

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION
	CORRESPONDENCE SYMBOL
	DATE April 6, 2011

**ADVISORY:** UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 14-11

**TO:** STATE WORKFORCE AGENCIES

**FROM:** JANE OATES /s/  
Assistant Secretary

**SUBJECT:** Procedures for the Completion and Publication of Unemployment Insurance (UI) Benefit Accuracy Measurement (BAM) Data for Calendar Year (CY) 2010

- 1. Purpose.** To provide State Workforce Agencies (SWAs) with guidelines and key dates for the completion of CY 2010 UI BAM paid and denied claims sample cases and the publication of CY 2010 BAM data.
- 2. References.** BAM State Operations Handbook (ET Handbook No. 395, 5th edition), 20 CFR 602, and Unemployment Insurance Program Letter No. 19-96.
- 3. Completion of CY 2010 BAM Cases.** Chapter VI of ET Handbook No. 395 requires: “a minimum of 98 percent of cases for the year must be completed within 120 days of the ending date of the Calendar Year.” All published BAM data will be based on CY 2010 BAM paid and denied claims cases that have been signed off by the BAM supervisor by the date of record -- close of business (COB) April 30, 2011.

Changes to the state’s database subsequent to the date of record can result in inconsistencies with the U.S. Department of Labor’s (DOL) database that must be reconciled before BAM data can be published. SWAs must not reopen any CY 2010 BAM cases after April 30, 2011, until they have reviewed the BAM data transmitted to them by DOL and have confirmed that these data agree with the BAM paid and denied claims accuracy data produced by the state’s database.

- 4. Transmittal of Data and Comment Period.** DOL’s Employment and Training Administration (ETA) national office will produce and transmit to each state by May 16, 2011, paid and denied claims accuracy data, based on the CY 2010 BAM cases as of COB April 30, 2011. SWAs are encouraged to run the BAM paid claims Annual Report, denied claims Error Rates Report, and Improper Denials Rates Report software and to compare the results with the rates and report footnotes DOL transmits to them for comment prior to publication.

RESCISSIONS None	EXPIRATION DATE 12/31/2011
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Prior to the date of record, DOL will transmit a footnote lookup table for the CY 2010 BAM paid claims Annual Report, denied claims Error Rates Report, and Improper Denials Rates Report. Facsimiles of these reports, report definitions, and report footnotes are available in Attachments 1 and 2.

By June 3, 2011 SWAs should report any discrepancies or submit questions concerning the BAM paid and denied claims data and footnotes to ETA's national office, with a copy to the appropriate ETA Regional Administrator. Comments should be sent to Ross Miller by e-mail ([Miller.Ross@dol.gov](mailto:Miller.Ross@dol.gov)), fax (202-693-3975), or mail:

Mr. Ross Miller  
U. S. Department of Labor  
ETA / Office of Unemployment Insurance  
200 Constitution Avenue, NW, Room S-4231  
Washington, DC 20210

National office and regional office staff will address and reconcile issues raised by the states by June 17, 2011.

- 5. Federal Publication of BAM Data.** DOL will publish a CY 2010 BAM analytical report on the ETA Web site: <http://oui.doleta.gov/unemploy/index.asp>. States should refer to the CY 2009 analytical report, which is available at: <http://www.oui.doleta.gov/unemploy/bam/2009/bam-cy2009.pdf>, for the types of analyses that will be included in the CY 2010 publication.

If a SWA fails to follow the BAM methodology regarding sample selection, data collection, or case completion timeliness, as prescribed in ET Handbook No. 395, to such an extent that the data are not reliable, DOL will publish an explanation of the major deficiencies in lieu of BAM data for that state. SWAs must address these deficiencies through the State Quality Service Plan process.

Although UIPL No. 19-96 announced the elimination of the requirement in 20 CFR 602.21(g) that states release BAM data publicly, states may choose to release their BAM data to the public independent of the Federal release.

- 6. Key Dates.** The following key dates are the latest dates for completing the task or action:
  - 4/11/11 - SWAs submit requests for waivers of BAM paid and denied claims timeliness requirements, along with supporting documentation, to the appropriate ETA Regional Administrator.
  - 4/18/11 - Regional offices respond to states on the disposition of state requests for waivers of BAM timeliness requirements.
  - 4/23/11 - The national office electronically transmits the footnote lookup table for the BAM paid and denied claims software to each state's Unemployment Insurance Database System (Sun Server).

4/30/11 - Each SWA checks its UI database: 1) to ensure that the BAM supervisor has signed off all BAM paid and denied claims cases which investigators have completed; and 2) to ensure that reopened cases have been updated and data errors corrected by this date. Cases closed by supervisors after April 30, 2011, will not be included in the Paid Claims Accuracy Annual Report or the Denied Claim Accuracy Error Rates and Improper Denials Rates Reports. SWAs must not reopen any CY 2010 cases after April 30, 2011, until they have reviewed the BAM data transmitted by the national office and verified the data against their state database or reconciled any differences with DOL.

5/16/11 - The national office transmits the CY 2010 BAM data to the State Administrators.

6/03/11 - SWAs review BAM paid and denied claims accuracy data and footnotes, and report any discrepancies or submit questions concerning the BAM data or footnotes to the national office (to the attention of Mr. Ross Miller, as discussed in Section 4 of this guidance), with copies to the appropriate ETA Regional Administrator.

6/17/11 - National and regional office staff address issues raised by the states and reconcile any differences between state and DOL BAM data.

6/17/11- SWAs provide the name, address, telephone number, and e-mail address of the contact person(s) for public inquiries concerning BAM paid and denied claims data. This information should be sent to the attention of Mr. Ross Miller at the address, e-mail address, or fax provided in Section 4 of this guidance, with copies to the appropriate ETA Regional Administrator.

8/31/11 - DOL publishes the CY 2010 BAM data on the ETA Web site:  
<http://oui.doleta.gov/unemploy/index.asp> .

**7. Action Requested.** State Administrators are requested to:

a. Provide copies of these guidelines to the appropriate staff;

b. Send any request for a waiver of BAM timeliness requirements to the appropriate ETA Regional Administrator by COB April 11, 2011; and

c. Ensure that the national office (to the attention of Mr. Ross Miller, as discussed in Section 4 of this guidance) and the appropriate ETA Regional Administrator are: 1) notified by June 3, 2011, of any issues that require the reconciliation of differences between the state's and DOL's BAM data; and 2) provided by June 17, 2011, with the name, address, telephone number, and e-mail address of the person(s) whom interested parties may contact with questions or inquiries about the state's BAM data.

**8. Inquiries.** Questions should be directed to the appropriate regional office.

9. **Attachments.** (1) BAM paid claims Annual Report, report definitions, and report footnotes; and (2) Denied Claims Accuracy Error Rates Report and Improper Denials Rates Report, report definitions, and report footnotes.