

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: June 1, 2021
Subject: Unemployment Insurance Weekly Update

During the benefit week ending May 22nd there were 23,718 weekly claims filed. This is a decrease of 4,688 continued claims filed over the previous benefit week. During the week ending May 22, \$9,157,894 in benefits were paid out to claimants.

Department of Labor offices were closed on Monday, May 31, in observance of the Memorial Day holiday. As a result, processing did not occur, protocol that is consistent with State of Vermont observed holidays. Claimants will see a slight delay (likely one or two days) in receiving their weekly benefit payment.

In the coming weeks, Department of Labor Career Resource Centers, located across Vermont, will begin to reopen for in-person services by appointment only. The Workforce Development division shifted to a virtual posture last spring and will now begin the transition to serving Vermonters in regional offices.

Offices will not return to pre-pandemic operations yet and will be only offering by appointment services in person. Vermonters interesting in working with Workforce Development are encouraged to set up an appointment by contacting their local office (phone numbers below). Virtual services will remain an option.

It is important to remember, regional office staff are members of the Workforce Development division, focused on helping job seekers reengage with the workforce and find meaningful employment. With that in mind, they are not trained members of the Unemployment Insurance division, do not have access to the UI system, and are extremely limited in their ability to troubleshoot claimant issues because it is not their area of expertise. To that end, regional offices should not be viewed as a resource for claimants to have their UI issue resolved. Claimants with an existing issue are encouraged to contact the UI Claimant Assistance Center at 877-214-3332 for assistance with their claim.

Links and Resources:

- [UI Work Search \(including FAQs\)](#)
- [Report UI Fraud](#)
- [Opening a New Benefit Year](#)
- [Report a Refusal to Return to Work](#)
- [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](#)

Career Resource Centers (for Workforce Development services):

- Barre-Montpelier: 802-476-2600
 - Bennington: 802-442-6376
 - Brattleboro: 802-254-4555
 - Burlington: 802-863-7676
 - Middlebury: 802-388-4921
 - Morrisville: 802-888-4545
- Newport: 802-334-6545
 - Rutland: 802-786-837
 - Springfield: 802-289-0999
 - St. Albans: 802-524-6585
 - St. Johnsbury: 802-748-3177
 - White River: 802-295-8805

UNEMPLOYMENT CLAIM

Continued Claims Filed								
Week Ending	4/3	4/10	4/17	4/24	5/1	5/8	5/15	5/22
Regular UI	10,041	11,407	11,594	11,522	12,595	12,135	10,177	8,502
PEUC	9,912	10,352	10,699	10,670	10,826	10,558	9,747	8,392
EB	6	6	5	5	3	5	2	5
PUA	8,766	8763	9,412	10,364	10,480	9,458	8,480	6,819
Total	28,725	30,528	31,710	32,561	33,904	32,156	28,406	23,718

