

State of Vermont
Department of Labor
Office of the Commissioner

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To: Vermont General Assembly
From: Commissioner's Office, Department of Labor
Date: February 9, 2021
Subject: Unemployment Insurance Weekly Update

GENERAL

- **1099 Processing Incident:**
 - The Department has created a 1099-G incident webpage summarizing the incident, as well as an FAQ document for claimants to reference. This information can be found at <https://labor.vermont.gov/1099-incident-updates>.
 - We have identified the impacted populations which include primarily the LWA and VSTS 1099-Gs. However, out of an abundance of caution, we are recalling all 1099-G documents issued by the Department, regardless of whether the information is believed to be accurate.
 - Many Vermonters are uncertain as to whether their information was compromised by this incident. To be safe, we are extending identity protection to all claimants who filed a claim with the Department during 2020, regardless of their level of exposure. Additional information about ID protection services can be found below.
 - We have implemented an option on the UI claimant assistance line (877-214-3332) specific to the 1099-G incident. The script provides information on what happened and what claimants should do moving forward. We will continue to update this message as more information becomes available.
 - **Recapture Update:** We have begun to mail out recall notices to individuals who received a 1099-G document. This notice gives a summary of the incident and includes instructions on how to return the initial 1099 document to the Department utilizing the self-addressed and pre-stamped envelope that is included. All recapture notices are expected to be mailed by the end of this week.
 - **Identity Protection Update:** Identity protection services have been finalized and will be available to all claimants who filed a claim in 2020 (regardless of whether their information was compromised). The State has contracted with Identity Theft Guard

Solutions, Inc (IDX) to provide identity protection service to claimants. This protection will cover claimants for a minimum of 12-months and instructions will be mailed directly to claimants in the coming days.

- **Reissuing Correct 1099-Gs Update:** We are continuing to work through quality validation checks to be sure the corrected 1099-Gs include accurate information. Claimants will be notified when these documents are mailed out, which will occur in the next two weeks.
- Since the passage of the CARES Act Extension legislation, we have seen an uptick in fraudulent claims being filed. Especially, claims involving stolen identities. Vermonters should remain vigilant and if they believe they have been the victim of identity theft resulting in a fraudulent claim being filed using their personal information, they should either contact our UI Fraud Tip Line at 802-828-4104 or submit an online fraud report at <https://labor.vermont.gov/form/report-ui-fraud>. It is important to note that our fraud unit handles thousands of claims each week making impossible for them to contact every individual who files a report. Individuals should expect to hear back from the Department only if more information is needed. After submitting a report to the Department, our team will review the report and stop any illegitimate claims. Victims of UI fraud are not held liable for any benefits that are paid to the fraudulent filer, nor will the fraudulent claim impact their credit score/report. For individuals who have fallen victim to identity theft, more information can be found at the Federal Trade Commission’s website (<https://www.consumer.ftc.gov/>). Additionally, individuals can file an identity theft report online with the FTC at <https://www.identitytheft.gov/>.

Standard Unemployment Insurance Series

(Covered Employees)



Pandemic Unemployment Assistance Series

(Independent Contractors, Sole Proprietors, Self-employed, and Other)



Federal Pandemic Unemployment Compensation

(Additional \$300 Benefit to Claimants in All Programs)



- Claimants who are able to do so, should be actively looking for work while collecting UI benefits. Vermont’s official work search is currently suspended, it is likely to be reinstated in the coming weeks. Employers across the state are reporting job availability in a number of sectors and industries and are actively hiring for a variety of positions. Prior to the Pandemic, UI

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claimants were required to conduct three official work inquiries each week in order to be eligible for benefits.

- Our Workforce Development team is actively providing outreach and services to unemployed Vermonters to assist with re-employment. More information about the Department’s employment and re-employment efforts can be found online at www.labor.vermont.gov/jobs.

CLAIMS

- Our weekly numbers continue to show an increase in the number of initial claims be filed. This is believed to be part of the seasonal shift in employment. Traditionally, the week of Thanksgiving is the Department’s busiest week of the year for the UI Division.
- Claimants filing for unemployment continue to receive a weekly jobs newsletter with highlighted job opportunities available across Vermont.

