

# 2021 STATE OF THE WORKFORCE REPORT

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*Responding to the Pandemic*





We dedicate this report to a group of unsung heroes who have worked diligently through the pandemic: state workforce agency staff. They are the boots on the ground, partners in the community, and innovators striving to assist every unemployed worker. They endeavor daily to strengthen their state's workforce and struggling economy.

In spite of the many obstacles they face - the stress of the pandemic, an inability to quickly respond to requests because of dramatic increases in workload, as well as personal threats and attacks from the very communities they serve - these workforce agency staff continue in their dedication to public service. We applaud and owe a debt of gratitude to these men and women.

The intent of this report is to provide the nation a better understanding of the extraordinary challenges state workforce agency staff faced during the 2020 pandemic and present the measurable results of their tireless efforts.

For more information or to begin a conversation, use the contact information provided on each state's profile within the report.

We thank the representatives from each state and territory who contributed to this report, and again give our deepest thanks to all workforce agency staff for their continued efforts as they provide invaluable assistance to workers across America.

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# 2021 State of the Workforce Report | *Responding to the Pandemic*

## EXECUTIVE SUMMARY

### INTRODUCTION

In 2019, NASWA issued its first State of the Workforce Report bringing together data and key innovations from the nation's state workforce agencies into one cohesive report.

This revamped report focuses on how the workforce agencies in all 50 states, the District of Columbia, and the U.S. Virgin Islands responded to assist American workers through one of the worst economic downturns our country has experienced. Throughout the COVID-19 pandemic, workforce agencies have worked tirelessly to assist an unprecedented number of individuals and implement a host of new unemployment insurance programs.

NASWA appreciates the state contributions to this report.

Each state profile includes:

- **Total claims processed** (continued weeks claimed) during Calendar Year 2020 for regular unemployment insurance (UI), Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC) and State Extended Benefits.
- **Total benefits paid** during Calendar Year 2020 for regular UI, FPUC, PUA, PEUC, State Extended Benefits, Lost Wage Assistance (LWA), and individual state benefit programs.
- **Innovative pandemic response strategies** implemented by states to serve American workers impacted by the pandemic.
- **Programs within the state workforce agency.**
- **Workforce Innovation and Opportunity Act (WIOA) core programs** and the administering agency for the state.

### NEW BENEFIT PROGRAMS

In March and December 2020, Congress passed legislation creating many new benefit programs to assist unemployed individuals affected by the pandemic: Families First Coronavirus Response Act (FFCRA), Coronavirus Aid, Relief and Economic Security (CARES) Act, and the Continued Assistance for Unemployed Workers Act of 2020 (Continued Assistance Act). The LWA program, authorized by Presidential Memorandum with funding from the Federal Emergency Management Agency (FEMA), was created in early August 2020.

These new unemployment programs required massive efforts from each state to develop or redesign – and then implement - necessary systems that allowed coverage for those who had previously never been eligible for unemployment insurance. This effort was completed in tandem with providing coverage to the millions of newly unemployed.

The LWA program provided supplemental payments to those receiving unemployment benefits and required new programming by the states. The FPUC, PUA, and PEUC benefits were extended in December with modified requirements, creating the need for additional reprogramming. A new optional program, the Mixed Earners Unemployment Compensation (MEUC), was added - again requiring new programming for implementation.

### NEW BENEFIT PROGRAMS CREATED IN MARCH 2020

#### Federal Pandemic Unemployment Compensation (FPUC)

Additional payments made to UI recipients on top of state benefit payments.

#### Pandemic Unemployment Assistance (PUA)

A new benefit for out-of-work self-employed individuals.

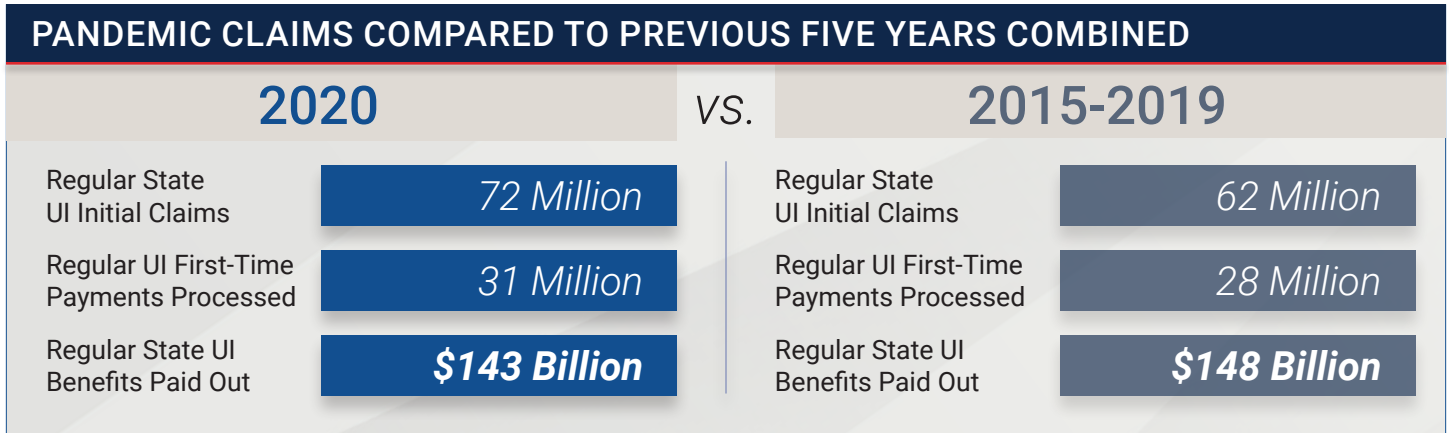
#### Pandemic Emergency Unemployment Compensation (PEUC)

An additional 13-week benefit provided to individuals who exhausted their regular state or federal UI benefits.

**NATIONAL HIGHLIGHTS** | *Unparalleled Influx of Unemployment Claims in CY 2020*

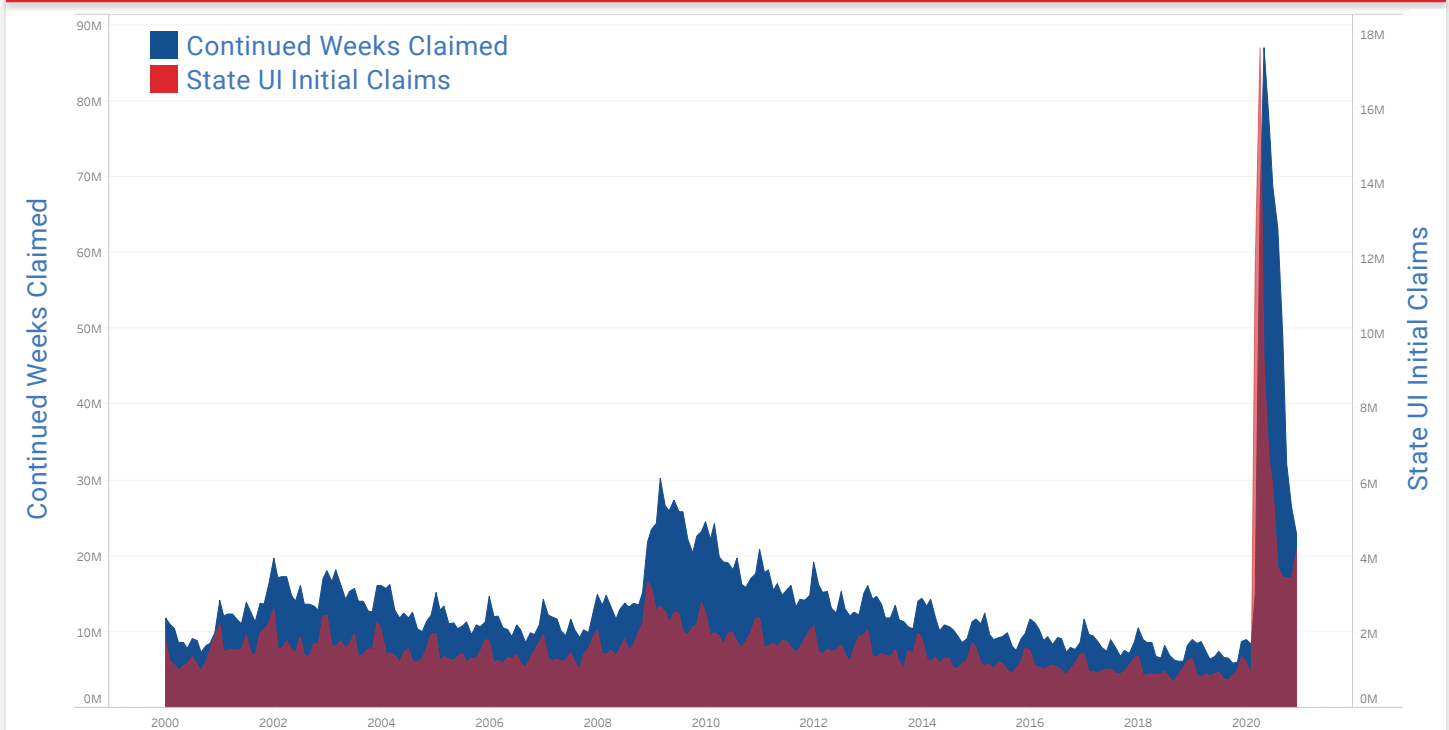
**Regular State Unemployment Claims**

In addition to the implementation of the new programs established by Congress, states faced – and continue to face as of the writing of this report – a level of UI initial and continued claim filings never seen in the 85-year history of the UI program. Moreover, this “claims tsunami” was preceded by a period of historically low claims volume. With funding for administering the UI program tied to workload, states’ staffing and financial resources leading up to the pandemic were insufficient to meet the claims load caused by the crisis.



The chart below shows that before March 2020, states were experiencing a historically low volume in the regular UI program and, once the pandemic started, demand for benefits skyrocketed and remained elevated above recent levels and prior recessions.

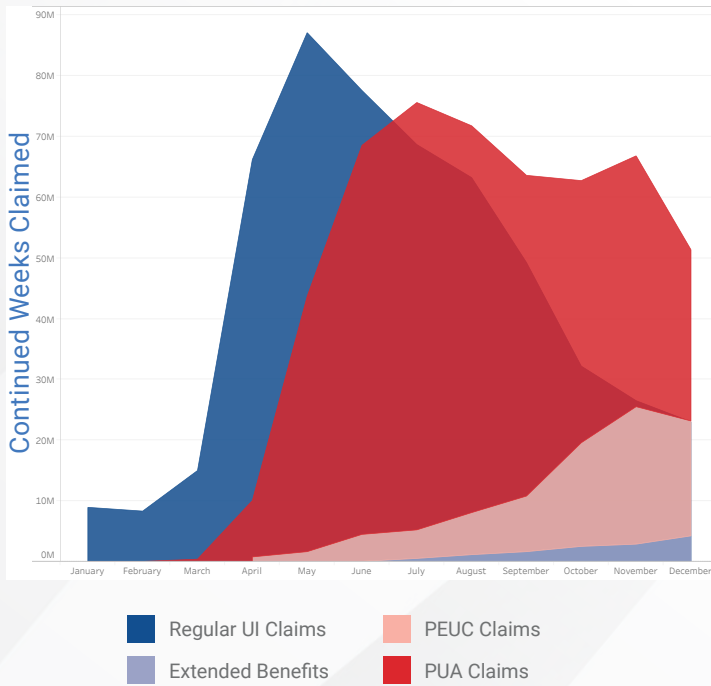
**REGULAR STATE UI BENEFITS INITIAL AND CONTINUED CLAIMS**  
*JANUARY 2000 - DECEMBER 2020*



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

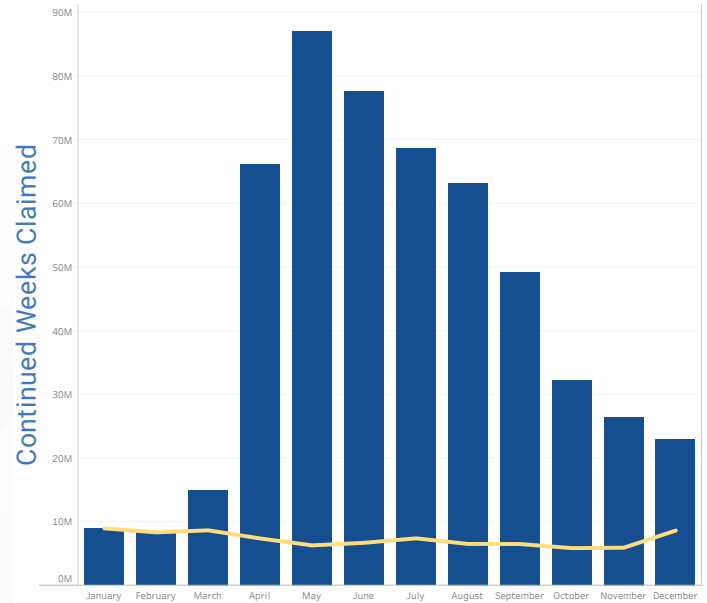
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



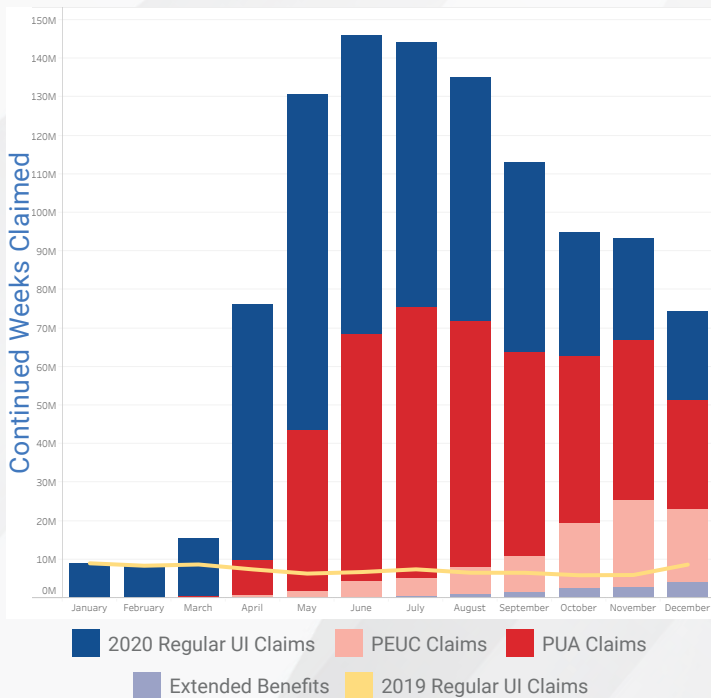
**Regular UI Claims**

**526M**  
CY 2020

**88M**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
*Total benefits paid*

**\$143B**

**\$27B**

**Pandemic Unemployment Assistance**

**\$80B**

**\$0**

**Federal Pandemic Unemployment Compensation**

**\$277B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$29B**

**\$0**

**State Extended Benefits**

**\$4B**

**\$37K**

**State Supplemental Benefit**

**\$454M**

**\$0**

**Sub Total**

**\$533B**

**\$0**

**Lost Wage Assistance**

**\$36B**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$569B**

**\$27B**

## STATE PANDEMIC RESPONSE STRATEGIES

While working to process unprecedented levels of unemployment claims, states transitioned their in-person workforce training, reemployment services, and business services to remote delivery and developed new strategies. States were asked to share three of their innovative approaches for this report. A synopsis is included by topic below.

<p><b>Tools to assist UI Claimants</b></p> <p><i>Thirty states took specific actions to assist UI recipients.</i></p> <p>AL, CA, CT, HI, KS, KY, LA, MA, MI, MO, MT, NC, ND, NE, NJ, NM, NV, NY, OH, OK, OR, PA, RI, SC, TN, TX, VI, WV, WI, WY</p>	<p><b>Virtual Workforce Training</b></p> <p><i>Twenty-two states took specific actions to transition to new options in virtual workforce training.</i></p> <p>AZ, AR, CO, DC, DE, ID, IL, IN, MA, ME, MN, MS, MO, NY, OK, PA, SD, TN, TX, VT, VA, WV</p>	<p><b>Technology Tools</b></p> <p><i>Fourteen states implemented new technology tools to assist UI claims.</i></p> <p>CO, DE, IA, KS, KY, MO, NC, NJ, NV, NY, OH, OK, OR, VI</p>
<p><b>State Supplemental Benefits</b></p> <p><i>Ten states implemented a Supplemental Benefit in addition to regular state and federal benefits.</i></p> <p>AR, CO, DC, ME, MT, NC, NM, RI, VT, WA</p> <p><i>One state implemented a Return-to-Work bonus for individuals returning to work.</i></p> <p>ID</p>	<p><b>Virtual Reemployment Services</b></p> <p><i>Twenty-two states took specific actions to transition to virtual reemployment services such as virtual workshops and career coaches and/or hosted virtual career fairs.</i></p> <p>AR, CT, DC, GA, IA, MA, ME, MI, MT, NC, ND, NE, NJ, NM, NY, SC, SD, TN, TX, UT, WI, WY</p>	<p><b>Overall Service Improvement</b></p> <p><i>Eleven states shared plans, projects, partnerships, and actions launched to provide improved service delivery.</i></p> <p>AZ, CA, HI, ME, MD, MA, MN, NJ, OR, SC, WA</p>
<p><b>Virtual Career Fairs</b></p> <p><i>Twenty-three states transitioned to virtual online, or drive-through job fairs.</i></p> <p>AL, AK, AR, CA, IA, ID, IN, KS, LA, ME, MA, MI, MO, MS, NH, NY, NV, ND, OH, TX, VT, VA, WY</p>	<p><b>New Labor Market Information Tools</b></p> <p><i>Three states developed new tools to better share information on UI claims and labor market data during the pandemic.</i></p> <p>FL, ND, SD</p>	<p><b>Better Access to GED</b></p> <p><i>Three states took actions to make it easier for their residents to access the GED test.</i></p> <p>AK, KY, VA</p>
<p><b>Career Matching &amp; Exploration</b></p> <p><i>Twelve states developed new job board sites and/or career exploration.</i></p> <p>AL, AK, CO, FL, IL, IN, KS, NC, OK, TN, TX, UT</p>	<p><b>Business Relief</b></p> <p><i>Five states took actions to assist businesses during the pandemic.</i></p> <p>CT, HI, MD, MS, NH</p>	<p><b>Fraud Prevention</b></p> <p><i>Eight states took additional actions to protect against identity theft and fraud.</i></p> <p>AZ, FL, NV, PA, OK, RI, VI, WA</p>

In total, over 160 examples were submitted, including new strategies states have implemented to combat the economic crisis and assist struggling Americans and businesses. The selected examples are detailed in the state and territory profiles and incorporate the many tactics developed to assist job seekers in new ways, including ten states that implemented supplemental benefits to cover gaps between the federal extensions and one state that provided a supplemental return-to-work bonus.

## All Unemployment Claims

The PUA and PEUC programs were significant drivers of state increased workloads, adding a 50% increase in initial claims in addition to regular state UI initial claims.

- More than 26M PUA initial claims
- Nearly 9M PEUC initial claims

### CLAIMS PROCESSED (CONTINUED WEEKLY CLAIMS)

In total, states processed <b>over 1 BILLION</b> unemployment claims in 2020	Regular UI	<b>524.0M</b>	PEUC	<b>82.9M</b>
	PUA	<b>419.3M</b>	EB	<b>12.5M</b>

### BENEFITS PAID (REGULAR STATE UI AND FEDERAL PROGRAMS)

In total, states paid out <b>over half-a-TRILLION dollars</b> in benefits in 2020	Regular UI	<b>\$143B</b>	PEUC	<b>\$29B</b>
	FPUC	<b>\$277B</b>	EB	<b>\$4B</b>
	PUA	<b>\$80B</b>		

## UI FACTS | Gaining Perspective

**PUA** initial claims in 2020 (28.2 million) represented **17.5% of the U.S. labor force**.

**Almost 19% of the entire U.S. labor force received** first-time regular state **UI payments** in 2020 (30 million).

The amount of **FPUC payments** made in 2020 (\$277 billion) was just under the 2020 **GDP of South Africa** (\$282 billion), per the International Monetary Fund.

The amount of **total unemployment benefits** paid out by states during 2020 (over \$560 billion) was **more than the total revenue reported by** the largest fortune 500 company, **Walmart**, of \$524 billion.

If the total amount of unemployment benefits paid in 2020 (over \$560 billion) was the gross domestic product (GDP) of a country, it would have ranked 24th on the 2020 International Monetary Fund Country GDP listing, or **more than the entire GDP of Sweden** (\$529 billion).

Sources: USDOL-ETA, International Monetary Fund, corporate.walmart.com



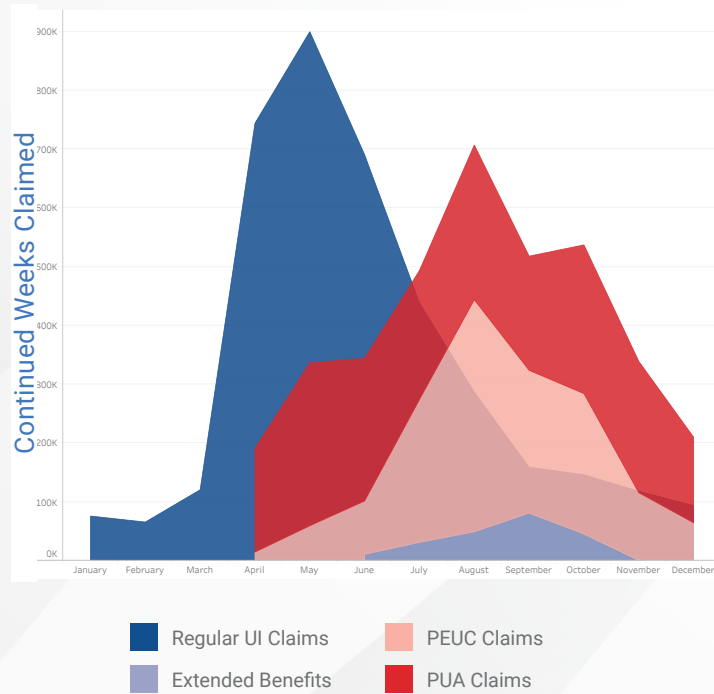




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

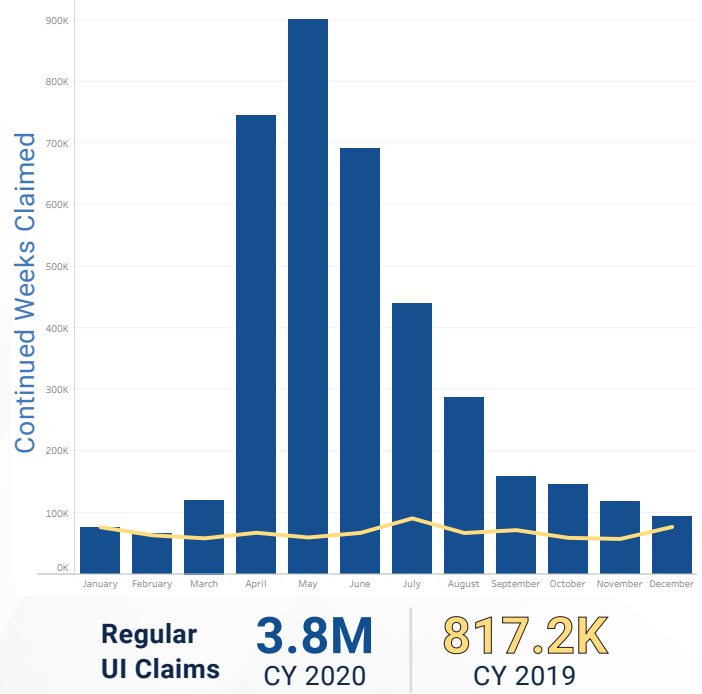
#### TOTAL CLAIMS PROCESSED

CY 2020



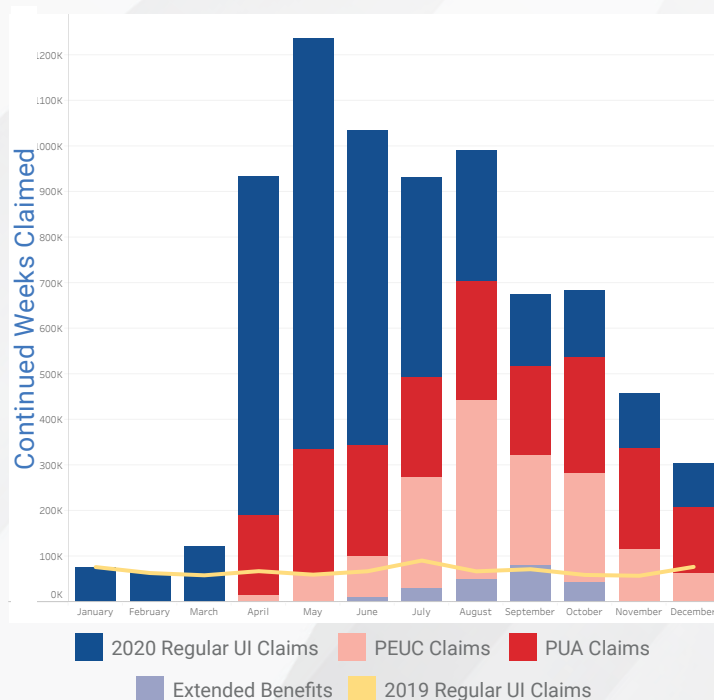
#### REGULAR UI CLAIMS PROCESSED

CY 2020



#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$803.3M</b>	<b>\$143.5M</b>
Pandemic Unemployment Assistance (as of 11/30/20)	<b>\$203.3M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$2.3B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$360.5M</b>	<b>\$0</b>
State Extended Benefits	<b>\$23.2M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$3.7B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$292.0M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$4.0B</b>	<b>\$143.5M</b>

## ALABAMA DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### IN-PERSON HELP CENTER FOR UI CLAIMANTS



Alabama set up in-person assistance for UC claimants in the beginning of the pandemic, it later switched to scheduled phone callbacks.

**To learn more, visit**

[labor.alabama.gov/uc/phone\\_appointments.aspx](http://labor.alabama.gov/uc/phone_appointments.aspx)

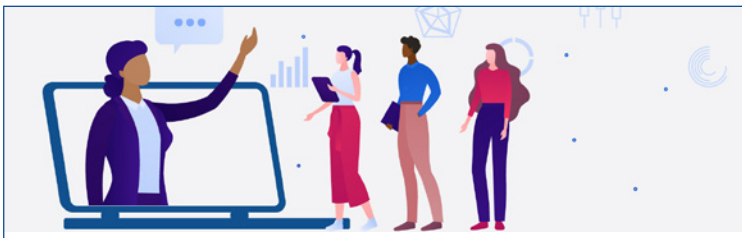
### HOSTING AN ONLINE JOB FAIR



The Department of Labor partnered with a leading media organization to organize an online job fair that provides a platform for companies to post information about their business and the job positions they are looking to fill.

**To learn more, visit** [alabamamediagroup.com/job-center/](http://alabamamediagroup.com/job-center/)

### ALABAMA LAUNCHES NEW JOBSEEKER AND EMPLOYER SITE FOR WIOA SERVICES



Virtual resources are available to jobseekers who need help looking for a job, learning relevant skills for in-demand jobs, and other areas that will promote finding a career in today's economy.

**To learn more, visit**

[labor.alabama.gov/news\\_feed/News\\_Page.aspx?id=229](http://labor.alabama.gov/news_feed/News_Page.aspx?id=229)

### Programs within Agency

- Federal Bonding Program
- Foreign Labor Certification (H-2A and H-2B)
- Labor Market Information
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Alabama Department of Commerce, Workforce Development Division (WDD)** – Administers WIOA (A, DW, Y) programs
- **Alabama Department of Postsecondary Education** – Administers Adult Education (AE) and Family Literacy programs
- **Alabama Department of Labor, Employment Services Division** – Administers WP programs
- **Alabama Department of Vocational Rehabilitation** – Administers Vocational Rehabilitation (VR) programs

### Contact

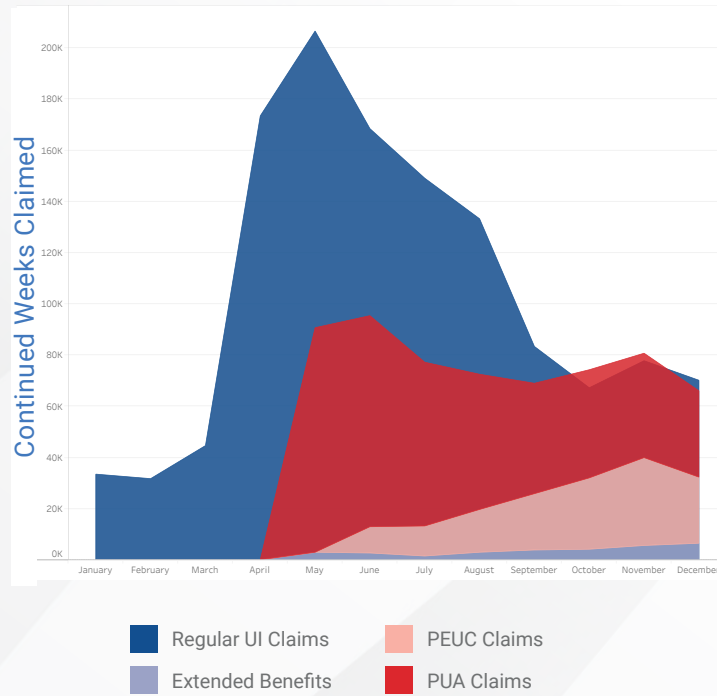
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**Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload**

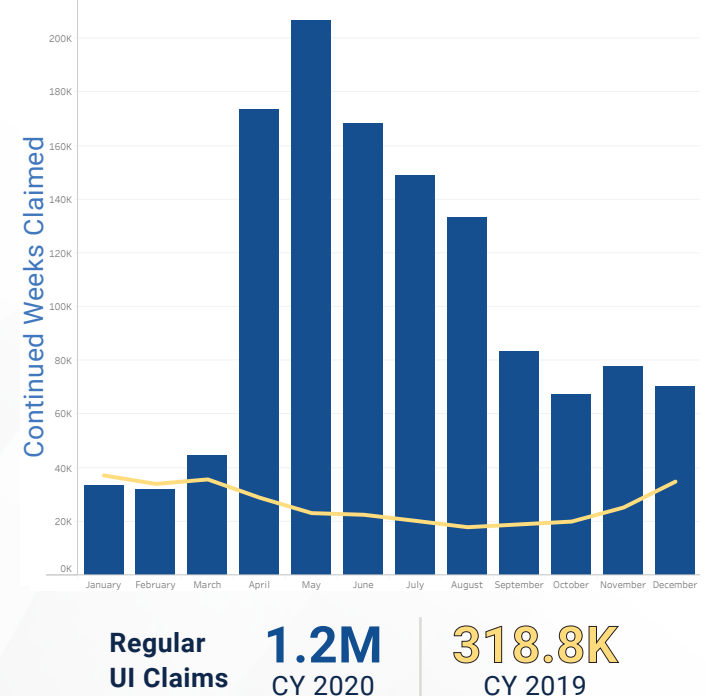
**TOTAL CLAIMS PROCESSED**

CY 2020



**REGULAR UI CLAIMS PROCESSED**

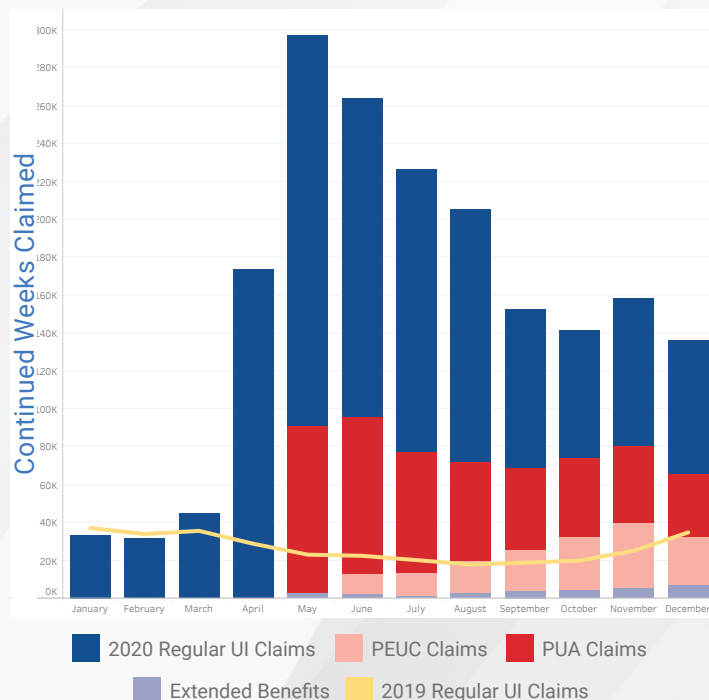
CY 2020



**Regular UI Claims** **1.2M** **318.8K**  
CY 2020 CY 2019

**TOTAL CLAIMS PAID**

CY 2020 vs CY 2019



**BENEFITS PAID**

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$319.4M</b>	<b>\$81.3M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$47.8M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$491.1M</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$49.6M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$8.7M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$916.6M</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$58.4M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$975.0M</b>	<b>\$81.3M</b>

## ALASKA DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

### ALASKAJOBS



In July 2020, Alaska DOLWD launched AlaskaJobs ([jobs.alaska.gov](http://jobs.alaska.gov)) as an online, integrated workforce development solution. This Virtual OneStop® product has been recently upgraded to the most recent Sapphire version and is currently in use as the workforce system's primary portal for service delivery.

To learn more, visit [jobs.alaska.gov/](http://jobs.alaska.gov/)

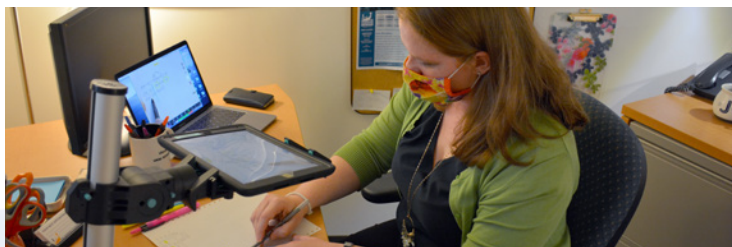
### VIRTUAL JOB FAIRS



Virtual Job Fairs were introduced to connect job seekers and employers during pandemic restrictions. The site hosted many virtual job fairs, attracting thousands of jobseeker visits. The department continued its annual Alaskan Veterans and Military Spouses Job Fair, and adjusted to a three-week, multi-employer, virtual event.

To learn more, visit [jobs.alaska.gov/jobfairs/virtual.html](http://jobs.alaska.gov/jobfairs/virtual.html)

### ONLINE GED TESTS, DISTANCE EDUCATION



Regional Adult Education programs are now able to assist students remotely through synchronous and asynchronous learning activities. Distance education allows teachers to scaffold learning concepts on the student's time and through a variety of modalities that support the learner's abilities.

To learn more, visit [jobs.alaska.gov/aae/ged.htm](http://jobs.alaska.gov/aae/ged.htm)

### Programs within Agency

- Adult Education and Literacy
- Labor Market Information
- Senior Community Service Employment Program (SCSEP)
- State Training and Employment Program
- Technical Vocational Employment Program
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Alaska Department of Labor and Workforce Development** — Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, WP and VR programs

### Contact

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[cathy.munoz@alaska.gov](mailto:cathy.munoz@alaska.gov)

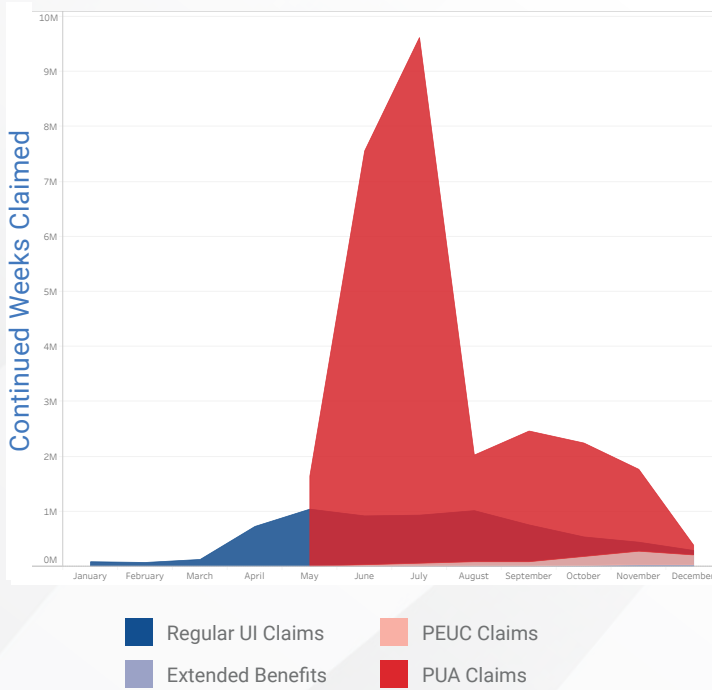




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

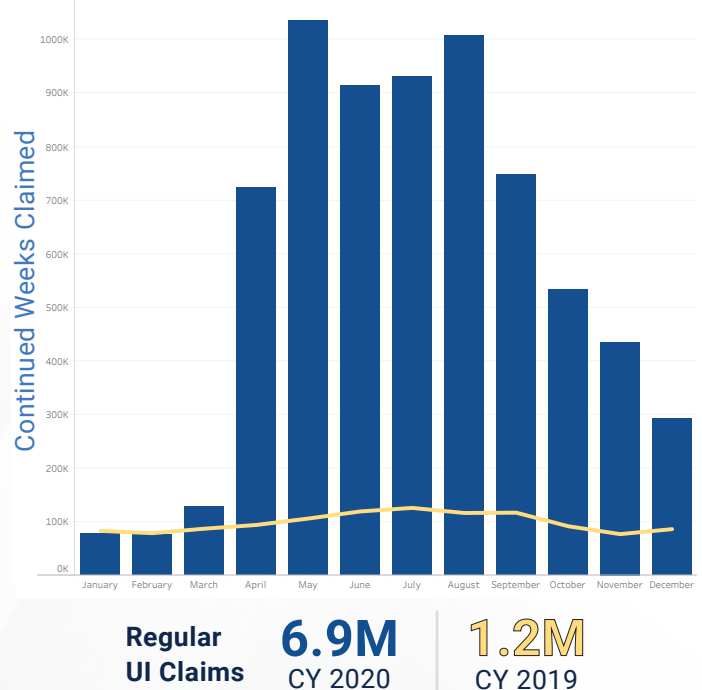
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

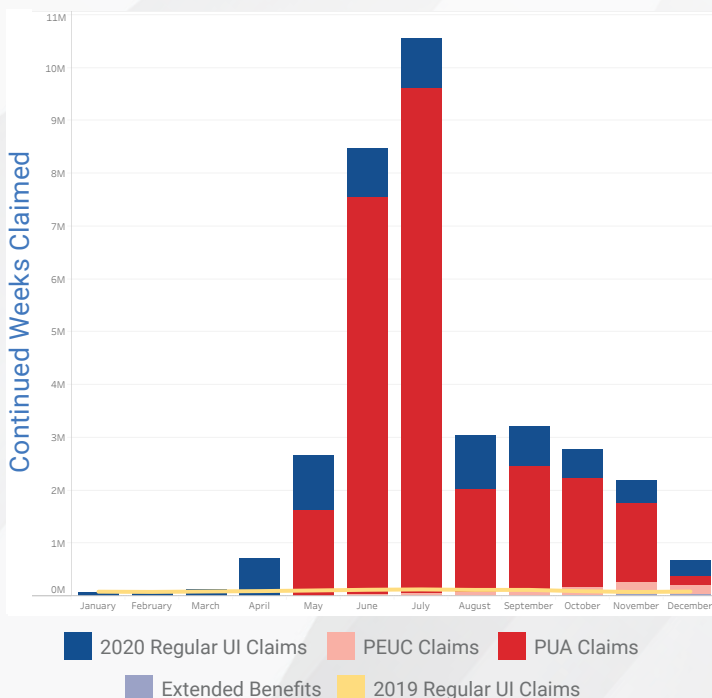
CY 2020



1.2M  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$1.4B</b>	<b>\$198.5M</b>
<b>Pandemic Unemployment Assistance</b> <i>(as of 11/30/20)</i>	<b>\$2.3B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$6.7B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$160.0M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$16.9M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$10.6B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$898.3M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$11.5B</b>	<b>\$198.5M</b>

## ARIZONA DEPARTMENT OF ECONOMIC SECURITY | PANDEMIC RESPONSE STRATEGIES

### RETURN STRONGER



An online resource to explore tools and training that will help you return to the workforce with new skills and a new mindset for a new start.

To learn more, visit [azcommerce.com/ReturnStronger](https://azcommerce.com/ReturnStronger)

### ID.ME



ID.me allows unemployment claimants to securely verify their identities online. ID.me is a federally-certified identity verification provider specializing in digital identity protection, and is utilized by several states to address the high volume of unemployment fraud across the nation.

To learn more, visit [hosted-pages.id.me/arizona-des-identity-proofing-english](https://hosted-pages.id.me/arizona-des-identity-proofing-english)

### CONTINUOUS IMPROVEMENT



A five-year plan to create a culture of accountability and continuous improvement within the Division of Developmental Disabilities (DDD). The plan will enhance operations and high-quality services and supports to DDD members.

