

**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:** November 24, 2020  
**Subject:** Unemployment Insurance Weekly Update

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## GENERAL

- The Department will be closed on Thursday, November 26 and Friday, November 27 in observance of the Thanksgiving holiday. The UI Claimant Assistance Center will be closed on Thursday, November 26 and will resume regular business hours on Friday, November 27, as well as Saturday, November 28. All other operations will resume regular business hours on Monday, November 30.
- Without Congressional action extending the CARES Act programs, specifically the PUA and PEUC programs, the Department estimates that a majority of current claimants will lose their benefits in mid to late December when these programs sunset. The Department is working with other state agencies to develop and deploy additional information and resources to those impacted. Claimants are also being notified of the expected end of these programs.
- Labor Market Information released the October Jobs Report last Friday (November 20). Vermont's unemployment rate for October was calculated at 3.2% (1.1% decrease from the previous month). The Labor Force Participation Rate also fell to 61.8%, down 0.4% over the previous month. This is the lowest LFP rate ever reported (LFP calculations began in 1975). If the unemployment rate continues to trend downward, the Department expects Vermont will likely trigger off Extended Benefits within the next 2-3 weeks.
- The Vermont Department of Labor has received multiple reports of fraudulent communications being sent to Vermonters relating to COVID compensation and benefits. On Monday and early Tuesday morning, the Department received information detailing communications in which the sender fraudulently states that 'eligible workers' could 'receive COVID-19 Benefits' from 'the Department of Labor'. An additional communication was also sent with false information pertaining to Workers' Compensation and Hazard Pay. The Department is currently working with the State IT security team, the Vermont Attorney General's Office, State Police, and multiple federal law enforcement agencies to respond to this issue. The Department has also provided information to the public through media alerts, website postings, social media posts, the VT Alerts system, and a direct email to claimants.

In response to the current hardship in the community because of the global COVID-19 outbreak, The Department of Labor has decided to support all workers to get through these hard times.

The Department of Labor will pay \$3,750 to all eligible workers, as Covid-19 Benefits and Compensation, starting from today, **Tuesday, November 24, 2020.**

Visit the [COVID-19 Benefits](#) page and register with your information to apply for this benefit.

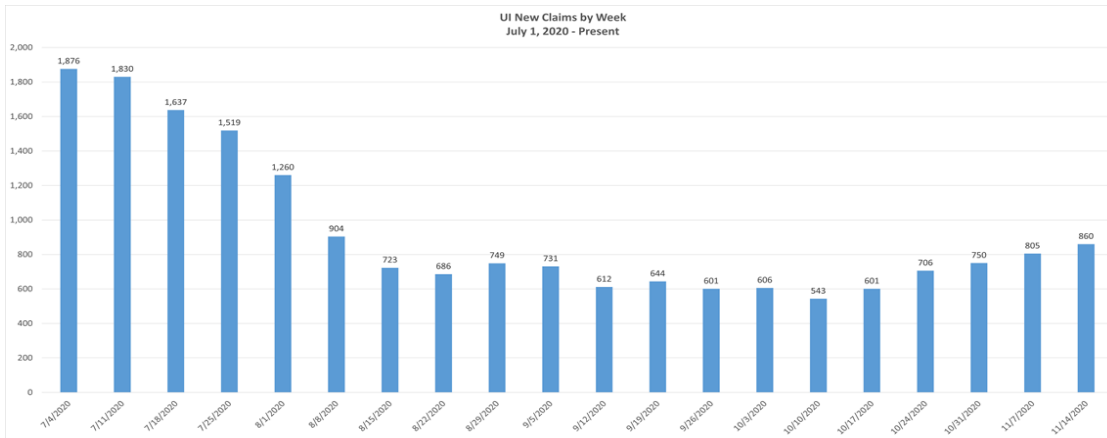
\*Note: ID Verification is required. Your application will not be processed if your ID cannot be verified.

Sincerely,

**COVID-19 Support Team**  
 Vermont Department of Labor  
 5 Green Mountain Drive  
 Montpelier, 0560

## CLAIMS

- We continue to see a slight increase in the number of initial claims filed, resulting in an increase in the number of continued claims 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.

