

**State of Vermont**  
**Department of Labor**  
**Office of the Commissioner**

5 Green Mountain Drive  
P.O. Box 488  
Montpelier, VT 05601  
[labor.vermont.gov](http://labor.vermont.gov)

[telephone] 802-828-4301  
[fax] 802-828-4181

**To:** Vermont General Assembly  
**From:** Commissioner's Office, Department of Labor  
**Date:** May 5, 2021  
**Subject:** Unemployment Insurance Weekly Update

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### Executive Summary:

During the benefit week ending April 24, there were 32,561 weekly claims filed. This is an increase of 851 over the previous benefit week. During the week ending April 24, \$13,123,398 in benefits were paid out to claimants.

The Department hosted the first of a series of Virtual Town Hall events for claimants to learn more about the work search requirement that will be reinstated beginning May 9. These events are centered around how to enter a work search in the online claimant portal, changes and exemptions to the work search to adapt to the current state of the pandemic, and other reemployment services and supports available to claimants to help them transition back ~~into~~ the workforce and into meaningful employment.

There was a large increase in fraudulent initial claims being submitted. To mitigate this, the Department removed the initial unemployment insurance application from the website, requiring claimants to call the UI Claimant Assistance Center to open an initial unemployment claim. This has reduced the number of fraudulent claims being submitted. The Department continues to work with vendors to identify potential fraudulent claims and places an automatic stop-payment issue on identified claims until the claimant's identity can be verified to reduce the number of benefits paid to a fraudster.

We continue to hear from Vermonters that wait times remain high. The Department has always advised claimants to call later in the week whenever possible. As expected, the Claimant Assistance Center experiences the highest call volume on Monday's, especially in the morning. The Claimant Assistance Center is open Monday through Saturday from 8:00am until 5:30pm.

### Links and Resources:

- [UI Work Search](#)
- [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](#)
- [1099-G Incident Page](#)

# UNEMPLOYMENT CLAIM

Continued Claims Filed								
Week Ending	3/6	3/13	3/20	3/27	4/3	4/10	4/17	4/24
<b>Regular UI</b>	12,195	11,691	11,074	10,548	10,041	11,407	11,594	<b>11,522</b>
<b>PEUC</b>	13,735	14,208	13,981	12,307	9,912	10,352	10,699	<b>10,670</b>
<b>EB</b>	19	33	19	6	6	6	5	<b>5</b>
<b>PUA</b>	8,745	8,809	8,714	8,700	8,766	8763	9,412	<b>10,364</b>
<b>Total</b>	34,694	34,741	33,788	31,561	28,725	30,528	31,710	<b>32,561</b>

