

To: Vermont Legislature
From: Michael Harrington, Labor Commissioner
Date: June 30, 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>. Once the Department receives identity fraud reports (via online form or by phone), outreach is made to the individual within three business days.
- Reminder: All VDOL offices remain closed to the public. If you have constituents 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>).

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.
- We continue to review the escalation process with Maximus to improve/shorten the 'time to resolution' for claims with advanced issues.
- The Department expects an uptick in hold times as Maximus provides call center services to the Agency of Commerce and Community Development as part of the launch of the Economic Recovery Grant Program. Average wait times on the UI line could reach 10-15 minutes. The Department will be informing claimants of this possibility.
- **The Maximus Call Center will be open on Friday, July 3rd for normal business hours but will be closed on Saturday, July 4th.**
- **On June 29th the call volume was 7,429 and the average hold time was 37 seconds.**

UI Claimant Inquiry Tool (UI-CIT)

- **There are currently 13 open cases that staff are working to resolve. The oldest case is from June 26, 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>.

Traditional Unemployment Insurance (TUI)

Unemployment Insurance		
Total Initial Claimants Filed	108,298	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	76,349	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	68,831	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	7,518	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	\$330,743,686	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	28,237	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	19,665	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	18,748	# of eligible claimants
Claimants in PUA – Filed & Ineligible	917	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	16,620	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	2,128	# 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	\$137,078,738	Total amount of PUA benefits paid

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APPENDIX

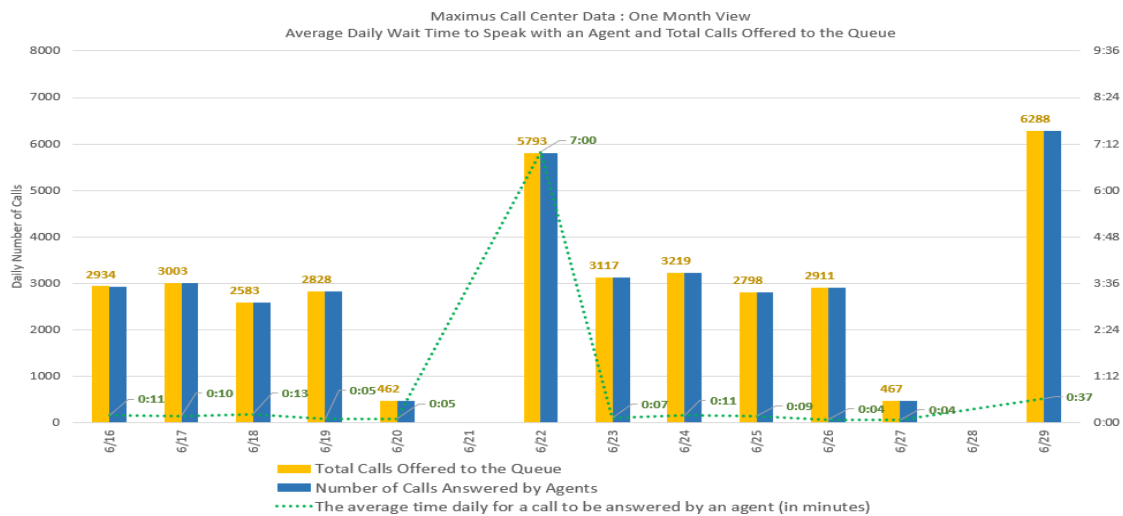
Popular Links:

- [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



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 2.1

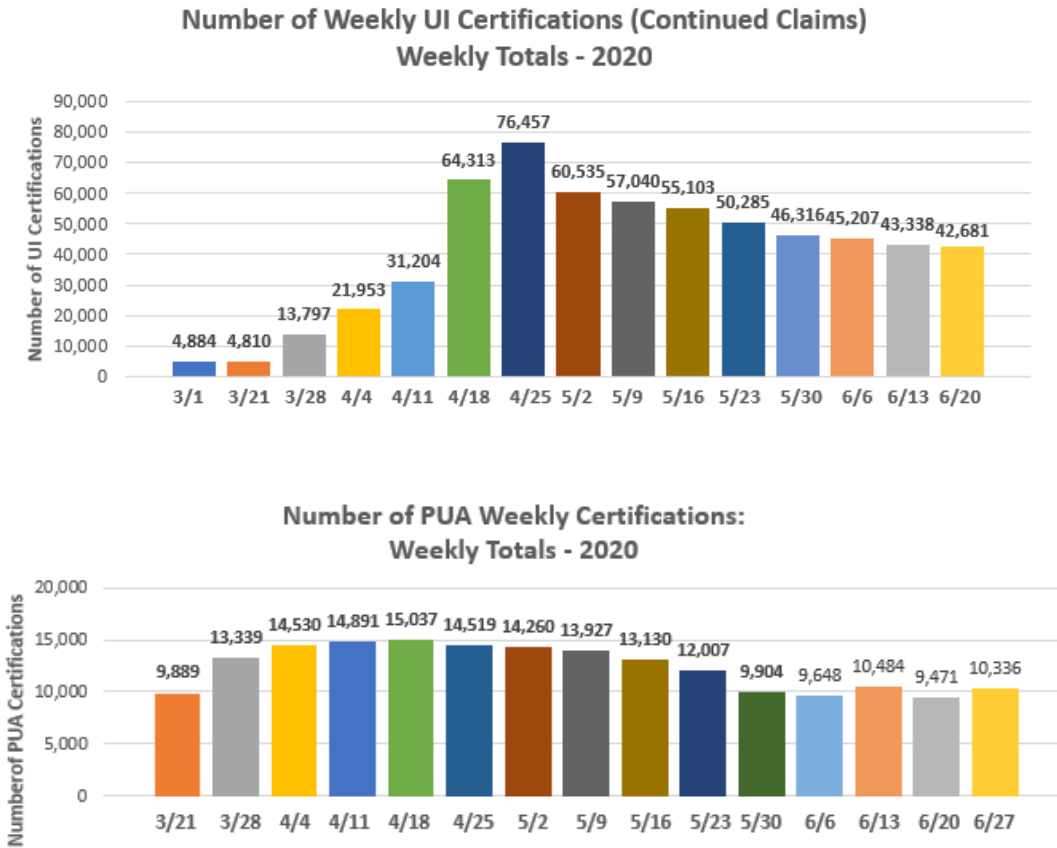
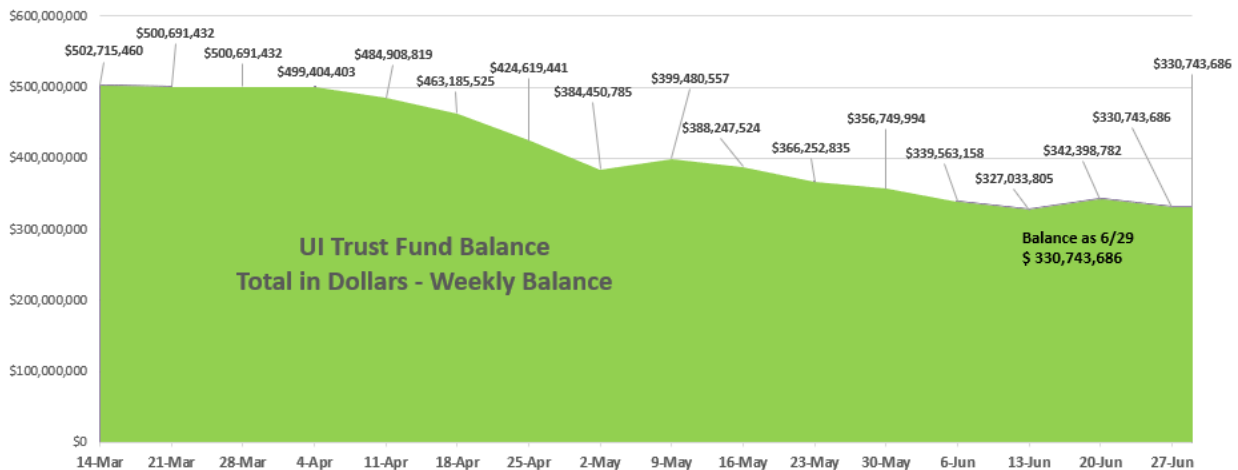


Figure 2.2



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