

# Operational Update Date January 4, 2016



## Active UI Claimants

Regular State UI	17,245
Federal EUC	N/A
Trade Readjustment Act	12

## Quality (Accuracy of Benefit Determinations)

JUN 2015	94.0%	SEP 2015	90.3%
JUL 2015	93.0%	OCT 2015	92.1%
AUG 2015	91.9%	NOV 2015	92.7%

## Phone Volume vs. Average Wait Times

Month	Total Calls	Calls and Call Backs	Avg. Wait Time—Minutes:Seconds
JUL 2015	10,262		5:56
AUG 2015	9,455		7:15
SEP 2015	10,599	4,653 Old System 5,675 ININ Calls 271 Call Backs"	6:29 Old System 0:51 ININ Calls 5:46 Call Backs"
OCT 2015	11,571	9,198 Calls 2,373 Call Backs"	2:11 Calls 24:20 Call backs"
NOV 2015	13,716	7,720 Calls 5,596 Call Backs"	14:29 Calls 38:18 Call backs"
DEC 2015	15,461	11,296 Calls 4,165 Call Backs"	27:24 Calls 38:30 Call backs"

## Benefits Paid vs. Contributions Paid

Month	Benefits	Contributions	TF Balance
JUN 2015	\$12,186,968	\$1,252,504	\$880,953,694
JUL 2015	\$10,876,891	\$42,300,570	\$913,322,315
AUG 2015	\$11,902,702	\$27,810,336	\$928,629,325
SEP 2015	\$9,329,951	\$804,621	\$920,378,223
OCT 2015	\$9,036,892	\$24,803,432	\$941,621,360
NOV 2015	\$12,619,570	\$25,885,785	\$954,292,350

## Timeliness of Employer Determinations

Year-Quarter	Percent
2014-3	96.2%
2014-4	95.0%
2015-1	95.5%
2015-2	97.5%
2015-3	98.0%

## Timeliness of First Payments

Year-Quarter	Percent
2014-3	91.7%
2014-4	95.2%
2015-1	94.9%
2015-2	92.9%
2015-3	91.1%

## Program Performance:

\* Utah's unemployment taxable wage base will increase from \$31,300 to \$32,200 and the social cost rate will decrease from 0.3% to 0.2% in 2016. The maximum weekly benefit amount will increase from \$496 to \$509 for claims filed after January 1, 2016. The benefit amount is based on an individual's recent work history. The average amount awarded is \$365 per week.

\* Utah employers will again see a reduction in unemployment insurance tax rates in 2016, due to a strong economy and healthy Unemployment Compensation Fund. In 2016, 73 percent of Utah's established employers will qualify for the minimum contribution rate of 0.2 percent or \$64 per employee per year, a nearly one-third decrease in liability from 2015. For the remaining Utah employers, the average reduction expected per employee is 12.7 percent. This is due to a decrease in the amount of benefits being claimed and an increase in Utah's taxable wage base over the past year. Contribution rates for experienced employers will range from 0.2 percent to 7.2 percent. New employers will pay an industry average, ranging from 1.2 percent to 7.2 percent.

## Online Services

Employer Contribution Reports		
Year-Quarter	Number	Percent
2014-4	64,192	84.1%
2015-1	62,682	85.4%
2015-2	63,405	86.7%
2015-3	65,286	87.6%
Initial UI Claims		
Quarter	Number	Percent
2014-4	12,696	69.4%
2015-1	12,950	71.8%
2015-2	10,199	73.9%
2015-3	8,637	72.6%
Continued UI Claims		
Quarter	Number	Percent
2014-4	146,596	99.4%
2015-1	197,348	99.7%
2015-2	143,063	99.7%
2015-3	123,437	99.7%

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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

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

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