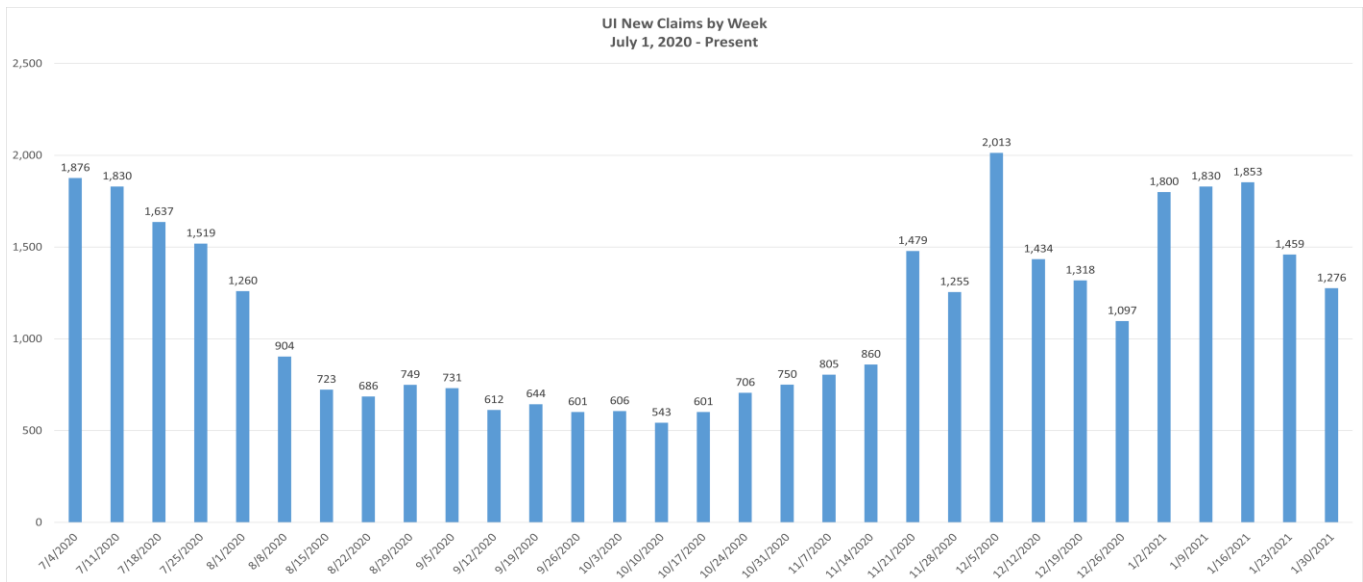


Figure 1

Continued Claims Filed							
Week Ending	12/19	12/26	1/2	1/9	1/16	1/23	1/30
Regular UI	11,913	10,088	12,194	12,506	13,257	12,908	13,241
PEUC (Tier I)	9,724	8,589	8,055	10,310	12,742	12,409	12,706
EB	1,116	909	473	98	94	62	64
PUA	8,577	8,390	3,338	8,429	8,610	8,607	8,713
Total	31,330	27,976	24,087	31,343	34,703	33,986	34,391

