

State of Vermont
Department of Labor
Office of the Commissioner

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To: Vermont General Assembly
From: Commissioner's Office, Department of Labor
Date: March 9, 2021
Subject: Unemployment Insurance Weekly Update

GENERAL

1099 Processing Incident:

- Regular department updates regarding the reissuing of 1099 tax documents can be found online at <https://labor.vermont.gov/1099-incident-updates>.
- **As of Monday, March 8th, most claimants have received their 1099 documents which were all mailed by Monday, March 1st. If a claimant has not yet received their 1099, it may be because there was an invalid address on file with their unemployment insurance claim. Claimants who did not receive a 1099, or received a 1099 but believe it is incorrect, should review the information below before completing a 1099 correction request form.**
 - Claimants may receive more than one 1099 from the Department of Labor. Claimants will receive a 1099 from one of the base programs either regular unemployment insurance – UI or Pandemic Unemployment Assistance – PUA. Additionally, if a claimant received any supplemental benefits over the course of the 2020 calendar year, such as Lost Wages Assistance or LWA, the Vermont Short Term Supplemental benefit or VSTS, or the Treasury \$1,200 prepaid benefit from April, they will also receive a 1099 for each of those programs.
 - Claimants need to review the “Account Number” box in the bottom left-hand corner of your 1099. The information in this box will tell you which benefit program is represented on your 1099.
 - The 1099s for both UI and PUA also includes the \$600 weekly federal benefit known as Federal Pandemic Unemployment Compensation. If someone received all available weeks of the additional \$600 benefit, this could amount to more than \$10,000.
 - Claimants should remember that the option to have taxes deducted from either UI or PUA was provided to them when filing their weekly claims. However, the Department did not have the ability to provide this option for the supplemental benefit programs. Because of this, claimants who received an LWA 1099, VSTS 1099, or Treasury 1099, may need to pay taxes for those benefits.
- **Once a claimant has received and reviewed all of their 1099 documents, if they still feel that the information provided on the forms is incorrect, they can submit a 1099 correction request form at <https://labor.vermont.gov/request-1099-correction>.**
- **As of March 8th, the Department had received roughly 650 returned 1099 documents that were undeliverable and will be working to contact those claimants to obtain an updated mailing address.**

- As of March 8th, the Department had received 261 change request forms from claimants (0.266% of total population). This number includes both claimants who need to change their address and claimants who believe the compensation information to be incorrect. This also includes situations where a claimant indicated that they received a 1099 but never filed for benefits, which is likely related to a fraudulent filing.
- Recapture Update**
 - Recall notices were mailed to individuals who received a 1099-G document (copy of the letter can be found here: <https://labor.vermont.gov/document/1099-recall-notice-claimants-2921>). We are aware that the prepaid envelopes are slightly smaller than the 1099 documents, requiring claimants to fold the document for it to fit in the envelope. While this was not ideal, the decision to use smaller envelopes was based on the need to expedite the mailing process through automation, which was not possible with a larger envelope. Some claimants will receive a return envelope even though they did not receive a 1099. This is likely because the faulty 1099 was stopped at the post office before it was delivered.
- Identity Protection Update**
 - The State has contracted with Identity Theft Guard Solutions, Inc (IDX) to provide identity protection service to claimants. This protection will cover claimants for a minimum of 12-months. Notices were mailed to all 2020 claimants on Thursday, February 18. As of March 7, 2021, 8,726 individuals had enrolled in ID protection.