To learn more, [des.az.gov/services/disabilities/developmental-disabilities/current-2-future-initiative](https://des.az.gov/services/disabilities/developmental-disabilities/current-2-future-initiative)

### Programs within Agency

- Child Care
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Arizona Department of Economic Security** – Administers WIOA (A, DW, Y), WP and VR programs
- **Arizona Department of Education** – Administers Adult Education (AE) programs

### Contact

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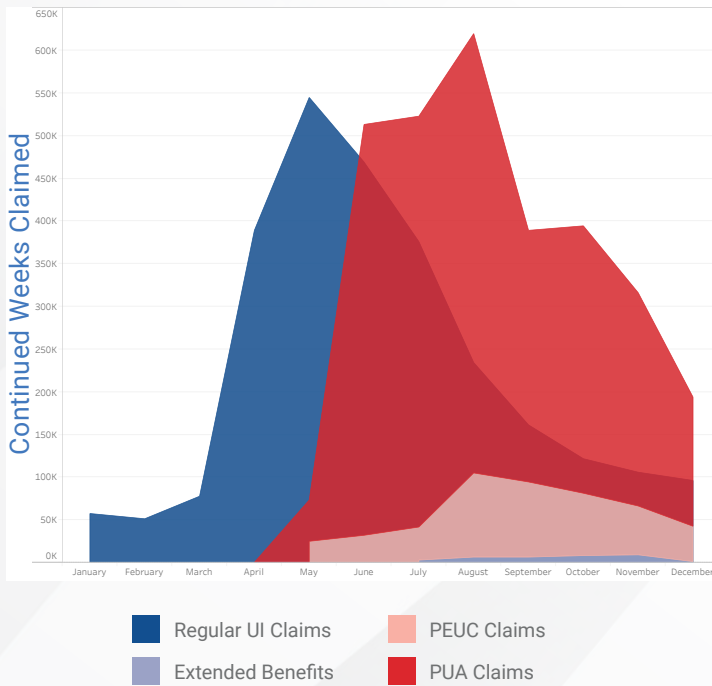




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

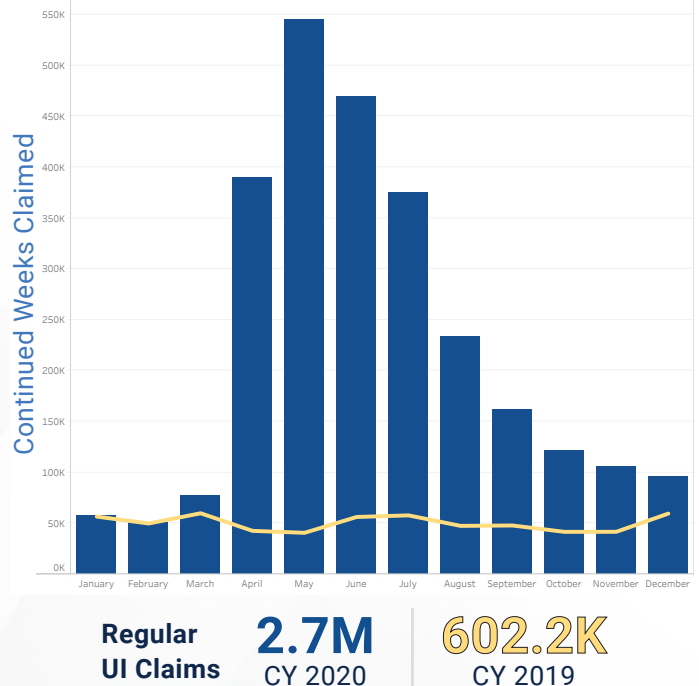
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



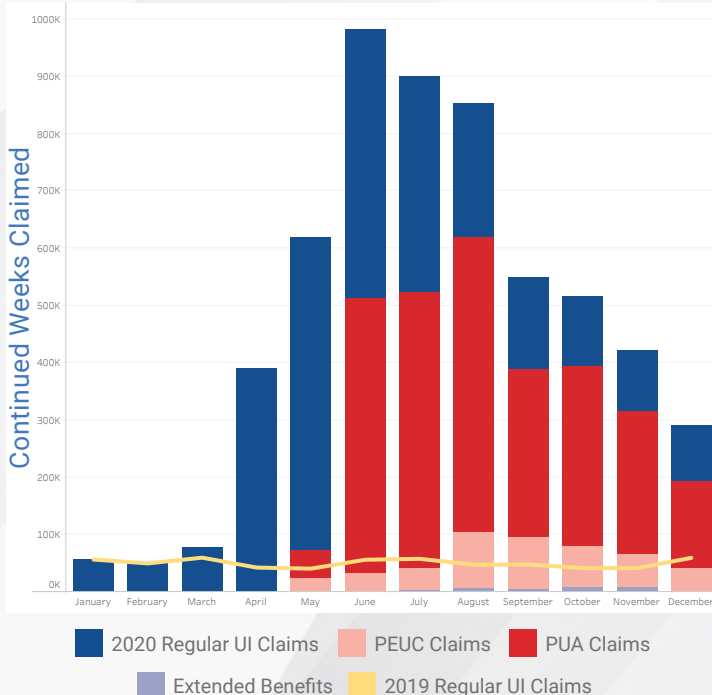
**Regular UI Claims**

**2.7M**  
CY 2020

**602.2K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
*Total benefits paid*

**\$416.2M**

**\$98.6M**

**Pandemic Unemployment Assistance**

**\$289.4M**

**\$0**

**Federal Pandemic Unemployment Compensation**  
*(as of 11/30/20)*

**\$1.6B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$80.7M**

**\$0**

**State Extended Benefits**

**\$15.4M**

**\$0**

**Non-Recurring Short-Term Benefits**

**\$1.2M**

**\$0**

**Sub Total**

**\$2.4B**

**\$0**

**Lost Wage Assistance**

**\$137.0M**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$2.5B**

**\$98.6M**



## ARKANSAS DIVISION OF WORKFORCE SERVICES PANDEMIC RESPONSE STRATEGIES

### VIRTUAL JOB FAIRS



The Arkansas Division of Workforce Services collaborates with the Arkansas Workforce Centers to offer Virtual Job Fairs as a free service statewide.

To learn more, visit [arkansas.statevirtualjobfair.com/](http://arkansas.statevirtualjobfair.com/)

### RAPID RESPONSE AND MOBILE RESOURCE UNITS



Most Rapid Response actions are now conducted virtually, however, contingent upon circumstances, the Rapid Response team has dispatched ADWS' mobile resource units to conduct in-person activities for the benefit of employers and impacted, dislocated workers. Compliance with COVID-19 prevention protocols are strictly enforced.

To learn more, visit [dws.arkansas.gov/programs/dislocated-worker-taskforce/](http://dws.arkansas.gov/programs/dislocated-worker-taskforce/)

### VIRTUAL REEMPLOYMENT SERVICES AND TRADE ADJUSTMENT ASSISTANCE ACTIVITIES



The Reemployment Services unit now conducts all individual client assessments and counseling by telephone or video conference. Likewise, the Arkansas Trade Adjustment Assistance unit has moved activities and client engagement to virtual platforms.

To learn more, visit [dws.arkansas.gov/programs/dislocated-worker-taskforce/](http://dws.arkansas.gov/programs/dislocated-worker-taskforce/)

### Programs within Agency

- Adult Education
- Arkansas Rehabilitation Services
- Discretionary Grants
  - Reemployment Systems Integration
  - Arkansas Apprenticeship Pathway Initiative (AAPI)
  - ApprenticeshipUSA State Accelerator Grant
  - State Apprenticeship Expansion Grant (SAE)
- Division of Services for the Blind
- Labor Market Information
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Arkansas Division of Workforce Services**
  - Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, WP and Vocational Rehabilitation (VR) programs

### Contact

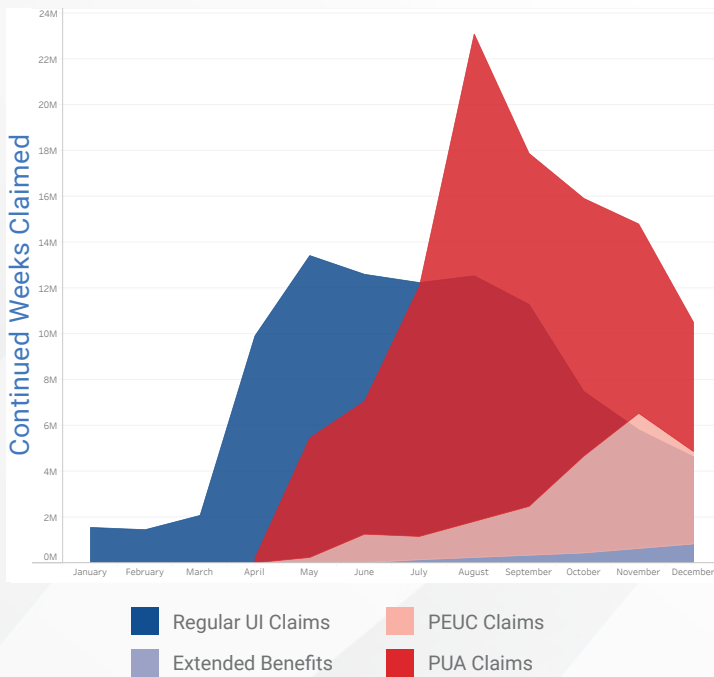
Zoe Calkins, Communications Director  
[zoe.calkins@arkansas.gov](mailto:zoe.calkins@arkansas.gov)



### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

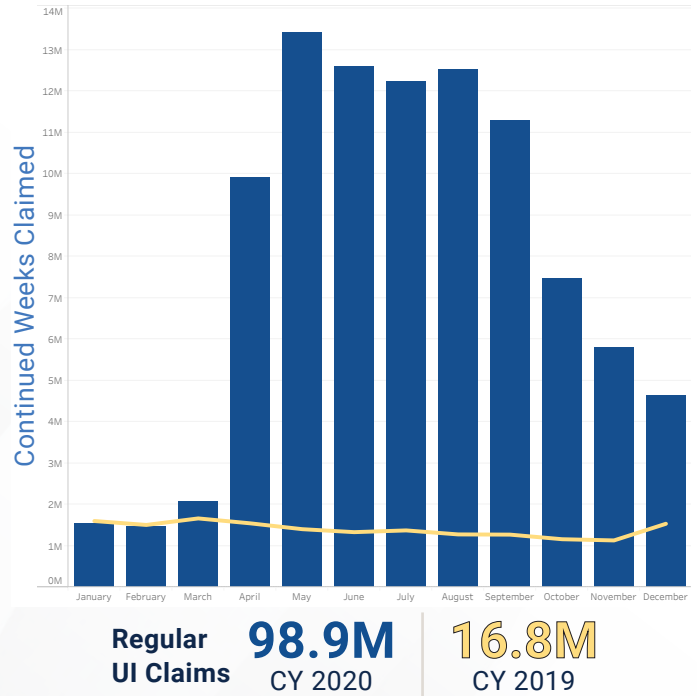
#### TOTAL CLAIMS PROCESSED

CY 2020



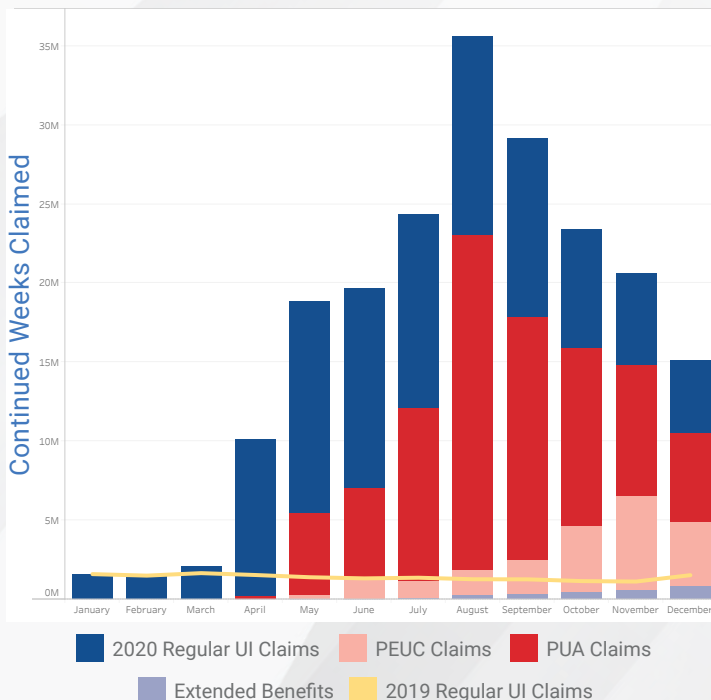
#### REGULAR UI CLAIMS PROCESSED

CY 2020



#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
Total benefits paid

**\$25.6B**

**\$5.0B**

**Pandemic Unemployment Assistance**

**\$19.8B**

**\$0**

**Federal Pandemic Unemployment Compensation**  
(as of 11/30/20)

**\$52.5B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$6.0B**

**\$0**

**State Extended Benefits**

**\$850.1M**

**\$0**

**Sub Total**

**\$104.8B**

**\$0**

**Lost Wage Assistance**

**\$7.4B**

**\$0**

**All Claims**  
Total Benefits Paid

**\$112.2B**

**\$5.0B**

## CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT | PANDEMIC RESPONSE STRATEGIES

### TEXT MESSAGE CLAIM UPDATES



We're continuing to improve our communication to ensure you receive unemployment claim updates and get the assistance you need. You should receive text messages when your claim is being processed and when your first payment has been issued.

To learn more, visit [edd.ca.gov/unemployment/text-alerts.htm](http://edd.ca.gov/unemployment/text-alerts.htm)

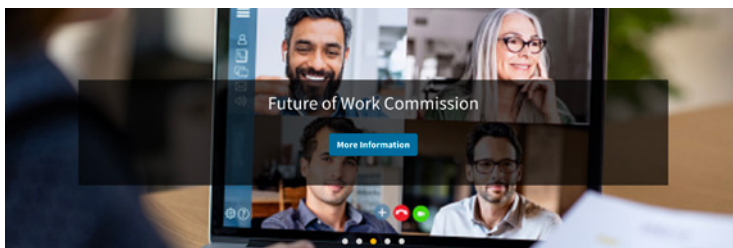
### ONLINE JOB FAIRS AND WORKSHOPS



Online job fairs and workshops Job fairs provide job seekers and employers a unique opportunity to interact with each other.

To learn more, visit [edd.ca.gov/Jobs\\_and\\_Training/Job\\_Fairs\\_and\\_Workshops.htm](http://edd.ca.gov/Jobs_and_Training/Job_Fairs_and_Workshops.htm)

### FUTURE OF WORK COMMISSION



Developing a new social compact for California workers, based on an expansive vision for economic equity that takes work and jobs as the starting point.

To learn more, visit [labor.ca.gov/labor-and-workforce-development-agency/fowc/](http://labor.ca.gov/labor-and-workforce-development-agency/fowc/)

### Programs within Agency

- Fidelity Bonding Program
- Foreign Labor Certification Program
- Labor Market Information
- National Dislocated Worker Grants
- Rapid Response and Layoff Aversion Services
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Worker Adjustment and Retraining Notification Act
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **California Employment Development Department** – Administers WIOA (A, DW, Y) and WP programs
- **California Department of Education** – Administers Adult Education (AE) programs
- **California Department of Rehabilitation** – Administers Vocational Rehabilitation (VR) programs

### Contact

Loree Levy, Deputy Director  
[llevy@edd.ca.gov](mailto:llevy@edd.ca.gov)

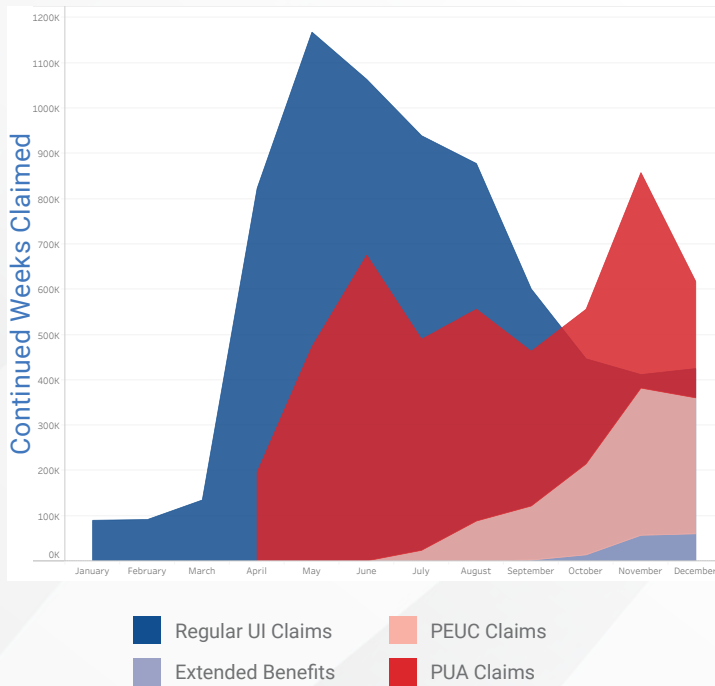




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

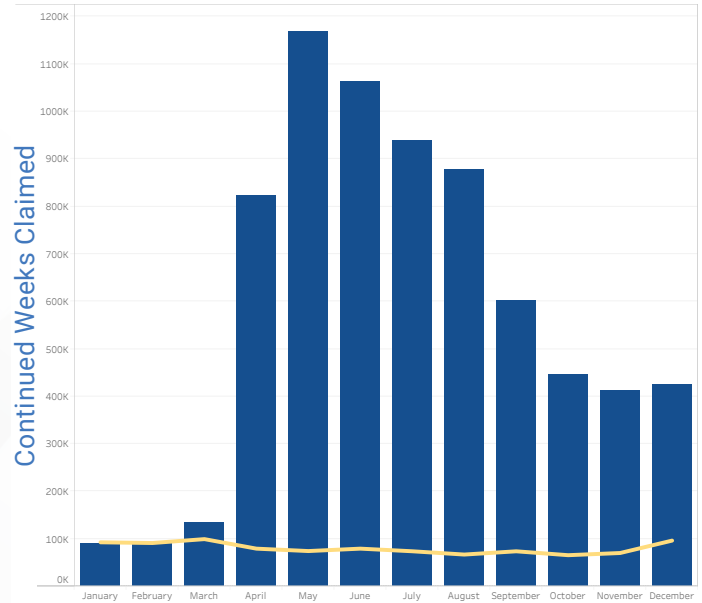
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



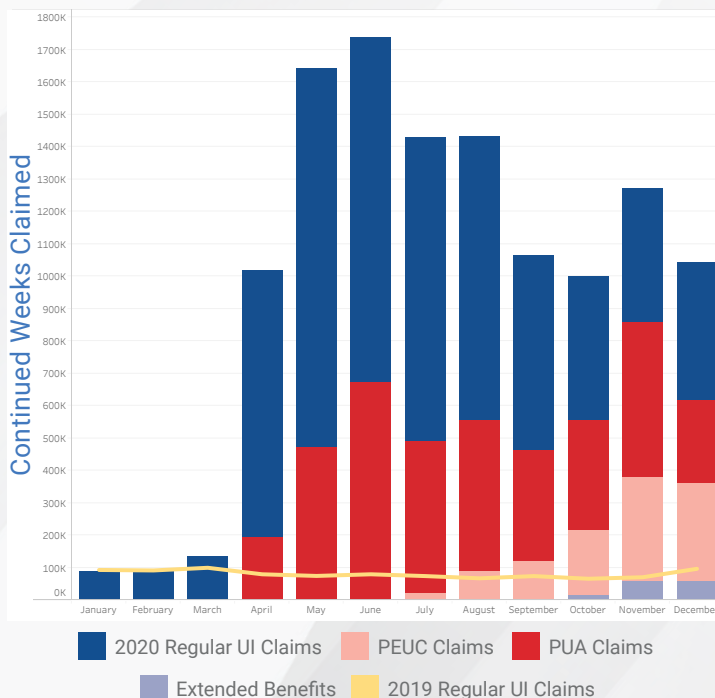
**Regular UI Claims**

**7.1M**  
CY 2020

**962.1K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$2.7B</b>	<b>\$375.2M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$1.1B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$2.5B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$382.4M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$29.7M</b>	<b>\$0</b>
<b>Polis Stimulus Payment (estimated)</b>	<b>\$163.0 M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$6.9B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$389.2M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$7.3B</b>	<b>\$375.2M</b>

## COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT PANDEMIC RESPONSE STRATEGIES

### MOBILE DEVICE ACCESS TO CONNECTING COLORADO



Connecting Colorado is part of a state and country-run system that delivers immediate, tangible results for your future.

To learn more, visit [connectingcolorado.com](http://connectingcolorado.com)

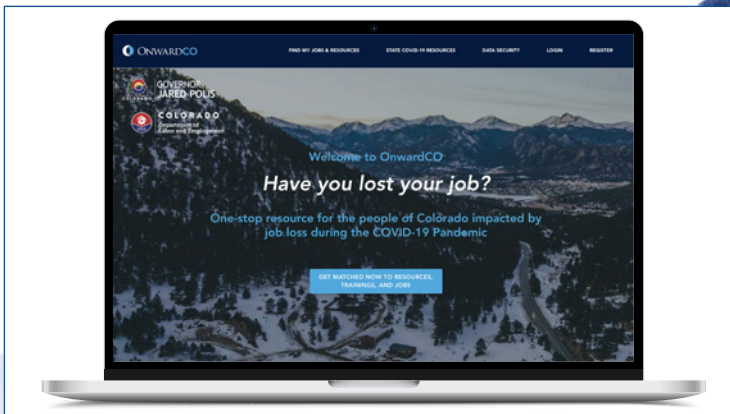
### LIVES EMPOWERED TRAINING ACADEMY



Online training and credentials in the retail, hospitality, or food and beverage industries.

To learn more, visit [partner.pennfoster.com/lives-empowered](http://partner.pennfoster.com/lives-empowered)

### ONWARDCO



One-stop resource for people of Colorado impacted by job loss during the COVID-19 Pandemic.

To learn more, visit [onwardco.org](http://onwardco.org)

### Programs within Agency

- Labor Market Information
- Oil and Public Safety
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Colorado Department of Labor and Employment** – Administers WIOA (A, DW, Y), WP and VR programs
- **Colorado Department of Education** – Administers Adult Education (AE) and Family Literacy programs

### Contact

Cher Haavind, Deputy Executive Director/Chief Communications Officer | [cher.haavind@state.co.us](mailto:cher.haavind@state.co.us)

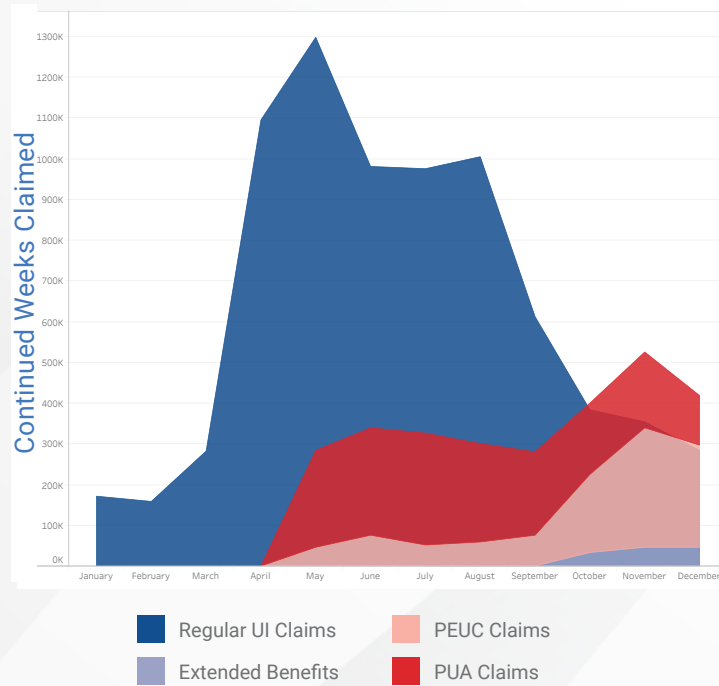




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

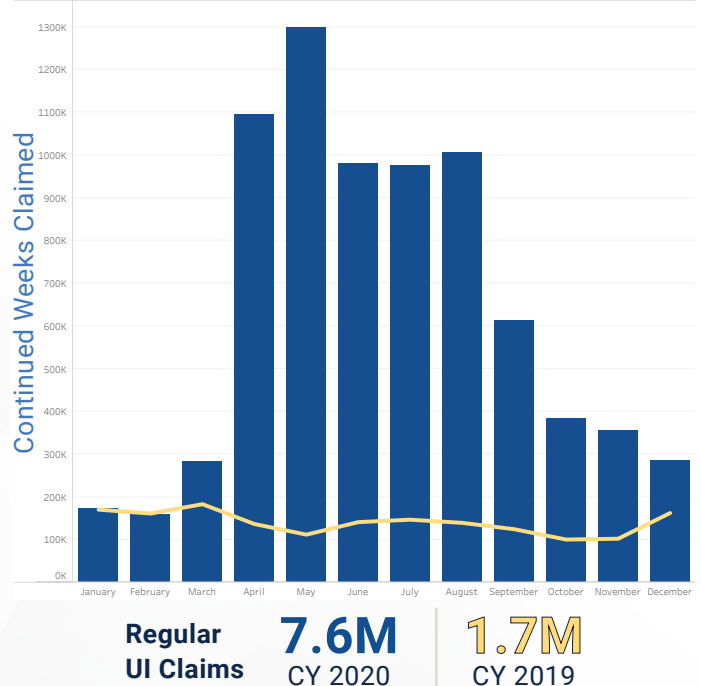
### TOTAL CLAIMS PROCESSED

CY 2020



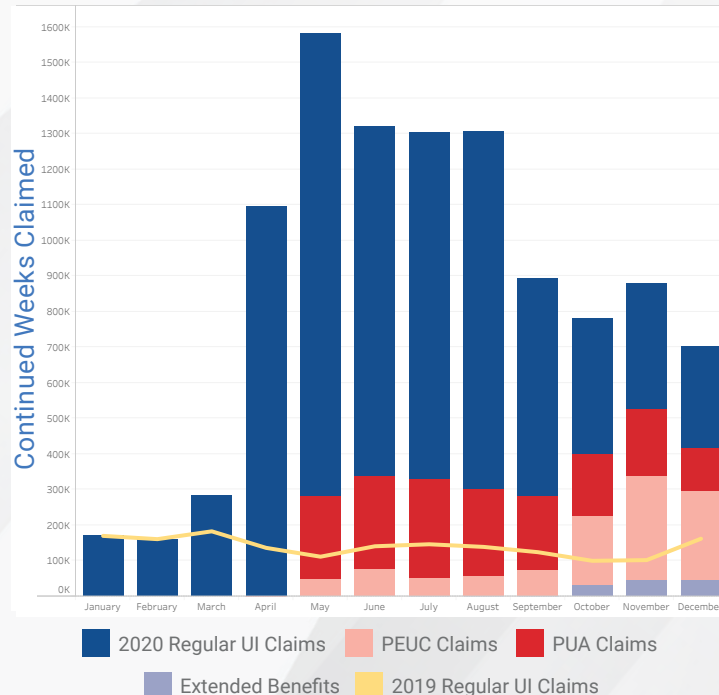
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$2.1B</b>	<b>\$611.5M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$391.3M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b> <i>(as of 11/30/20)</i>	<b>\$3.0B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$325.3M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$75.8M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$5.9B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$365.0M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$6.3B</b>	<b>\$611.5M</b>

## CONNECTICUT DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### CONSUMER CONTACT CENTER



The Consumer Contact Center expanded CTDOL's staff and modernized its platforms, enabling virtual and live chat features, a call scheduling option, as well as phone, text, and email communications. Since July, the Contact Center has handled nearly 700,000 cases and currently handles up to 3,000 calls per day.

### SHARED WORK



The Shared Work program helps employers retain a talented workforce during economic downturns. Shared Work employers are able to reduce overhead by temporarily cutting hours rather than laying off workers.

In the year prior to the pandemic – from March 2019 through March 2020 – the program served 288 companies and just under 2,900 workers. Since March 2020, the program has grown to 1,400 companies with more than 32,000 participating employees. An early-pandemic U.S. Department of Labor decision has renewed interest in Shared Work – the federal government will reimburse the Trust Fund for unemployment costs normally charged to the employers.

### AMERICAN JOB CENTERS



Closed due to the pandemic, the American Job Centers in Connecticut's major cities shifted services to virtual platforms. While the Consumer Contact Center now handles all unemployment questions and services, the American Job Centers are online with resume assistance, workforce training, and other educational programs for job seekers and employers.

### Programs within Agency

- Apprenticeship
- Board of Labor Relations
- Board of Mediation and Arbitration
- Connecticut Occupational Safety and Health Division (CONN-OSHA)
- Homeless Veterans Employment Program
- Individual Development Account (IDA) Program
- Labor Market Information
- Office of Workforce Competitiveness
- Reemployment Services and Eligibility Assessments (RESEA)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Connecticut Department of Labor** – Administers WIOA (A, DW, Y) and WP programs
- **Connecticut State Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **Connecticut Department of Aging and Disability Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Juliet Manalan  
Communications Director  
[Juliet.Manalan@ct.gov](mailto:Juliet.Manalan@ct.gov)

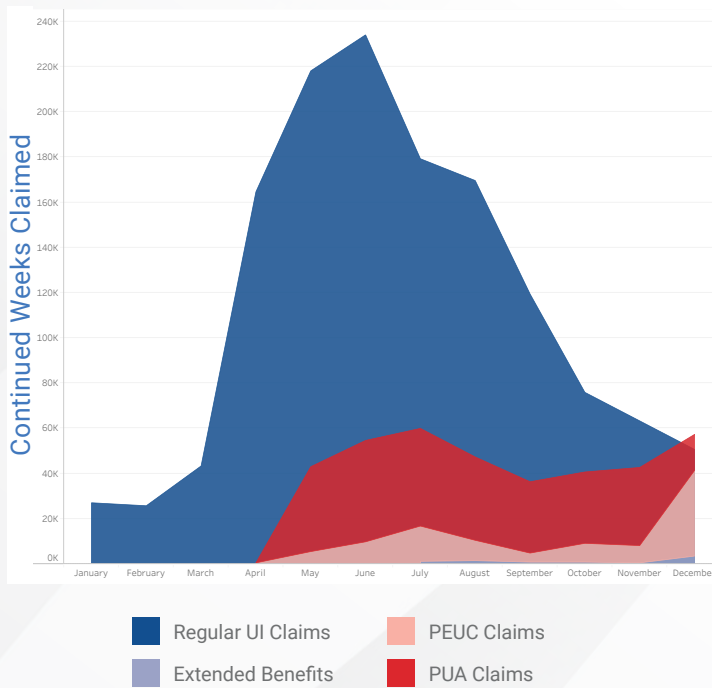




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

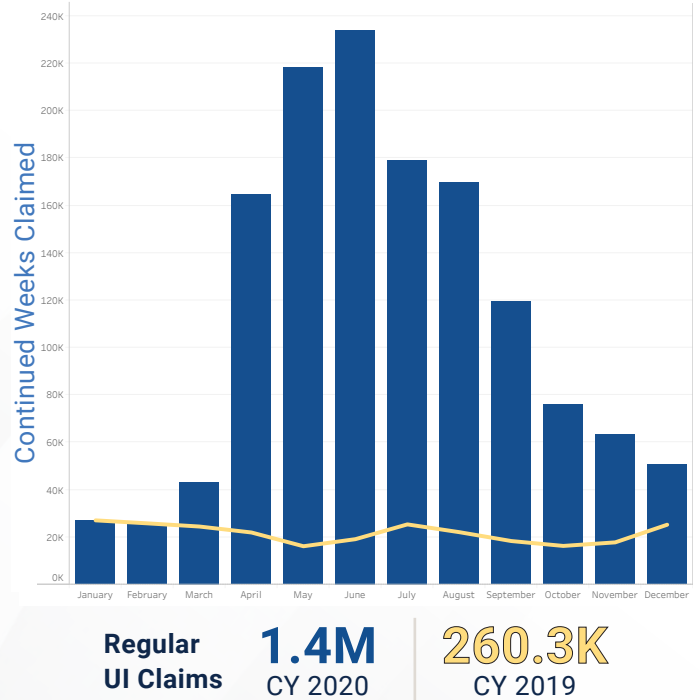
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



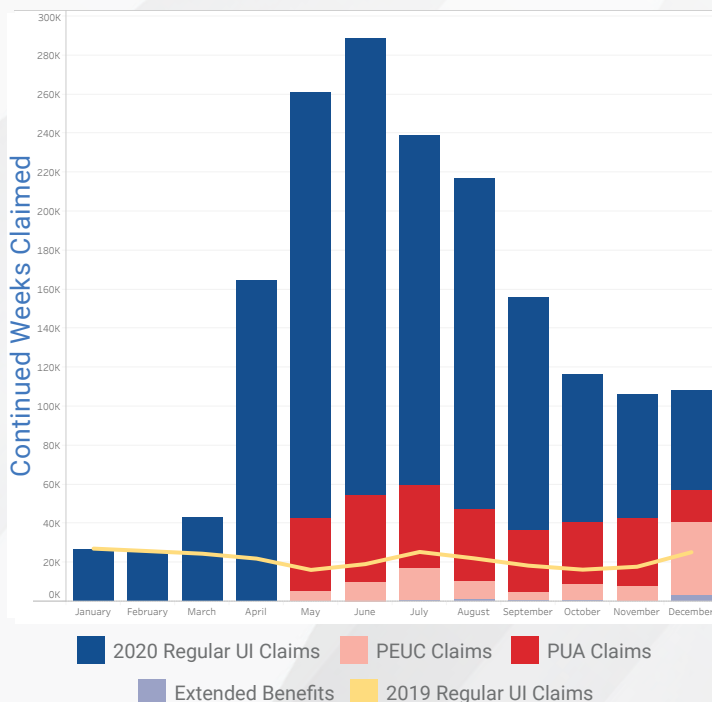
Regular UI Claims

**1.4M**  
CY 2020

**260.3K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$302.1M</b>	<b>\$62.7M</b>
Pandemic Unemployment Assistance	<b>\$30.1M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$486.8M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$6.4M</b>	<b>\$0</b>
State Extended Benefits	<b>\$9.4M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$834.8M</b>	<b>\$0</b>
Lost Wage Assistance <i>(estimated FEMA allocation)</i>	<b>\$60.5M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid (estimated)</i></b>	<b>\$895.3M</b>	<b>\$62.7M</b>



## DELAWARE DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### FORWARD DELAWARE



This is the place where jobseekers find training to enhance or gain skills; and employers connect with a qualified workforce.

To learn more, visit [forwarddelaware.com/](http://forwarddelaware.com/)

### SERVICE NOW - CRM



The Department implemented ServiceNow Customer Service Management, Virtual Agent, and Knowledge Management.

To learn more, visit [servicenow.com/customers/delaware.html](http://servicenow.com/customers/delaware.html)

### Programs within Agency

- Labor Market Information
- Registered Apprenticeship
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Delaware Department of Labor** – Administers WIOA (A, DW, Y), WP and VR programs
- **Delaware Department of Education** – Administers Adult Education (AE) and Family Literacy programs

### Contact

Kenny Briscoe, Director of Communications  
[kenneth.briscoe@delaware.gov](mailto:kenneth.briscoe@delaware.gov)

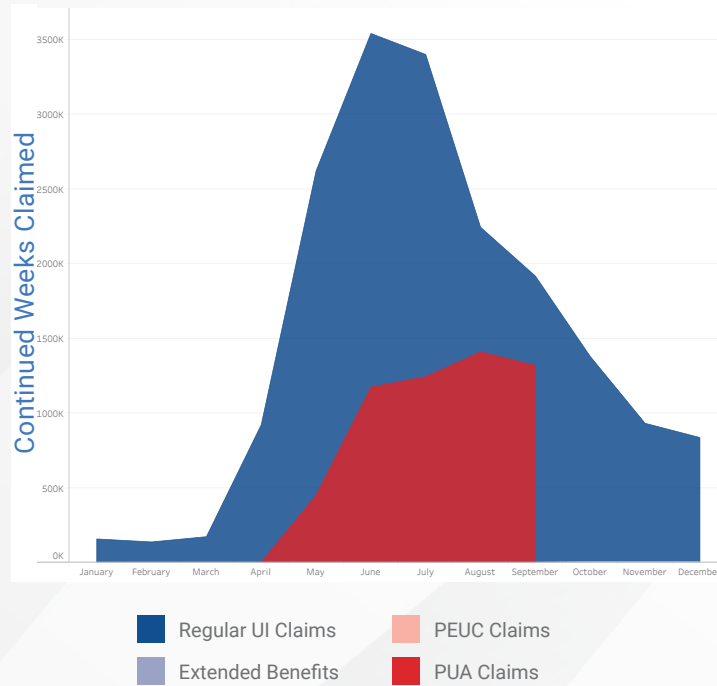




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

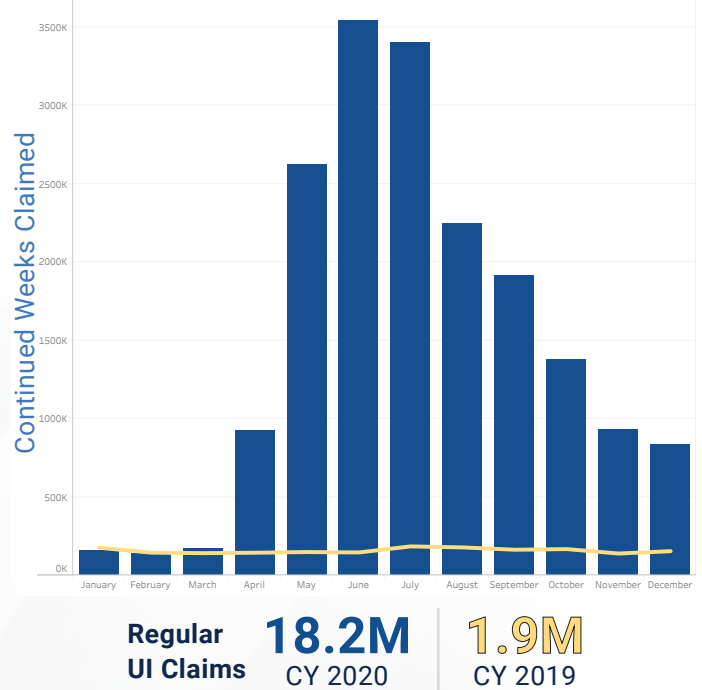
### TOTAL CLAIMS PROCESSED

CY 2020



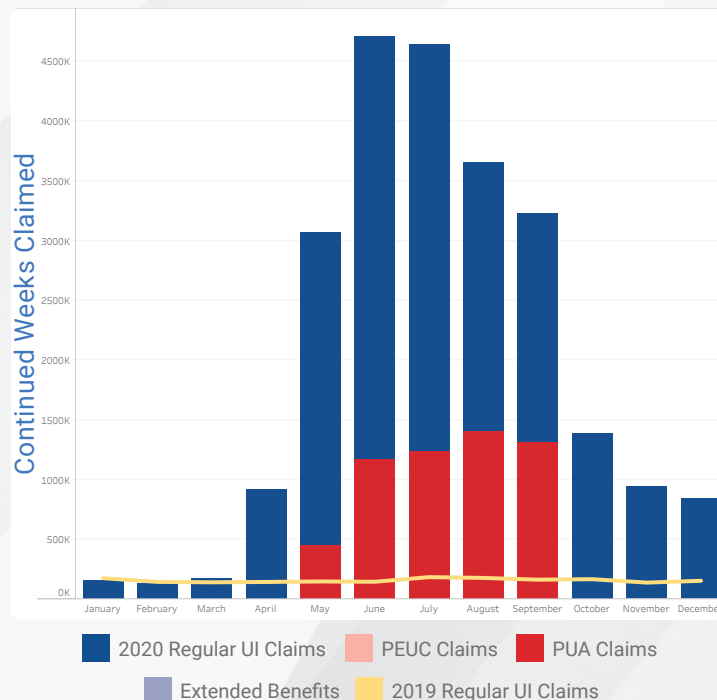
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$4.1B</b>	<b>\$319.5M</b>
Pandemic Unemployment Assistance	<b>\$2.2B</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$12.0B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$2.0B</b>	<b>\$0</b>
State Extended Benefits	<b>\$42.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$20.3B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$1.2B</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$21.5B</b>	<b>\$319.5M</b>

## FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY PANDEMIC RESPONSE STRATEGIES

### EMPLOY FLORIDA



Employ Florida is the state's official labor exchange system that helps connect job seekers to jobs and helps businesses find the talent they need. Employ Florida is administered by the Florida Department of Economic Opportunity.

To learn more, visit [employflorida.com](http://employflorida.com)

### FLORIDA INSIGHT - DATA DASHBOARD



A data delivery platform that provides an overview of key economic indicators including statistics on current employment, unemployment, wages and labor force participation.

To learn more, visit [floridajobs.org/economic-data](http://floridajobs.org/economic-data)

### ID.ME



ID.me allows unemployment claimants to securely verify their identities online. ID.me is a federally-certified identity verification provider specializing in digital identity protection, and is utilized by several states to address the high volume of unemployment fraud across the nation.

To learn more, visit [hosted-pages.id.me/myflorida-connect-identity-proofing.com](http://hosted-pages.id.me/myflorida-connect-identity-proofing.com)

### Programs within Agency

- Economic Development
- Labor Market Information
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Temporary Assistance for Needy Families (TANF)
- Workforce Programs
- Reemployment Services and Eligibility Assessment (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Florida Department of Economic Opportunity** – Administers WIOA (A, DW, Y) and WP programs
- **Florida Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **Florida Department of Education, Division of Vocational Rehabilitation** – Administers Vocational Rehabilitation (VR) programs

### Contact

Emilie Oglesby  
Director of External Affairs and Partnership Engagement  
[emilie.oglesby@deo.myflorida.com](mailto:emilie.oglesby@deo.myflorida.com)

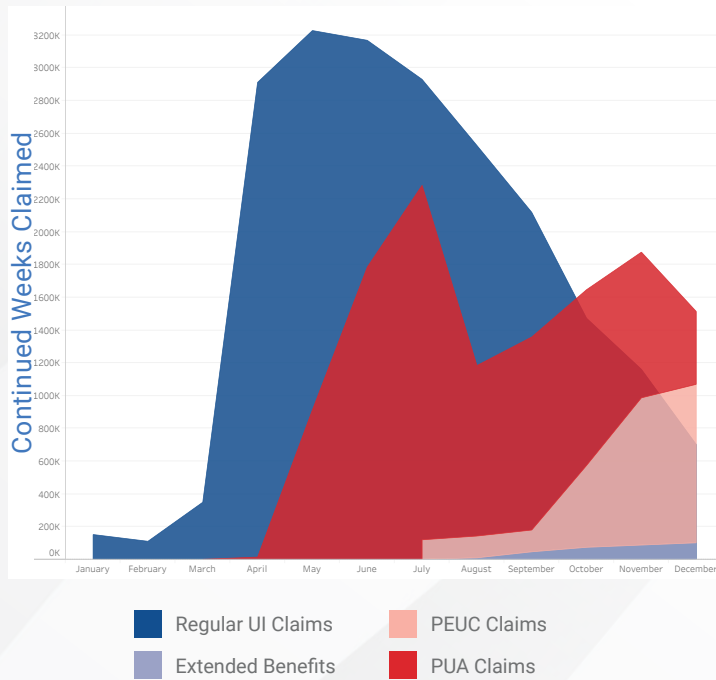




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

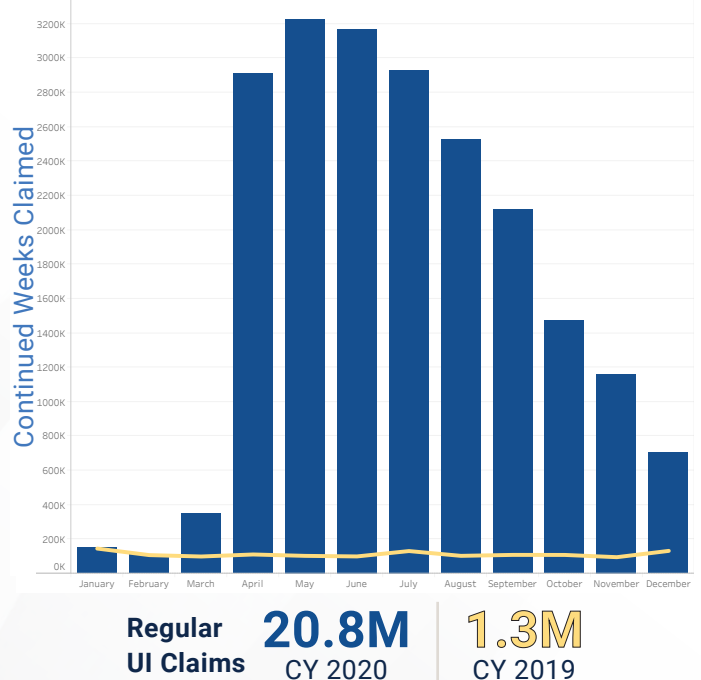
### TOTAL CLAIMS PROCESSED

CY 2020



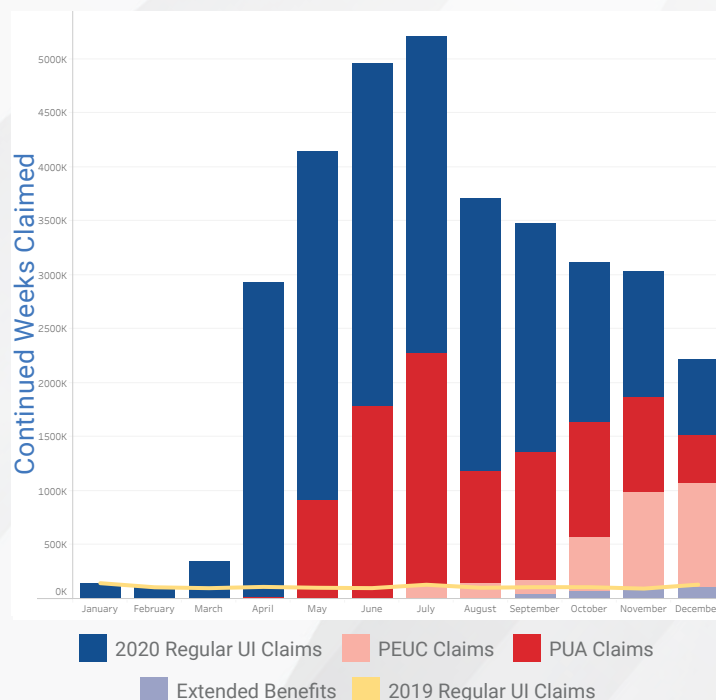
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$4.2B</b>	<b>\$298.5M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$2.0B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$8.8B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$713.1M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$79.6M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$15.8B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$1.0B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$16.8B</b>	<b>\$298.5M</b>

## GEORGIA DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### RAPID RESPONSE



To counteract pandemic-related challenges, all services were transitioned to a virtual service delivery approach utilizing various internet-based platforms. These include opportunities for remote Employer and Employee Information Sessions, reemployment preparation workshops (resume writing, interview techniques, utilizing social media, virtual job fairs), job matching assistance, etc. **To learn more, visit [dol.georgia.gov](http://dol.georgia.gov)**

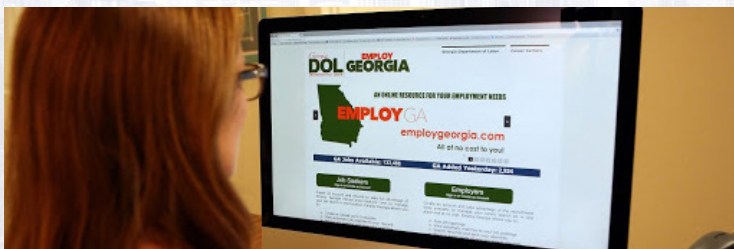
### WORKFORCE GRANT WITH GEORGIA DEPARTMENT OF EDUCATION



GDOL created an agreement to recruit up to 150 program participants for the COVID-19 School Employment Program to work in educational institutions throughout the state with unmet needs due to the COVID-19 pandemic. Using online job fairs, GDOL is recruiting dislocated workers to serve in disaster relief jobs.