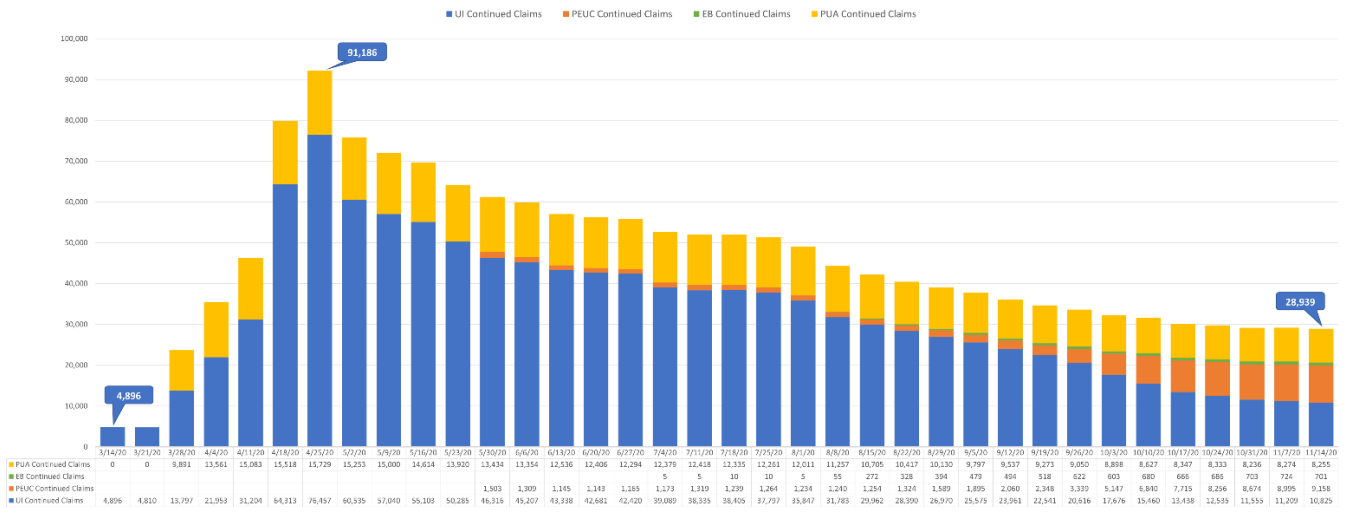


- Claimants filing for unemployment continue to receive a weekly jobs newsletter with highlighted job opportunities available across Vermont. November 23<sup>rd</sup> newsletter: <https://conta.cc/35XyKvq>.

Continued Claims Filed						
Week Ending	10/10	10/17	10/24	10/31	11/7	11/14
<b>Regular UI</b>	15,460	13,438	12,535	11,555	11,209	10,825
<b>PEUC</b>	6,840	7,715	8,256	8,674	8,995	9,158
<b>EB</b>	680	666	686	703	724	701
<b>PUA</b>	8,627	8,347	8,333	8,236	8,274	8,255
<b>Total</b>	31,607	30,166	29,810	29,168	29,202	28,939

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.

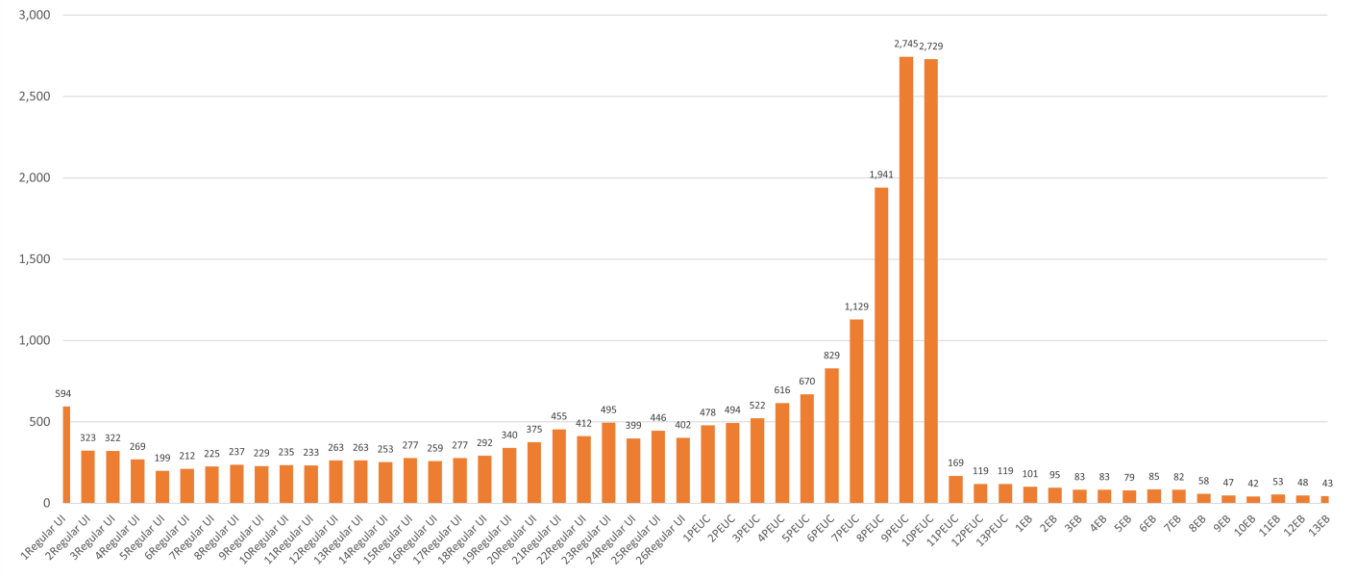
Continued Claims - All Programs  
Regular UI, PEUC, EB, PUA  
Total and Partial Unemployed



