

To: Vermont Legislature
From: Michael Harrington, Interim Labor Commissioner
Date: June 1, 2020
Subject: Unemployment Insurance Daily Update

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

General Updates

- Overall, the Department is seeing a decrease in the number of weekly claims being filed. This is likely due to individuals returning to work. (see Figure 2.1 and Figure 2.2)
- The Department has implemented a Fraud Unit that will handle fraudulent claims involving identity theft. Additionally, the state has set up an inter-agency fraud task force with representation from the Department of Labor, the Agency of Digital Services, the Vermont State Police, the Department of Financial Regulation, and the Agency of Administration. These efforts are in response to the growing number of fraudulent UI claims being reported across the country.

Call Center Update

- On 5/30 (Sun), the call volume was 705, and the average hold time was 4 seconds.
- 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.

UI Claimant Inquiry Tool (UI-CIT)

- The Department has received 52 inquiries through the UI-CIT since its soft launch. Of those, staff have resolved 27 inquiries and are working through the remaining 25. We anticipate making the tool available to the public in the coming weeks.

Traditional Unemployment Insurance (TUI)

Unemployment Insurance		
Total Initial Claimants Filed	99,989	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	71,452	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	64,838	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	6,614	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	\$356,749,994	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)

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Pandemic Unemployment Assistance (PUA)

Pandemic Unemployment Assistance		
Claimants Potentially PUA Eligible	26,500	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	17,547	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	16,862	# of eligible claimants
Claimants in PUA – Filed & Ineligible	675	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	14,960	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	1,902	# 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	\$87,816,870	Total amount of PUA benefits paid

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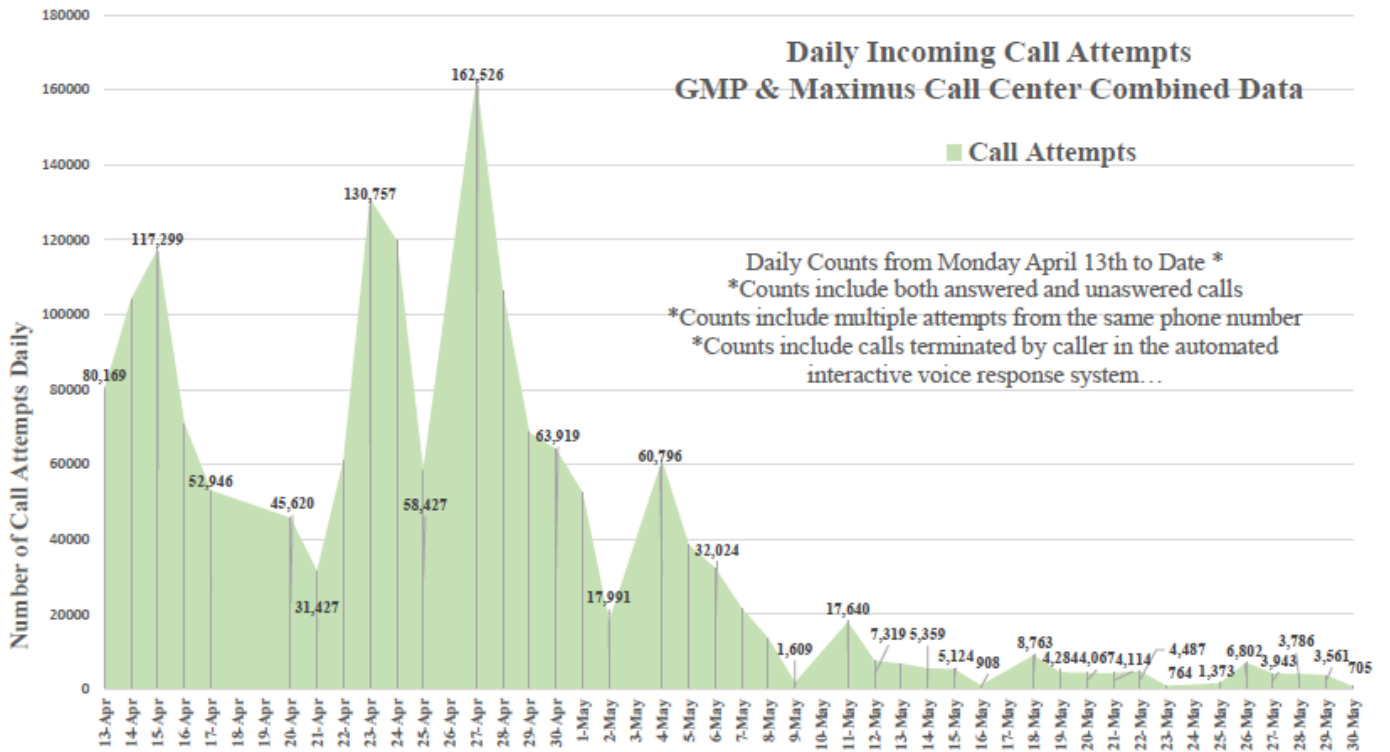
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APPENDIX

