

**To:** Vermont Legislature  
**From:** Michael Harrington, Labor Commissioner  
**Date:** June 11, 2020  
**Subject:** Unemployment Insurance Daily Update

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This report includes both new and continuing efforts. New information is in **RED**.

### General Update

- Fraud Update: We now have an active Fraud Unit at the Department and are meeting with the full UI Taskforce on a weekly basis. Vermonters are encouraged to report suspected fraud to the Department by contacting our fraud tip line at 802-828-4101. This line is exclusively for fraud reports. Claimants can also submit a fraud report online at: <https://labor.vermont.gov/form/report-ui-fraud>. The fraud webpage is now available at: <https://labor.vermont.gov/ui-fraud>.
- Our mainframe experienced a technical issue over the weekend, which resulted in claimants not being able to file their weekly claim on Sunday. The issue has since been resolved; however, some claimants may need to have their PIN reset by calling the claimant assistance line. Claimants have until Fridays at 4:30pm to file.
- As a reminder, we have issued guidance on returning to work for employees (claimants) and employers which can be found on our website: <https://labor.vermont.gov/unemployment-insurance/refusal-return-work-covid-19>

### Call Center Update

- The Department is holding daily Q&A sessions with Maximus agents, so they are able to answer more questions when claimants call rather than adding them to an escalation sheet for UI staff to follow up on.
- There is a new chat function available for individuals who use the “Get Help” tab on the Department’s homepage. If an individual cannot get their issue resolved through the ‘chatbot,’ they are then prompted to begin a real-time chat with an agent. The real-time chat will be more broadly promoted beginning next week.
- **On June 10<sup>th</sup>, the call volume was 6,090 and the average hold time was 4 minutes and 54 seconds.**

### UI Claimant Inquiry Tool (UI-CIT)

- We are identifying the various methods claimants use to reach out to the Department and will begin to funnel all inquiries through the UI-CIT by the end of the week.
- **The Department has received 147 inquiries through the UI-CIT since the soft launch. Of those, staff have resolved 107 inquiries and are working through the remaining 40. The date of the oldest unresolved issue is June 1, 2020.**
- **Reminder: All claimant issues must first go through the call center (877-214-3332). If at that time, the claimant still cannot get their issue resolve, the claimant can then report their issue through the online Claimant Inquiry Tool at <https://vermont.force.com/DOLClaim/s/claimant-inquiry>. There are still a**

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number of Legislators who are emailing the Department directly, which prevents us from being able to efficiently and adequately respond to claimant issues.

- Reminder: All VDOL offices remain closed to the public. We have seen an increase in the number of individuals coming to the Montpelier office for a variety of reasons. If you have constituents who indicate that they are planning to go to a Department of Labor office, please let them know that the buildings are close. If they are looking for UI assistance, they should call the claimant assistance line (877-214-3332) or submit an online Claim Inquiry (<https://vermont.force.com/DOLClaim/s/claimant-inquiry>).

### Traditional Unemployment Insurance (TUI)

Unemployment Insurance		
Total Initial Claimants Filed	<b>102,762</b>	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	<b>73,134</b>	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	<b>66,496</b>	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	<b>6,638</b>	Number of claimants who meet basic eligibility thresholds, and who either have issues on their claim or <b>are no longer filing.</b>
UI Trust Fund Balance	<b>\$328,640,531</b>	Trust Fund balance can fluctuate due to benefit payments, earned interest, employer contributions, and federal reimbursements. (Note: Balance as of 3/1/2020 <b>\$506,157,247</b> )

### Pandemic Unemployment Assistance (PUA)

Pandemic Unemployment Assistance		
Claimants Potentially PUA Eligible	<b>26,985</b>	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	<b>18,286</b>	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	<b>17,511</b>	# of eligible claimants
Claimants in PUA – Filed & Ineligible	<b>762</b>	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	<b>15,782</b>	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	<b>1,729</b>	# of claimants that have a payment pending, issue on weekly claim to resolve, or have returned to work and are not filing.
Total PUA Benefits Dispersed	<b>\$109,066,959</b>	Total amount of PUA benefits paid

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### APPENDIX

#### Popular Links:

- [Click here for PUA general information](#)
- [Click here for PUA FAQs](#)
- [Click here for PUA application video demonstration](#)
- [Click here for unemployment general information](#)
- [Click here for frequently asked questions](#)
- [Click here for Return to Work Frequently Asked Questions](#)