Figure 1

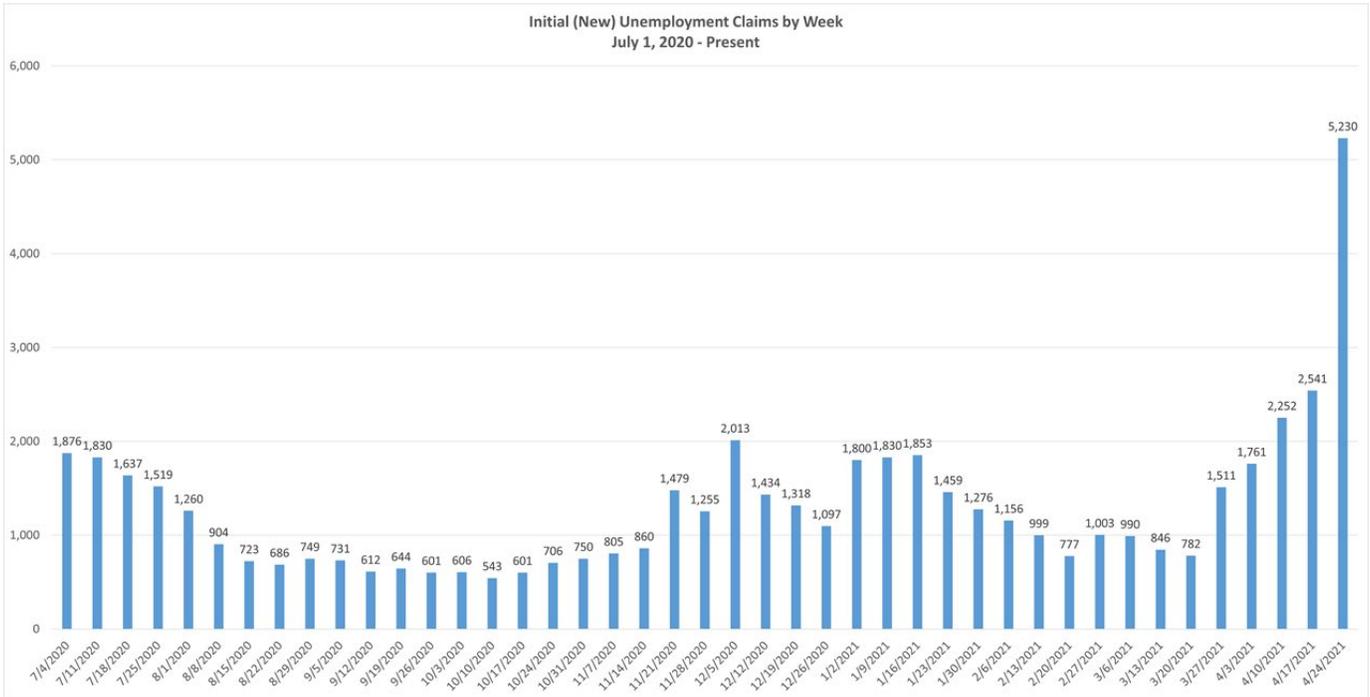


Figure 2

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.

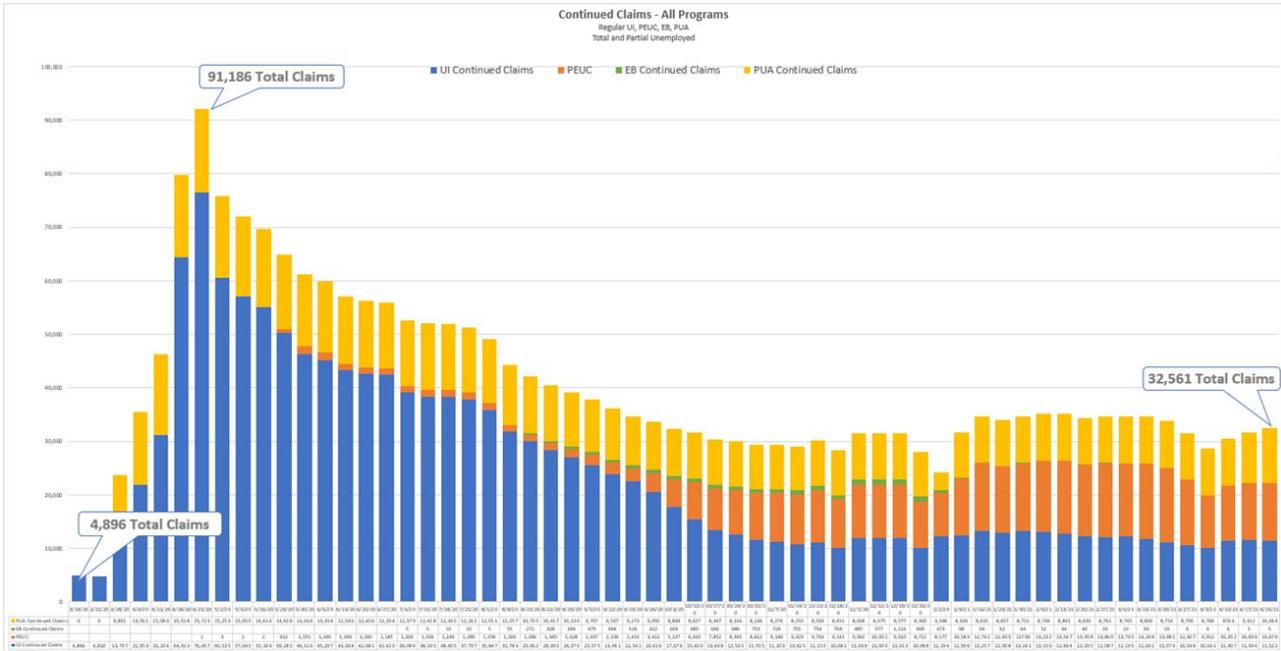


Figure 3

## 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
March 20	24,024	\$7,955,310	8,501	\$5,280,981	\$13,236,291	\$210,031,857
March 27	21,747	\$7,237,175	8,761	\$5,314,230	\$12,551,405	\$206,917,566
April 3	18,546	\$6,141,499	8,330	\$5,342,378	\$11,483,877	\$205,787,117
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

