

To: Vermont Legislature
From: Michael Harrington, Interim Labor Commissioner
Date: May 1, 2020
Subject: Unemployment Insurance Daily Update

On-going Priorities:

- Continue to mass-resolve low-level code issues that created stop-payments (move more Vermonters through the system and get them paid) Code 06, 64, 66, 81 are being cleared daily for claimants that have a weekly benefit amount (WBA) > 0; much fewer issues are needing to be cleared daily.
- Continue to transition unique populations into the PUA system. These populations applied for regular UI, are likely ineligible, but are likely PUA eligible. These populations require specific protocols for integrity purposes before activating them in the PUA application.
- Continue to improve and clarify PUA application, process and communication.
- Continue a steady pace of messaging. Update FAQs, emails, socials media, press releases, VTAlerts, etc.

Major Accomplishments

- \$24 million in first round of PUA payments issued April 29th to over 7,000 Vermonters via direct deposit. Check payments go out early next week.
- Legislative Action Team – House members and DOL staff are actively capturing and resolving claimant issues.

Other Accomplishments

- Working with MTX (vendor for Salesforce application) on the constituent management portal in Salesforce for internal administrative work.
- Requirements were provided by UI to ADS on the PEUC (federal extended benefits) program, that is targeted to be complete and in production next week.

Pandemic Unemployment Assistance (PUA)

- Working to identify specific populations who have applied, but are not eligible for regular UI, that can be transitioned to determine eligibility for PUA. (Get more Vermonters collecting benefits)
- VDOL Staff continue to work and clear adjudication issues on initial claims and any associated issues, VDOL staff assigned can keep up with the PUA adjudication issues daily.
- Requirements session was held with VDOL on the backend process of Salesforce to modify it to be more user friendly for VDOL staff to work, track, and resolve issues.

Communications

- Press release issued on first round of PUA payments
- Press release issued on first quarter wage reports and flexibility on penalties
- Chatbot functionality is being explored with Maximus, this would provide chatbot functionality for the call center that can also be used by VDOL on the department website.
- Social Posts were posted to point people to the FAQs on the VDOL website
- Drafted press release about Return to Work requirements

Pandemic Unemployment Assistance Additional Information

- [Click here for PUA general information](#)
- [Click here for PUA FAQs](#)
- [Click here for PUA application video demonstration](#)

Regular Unemployment Insurance Additional Information

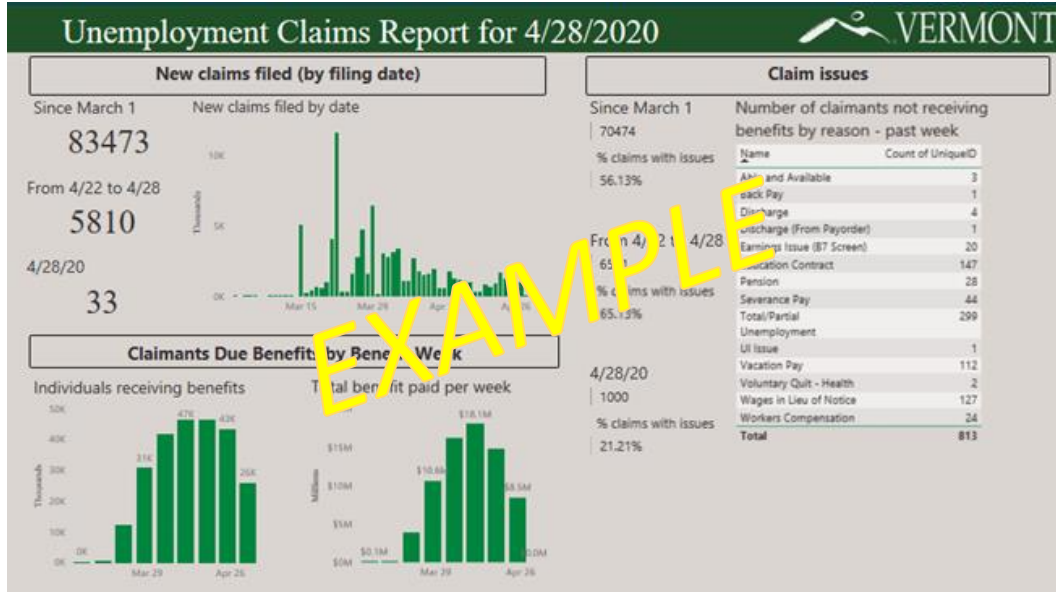
- [Click here for unemployment general information](#)
- [Click here for frequently asked questions](#)

Claims Data - April 30, 2020

Initial Claims	84,134	Total number of initial claims since 3/1/2020.
Initial Claims with no Eligibility Determination	10,348	Initial claims without eligibility determination for UI or PUA. A subset of this population does not, and will not, qualify for UI or PUA.
Unemployment Insurance		
Initial Claimants Eligible for UI	58,245	Number of claimants eligible for UI
Initial Claimants Eligible for UI - Paid	50,037	Number of claimants who are receiving UI benefits
Initial Claimants Eligible for UI - Not Paid	8,208	Number of claimants who meet basic eligibility thresholds but have significant issues that require review and resolution prior to payment. This also includes individuals who have since returned to work and are no longer filing.
UI Trust Fund Balance	\$385,468,789	As of April 30, 2020
Pandemic Unemployment Assistance		
Initial Claimants Eligible for PUA	15,541	Total number of claimants that could complete the PUA application and are in the system
Initial Claimants Eligible for PUA - Filed	9,353	# of eligible claimants who have completed PUA application
Initial Claimants Eligible for PUA - Paid	6,594	Number of eligible claimants receiving PUA benefit.
Initial Claimants Eligible for PUA - Not Paid	2,759	Number 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	\$25,662,607	Total amount of benefits paid

Claim Dashboard: The data team continues to work on the Power BI Claims Dashboard, providing metrics for the department to analyze and track UI Claims.

(Data below is an example and not accurate)



Call-center Dashboard: The data team continues to work on the Power BI Call-center Dashboard, for the department to track and analyze call-center data and trends.

(Data below is an example and not accurate)

