

2018



UNEMPLOYMENT INSURANCE

QUARTERLY REPORT 1ST QUARTER

A blurred background image of a business meeting. Two people are seated at a table, looking at documents. In the foreground, a document is in focus, displaying a bar chart and a line graph. The bar chart has blue bars with values 420, 440, 470, 490, 410, 480, 520, 550, 580, 600, 620, 640, 660, 680, 700. The line graph is red and shows a fluctuating trend. A teal triangle is overlaid on the right side of the image, containing the text 'TABLE OF CONTENTS'.

TABLE OF CONTENTS



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

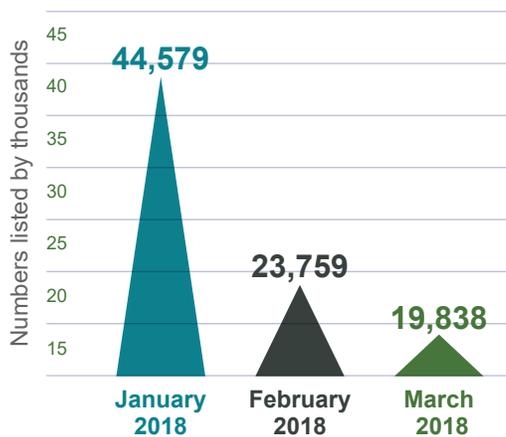