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

Figure 4

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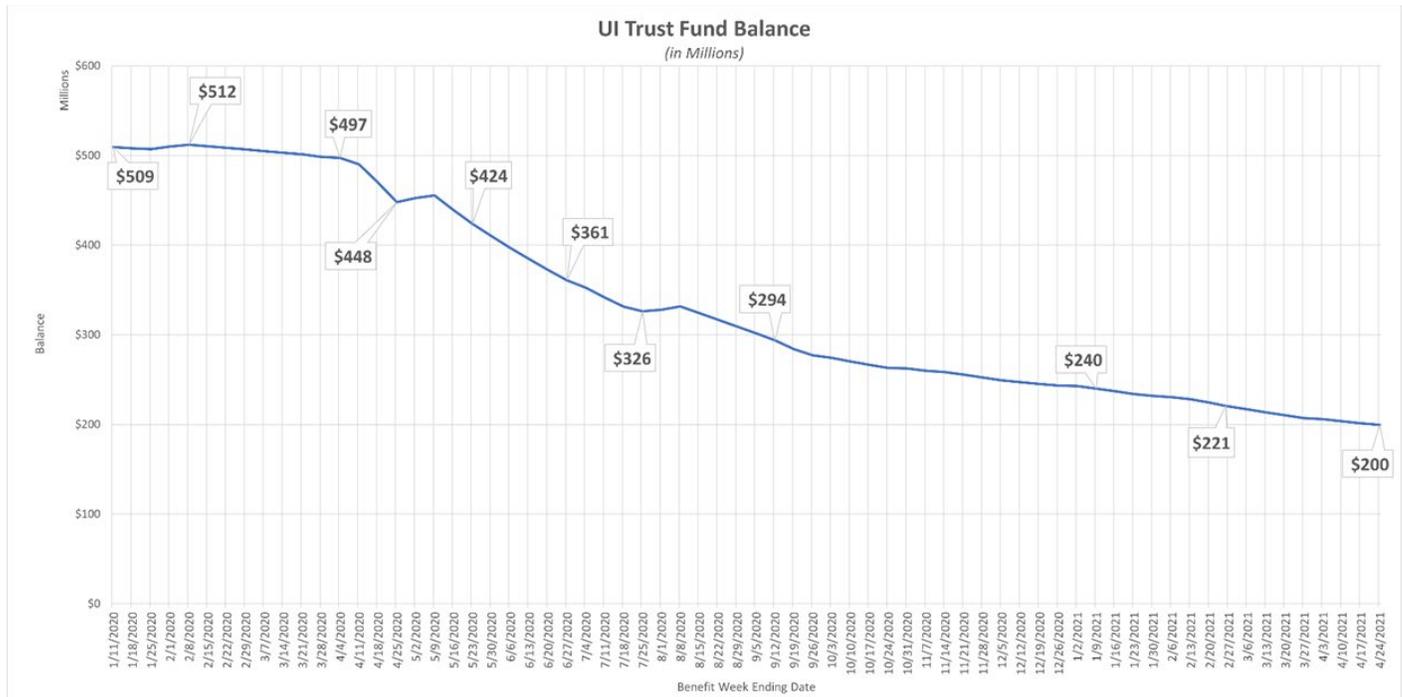
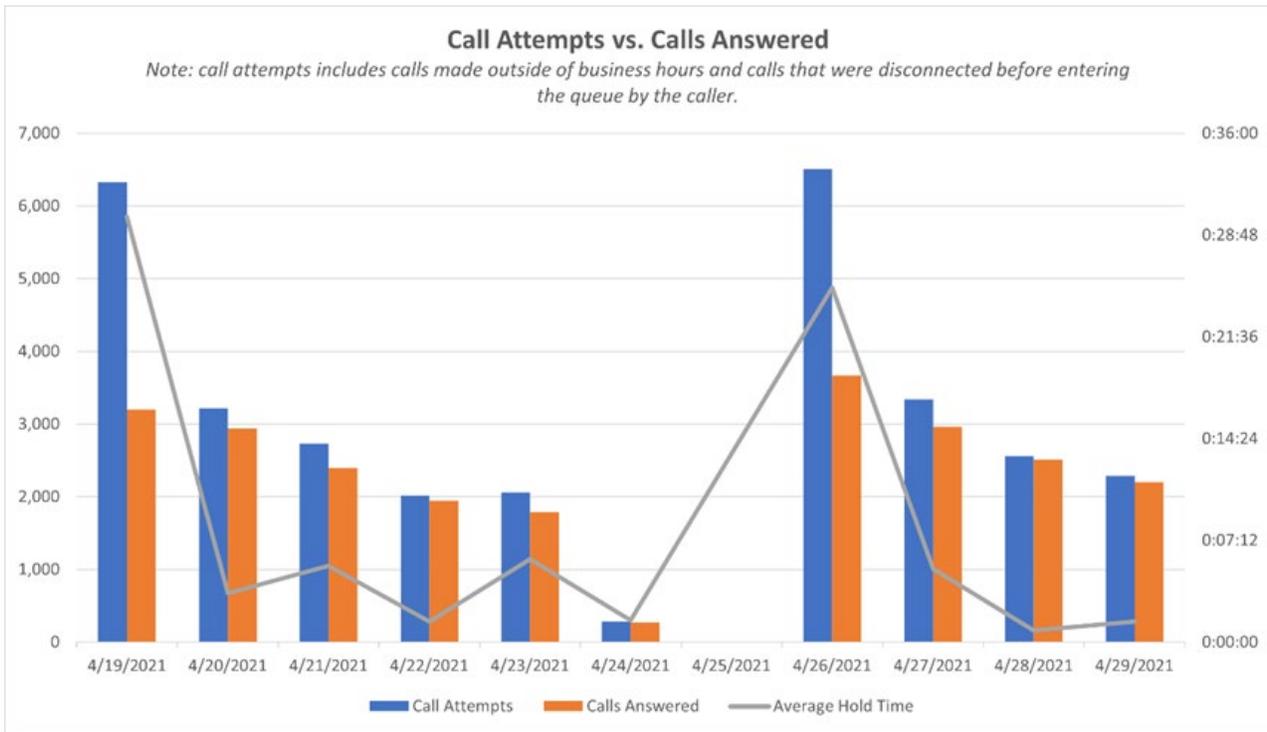