**To learn more, visit [meltwater.pressify.io/publication/5f904c96056f5a0004b9dfca/5b296714f502c80e0024fd3a?&sh=false](https://meltwater.pressify.io/publication/5f904c96056f5a0004b9dfca/5b296714f502c80e0024fd3a?&sh=false)**

### LABOR EXCHANGE SYSTEM TECHNICAL ASSISTANCE VIDEO LIBRARY DEVELOPMENT



A library of instructional videos was developed/availed on the public EmployGa platform to assist job seekers with account and résumé creations and job exploration and referral – and to assist employers with creating accounts, drafting, and posting job orders, and searching for qualified employees.

**To learn more, visit [employgeorgia.com/](http://employgeorgia.com/)**

### Programs within Agency

- Agricultural Services (AG)
- Jobs for Veterans State Grant (JVSG)
- Labor Market Information
- Reemployment Services and Eligibility Assessment (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Wagner-Peyser (WP)

### WIOA Core Programs: Administering Agencies

- **Technical College System of Georgia** – Administers WIOA Adult (A), Dislocated Worker (DW), Youth (Y) and Adult Education (AE) programs
- **Georgia Department of Labor** – Administers WP programs
- **Georgia Vocational Rehabilitation Agency** – Administers Vocational Rehabilitation (VR) programs

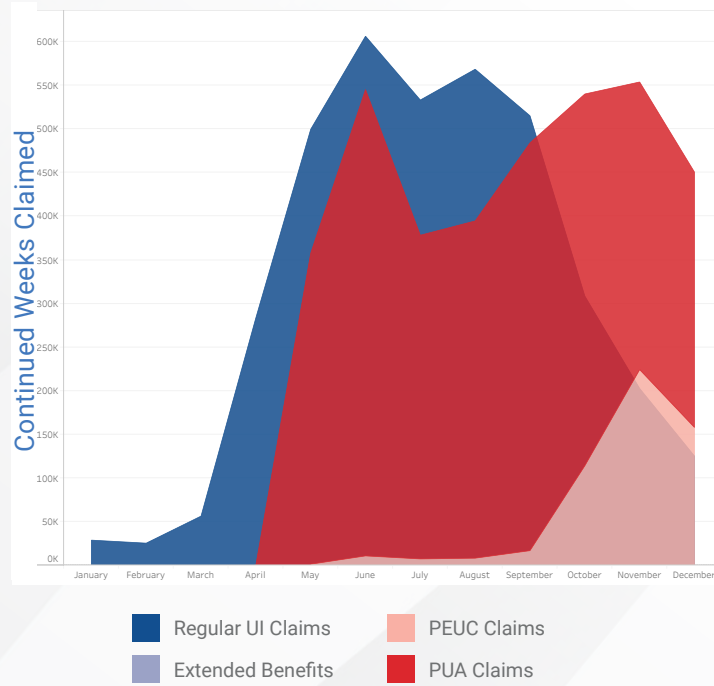
### Contact

Kersha Cartwright, Director of Communications  
[kersha.cartwright@gdol.ga.gov](mailto:kersha.cartwright@gdol.ga.gov)

**Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload**

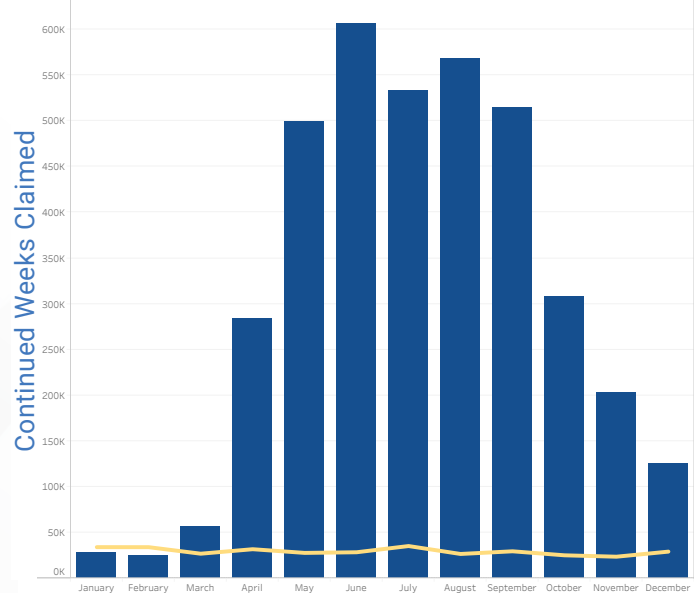
**TOTAL CLAIMS PROCESSED**

CY 2020



**REGULAR UI CLAIMS PROCESSED**

CY 2020



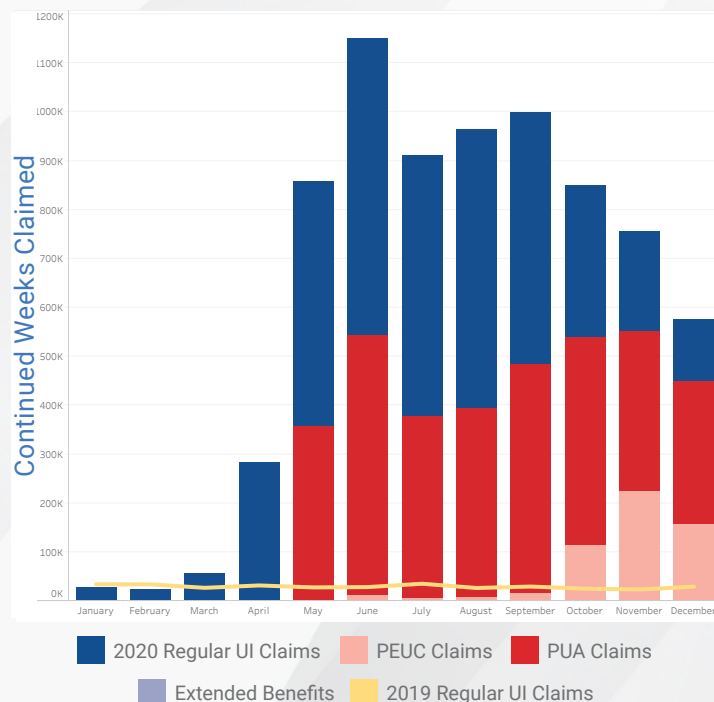
**Regular UI Claims**

**3.8M**  
CY 2020

**350.9K**  
CY 2019

**TOTAL CLAIMS PROCESSED**

CY 2020 vs CY 2019



**BENEFITS PAID**

**CY 2020**

**CY 2019**

**Regular UI Claims**  
*Total benefits paid*

**\$1.6B**

**\$157.4M**

**Pandemic Unemployment Assistance**

**\$449.3M**

**\$0**

**Federal Pandemic Unemployment Compensation**  
*(as of 11/30/20)*

**\$1.6B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$262.2M**

**\$0**

**State Extended Benefits**

**\$37.1M**

**\$0**

**Sub Total**

**\$3.9B**

**\$0**

**Lost Wage Assistance**

**\$203.6M**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$4.2B**

**\$157.4M**

## HAWAII WORKFORCE DEVELOPMENT DIVISION PANDEMIC RESPONSE STRATEGIES

### RUDDER



The program provides up to \$100,000 of relief to businesses for new employees hired after March 1, 2020. The program provides an initial \$500 payment for each new employee to offset training & associated costs. After six months of continuous employment a second payment of \$500 will be issued.

To learn more, visit [labor.hawaii.gov/blog/main/rudder/](https://labor.hawaii.gov/blog/main/rudder/)

### WISHLIST FOR CARES ACT EXTENSION



Priorities provided to Hawaii's Congressional Delegation

To learn more, visit [labor.hawaii.gov/wp-content/uploads/2020/12/DLIR-Wish-List-CARES-Ext-1.pdf](https://labor.hawaii.gov/wp-content/uploads/2020/12/DLIR-Wish-List-CARES-Ext-1.pdf)

### VIRTUAL CALL CENTER



Launching of a virtual call center to help claimants obtain information relating to their claim. The virtual call center will operate during normal state business hours. Monday through Friday. All phone lines in use by the DLIR will be routed to the new center.

To learn more, visit [labor.hawaii.gov/blog/news/virtual-call-center-for-unemployment-insurance-claims-launched/](https://labor.hawaii.gov/blog/news/virtual-call-center-for-unemployment-insurance-claims-launched/)

### Programs within Agency

- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Department of Labor and Industrial Relations, Workforce Development Council** – Administers WIOA (A, DW, Y) programs
- **Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **Department of Labor and Industrial Relations, Workforce Development Division** – Administers Wagner-Peyser (WP) programs
- **Department of Human Services, Division of Vocational Rehabilitation** – Administers Vocational Rehabilitation (VR) programs

### Contact

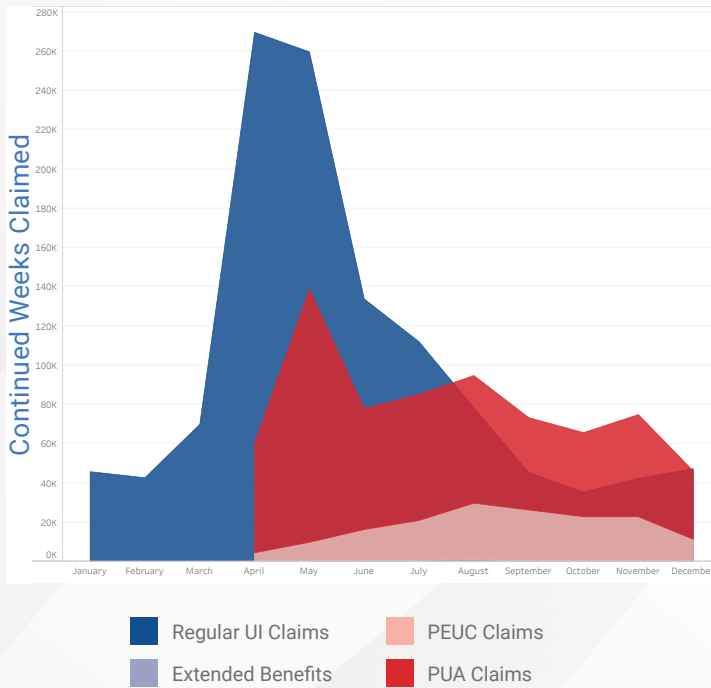
Bill Kunstman, Assistant to the Director  
[william.g.kunstman@hawaii.gov](mailto:william.g.kunstman@hawaii.gov)



**Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload**

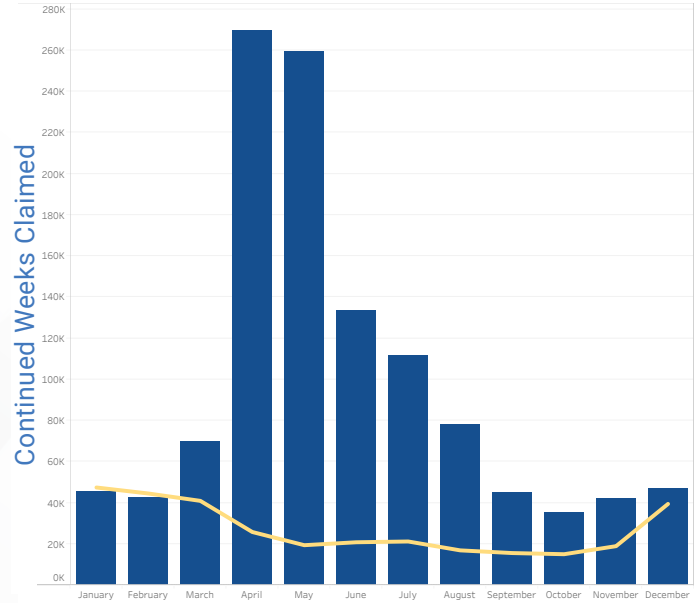
**TOTAL CLAIMS PROCESSED**

CY 2020



**REGULAR UI CLAIMS PROCESSED**

CY 2020



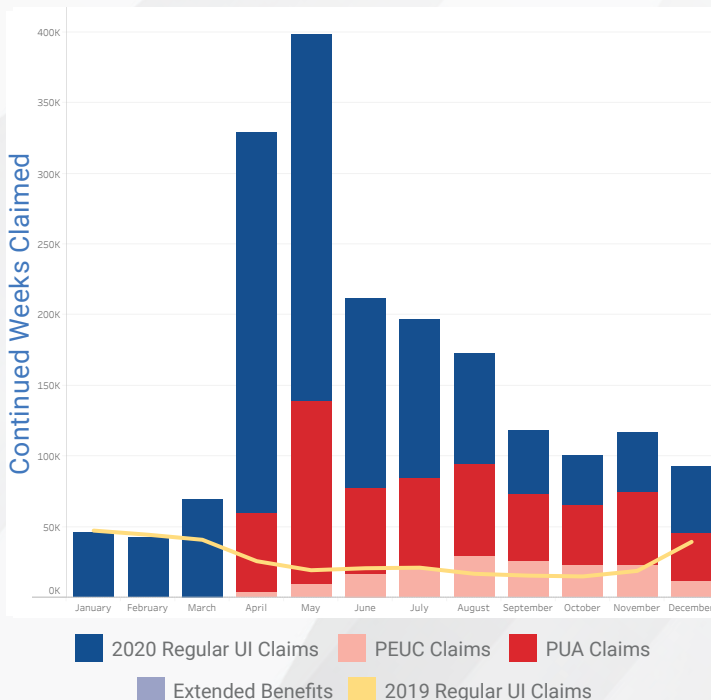
**Regular UI Claims**

**1.2M**  
CY 2020

**325.6K**  
CY 2019

**TOTAL CLAIMS PROCESSED**

CY 2020 vs CY 2019



**BENEFITS PAID**

**CY 2020**

**CY 2019**

**Regular UI Claims**  
*Total benefits paid*

**\$264.1M**

**\$83.8M**

**Pandemic Unemployment Assistance**

**\$134.9M**

**\$0**

**Federal Pandemic Unemployment Compensation**  
*(as of 11/30/20)*

**\$571.3M**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$46.6M**

**\$0**

**State Extended Benefits**  
*(as of 10/31/20)*

**\$382.3K**

**\$0**

**Sub Total**

**\$1.0B**

**\$0**

**Lost Wage Assistance**

**\$42.9M**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$1.1B**

**\$83.8M**



## IDAHO DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

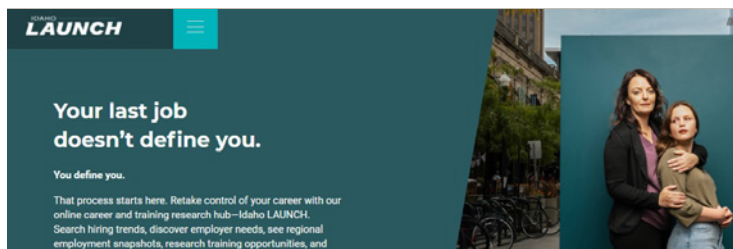
### IDAHO RETURN TO WORK BONUSES



The state set aside federal coronavirus relief funds to cover one-time, \$1,500 cash bonuses to employees returning to work full-time and \$750 for part-time work after they returned to the workplace between May 1 and June 14. The funds were available on a first-come, first-served basis. The total amount issued reached \$36,309,250.

To learn more, visit [rebound.idaho.gov/return-to-work-bonuses/](https://rebound.idaho.gov/return-to-work-bonuses/)

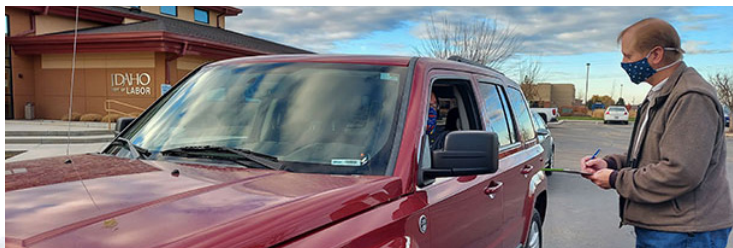
### IDAHO LAUNCH



An online initiative that connects Idahoans with opportunities to train for jobs in demand through access to education, career planning and funding resources. A tool called “SKILL SYNC,” helps job seekers match their skills to industry needs, research new skills in demand and locate the training necessary to land a job.

To learn more, visit [idaholaunch.com/](https://idaholaunch.com/)

### VIRTUAL AND DRIVE THRU JOB FAIRS



Idaho's One-Stop Centers are matching job seekers with employers through virtual and drive-thru job fairs. Recruiters from AT&T, Valor Global, Continuum Global Solutions, Teleperformance and PillPack by Amazon interviewed Idaho job seekers for 150 work-at-home positions at a recent drive-thru fair held in the Caldwell local office parking lot. Participants are expected to follow CDC guidelines for social distancing and wear a mask. Idaho's drive-thru job fairs are held rain or shine.

To learn more, visit [idahoatwork.com/2020/11/12/labors-caldwell-office-to-hold-drive-thru-job-fair/](https://idahoatwork.com/2020/11/12/labors-caldwell-office-to-hold-drive-thru-job-fair/)

### Programs within Agency

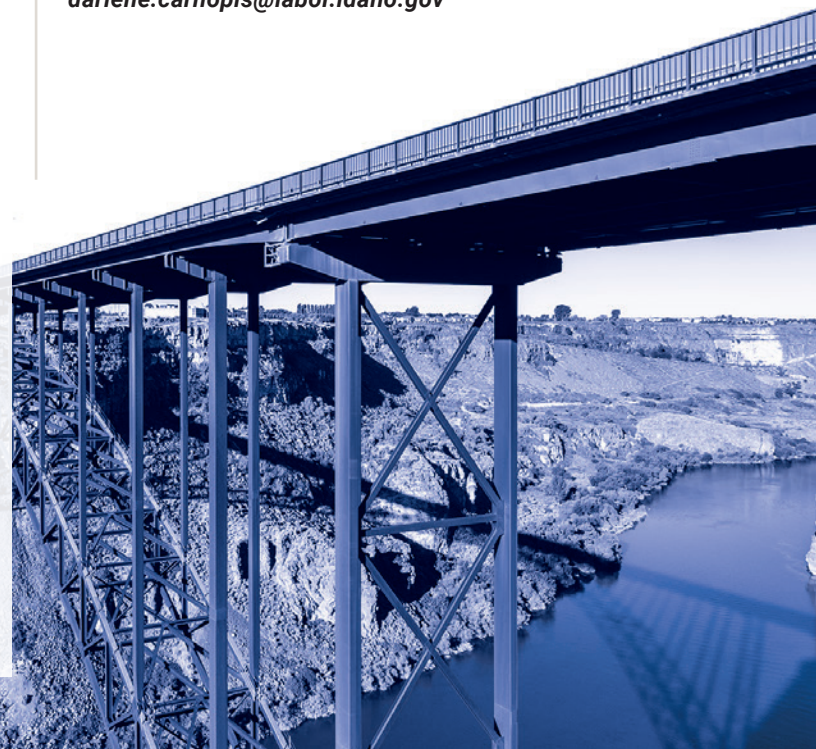
- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Idaho Department of Labor** – Administers WIOA (A, DW, Y) and WP programs
- **Idaho Division of Career-Technical Education** – Administers Adult Education (AE) programs
- **Idaho Division of Vocational Rehabilitation and Idaho Commission for the Blind and Visually Impaired** – Administer Vocational Rehabilitation (VR) programs
- **Idaho Workforce Development Council** - Independent office under the Governor, coordinates state workforce development and outreach efforts, administers the Idaho Workforce Development Training Fund

### Contact

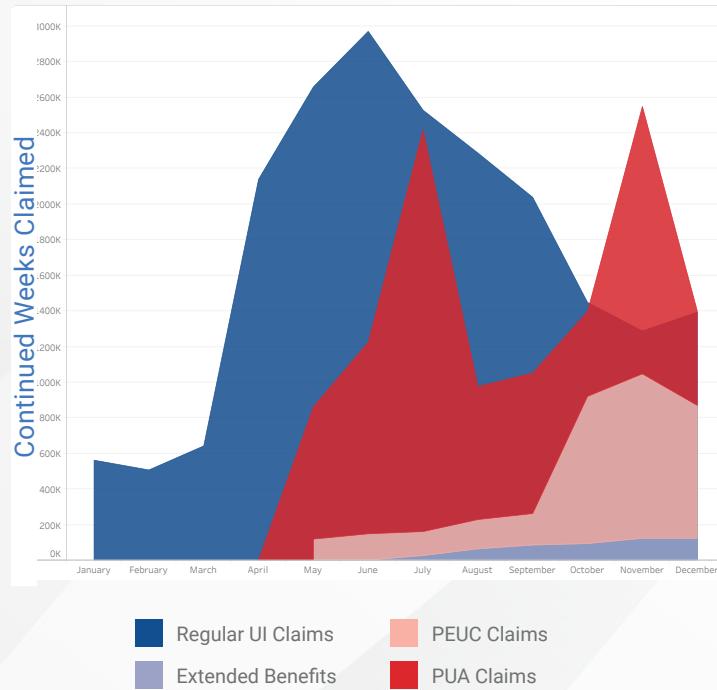
Darlene Carnopis, Public Information Officer  
[darlene.carnopis@labor.idaho.gov](mailto:darlene.carnopis@labor.idaho.gov)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

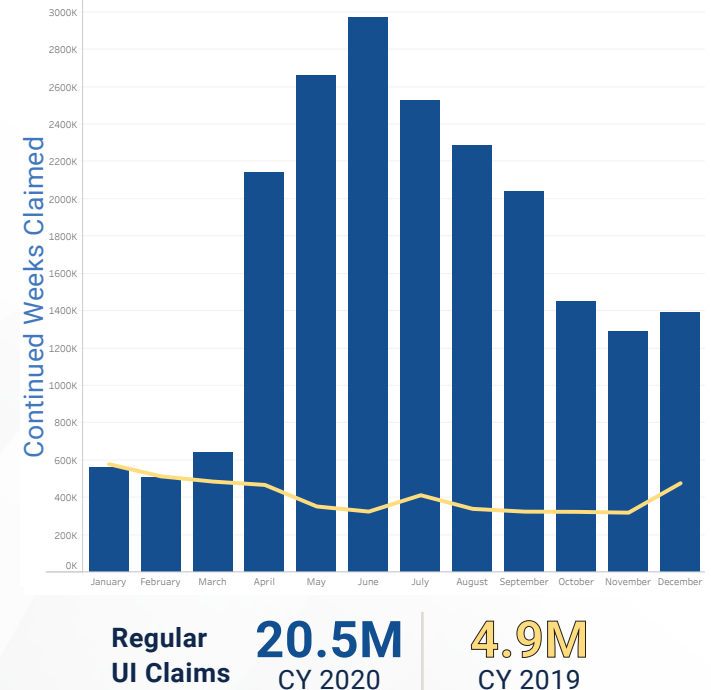
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

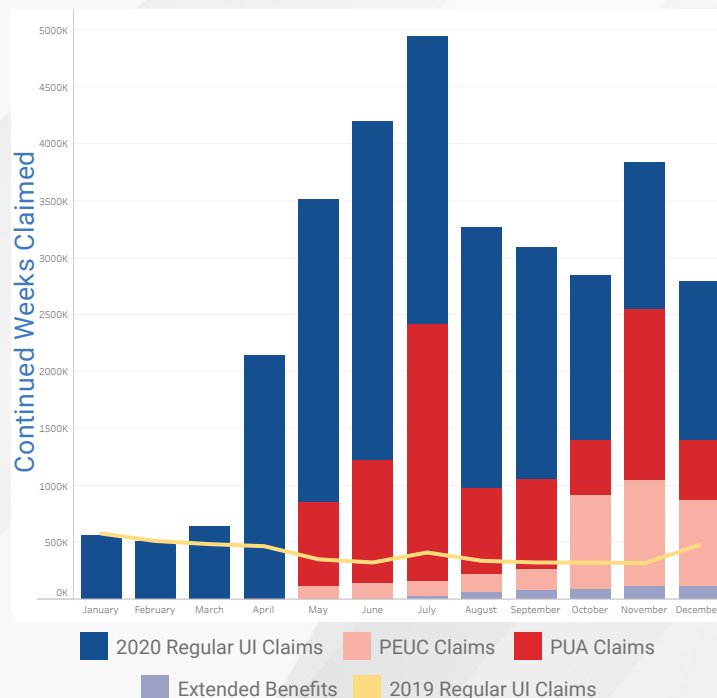
CY 2020



**Regular UI Claims** **20.5M** CY 2020 **4.9M** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$6.7B</b>	<b>\$1.7B</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$2.5B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$9.6B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$1.2B</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$215.2M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$20.2B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$1.2B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$21.4B</b>	<b>\$1.7B</b>

## ILLINOIS DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY PANDEMIC RESPONSE STRATEGIES

### GET HIRED ILLINOIS



A new web portal to connect workers with job and career training opportunities.

To learn more, visit [illinois.gov/GetHired/Pages/default.aspx](https://illinois.gov/GetHired/Pages/default.aspx)

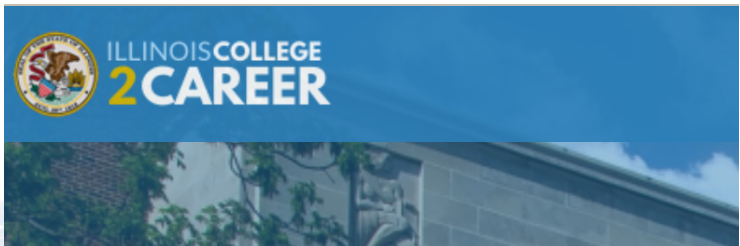
### HIGH SCHOOL 2 CAREER TOOL



An online opportunity for students and parents to review a wide-range of information on Illinois public high school seniors and their pathways after high school, including post-secondary education choices by degree type and academic area of study, as well as their career outcomes.

To learn more, visit [ilhighschool2career.com/](https://ilhighschool2career.com/)

### COLLEGE 2 CAREER TOOL



An online opportunity for students to review a wide-range of information on college graduate pathways.

To learn more, visit [ilcollege2career.com/#/](https://ilcollege2career.com/#/)

### Programs within Agencies

- **Illinois Department of Commerce and Economic Opportunity**
  - Community Assistance
  - Rapid Response
  - Trade Adjustment Assistance
  - Workforce Innovation and Opportunity Act (WIOA)
    - Adult (A)
    - Dislocated Worker (DW)
    - Youth (Y)
- **Illinois Department of Employment Security**
  - Migrant and Seasonal Farmworkers
  - Monitor Advocate System
  - Unemployment Insurance (UI)
  - Veterans Employment and Training Services
  - Wagner-Peyser (WP)

### WIOA Core Programs: Administering Agencies

- **Illinois Department of Commerce and Economic Opportunity** – Administers WIOA (A, DW, Y) programs
- **Illinois Community College Board** – Administers Adult Education (AE) programs
- **Illinois Department of Employment Security** – Administers WP programs
- **Illinois Department of Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Patricia L. Schnoor, Technology and Performance Manager  
[patricia.schnoor@illinois.gov](mailto:patricia.schnoor@illinois.gov)

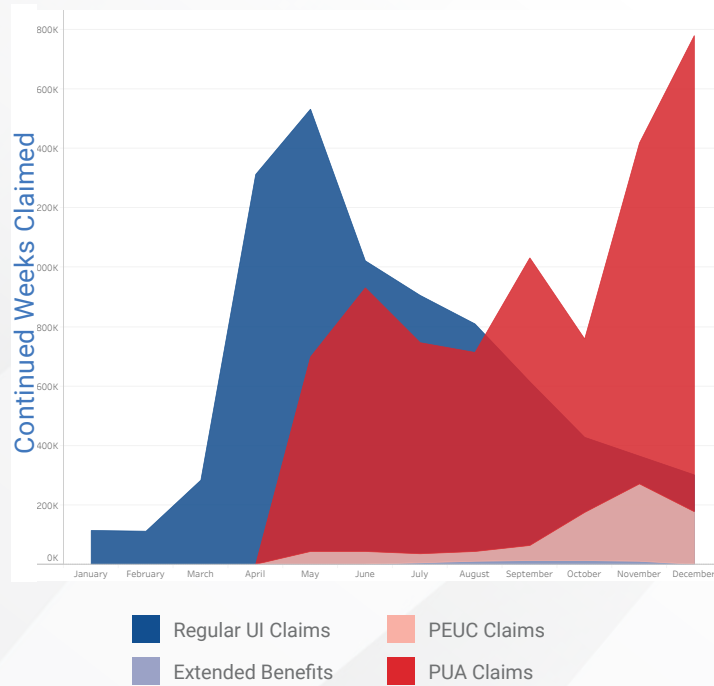




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

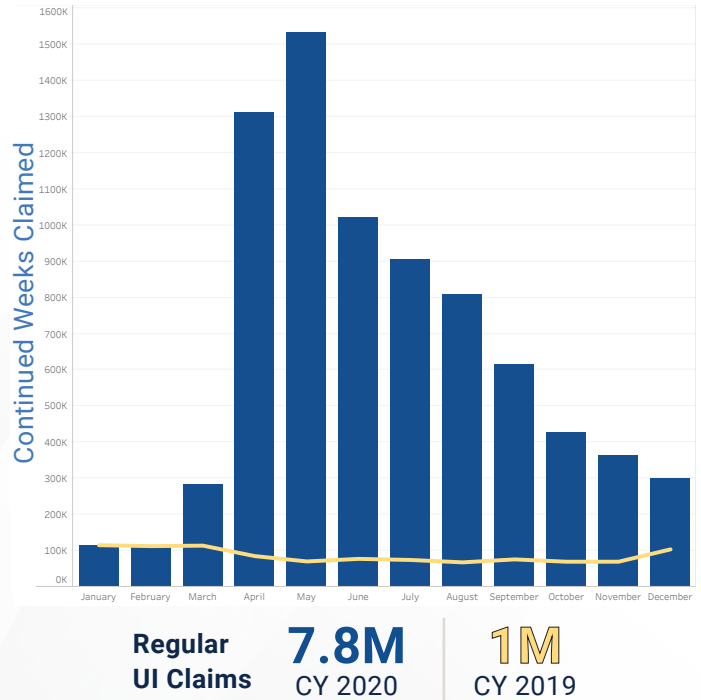
### TOTAL CLAIMS PROCESSED

CY 2020



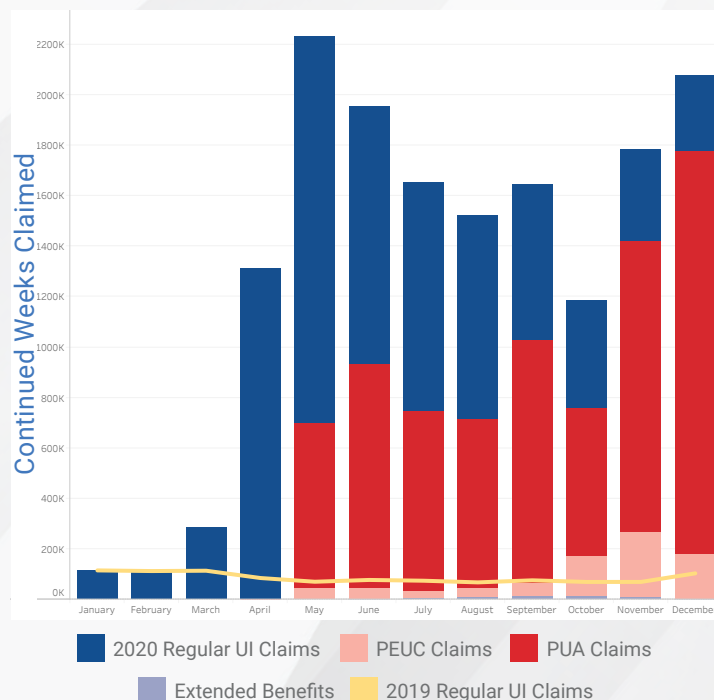
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$1.7B</b>	<b>\$237.9M</b>
Pandemic Unemployment Assistance	<b>\$837.0M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$3.5B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$196.1M</b>	<b>\$0</b>
State Extended Benefits	<b>\$15.1M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$6.2B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$363.9M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$6.6B</b>	<b>\$237.9M</b>

## INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

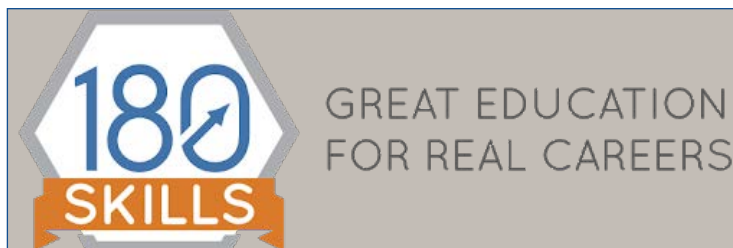
### VIRTUAL JOB FAIRS



Free to employers and job seekers. Seventeen have been held since April. Typically 3-5 employers. Total number of live attendees has been 1,067. Total number of registrations has been 3,585. Each VJF is recorded and posted online. Total number of views is 3,483 to date.

To learn more, visit [in.gov/dwd/video-vault/virtual-job-fair-recordings/](https://in.gov/dwd/video-vault/virtual-job-fair-recordings/)

### 180 SKILLS



This partnership allows Hoosiers to gain key workforce skills free of charge through an online library of courses. Individuals may complete courses designed to improve employability skills applicable across job sectors of automotive and commercial manufacturing, CNC machining, and tool and die making.

To learn more, visit [yournextstepin.org/resource/180-skills/](https://yournextstepin.org/resource/180-skills/)

### HOOSIER TALENT NETWORK



A new job matching and career planning site powered by Artificial Intelligence to help job seekers quickly find the right job and uncover new opportunities. By understanding skills and capabilities, Hoosier Talent Network unlocks job and career opportunities based on unique potential.

To learn more, visit [in.gov/dwd/job-seekers/hoosier-talent-network/](https://in.gov/dwd/job-seekers/hoosier-talent-network/)

### Programs within Agency

- Adult Education and Literacy
- Economic Development
- Labor Market Information
- Migrant and Seasonal Farmworkers
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Indiana Department of Workforce Development** – Administers WIOA (A, DW, Y) and WP programs
- **Indiana Department of Workforce Development/Community Education Partners** – Administers Adult Education (AE) and Family Literacy programs
- **Indiana Family and Social Services Administration** – Administers Vocational Rehabilitation (VR) programs

### Contact

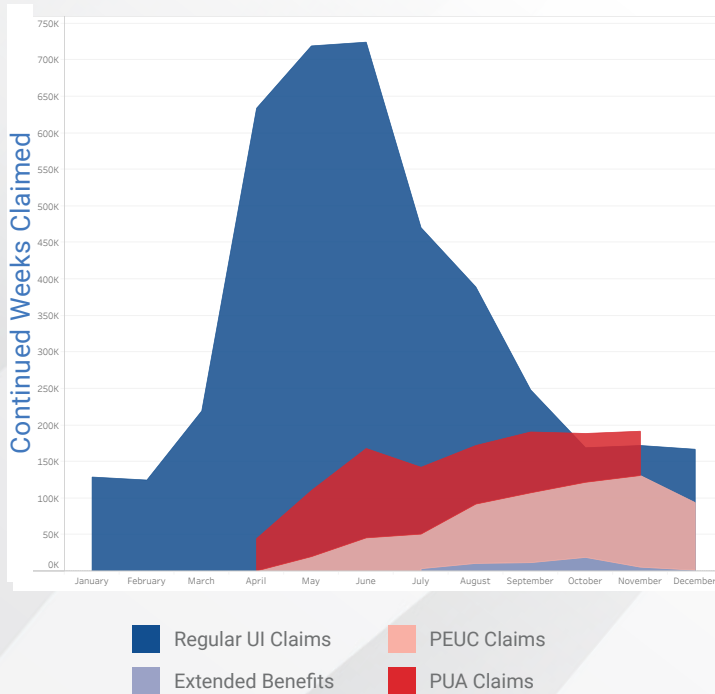
Robert Birge, Chief Communications Officer  
[rbirge@dwd.in.gov](mailto:rbirge@dwd.in.gov)



**Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload**

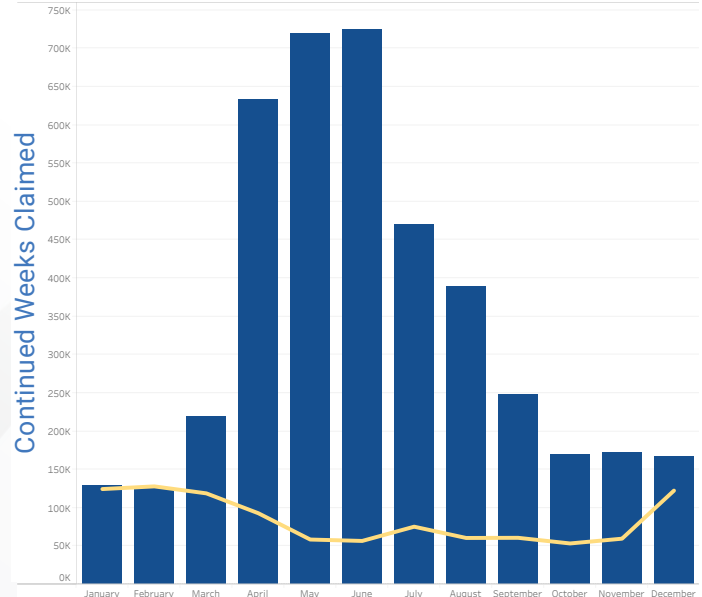
**TOTAL CLAIMS PROCESSED**

CY 2020



**REGULAR UI CLAIMS PROCESSED**

CY 2020



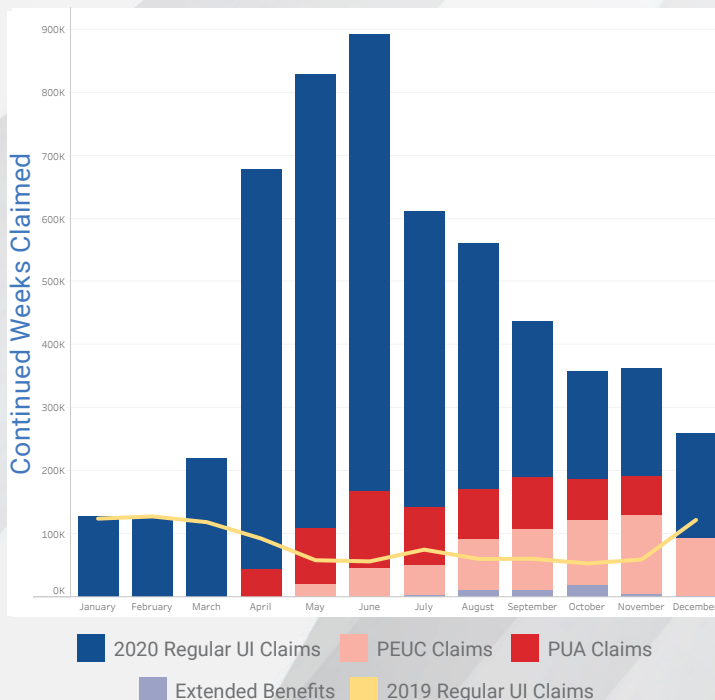
**Regular UI Claims**

**4.2M**  
CY 2020

**1M**  
CY 2019

**TOTAL CLAIMS PROCESSED**

CY 2020 vs CY 2019



**BENEFITS PAID**

**CY 2020**

**CY 2019**

**Regular UI Claims**  
*Total benefits paid*

**\$1.3B**

**\$381.8M**

**Pandemic Unemployment Assistance**

**\$149.5M**

**\$0**

**Federal Pandemic Unemployment Compensation**  
*(as of 08/31/20)*

**\$1.5B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$183.6M**

**\$0**

**State Extended Benefits**

**\$17.7M**

**\$0**

**Sub Total**

**\$3.2B**

**\$0**

**Lost Wage Assistance**

**\$156.4M**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$3.3B**

**\$381.8M**

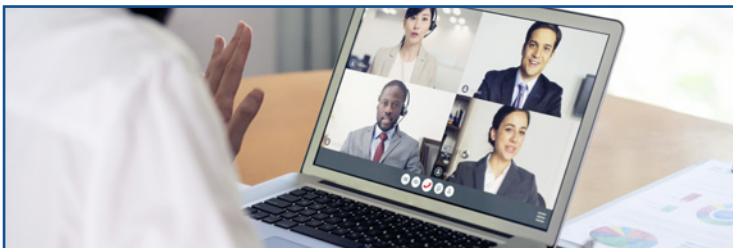
## IOWA WORKFORCE DEVELOPMENT PANDEMIC RESPONSE STRATEGIES

### MOBILE OPTIONS FOR JOB SEEKERS



Iowa has had over 15 very successful drive-thru job fairs to date. Iowa also launched the IowaWORKS.gov mobile application to reach job seekers.

### VIRTUAL JOB CLUB



Iowa launched a weekly virtual job club in October for participants in the RESEA program and have now expanded that to all job seekers.

### VIRTUAL TRAINING WORKSHOPS



Iowa, right at the beginning of the pandemic, recorded over 20 training workshops that had been given in person at the American Job Centers.