UI APPEALS BUREAU

Time Lapse 16

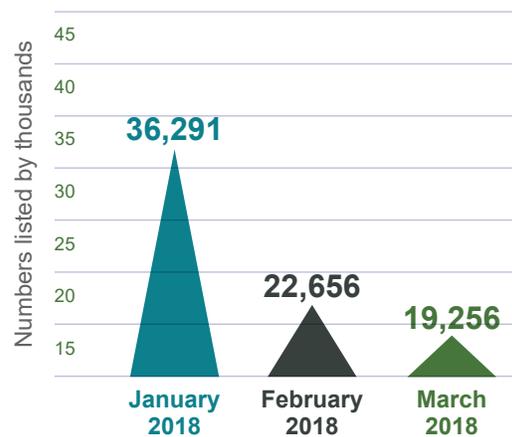


UI BENEFITS DEPARTMENT CUSTOMER SERVICE

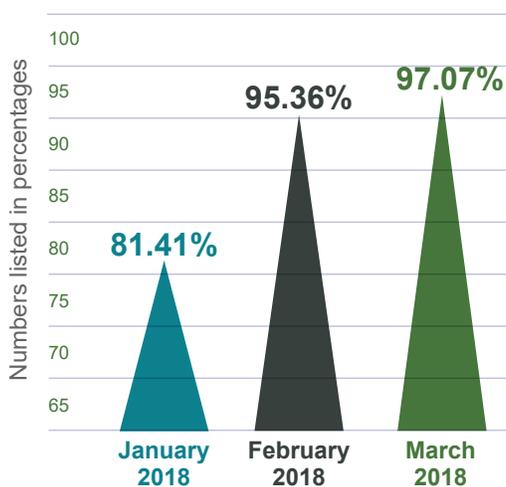
TOTAL CALLS PRESENTED



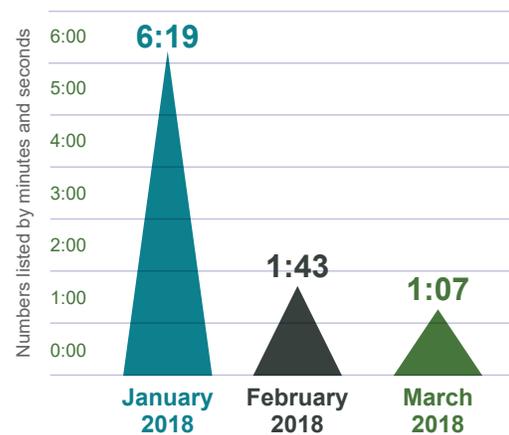
TOTAL CALLS HANDLED



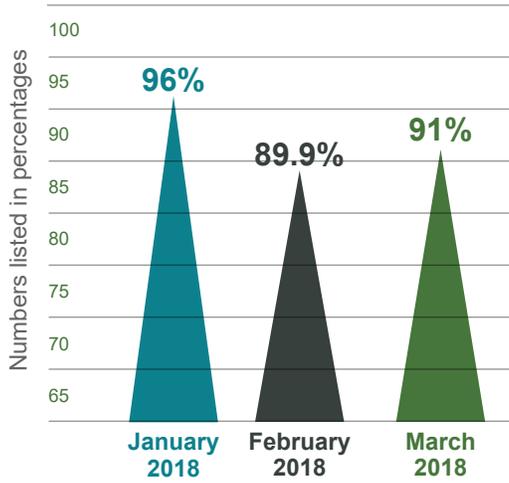
PERCENT OF CALLS HANDLED



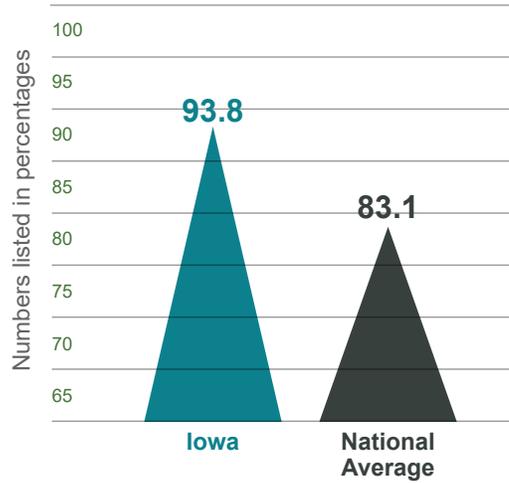
AVERAGE WAIT TIME



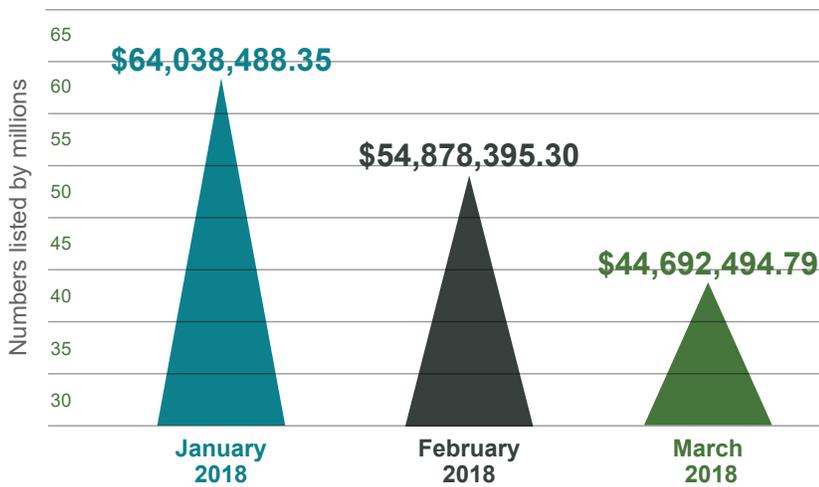
FIRST PAYMENT TIMELINESS



1ST QUARTER AVERAGE

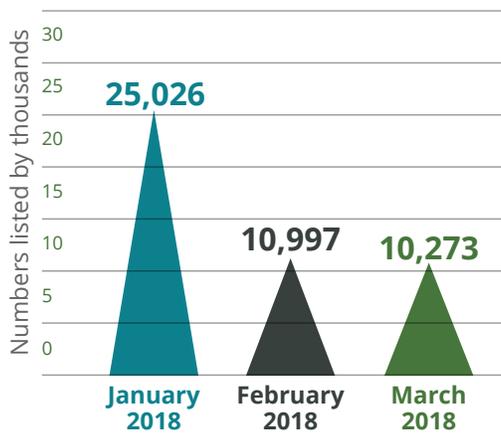


CLAIMANT BENEFITS PAID



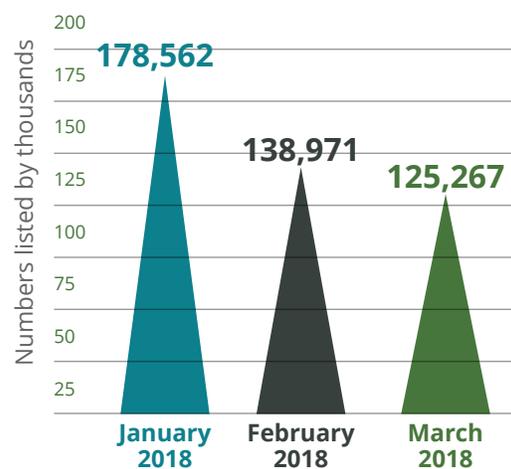
UNEMPLOYMENT INSURANCE CLAIMS AND FACT-FINDING INTERVIEWS DATA

