

To: Vermont Legislature
From: Michael Harrington, Labor Commissioner
Date: June 29, 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>).
- **UPDATE: There were 1,100 UI/PUA direct deposit payments that failed to upload on Wednesday of last week. The file was uploaded on Friday, June 26th and payments were issued to individuals today, June 29th.**

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.
- **On June 26th the call volume was 3,494 and the average hold time was 4 seconds.**
- **On June 27th the call volume was 609 and the average hold time was 4 seconds.**
- **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.**

UI Claimant Inquiry Tool (UI-CIT)

- **There are currently 12 open cases that staff are working to resolve. The oldest case is from June 25, 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 resolved, 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	107,687	Total Number of Initial Claimants.
Initial Claimants Eligible for UI	76,113	Number of claimants eligible for UI.
Initial Claimants Eligible for UI - Paid	68,864	Number of claimants who are receiving, or have received, UI benefits.
Initial Claimants Eligible for UI - Not Paid	7,249	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	28,123	Total number of claimants that could complete the PUA application and are in the system
Claimants in PUA – Filed	19,551	# of claimants who have completed the PUA application
Claimants in PUA – Filed & Eligible	18,644	# of eligible claimants
Claimants in PUA – Filed & Ineligible	907	# of ineligible claimants
Claimants Eligible for PUA - Filed and Paid	16,545	# of eligible claimants receiving PUA benefit.
Claimants in PUA -Filed and Not Paid	2,099	# 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	\$130,284,823	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

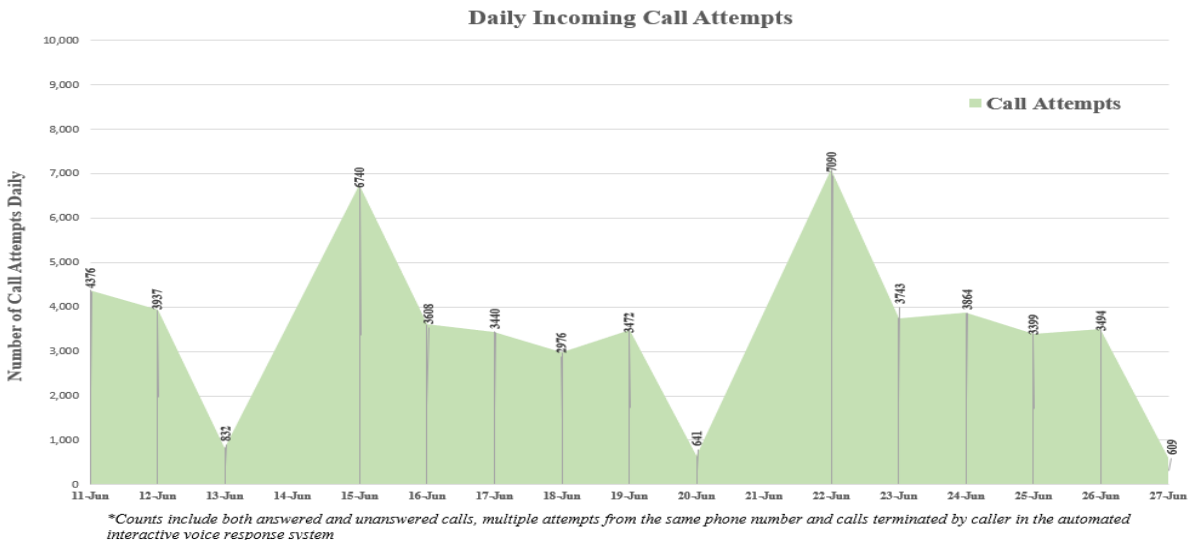
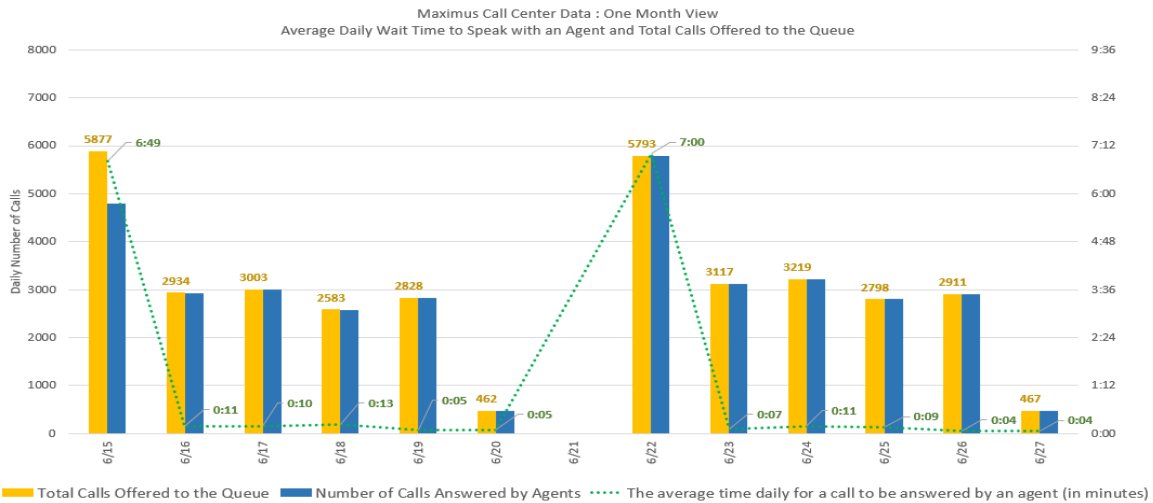