Call Activity			Enrollments			
Week	Calls In	Calls Out	Total Calls	Call Center	Webaste	Total Enrollments
Week 1						
2/18/2021	0	0	0	0	0	0
2/19/2021-2/21/2021	4	0	4	1	0	1
Week 2						
2/22/2021	23	0	23	10	74	84
2/23/2021	28	0	28	18	77	95
2/24/2021	25	0	25	12	74	86
2/25/2021	73	0	73	38	212	250
2/26/2021-2/28/2021	118	0	118	81	1607	1688
Week 3						
3/1/2021	343	0	343	203	1208	1411
3/2/2021	249	1	250	148	1316	1464
3/3/2021	190	2	192	110	765	875
3/4/2021	250	0	250	116	1011	1127
3/5/2021-3/7/2021	198	8	206	113	1532	1645
Week 4						
3/8/2021	143	2	145	71	383	454
3/9/2021			0			0
3/10/2021			0			0
3/11/2021			0			0
3/12/2021-3/14/2021			0			0
Grand Totals	1644	13	1657	921	8259	9180

- We continue to monitor the federal legislation that includes provisions to extend unemployment insurance programs and have regular meetings to discuss any developments or components of the changes we can begin to implement in anticipation of the passage to be sure claimants see the smallest lapse (if any) in benefits. The latest federal bill includes extensions to PEUC, PUA, and the supplemental FPUC benefit.
- Claimants who are able to do so, should be actively looking for work while collecting UI benefits. Vermont's official work search is currently suspended, it is likely to be reinstated in the coming weeks. Employers across the state are reporting job availability in a number of sectors and industries and are

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actively hiring for a variety of positions. Prior to the Pandemic, UI claimants were required to conduct three official work inquiries each week in order to be eligible for benefits.

- Our Workforce Development team is actively providing outreach and services to unemployed Vermonters to assist with re-employment. More information about the Department’s employment and re-employment efforts can be found online at <https://labor.vermont.gov>.
- Claimants filing for unemployment continue to receive a weekly jobs newsletter with highlighted job opportunities available across Vermont. ([March 8, 2021 Newsletter](#))

CLAIMS

Continued Claims Filed							
Week Ending	1/16	1/23	1/30	2/6	2/13	2/20	2/27
Regular UI	13,257	12,908	13,241	13,150	12,834	12,295	12,087
PEUC	12,742	12,409	12,706	13,232	13,547	13,358	13,860
EB	94	62	64	52	44	40	29
PUA	8,610	8,607	8,713	8,739	8,801	8,650	8,761
Total	34,703	33,986	34,391	35,173	35,226	34,343	34,737