INITIAL CLAIMS

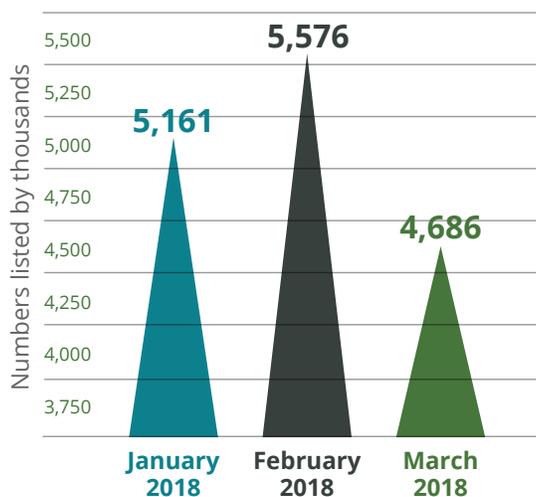


WEEKLY CLAIMS

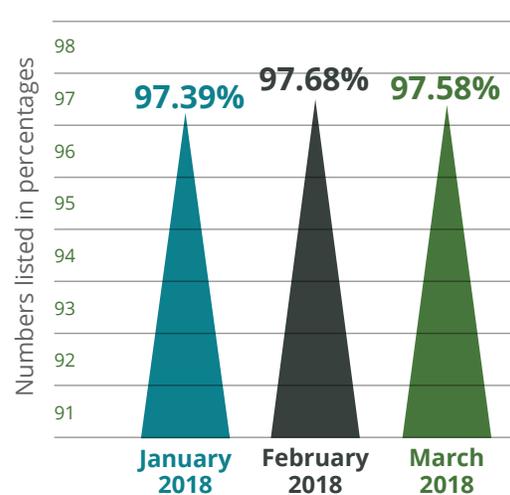
1ST QUARTER TOTAL = 499,169



ONE AND TWO PARTY TOTAL FACT-FINDINGS



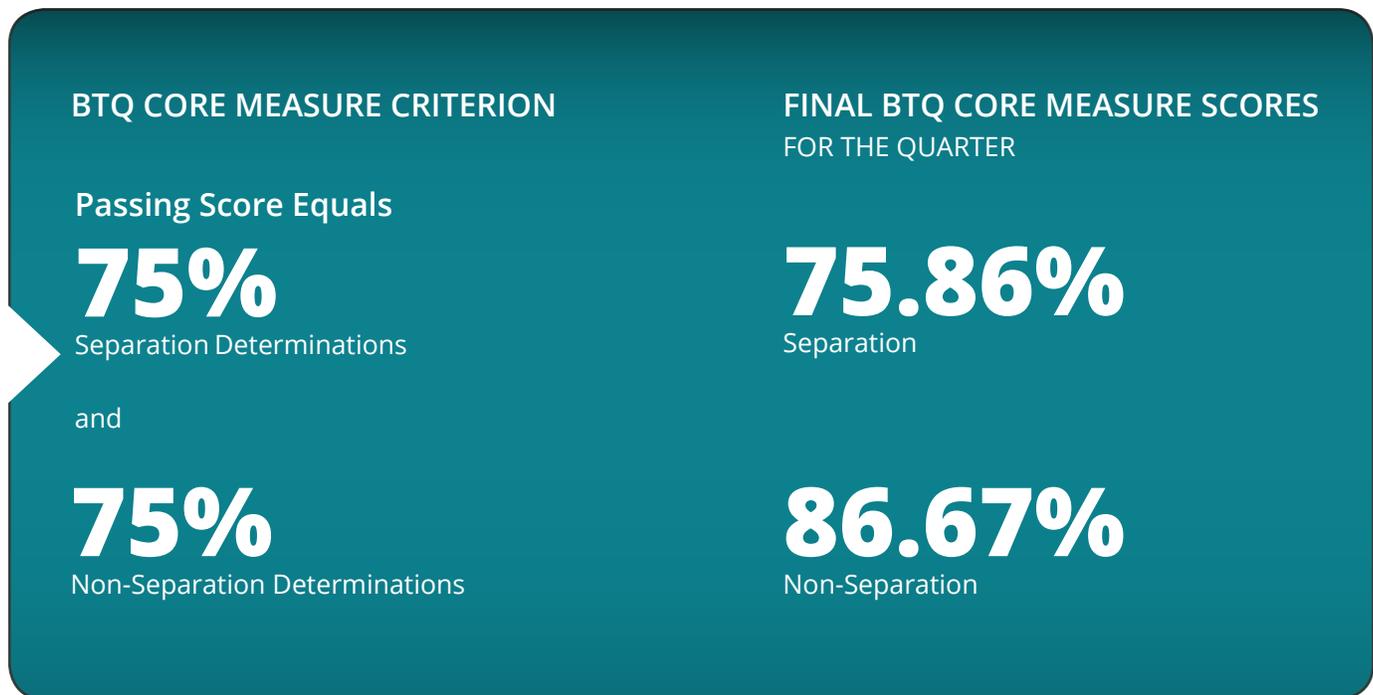
PERCENT OF WEEKLY CLAIMS FILED ONLINE



BENEFIT TIMELINESS QUALITY

The following is a summary of the Benefit Timeliness and Quality (BTQ) review for the third quarter of 2018. BTQ is always reviewed a quarter behind.

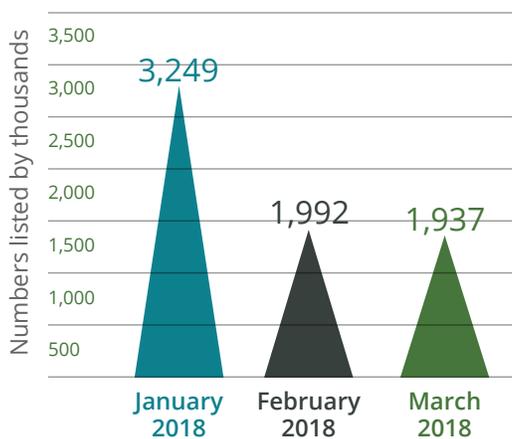
BTQ is reviewed internally before being submitted to the U.S. Department of Labor. IWD uses a strict scoring regiment to ensure quality of training and review.



