

To: Vermont Legislature
From: Michael Harrington, Labor Commissioner
Date: June 5, 2020
Subject: Unemployment Insurance Daily Update

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

General Updates

- Fraud Update: There are essentially two types of fraud that the Unemployment Insurance Division deals with on a regular basis. The first is claimant fraud. This is when a claimant misrepresents material facts regarding their claim in order to become eligible for benefits. A common example of this is when a claimant files for benefits during a week in which he/she was also working full-time and earning wages. The second type of fraud is identity fraud. This involves someone, or some system, falsely using someone's personal information to file a claim for benefits. Typically, in these cases, 90% of the information being provided is correct, while the remaining information is specific to the fraudster, such as bank account routing information. This makes tracking these fraudulent claims exceedingly difficult. The latter of these two types, is what has begun to crop up across the country and even here in Vermont.
- **The UI Fraud Taskforce met today to discuss UI fraud and familiarize taskforce members with the types of UI fraud in the state and discuss the process for escalating fraudulent filings to law enforcement authorities. Included on the call was the Department of Labor, the Department of Financial Regulation, the Agency of Digital Services, and the Vermont State Police, as well as the FBI, Secret Service, Department of Homeland Security, and the Office of Inspector General.**

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.
- There is a new chat function available for individuals who use the "Get Help" tab on the Department's homepage. If an individual cannot get their issue resolved through the 'chatbot,' they are then prompted to begin a real-time chat with an agent. The real-time chat will be more broadly promoted beginning next week.
- **On June 4th, the call volume was 3,420 and the average hold time was 10 seconds.**

UI Claimant Inquiry Tool (UI-CIT)

- The new UI-CIT program will hopefully be made available to the broader public beginning June 15th.
- **The Department has received 89 inquiries through the UI-CIT. Of those, staff have resolved 57 inquiries and are working through the remaining 32.**

Traditional Unemployment Insurance (TUI)

Unemployment Insurance		
Total Initial Claimants Filed	101,616	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	72,432	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	65,816	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	6,616	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	\$341,217,993	Trust Fund balance can fluctuate due to benefit payments, earned interest, employer contributions, and federal reimbursements. (Note: Balance on 3/1/2020 was \$506,157,247)

Pandemic Unemployment Assistance (PUA)

Pandemic Unemployment Assistance		
Claimants Potentially PUA Eligible	26,746	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	17,959	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	17,230	# of eligible claimants
Claimants in PUA – Filed & Ineligible	717	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	15,490	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	1,740	# 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	\$99,531,359	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

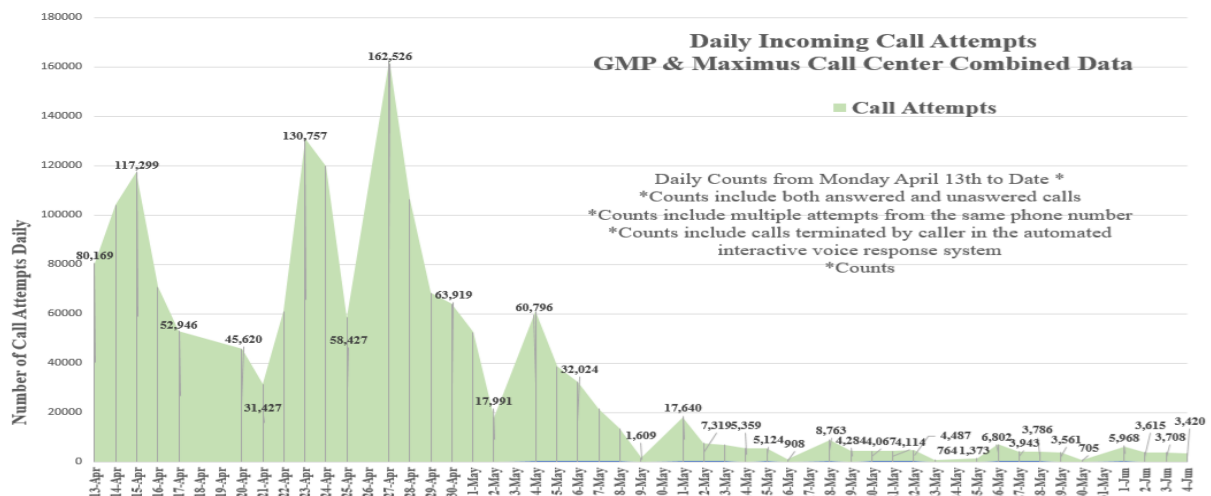
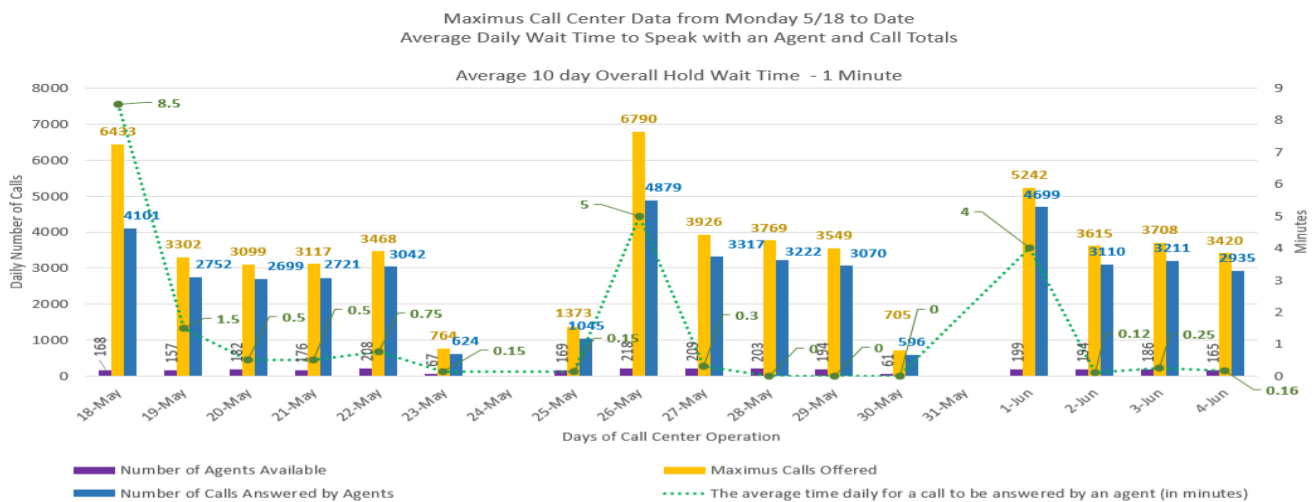


