

Operational Update 01/01/2014



Active UI Claimants 01/01/14

Regular State UI	22,582
Federal EUC	2,918
Trade Readjustment Act	66

Quality (Accuracy of Benefit Determinations)

JUN 2013	90.9%	SEP 2013	94.0%
JUL 2013	91.9%	OCT 2013	92.1%
AUG 2013	92.6%	NOV 2013	90.4%

Phone Volume vs. Average Wait Times*

Month	Total Calls	Avg. Wait Time— Minutes:Seconds
JUN 2013	15,005	8:34
JUL 2013	16,324	8:43
AUG 2013	16,164	4:28
SEP 2013	15,071	5:49
OCT 2013	20,916	14:39
NOV 2013	20,625	16:38

*Average wait times were updated to reflect more accurate data that recently became available.

Benefits Paid vs. Contributions Paid

Month	Benefits	Contributions	TF Balance
JUN 2013	\$15,828,694	\$1,268,727	\$565,907,765
JUL 2013	\$15,085,994	\$60,306,058	\$613,112,068
AUG 2013	\$13,296,780	\$39,987,474	\$639,954,512
SEP 2013	\$14,653,884	\$1,166,241	\$629,532,615
OCT 2013	\$12,959,965	\$40,192,036	\$659,320,586
NOV 2013	\$13,986,288	\$31,834,670	\$675,652,458

Timeliness of Employer Determinations

Year-Quarter	Percent
2012-4	96.8%
2013-1	96.0%
2013-2	96.2%
2013-3	94.8%

Timeliness of First Payments

Year-Quarter	Percent
2012-4	95.1%
2013-1	94.7%
2013-2	93.6%
2013-3	93.1%

(Establishing employers within 90 days after subject to UI Contributions.)

Program Performance:

- Congress allowed the legislation authorizing Emergency Unemployment Compensation (EUC) to expire as of December 29, 2013. This will affect almost 3,000 Utah claimants. The EUC Reemployment and Eligibility Assessment (REA) also ended at the same time. As part of the EUC program all EUC claimants were required to participate in the REA program.
- In December we started a pilot with the State of Utah DHRM and the State Information Data Exchange System (SIDES) E-response which allows DHRM to submit separation information electronically using the SIDES database. So far this pilot has been successful and we plan on offering this option to all employers in 2014.
- Rate notices were recently sent out to all contributory employers. The calculation of this year's rate included a decrease in the reserve factor, which will lower the tax rate of many employers.

Online Services

Employer Contribution Reports		
Year-Quarter	Number	Percent
2013-1	55,372	78.6%
2013-2	54,178	79.1%
2013-3	54,734	79.3%
2013-4	55,369	79.5%
Initial UI Claims		
Quarter	Number	Percent
2013-1	15,647	69.2%
2013-2	11,984	66.4%
2013-3	10,868	67.9%
2013-4	17,817	66.1%
Continued UI Claims		
Quarter	Number	Percent
2013-1	276,367	99.0%
2013-2	194,480	99.0%
2013-3	173,313	99.3%
2013-4	205,071	99.1%

Operational Update 06/05/2013

Active UI Claimants 06/01/13

Regular State UI	18,181
Federal EUC	3,649
Trade Readjustment Act	53

Quality (Accuracy of Benefit Determinations)

DEC 2012	93.8%	MAR 2013	91.8%
JAN 2013	94.4%	APR 2013	93.8%
FEB 2013	94.4%	MAY 2013	93.2%

Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time— Minutes:Seconds
DEC 2012	22,692	10:14
JAN 2013	23,264	18:19
FEB 2013	18,006	5:42
MAR 2013	18,048	3:13
APR 2013	19,917	6:46
MAY 2013	18,092	6:53

Benefits Paid vs. Contributions Paid

Month	Benefits	Contributions	TF Balance
NOV 2012	\$14,508,789	\$34,128,182	\$519,397,437
DEC 2012	\$21,639,297	\$856,006	\$497,058,219
JAN 2013	\$23,961,977	\$28,311,443	\$504,674,166
FEB 2013	\$23,498,333	\$22,430,151	\$505,219,209
MAR 2013	\$23,429,207	\$974,383	\$480,980,083
APR 2013	\$17,981,845	\$61,704,425	\$527,703,870

Timeliness of Employer Determinations

Year-Quarter	Percent
2012-2	95.3%
2012-3	96.8%
2012-4	96.8%
2013-1	96.0%

(Establishing employers within 90 days after subject to UI Contributions.)

Timeliness of First Payments

Year-Quarter	Percent
2012-2	92.0%
2012-3	93.2%
2012-4	95.1%
2013-1	94.7%



Program Performance:

- On May 9 the Governor awarded the Unemployment Insurance Division the “Governor’s Award for Excellence in Leadership, Innovation, Efficiency and Outstanding Public Service” for being the example of excellence on a national level with our performance and winning the Triple Crown for an unprecedented second consecutive year for our Benefits, Tax and Appeals operations. UI was also recognized as a leader in the areas of enhanced integrity and compliance efforts that help maintain the health of the UI Trust Fund, faster re-employment of UI claimants and the leveraging of resources.
- On May 1 the Unemployment Insurance Division successfully rolled out its new web site with the rest of the department.

Online Services

Employer Contribution Reports		
Year-Quarter	Number	Percent
2012-2	51,282	76.6%
2012-3	51,927	77.3%
2012-4	53,633	78.7%
2013-1	53,633	78.7%
Initial UI Claims		
Quarter	Number	Percent
2012-2	12,942	68.7%
2012-3	11,685	69.3%
2012-4	15,353	65.9%
2013-1	16,068	68.9%
Continued UI Claims		
Quarter	Number	Percent
2012-2	154,166	70.1%
2012-3	163,724	85.8%
2012-4	211,490	98.9%
2013-1	211,800	98.9%