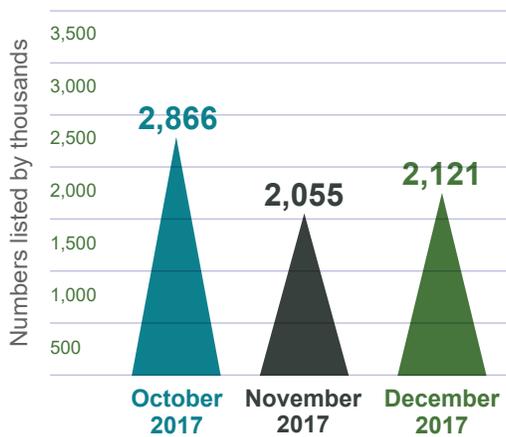
UI Tax Department Customer Service



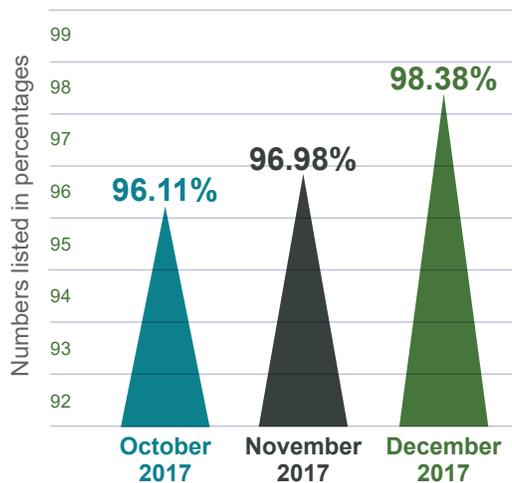
Total Calls Presented



Total Calls Handled



Percent of Calls Handled



Average Wait Time



Field Audits

Completed Tax Audits

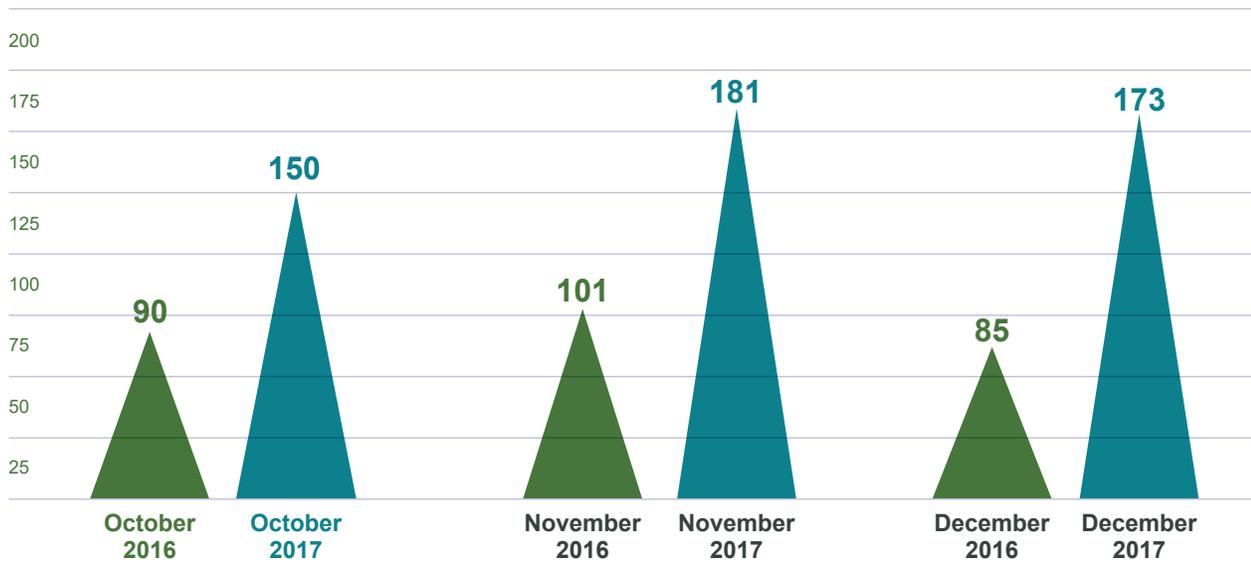
4TH QUARTER 2016 & 2017 COMPARISON



4th QUARTER 2016
COMPLETED
AUDITS = 230



4th QUARTER 2017
COMPLETED
AUDITS = 357



Employer Summary

Wages Audited

2017 4th Quarter Wages

Audited = \$409,239,217.80

October 2017

\$95,963,785.27

November 2017

\$193,682,067.65

December 2017

\$119,593,364.88

Change Wages Audits

2017 4th Quarter Change

Change Wages = \$14,260,596.81

October 2017

\$2,974,992.31

November 2017

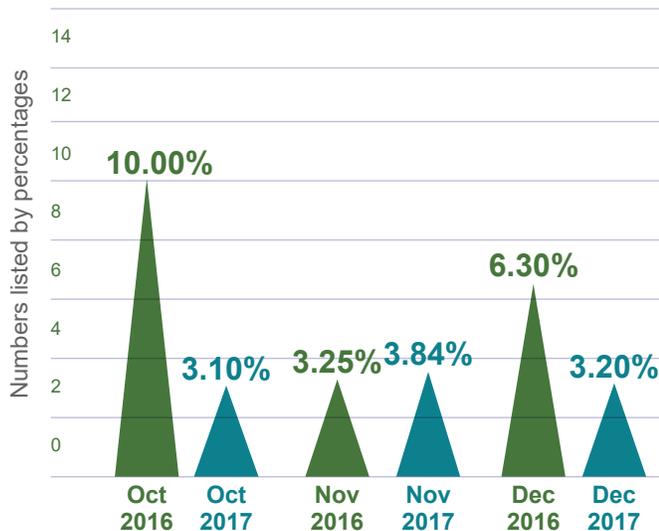
\$7,460,715.61

December 2017

\$3,824,888.89

Percent Change in Wages

4th QUARTER COMPARISON



End of Quarter Employers

Contributory Employers _____

76,129

Reimbursable Employers _____

2,326

Total Employers _____

78,455

Total Wage Items Received

2nd Quarter 2017 _____

1,805,576

UI Tax Workflows

3,465 Adjustments

7,891 Liability

3,509 Field Audit

1,984 Customer Service

16,849 Grand Total

Employer Reports

Contributory Employers

11,672 Timely

3,760 Secured

16,080 Resolved

Reimbursing Employers

2,266 Timely

2,311 Secured

2,340 Resolved

Misclassification

Tips Received _____

58

Completed Audits from Tips Received _____

11

Misclass Workers Found from Tips _____

210

Wages Added from Tips _____

\$2,817,895.64

Tips Resolved _____

39

Misclassification of Workers Team Results

	4 TH QUARTER
Completed Field Audits	478
Misclassified Workers found via Field Audits	777
Underreported/Overreported Wages found via Field Audits	\$8,266,720.12
Misclassified Workers Found	987
Total Misclassified Wages Found	\$11,084,615.74
Total Contribution Added	\$134,509.12