Figure 1

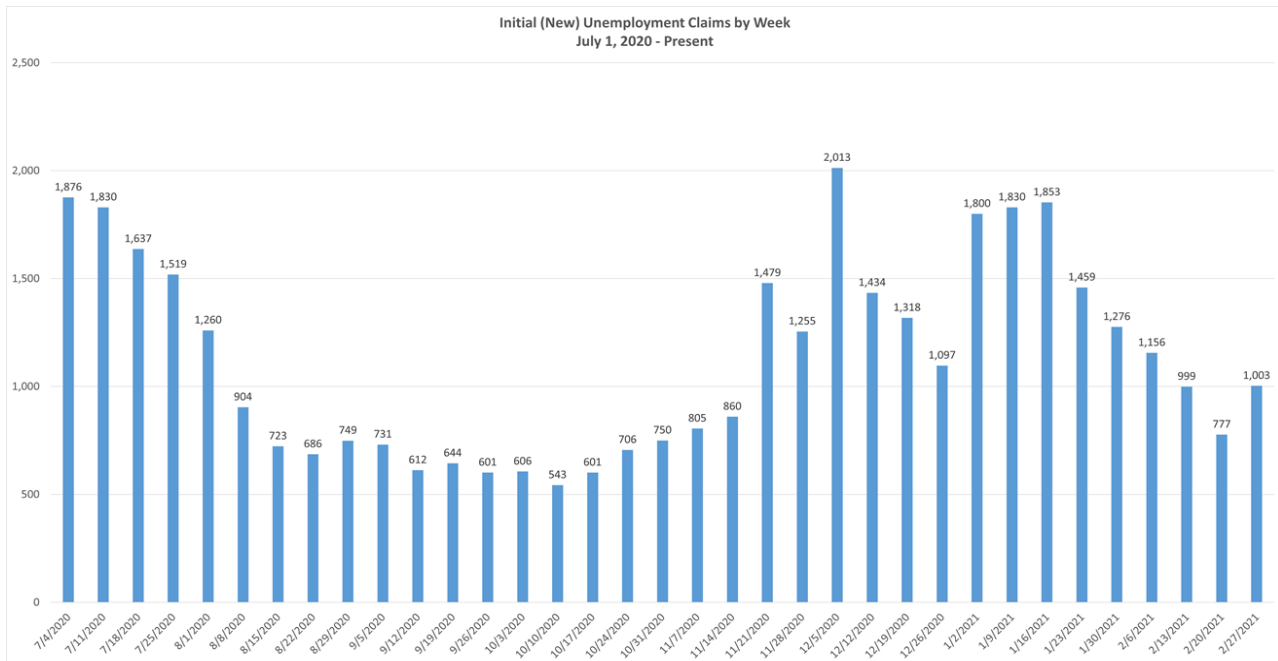


Figure 2

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Continued Claims - All Programs
Regular UI, PEUC, EB, PUA
Total and Partial Unemployed