Figure 1

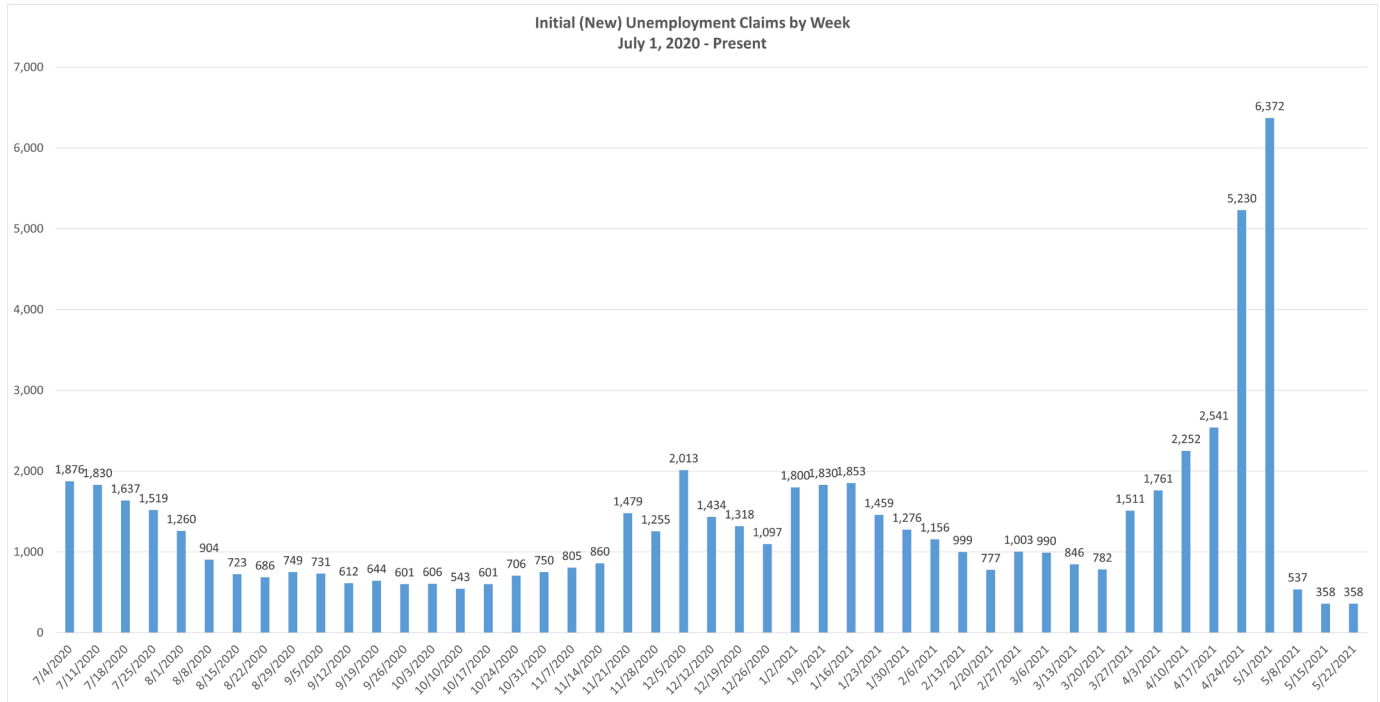


Figure 2

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.