### Programs within Agency

- Federal Bonding Program Labor Market Information
- Foreign Labor Certification (FLC)
- PROMISE JOBS (TANF Employment & Training Program)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
- Reemployment Services and Eligibility Assessment (RESEA)
- Registered Apprenticeship
- Work Opportunity Tax Credit (WOTC)

### WIOA Core Programs: Administering Agencies

- **Iowa Workforce Development** – Administers Title I WIOA (A, DW, Y) and WP programs
- **Iowa Department of Education** – Administers Adult Education (AE) and Literacy programs
- **Iowa Department for the Blind and Iowa Vocational Rehabilitation Services** – Administer Vocational Rehabilitation (VR) programs

### Contact

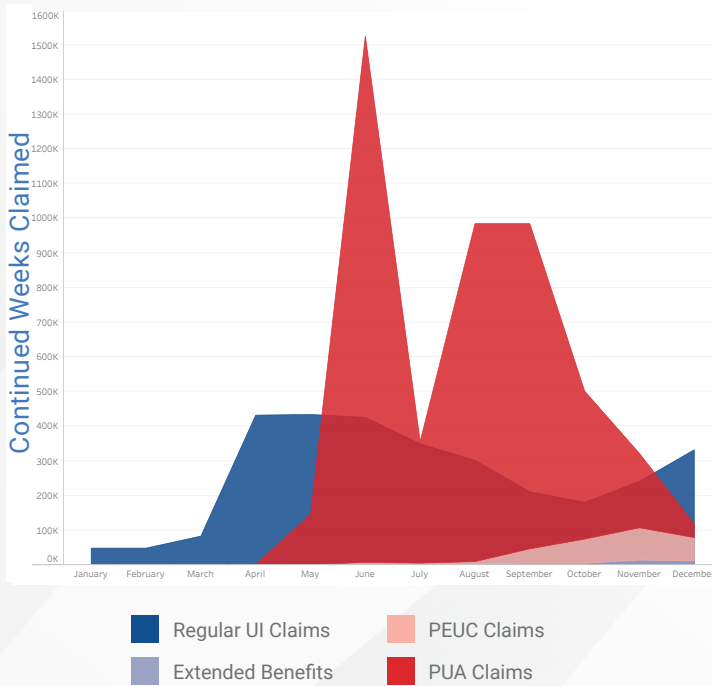
Molly Elder, Public Information Officer  
[molly.elder@iwd.iowa.gov](mailto:molly.elder@iwd.iowa.gov)



### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

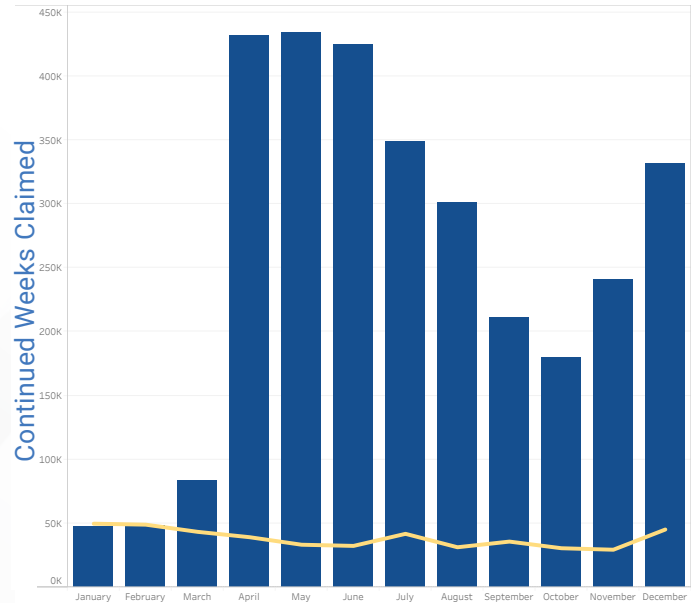
#### TOTAL CLAIMS PROCESSED

CY 2020



#### REGULAR UI CLAIMS PROCESSED

CY 2020



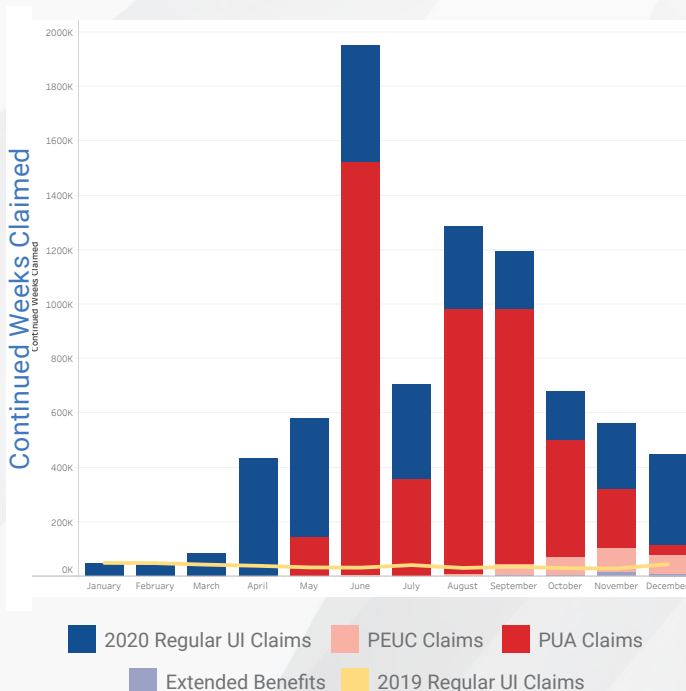
**Regular UI Claims**

**3.1M**  
CY 2020

**460.8K**  
CY 2019

#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
*Total benefits paid*

**\$975.8M**

**\$132.3M**

**Pandemic Unemployment Assistance**

**\$222.2M**

**\$0**

**Federal Pandemic Unemployment Compensation**

**\$1.2B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$112.3M**

**\$0**

**State Extended Benefits**

**\$10.7M**

**\$0**

**Sub Total**

**\$2.5B**

**\$0**

**Lost Wage Assistance**

**\$117.6M**

**\$0**

**All Claims**  
*Total Benefits Paid*

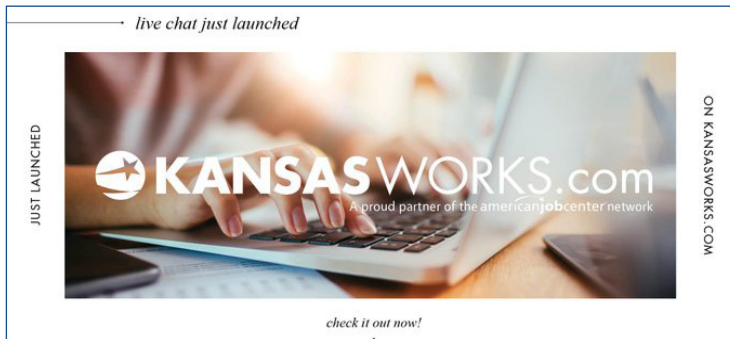
**\$2.6B**

**\$132.3M**



## KANSAS DEPARTMENT OF COMMERCE PANDEMIC RESPONSE STRATEGIES

### LIVE CHAT FEATURE ON KANSASWORKS.COM



Launched on **KANSASWORKS.com**, this new feature allows job seekers & employers to receive assistance with **KANSASWORKS** services, including help with uploading resumes, locating Workforce Centers, creating job orders and more.

To learn more, visit [KANSASWORKS.com](https://www.kansasworks.com)



### KANSASWORKS JOB SEARCH APP

Search for jobs through keywords and title searches, as well as by zip code. The app is available for free on Apple and Android devices.

To learn more, visit [play.google.com/store/apps/details?id=com.ajla.kansasworks&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.ajla.kansasworks&hl=en_US&gl=US)

### KANSASWORKS VIRTUAL JOB FAIR



A job fair simulation that enables real-time interaction between recruiters and candidates. Employers and job seekers meet in a virtual environment, using chat and/or email to exchange information about job openings. Job seekers upload resumes and may be matched with employers or may simply browse companies' booths.

To learn more, visit [kansascommerce.gov/events/kansasworks-virtual-job-fair/](https://www.kansascommerce.gov/events/kansasworks-virtual-job-fair/)

### Programs within Agency

- Economic Development
- Reemployment Services and Eligibility Assessments (RESEA)
- Registered Apprenticeship
- Senior Community Service Employment Program (SCSEP)
- Trade Adjustment Assistance
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

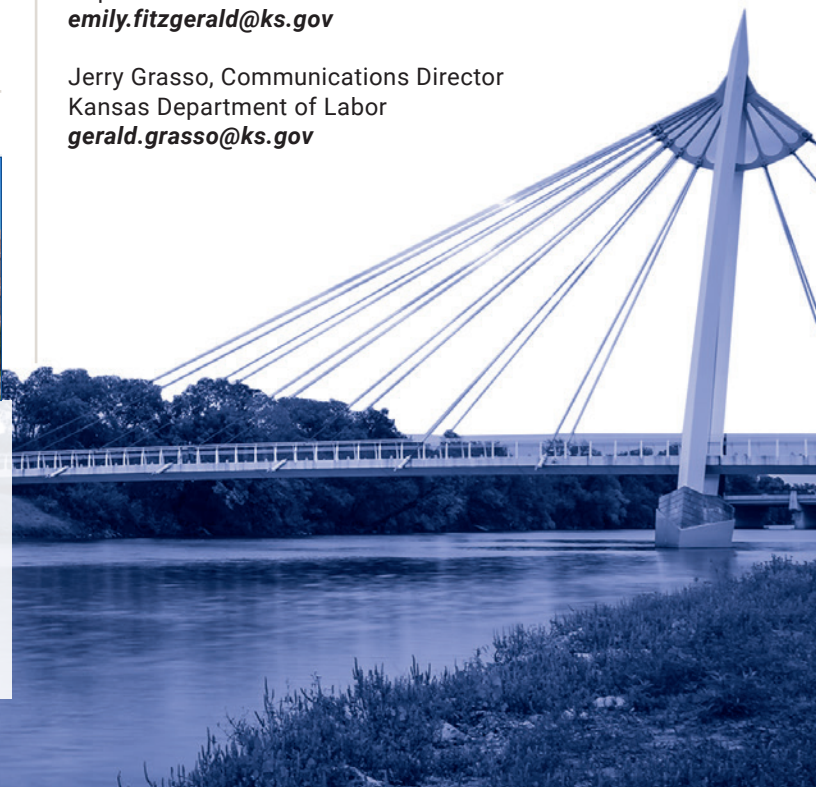
### WIOA Core Programs: Administering Agencies

- **Kansas Department of Commerce** – Administers WIOA (A, DW, Y) and WP programs
- **Kansas Board of Regents** – Administers Adult Education (AE) programs
- **Kansas Department for Children and Families** – Administers Vocational Rehabilitation (VR) programs

### Contact

Emily Fitzgerald, Outreach Coordinator  
Department of Commerce  
[emily.fitzgerald@ks.gov](mailto:emily.fitzgerald@ks.gov)

Jerry Grasso, Communications Director  
Kansas Department of Labor  
[gerald.grasso@ks.gov](mailto:gerald.grasso@ks.gov)

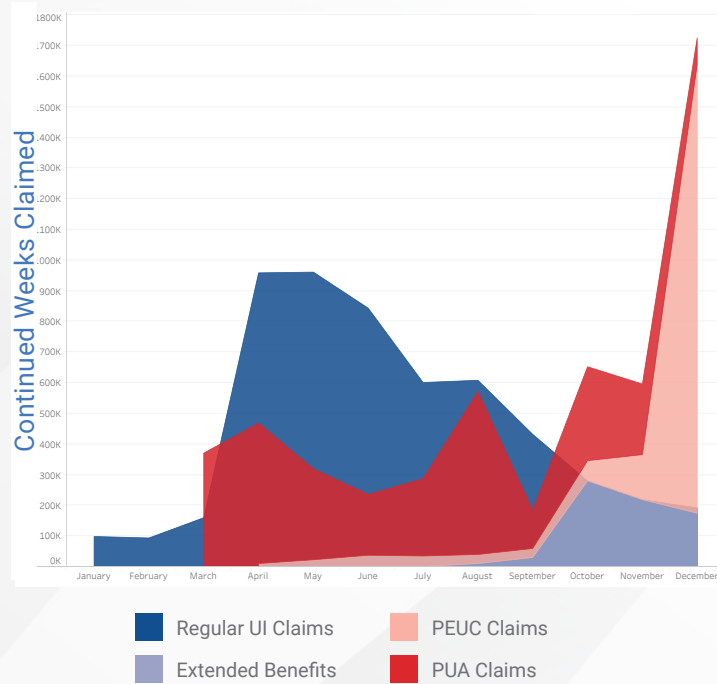




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

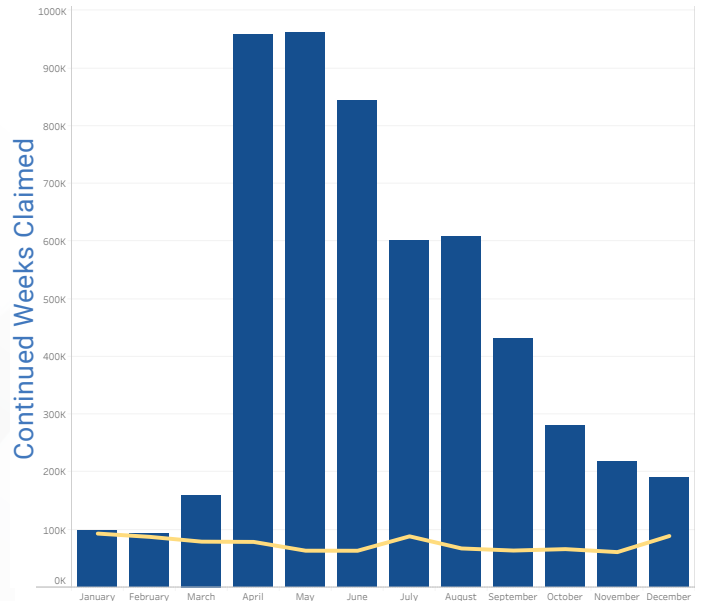
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



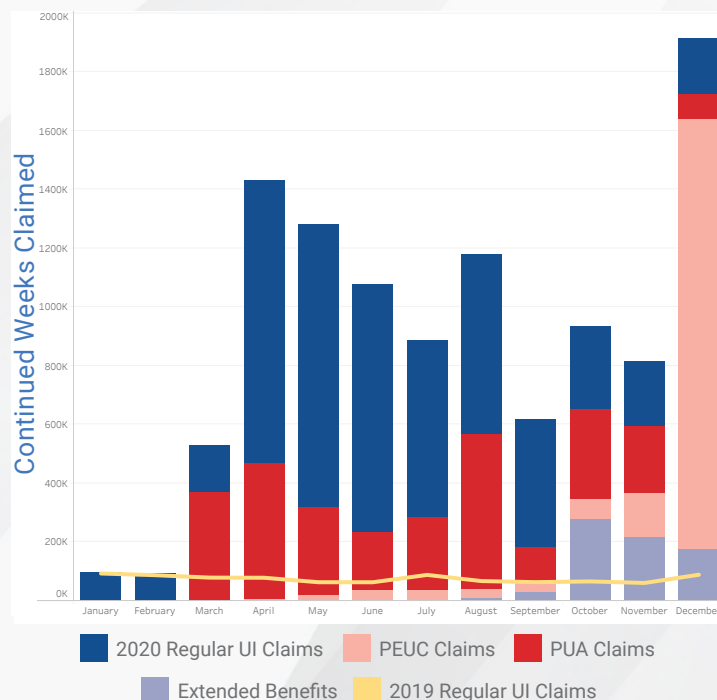
Regular UI Claims

**5.4M**  
CY 2020

**903.9K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
*Total benefits paid*

**\$1.5B**

**\$286.4M**

Pandemic Unemployment Assistance

**\$601.8M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$2.8B**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$96.9M**

**\$0**

State Extended Benefits

**\$19.1M**

**\$0**

**Sub Total**

**\$5.0B**

**\$0**

Lost Wage Assistance

**\$304.0M**

**\$0**

**All Claims**

*Total Benefits Paid (estimated)*

**\$5.3B**

**\$286.4M**

## COMMONWEALTH OF KENTUCKY PANDEMIC RESPONSE STRATEGIES

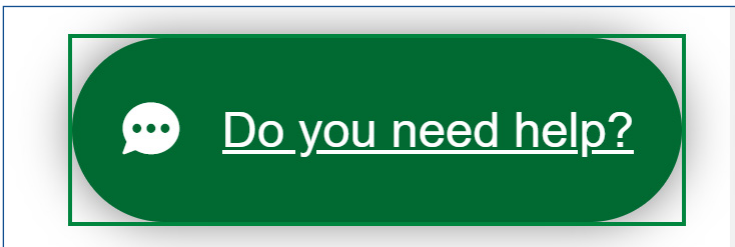
### WAIVER OF TESTING FEES FOR GED TEST



In an effort to support education and enhance attainment opportunities, testing fees for Kentuckians seeking to earn a GED® were waived.

To learn more, visit [kcc.ky.gov/Pages/default.aspx](http://kcc.ky.gov/Pages/default.aspx)

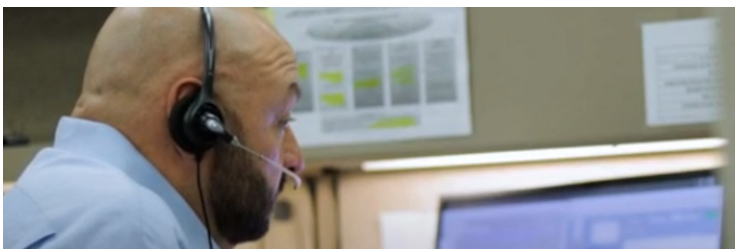
### NEW CHAT FEATURE FOR UI ASSISTANCE



This new feature allows job seekers & employers to receive assistance with UI services.

To learn more, visit [kcc.ky.gov/Pages/default.aspx](http://kcc.ky.gov/Pages/default.aspx)

### VIRTUAL UI APPOINTMENTS



Appointments are now available by phone for individuals who need unemployment insurance assistance.

To learn more, visit [kcc.ky.gov/Pages/In-Person-UI-Services.aspx](http://kcc.ky.gov/Pages/In-Person-UI-Services.aspx)

### Programs within Labor Cabinet

- Migrant and Seasonal Farmworkers
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)

### Programs within Education and Workforce Development Cabinet

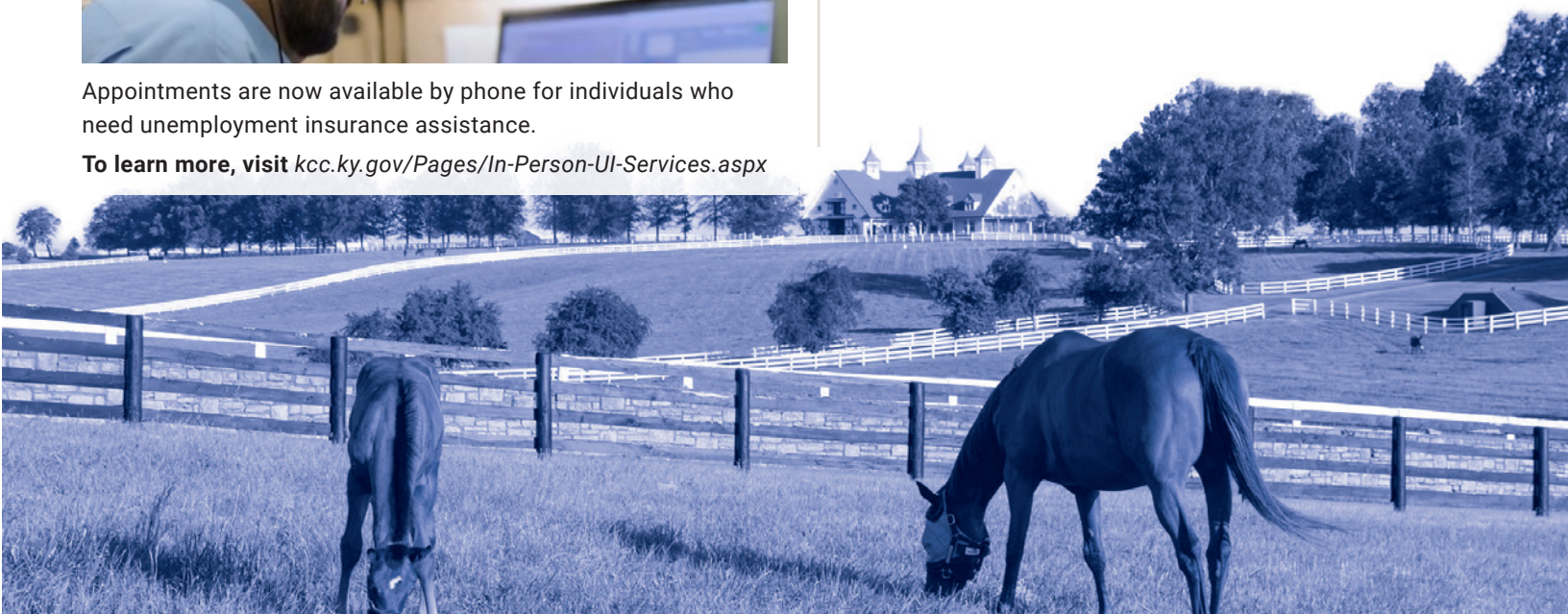
- Adult Education
- Apprenticeship
- Vocational Rehabilitation (VR)
- Workforce Innovation and Opportunity Act (WIOA)

### WIOA Core Programs: Administering Agencies

- **Career Development Office** – Administers Migrant Seasonal Farm Workers, Reemployment Services and Eligibility Assessments (RESEA), TRADE Vets, and Wagner-Peyser (WP) programs
- **Department of Workforce Investment** – WIOA (Adult, Dislocated Workers and Youth)
- **Office of Adult Education** – Administers Adult Education (AE) and Family Literacy programs
- **Office of Vocational Rehabilitation** – Administers VR programs

### Contact

Holly Neal, Chief Information Officer  
[holly.neal@ky.gov](mailto:holly.neal@ky.gov)

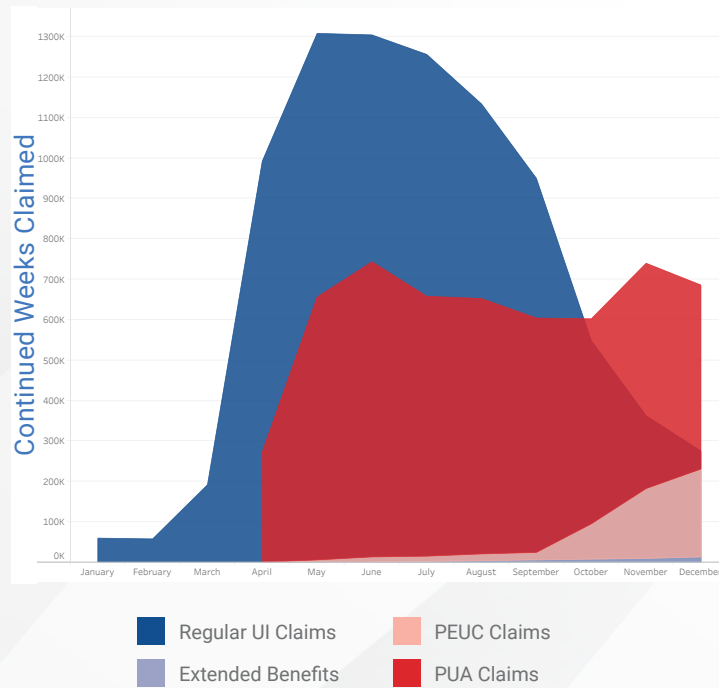




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

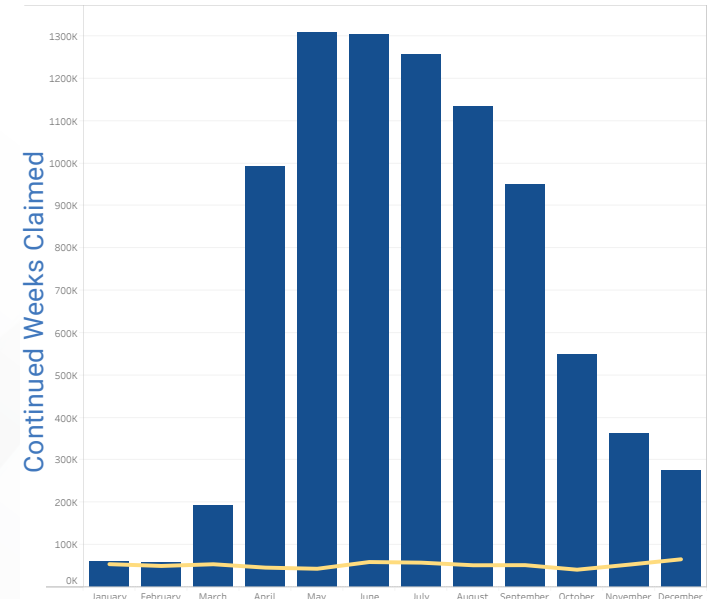
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



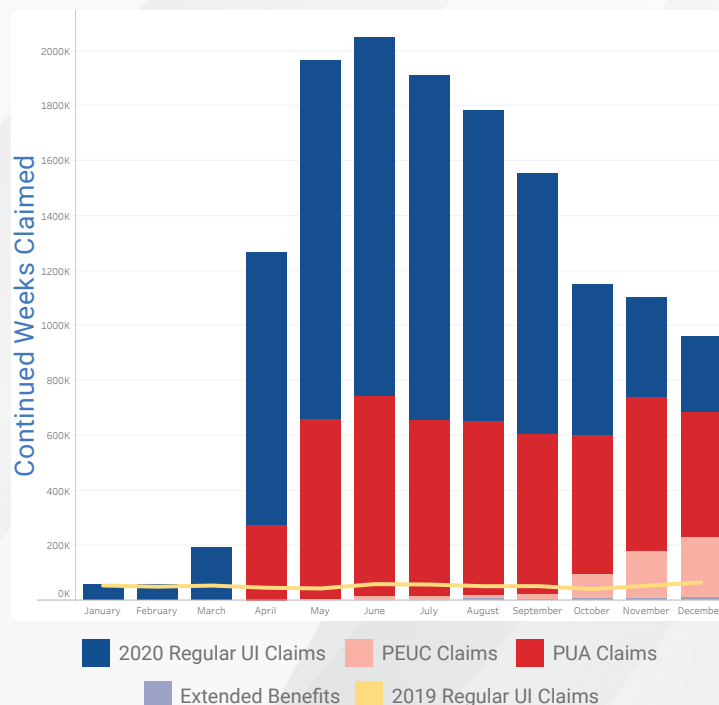
**Regular UI Claims**

**8.4M**  
CY 2020

**632K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$1.5B</b>	<b>\$121.4M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$589.6M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b> <i>(as of 11/30/20)</i>	<b>\$4.3B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$117.3M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$2.2M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$6.5B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b> <i>(estimated FEMA allocation)</i>	<b>\$588.4M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$7.1B</b>	<b>\$121.4M</b>

## LOUISIANA WORKFORCE COMMISSION PANDEMIC RESPONSE STRATEGIES

### DRIVE-THRU JOB FAIRS



The drive through job fairs were created as a safe and contact-free way to get information to jobseekers from employers with immediate job openings.

### "HOW-TO" VIDEOS FOR UI BENEFIT FILING



Use of video to assist claimants answer questions with filing their unemployment claims in their Hire Accounts.

### VIRTUAL CAREER FAIR



Statewide virtual recruiting events connecting jobseekers and employers in real time.

### Programs within Agency

- Community Service Block Grant (CSBG)
- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Louisiana Workforce Commission** – Administers WIOA (A, DW, Y), WP and VR programs
- **Louisiana Community and Technical College System** – Administers Adult Education (AE) and Family Literacy programs

### Contact

Ava Dejoie, Secretary  
[adejoie@lwc.la.gov](mailto:adejoie@lwc.la.gov)

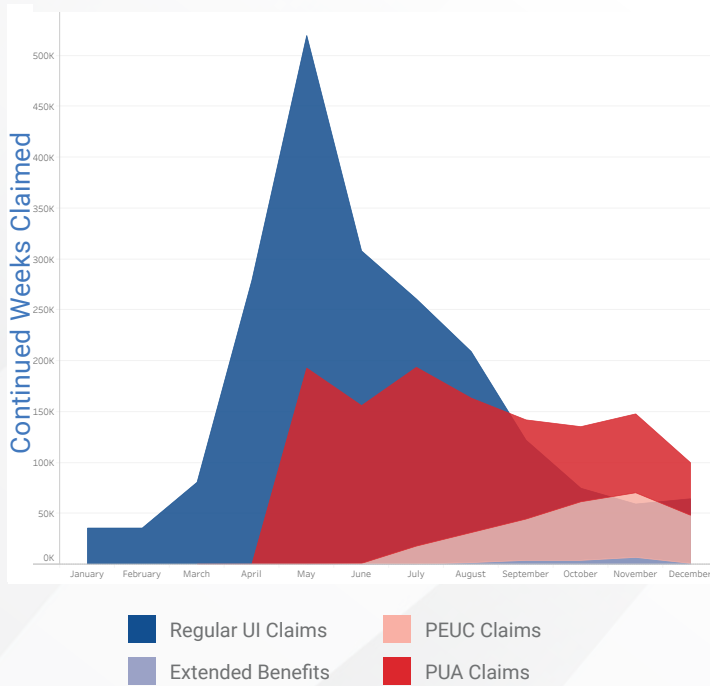




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

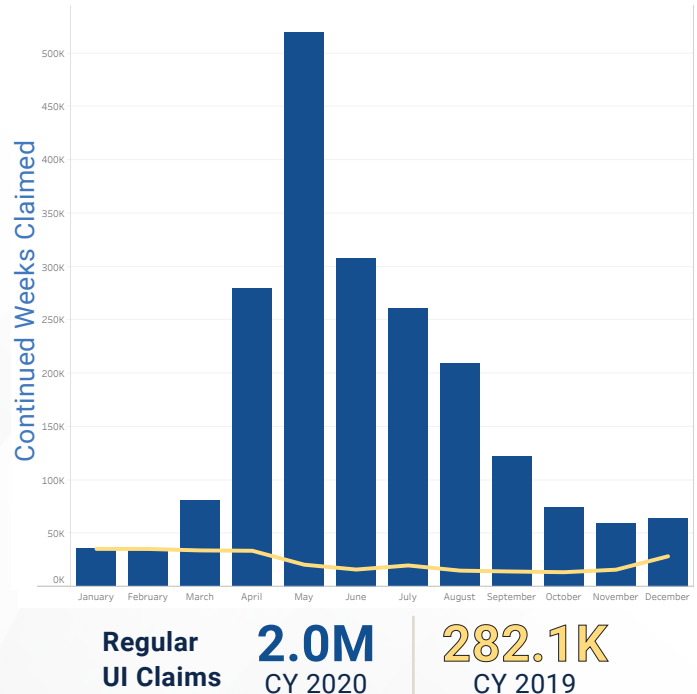
### TOTAL CLAIMS PROCESSED

CY 2020



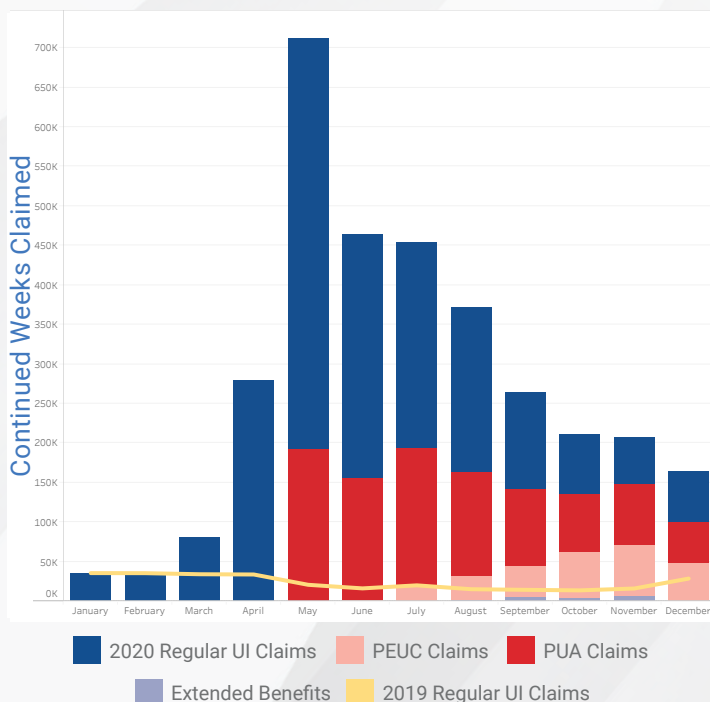
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$564.3M</b>	<b>\$84.5M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$165.6M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$1.0B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$70.9M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$4.7M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$1.8B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$102.0M</b>	<b>\$0</b>
<b>Pandemic Relief Program (estimated)</b>	<b>\$25.2M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$1.9B</b>	<b>\$84.5M</b>

## MAINE DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### FREE ONLINE TRAINING



The Department partnered with the Maine State Library, the Maine Community College system, and the online learning platform Coursera. The Coursera partnership enabled 3,178 Mainers a no-cost opportunity to gain relevant certifications like COVID-19 Contact Tracing, and complete job-related training in Excel, project management, website design, communication, marketing, and computer networking.

To learn more, visit [maine.gov/unemployment](https://maine.gov/unemployment)

### HELPING PEOPLE WITH DISABILITIES FIND EMPLOYMENT SUCCESS

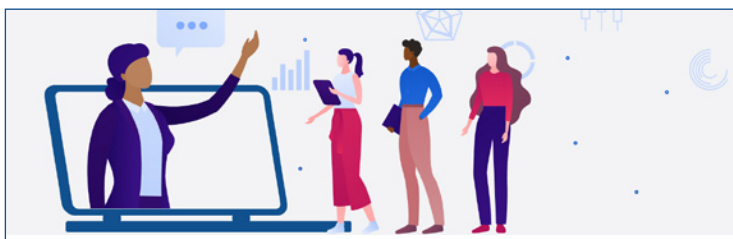


The Bureau of Rehabilitation Services transitioned to virtual services so that individuals were able to continue their pathway to employment. The Bureau developed virtual Career Exploration workshops, Job Clubs, and virtual job shadow experiences.

During 2020, 700 individuals gained employment and earned over \$16,700,000 in annual wages.

To learn more, visit [maine.gov/rehab/index.shtml](https://maine.gov/rehab/index.shtml)

### VIRTUAL WORKSHOPS



Held 141 live and virtual hiring events statewide with 2,526 job seekers attending. CareerCenters services and workshops were also modified to be held virtually, such as Zoom Basics and Job Search Essentials, Resume and Cover Letter Development, Support for Unemployed Workers Affected by the Opioid Crisis, etc.

To learn more, visit [mainecareercenter.com/employment/workshops.shtml](https://mainecareercenter.com/employment/workshops.shtml)

### Programs within Agency

- Competitive Skills Scholarship Program
- Federal Bonding
- Foreign Labor Certification
- Labor Market Information
- SafetyWorks! Training Institute
- State Monitor Advocate
- Trade Adjustment Assistance
- Registered Apprenticeship
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit

### WIOA Core Programs: Administering Agencies

- **Maine Department of Labor, Bureau of Employment Services** — Administers WIOA Adult (A), Dislocated Worker (DW), Youth (Y), JVSG, TRADE Act, and WP programs
- **Maine Department of Education** — Administers Adult Education (AE) and Family Literacy programs
- **Maine Department of Labor, Bureau of Rehabilitation Services, Division of Vocational Rehabilitation and Division for the Blind and Visually Impaired** — Administers U.S. Department of Education (DOE) VR programs
- **Maine Department of Health and Human Services** — TANF/ASPIRE and SNAP Employment & Training

### Contact

Jessica L. Picard,  
Communications Manager  
[jessica.l.picard@maine.gov](mailto:jessica.l.picard@maine.gov)

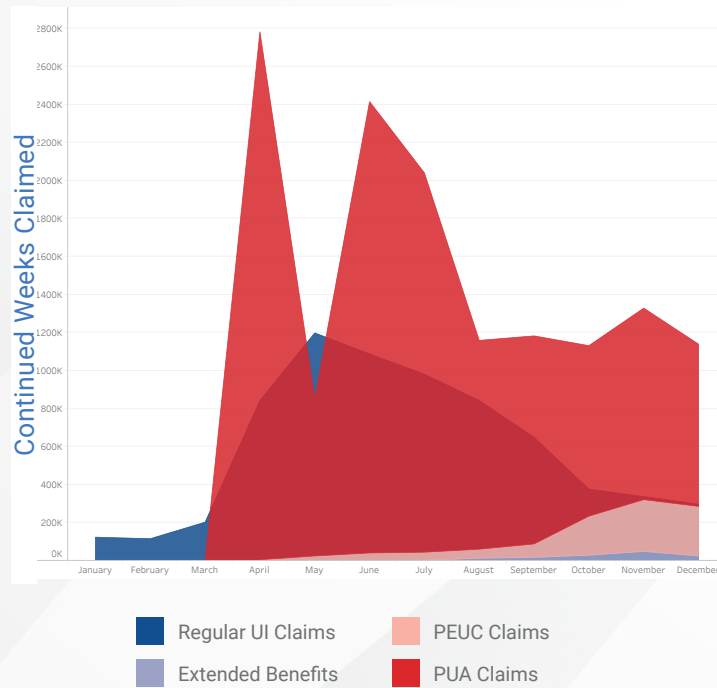




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

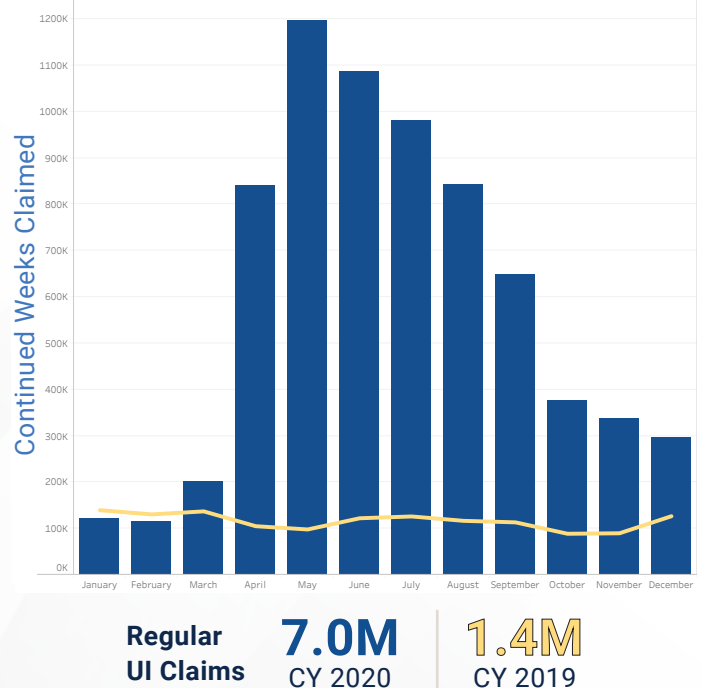
#### TOTAL CLAIMS PROCESSED

CY 2020



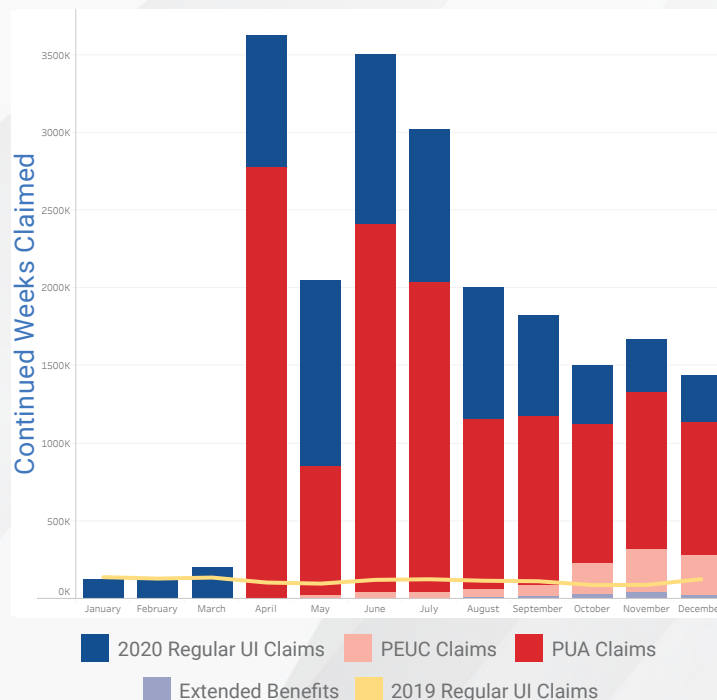
#### REGULAR UI CLAIMS PROCESSED

CY 2020



#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$1.8B</b>	<b>\$411.6M</b>
Pandemic Unemployment Assistance	<b>\$2.3B</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$4.9B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$274.3M</b>	<b>\$0</b>
State Extended Benefits	<b>\$36.8M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$9.3B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$621.1M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$9.9B</b>	<b>\$411.6M</b>



## MARYLAND DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### COVID-19 LAYOFF AVERSION FUND



The COVID-19 Lay-off Aversion Fund quickly provided Maryland's small businesses with up to \$50,000 in crucial financial assistance to help them shift their business model to maintain their workforce, prevent closures, and avoid layoffs while promoting safe practices and social distancing.

To learn more, visit [labor.maryland.gov/covidlayoffaversion](http://labor.maryland.gov/covidlayoffaversion)

### MARYLAND WORKFORCE EXCHANGE AND AMERICAN JOB CENTERS



Maryland's workforce system has adapted to virtually assist job seekers as they apply for jobs, create resumes, enroll training and education programs, and more through the state's 30 American Job Centers and the online Maryland Workforce Exchange.

To learn more, visit [mwejobs.maryland.gov](http://mwejobs.maryland.gov)

### WORK SHARING UNEMPLOYMENT INSURANCE PROGRAM



Maryland's Work Sharing Unemployment Insurance Program provides employers with a flexible alternative to layoffs during COVID-19 by allowing their employees to be retained at reduced hours while collecting partial unemployment benefits to make up a portion of the lost wages.