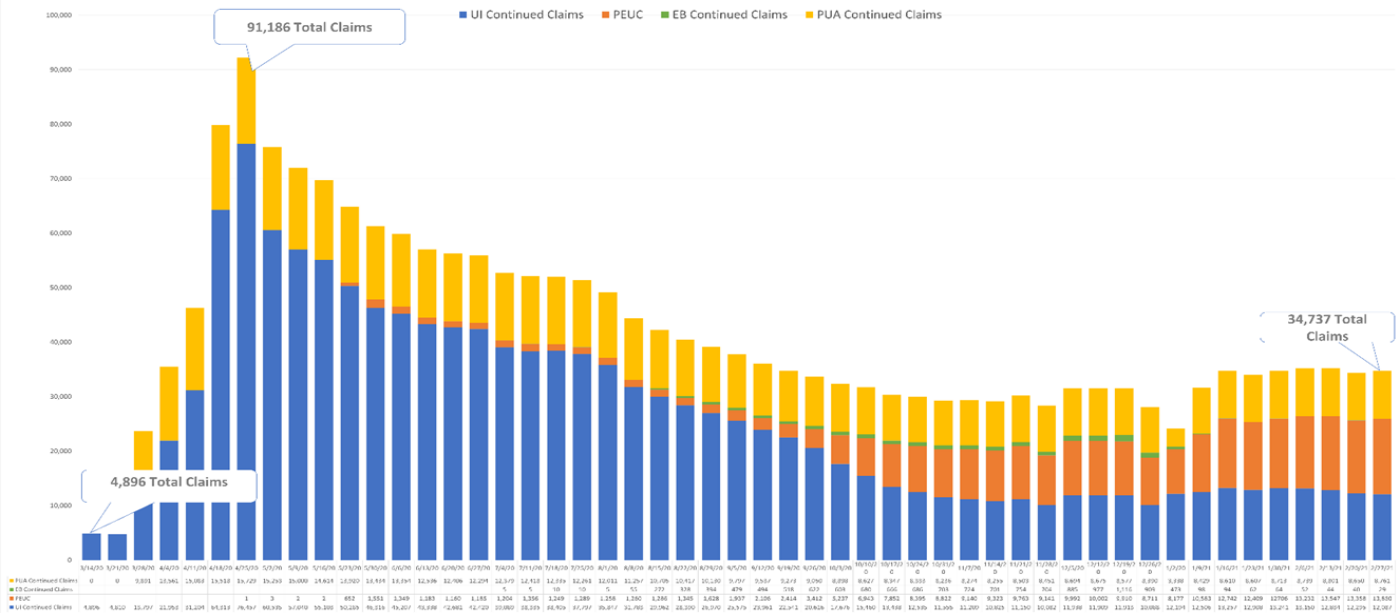


Figure 3

PAYMENTS

Claims Payment Processing						
Week Ending	All UI Claims Paid	All UI Payments	PUA Claims Paid*	PUA Payments	Total Payments Issued	Trust Fund Balance
December 26	18,837	\$6,112,174	5,273	\$2,571,462	\$8,683,636	\$243,202,289
January 2	18,797	\$6,459,827	1,258	\$1,017,026	\$7,476,853	\$242,681,331
January 9	21,615	\$7,393,515	13,641	\$7,511,281	\$14,904,796	\$239,890,508
January 16	23,338	\$7,954,465	9,206	\$5,715,889	\$13,670,354	\$237,021,103
January 23	23,195	\$7,827,257	7,736	\$4,762,209	\$12,589,466	\$233,645,327
January 30	23,499	\$7,911,766	8,595	\$5,296,654	\$13,208,420	\$231,866,628
February 6	24,476	\$8,389,274	8,564	\$5,273,597	\$13,662,871	\$230,211,298
February 13	24,231	\$8,201,345	9,382	\$5,656,278	\$13,857,623	\$228,073,511
February 20	24,051	\$8,124,670	7,851	\$4,764,568	\$12,889,238	\$224,265,194
February 27	24,353	\$8,308,811	8,460	\$5,187,084	\$13,495,895	\$220,634,570

*Only identifies payments issued and may include multiple benefit weeks being paid to one claimant.

Figure 4

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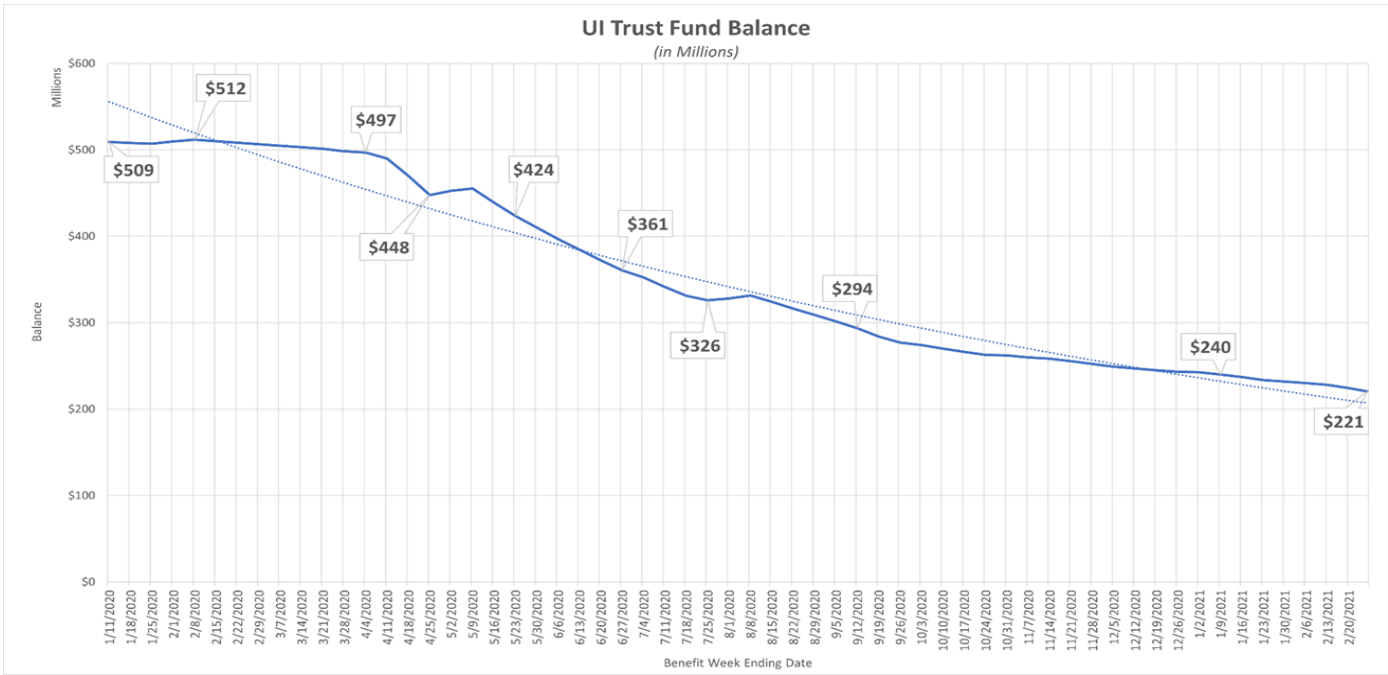


