



UNITED STATES DEPARTMENT OF LABOR

USDOL Key Performance Indicators from a Federal Perspective

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Agenda

- Oversight and Regulatory Requirements: Time-Lapse, Case Aging
- Federal Reports: What can they tell us?
 - ETA 9054, ETA 9055, ETA 5130
 - Reversal Rates
- Identifying Gaps in your Process
- Questions



Oversight and Regulatory Requirements

- Appeals Promptness (Time Lapse)
 - Secretary's Standards
 - Appeals Case Aging
 - Core Measure
-



Appeals Time-Lapse

- Federal Report - ETA 9054 APPEALS TIME LAPSE
 - LAA Time-Lapse:
 - The acceptable level of performance (ALP) is 60% of LAAs decided within 30 days of filing and 80% of LAAs decided within 45 days of filing.
 - Secretary Standard found in 20 CFR 650.4
 - HAA Time-Lapse:
 - The ALP is 50% of HAAs decided within 45 days of filing and 80% of HAAs decided within 75 days of filing.
 - A Management Information Measure (MIM) found in Handbook 336, 18th edition.
-



Appeals Case Aging

- Federal Report – ETA 9055 Appeals Case Aging
 - LAA Case Aging:
 - The ALP for the average age of LAAs appeals is 30 days or less.
 - Core Measure found in UIPL 14-05 Changes 1-3.
 - HAA Casing Aging:
 - The ALP for the average age of HAAs is 40 days or less.
 - Core Measure found in UIPL 14-05 Changes 1-3.
-



Appeals Dataui

- <https://oui.doleta.gov/unemploy/performance1.asp>



The screenshot displays the website for the United States Department of Labor, Employment & Training Administration. The main navigation bar includes links for A to Z, Site Map, FAQs, Forms, About DOL, Contact Us, and Español. A search bar is present with the text "Enter Search Term" and a "Search" button. Below the navigation bar, there are several menu items: ETA Home, Find Job & Career Info, Business & Industry, Workforce Professionals, Grants & Contracts, TAA Program, Foreign Labor Certification, Performance & Results, and Regions & States. The main content area is titled "Unemployment Insurance Program Performance" and is divided into three columns: State Workforce Agency Reports, Other Program Performance Data, and Core Measures. Each column contains a list of sub-sections.

State Workforce Agency Reports	Other Program Performance Data	Core Measures
Government Performance Results Act (GPRA)	UI Data Validation	UI Core Measures and Acceptable Levels of Performance
UI Claims Filing Methods	Benefit Accuracy Measurement (BAM)	UI Core Measures and calculations
UI Replacement Rates	Performance Analyses and Reports	Performance Core Measures
UI Nonmonetary Determinations Data		



and Quality

State Workforce Agency
Performance Ranking

 Excel file(s) require [Excel Viewer](#).
 Portable Document File(s) (.pdf, .PDF) require [Adobe Reader](#).

Other Office of Unemployment Insurance Program Pages



OUI Advisories



OUI Homepage



UI Program Data



Payment Integrity



- <https://oui.doleta.gov/unemploy/DataDashboard.asp>

The screenshot shows the 'Unemployment Insurance Data' dashboard. At the top, there is a red navigation bar with the DOL logo, the text 'UNITED STATES DEPARTMENT OF LABOR Employment & Training Administration', and a search bar. Below this is a dark red menu with various categories like 'Find Job & Career Info', 'Business & Industry', etc. The main content area has a grey header 'Unemployment Insurance Data' and a blue navigation bar with tabs for 'Home', 'Benefits and Claims', 'Tax Data', 'UI Budget', 'Program Projections', 'Program Performance', 'Trust Fund Solvency', and 'Technical Assistance/Research'. The dashboard is divided into three main sections: 'Recent Releases' on the left with links to 'Weekly Claims News Release' and 'NEW: Potential 2024 FUTA Credit Reductions'; a central chart titled 'Average Employer Tax Amount Per Covered Employee (CY2023)' showing a horizontal bar chart with a red vertical line for the 'U.S. Average: \$280'; and 'Latest Statistics' on the right with a table of key metrics.