Figure 2

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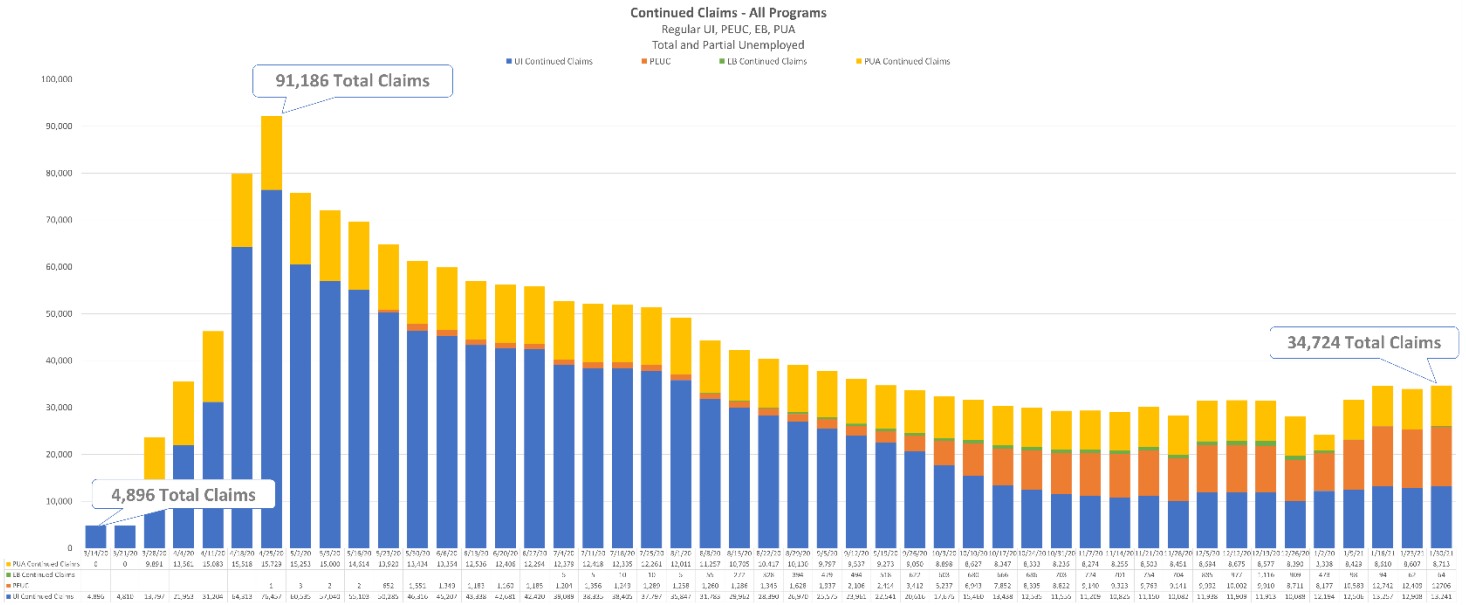


