Unemployment Insurance Division
Quarterly Report - 4th Quarter 2017
UI Benefits Department
Customer Service ................................................................. 4
First Payment Timeliness ......................................................... 5
Claimant Benefits Paid ............................................................. 5
Unemployment Claims and Fact-Finding Data .............................. 6
Benefit Timeliness Quality ......................................................... 7

UI Tax Department
Customer Service ................................................................. 8
Field Audits .............................................................................. 9
Employer Summary ................................................................. 10
Misclassification ........................................................................ 12

UI Integrity Department
Quality Control ........................................................................ 13
Claimant Fraud/Non-Fraud Debt Established ............................... 14
Total Collections ...................................................................... 15

UI Appeals Bureau
Time Lapse .................................................................................. 16
UI Benefits Department

Customer Service

Total Calls Presented

- October 2017: 21,063
- November 2017: 22,623
- December 2017: 32,533

Numbers listed by thousands

Total Calls Handled

- October 2017: 20,401
- November 2017: 22,306
- December 2017: 31,001

Numbers listed by thousands

Percent of Calls Handled

- October 2017: 96.86%
- November 2017: 98.6%
- December 2017: 95.29%

Numbers listed in percentages

Average Wait Time

- October 2017: 1:01
- November 2017: 0:29
- December 2017: 1:31

Numbers listed by minutes and seconds
First Payment Timeliness

4th Quarter Average

Claimant Benefits Paid
Unemployment Insurance Claims and Fact-Finding Interviews Data

**Initial Claims**

- October 2017: 12,171
- November 2017: 17,205
- December 2017: 31,008

**Weekly Claims**

4th QUARTER TOTAL = 247,300

- October 2017: 74,409
- November 2017: 69,879
- December 2017: 103,012

**One and Two Party Total Fact-Findings**

- October 2017: 4,099
- November 2017: 4,100
- December 2017: 4,642

**Percent of Weekly Claims Filed Online**

- October 2017: 97.09%
- November 2017: 96.81%
- December 2017: 97.11%
Benefit Timeliness Quality

The following is a summary of the Benefit Timeliness and Quality (BTQ) review for the fourth 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.

<table>
<thead>
<tr>
<th>BTQ CORE MEASURE CRITERION</th>
<th>FINAL BTQ CORE MEASURE SCORES FOR THE QUARTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passing Score Equals</td>
<td></td>
</tr>
<tr>
<td>75%</td>
<td>90% Separation</td>
</tr>
<tr>
<td>Separation Determinations</td>
<td></td>
</tr>
<tr>
<td>and</td>
<td></td>
</tr>
<tr>
<td>75%</td>
<td>96.5% Non-Separation</td>
</tr>
<tr>
<td>Non-Separation Determinations</td>
<td></td>
</tr>
</tbody>
</table>
UI Tax Department
Customer Service

**Total Calls Presented**

- October 2017: 3,657
- November 2017: 2,069
- December 2017: 2,078

**Total Calls Handled**

- October 2017: 3,562
- November 2017: 2,037
- December 2017: 2,040

**Percent of Calls Handled**

- October 2017: 97.4%
- November 2017: 98.45%
- December 2017: 98.17%

**Average Wait Time**

- October 2017: 0:51
- November 2017: 0:30
- December 2017: 0:31
Field Audits

Completed Tax Audits

4th QUARTER 2016 & 2017 COMPARISON

4th QUARTER 2016 COMPLETED AUDITS = 150

4th QUARTER 2017 COMPLETED AUDITS = 334

October 2016: 74
October 2017: 142
November 2016: 41
November 2017: 103
December 2016: 35
December 2017: 89
Employer Summary

Wages Audited
2017 4th Quarter Wages
Audited = $145,773,886.39

October 2017  $86,520,142.16
November 2017  $36,861,136.12
December 2017  $22,392,608.11

Change Wages Audits
2017 4th Quarter Change
Change Wages = $7,266,196.87

October 2017  $4,008,975.10
November 2017  $2,499,425.25
December 2017  $757,796.52