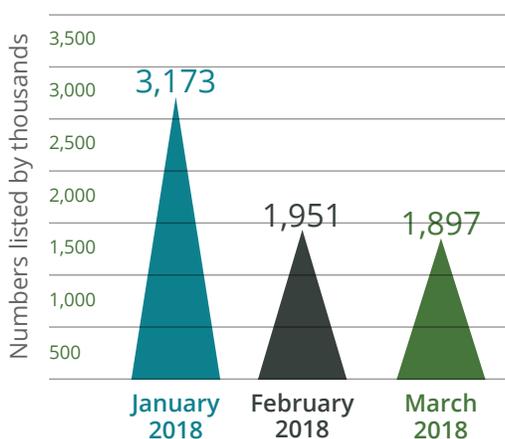


UI TAX DEPARTMENT CUSTOMER SERVICE

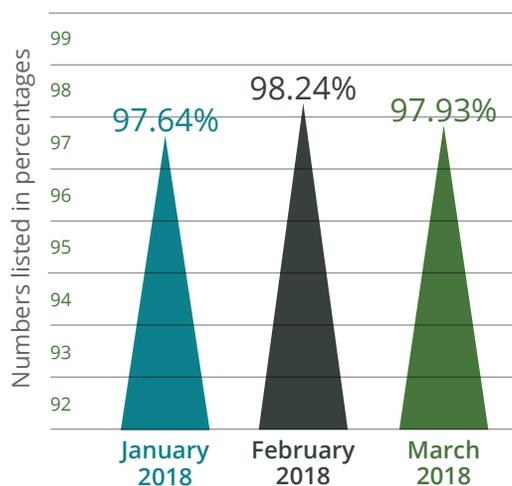
TOTAL CALLS PRESENTED



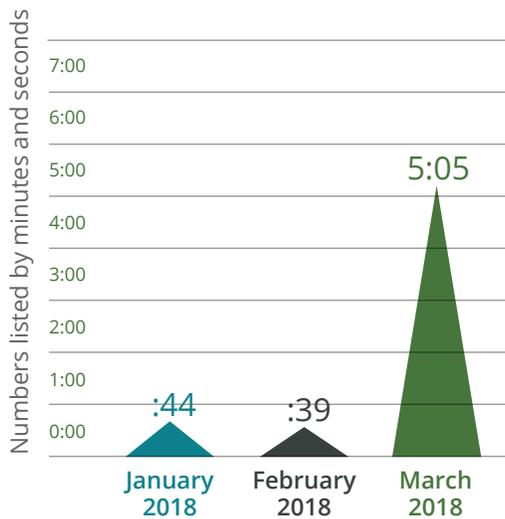
TOTAL CALLS HANDLED



PERCENT OF CALLS HANDLED



AVERAGE WAIT TIME



FIELD AUDITS

COMPLETED TAX AUDITS

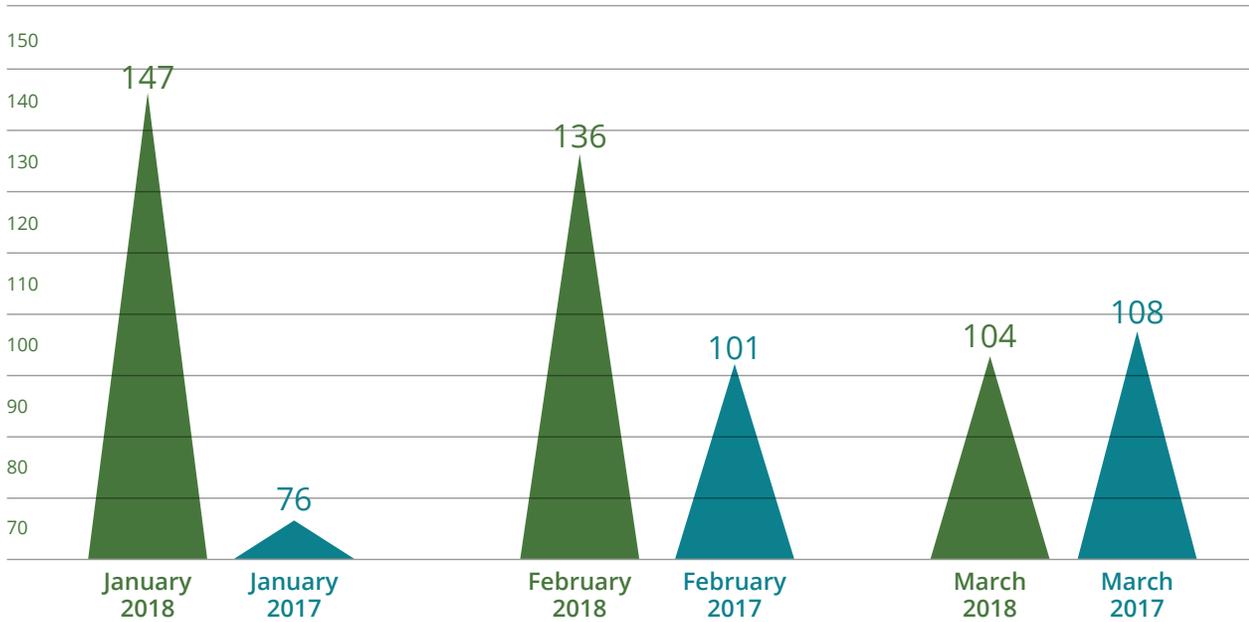
1ST QUARTER 2017 & 2018 COMPARISON



1ST QUARTER 2017
COMPLETED
AUDITS = 387



1ST QUARTER 2018
COMPLETED
AUDITS = 285



EMPLOYER SUMMARY

WAGES AUDITED

2018 1st Quarter Change

Audited = \$317,424,155.66

January 2018

\$133,094,421.10

February 2018

\$95,698,554.59

March 2018

\$88,631,179.97

CHANGE WAGES AUDITS

2018 1st Quarter Change

Change Wages = \$40,981,290.68

January 2018

\$10,472,826.07

February 2018

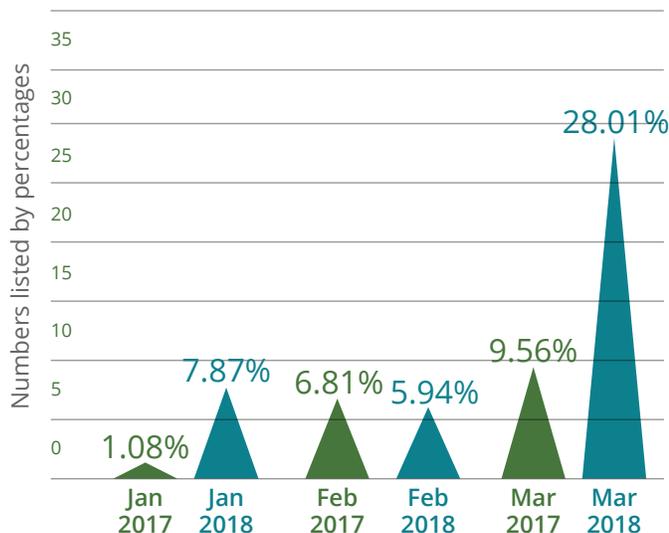
\$5,680,599.78

March 2018

\$24,827,864.83

PERCENT CHANGE IN WAGES

1ST QUARTER COMPARISON



END OF QUARTER EMPLOYERS

CONTRIBUTORY EMPLOYERS

76,413

REIMBURSABLE EMPLOYERS

2,342

TOTAL EMPLOYERS

78,755

TOTAL WAGE ITEMS RECEIVED

1,804,490

UI TAX WORKFLOWS

5,352 Adjustments

6,174 Liability

3,294 Field Audit