Figure 3

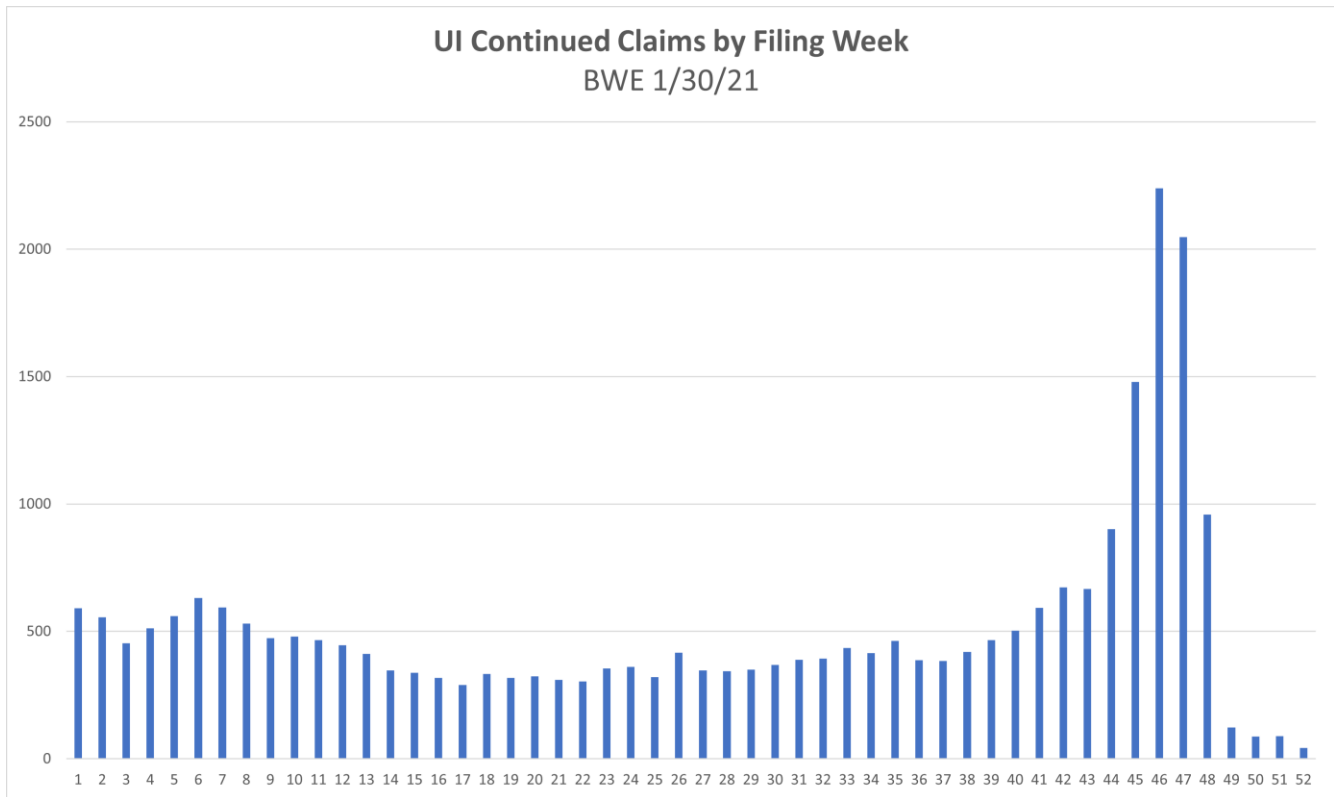


Figure 4

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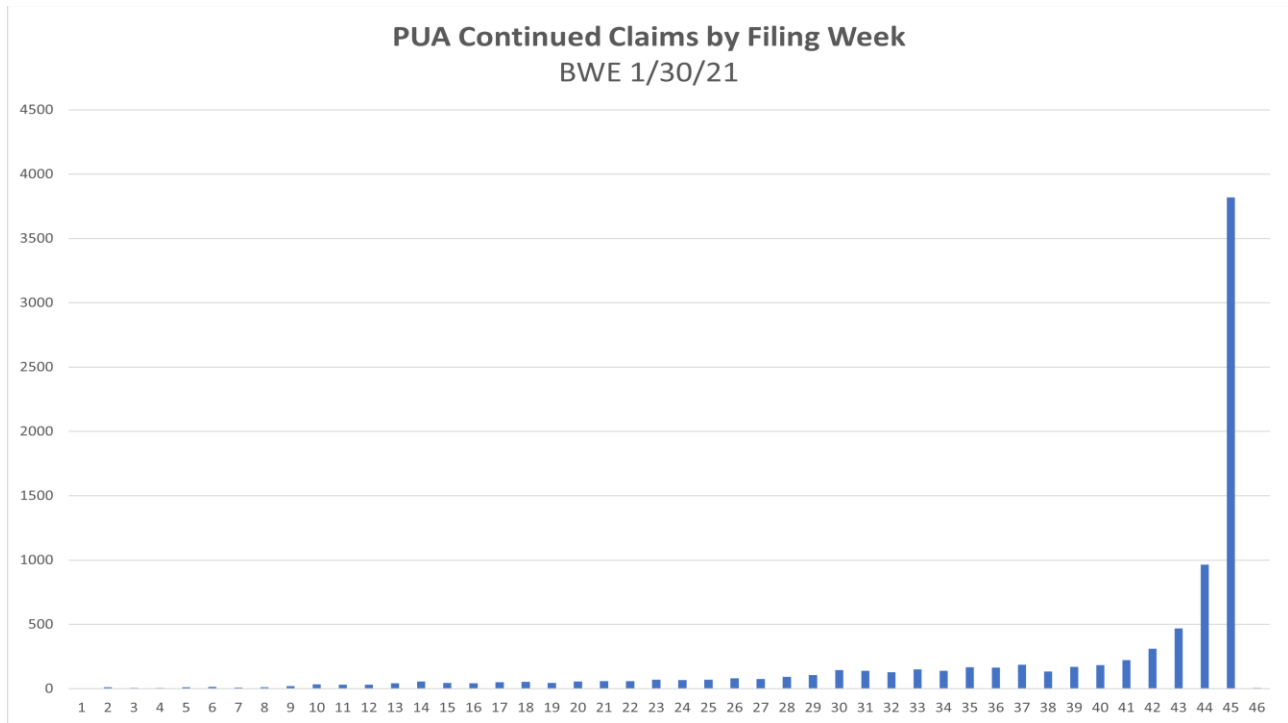


Figure 5

PAYMENTS

- In total, the Vermont Short Term Supplemental (VSTS) benefit program paid out more than \$14.6MM to more than 33,500 claimants.
- In total, the Lost Wages Assistance (LWA) program paid out over \$56MM to more than 35,000 claimants.