Percent Change in Wages
4th QUARTER COMPARISON

<table>
<thead>
<tr>
<th>Month</th>
<th>October 2016</th>
<th>October 2017</th>
<th>November 2016</th>
<th>November 2017</th>
<th>December 2016</th>
<th>December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages</td>
<td>2.0%</td>
<td>4.6%</td>
<td>.84%</td>
<td>2.79%</td>
<td>3.38%</td>
<td></td>
</tr>
<tr>
<td>Change</td>
<td>4.6%</td>
<td>6.78%</td>
<td>6.78%</td>
<td>3.38%</td>
<td>2.0%</td>
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</tr>
<tr>
<td>Numbers</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Listed</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

(Numbers listed by percentages)
End of Quarter Employers

Contributory Employers
76,280

Reimbursable Employers
2,330

Total Employers
78,610

Total Wage Items Received
2nd Quarter 2017
1,817,359

UI Tax Workflows

- Adjustments: 5,038
- Liability: 7,782
- Field Audit: 4,136
- Customer Service: 3,058
- Grand Total: 20,014

Employer Reports

Contributory Employers
- Timely: 72,428
- Secured: 74,484
- Resolved: 76,696

Reimbursing Employers
- Timely: 2,283
- Secured: 2,324
- Resolved: 2,348
## Misclassification

**Tips Received**

151

**Completed Audits from Tips Received**

56

**Misclass Workers Found from Tips**

599

**Wages Added from Tips**

$7,508,910.85

**Tips Resolved**

33

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### Misclassification of Workers Team Results

<table>
<thead>
<tr>
<th>Completed Field Audits</th>
<th>278</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misclassified Workers found via Field Audits</td>
<td>252</td>
</tr>
<tr>
<td>Underreported/Overreported Wages found via Field Audits</td>
<td>$2,674,577.39</td>
</tr>
<tr>
<td>Misclassified Workers Found</td>
<td>851</td>
</tr>
<tr>
<td>Total Misclassified Wages Found</td>
<td>$10,183,488.24</td>
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<tr>
<td>Total Contribution Added</td>
<td>$275,083.79</td>
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</table>
UI Integrity Department
Quality Control

Benefit Accuracy Management

Paid Cases

<table>
<thead>
<tr>
<th>Cases</th>
<th>Paid Cases</th>
<th>60-Day Percentage</th>
<th>U.S. DOL Standard 60-Day Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>119 Cases</td>
<td>65.55%</td>
<td>70.00%</td>
<td></td>
</tr>
<tr>
<td>78 Cases closed within 60 Days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>97 Cases closed within 90 Days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23 Cases Open</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Denied Cases

<table>
<thead>
<tr>
<th>Cases</th>
<th>Denied Cases</th>
<th>60-Day Percentage</th>
<th>U.S. DOL Standard 60-Day Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>117 Cases</td>
<td>80.34%</td>
<td>60.00%</td>
<td></td>
</tr>
<tr>
<td>94 Cases closed within 60 Days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>104 Cases closed within 90 Days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Cases Open</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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

Numbers listed by millions

Claimant Non-Fraud

Claimant Fraud

$1,318,786

$1,384,678
Total Collections

Total Money Collected: $97,064,497.76

- Employer Contribution, Penalty and Interest: $95,591,115.76
- Claimant Non-Fraud: $1,036,311
- Claimant Fraud: $437,071
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%

<table>
<thead>
<tr>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 30, 2017</td>
<td>93.0%</td>
</tr>
<tr>
<td>November 31, 2017</td>
<td>92.9%</td>
</tr>
<tr>
<td>October 30, 2017</td>
<td>94.6%</td>
</tr>
</tbody>
</table>

**Within 45 days**

U.S. DOL Standard 80%

<table>
<thead>
<tr>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 30, 2017</td>
<td>98.0%</td>
</tr>
<tr>
<td>November 31, 2017</td>
<td>97.6%</td>
</tr>
<tr>
<td>October 30, 2017</td>
<td>98.2%</td>
</tr>
</tbody>
</table>
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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
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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
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Email: uifraud@iwd.iowa.gov
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8:00 am - 4:30 pm Monday through Friday

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