1,764 Customer Service

1,488 Collections

18,072 Grand Total

Employer Reports

CONTRIBUTORY EMPLOYERS

72,789 Timely

74,232 Secured

74,901 Resolved

REIMBURSING EMPLOYERS

2,298 Timely

2,325 Secured

2,335 Resolved

MISCLASSIFICATION

TIPS RECEIVED

127

COMPLETED AUDITS FROM TIPS RECEIVED

47

MISCLASS WORKERS FOUND FROM TIPS

589

WAGES ADDED FROM TIPS

\$11,745,551.45

TIPS RESOLVED

102

MISCLASSIFICATION OF WORKERS TEAM RESULTS

	1 ST QUARTER
Completed Field Audits	340
Misclassified Workers found via Field Audits	902
Underreported/Overreported Wages found via Field Audits	\$20,522,945.28
Misclassified Workers Found	1,491
Total Misclassified Wages Found	\$32,268,496.73
Total Contribution Added	\$305,745.63



UI INTEGRITY DEPARTMENT QUALITY CONTROL

BENEFIT ACCURACY MANAGEMENT

PAID CASES
121 Cases
73 Cases closed within 60 Days
86 Cases closed within 90 Days
28 Cases Open

60.33% 60-Day Percentage

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

71.07% 90-Day Percentage*

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
110 Cases closed within 60 Days
118 Cases closed within 90 Days