Figure 5

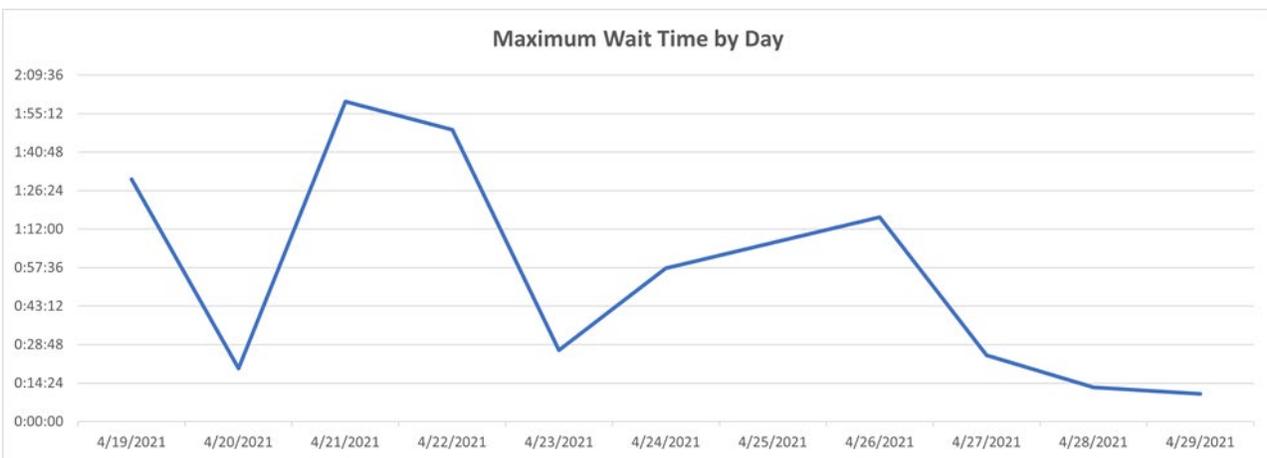
## CALL VOLUME

Call Volume Summary			
Average Agents	Average Calls Per Day	Average Length of Call	Average Hold Time
107	3,132	11:41	8:02

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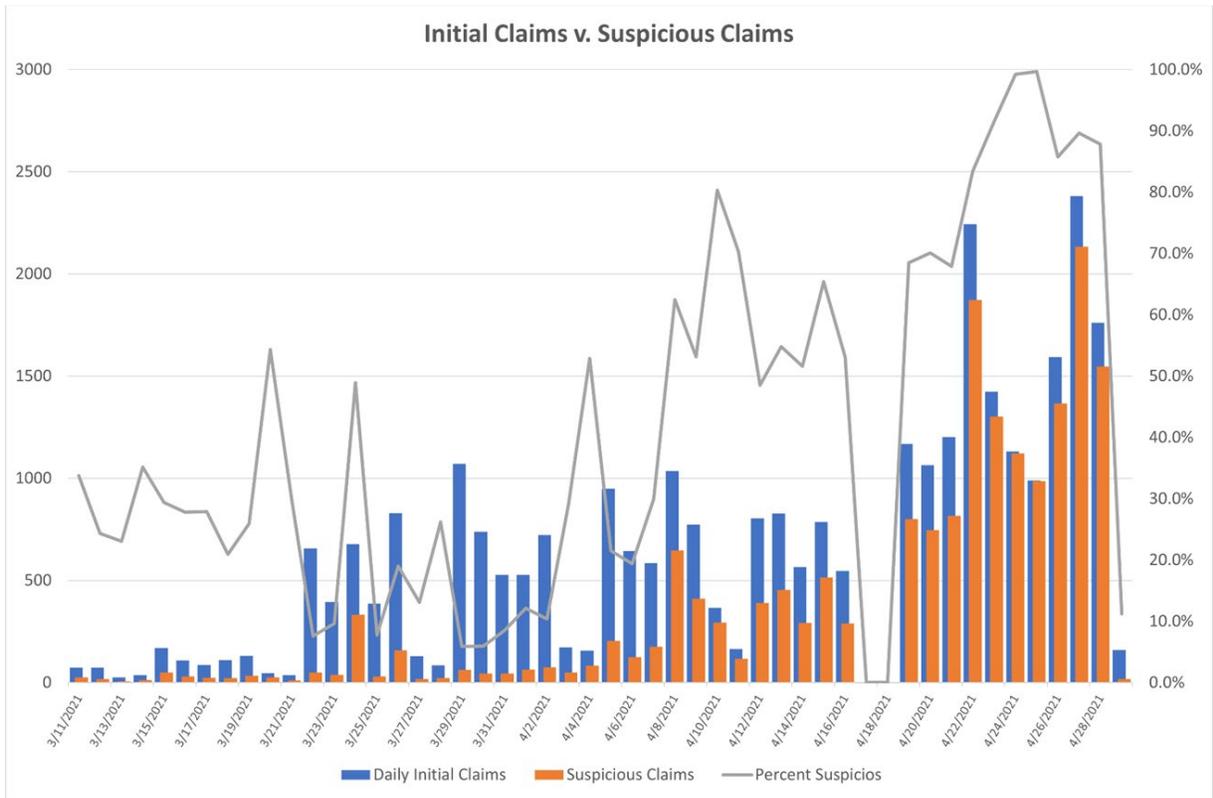
**Figure 6**



**Figure 7**

## FRAUD DETECTION

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**Figure 8**

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