Figure 5

CALL VOLUME

Call Volume Summary			
Average Agents	Average Calls Per Day	Average Length of Call	Average Hold Time
144	2,506	9:31	1:41

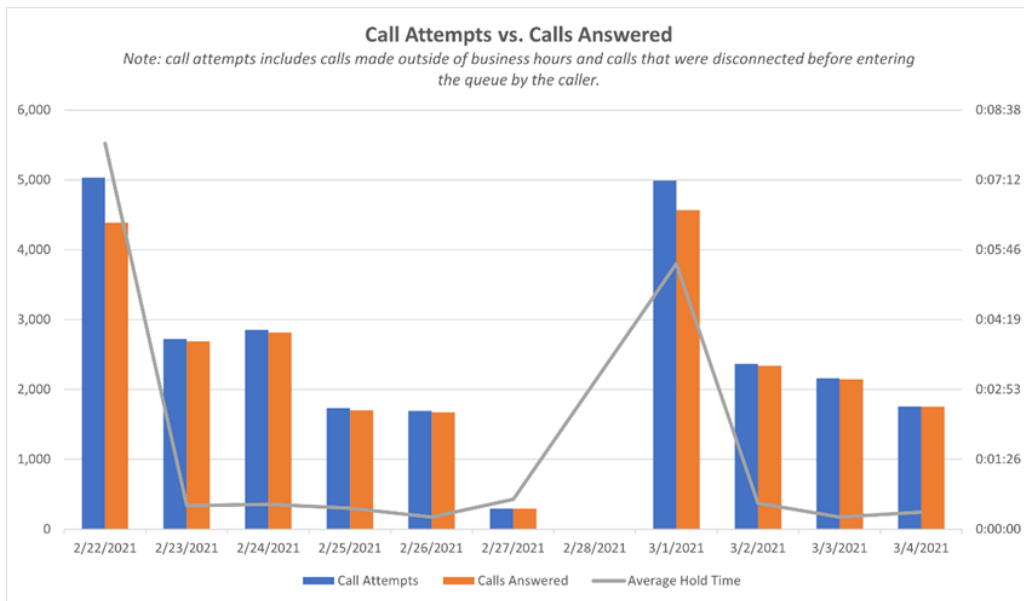


Figure 6

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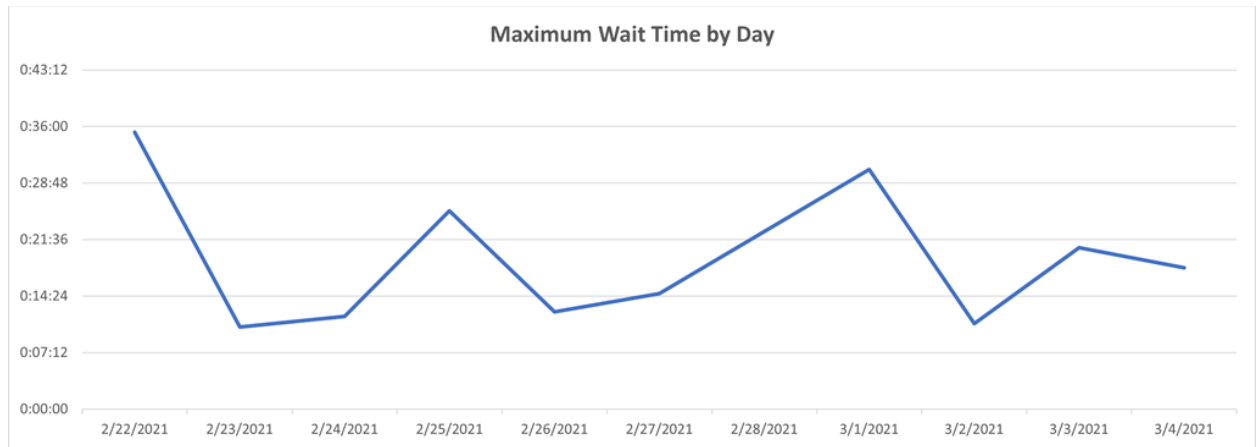