Seasonally Adjusted Initial Claims (06/15/2024)	238,000
Weeks Claimed in All Programs (06/01/2024)	1.7M
Beneficiaries in Regular Program (CY 2023)	5.2M
Benefits Paid, (Regular Program, CY 2023)	\$32.7B
Total Outstanding Loans	\$24.9B
Exhaustion Rate in Regular Program	37.3%



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[Latest Extended Benefits
Trigger Notice](#)

[Weekly Claims and
Trigger Notice Archives](#)

Direct Data Access



[Search by
Topics](#)



[Chartbook](#)



[Data
Downloads](#)



[Request
Assistance](#)

FAQ

[How many people are receiving UI?](#)

[Where can I find historical data on weekly
claims?](#)

[Read More...](#)

Created: March 29, 2004

Updated: April 18, 2024

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Employment and Training Administration

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- <https://oui.doleta.gov/unemploy/DataDownloads.asp>

Data Downloads

This page contains a list of ETA reports, their descriptions, and raw data. The raw data is provided in comma delimited files. The files are updated every morning with data available to the National Office database the previous day by 3:00PM Eastern Time. The National Office database is populated by collecting data from the 50 States, District of Columbia, Puerto Rico and Virgin Islands. The reports can be required to be reported weekly, monthly, quarterly, bi-monthly or annually. However, States are able to edit their data at any time and these changes are reflected on this page the day after the updates are available on the National Office database.

Notes

Graphical Data Display options:

- The Department's [Unemployment Insurance Chartbook Application](#) is a useful tool for users wishing to graphically display some of the raw data available on this page.
- Users can download this data and develop their own graphical analysis using their preferred software.
 - Free software from outside sources, such as [Radiant BI](#) and [Microsoft Power BI](#) is available for download by users wishing to utilize tools providing additional flexibility/graphical capabilities. This information is provided for informational purposes only, as **THESE SITES ARE NOT IN ANY WAY AFFILIATED WITH THE DEPARTMENT.**

ETA 191	Statement of Expenditures and Financial Adjustments of Federal Funds for Unemployment Compensation for Federal Employees and Ex-Servicemembers
General Description	The Form ETA 191, Statement of Expenditures and Financial Adjustments of Federal Funds for Unemployment Compensation for Federal Employees and Ex-Servicemembers issued by each State employment security agency (SESA) to report to the National Office (NO): 1) the quarterly summary of UCFE and UCX expenditures and adjustments, and 2) the total amount of benefits paid by the SESA to claimants of specific agencies. Section B of the ETA 191 is the only source document used by the Office of Workforce Security to bill Federal and military agencies for the recovery of UCFE and UCX benefit payments. Each SESA withdraws resources from the FEC Account to cover the necessary



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ETA 9054	Appeals Time Lapse					
General Description	The ETA 9054 report contains monthly information on the time it take States to issue lower authority and higher authority appeals decisions from the date the request for a lower authority hearing or a higher authority appeal is filed to the date on the decision.					
Keywords:	Lower Authority Appeals, Higher Authority Appeals, Time Lapse					
	Data Map	Reporting Instructions	Data Edits	Frequency	Raw Data	Notes
Lower Authority Appeals Time Lapse	Data Map	link page V-5-1	Report Edits	monthly	Data	
Higher Authority Appeals Time Lapse	Data Map	link page V-5-1	Report Edits	monthly	Data	

ETA 9055	Appeals Case Aging					
General Description	The ETA 9055 report gathers monthly information on the inventory of lower authority and higher authority single claimant appeals cases that have been filed but not decided. Appeals case aging provides information about the number of days from the date an appeal was filed through the end of the month covered by the report. Also included are the average and median ages of the pending single claimant appeals cases.					
Keywords:	Lower Authority Appeals, Higher Authority Appeals, Case Aging					
	Data Map	Reporting Instructions	Data Edits	Frequency	Raw Data	Notes
Lower Authority Case Aging	Data Map	link page V-6-1	Report Edits	monthly	Data	
Higher Authority Case Aging	Data Map	link page V-6-1	Report Edits	monthly	Data	



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ETA 5130	Benefit Appeals Report					
General Description	The ETA 5130 report is the basic source of information on the appeals case workload in each state under the regular programs of state unemployment insurance, unemployment compensation for Federal employees, and unemployment compensation for ex-service members (referred to as UI, UCFE, and UCX respectively). The report is used to evaluate the appeals function, to develop plans for remedial action when unreasonable backlogs develop, and to support and justify the allocation of funds to service this functional area.					
Keywords:	Appeals, decisions, remands, higher authority, lower authority, misconduct, able and available, refusal of suitable work, voluntary quit					
Program	Data Map	Reporting Instructions	Data Edits	Frequency	Raw Data	Notes
Regular Program	Data Map	link page I-3-1	Report Edits	monthly	Data	
Extended Benefits	Data Map	See above	Report Edits	monthly	Data	
EUC (1991-1994)	Data Map	See above		monthly	Data	
TEUC (2002-2004)	Data Map	See above		monthly	Data	
EUC08 (2008-2013)	Data Map	See above		monthly	Data	
PEUC (2020)	Data Map	See above	Report Edits	monthly	Data	



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AutoSave Off | ar9054i (7) | Search