0 Cases Open

77.06% 60-Day Percentage

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

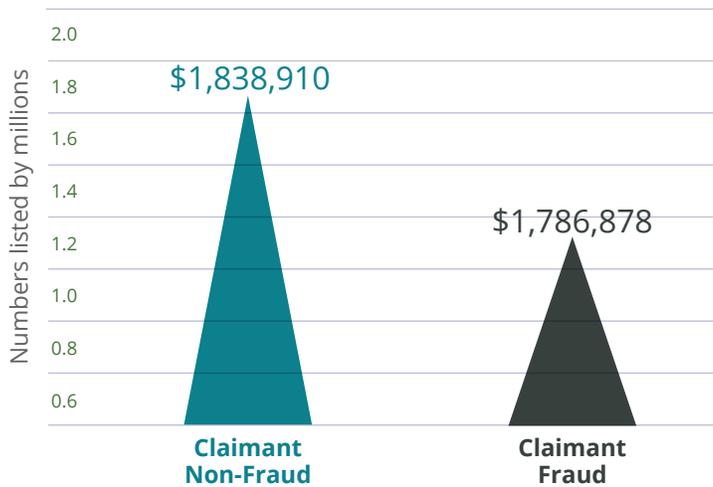
86.24% 90-Day Percentage*

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 to make a decision.

WITHIN 30 DAYS

U.S. DOL Standard 60%

92.5% March 30, 2018

91.0% February 28, 2018

94.9% January 30, 2018

WITHIN 45 DAYS

U.S. DOL Standard 80%

97.2% March 30, 2018

94.2% February 31, 2018

97.8% January 30, 2018

APPEALS FILED

4,042

ADMINISTRATIVE LAW JUDGE
DECISIONS ISSUED

3,918

APPEALS PENDING

1,139

APPEALS COMPLETED IN 30 DAYS

89.76%

APPEALS COMPLETED IN 45 DAYS

97.46%

AVERAGE CASE LOAD

15.66 days

UI APPEALS CALLS ANSWERED

4,180

IOWA
WORKFORCE
DEVELOPMENT

BETH TOWNSEND
DIRECTOR

515-281-5364

beth.townsend@iwd.iowa.gov

MYRON LINN
DEPUTY DIRECTOR

515-725-3812

myron.linn@iwd.iowa.gov

RYAN WEST

UNEMPLOYMENT INSURANCE AND FIELD DIVISION ADMINISTRATOR

515-725-3896

ryan.west@iwd.iowa.gov

UNEMPLOYMENT INSURANCE APPEALS BUREAU

Phone: 800-532-1483 (in Iowa)

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

iowaworkforcedevelopment.gov