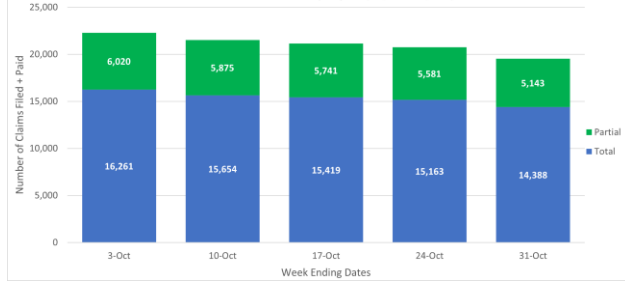
Claimant Cross-Section

Benefit Week Ending 11/14/2020  
Filing Week Ending 11/20/2020  
(Data run on 11/23/2020)

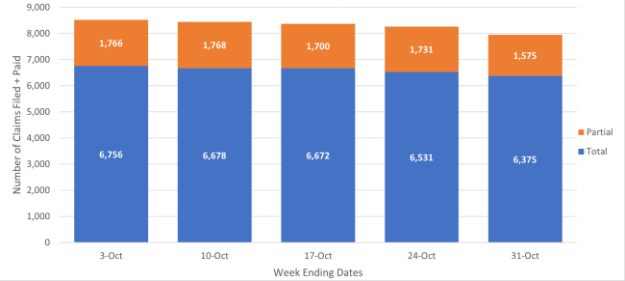
TUI = 7,884  
PEUC = 12,560  
EB = 899



Total v. Partial Unemployed (UI, PEUC, EB)



Total v. Partial Unemployed (PUA)