To learn more, visit [labor.maryland.gov/worksharing](http://labor.maryland.gov/worksharing)

### Programs within Agency

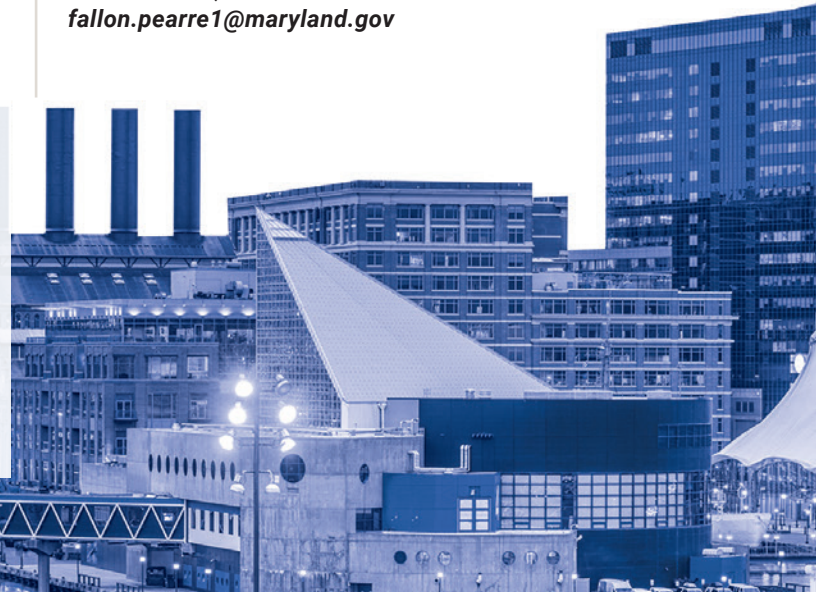
- Adult Education and Literacy
- Business Services
- Correctional Education
- Discretionary Grants
- EARN Maryland
- Foreign Labor Certification
- Labor Market Information
- Migrant and Seasonal Farmworkers
- Reemployment Opportunity Workshops
- Reemployment Services and Eligibility Assessments (RESEA)
- Reentry
- Registered Apprenticeship
- Senior Community Service Employment Program
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)
- Youth and Disability Services
- Youth Apprenticeship

### WIOA Core Programs: Administering Agencies

- **Division of Workforce Development and Adult Learning**
  - Administers WIOA (A, DW, Y), Adult Education (AE) and Literacy, and WP programs
- **Maryland State Department of Education's Division of Rehabilitation Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Fallon Pearre, Communications Director  
[fallon.pearre1@maryland.gov](mailto:fallon.pearre1@maryland.gov)

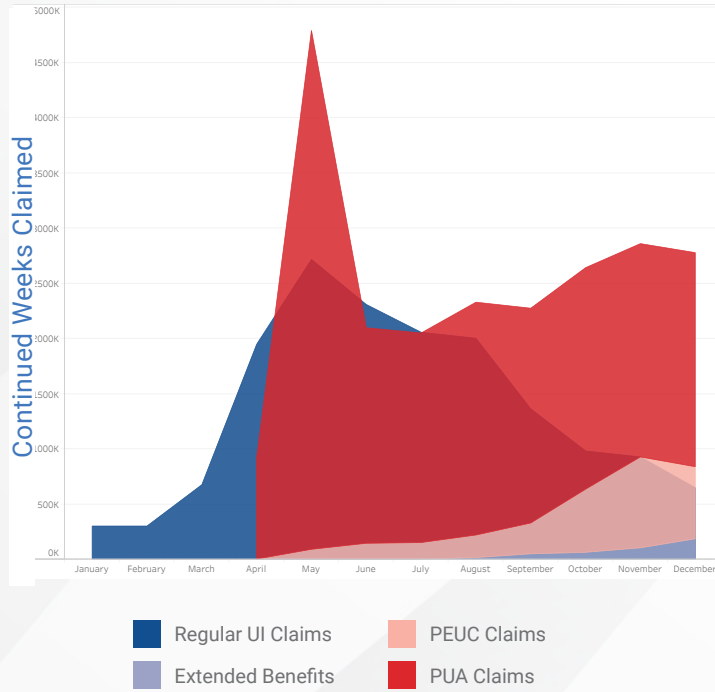




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

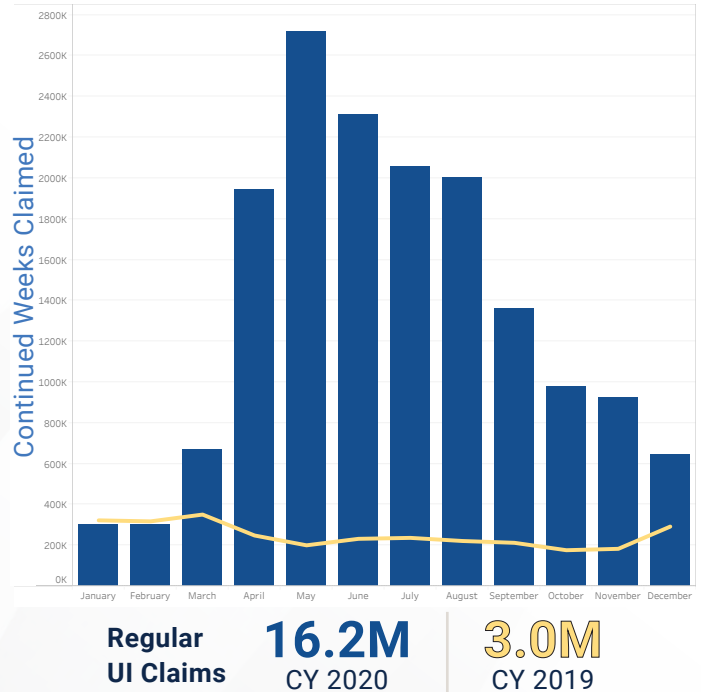
### TOTAL CLAIMS PROCESSED

CY 2020



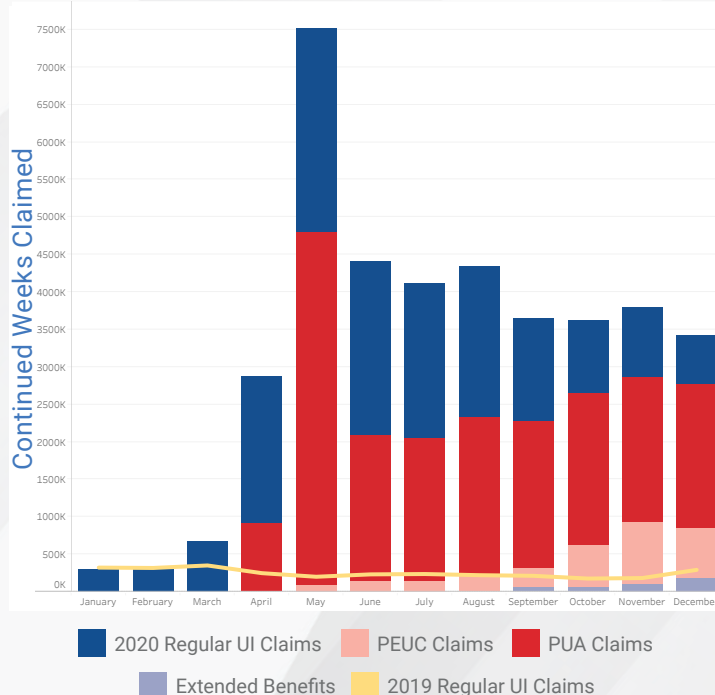
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$6.4B</b>	<b>\$1.4B</b>
Pandemic Unemployment Assistance	<b>\$3.6B</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$9.1B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$1.2B</b>	<b>\$0</b>
State Extended Benefits	<b>\$188.9M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$20.5B</b>	<b>\$0</b>
Lost Wage Assistance <i>(estimated FEMA allocation)</i>	<b>\$1.3B</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid (estimated)</i></b>	<b>\$21.8B</b>	<b>\$1.4B</b>

## EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT, MASSHIRE DEPARTMENT OF CAREER SERVICES | PANDEMIC RESPONSE STRATEGIES

### ROAD TO REEMPLOYMENT

#### Road to Reemployment (R2R)

R2R is a Project Management and Oversight (PMO) concept to focus on all components related to reemployment for COVID19-impacted workers and businesses.

R2R is a Project Management and Oversight (PMO) concept to focus on all components related to reemployment for COVID19-impacted workers and businesses.

To learn more, visit [mass.gov/road-to-reemployment-r2r](https://mass.gov/road-to-reemployment-r2r)

### VIRTUAL WORKSHOPS



- Road to Reemployment virtual initiative allowed more than 60,000+ unemployed individuals accessed *virtual* or phone services

through the MassHire Career Center system for assessments, job search, technical training, workshops and job coaching

- Rapid Response supported more than 600 employers and 71,000 workers with services to assist with layoff aversion, workshare and access to unemployment insurance
- NEW Partnership with Coursera gave access to online training for nearly 8,000 individuals
- New virtual job fairs hosted 500+ companies and 3,000+ job seekers since November of 2020
- *Partnerships for Recovery Plan* published by the Administration prioritized workforce support, including more than \$10.4M in funding for retraining of thousands of unemployed individuals and subsidized technology tools, internet access and digital literacy for unemployed job seekers impacted by COVID

### TOWN HALLS OFFERED IN SPANISH

#### UNEMPLOYMENT ASSISTANCE



COVID-19  
ESPAÑOL

Town halls were offered to assist claimants with their applications for unemployment assistance. Town hall meetings were held in both English-speaking and Spanish-speaking sessions.

### Programs within Agency

- Foreign Labor Certification
- Trade Adjustment Assistance
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **MassHire Department of Career Services (MDCS)** – Administers WIOA (A, DW, Y) and WP programs
- **Department of Elementary and Secondary Education (DESE) Adult Community Learning Services (ACLS)** – Administers Adult Education (AE) programs
- **Mass Rehabilitation Commission (MRC)** – Administers Vocational Rehabilitation (VR) programs
- **Others** – MA Department of Unemployment Assistance (DUA) (UI); Mass Commission for the Blind (MCB); Department of Transitional Assistance (DTA) (TANF/ SNAP); Executive Office of Elder Affairs (EOEA) Senior Community Service Employment Program (SCSEP)

### Contact

Charles Pearce, Communications Director  
[charles.pearce@state.ma.us](mailto:charles.pearce@state.ma.us)

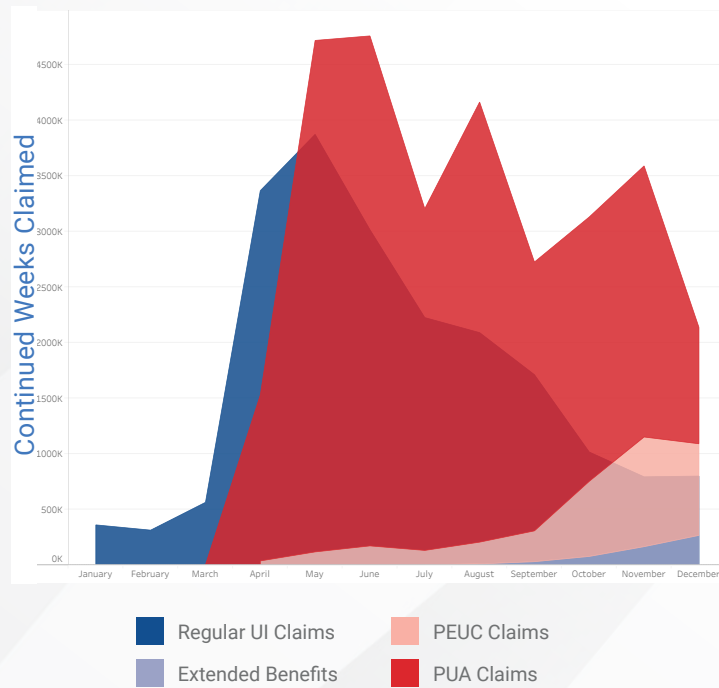




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

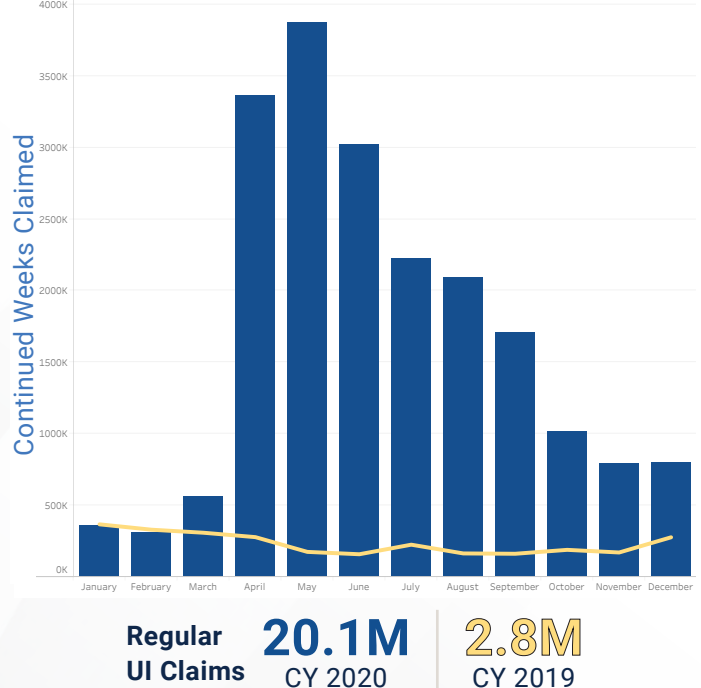
### TOTAL CLAIMS PROCESSED

CY 2020



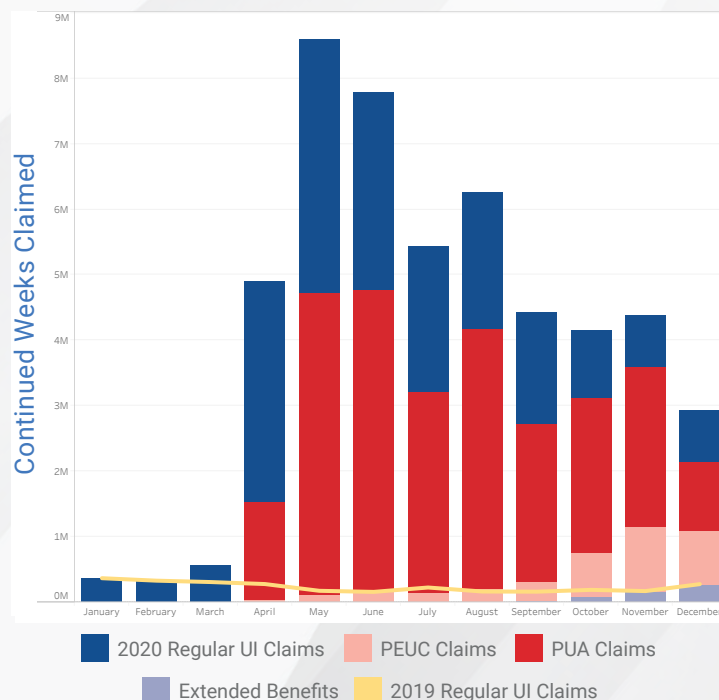
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

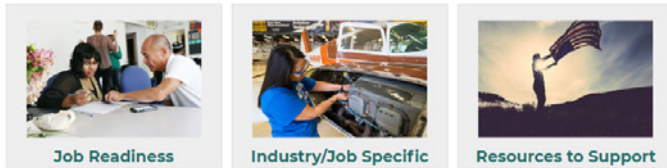
CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$5.6B</b>	<b>\$773M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$4.5B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$15.9B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$947.2M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$150.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$27.1B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$1.6B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$28.7B</b>	<b>\$773M</b>

## MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY | PANDEMIC RESPONSE STRATEGIES

### RETURN TO WORK PLAYBOOK

#### Return to Work Playbook



This tool is intended to support those preparing to enter the workforce, find their next job, or discover another one. This digital tool outlines available career and job-readiness resources, including step-by-step instructions for developing resumes, preparing for interviews, exploring new career paths, and finding free or inexpensive job training opportunities.

To learn more, visit [Michigan.gov/ReturnToWorkPlaybook](https://Michigan.gov/ReturnToWorkPlaybook)

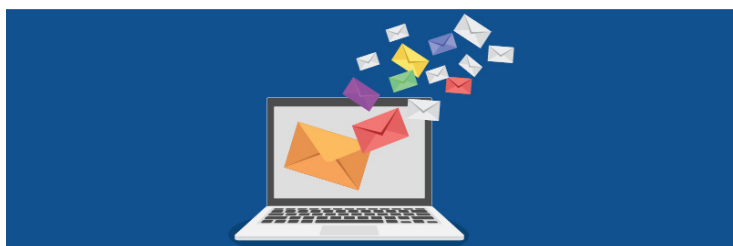
### VIRTUAL JOB FAIRS



We use a third-party platform to allow job seekers, employers and workforce development professionals to connect safely and professionally virtually/remotely. We assist in the hosting of regional, industry or employer specific virtual job fair events.

To learn more, visit [jobs.mitalent.org/CareerEvent.aspx?e=Start](https://jobs.mitalent.org/CareerEvent.aspx?e=Start)

### ENGAGING UNEMPLOYMENT INSURANCE CLAIMANTS



We engage in email efforts with Unemployment Insurance claimants in Michigan to help them get re-employed. Messages have focused on attending virtual job fairs, using the Return to Work Playbook, connecting with their Michigan Works! Agency, and understanding other opportunities available to them courtesy of other state agencies.

### Programs within Employment & Training

- Adult Education and Literacy (WIOA Title II)
- Career and Technical Education/Carl D. Perkins (Post-Secondary)
- Foreign Labor Certification Office
- Agricultural and Foreign Labor Services
- Rapid Response
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Veterans' Employment Services
- Vocational Rehabilitation Act (WIOA Title IV)
- Wagner-Peyser (WIOA Title III)
- Workforce Innovation and Opportunity Act (WIOA Title I)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Michigan Department of Labor and Economic Opportunity, Workforce Development** – Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, and WP programs
- **Michigan Department of Labor and Economic Opportunity, Bureau of Services for Blind Persons and Michigan Rehabilitation Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Elyse Walter, Communications and Outreach Manager  
[waltere@michigan.gov](mailto:waltere@michigan.gov)

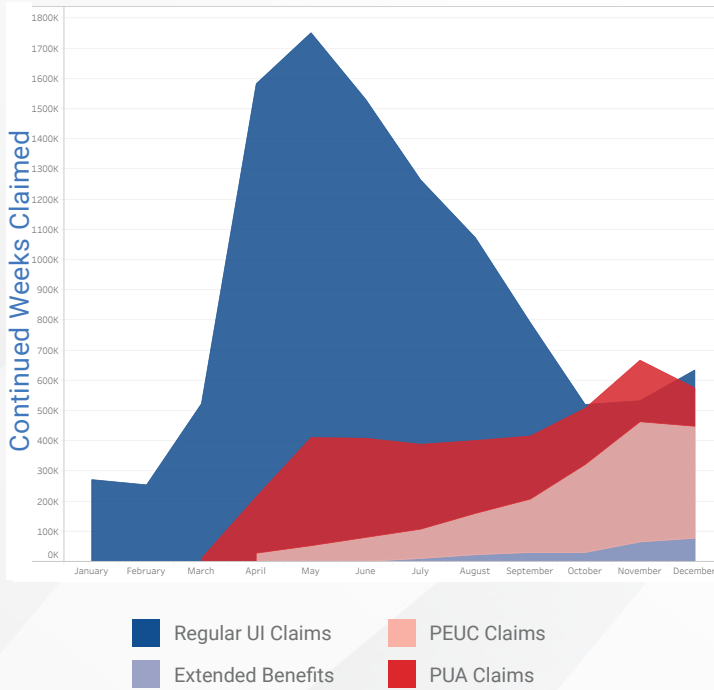




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

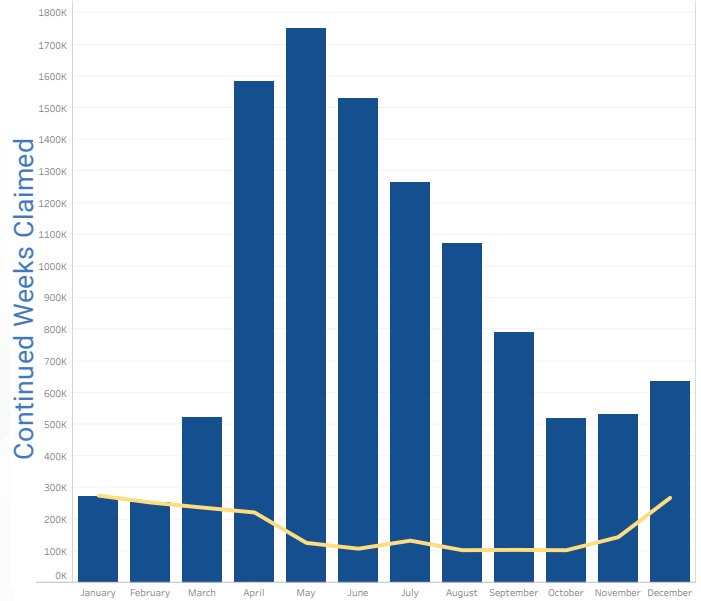
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



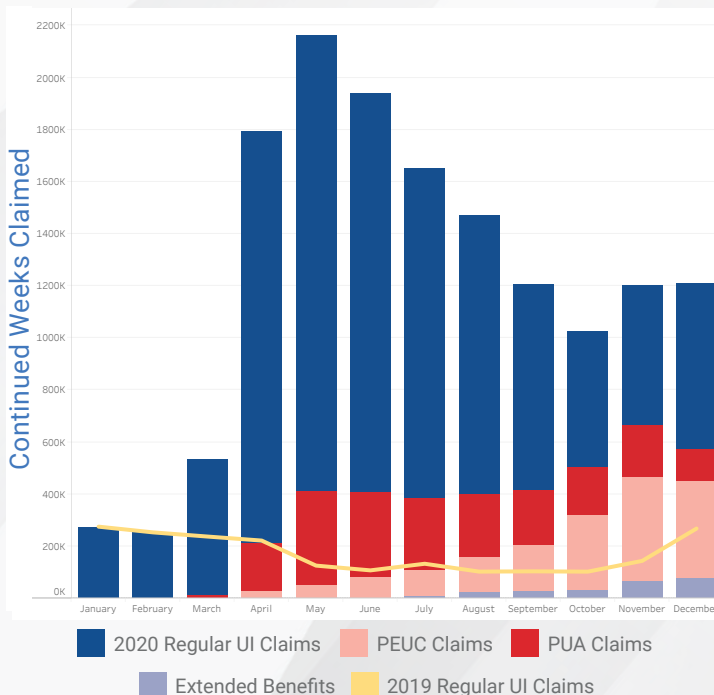
Regular UI Claims

**10.7M**  
CY 2020

**2.1M**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
*Total benefits paid*

**\$3.5B**

**\$799.7M**

Pandemic Unemployment Assistance

**\$543.1M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$4.3B**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$529.6M**

**\$0**

State Extended Benefits

**\$77.7M**

**\$0**

**Sub Total**

**\$9.0B**

**\$0**

Lost Wage Assistance

**\$598.9M**

**\$0**

All Claims  
*Total Benefits Paid*

**\$9.5B**

**\$799.7M**

## MINNESOTA DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT PANDEMIC RESPONSE STRATEGIES

### PATHWAYS TO PROSPERITY



Preparing people for in-demand careers.

To learn more, visit [careerforcemn.com/pathways-prosperity](https://careerforcemn.com/pathways-prosperity)

### LAUNCH MINNESOTA NETWORK



Improving coordination and capacity across the state's innovation ecosystem.

To learn more, visit [mn.gov/launchmn/community/network/](https://mn.gov/launchmn/community/network/)

### ONLINE SKILLS TRAINING AND CAREER EXPLORATION



Learning opportunities aimed at preparing people for in-demand jobs.

To learn more, visit [careerforcemn.com/coursera](https://careerforcemn.com/coursera)

### Programs within Agency

- Adult Education and Literacy
- Child Care
- Economic Development
- Labor Market Information
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Minnesota Department of Employment and Economic Development** — Administers WIOA (A, DW, Y), VR and WP programs
- **Minnesota Department of Education** — Administers Adult Education (AE) programs

### Contact

Laura Winge, Communications  
[laura.winge@state.mn.us](mailto:laura.winge@state.mn.us)

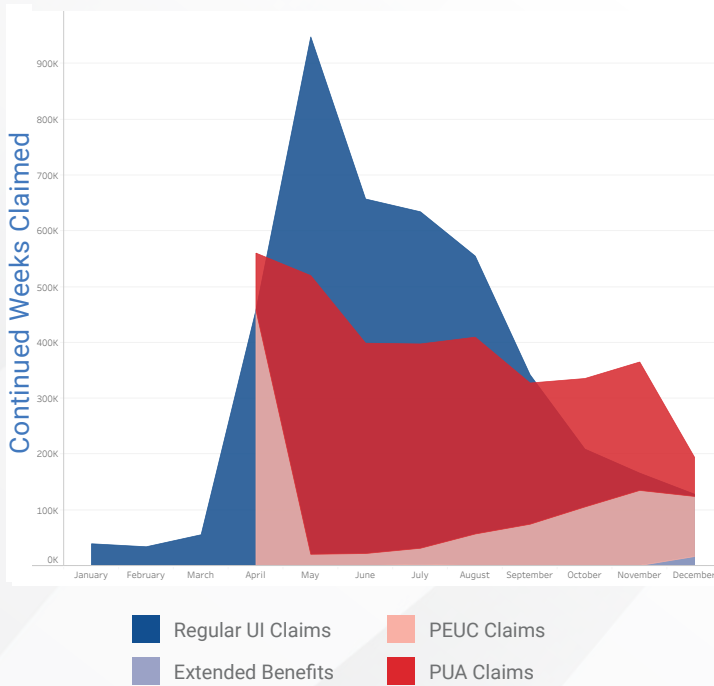




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

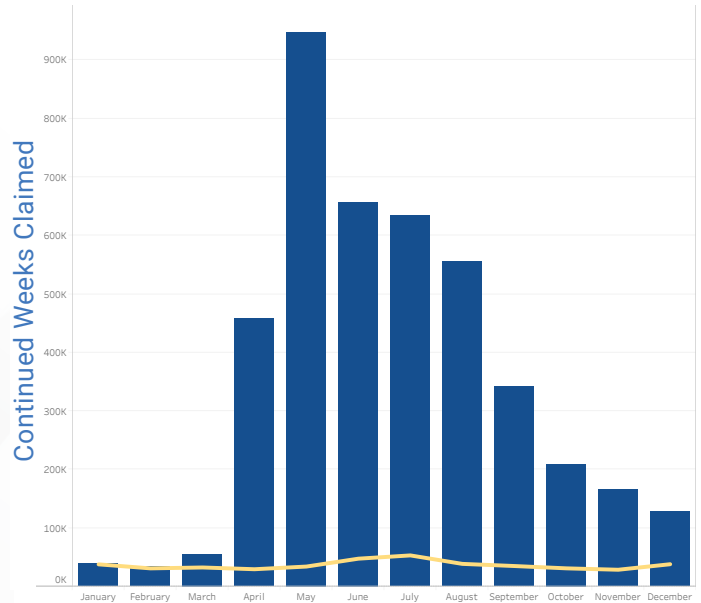
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

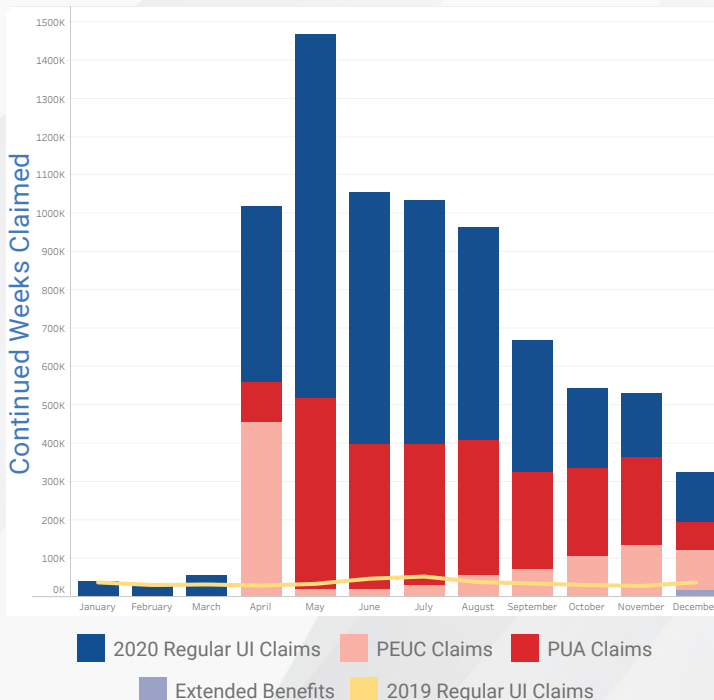
CY 2020



**Regular UI Claims** **4.2M** CY 2020  
**438.4K** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$636.0M</b>	<b>\$61.8M</b>
<b>Pandemic Unemployment Assistance</b> (as of 11/30/20)	<b>\$262.5M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$2.2B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$166.3M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$3.8M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$3.3B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b> (estimated FEMA allocation)	<b>\$209.1M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$3.5B</b>	<b>\$61.8M</b>



## MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY | PANDEMIC RESPONSE STRATEGIES

### RESKILLMS



Helping Mississippi workers economically harmed due to COVID-19 recalibrate through free skills or on-the-job training to find new, better paying work.

To learn more, visit [reskillms.com/](https://reskillms.com/)

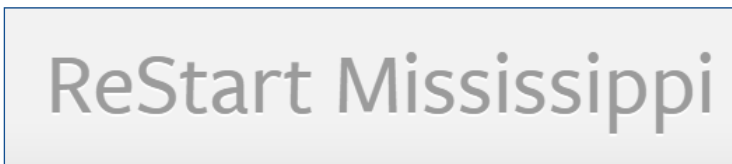
### DRIVE-THRU JOB FAIRS



A unique, proactive, employment assistance resource for the unemployed, employers, and communities of Mississippi.

To learn more, visit [jobfairs.ms.gov/](https://jobfairs.ms.gov/)

### RESTART MISSISSIPPI



Online system assisting businesses transition employees who were separated from the workplace due to COVID-19 back into the workforce.

To learn more, visit [mdes.ms.gov/employers/restart-mississippi/](https://mdes.ms.gov/employers/restart-mississippi/)

### Programs within Agency

- ApprenticeshipUSA grants
- COVID National Dislocated Worker Grant
- Opioid National Dislocated Worker Grant
- Labor Market Information
- Senior Community Service Employment Program (SCSEP)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Mississippi Department of Employment Security** – Administers WIOA (A, DW, Y) and Wagner-Peyser (WP) programs
- **Mississippi Community College Board** – Administers Adult Education (AE) programs
- **Mississippi Department of Human Services** – Administers Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP)
- **Mississippi Department of Rehabilitation Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Dianne Bell, Communications Director  
[dbell@mdes.ms.gov](mailto:dbell@mdes.ms.gov)

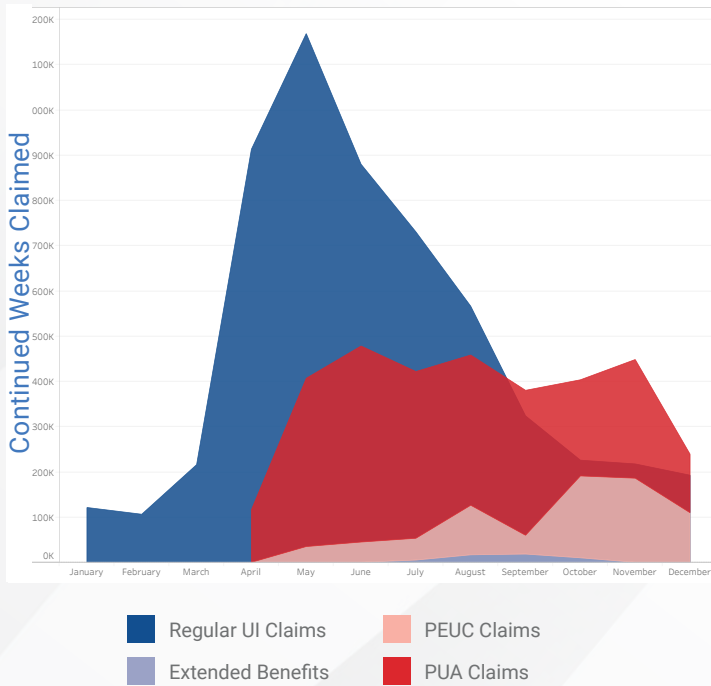




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

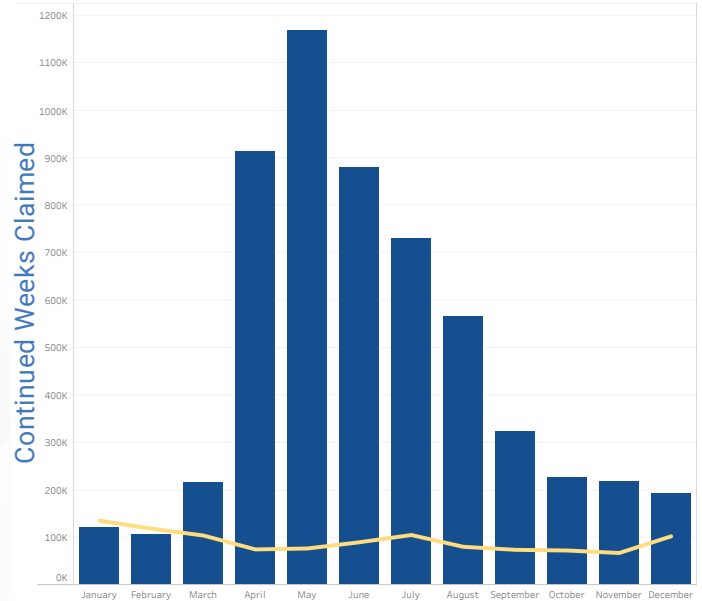
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



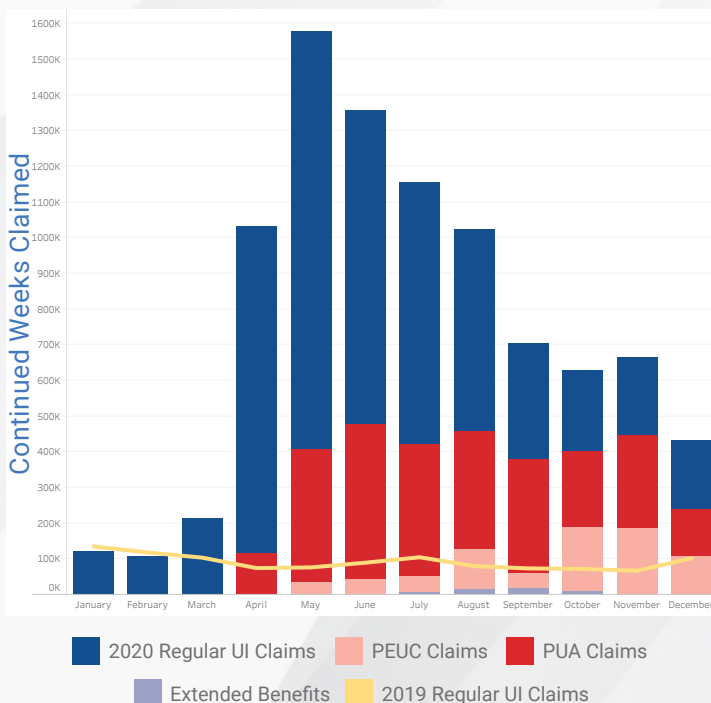
Regular UI Claims

**5.7M**  
CY 2020

**1.1M**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$1.2B</b>	<b>\$235.9M</b>
Pandemic Unemployment Assistance	<b>\$367.2M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$3.0B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$217.7M</b>	<b>\$0</b>
State Extended Benefits	<b>\$13.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$4.8B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$297.0M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$5.1B</b>	<b>\$235.9M</b>

## MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS | PANDEMIC RESPONSE STRATEGIES

### SELF-HELP ANSWERS DELIVERED THROUGH ONLINE VIRTUAL ASSISTANT



The Missouri Department of Labor's virtual assistant has answered over 500,000 questions related to unemployment by simply clicking the icon and typing a question, helping to alleviate unprecedented call and email volume.

To learn more, visit [labor.mo.gov/](http://labor.mo.gov/)

## MISSOURI DEPARTMENT OF HIGHER EDUCATION AND WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

### HOSTING ONLINE JOB FAIRS



Missouri's Office of Workforce Development (OWD) hosted 15 virtual job fairs throughout 2020 for employers needing to fill roles across the state for in-demand jobs. This resource allowed for more than 250 employers to access more than 2,600 interested job seekers.

To learn more, visit [jobs.mo.gov/content/virtual-job-fair-seeker-registration](http://jobs.mo.gov/content/virtual-job-fair-seeker-registration) and the virtual job fair platform website

### VIRTUAL TRAINING AND ONLINE PROFESSIONAL CERTIFICATION



In August, Missouri's Office of Workforce Development (OWD) launched a partnership with CompTIA to offer IT fundamental and project management self-paced courses for 1,000 Missourians. These self-paced courses also offer virtual mentoring for A+, Security+ and Project+ courses.

To learn more, visit [jobs.mo.gov/content/comptia](http://jobs.mo.gov/content/comptia)

### Programs within Department of Labor and Industrial Relations

- Unemployment Insurance
- Wage and Hour
- Workers' Compensation

### Programs within Department of Higher Education and Workforce Development/Office of Workforce Development

- Trade Adjustment Assistance
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Department of Workforce Development** – Administers WIOA (A, DW, Y) and WP programs
- **Department of Elementary and Secondary Education** – Administers Adult Education and Literacy (AEL) programs and Vocational Rehabilitation (VR) programs
- **Department of Social Services** – Administers Rehabilitation Services for the Blind program

### Contact

Mardy Leathers, State Workforce Development Director  
[mardy.leathers@dhewd.mo.gov](mailto:mardy.leathers@dhewd.mo.gov)

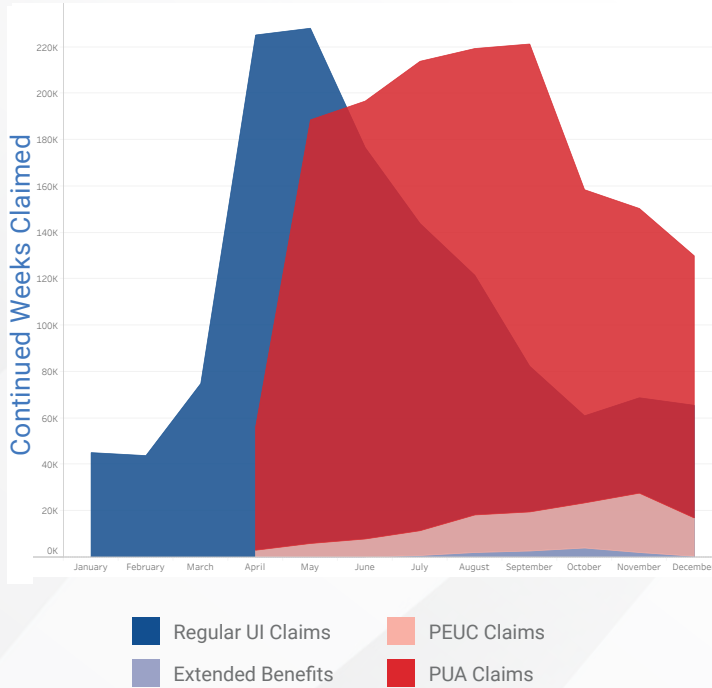




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

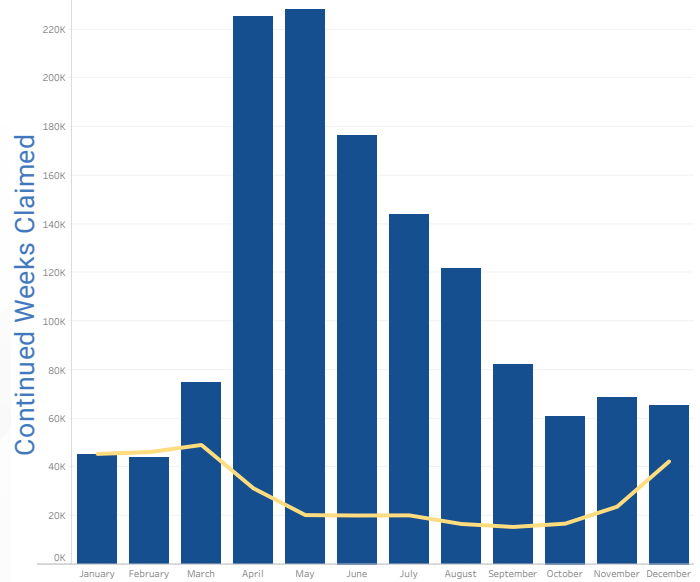
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



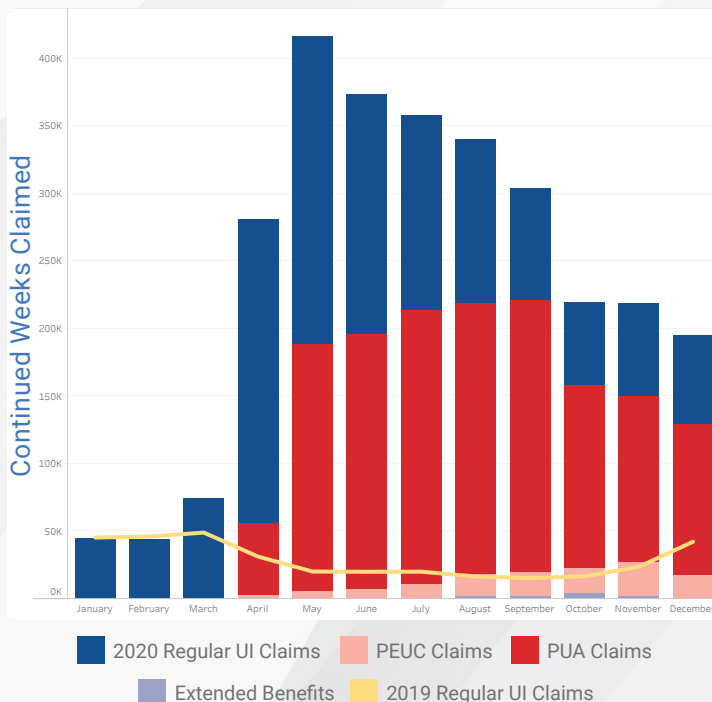
Regular UI Claims

**1.3M**  
CY 2020

**347.7K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

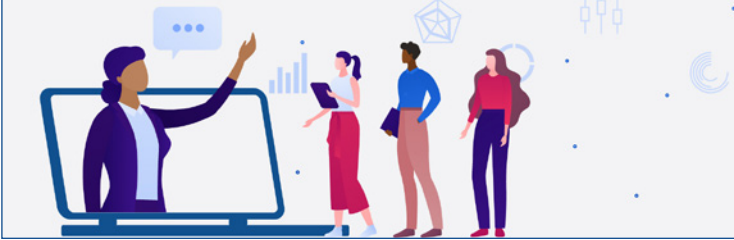
CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$282.6M</b>	<b>\$93M</b>
Pandemic Unemployment Assistance	<b>\$101.3M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation <i>(as of 10/31/20)</i>	<b>\$444.5M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$31.9M</b>	<b>\$0</b>
State Extended Benefits	<b>\$0</b>	<b>\$0</b>
Interim Pandemic Assistance	<b>\$12.6M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$872.9M</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$64.2M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$937.1M</b>	<b>\$93M</b>

## MONTANA DEPARTMENT OF LABOR & INDUSTRY PANDEMIC RESPONSE STRATEGIES

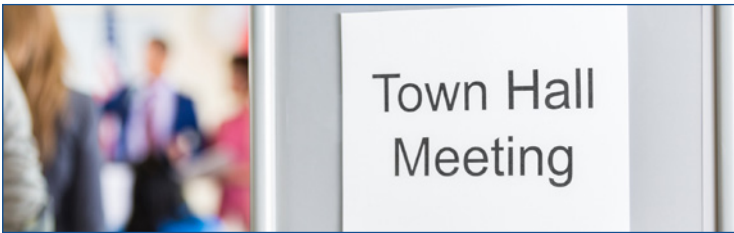
### 100% VIRTUAL/REMOTE ENGAGEMENT FOR ALL CUSTOMERS AND SERVICES



All workforce programs (most notably RESEA and WIOA case management) and all employer education efforts (most notably SafetyFest and Assistance to Business Clinics) transitioned to virtual and remote services.

To learn more, visit [dli.mt.gov](http://dli.mt.gov)

### NEW APPROACH TO CUSTOMER COMMUNICATIONS AND ENGAGEMENT



MTDLI held Town Halls for both employers and workers focused on pandemic-related programs and UI programs. The Department created public facing dashboards to track work activity and unemployment levels, developed new State and Community outreach mechanisms and engaged local media with daily videos addressing hot topics.

To learn more, visit [dli.mt.gov](http://dli.mt.gov)

### REDESIGNED APPROACH TO UI



Built a new non-traditional benefits processing group/center, outsourced to handle phone intake so that merit staff could focus on adjudication, shifted workforce programs staff and others from a traditional UI support role to a true UI level one service role, and enlisted analytic and research-skilled staff to help with fraud prevention.