File Home Insert Page Layout Formulas Data Review View Automate Help

Clipboard: Paste, Copy, Format Painter | Font: Calibri, 11, Bold, Italic, Underline, Color, Background Color | Alignment: Wrap Text, Merge & Center | Number: General, Currency, Percentage, Decimals | Styles: Normal, Bad, Good, Neutral, Calculation, Check Cell | Cells: Insert, Delete, Format

A1: st

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	st	rptdate	c1	c2	c3	c4	c5	c6	c7	c8	c9	c10	c11	c12	c13	c14	c15	c16	c17	c18	c19	c20
2	AK	1/31/1997	200	166	34	129	113	16	51	39	12	9	6	3	9	6	3	1	1	0	1	1
3	AK	2/28/1997	185	155	30	151	129	22	17	13	4	9	7	2	6	4	2	2	0	0	0	0
4	AK	3/31/1997	257	209	48	200	166	34	45	33	12	9	8	1	1	1	0	1	1	0	0	0
5	AK	4/30/1997	242	216	26	148	130	18	78	71	7	15	15	0	0	0	0	1	0	1	0	0
6	AK	5/31/1997	258	219	39	154	126	28	84	73	11	11	11	0	6	6	0	1	1	0	2	2
7	AK	6/30/1997	224	205	19	155	140	15	38	34	4	20	20	0	9	9	0	2	2	0	0	0
8	AK	7/31/1997	185	163	22	124	108	16	41	37	4	8	7	1	7	6	1	0	0	0	4	4
9	AK	8/31/1997	167	140	27	113	93	20	41	35	6	6	5	1	3	3	0	3	3	0	1	1
10	AK	9/30/1997	219	186	33	84	66	18	97	83	14	18	17	1	12	12	0	4	4	0	4	4
11	AK	10/31/1997	219	188	31	144	125	19	53	44	9	12	11	1	5	4	1	2	2	0	1	1
12	AK	11/30/1997	175	153	22	111	95	16	37	34	3	16	14	2	2	2	0	2	2	0	5	4
13	AK	12/31/1997	178	159	19	128	113	15	36	34	2	6	5	1	3	3	0	2	2	0	2	1
14	AK	1/31/1998	169	156	13	130	118	12	35	34	1	2	2	0	2	2	0	0	0	0	0	0
15	AK	2/28/1998	177	163	14	141	132	9	27	23	4	7	7	0	1	1	0	0	0	0	1	0
16	AK	3/31/1998	223	204	19	168	155	13	49	43	6	4	4	0	0	0	0	0	0	0	1	1
17	AK	4/30/1998	243	229	14	105	98	7	120	116	4	12	10	2	6	5	1	0	0	0	0	0
18	AK	5/31/1998	214	194	20	89	78	11	97	90	7	19	18	1	6	5	1	1	1	0	2	2
19	AK	6/30/1998	232	212	20	125	113	12	67	62	5	18	16	2	13	12	1	7	7	0	1	1



Reversal Rates

- What can it tell us?
- Calculated monthly/quarterly from data on the ETA 5130 Benefit Appeals Report

$$\text{Reversal Rate} = \frac{\text{Appeals Decisions In Favor of Appellant}}{\text{Total Appeals Decisions}} \times 100$$



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SECTION B. CLAIMANTS INVOLVED IN STATE UI APPEALS CASES BY STATUS OF APPEALS									
Line No.	STATUS OF APPEALS	SINGLE-CLAIMANT APPEALS		MULTI-CLAIMANT APPEALS					
		Lower Authority	Higher Authority	Lower Authority	Higher Authority				
		(8)	(9)	(10)	(11)				
200	Filed During Month	c9	c10	c11	c12				
210	Disposed of During Month	c13	c14	c15	c16				

SECTION C. STATE UI APPEALS DECISIONS BY TYPE OF APPELLANT									
Line No.	APPEALS DECISIONS	ALL UI DECISIONS		CLAIMANT		EMPLOYER		OTHER	
		Lower	Higher	Lower	Higher	Lower	Higher	Lower	Higher
		(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)
300	Total	c51	c52	c53	c54	c55	c56	c57	c58
310	In Favor of Appellant	c59	c60	c61	c62	c63	c64	c65	c66

SECTION D. NUMBER OF LOWER AUTHORITY STATE UI APPEALS DECISIONS BY TYPE OF ISSUE							
Line No.	TOTAL UI DECISIONS	VOLUNTARY QUIT	MIS-CONDUCT	REFUSAL OF SUITABLE WORK	NOT ABLE or AVAILABLE	LABOR DISPUTE	OTHER
	(20)	(21)	(22)	(23)	(24)	(25)	(26)
400	c67	c68	c69	c70	c71	c72	c73



