

Operational Update Date 30 NOV 2016



Active UI Claimants

Regular State UI	13,223
Federal EUC	N/A
Trade Readjustment Act	109

Quality (Accuracy of Benefit Determinations)

JUN 2016	90.2%	SEP 2016	95.8%
JUL 2016	92.1%	OCT 2016	90.8%
AUG 2016	91.6%	NOV 2016	87.9%

Phone Volume vs. Average wait Times

Month	Total Calls	Calls and Call Backs	Avg. Wait Time - Minutes:Seconds
JUN 2016	11,028	10,264 Calls 764 Call Backs	11:07 Calls 38:45 Call Backs
JUL 2016	9,397	8,711 Calls 686 Call Backs	12:47 Calls 42:41 Call Backs
AUG 2016	11,067	10,524 Calls 543 Call Backs	08:39 Calls 39:52 Call Backs
SEP 2016	9,443	9,043 Calls 400 Call Backs	08:35 Calls 30:04 Call Backs
OCT 2016	9,335	8,395 Calls 940 Call Backs	21:06 Calls 47:51 Call Backs
NOV 2016	12,660	11,305 Calls 1,355 Call Backs	20:00 Calls 21:30 Call Backs

Benefits Paid vs. Contributions Received

Month	Benefits	Contributions	TF Balance
MAY 2016	\$14,472,933	\$34,744,054	\$978,050,763
JUN 2016	\$11,808,962	\$684,615	\$972,506,579
JUL 2016	\$12,919,033	\$28,969,783	\$989,120,107
AUG 2016	\$11,258,243	\$27,963,132	\$1,005,045,550
SEP 2016	\$9,628,551	\$571,288	\$1,001,720,804
OCT 2016	\$10,989,288	\$24,005,672	\$1,016,325,867

Timeliness of Employer Determinations

Year-Quarter	Percent
2015-3	98.0%
2015-4	97.6%
2016-1	97.2%
2016-2	98.7%
2016-3	97.5%

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

Timeliness of First Payments

Year-Quarter	Percent
2015-3	91.1%
2015-4	93.7%
2016-1	94.2%
2016-2	92.5%
2016-3	90.5%

(Paying first week of benefits within 21 days of claim filing.)

Program Performance:

* Utah mailed out the 2017 employer tax rates on November 30, 2016 including a flyer regarding worker misclassification. Over 75% of Utah's established employers will qualify for the minimum contribution rate of .2% or \$66 per employee per year. Utah's taxable wage base increased from \$32,200 to \$33,100 over the past year. Experienced employers will see a decrease on average of 4.2% in their 2017 contribution rates, with rates ranging from .2% to 7.2%. New employers will pay an industry average ranging from 1.1% to 7.2%.

* Utah met with the Employment Advisory Council to provide 2017 finalized rates and an update on the UI Trust Fund. Utah also provided status updates on the benefits system modernization project and a general profile of UI claimants.

* Utah launched the UI Telecommuting pilot in which 12 participants will work at least 50% of a pay period in the office and the other 50% at home. The overall goal is to offer more flexibility to staff while still maintaining engagement with co-workers and management, along with meeting normal performance expectations.

Online Services

Employer Contribution Reports		
Year-Quarter	Number	Percent
2015-4	68,208	88.1%
2016-1	66,227	88.8%
2016-2	67,880	89.0%
2016-3	69,192	89.4%
Initial UI Claims		
Year-Quarter	Number	Percent
2015-4	12,739	70.9%
2016-1	12,367	71.9%
2016-2	9,688	72.9%
2016-3	8,325	72.4%
Continued UI Claims		
Year-Quarter	Number	Percent
2015-4	141,539	99.6%
2016-1	200,863	99.6%
2016-2	139,620	99.7%
2016-3	121,204	99.7%

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