To learn more, visit [dli.mt.gov](http://dli.mt.gov)

### Programs within Agency

- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Montana Department of Labor & Industry** – Administers WIOA (A, DW, Y) and WP programs
- **Montana Office of Public Instruction** – Administers Adult Education (AE) programs
- **Montana Department of Public Health & Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

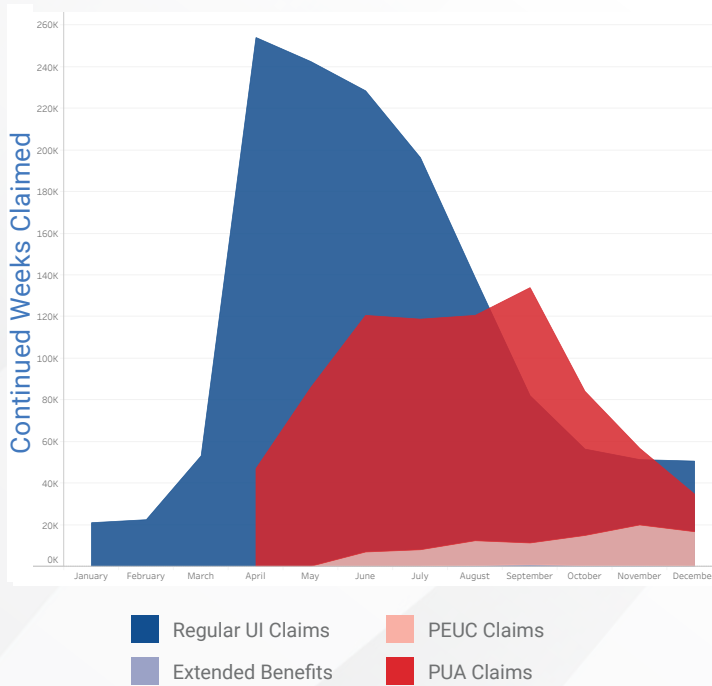
Kathleen O'Leary, Deputy Commissioner  
**[Kathleen.O'Leary@mt.gov](mailto:Kathleen.O'Leary@mt.gov)**



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

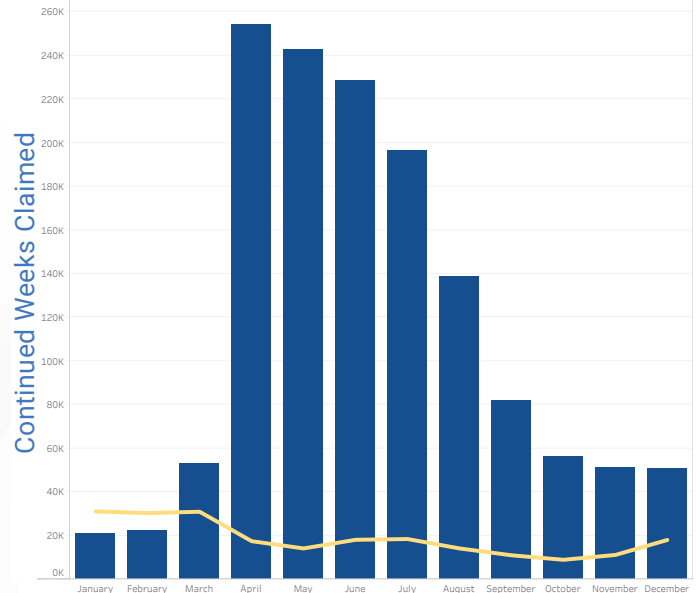
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



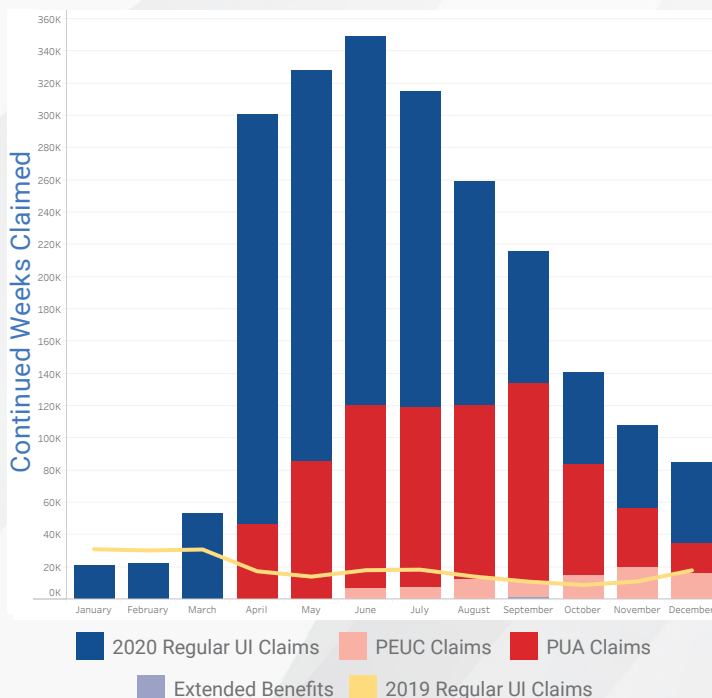
Regular UI Claims

**1.4M**  
CY 2020

**223.6K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
*Total benefits paid*

**\$350.1M**

**\$62.5M**

Pandemic Unemployment Assistance

**\$70.8M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$695.0M**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$25.5M**

**\$0**

State Extended Benefits

**\$75.3K**

**\$0**

**Sub Total**

**\$1.1B**

**\$0**

Lost Wage Assistance

**\$52.1M**

**\$0**

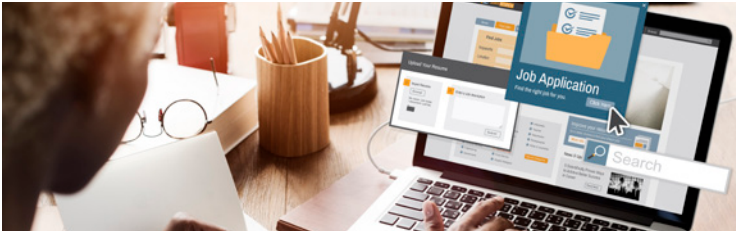
**All Claims**  
*Total Benefits Paid*

**\$1.2B**

**\$62.5M**

## NEBRASKA DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### VIRTUAL REEMPLOYMENT PROGRAM



NDOL job coaches conduct virtual reemployment sessions with claimants who are required to complete the state's Reemployment Program to meet benefit eligibility requirements, as well as any job seeker looking to accelerate their job search.

To learn more, visit [NEworks.nebraska.gov](http://NEworks.nebraska.gov)

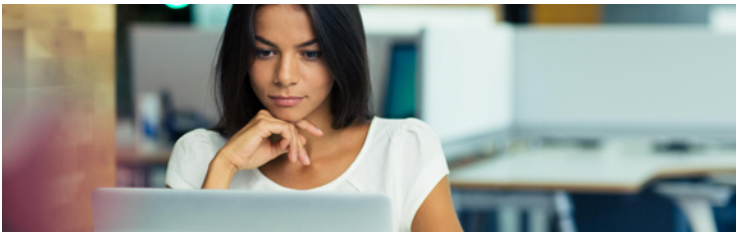
### STATEWIDE COMPUTER ACCESS FOR UI CLAIMANTS



Throughout 2020, Nebraska's job centers remained open and provided computer and internet access for workers who needed to file unemployment claims. NDOL partnered with community organizations to ensure various population groups received claim assistance.

To learn more, visit [dol.nebraska.gov](http://dol.nebraska.gov)

### TEMPORARY JOB CENTER



When the facility housing NDOL's Omaha job center closed due to the pandemic, the agency opened a temporary job center at Metropolitan Community College. The rapid relocation allowed NDOL to provide reemployment services to 2,462 Omaha customers in a 40-day window.

To learn more, visit [governor.nebraska.gov](http://governor.nebraska.gov)

### Programs within Agency

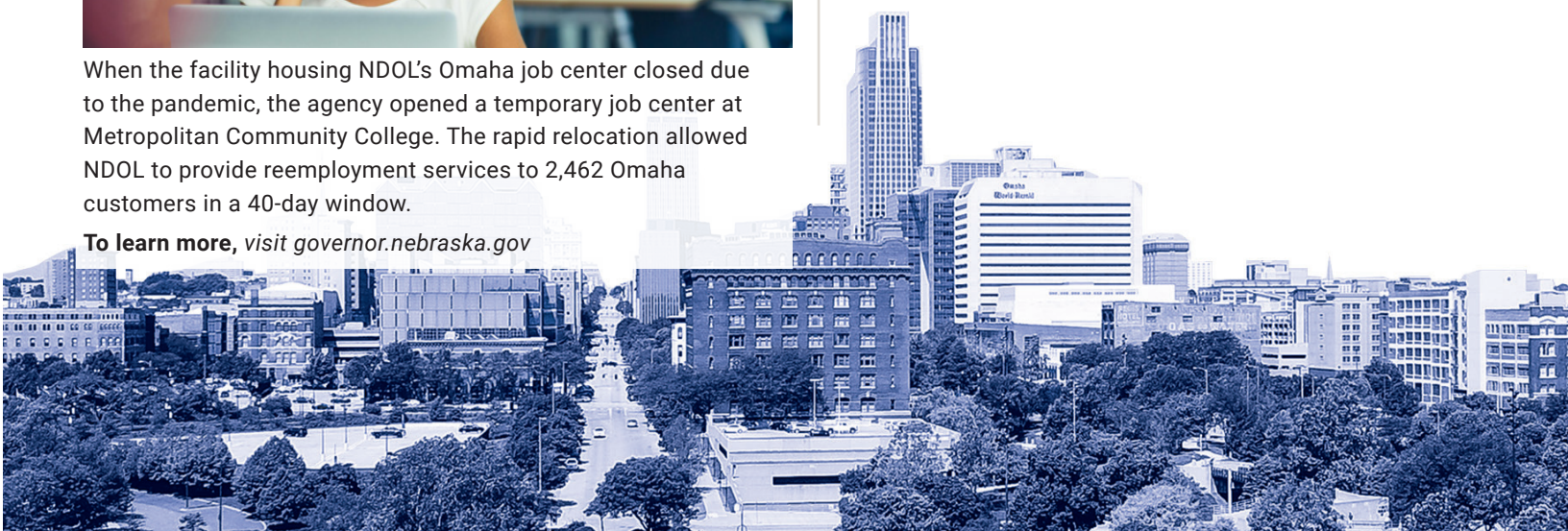
- Child Labor
- Contractor Registration
- Employee Classification
- Employment Agency License
- Employment and Training Services
- Farm Labor Contractors
- Foreign Labor Certification
- Jobs for America's Graduates
- Labor Market Information
- Meatpacking Bill of Rights
- Migrant and Seasonal Farmworkers
- Non-English Speaking Workers Protection
- On-site Safety and Health Consultation
- Professional Employer Organization Registration
- Reemployment Program
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- U.S. Department of Labor Registered Apprenticeships
- Veterans Employment and Training Services
- Veterans Preference
- Wage and Hour
- Wage Payment and Collection
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Worker Training Program
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Partner Structure – Core Partners

- **Nebraska Department of Labor** – Administers WIOA (A, DW, Y) and WP programs
- **Nebraska Department of Education** – Administers Adult Education (AE) and Family Literacy programs, and Vocational Rehabilitation (VR) General programs
- **Nebraska Commission for the Blind and Visually Impaired** – Administers VR Blind programs

### Contact

Grace Johnson, Public Information Officer  
[grace.johnson@nebraska.gov](mailto:grace.johnson@nebraska.gov)

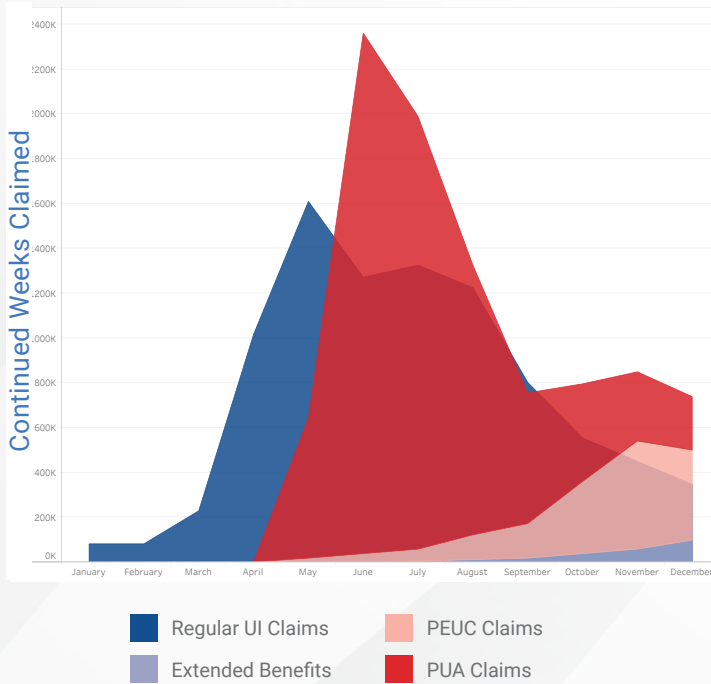




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

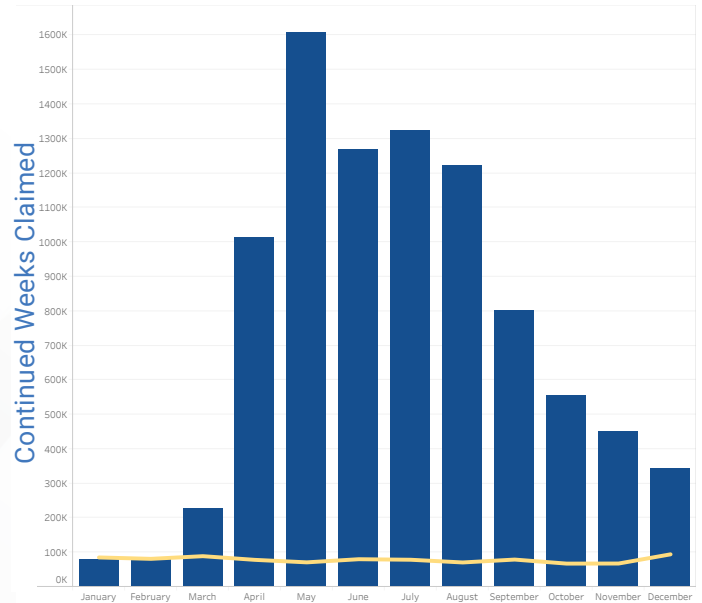
#### TOTAL CLAIMS PROCESSED

CY 2020



#### REGULAR UI CLAIMS PROCESSED

CY 2020



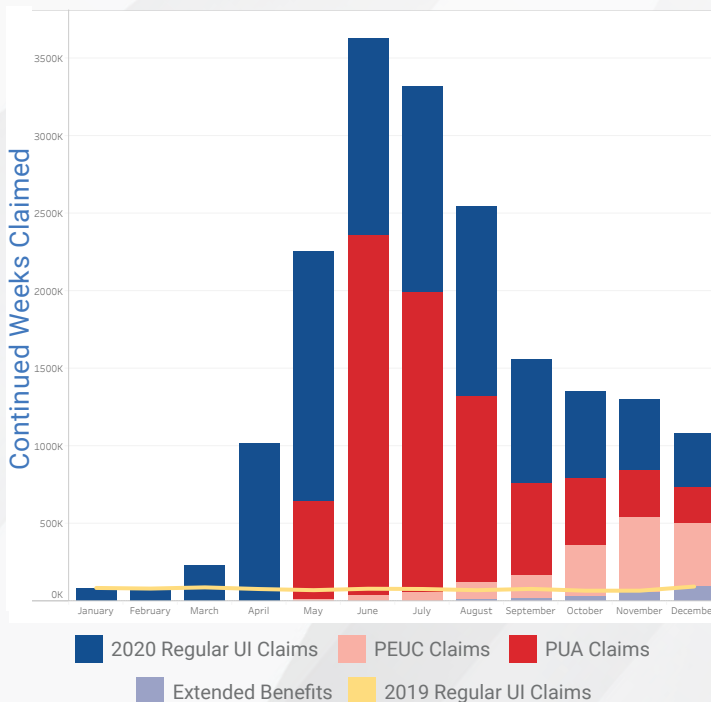
**Regular UI Claims**

**9.1M**  
CY 2020

**944.1K**  
CY 2019

#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
*Total benefits paid*

**\$2.9B**

**\$275.6M**

**Pandemic Unemployment Assistance**

**\$760.0M**

**\$0**

**Federal Pandemic Unemployment Compensation**

**\$3.9B**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$434.0M**

**\$0**

**State Extended Benefits**

**\$42.0M**

**\$0**

**Sub Total**

**\$8.0B**

**\$0**

**Lost Wage Assistance**

**\$364.0M**

**\$0**

**All Claims**  
*Total Benefits Paid*

**\$8.4B**

**\$275.6M**



## NEVADA DEPARTMENT OF EMPLOYMENT, TRAINING AND REHABILITATION PANDEMIC RESPONSE STRATEGIES

### CALL CENTER HOTLINE



Contact call centers for general unemployment insurance questions. Nevada Unemployment Insurance Center (UI) Claims Call Center hours: 8 a.m. and 8 p.m., Monday through Friday.

Northern UI Call Center: (775) 684-0350; Southern UI Call Center: (702) 486-0350; Rural areas and Out-of-State: (888) 890-8211.

To learn more, visit [ui.nv.gov/css.html](http://ui.nv.gov/css.html)

Nevada Pandemic Unemployment Assistance (PUA) Call Center hours: 8 a.m. and 8 p.m., Monday through Friday, and Saturday between 8: a.m. and noon.

PUA Call Center: (800) 603-9681; 775-298-6007 or 702-998-3081.

To learn more, visit [detr.nv.gov/Page/Pandemic\\_Unemployment\\_Assistance\(PUA\)](http://detr.nv.gov/Page/Pandemic_Unemployment_Assistance(PUA))

### ONLINE FILING AVAILABLE IN SPANISH

Regular Unemployment Insurance Online Filing Now Available in Spanish.

To learn more, visit [cms.detr.nv.gov/Content/Media/UINv%20Launches%20Translated%20Site%20012121%20FIN.pdf](http://cms.detr.nv.gov/Content/Media/UINv%20Launches%20Translated%20Site%20012121%20FIN.pdf)

### FRAUD REPORTING

Employers and individuals in Nevada who believe they have been a victim of unemployment fraud, can file a report with the agency by visiting [detr.nv.gov](http://detr.nv.gov) and selecting the Unemployment Fraud tab on the left under “Quick links” and clicking on “Report Fraud to DETR.” To view what additional steps individuals and employers can take if they believe a fraudulent claim has been filed, review DETR’s fraud flyer located on the Bulletin Board at [detr.nv.gov](http://detr.nv.gov).

### Programs within Agency

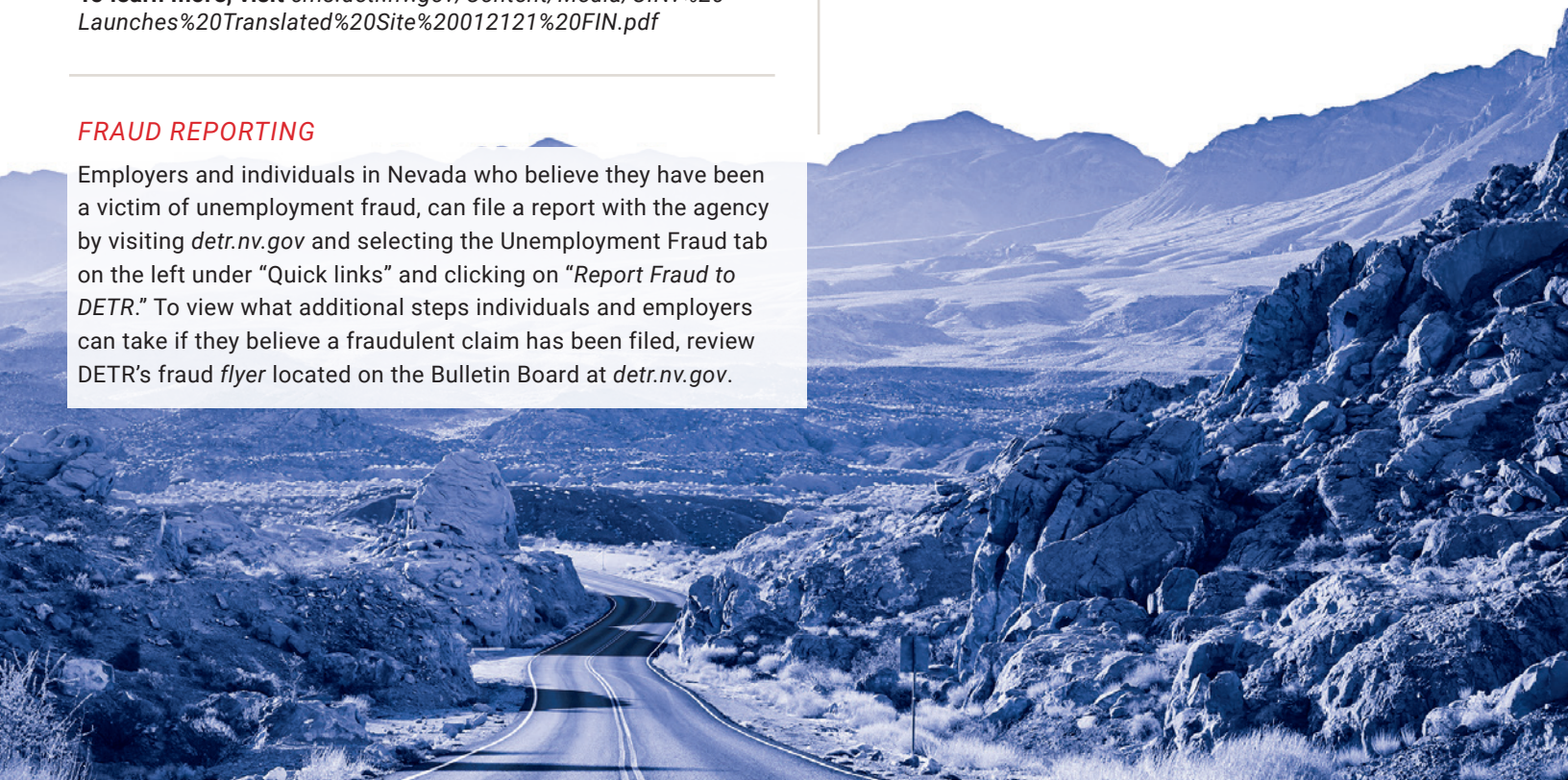
- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)

### WIOA Core Programs: Administering Agencies

- **Nevada Department of Employment, Training and Rehabilitation** – Administers WIOA Adult (A), Dislocated Worker (DW), Youth (Y) and WP programs
- **Nevada Department of Education** – Administers Adult Education (AE) and Literacy programs
- **Nevada Department of Employment, Training and Rehabilitation, Vocational Rehabilitation Division** – Administers VR programs

### Contact

Rosa Mendez, Public Information Officer  
[rcmendez@detr.nv.gov](mailto:rcmendez@detr.nv.gov)

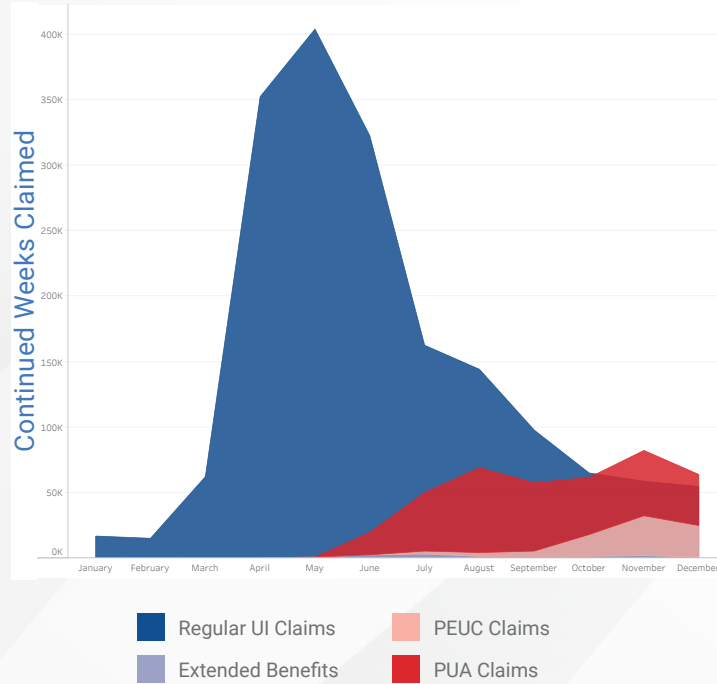




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

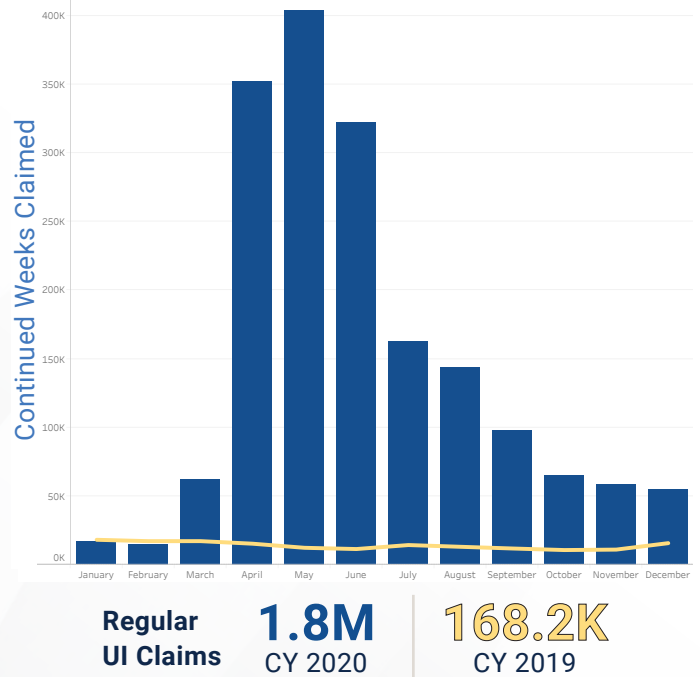
### TOTAL CLAIMS PROCESSED

CY 2020



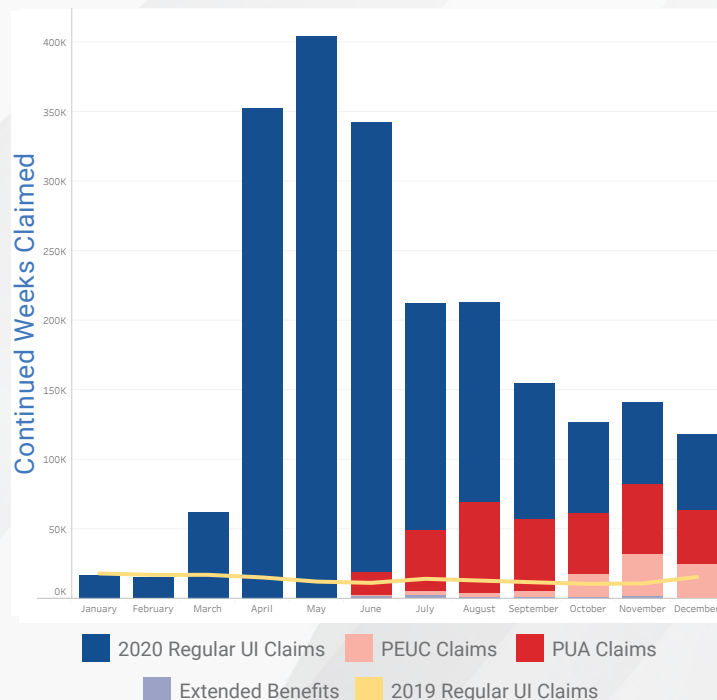
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$349.9M</b>	<b>\$43.3M</b>
Pandemic Unemployment Assistance	<b>\$153.5M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$890.8M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$19.9M</b>	<b>\$0</b>
State Extended Benefits	<b>\$4.7M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$1.4B</b>	<b>\$0</b>
Lost Wage Assistance <i>(estimated FEMA allocation)</i>	<b>\$101.8M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid (estimated)</i></b>	<b>\$1.5B</b>	<b>\$43.3M</b>

## NEW HAMPSHIRE EMPLOYMENT SECURITY DEPARTMENT | PANDEMIC RESPONSE STRATEGIES

### VIRTUAL JOB FAIRS



Those looking for jobs in New Hampshire may now access virtual job fairs through the new job fair portal. Attendance is free and training and guidance in using the virtual platform is provided. **To learn more, visit [business.nh.gov/nhesjobfair/](https://business.nh.gov/nhesjobfair/)**

### MAIN STREET RELIEF FUND



New Hampshire small businesses had access to COVID-19 financial relief through the state's \$100 million Main Street Relief Fund 2.0. **To learn more, visit [goferr.nh.gov/covid-expenditures/main-street-relief-fund](https://goferr.nh.gov/covid-expenditures/main-street-relief-fund)**

### Programs within Agencies

- **Belknap Merrimack Community Action Program** administers:
  - Senior Community Service Employment Program (SCSEP)
- **New Hampshire Department of Business and Economic Affairs (BEA)** oversees:
  - Economic Development
  - Workforce Innovation and Opportunity Act (WIOA)
    - Adult (A)
    - Dislocated Worker (DW)
    - Youth (Y)
- **New Hampshire Department of Education** oversees:
  - Adult Education and Literacy
  - Vocational Rehabilitation (VR)
- **New Hampshire Department of Labor** administers:
  - Wage and Hour
- **New Hampshire Employment Security** oversees:
  - Federal Bonding
  - Foreign Labor
  - Labor Market Information
  - Trade Adjustment Assistance
  - Unemployment
  - Veterans Employment and Training Services
  - Wagner-Peyser (WP)
  - Work Opportunity Tax Credit

### WIOA Core Programs: Administering Agencies

- **Division of Economic Development, Office of Workforce Opportunity, Department of Business and Economic Affairs** – Administers WIOA (A, DW, Y) programs
- **Department of Education** – Administers Adult Education (AE) and Family Literacy, and VR programs
- **Department of Employment Security** – Administers WP programs

### Contact

Pamela Szacik,  
[pamela.r.szacik@nhes.nh.gov](mailto:pamela.r.szacik@nhes.nh.gov)

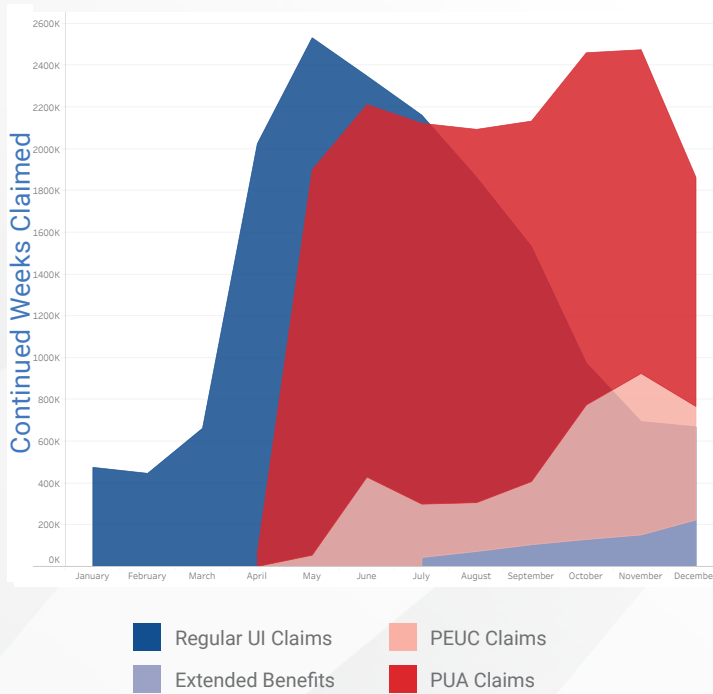




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

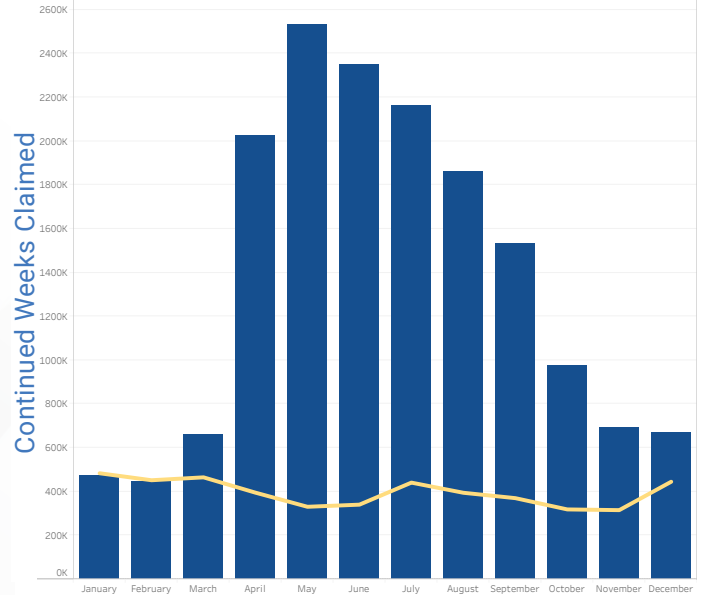
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

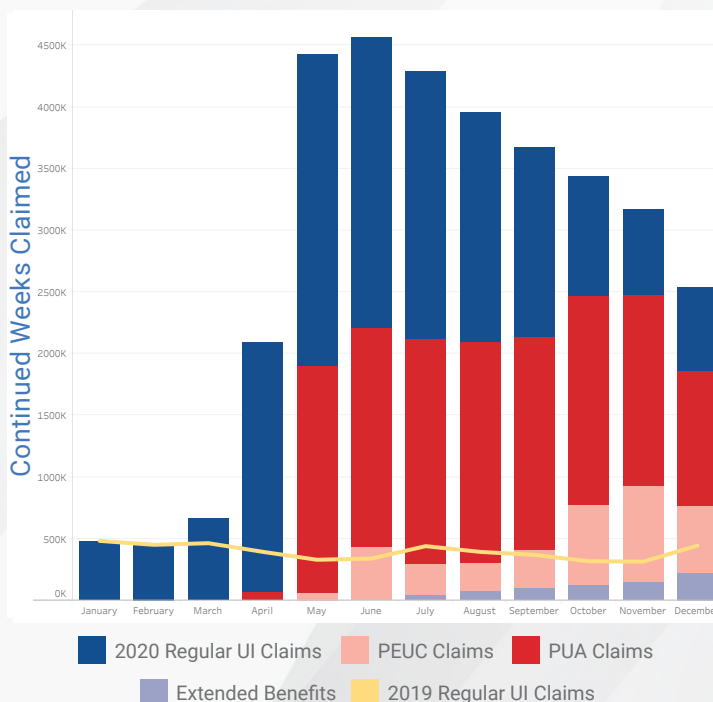
CY 2020



**Regular UI Claims** **16.4M** CY 2020 | **4.8M** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$5.9B</b>	<b>\$2B</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$3.2B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$8.9B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$1.4B</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$307.1M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$19.7B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$1.3B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$21.0B</b>	<b>\$2B</b>

## NEW JERSEY DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

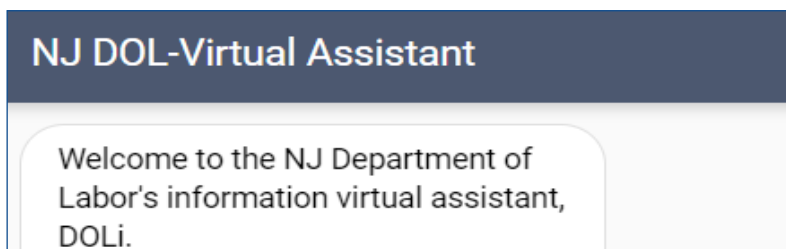
### VIRTUAL CAREER SERVICES



A new website developed during COVID to offer a suite of career services virtually - including job coaching and skills development and training.

To learn more, visit [careerservices.nj.gov](https://careerservices.nj.gov)

### VIRTUAL ASSISTANT



Simulates a human text response to provide real-time responses to the 20 most frequently asked unemployment-related questions, developed in partnership with the New Jersey Office of Innovation, and uses Google technology. Updated based on most frequently asked questions to our call centers.

To learn more, visit [myunemployment.nj.gov/](https://myunemployment.nj.gov/)

### MYWORKRIGHTS.NJ.GOV



A website created to provide information on workforce rights and protections for all New Jersey workers - including members of immigrant and refugee communities. Also contains information on how workplaces can remain safer amid COVID-19, and guidance on responsibilities of employers and employees to follow state and federal COVID-19 guidelines.

To learn more, visit [myworkrights.nj.gov](https://myworkrights.nj.gov)

### Programs within Agency

- Adult Education and Literacy
- Economic Development
- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **New Jersey Department of Labor and Workforce Development** – Administers WIOA (A, DW, Y), Adult Education (AE), WP and VR programs

### Contact

Angela Delli Santi, Communications Director  
[angela.delli-santi@dol.nj.gov](mailto:angela.delli-santi@dol.nj.gov)

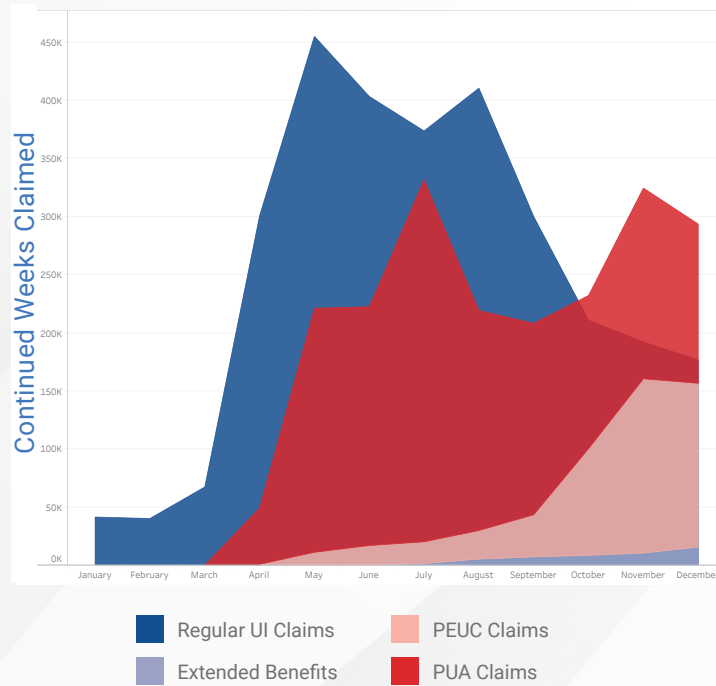




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

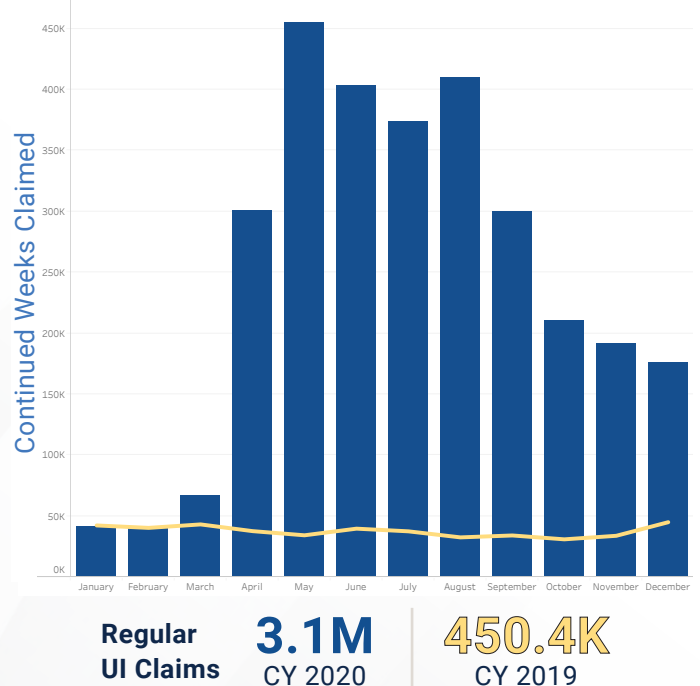
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

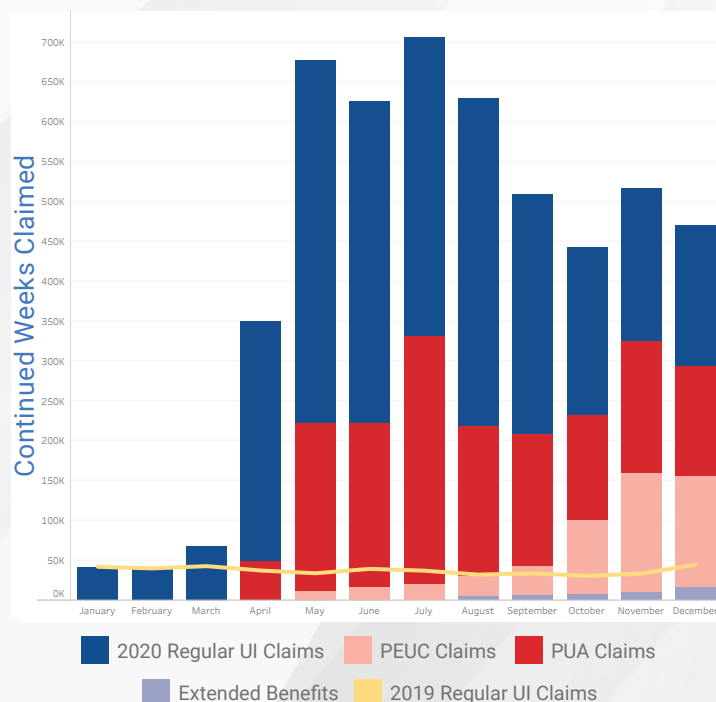
CY 2020



**Regular UI Claims** **3.1M** CY 2020 | **450.4K** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

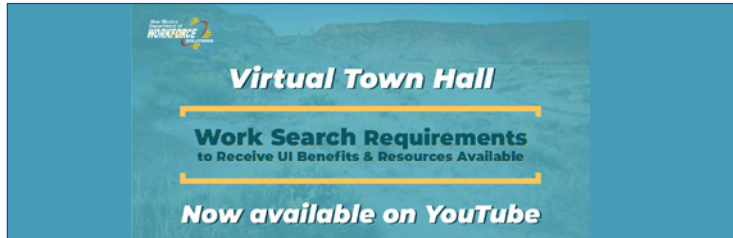
CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$843.1M</b>	<b>\$128.2M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$274.2M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$1.3B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$146.4M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$17.4M</b>	<b>\$0</b>
<b>Worker Pandemic Benefit Payment (estimated)</b>	<b>\$120.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$2.7B</b>	<b>\$0</b>
<b>Lost Wage Assistance (estimated FEMA allocation)</b>	<b>\$233.9M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$2.9B</b>	<b>\$128.2M</b>

## NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS PANDEMIC RESPONSE STRATEGIES

### VIRTUAL TOWN HALL



Virtual town halls conducted on various topics for unemployment insurance, such as work search requirements, where subject matter experts answer frequently asked questions and provide an overview of the topics.

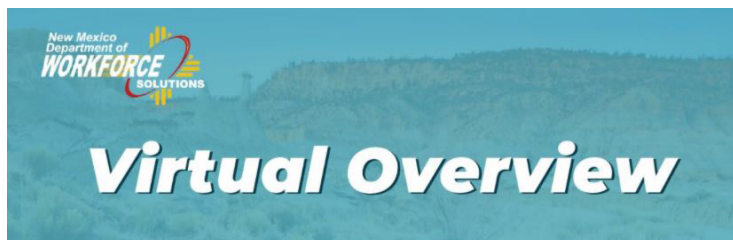
### VIRTUAL WORKSHOP



Professional development workshops offered by the New Mexico Workforce Connection encompass the tools and resources to support and guide you as you prepare for a new career opportunity!