Figure 1.2



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

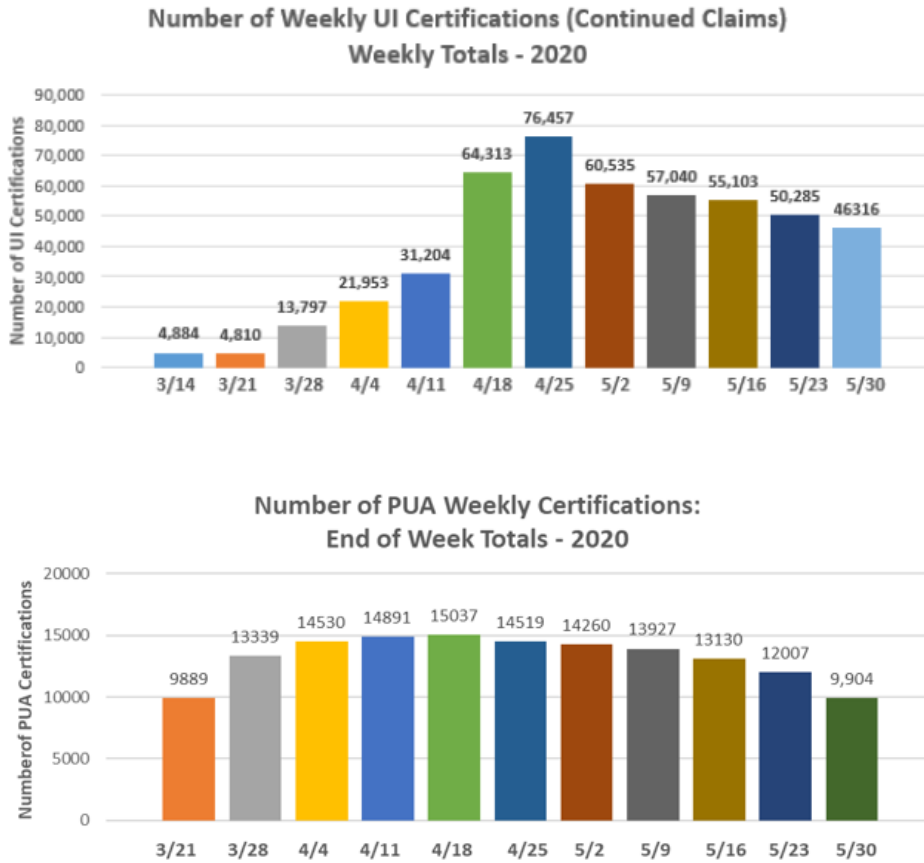
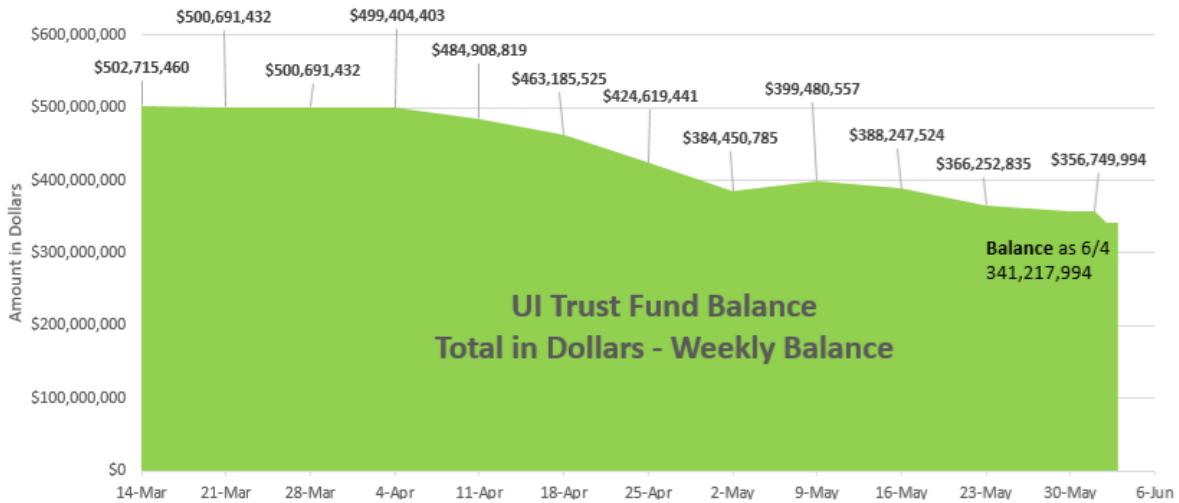


Figure 2.2



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