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



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Figure 1.2

Maximus Call Center Data from Monday 5/11 to Date
Average Daily Wait Time to Speak with an Agent and Call Totals

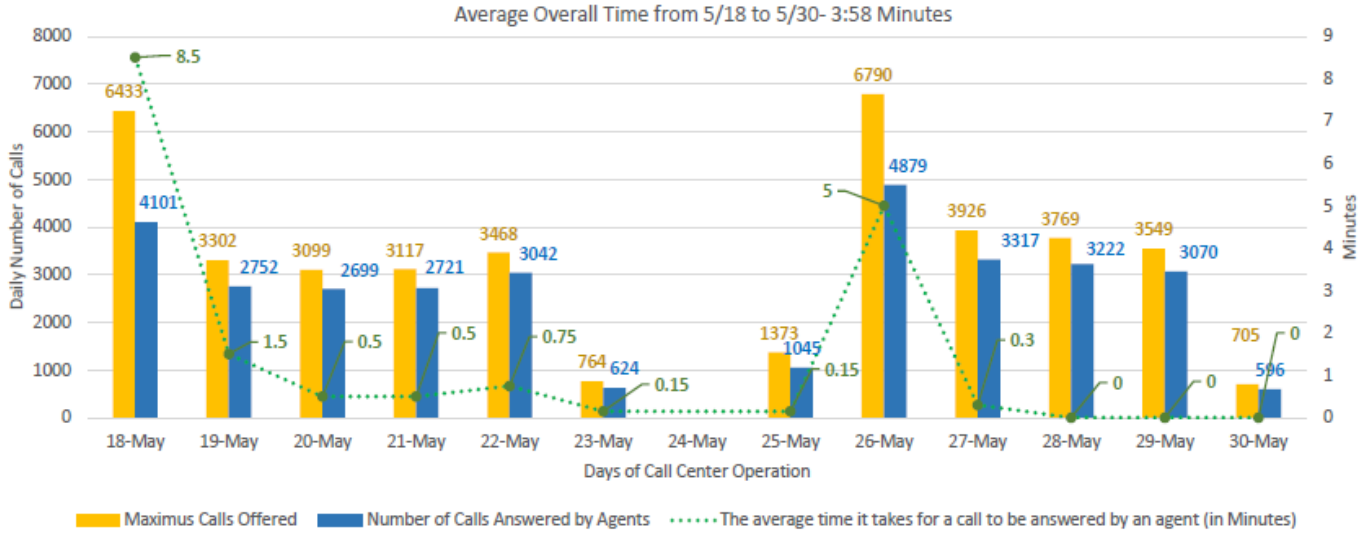
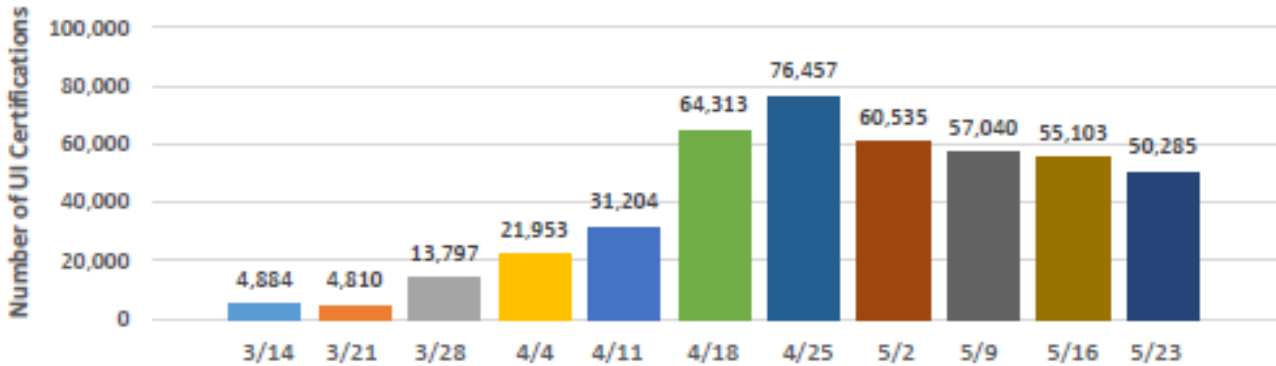