To learn more, visit [dws.state.nm.us/workshops](https://dws.state.nm.us/workshops)

### WORKER PANDEMIC BENEFIT PAYMENT



Provision of a one-time \$1,200 supplemental unemployment compensation benefit to over 100,000 eligible New Mexicans.

To learn more, visit

[dws.state.nm.us/en-us/News/Latest-News/bill-passes-in-special-session-providing-eligible-claimants-with-a-one-time-new-mexico-worker-pandemic-benefit-payment](https://dws.state.nm.us/en-us/News/Latest-News/bill-passes-in-special-session-providing-eligible-claimants-with-a-one-time-new-mexico-worker-pandemic-benefit-payment)

### Programs within Agency

- Labor Market Information
- Trade Adjustment Assistance
- Workforce Opportunity Tax Credit
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Human Rights
- Public Works
- Apprenticeship
- Serve New Mexico Commission
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs

**New Mexico Department of Workforce Solutions** - oversees implementation of WIOA Title I and III programs, (WIOA adult, dislocated worker and youth programs, and Wagner-Peyser) that are delivered through New Mexico Workforce Connection Centers statewide.

### Contact

Stacy Johnston, Acting Public Information Officer  
[stacy.johnston@state.nm.us](mailto:stacy.johnston@state.nm.us)

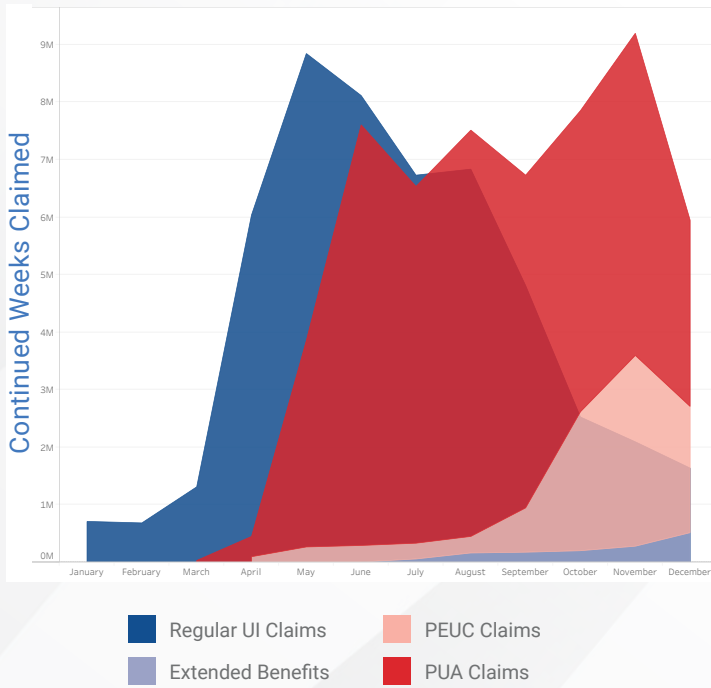




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

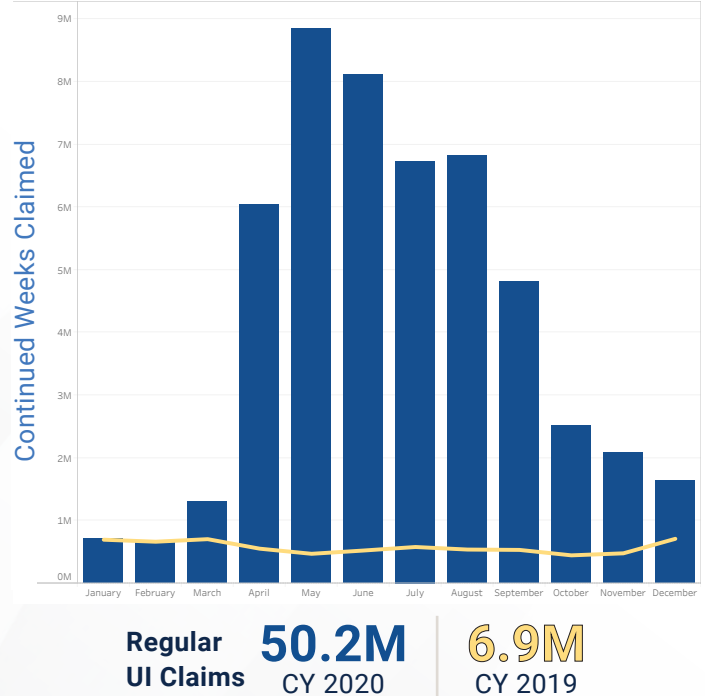
#### TOTAL CLAIMS PROCESSED

CY 2020



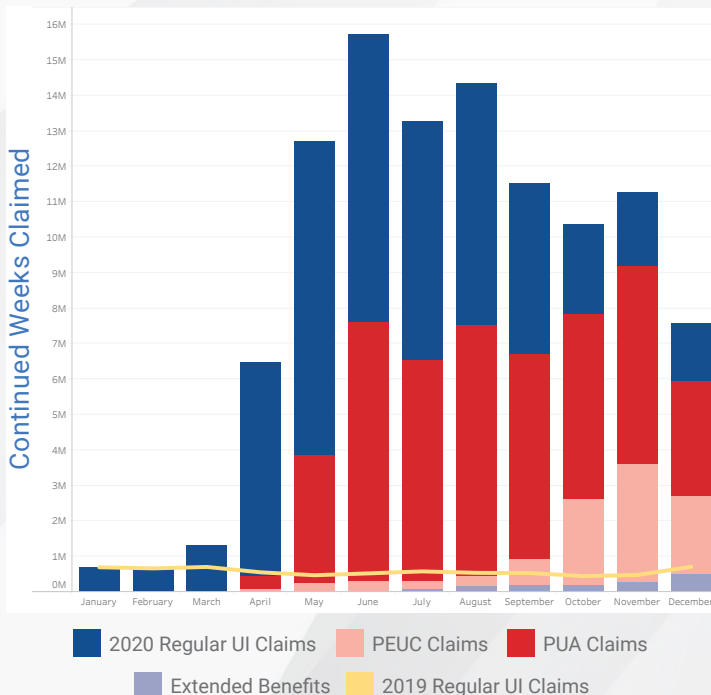
#### REGULAR UI CLAIMS PROCESSED

CY 2020



#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$14.3B</b>	<b>\$2.1B</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$9.3B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$28.3B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$3.1B</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$452.9M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$55.5B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$4.1B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$59.6B</b>	<b>\$2.1B</b>



## NEW YORK STATE DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### TECHNOLOGY

- Launched a new online unemployment application backed by Google Cloud technology. **To learn more, visit** [labor.ny.gov/pressreleases/2020/april-09-2020.shtm](https://labor.ny.gov/pressreleases/2020/april-09-2020.shtm)
- Developed a seamless application experience for Pandemic Unemployment Assistance applicants. **To learn more, visit,** [labor.ny.gov/pressreleases/2020/april-20-2020.shtm](https://labor.ny.gov/pressreleases/2020/april-20-2020.shtm)
- Created a streamlined DocuSign process for submitting backdated certifications easier and faster. **To learn more, visit** [labor.ny.gov/pressreleases/2020/may-06-2020.shtm](https://labor.ny.gov/pressreleases/2020/may-06-2020.shtm)
- Implemented an updated, streamlined and triaged automated phone system

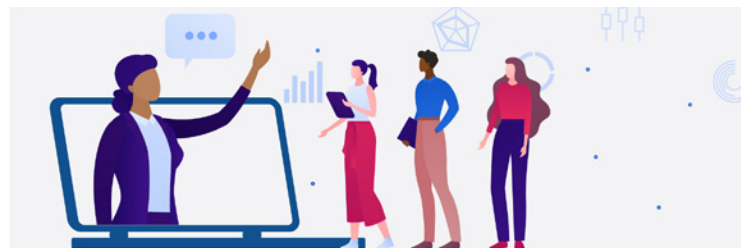
### COMMUNICATIONS



Improved online and social media presence to provide relevant information to claimants as quickly as possible. Launched an automated website chat bot to answer FAQs. Implemented a new system to directly text and email applicants about the status of their claim which has sent over 58 million emails and texts with status updates.

**To learn more, visit** [labor.ny.gov/pressreleases/2020/may-04-2020.shtm](https://labor.ny.gov/pressreleases/2020/may-04-2020.shtm)

### VIRTUAL SERVICES & TRAINING



Transitioning to virtual career services including virtual career fairs, a virtual career center and expanded virtual services. Provided free online training through Coursera to offer nearly 4,000 programs and learning opportunities for the unemployed. Expanded partnerships with SUNY/CUNY to provide training to New Yorkers.

**To learn more, visit** [governor.ny.gov/news/governor-cuomo-launches-free-online-platform-new-yorkers-learn-new-job-skills-earn-certificates](https://governor.ny.gov/news/governor-cuomo-launches-free-online-platform-new-yorkers-learn-new-job-skills-earn-certificates)

### Programs within Agency

- Apprenticeship
- Federal Bonding Program
- Foreign Labor Certification (H-2A and H-2B)
- Labor Market Information
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **New York State Department of Labor** – Administers WIOA (A, DW, Y) and WP programs
- **New York State Education Department** – Administers Adult Education (AE) and Family Literacy programs
- **New York State Education Department and the Commission for the Blind at the Office of Children and Family Services** – Administer Vocational Rehabilitation (VR) programs
- **Office of Temporary and Disability Assistance** – Administers the Temporary Assistance for Needy Families (TANF) program

### Contact

Communications Office  
[PressOffice@labor.ny.gov](mailto:PressOffice@labor.ny.gov)

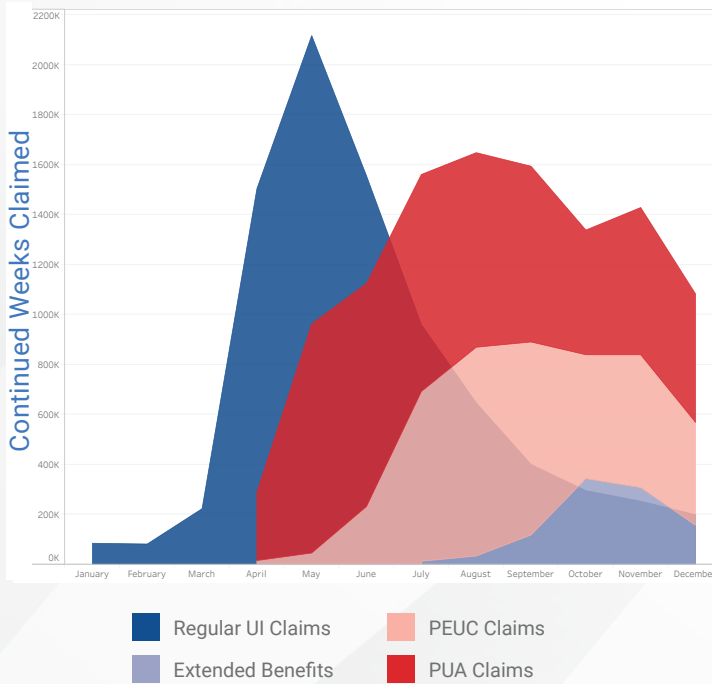




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

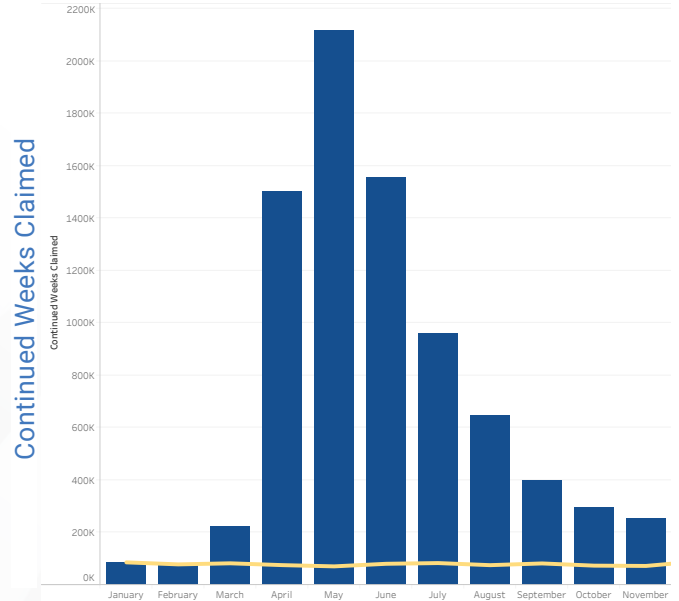
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



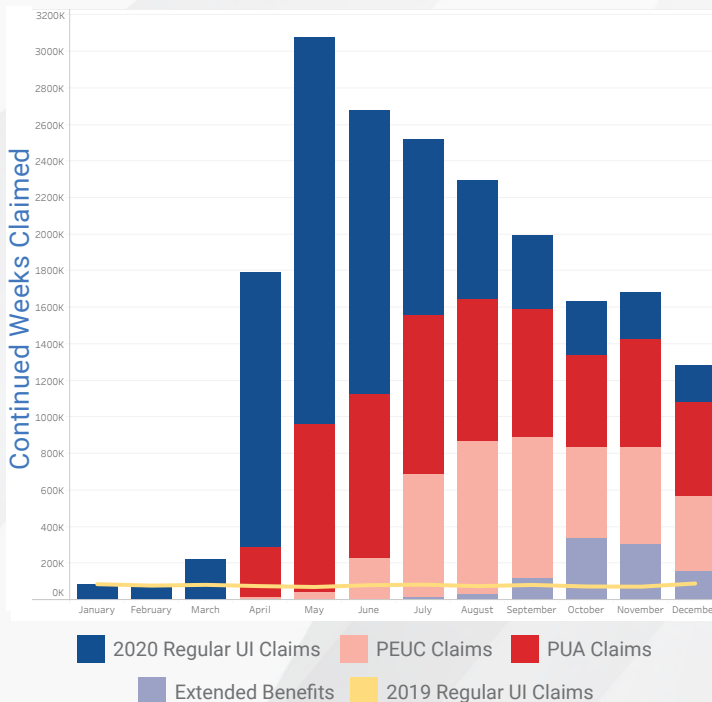
**Regular UI Claims**

**8.3M**  
CY 2020

**952.5K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$1.5B</b>	<b>\$169.5M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$821.9M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$5.6B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$748.9M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$210.4M</b>	<b>\$0</b>
<b>Increased Benefit Amount</b>	<b>\$1.3M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$8.9B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$591.2M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$9.5B</b>	<b>\$169.5M</b>

## NORTH CAROLINA DEPARTMENT OF COMMERCE DIVISION OF WORKFORCE SOLUTIONS PANDEMIC RESPONSE STRATEGIES

### VIRTUAL REEMPLOYMENT SERVICES



Division of Workforce Solutions developed virtual services to provide Reemployment Services and Eligibility Assessment (RESEA) assistance to jobseekers, including new identity confirmation protocols to prevent fraud. Virtual appointments allowed staff to focus on clients. Jobseekers' feedback has been overwhelmingly positive, and DWS surpassed its 2020 RESEA goals.

To learn more, visit [ncworks.gov](https://ncworks.gov)

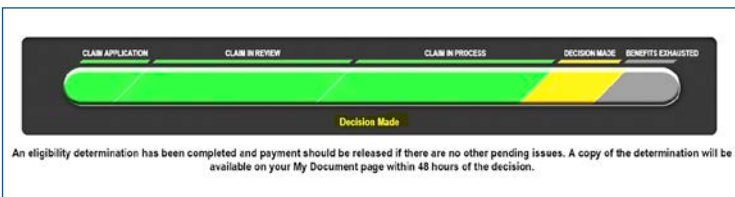
### TRANSITIONED NCWORKS BUSINESS SERVICES TO A VIRTUAL ENVIRONMENT



The virtual environment includes a streamlined Jobs Information Hub for employers to find talent. With economic development partners, NCWorks engaged in outreach to the two hardest-hit industries in North Carolina—manufacturing and hospitality—to provide layoff aversion and recovery resources.

To learn more, visit [ncworks.gov/gsipub/index.asp?docid=1444](https://ncworks.gov/gsipub/index.asp?docid=1444)

### CUSTOMER SERVICE ENHANCEMENTS FOR UNEMPLOYMENT CLAIMANTS



The Division of Employment Security has implemented several customer service enhancements to provide quicker and more efficient responses to claimants' questions about unemployment benefits. Tools include an online claim status tracker, a website chat function, and a call center call-back option.

To learn more, visit [des.nc.gov](https://des.nc.gov)

### Programs within Agency

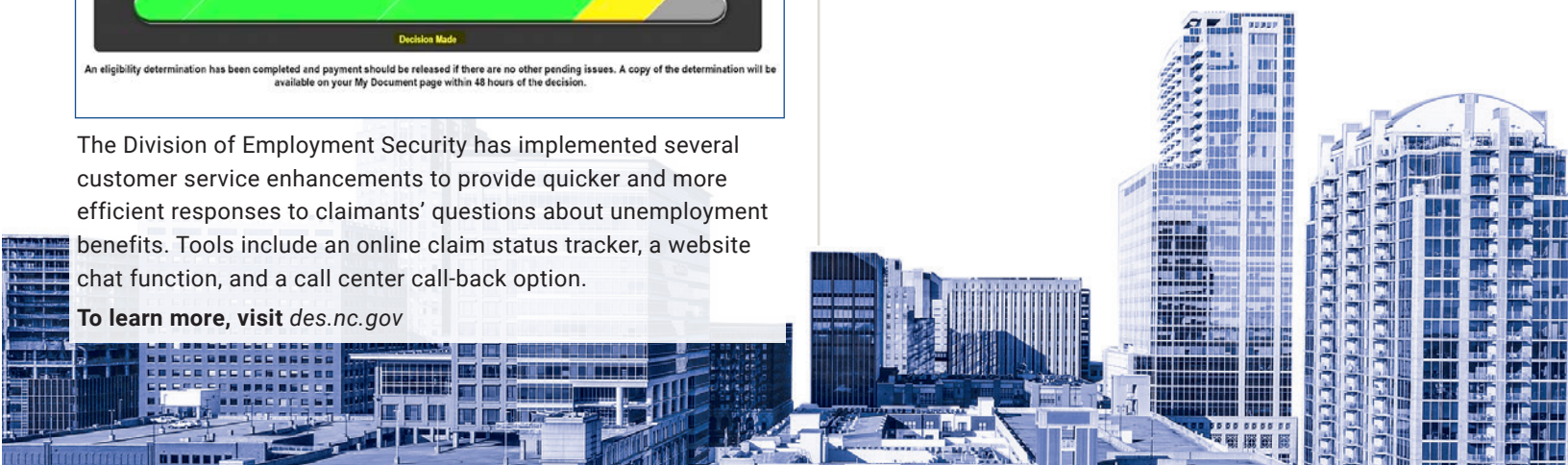
- Employer Workforce Services
  - Candidate recruitment
  - Hiring events
  - Career fairs
  - On-the-job training
- Federal Bonding
- Former Offender/Reentry
- Limited English Proficiency and Special Populations
- Migrant and Seasonal Farmworkers
- Rapid Response
- Reemployment Services and Eligibility Assessments (RESEA)
- State Agricultural Monitor Advocate
- Trade Adjustment Assistance
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- WIOA Equal Opportunity
- WIOA Job Seeker Ombudsman
- WIOA Policy and Planning
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **North Carolina Department of Commerce Division of Workforce Solutions** – Administers WIOA (A, DW, Y) and WP programs
- **North Carolina Community College System** – Administers Adult Education (AE) programs
- **North Carolina Department of Health and Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Larry Parker, Government and Public Relations Manager  
[larry.parker@nccommerce.com](mailto:larry.parker@nccommerce.com)

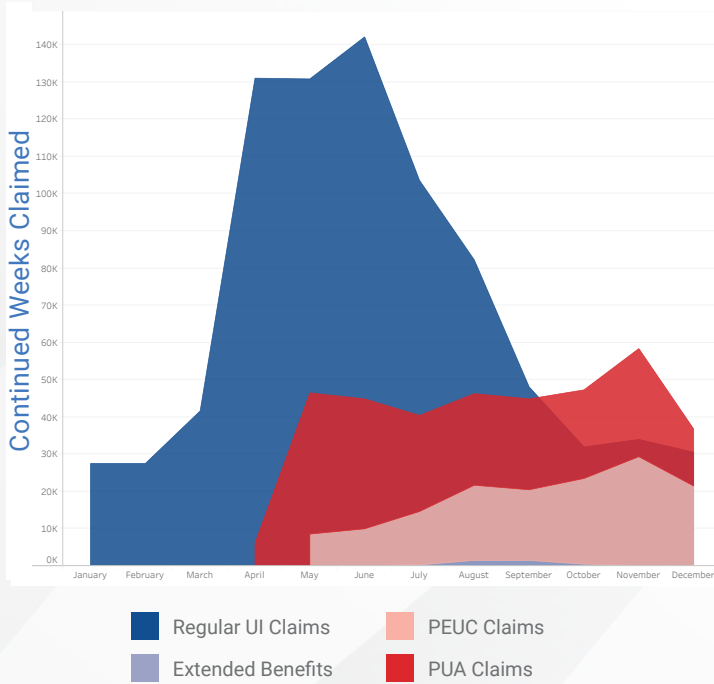




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

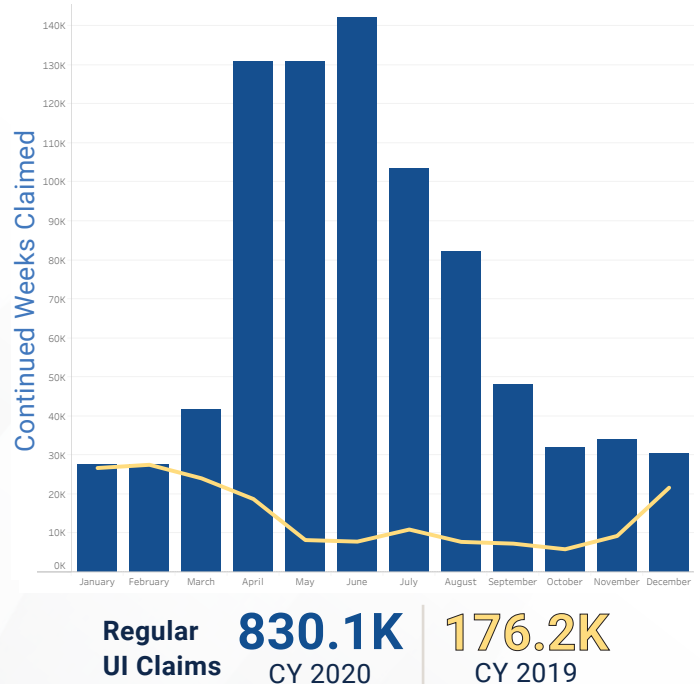
### TOTAL CLAIMS PROCESSED

CY 2020



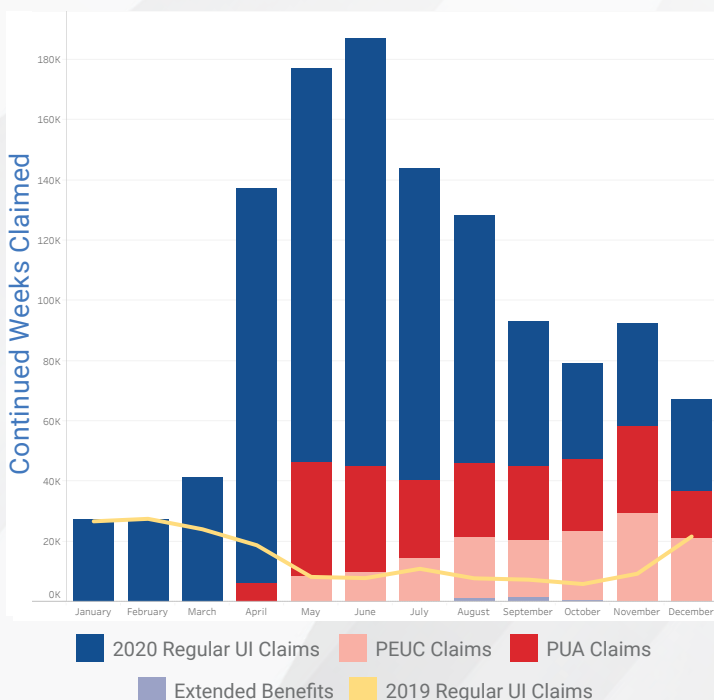
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$383.1M</b>	<b>\$80.1M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$50.1M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$417.4M</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$60.1M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$1.8M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$912.5M</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$33.7M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$946.2M</b>	<b>\$80.1M</b>

## JOB SERVICE NORTH DAKOTA PANDEMIC RESPONSE STRATEGIES

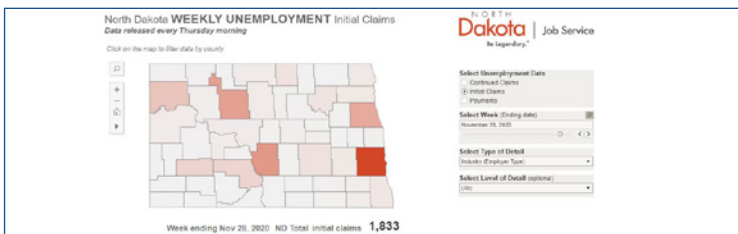
### WORK AS ONE



Staff efforts statewide were redirected to UI support. Other agencies provided us staffing assistance and worked quickly to support our asks. Emergency Commission and Budget Section acted in unison to ensure our Trust Fund remained solvent.

To learn more, visit [jobsnd.com](http://jobsnd.com)

### INTERACTIVE DASHBOARDS



Our LMI department created an interactive UI Claims dashboard in the early days of the pandemic - allowing media and other users to self-answer questions. It remains a fantastic and well-used resource. A series of other dashboards soon followed, allowing users to independently find valuable information quickly and easily.

To learn more, visit [ndlmi.com](http://ndlmi.com)

### VIRTUAL SERVICES



Workforce Services staff learned how to set up and conduct virtual job fairs via Zoom for employers. We also shifted marketing efforts to attract viable candidates to these events. We also shifted our Rapid Response events to Zoom.

To learn more, visit [jobsnd.com](http://jobsnd.com)

### Programs within Agency

- Labor Market Information
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Job Service North Dakota** – Administers WIOA (A, DW, Y) and WP programs
- **ND Department of Public Instruction** – Administers Adult Education (AE) and Family Literacy programs
- **ND Department of Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

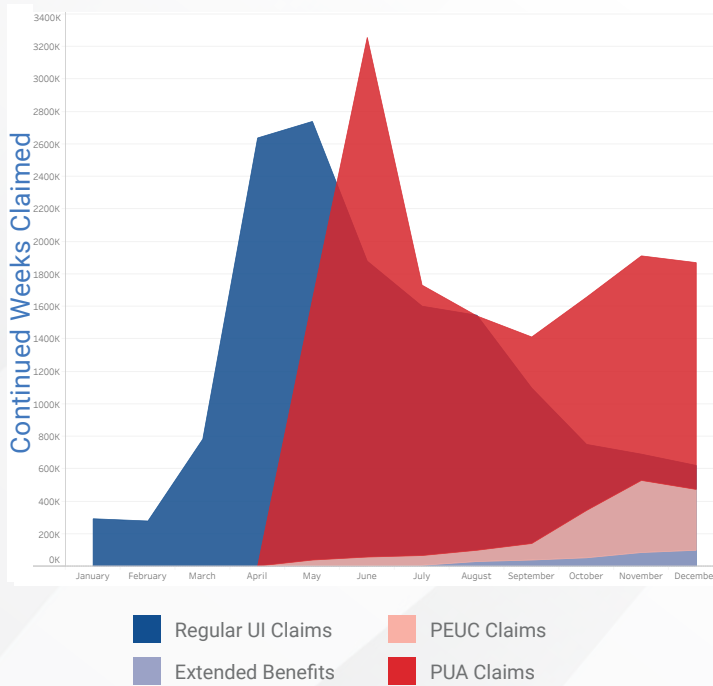
Sarah Arntson, Communications Strategy Manager  
[sjarntson@nd.gov](mailto:sjarntson@nd.gov)



**Pandemic Impact on Unemployment Insurance** | Claims In • Benefits Out • Workload

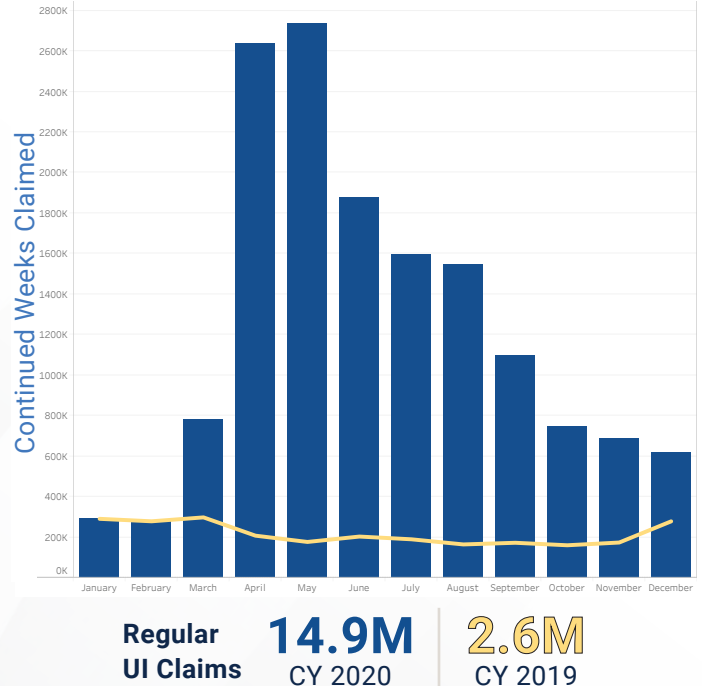
**TOTAL CLAIMS PROCESSED**

CY 2020



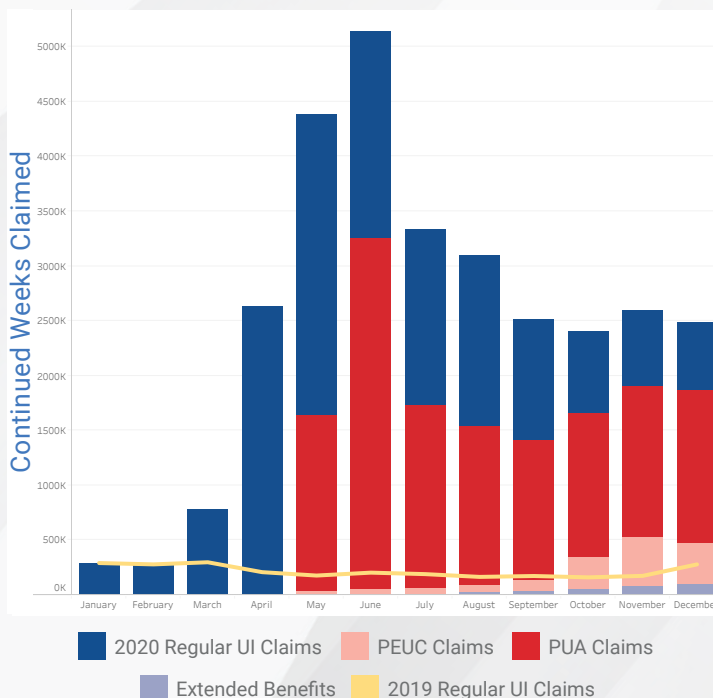
**REGULAR UI CLAIMS PROCESSED**

CY 2020



**TOTAL CLAIMS PROCESSED**

CY 2020 vs CY 2019



**BENEFITS PAID**

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$3.9B</b>	<b>\$813.9M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$2.4B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$8.3B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$490.6M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$103.8M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$15.2B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$952.4M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$16.1B</b>	<b>\$813.9M</b>

## OHIO DEPARTMENT OF JOB AND FAMILY SERVICES | PANDEMIC RESPONSE STRATEGIES

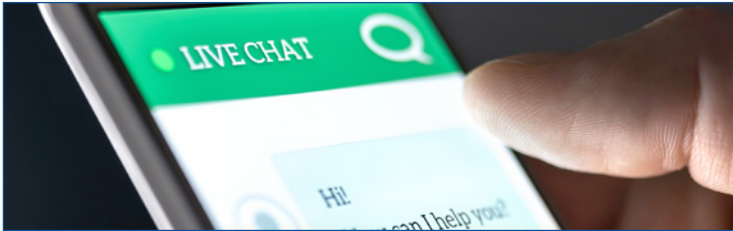
### TEXT TO FILE OPTION



Claimants have the option to file their weekly claims via text with mobile phones. Claimants who want to take advantage of this new option can text the word START to 36230 from the mobile phone number that they have on file with us. Filing in this way takes pressure off the online claims system.

To learn more, visit [jfs.ohio.gov/ouio/index.stm](https://jfs.ohio.gov/ouio/index.stm)

### VIRTUAL ASSISTANT IMPLEMENTATION



Ohio created a more user friendly unemployment website to provide easy to understand information that features a “Chat with Virtual Assistant” option that provides another way for visitors to get answers to frequently asked UI questions, including those about PUA.

To learn more, visit [unemploymenthelp.ohio.gov/](https://unemploymenthelp.ohio.gov/)

### VIRTUAL CAREER EVENTS



Ohioans can visit [OhioMeansJobs.com](https://OhioMeansJobs.com) and click on “Events,” to see information about dozens of virtual career fairs and hiring events happening across the state. There are many opportunities, even at businesses with employees working remotely.

To learn more, visit [jobseeker.ohiomeansjobs.monster.com/](https://jobseeker.ohiomeansjobs.monster.com/)

### Programs within Agency

- Child Care
- Child Support
- Economic Development
- Labor Market Information
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Ohio Department of Job and Family Services** – Administers WIOA (A, DW, Y) and WP programs
- **Ohio Department of Higher Education** – Administers Adult Education (AE) and Family Literacy programs (ASPIRE)
- **Opportunities for Ohioans with Disabilities** – Administers Vocational Rehabilitation (VR) programs

### Contact

Bret Crow, Communications Director  
[bret.crow@jfs.ohio.gov](mailto:bret.crow@jfs.ohio.gov)

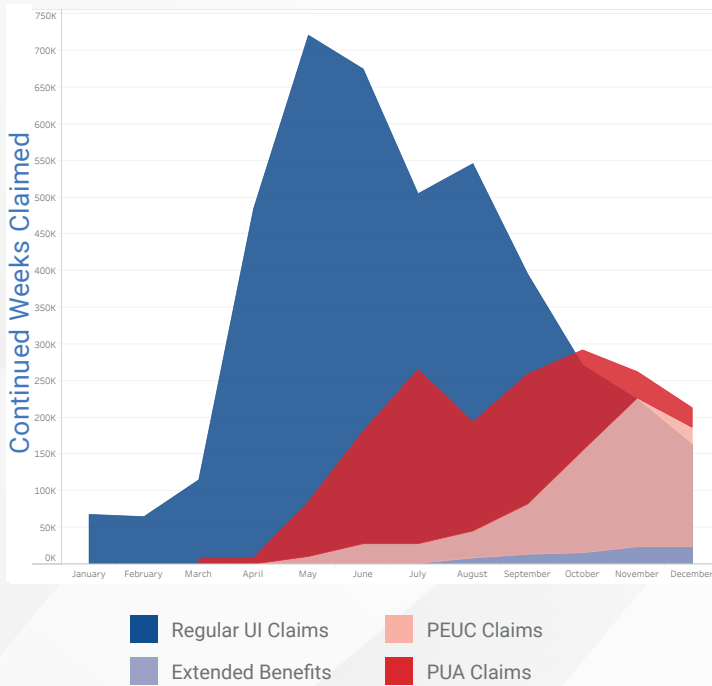




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

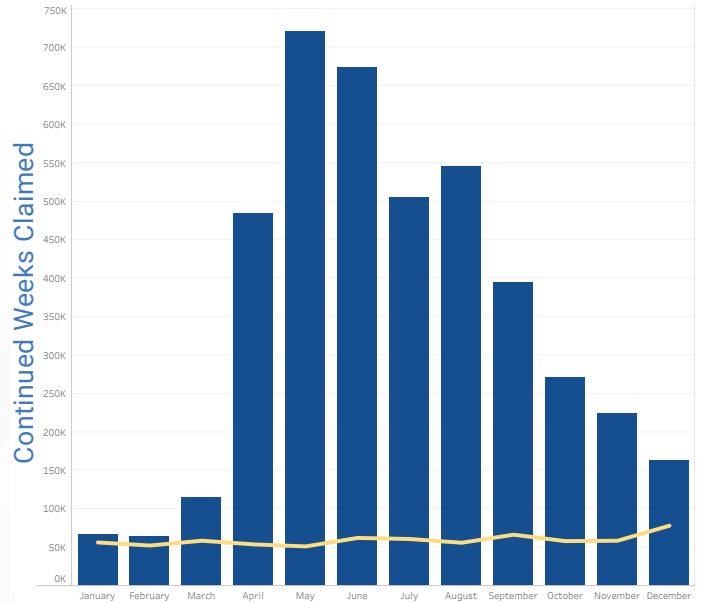
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



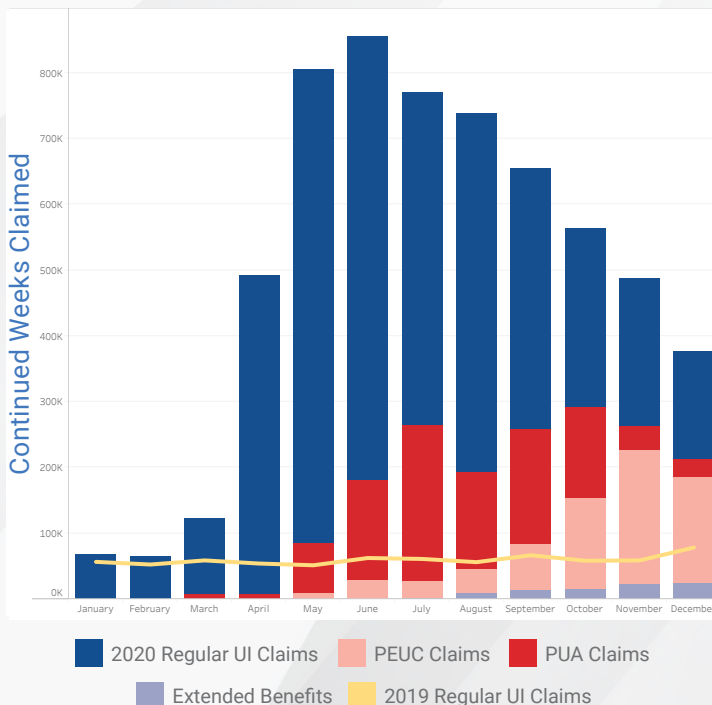
Regular UI Claims

**4.2M**  
CY 2020

**715.3K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
Total benefits paid

**\$1.3B**

**\$237.9M**

Pandemic Unemployment Assistance

**\$232.1M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$1.8B**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$235.5M**

**\$0**

State Extended Benefits

**\$36.1M**

**\$0**

**Sub Total**

**\$3.6B**

**\$0**

Lost Wage Assistance

**\$237.0M**

**\$0**

All Claims  
Total Benefits Paid

**\$3.8B**

**\$237.9M**



## OKLAHOMA OFFICE OF WORKFORCE DEVELOPMENT PANDEMIC RESPONSE STRATEGIES

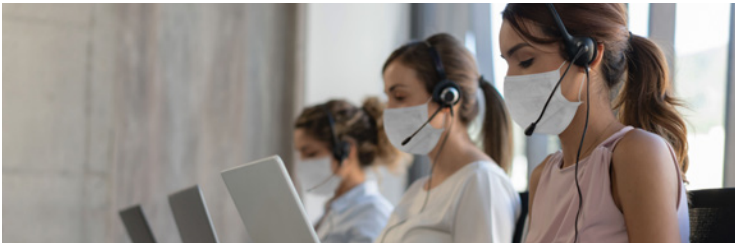
### VIRTUAL SERVICE DELIVERY OPTIONS

OOWD quickly scaled virtual options for workforce training and job searches to more easily link job seekers to open positions and career upskilling opportunities.

To learn more, visit: [oklahomaworks.gov/wp-content/uploads/2021/01/GCWED-Annual-Report-CY2020.pdf](https://oklahomaworks.gov/wp-content/uploads/2021/01/GCWED-Annual-Report-CY2020.pdf)

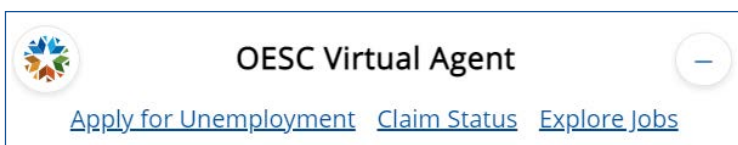
## OKLAHOMA EMPLOYMENT SECURITY COMMISSION PANDEMIC RESPONSE STRATEGIES

### STRATEGIC UI SERVICES



We have worked with vendors to create a stand-alone PUA application, released digital ID verification for claimants, and stood up a hotline specifically for answering questions on reactivating OK Job Match accounts. The agency hired additional staff to assist with the claims load.

### OESC VIRTUAL AGENT



The Virtual Agent allows individuals to inquire on unemployment payments, check claim statuses, receive COVID-19 information, file new claims, find payment information, and receive claims support.

### EXPEDITED TIMELINE OF DIGITAL TRANSFORMATION

Oklahoma is undergoing a transformation designed to replace our mainframe and completely transform every aspect of current agency processes. The agency's previous modernization plan was scheduled to take 5 years to complete and did not replace the current mainframe. We have significantly expedited delivery time on the new transformation and have it scheduled to be delivered within 18 months, or Q1 of 2022.