Figure 7

FRAUD

- **UI Fraud Homepage:** <https://labor.vermont.gov/ui-fraud>
- **Report UI Fraud:** <https://labor.vermont.gov/form/report-ui-fraud>
- **Federal Trade Commission:** <https://www.consumer.ftc.gov/>
- **Report Identity Theft:** <https://www.identitytheft.gov/>
- **Enroll in Free ID Protection (UI Claimants):** <https://response.idx.us/vermont/>

UI Fraud Detection

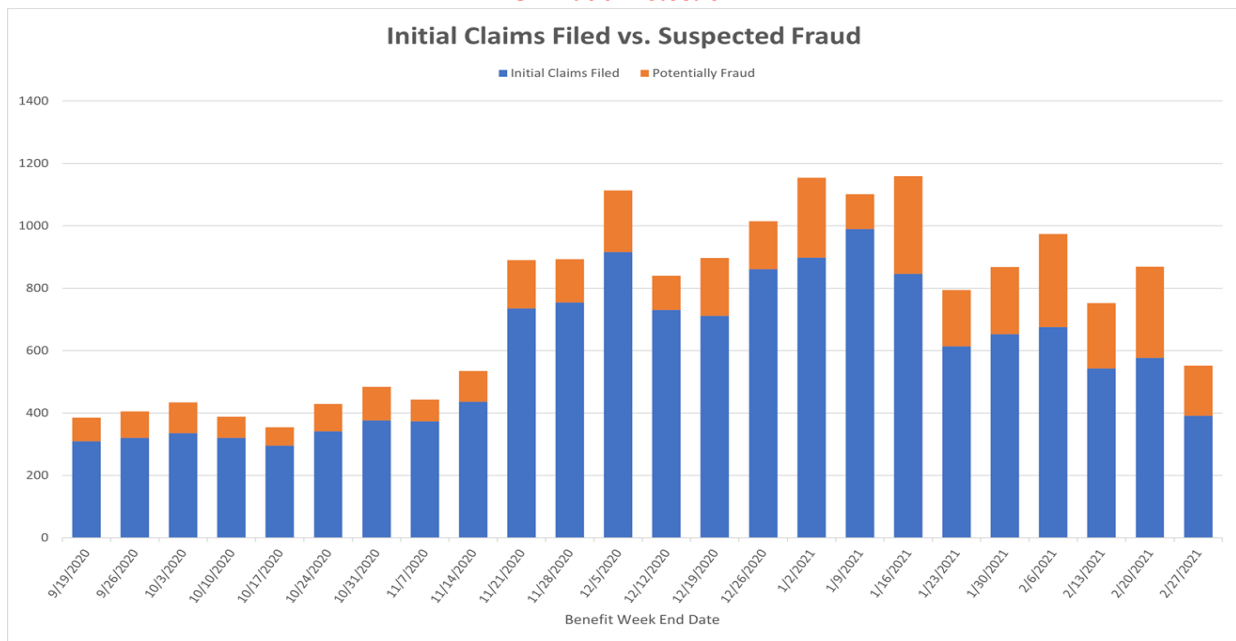


Figure 8

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OTHER RESOURCES

- [UI “How-To” video library \(applying for benefits, reopening a claim, submitting weekly claims\)](#)
- [Workforce Development services \(online job board, workshops, events, and local staff\)](#)
- [Vermont Job Link](#)
- [CARES Act UI Extension FAQ](#)
- [UI Updates Page \[Newsfeed\]](#)
- [Appealing UI Claim Determinations](#)
- [UI Adjudications Process](#)
- [1099-G Incident Page](#)
- [1099-G Incident FAQs](#)

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