

**To:** Vermont Legislature  
**From:** Michael Harrington, Labor Commissioner  
**Date:** June 9, 2020  
**Subject:** Unemployment Insurance Daily Update

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

### General Update

- Fraud Update: We have finalized the internal process when a fraudulent claim is discovered. 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. Claimants can also submit a fraud report online at: <https://labor.vermont.gov/form/report-ui-fraud>. **The fraud webpage is now available at: <https://labor.vermont.gov/ui-fraud>.**
- More information will be available on claimants with education wages later this week, as well as additional return to work FAQs.
- Our mainframe experienced a technical issue over the weekend, which resulted in claimants not being able to file their weekly claim yesterday. The issue has since been resolved; however, some claimants may need to have their PIN reset by calling the claimant assistance line. Claimants have until Fridays at 4:30pm to file.

### 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 have seen positive results from this with fewer claimants being told their issue has been escalated. These daily sessions also provide us with the opportunity to clarify any issues or concepts that agents may not fully understand based on feedback the Department receives.**
- 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 8<sup>th</sup>, the call volume was 15,989 and the average hold time was 41 minutes and 3 seconds. The spike in call volume and hold times are likely the result of the mainframe technical issue, on top of the typical volume increase on Mondays.**

### UI Claimant Inquiry Tool (UI-CIT)

- We are identifying the various methods claimants use to reach out to the Department and will begin to funnel all inquiries through the UI-CIT by the end of the week.
- **The Department has received 123 inquiries through the UI-CIT since the soft launch. Of those, staff have resolved 70 inquiries and are working through the remaining 53.**

*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.*

**Traditional Unemployment Insurance (TUI)**

Unemployment Insurance		
Total Initial Claimants Filed	<b>102,228</b>	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	<b>72,868</b>	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	<b>66,311</b>	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	<b>6,557</b>	Number of claimants who meet basic eligibility thresholds, and who either have issues on their claim or <b>are no longer filing.</b>
UI Trust Fund Balance	<b>\$339,566,817</b>	Trust Fund balance can fluctuate due to benefit payments, earned interest, employer contributions, and federal reimbursements. (Note: Balance as of 3/1/2020 <b>\$506,157,247</b> )

**Pandemic Unemployment Assistance (PUA)**

Pandemic Unemployment Assistance		
Claimants Potentially PUA Eligible	<b>26,917</b>	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	<b>18,177</b>	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	<b>17,419</b>	# of eligible claimants
Claimants in PUA – Filed & Ineligible	<b>747</b>	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	<b>15,670</b>	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	<b>1,749</b>	# 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	<b>\$106,712,519</b>	Total amount of PUA benefits paid

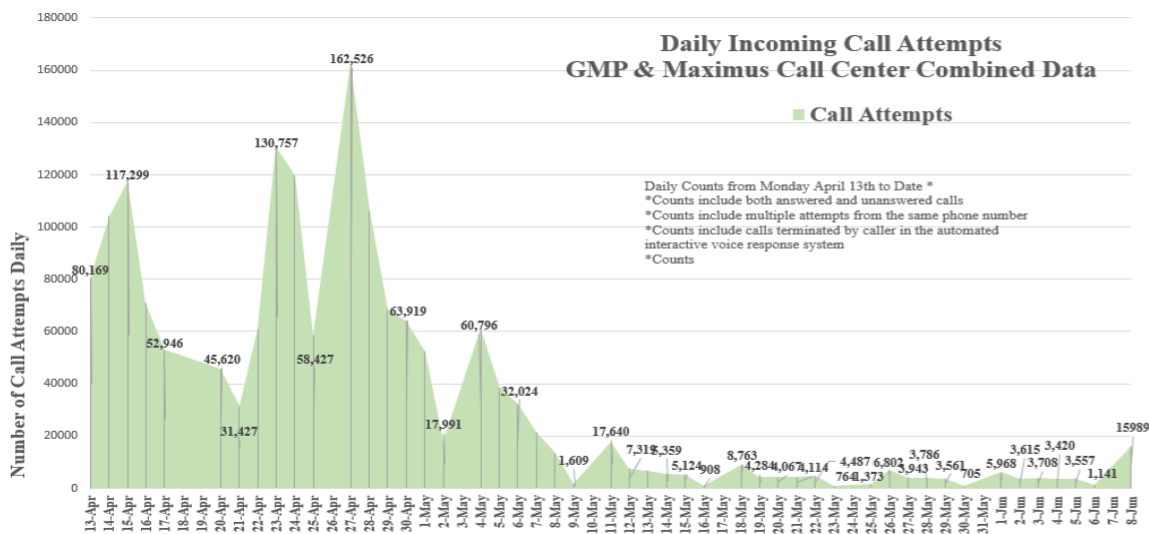
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**APPENDIX**

