

To: Vermont Legislature
From: Michael Harrington, Labor Commissioner
Date: June 12, 2020
Subject: Unemployment Insurance Daily Update

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. 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>
- The UI Mainframe data center will be migrated to a more stable offsite location over the weekend. This move will improve the security of the system and ensure that there are fewer outages due to older equipment.

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.
- On June 11th, the call volume was 4,376 and the average hold time was 42 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 156 inquiries through the UI-CIT since the soft launch. Of those, staff have resolved 136 inquiries and are working through the remaining 20. Currently, the oldest unresolved issue is June 1, 2020. It is important to note that some of the cases being resolved are going through the normal procedural process in UI.
- 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 number of Legislators who are emailing the Department directly, which prevents us from being able to efficiently and adequately respond to claimant issues.

The data presented in this publication represents unofficial information collected from a variety of sources, and is being provided in order to ensure transparency, the freedom of information, and a well-informed public. While it is accurate to the extent ascertainable by the Department at the time of publication, it has not been subject to inspection or validation, and does not constitute verified employment data for the purposes of required reporting and formal release. This data is for the sole purpose of informing the public and shall not be recreated or reposted in any way, without this disclaimer. The information provided herein is not related in any way to the certified data provided to the U.S. Department of Labor.

- 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 closed. 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	103,300	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	73,472	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	66,819	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	6,653	Number of claimants who meet basic eligibility thresholds, and who either have issues on their claim or are no longer filing .
UI Trust Fund Balance	\$328,641,805	Trust Fund balance can fluctuate due to benefit payments, earned interest, employer contributions, and federal reimbursements. (Note: Balance as of 3/1/2020 \$506,157,247)

Pandemic Unemployment Assistance (PUA)

Pandemic Unemployment Assistance		
Claimants Potentially PUA Eligible	27,109	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	18,424	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	17,634	# of eligible claimants
Claimants in PUA – Filed & Ineligible	777	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	15,932	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	1,702	# 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	\$110,459,146	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

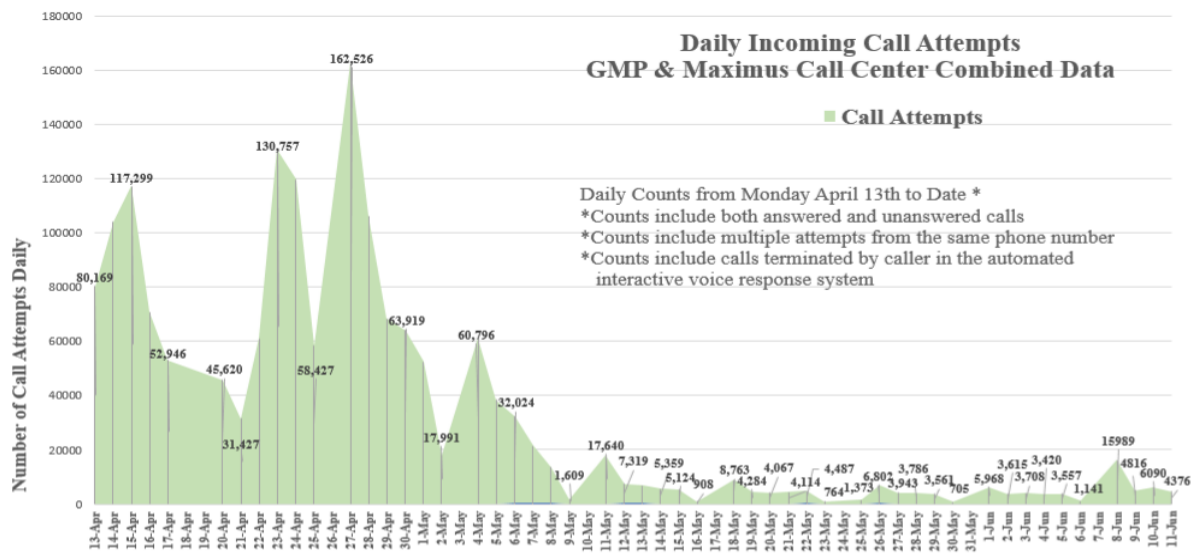
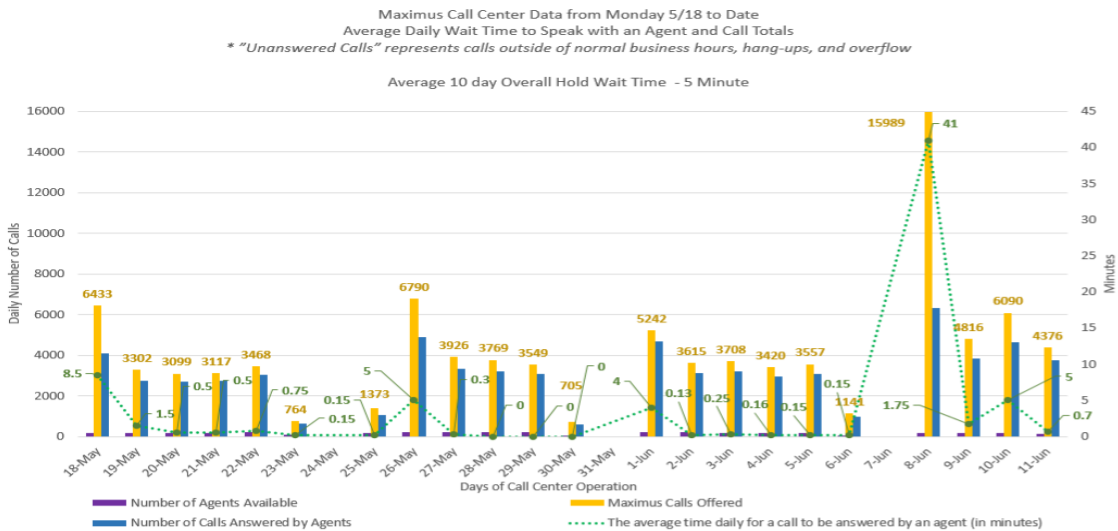


