

**RCW 50.12.370 Unemployment insurance claims—Online data dashboard—Quarterly reports, performance metrics.** The department must:

- (1) Maintain an online data dashboard;
- (2) Provide quarterly reports with performance metrics that include:
  - (a) Updates of unemployment rates;
  - (b) Total numbers of claims paid, amount compensated, claims denied, claims pending in adjudication, claims on which payment has been halted for review, pending appeals, appeals redetermined by the department, and appeals sent to the office of administrative hearings;
  - (c) Claims center phone statistics including call volume, hold times, abandoned calls, repeat calls, and all-circuits-busy messages for both claimants and employers;
  - (d) Ratio of staff phone agents to employers and ratio of staff phone agents to claimants;
  - (e) Number and dollar total of overpayments imposed and overpayment waiver approval rate; and
  - (f) The percentage of unemployed persons in the state receiving benefits (reciprocity rate). [2021 c 271 § 4.]

**Findings—Intent—2021 c 271:** See note following RCW 50.12.360.