Figure 2.1

Number of Weekly UI Certifications End of Week Totals - 2020



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Figure 2.2

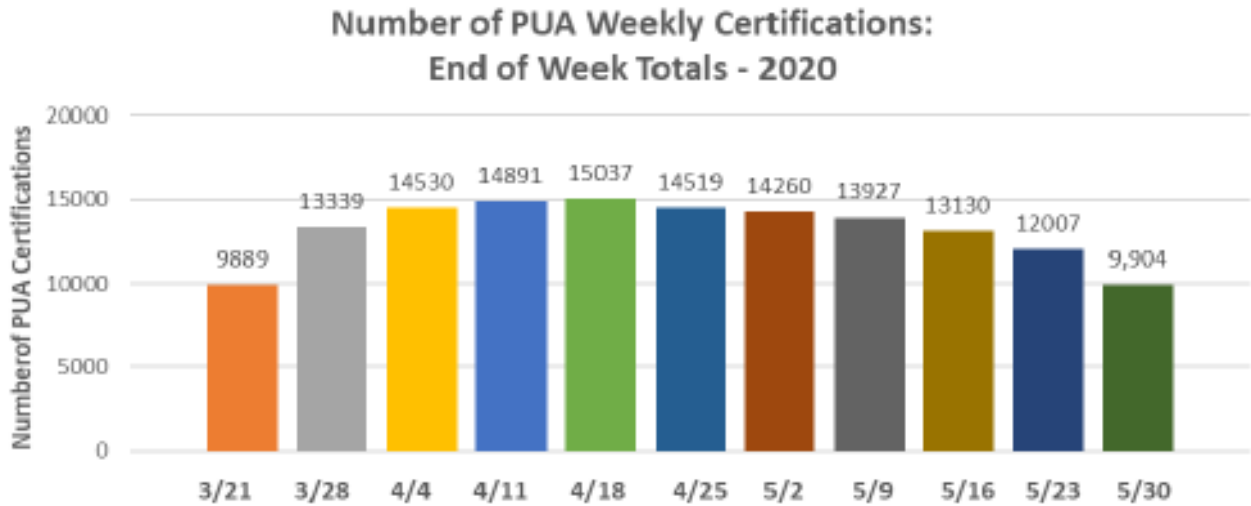
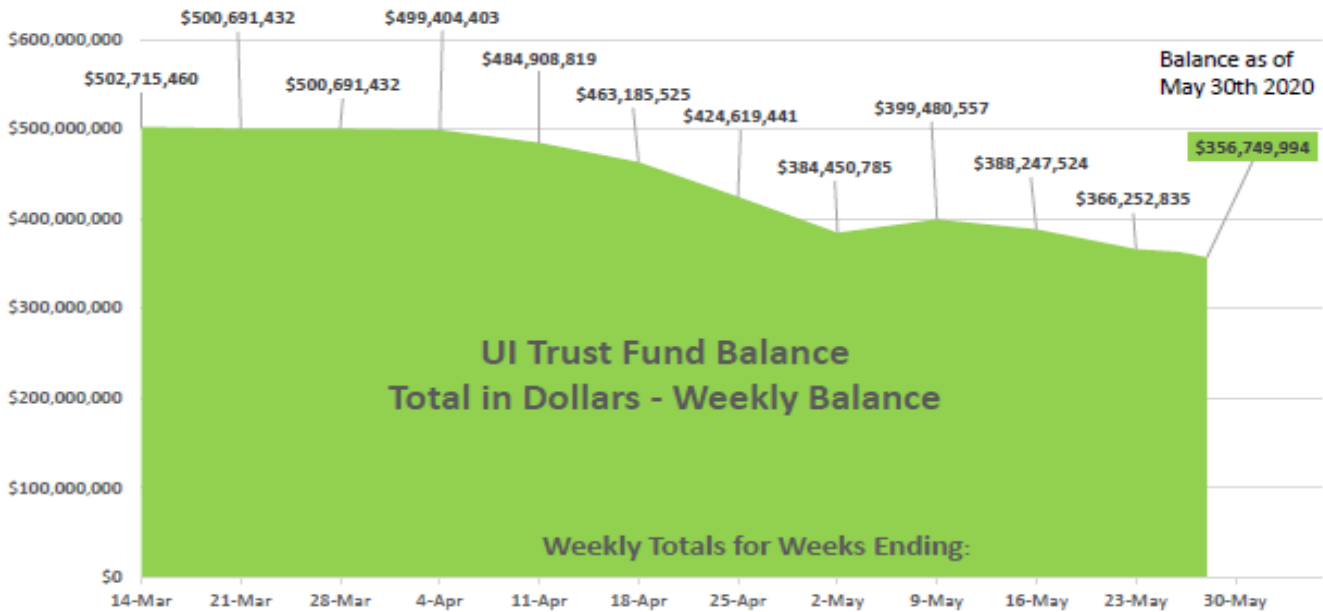


Figure 2.3



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