Figure 1.2



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Figure 2.1

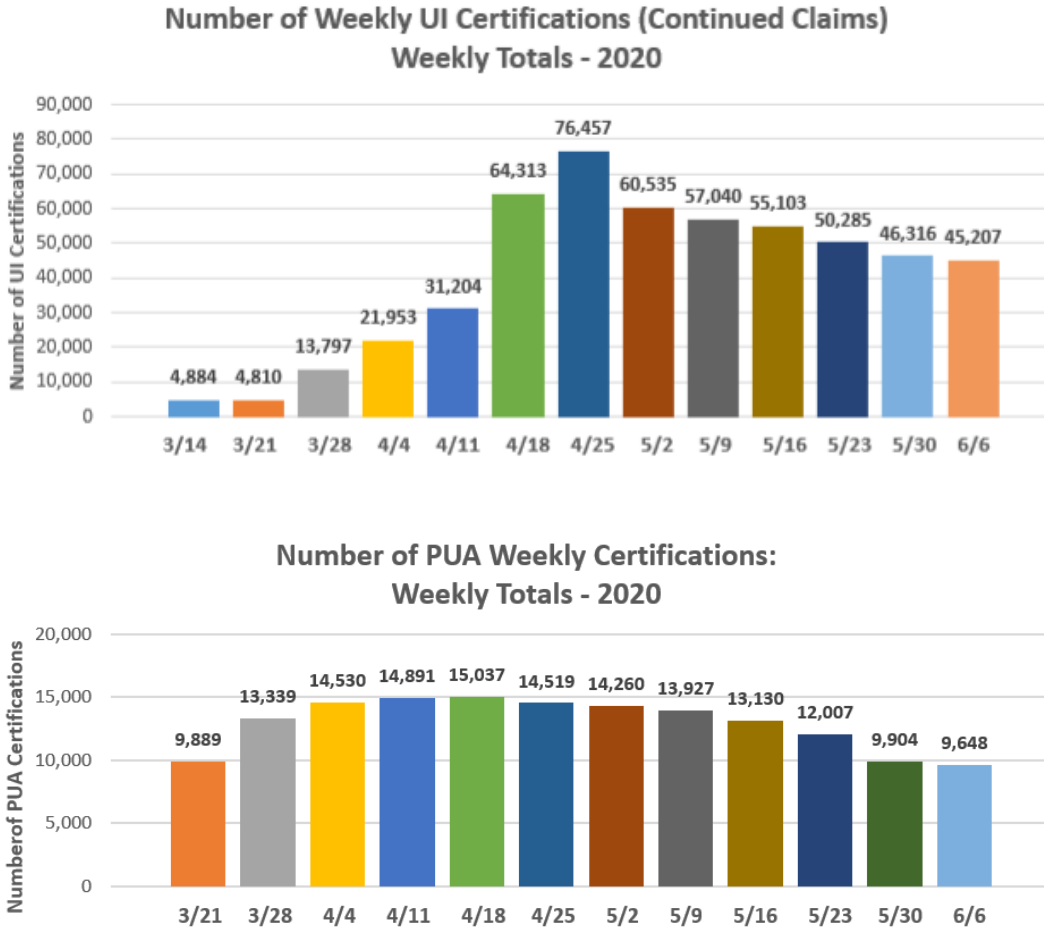
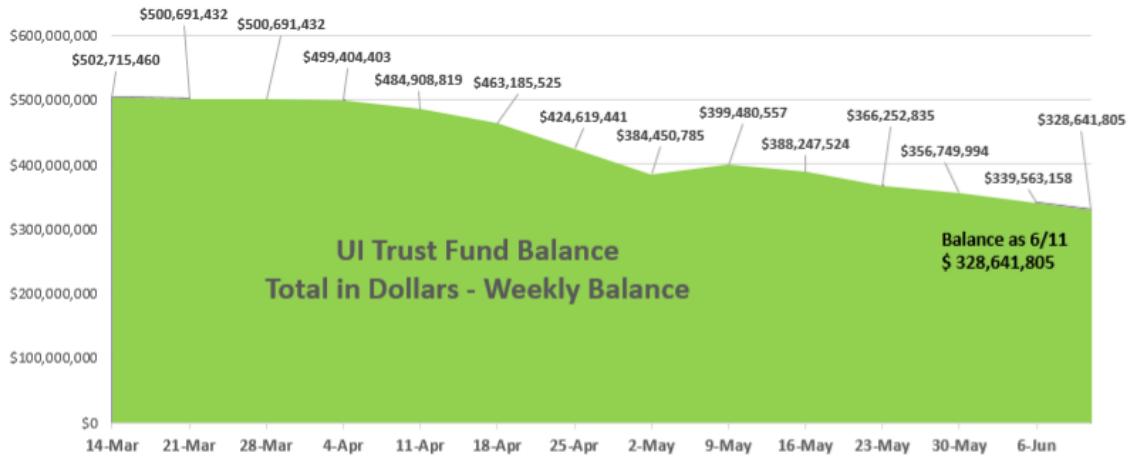


Figure 2.2



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