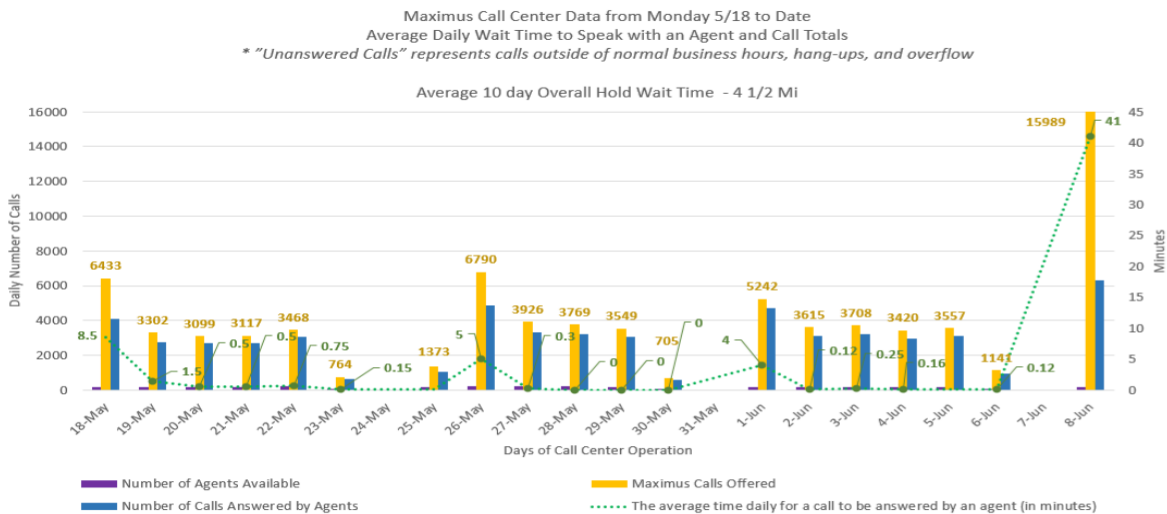
**Popular Links:**

- [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**



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Figure 2.1