Figure 1.1

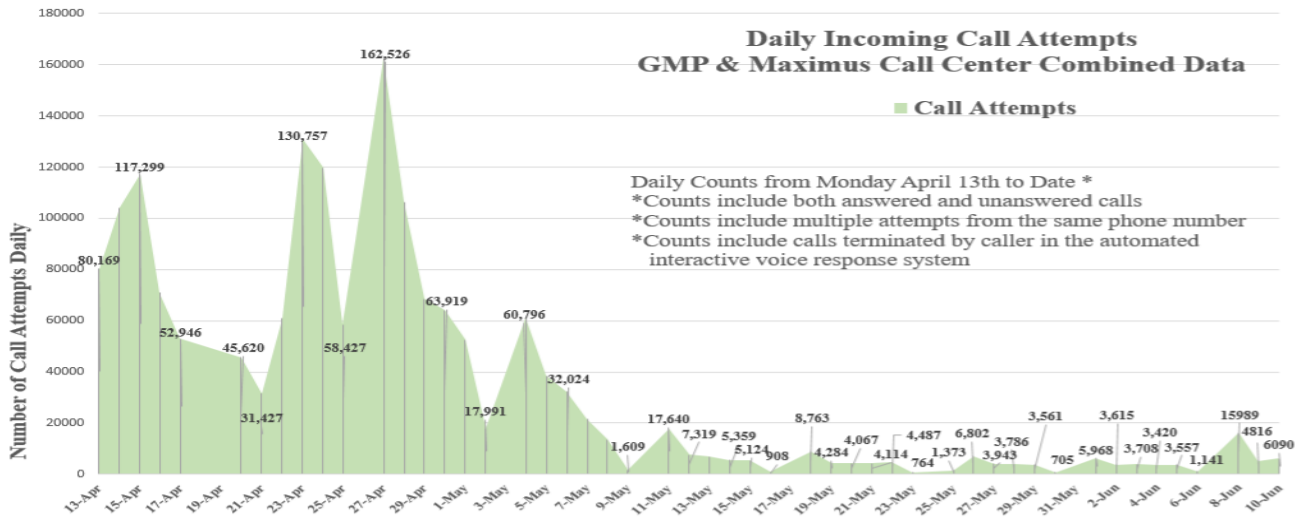
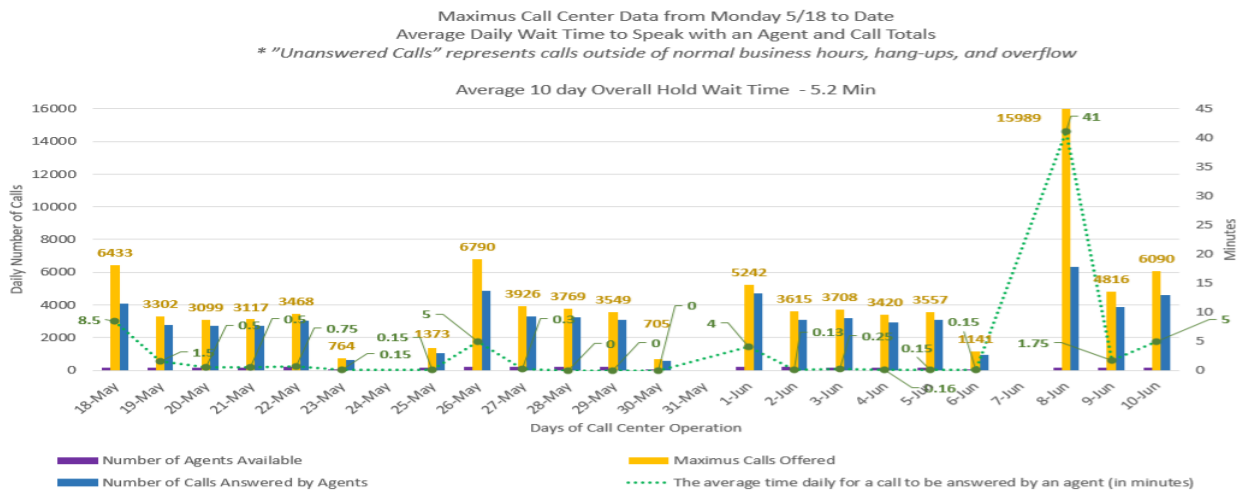