Claims Payment Processing						
Week Ending	All UI Claims Paid	All UI Payments	PUA Claims Paid*	PUA Payments	Total Payments Issued	Trust Fund Balance
December 19	21,019	\$7,072,397	8,264	\$2,691,133	\$9,763,530	\$245,080,698
December 26	18,837	\$6,112,174	5,273	\$2,571,462	\$8,683,636	\$243,202,289
January 2	18,797	\$6,459,827	1,258	\$1,017,026	\$7,476,853	\$242,681,331
January 9	21,615	\$7,393,515	13,641	\$7,511,281	\$14,904,796	\$239,890,508
January 16	23,338	\$7,954,465	9,206	\$5,715,889	\$13,670,354	\$237,021,103
January 23	23,195	\$7,827,257	7,736	\$4,762,209	\$12,589,466	\$233,645,327
January 30	23,499	\$7,911,766	8,595	\$5,296,654	\$13,208,420	\$231,866,628

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

Figure 6

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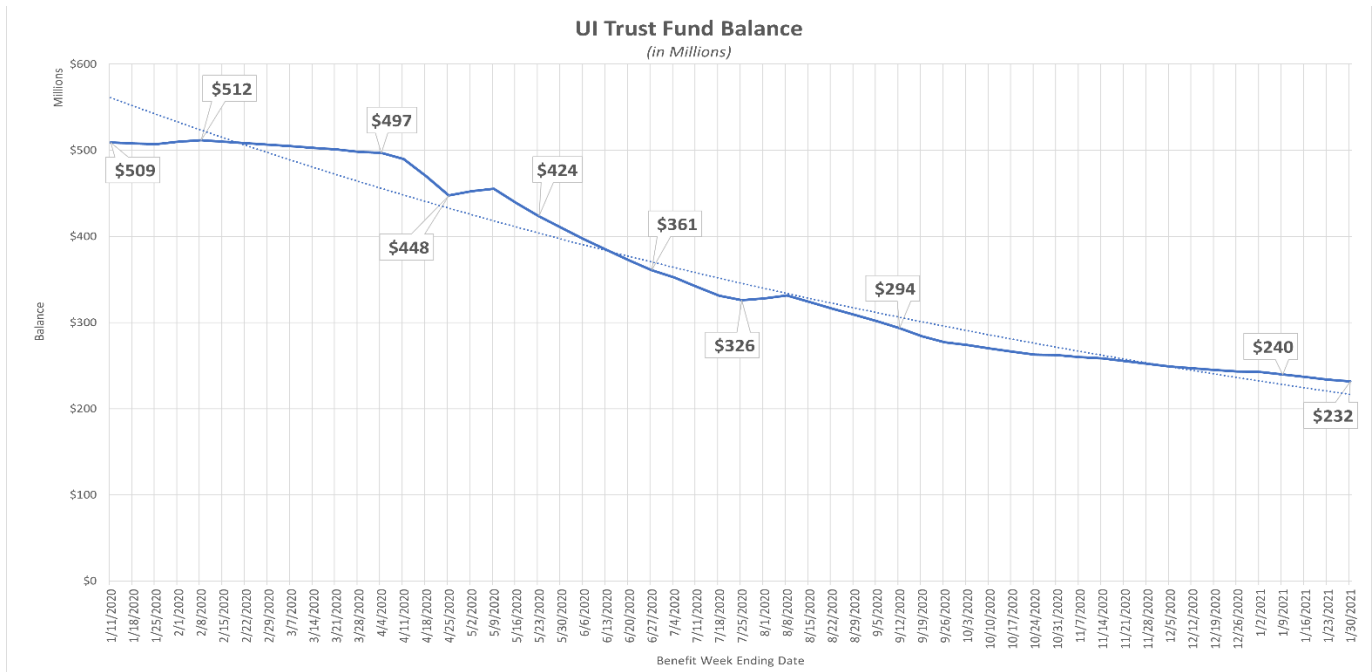
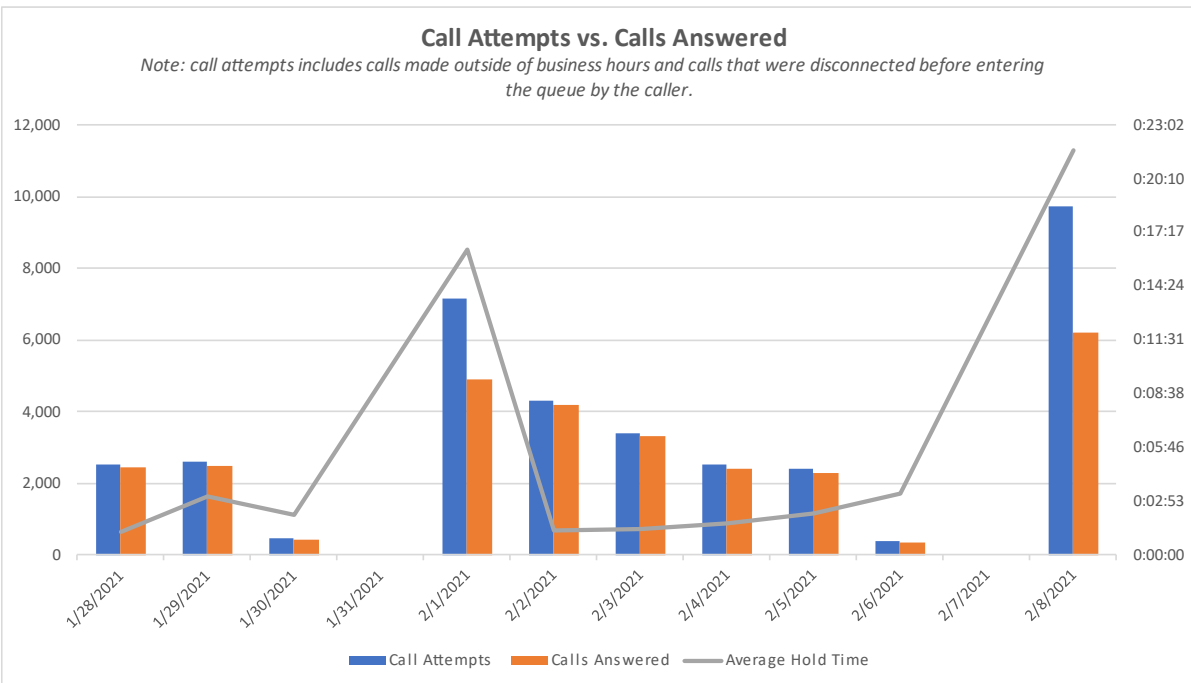