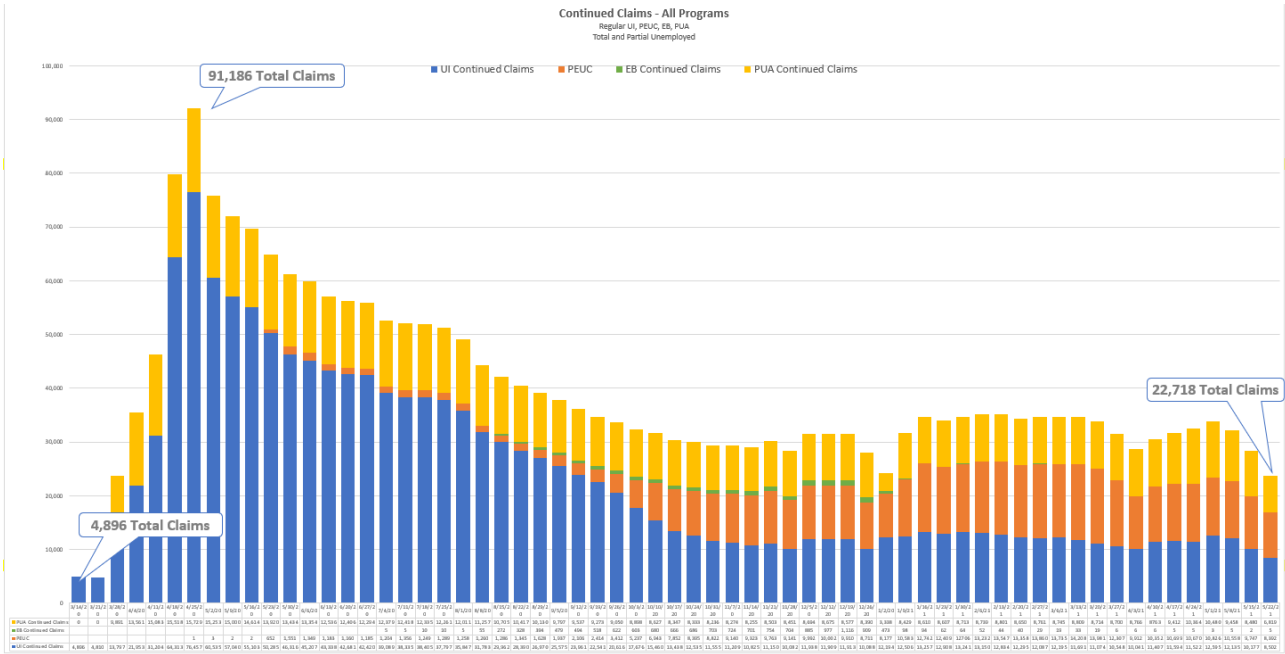


Figure 3

BENEFIT PAYMENTS

Claims Payment Processing						
Week Ending	All UI Claims Paid	All UI Payments	PUA Claims Paid*	PUA Payments	Total Payments Issued	Trust Fund Balance
April 10	19,350	\$6,663,758	8,765	\$4,248,179	\$10,911,937	\$203,340,379
April 17	19,843	\$6,776,296	9,687	\$6,862,060	\$13,638,356	\$201,307,270
April 24	19,696	\$6,643,846	9,289	\$6,479,552	\$13,123,398	\$199,587,137
May 1	20,027	\$6,790,786	6,914	\$4,506,283	\$11,297,069	\$221,440,383
May 8	19,221	\$6,374,974	8,477	\$5,064,586	\$11,439,560	\$222,535,621
May 15	17,390	\$5,705,828	5,647	\$3,335,015	\$9,040,843	\$220,883,739
May 22	15,153	\$5,062,438	6,381	\$4,095,456	\$9,157,894	\$220,592,849

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

Figure 4

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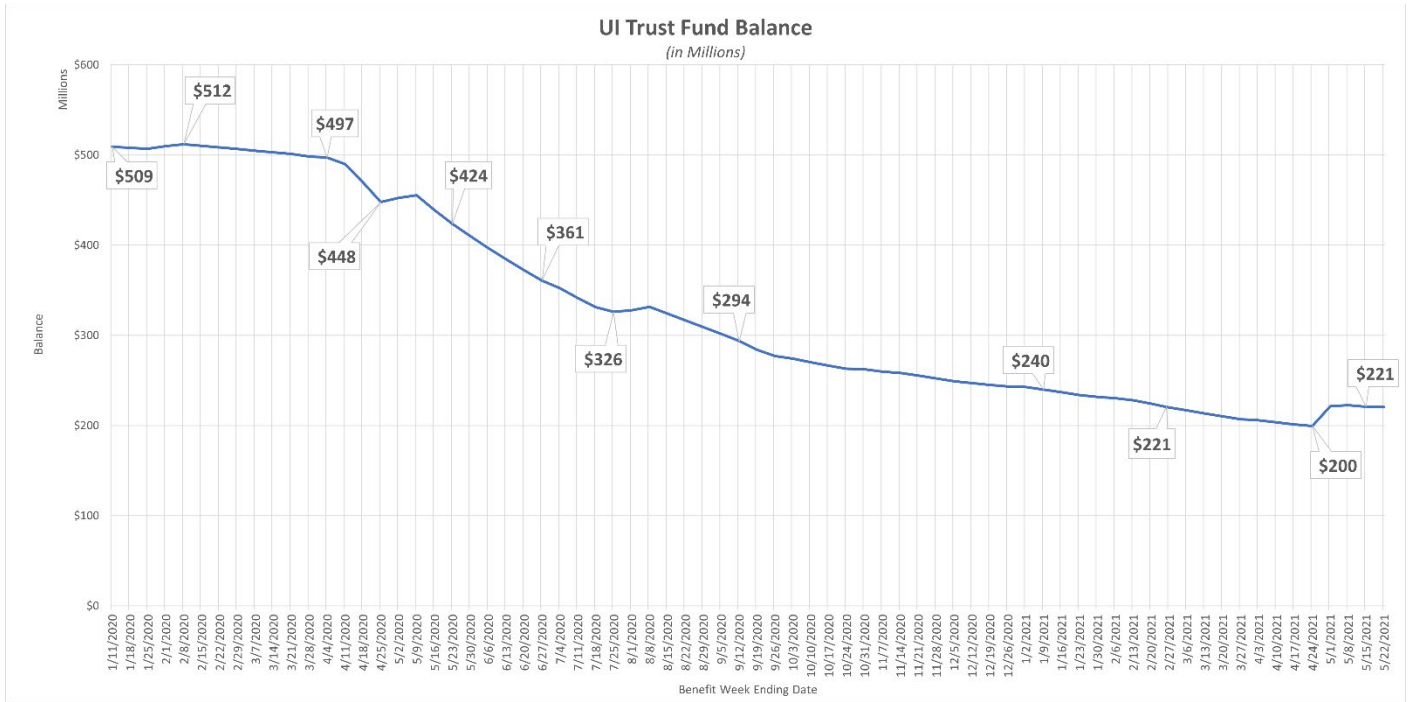