Figure 1.2



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Figure 2.1

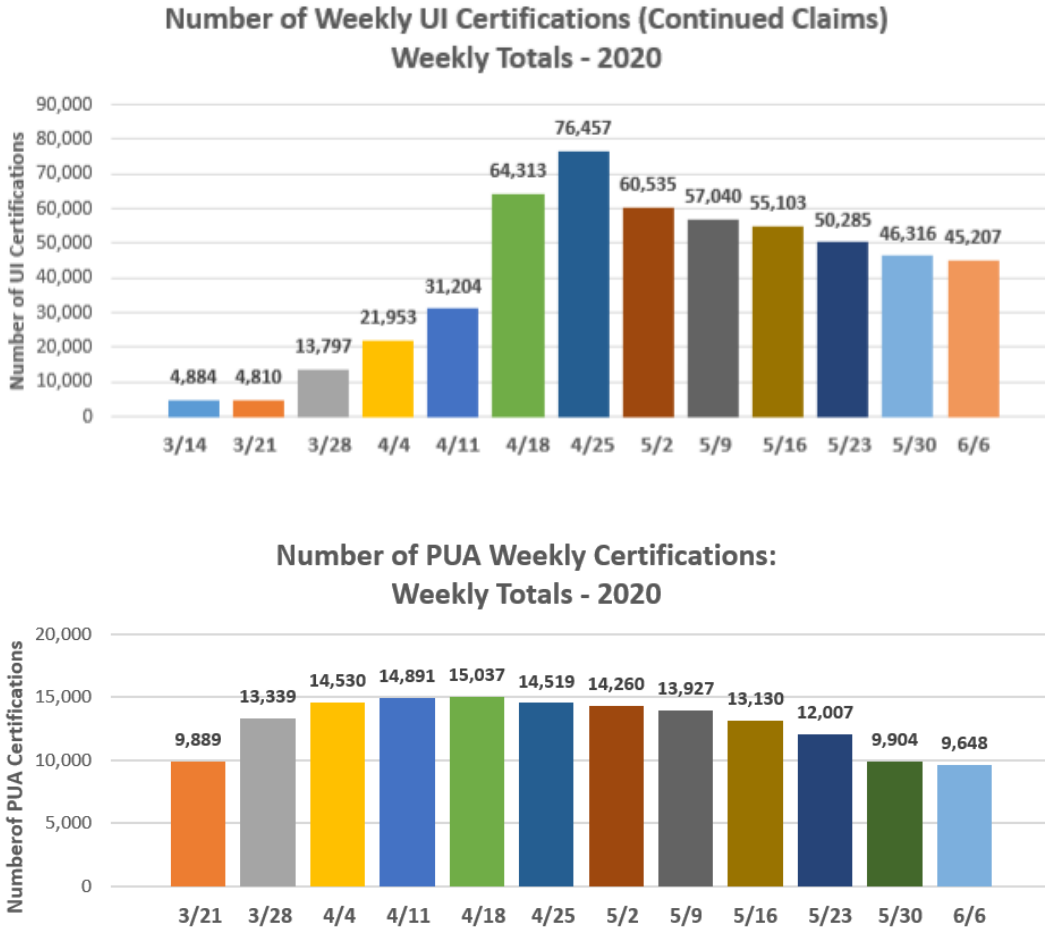
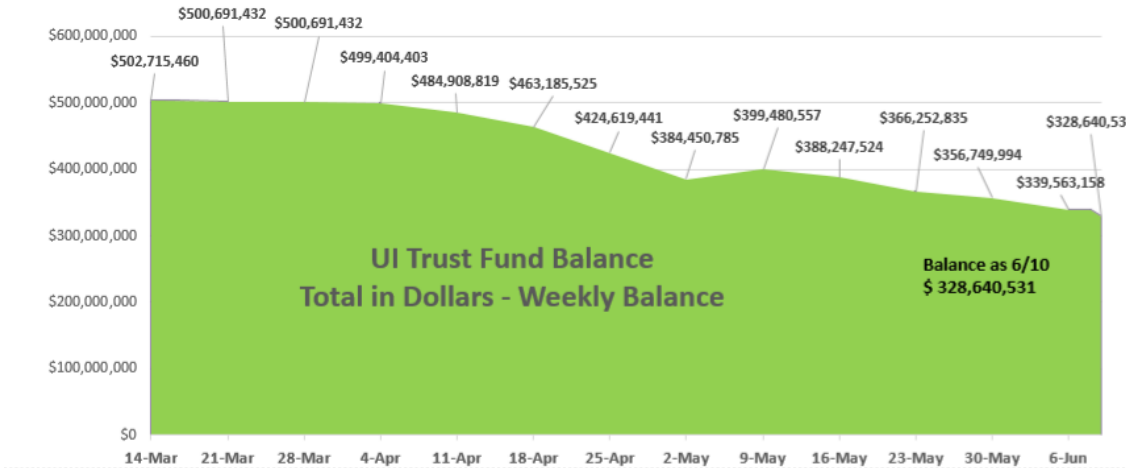


Figure 2.2



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