Figure 7

CLAIMANT ASSISTANCE CENTER

Call Volume Summary			
Average Agents	Average Calls Per Day	Average Length of Call	Average Hold Time
128	3,551	9:24	5:26



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Figure 8

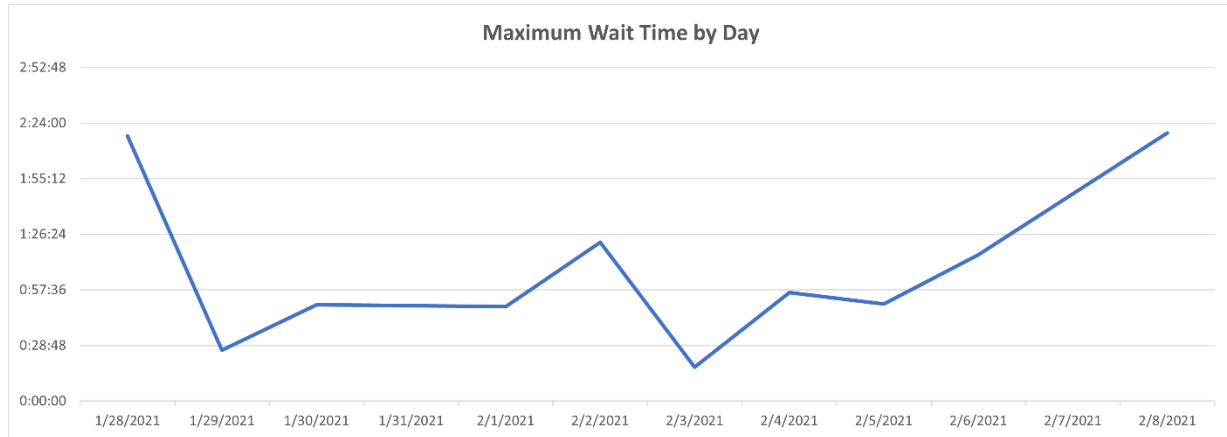


Figure 9

OTHER RESOURCES

- [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 \(NEW\)](#)
- [1099-G Incident FAQs \(NEW\)](#)

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