Figure 5

*the increase in the UI Trust Fund balance is attributed to Q1 contributions made by employers.

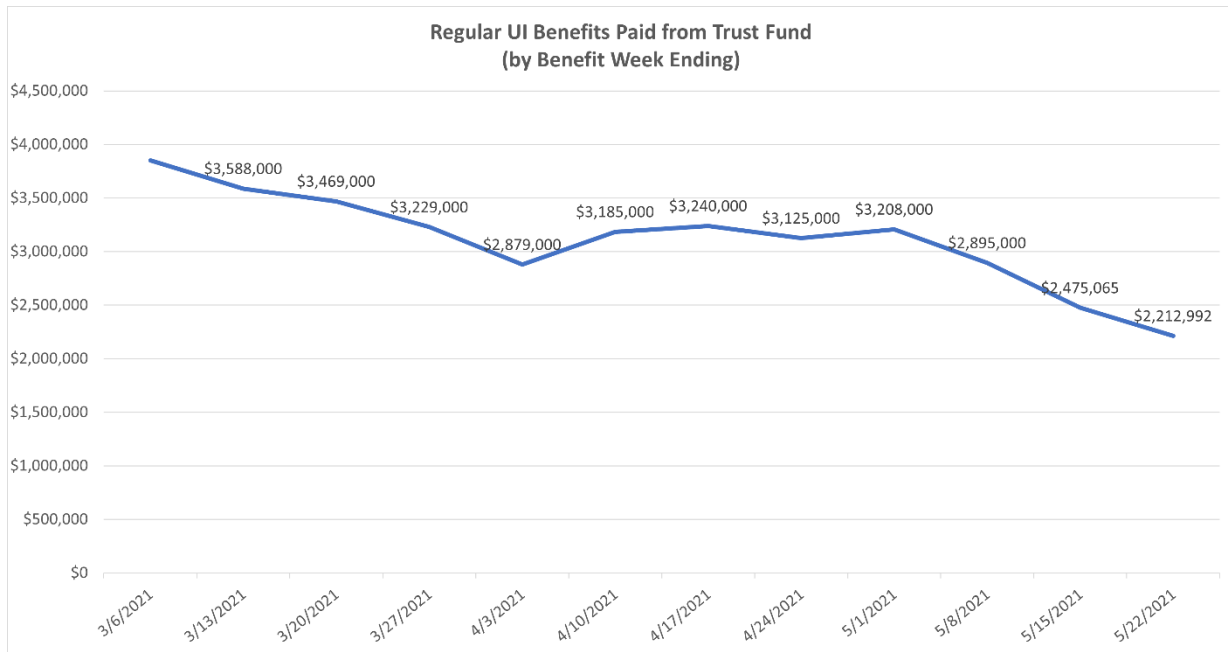


Figure 6

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CALL VOLUME

Call Volume Summary			
Average Agents	Average Calls Per Day	Average Length of Call	Average Hold Time
92	3,325	13:40	18:45