Figure 1.2



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

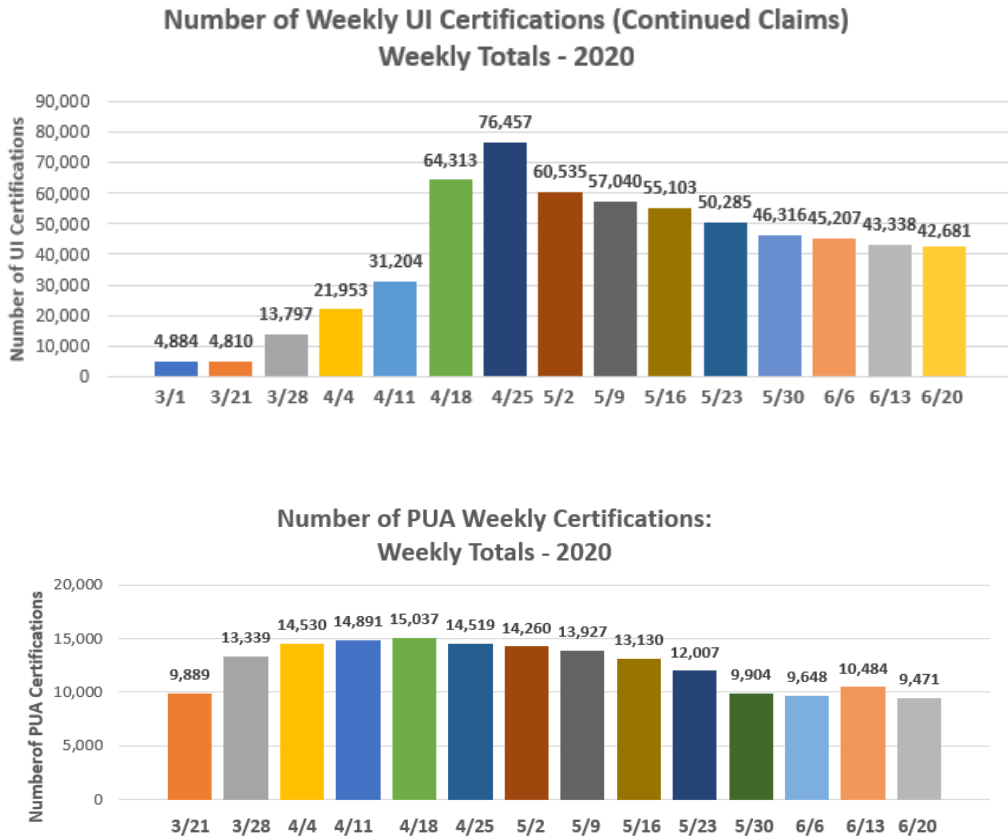
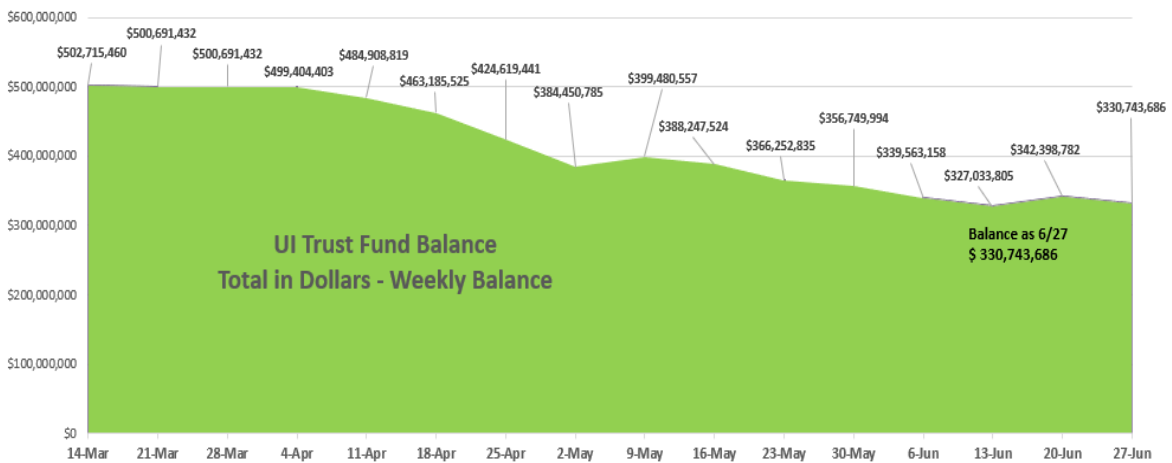


Figure 2.2



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