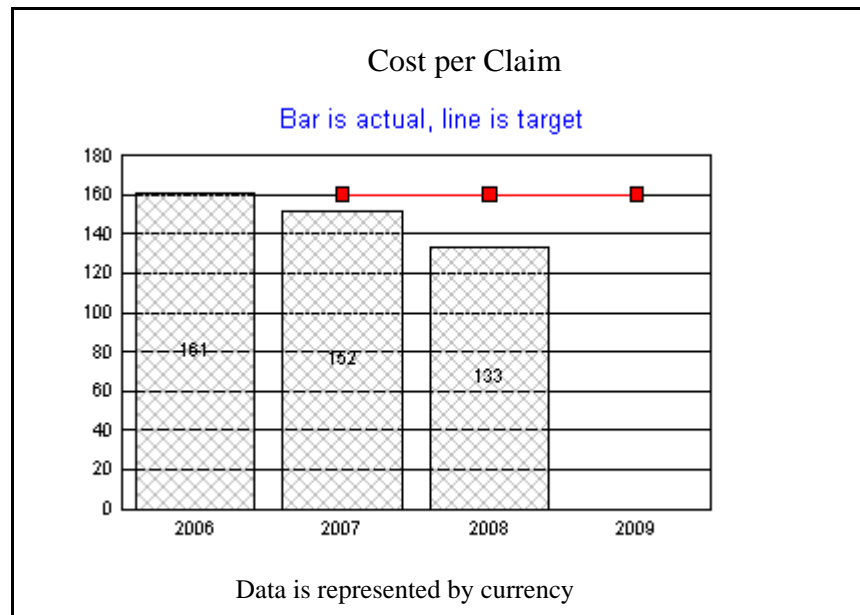


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|-----------------------|---|------|
| KPM #6 | COST PER CLAIM – total cost of UI programs divided by the total number of initial claims for UI benefits filed. | 2005 |
| Goal | Goal 2 Timely, Fair & Accurate Unemployment Insurance (UI) Payments | |
| Oregon Context | Mission Oregon Benchmarks (OBM) 12, 14 | |
| Data Source | OED Agency Budget, US Department of Labor Form ETA 5159 | |
| Owner | Unemployment Insurance (UI) Susan Johnson (503)947-1656 | |



1. OUR STRATEGY

We continue to pursue efficiencies from centralization and new technology implementation in order to streamline UI process to improve timeliness and customer service.

2. ABOUT THE TARGETS

Lower is better.

3. HOW WE ARE DOING

Cost per claim declined in the last two report years due in part to declines in staffing levels.

4. HOW WE COMPARE

No external comparison is currently available.

5. FACTORS AFFECTING RESULTS

Staffing levels and associated staffing costs remained low this past report year as claim activity increased in recent months. In general, increasing staffing costs tend to increase this measure on a yearly basis; automation tends to decrease. Changes in economic conditions tend to increase or decrease the number served. (As the economy improves, fewer claims are filed, when the economy slows, claim activity and related workload increases.)

6. WHAT NEEDS TO BE DONE

No action needed at this time.

7. ABOUT THE DATA

Data sources are the Oregon Employment Department Agency Expenditure Control

Data is based on Oregon fiscal year.

"Total cost of UI Programs" excludes all UI trust fund reimbursements, deposits and or balances.

"Total Number of Initial Claims" does not refer to Government, Military, Out-of-State, or Transitional claims.

"Total Number of Initial Claims" is the sum of New Intrastate, Additional Intrastate and Interstate Filed from Agent State as reported on the US Department of Labor Form ETA 5159, column 1, row 101.