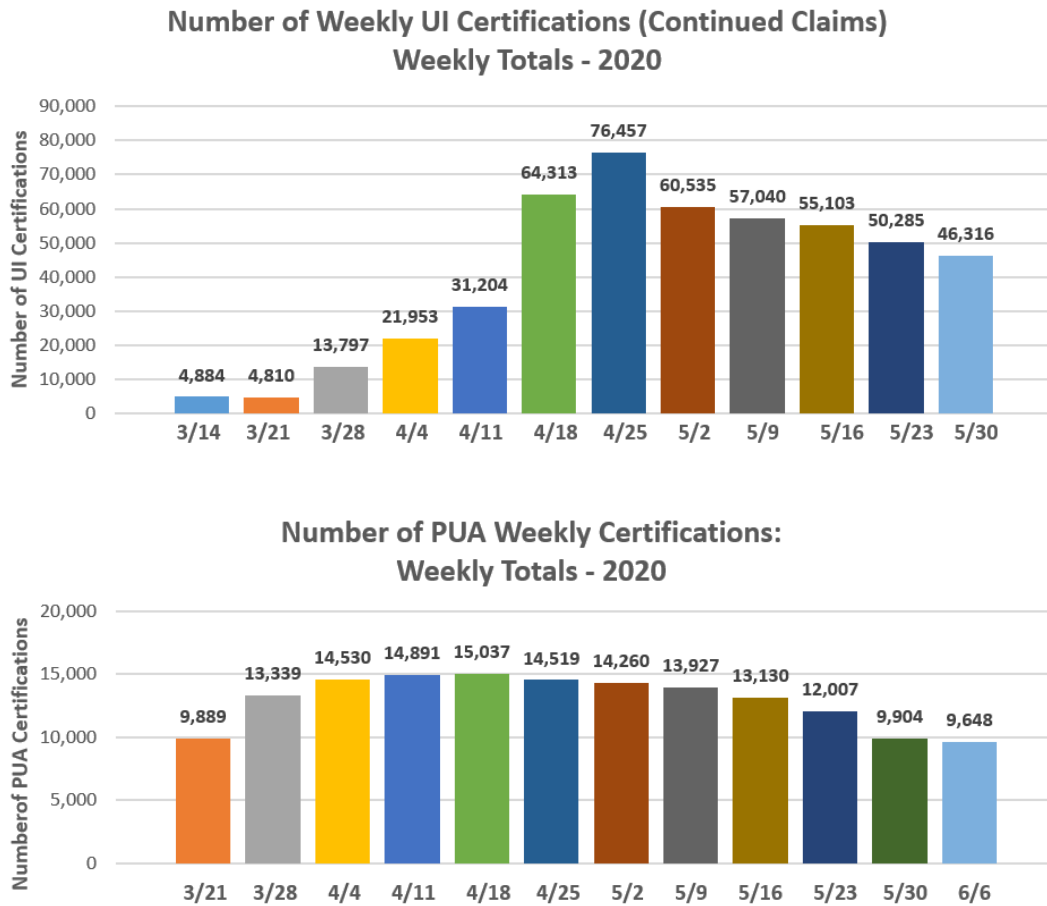
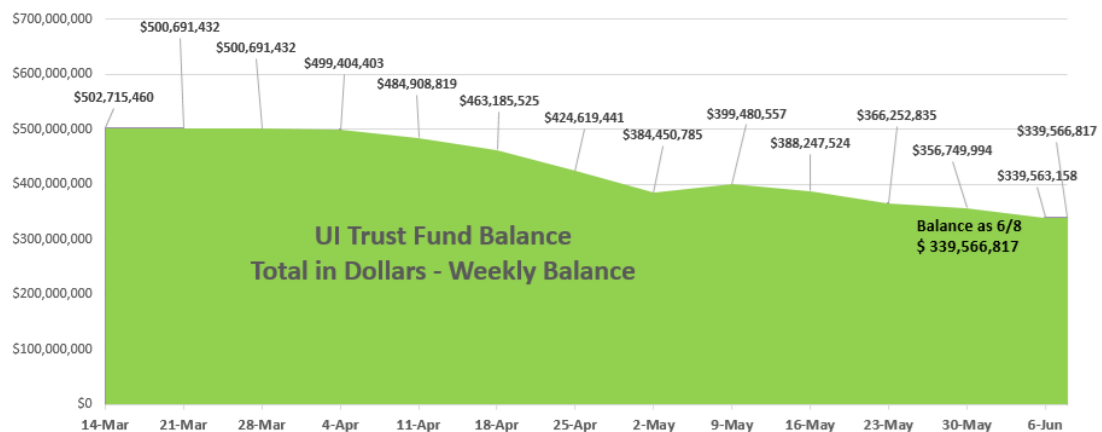


Figure 2.2



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