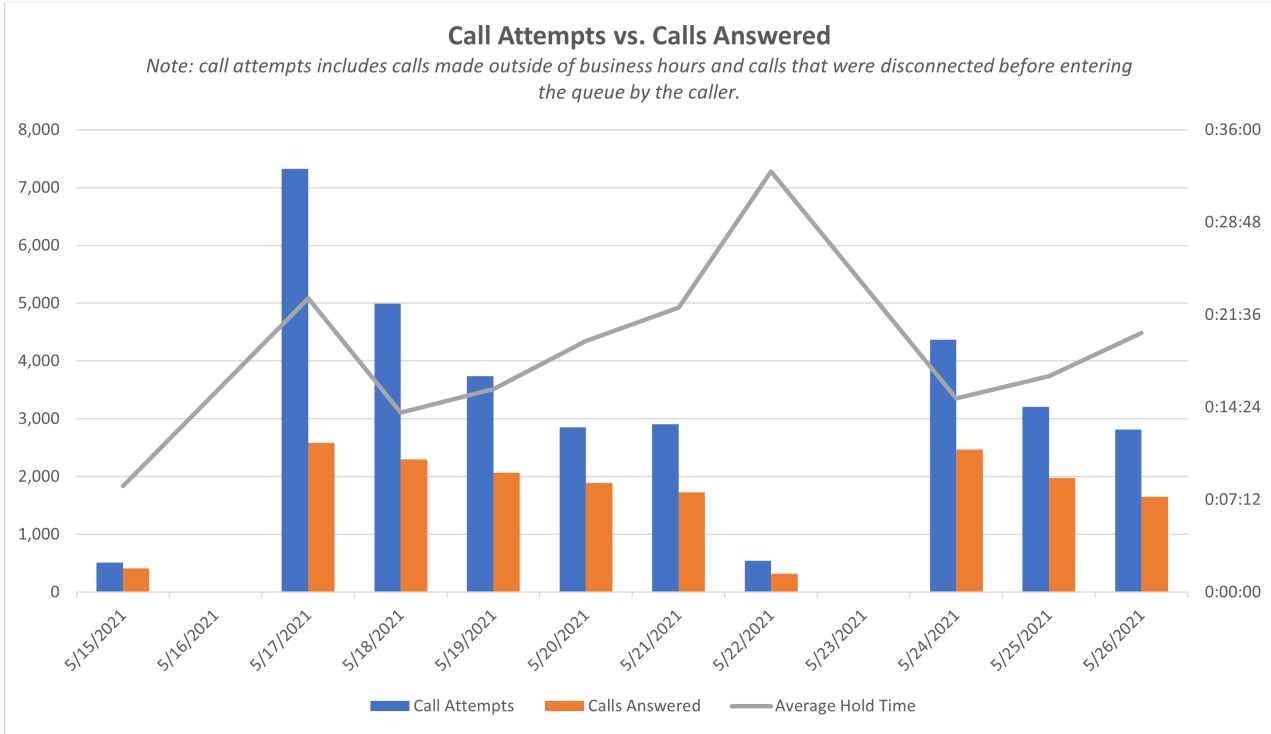


Figure 7

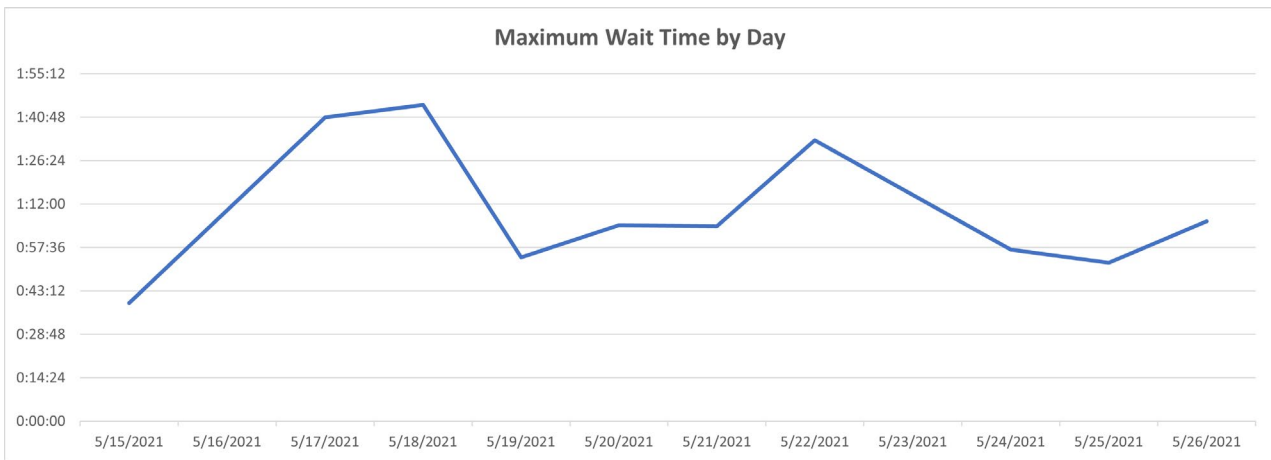


Figure 8

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