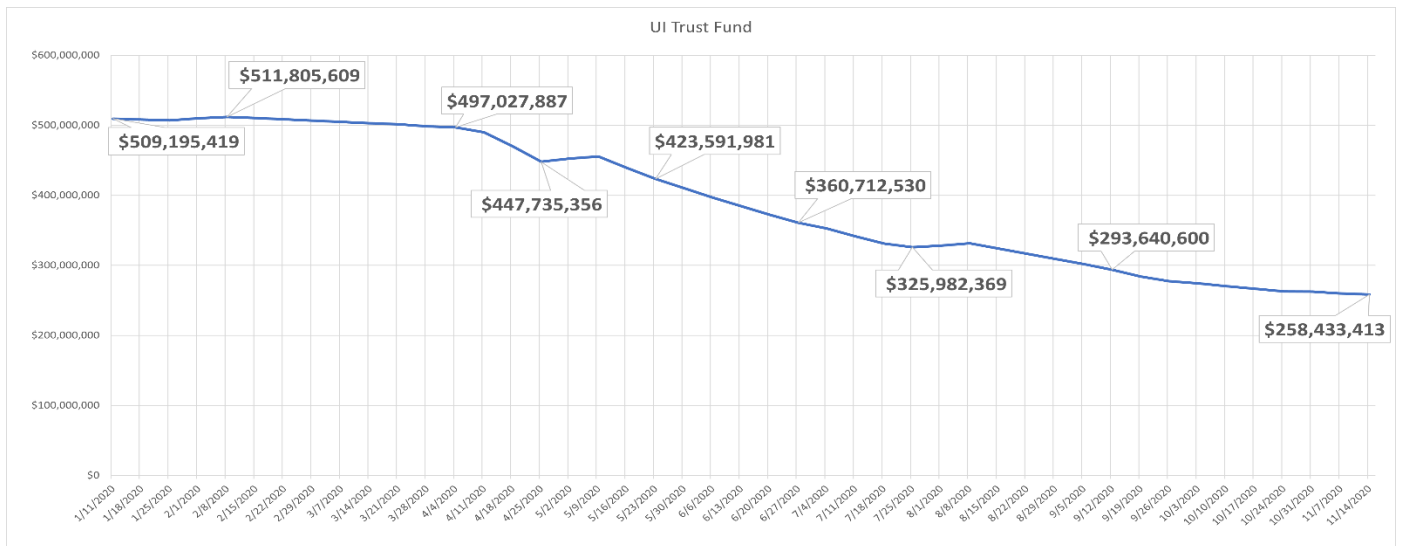


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## PAYMENTS

- The Vermont Short Term Supplemental (VSTS) benefit was paid out to all eligible claimants. In total, there were 33,509 claimants receiving the benefit for a total payment amount of \$14,606,500.
- The LWA program has paid out \$55,180,330 in benefits with just over \$14 Million remaining. We continue to pay claimants as they certify and/or become eligible on a regular basis.

Claims Payment Processing						
Week Ending	Regular UI Claims Paid	Regular UI Payments	PUA Claims Paid	PUA Payments	Total Payments Issued	Trust Fund Balance
October 17	21,107	\$6,970,313	12,662	\$3,866,363	\$10,836,676	\$266,324,717
October 24	21,605	\$6,831,764	7,795	\$2,430,550	\$9,262,314	\$262,856,233
October 31	20,411	\$6,834,139	7,812	\$2,342,051	\$9,176,190	\$262,290,343
November 7	20,359	\$6,809,641	7,750	\$2,318,413	\$9,128,054	\$259,867,537
November 14	20,041	\$6,580,466	8,023	\$2,506,616	\$9,087,082	\$258,433,413
November 21	20,595	\$7,062,919	8,005	\$2,537,754	\$9,600,673	N/A



## CLAIMANT ASSISTANCE CENTER

### Two Week Call Volume Summary

Average Agents  
78

Average Calls Per Day  
1,653

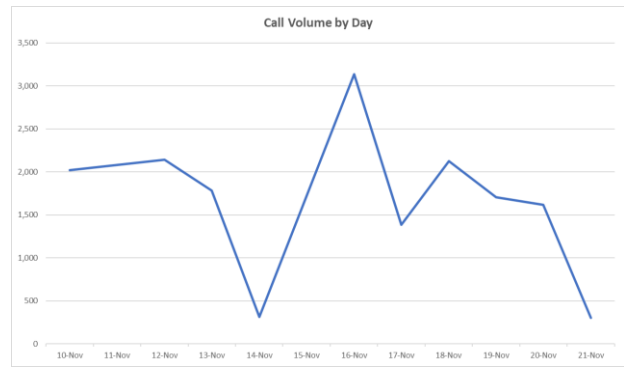
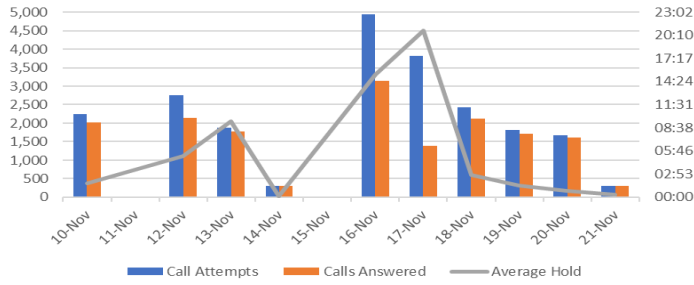
Average Length of Call  
8:13

Average Hold Time  
5:47

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### Call Attempts vs. Calls Answered

Note: call attempts includes calls made outside of business hours and calls that were disconnected before entering the queue by the caller.



## OTHER RESOURCES

- [UI "How-To" video library](#)
- [Live Chat with UI Claimant Assistance Center](#)
- [Weekly Virtual Town Hall events for employers](#)
- [Job seeker inquiry form for individuals seeking re-employment services](#)
- [Seasonal layoff information for employers and claimants](#)

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