Identifying Gaps in Your Process

	A	B	C	D	E	F	G	H	I	J	K
1	2024 Appeals Review										
2											
3	State Name										
4											
5	Docket Number	Appeal Date	Notice Date	Notice Gap	Hearing Date	Hearing Gap	Decision Date	Decision Gap		Total Days between appeal/decision	
6	102539	3/29/2010	4/7/2010	9	5/10/2010	33	5/11/2010	1		43	
7				0		0		0		0	
8				0		0		0		0	
9				0		0		0		0	
10				0		0		0		0	
11				0		0		0		0	
12				0		0		0		0	
13				0		0		0		0	
14				0		0		0		0	
15				0		0		0		0	
16				0		0		0		0	
17				0		0		0		0	
18				0		0		0		0	
19				0		0		0		0	
20				0		0		0		0	
21				0		0		0		0	
22				0		0		0		0	
23				0		0		0		0	
24				0		0		0		0	
25				0		0		0		0	
26				0		0		0		0	
27				0		0		0		0	
28				0		0		0		0	
29				0		0		0		0	
30				0		0		0		0	
31				0		0		0		0	
32				0		0		0		0	
33				0		0		0		0	
34				0		0		0		0	
35				0		0		0		0	
36				0		0		0		0	
37											
38			Case Average -	0		1		0		1	
39				0.4 months		.53 months		.13 months		1.1 months	
40											



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1														
2														
3	State													
4														
5	Docket Number	Appeal Date	Notice of Reconsideration	Notice Gap	Notice Date	GAP from NOR to NOH	GAP from Appl to NOH	Hearing Date	Hearing Gap from Appl	Decision Date	Decision Gap	Total Days between appeal/decision		
6														
7	1900478	1/2/2019	1/8/2019	6	1/9/2019	1	7	1/24/2019	22	1/25/2019	1	23		
8	1900491	1/4/2019	1/8/2019	4	1/9/2019	1	5	1/23/2019	19	1/24/2019	1	20		
9	1900153	12/28/2018	1/4/2019	7	1/9/2019	5	12	1/23/2019	26	1/24/2019	1	27		
10	190024	12/31/2018	1/7/2019	7	1/8/2019	1	8	1/22/2019	22	1/23/2019	1	23		
11	1900378	12/31/2018	1/8/2019	8	1/9/2019	1	9	1/23/2019	23	1/24/2019	1	24		
12	1900385	12/28/2018	1/8/2019	11	1/9/2019	1	12	1/23/2019	26	1/24/2019	1	27		
13	1900461	12/27/2018	1/8/2019	12	1/9/2019	1	13	1/23/2019	27	1/24/2019	1	28		
14	1900476	12/28/2018	1/8/2019	11	1/9/2019	1	12	1/23/2019	26	1/24/2019	1	27		
15	1900148	12/25/2018	1/4/2019	10	1/9/2019	5	15	1/23/2019	29	1/24/2019	1	30		
16	1900424	12/26/2018	1/8/2019	13	1/9/2019	1	14	1/23/2019	28	1/24/2019	1	29		
17	1900488	12/26/2018	1/8/2019	13	1/9/2019	1	14	1/23/2019	28	1/24/2019	1	29		
18	1900510	12/27/2018	1/8/2019	12	1/9/2019	1	13	1/23/2019	27	1/24/2019	1	28		
19	1900600	12/28/2018	1/8/2019	11	1/9/2019	1	12	1/23/2019	26	1/24/2019	1	27		
20	1900623	12/31/2018	1/9/2019	9	1/9/2019	0	9	1/23/2019	23	1/24/2019	1	24		
21	1900641	1/4/2019	1/9/2019	5	1/10/2019	1	6	1/24/2019	20	1/28/2019	4	24		
22	1900646	1/4/2019	1/9/2019	5	1/9/2019	0	5	1/23/2019	19	1/24/2019	1	20		
23	1900693	12/31/2018	1/9/2019	9	1/9/2019	0	9	1/24/2019	24	1/25/2019	1	25		
24	1900488	12/26/2018	1/8/2019	13	1/9/2019	1	14	1/23/2019	28	1/24/2019	1	29		
25	1900554	1/2/2019	1/8/2019	6	1/10/2019	2	8	1/24/2019	22	1/25/2019	1	23		
26	1900630	1/4/2019	1/9/2019	5	1/9/2019	0	5	1/23/2019	19	1/24/2019	1	20		
27				9		1	0		0		0	0		
28				0		0	0		0		0	0		
29						0	0		0		0	0		
30							0		0		0	0		
31							0		0		0	0		
32							0		0		0	0		
33							0		0		0	0		
34							0		0		0	0		
35							0		0		0	0		
36							0		0		0	0		
37							0		0		0	0		
38							0		0		0	0		
39							0		0		0	0		

State





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Questions?