FRAUD DETECTION

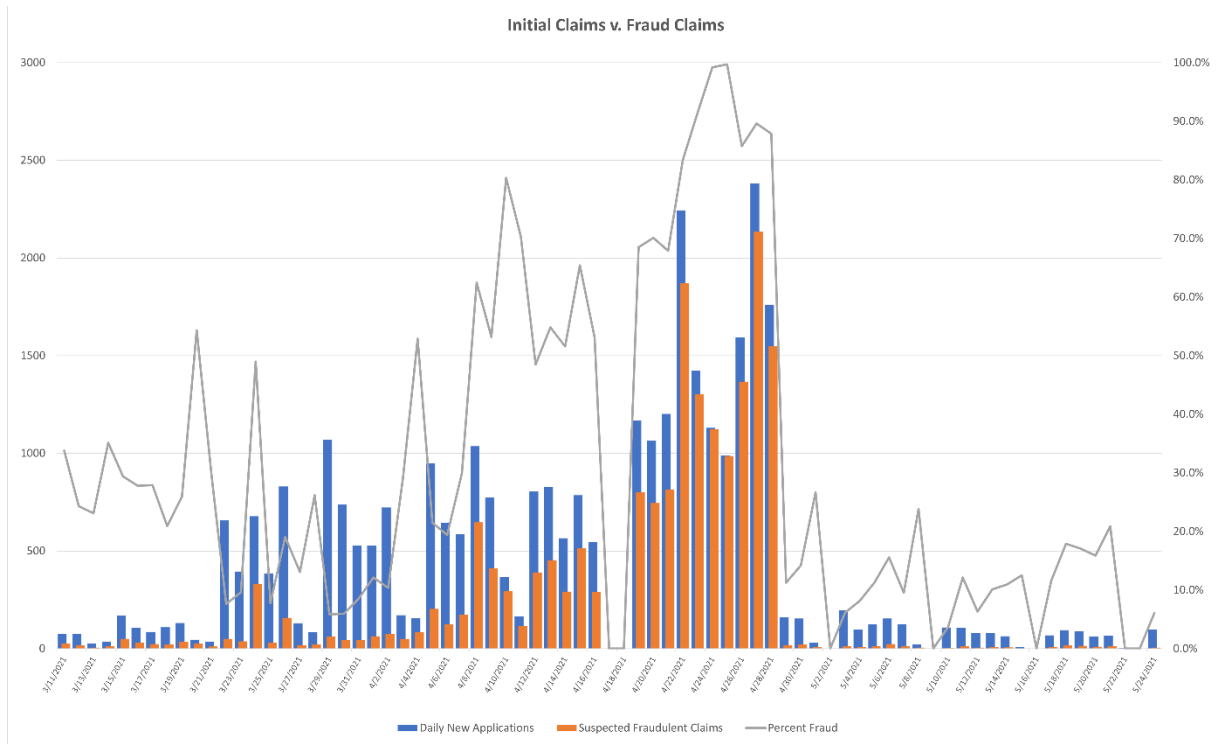


Figure 9

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