UI Integrity Department Quality Control



Benefit Accuracy Management

Paid Cases

120 Cases

85.00% 60-Day Percentage

102 Cases closed within 60 Days

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

117 Cases closed within 90 Days

97.50% 90-Day Percentage*

3 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

118 Cases

86.24% 60-Day Percentage

110 Cases closed within 60 Days

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

118 Cases closed within 90 Days

100.00% 90-Day Percentage*

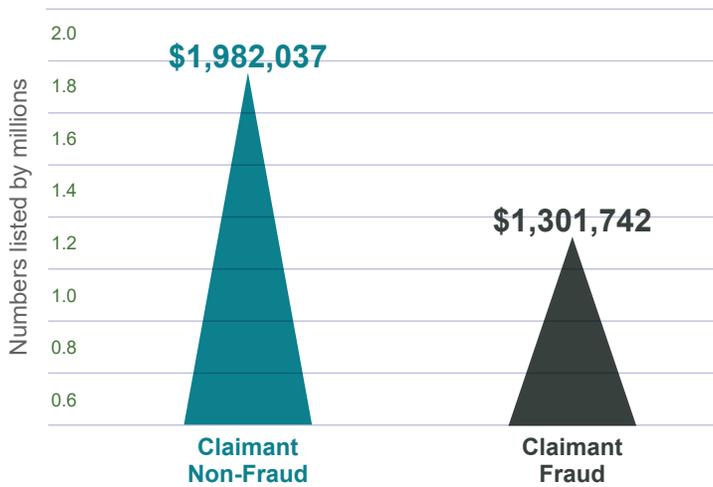
0 Cases Open

85.00% U.S. DOL Standard 90-Day Percentage

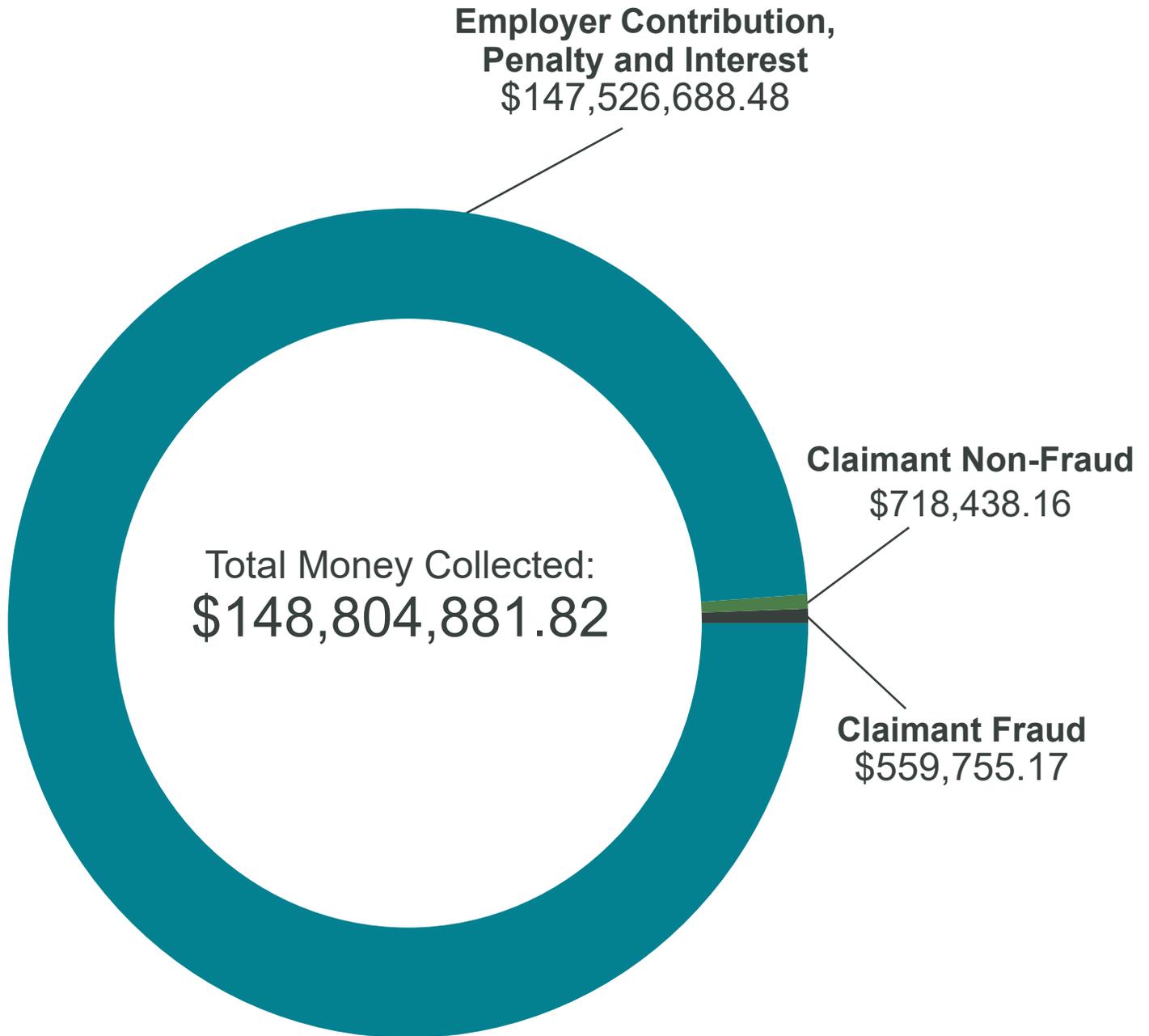
*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Claimant Fraud/Non-Fraud Debt Established

Overpayment



Total 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%

92.5% December 30, 2017

91.0% November 31, 2017

94.9% October 30, 2017

Within 45 days

U.S. DOL Standard 80%

97.2% December 30, 2017

94.2% November 31, 2017

97.8% October 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: uiclaimshelp@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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