

# 2001-03 Performance Progress Report

## For Quarter Ending 6/30/2003

Agency 540

### Employment Security Department

#### Mission

The mission of the Employment Security Department is to help people succeed throughout their working lives by supporting workers during times of unemployment, by connecting job seekers with employers who have jobs to fill, and by providing businesses and individuals with the information and tools they need to adapt to a changing economy.

**Goal** Provide relevant, reliable, accurate and accessible service.

**Performance Measure** Percentage of first unemployment insurance payments made within 14 days.

\* (Gov)(OFM)(AB)

| Outcome       | Fiscal Year 2002 |                  |                  |                  | Fiscal Year 2003 |                  |                  |                  |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|               | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate      | 92%              | 92%              | 92%              | 92%              | 90%              | 90%              | 90%              | 90%              |
| Actual        | 85.2%            | 90.5%            | 87.5%            | 87.1%            | 85.2%            | 88.1%            | 90.4%            | 91%              |
| Date Measured | 9/30/2001        | 12/31/2001       | 3/31/2002        | 6/30/2002        | 9/30/2002        | 12/31/2002       | 3/31/2003        | 6/30/2003        |

**Quarter 1 Comment** Non-monetary determination (legal decision based on type of separation from work and/or other eligibility issues) backlog is largely to blame for reduced timeliness.

**Quarter 2 Comment** Considerable improvement from last quarter reflects increased number of claims without eligibility issues.

**Quarter 3 Comment** Actual outcome for January was 88.8%, 86.0% in February and 87.1% in March. An analysis of untimely first payments has been completed, and corrective action planning is underway.

**Quarter 4 Comment** Achieved 87.1% in April, 85.2% in May and 87.1% in June. TEUC applications having a negative impact on outcome. Corrective action planning is underway.

**Quarter 5 Comment** Late nonmonetary decisions, ABY claims, and TEUC program all contributing to lower timeliness rate.

**Quarter 6 Comment** Actual for December is 91.7%; quarterly average is 88.1%

**Quarter 8 Comment** Federal standard is 87%. Agency year-to-date actuals reflect 88.6% performance.

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**Performance Measure** Percent of entering clients who get a job and leave TANF within 6 months.

\* (OFM)

| Outcome       | Fiscal Year 2002 |                  |                  |                  | Fiscal Year 2003 |                  |                  |                  |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|               | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate      | 31.2%            | 32.0%            | 32.8%            | 33.7%            | 30.7%            | 32.6%            | 31.3%            | 31.1%            |
| Actual        | 31.8%            | 33.6%            | 29.7%            | 27.8%            | 29.6%            | 30.6%            | 27.7%            | 29%              |
| Date Measured | 9/30/2001        | 12/31/2001       | 3/31/2002        | 6/30/2002        | 9/30/2002        | 12/31/2002       | 3/31/2003        | 6/30/2003        |

**Quarter 1 Comment** July -September performance slightly exceeded plan.

**Quarter 2 Comment** Actual was 33.1% for October, and 34.1% for November. December performance figures not yet available. Currently performance figures exceed plans. Information will be updated when new information is received.

**Quarter 3 Comment** Third quarter (Jan-Mar) figures were below plan.

**Quarter 4 Comment** April performance was 27.4 percent, May performance was 28.1 percent and June was 27.8%. The agency is implementing process improvements to increase performance,

**Quarter 5 Comment** July-September performance data was 29.6%. Targets for this year are based on a three percentage point improvement over the best historical performance.

**Quarter 6 Comment** October actuals were 31.2% and November actuals were 30.9%. Actuals not yet available for December.

**Quarter 7 Comment** March actuals not available at this time

**Quarter 8 Comment** May performance actual at 25.3% - planned target was 29.5%. June data not available at this time.