### Programs within Agencies

- **Oklahoma Employment Security Commission**
  - Economic Development
  - Labor Market Information
  - Trade Adjustment Assistance
  - Unemployment Insurance (UI)
  - Veterans Employment and Training Services
  - Wagner-Peyser (WP)
- **Oklahoma Office of Workforce Development**
  - State's Work-Based Learning
  - Workforce Innovation and Opportunity Act (WIOA)
    - Adult (A)
    - Dislocated Worker (DW)
    - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Oklahoma Office of Workforce Development** – Administers WIOA (A, DW, Y) programs
- **Oklahoma Department of Career and Technology Education** – Administers Adult Education (AE) and Family Literacy programs
- **Oklahoma Employment Security Commission** – Administers WP programs
- **Oklahoma Department of Rehabilitation Services** – Administers VR programs

### Contact

David Crow, Outreach & Information Officer  
[david.crow@okcommerce.gov](mailto:david.crow@okcommerce.gov)

Jeff Fryer, Public Information Officer  
[jeff.fryer@oesc.state.ok.us](mailto:jeff.fryer@oesc.state.ok.us)

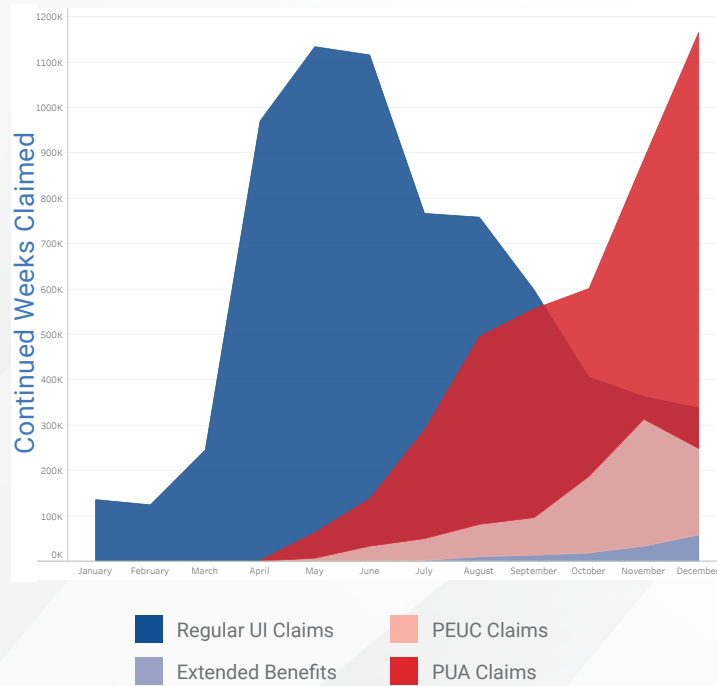




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

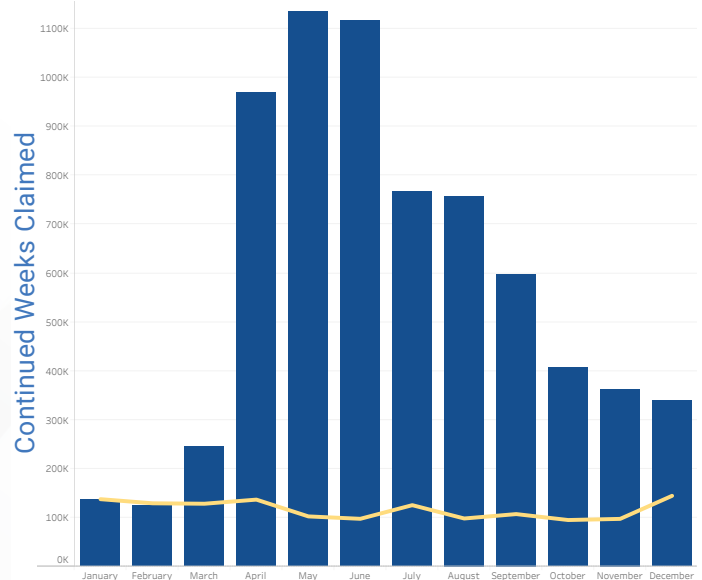
### TOTAL CLAIMS PAID

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



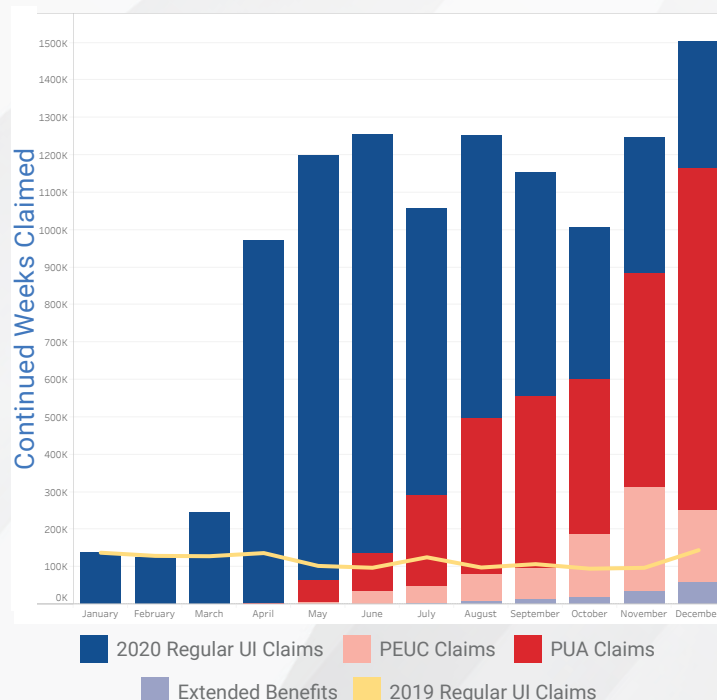
Regular UI Claims

**7.0M**  
CY 2020

**1.4M**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$2.2B</b>	<b>\$486.5M</b>
Pandemic Unemployment Assistance	<b>\$488.5M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$3.0B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$347.7M</b>	<b>\$0</b>
State Extended Benefits	<b>\$54.4M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$6.1B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$379.0M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$6.5B</b>	<b>\$486.5M</b>

## OREGON EMPLOYMENT DEPARTMENT PANDEMIC RESPONSE STRATEGIES

### IMPROVED CUSTOMER COMMUNICATION



OED dedicated efforts to improve customer communication, focusing on digital communication (e.g. improved social media, a new, mobile-optimized website that is updated almost daily, instructional videos, increased use of email, introduction of an online chatbot tool); live weekly media briefings; an online Contact Us form; and more.

To learn more, visit [unemployment.oregon.gov/](https://unemployment.oregon.gov/)

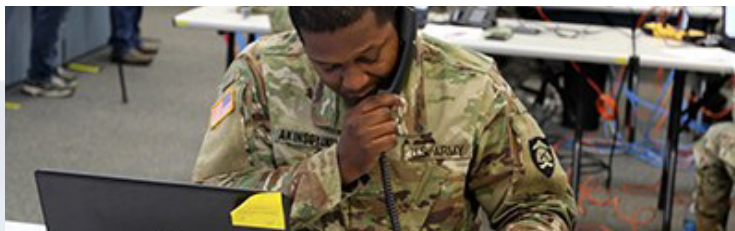
### EXPANDED LANGUAGE ACCESS OPTIONS



Our unemployment insurance website is available in 16 languages, we have dedicated language hotlines and a dedicated language support email inbox. We offer simultaneous interpretation in several languages during bi-weekly public webinars, we issue press releases in Spanish and do targeted media outreach to other non-English markets, and more - in addition to printed materials being available in multiple languages.

To learn more, visit [unemployment.oregon.gov/](https://unemployment.oregon.gov/)

### INCREASED PARTNERSHIPS



We are building partnerships and utilizing them to more effectively serve customers, from dedicated contractors working phone lines, workforce boards taking on dedicated language hotlines, non-UI divisions within our agency getting trained on (and shifting their focus to) UI work, and more.

To learn more, visit [oregon.gov/employ](https://oregon.gov/employ)

### Programs within Agency

- Foreign Labor Certification
- Labor Market Information
- Migrant and Seasonal Farmworkers
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit

### WIOA Core Programs: Administering Agencies

- **Higher Education Coordinating Commission's Office of Workforce Investment** – Administers WIOA Adult (A), Dislocated Worker (DW), Youth (Y) programs
- **Higher Education Coordinating Commission's Office of Community Colleges and Workforce Development** – Administers Adult Education (AE) programs
- **Oregon Employment Department** – Administers WP programs
- **Oregon Department of Human Services Office of Vocational Rehabilitation Services and Oregon Commission for the Blind** – Administer Vocational Rehabilitation (VR) programs

### Contact

Melanni Rosales, Communications Director  
[melanni.rosales@oregon.gov](mailto:melanni.rosales@oregon.gov)

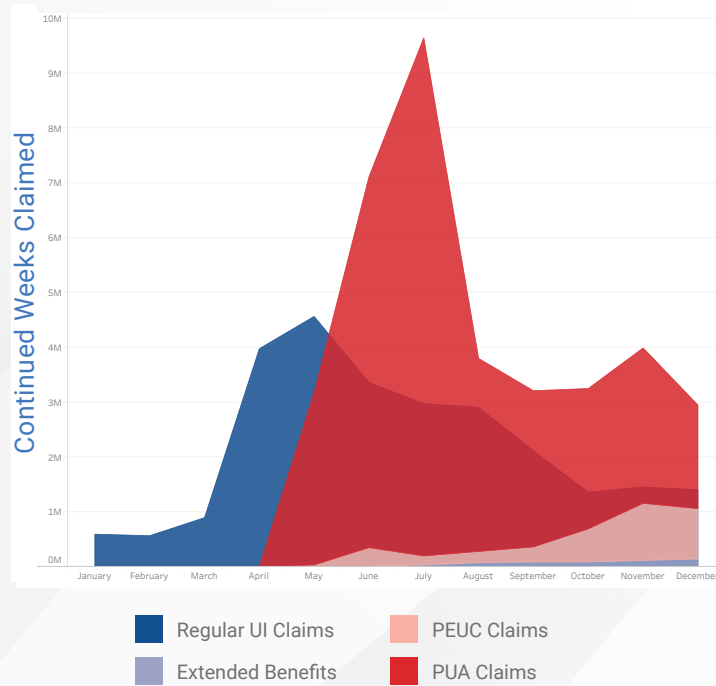




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

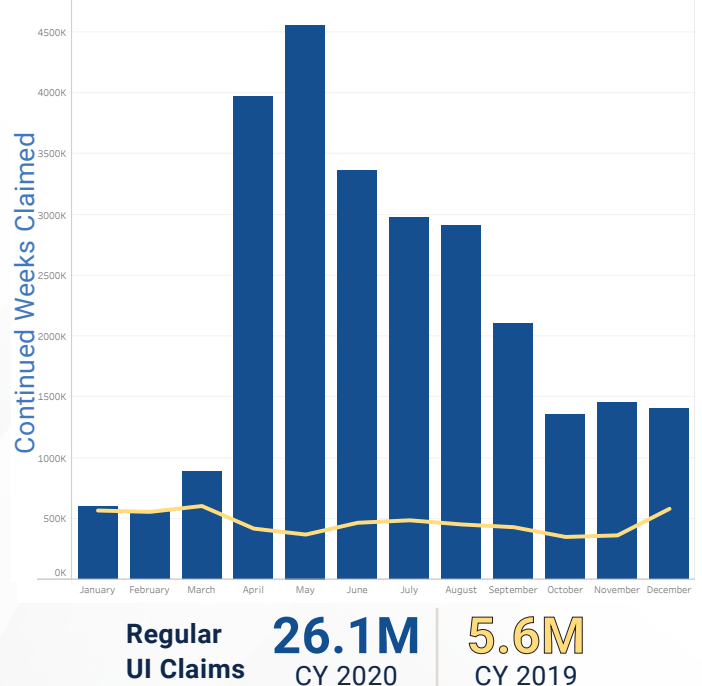
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

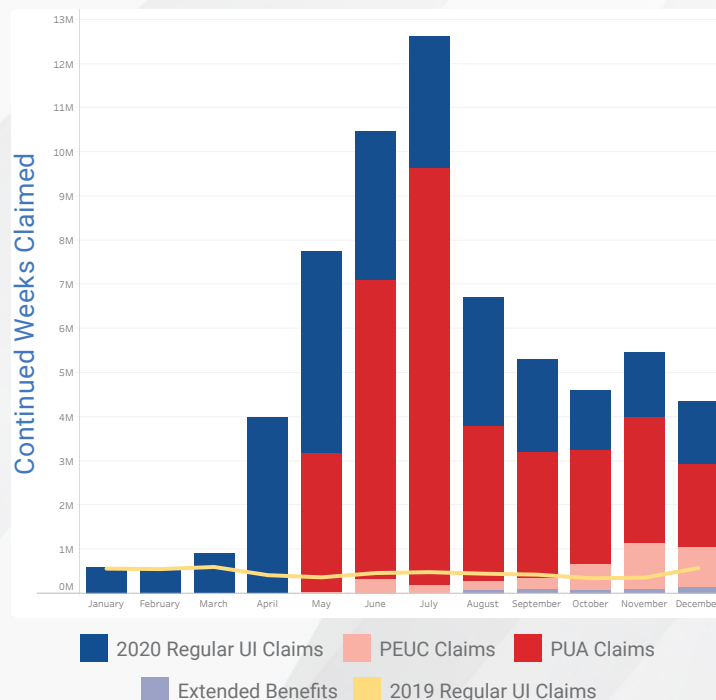
CY 2020



**Regular UI Claims** **26.1M** **5.6M**  
 CY 2020 | CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

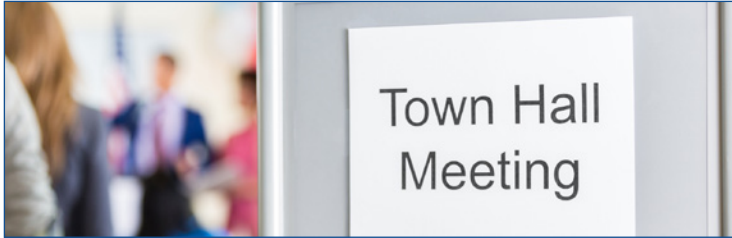
CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$6.9B</b>	<b>\$1.8B</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$6.6B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$16.1B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$1.1B</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$216.3M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$30.9B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$1.8B</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$32.7B</b>	<b>\$1.8B</b>

## PENNSYLVANIA DEPARTMENT OF LABOR & INDUSTRY | PANDEMIC RESPONSE STRATEGIES

### VIRTUAL TOWNHALLS ON UNEMPLOYMENT BENEFITS PROGRAMS



The Pennsylvania Department of Labor & Industry (L&I) held 26 virtual town halls for nearly 30,000 people. Attendees received important updates and were able to ask questions directly of L&I's unemployment experts.

To learn more, visit [uc.pa.gov/COVID-19/Media/Pages/default.aspx](https://uc.pa.gov/COVID-19/Media/Pages/default.aspx)

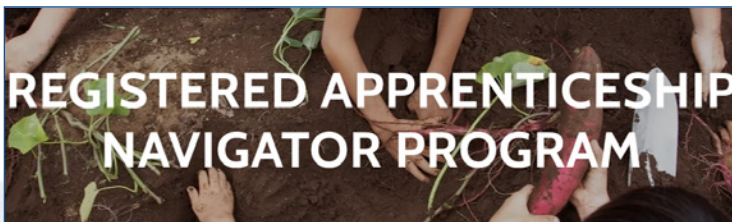
### ID.ME



ID.me allows unemployment claimants to securely verify their identities online. ID.me is a federally-certified identity verification provider specializing in digital identity protection, and is utilized by Pennsylvania and several states to address the high volume of unemployment fraud across the nation.

To learn more, visit [hosted-pages.id.me/pennsylvania-pua-identity-proofing](https://hosted-pages.id.me/pennsylvania-pua-identity-proofing)

### REGISTERED APPRENTICESHIP NAVIGATOR PROGRAM



Cross-agency partnership which provides an “apprenticeship navigator” to prepare workforce development intermediaries to assist in starting and scaling up registered apprenticeship programs

To learn more, visit [kdpworks.org/navigator-program](https://kdpworks.org/navigator-program)

### Programs within Agency

- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Pennsylvania Department of Labor & Industry** – Administers WIOA (A, DW, Y), WP and VR programs
- **Pennsylvania Department of Education** – Administers Adult Education (AE) and Family Literacy programs

### Contact

Penny Ickes, Communications Director | [pickes@pa.gov](mailto:pickes@pa.gov)

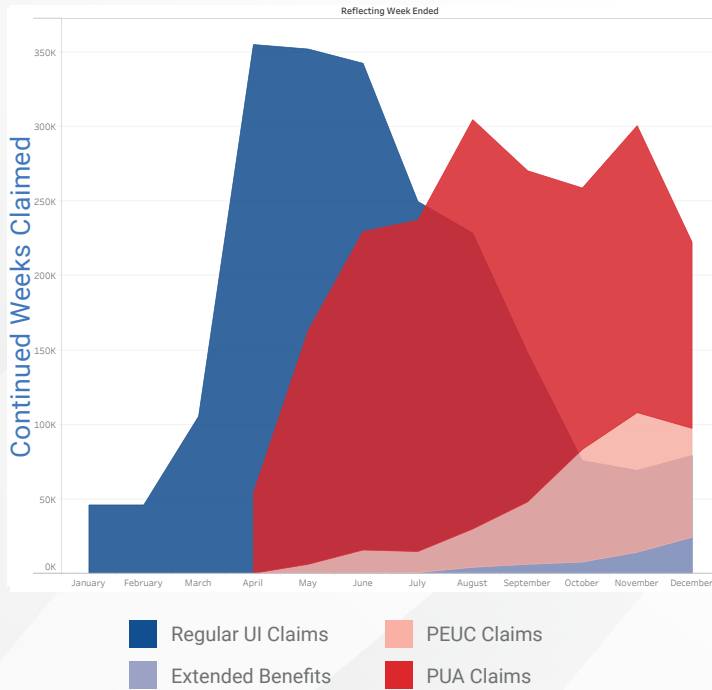
Sarah DeSantis, Press Secretary | [sdesantis@pa.gov](mailto:sdesantis@pa.gov)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

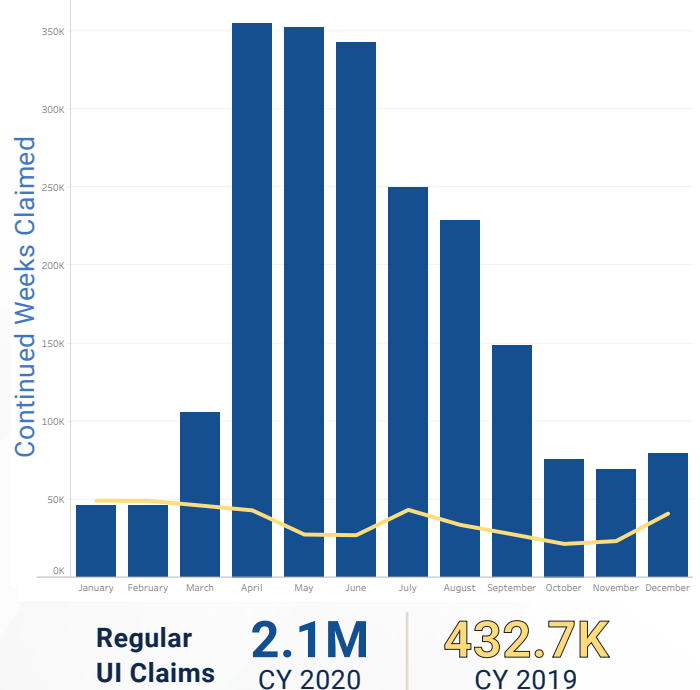
### TOTAL CLAIMS PROCESSED

CY 2020



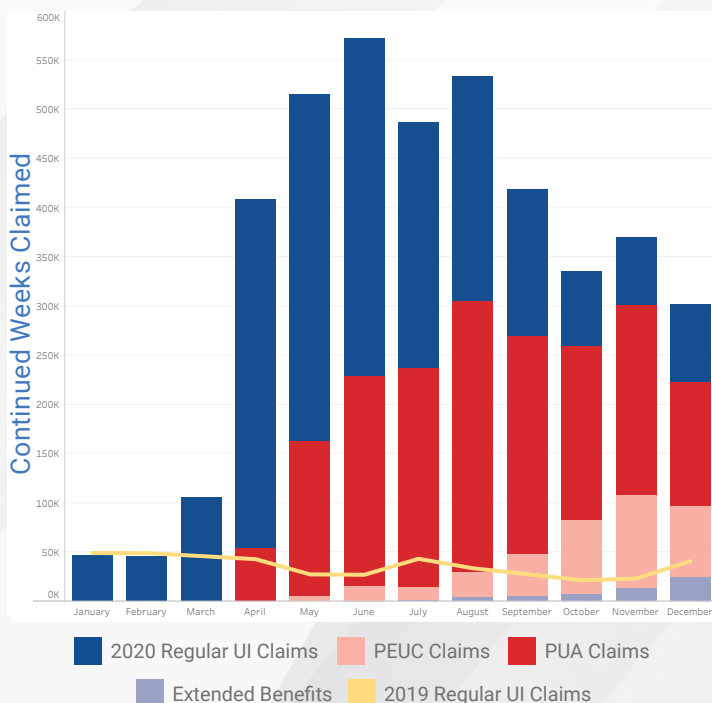
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$627.2M</b>	<b>\$144.0M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$371.4M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b> <i>(as of 11/30/20)</i>	<b>\$1.2B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$101.3M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$17.6M</b>	<b>\$0</b>
<b>Pause Unemployment Boost</b>	<b>\$47.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$2.4B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b> <i>(estimated FEMA allocation)</i>	<b>\$163.9M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$2.5B</b>	<b>\$144.0M</b>

## RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING | PANDEMIC RESPONSE STRATEGIES

### BACK TO WORK RI



Connects Rhode Islanders with job opportunities in vibrant sectors across the state, and provides the resources and training needed to pursue those opportunities.

To learn more, visit [backtoworkri.com/](http://backtoworkri.com/)

### PAUSE UNEMPLOYMENT BOOST - UNEMPLOYMENT STIMULUS



A supplemental \$200 per week for eligible claimants for two weeks during the Rhode Island pause.

To learn more, visit [dlt.ri.gov/emergencyui/pauseboostfaqs.pdf](http://dlt.ri.gov/emergencyui/pauseboostfaqs.pdf)

### UI FRAUD PREVENTION



DLT is committed to maintaining the integrity of the Unemployment Insurance Program. We created a web page with tips on avoiding identity theft and UI impostor fraud.

To learn more, visit [dlt.ri.gov/ui/reportfraud](http://dlt.ri.gov/ui/reportfraud)

### Programs within Agency

- Disability Employment Initiative
- Labor Market Information
- Labor Standards
- Occupational Safety
- Professional Regulation (licensure for trade occupations)
- Rapid Response
- Real Jobs RI
- Registered Apprenticeship
- Safety Inspections
- Senior Community Service Employment Program (SCSEP)
- Temporary Caregiver Insurance (TCI)
- Temporary Disability Insurance (TDI)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Rhode Island Department of Labor and Training** – Administers WIOA (A, DW, Y) and WP programs
- **Rhode Island Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **Rhode Island Department of Human Services, Office of Rehabilitative Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Matthew Weldon, Assistant Director  
[matthew.weldon@dlt.ri.gov](mailto:matthew.weldon@dlt.ri.gov)

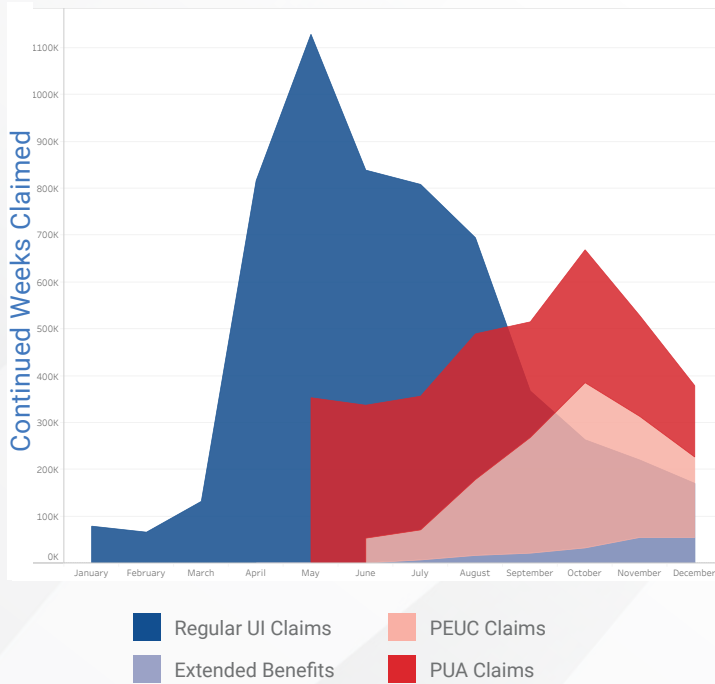




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

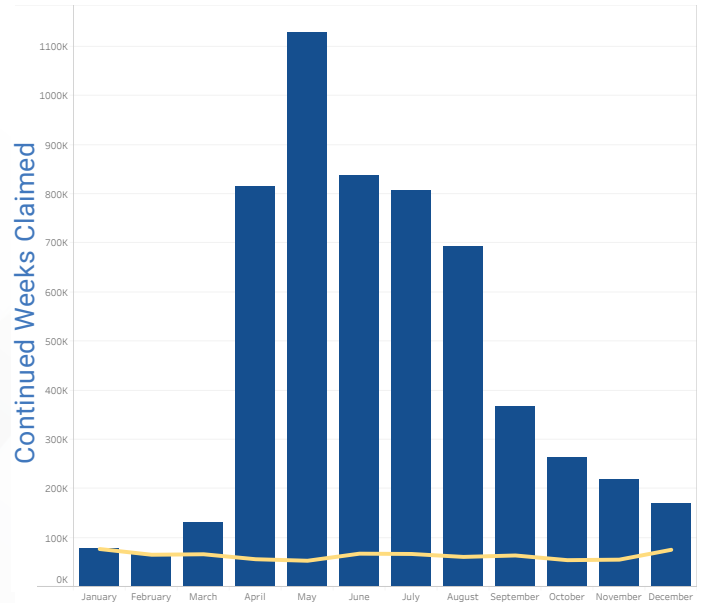
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



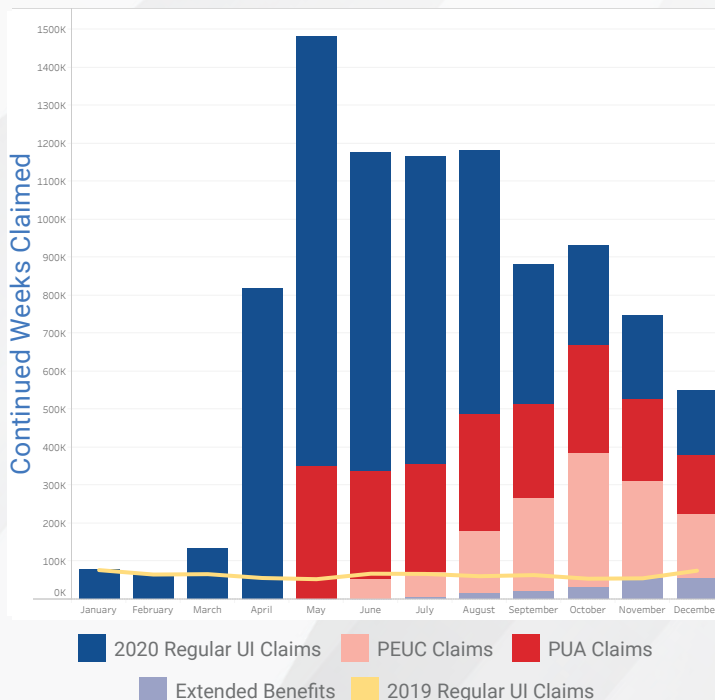
Regular UI Claims

**5.6M**  
CY 2020

**763.6K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
Total benefits paid

**\$1.1B**

**\$151.1M**

Pandemic Unemployment Assistance

**\$337.8M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$2.9B**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$274.1M**

**\$0**

State Extended Benefits

**\$49.6M**

**\$0**

**Sub Total**

**\$4.7B**

**\$0**

Lost Wage Assistance

**\$281.4M**

**\$0**

All Claims  
Total Benefits Paid

**\$4.9B**

**\$151.1M**



## SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE PANDEMIC RESPONSE STRATEGIES

### PUBLIC RELATIONS AND OUTREACH



The agency began pushing information through channels to educate, update and keep an open conversation. A few examples include, hundreds of FAQs, Chatbot, Town Halls, web site additions, dozens of weekly media and legislative interviews and interactions, videos, weekly media recaps and more.

To learn more, visit [dew.sc.gov](http://dew.sc.gov)

### PROJECT JOB ONE



Through our claimant and job database systems, DEW sent more than 1.7 million correspondence through a targeted, direct message reemployment campaign. This campaign matches a claimant's skills to local employers hiring for the same skillset, all while offering robust virtual services throughout the state.

To learn more, visit [dew.sc.gov](http://dew.sc.gov)

### AGENCY GROWTH AND COVID-19 MATURATION



While responding to the pandemic, DEW continued to audit and learn to improve in real time. Conversations with other states, engagement, knowledge transfer and training to current and new employees, and regular update meetings to share ideas and challenges were part of the strategy.

To learn more, visit [dew.sc.gov](http://dew.sc.gov)

### Programs within Agency

- Labor Market Information
- Reemployment Services and Eligibility Assessment (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **South Carolina Department of Employment and Workforce** – Administers WIOA (A, DW, Y) and WP programs
- **South Carolina Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **South Carolina Vocational Rehabilitation Department and South Carolina Commission for the Blind** – Administer Vocational Rehabilitation (VR) programs

### Contact

Dorothy Weaver, Director of Communications  
[dweaver@dew.sc.gov](mailto:dweaver@dew.sc.gov)

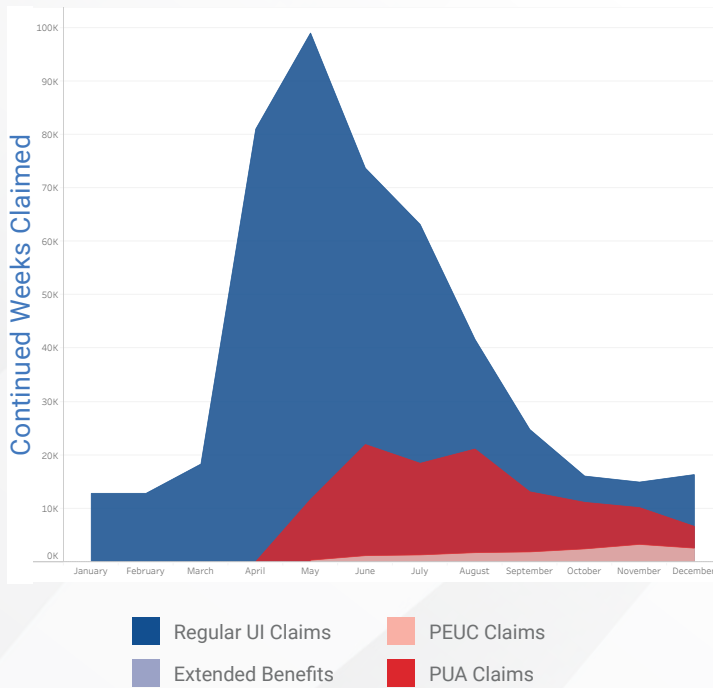




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

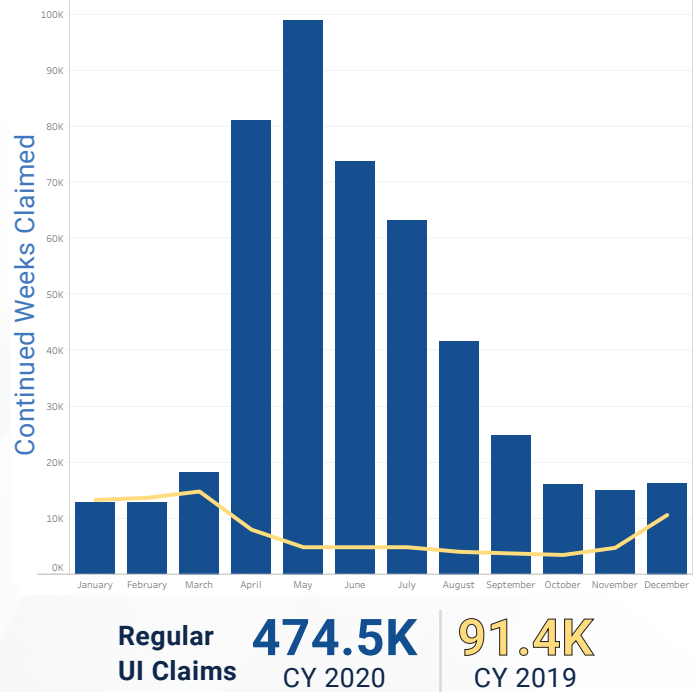
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

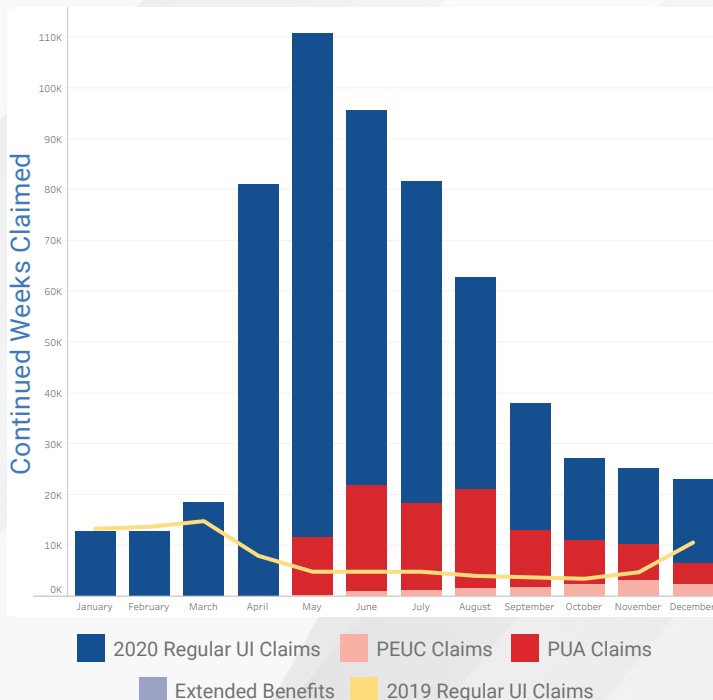
CY 2020



**Regular UI Claims** **474.5K** **91.4K**  
CY 2020 CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims** **\$107.9M** **\$25.5M**  
*Total benefits paid*

**Pandemic Unemployment Assistance** **\$18.6M** **\$0**

**Federal Pandemic Unemployment Compensation** **\$204.6M** **\$0**

**Pandemic Emergency Unemployment Compensation** **\$4.2M** **\$0**

**State Extended Benefits** **\$0** **\$0**

**Sub Total** **\$335.3M** **\$0**

**Lost Wage Assistance** **N/A** **\$0**

**All Claims** **\$335.3M** **\$25.5M**  
*Total Benefits Paid*

## SOUTH DAKOTA DEPARTMENT OF LABOR AND REGULATION | PANDEMIC RESPONSE STRATEGIES

### SD UPSKILL



DLR and the Board of Technical Education utilized Governor's Emergency Education Relief Funds and a National Dislocated Worker Grant to offer short-term certificate programs to Dislocated Workers impacted by COVID-19. In three weeks, 101 individuals were virtually enrolled in WIOA programs and began online classes.

To learn more, visit [sdupskill.com/](http://sdupskill.com/)

### VIRTUAL JOB SERVICE DELIVERY



After finding success using a virtual platform for enrollments and service delivery groups, DLR scaled this model. Benefits include improved staff engagement and increased access to services. Job search classes are now offered virtually and the Virtual Job Service is open for business.

To learn more, visit [dlr.sd.gov/localoffices/virtual.aspx](http://dlr.sd.gov/localoffices/virtual.aspx)

### LMI PANDEMIC PICTURE



DLR published a new Pandemic Picture webpage. This provides a monthly update on the labor market's recovery from the lowest points during pandemic. For each key workforce indicator, it includes a graphic representation and a few bullet points of highlights with data tables for more detail.

To learn more, visit [dlr.sd.gov/lmic/pandemic\\_picture.aspx](http://dlr.sd.gov/lmic/pandemic_picture.aspx)

### Programs within Agency

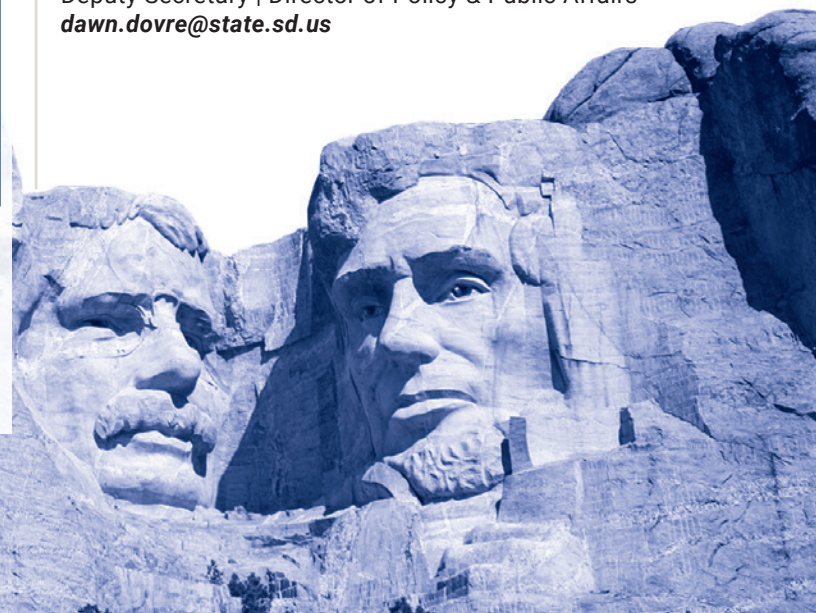
- Adult Education and Literacy
- Foreign Labor Certification
- GED®
- Human Rights
- Labor Market Information
- Professional Licensing Boards and Commissions
- Rapid Response
- Reemployment Service and Eligibility Assessments (RESEA)
- Registered Apprenticeship
- Senior Community Service Employment Program (SCSEP)
- State Monitor Advocate
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Department of Labor and Regulation** – Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, and WP programs
- **Department of Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

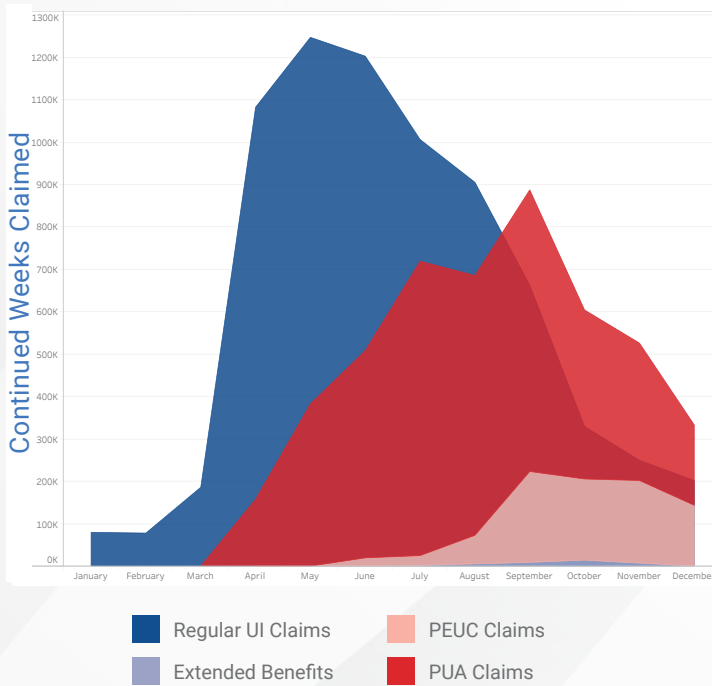
Dawn Dovre  
Deputy Secretary | Director of Policy & Public Affairs  
[dawn.dovre@state.sd.us](mailto:dawn.dovre@state.sd.us)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

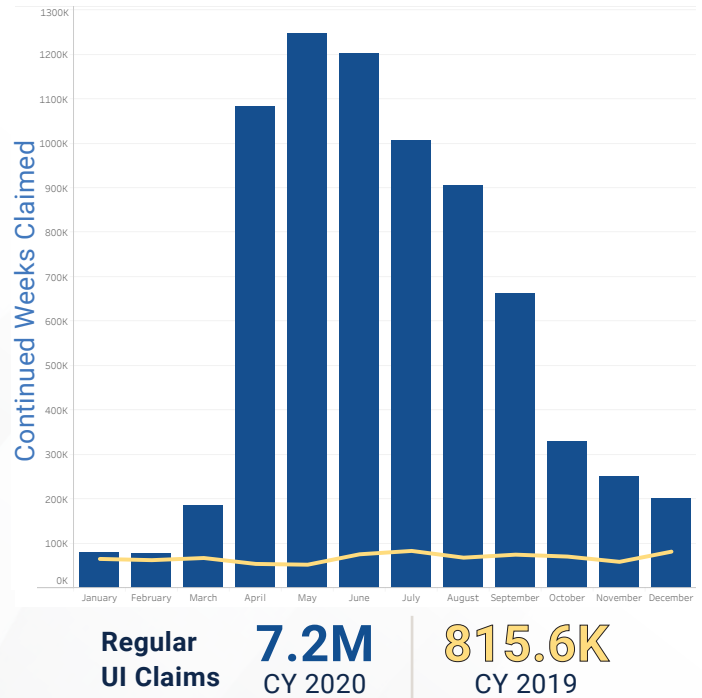
### TOTAL CLAIMS PROCESSED

CY 2020



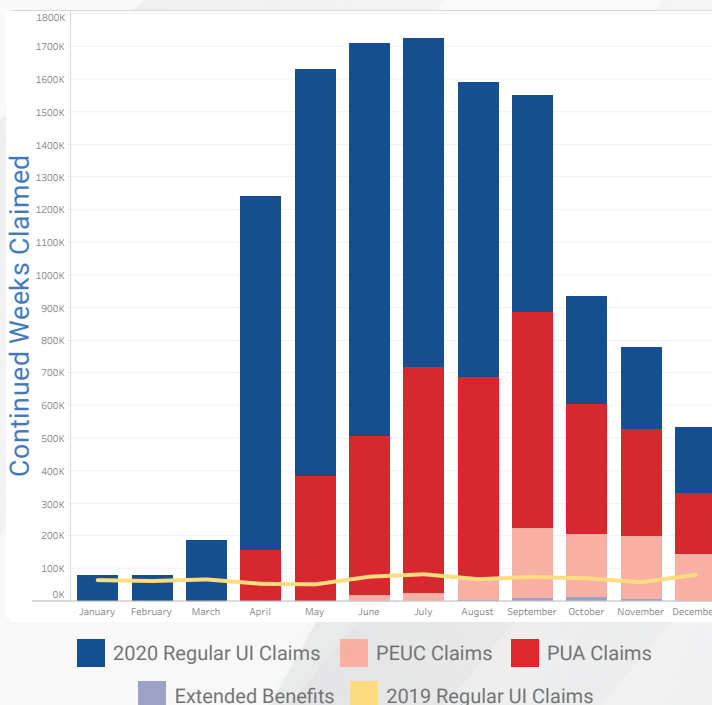
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$1.5B</b>	<b>\$186.2M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$360.8M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$3.7B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$140.6M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$165.8K</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$5.7B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$432.0M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$6.1B</b>	<b>\$186.2M</b>

## TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

### TENNESSEE VIRTUAL JOB CENTER



Tennessee developed and launched its Virtual American Job Center during the pandemic. VAJC allows users to access information, on their schedule. The website's Service Matcher populates a list of programs the user may be eligible to participate in and provides the next steps for applying.

To learn more, visit [TNVirtualAJC.com](http://TNVirtualAJC.com)

### TENNESSEE TALENT EXCHANGE



At the start of the pandemic, TDLWD coordinated and launched the Tennessee Talent Exchange. The program helped grocers across the state quickly match with workers in their local area so they could manage increased demand. In recent months, the program expanded to other in-demand industries.

To learn more, visit [tngrocer.org/jobs](http://tngrocer.org/jobs)

### RECONNECT THE WORKFORCE



TDLWD partnered with education stakeholders to create Reconnect the Workforce, an initiative to help Tennesseans receiving unemployment benefits use the Tennessee Reconnect program to earn a college degree, career, or technical certificate. Enrolling in full-time, eligible Reconnect courses, may fulfill the unemployment work search requirement.

To learn more, visit [tnreconnect.gov](http://tnreconnect.gov)

### Programs within Agency

- Adult Education and Literacy
- Employment and Training
- Federal Bonding
- Jobs for Veterans State Grant (JVSG)
- Labor Market Information
- Migrant and Seasonal Farmworkers
- Senior Community Service Employment Program (SCSEP)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Department of Labor and Workforce Development**
  - Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, and WP programs
- **Department of Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Chris Cannon, Director of Communications  
[chris.cannon@tn.gov](mailto:chris.cannon@tn.gov)

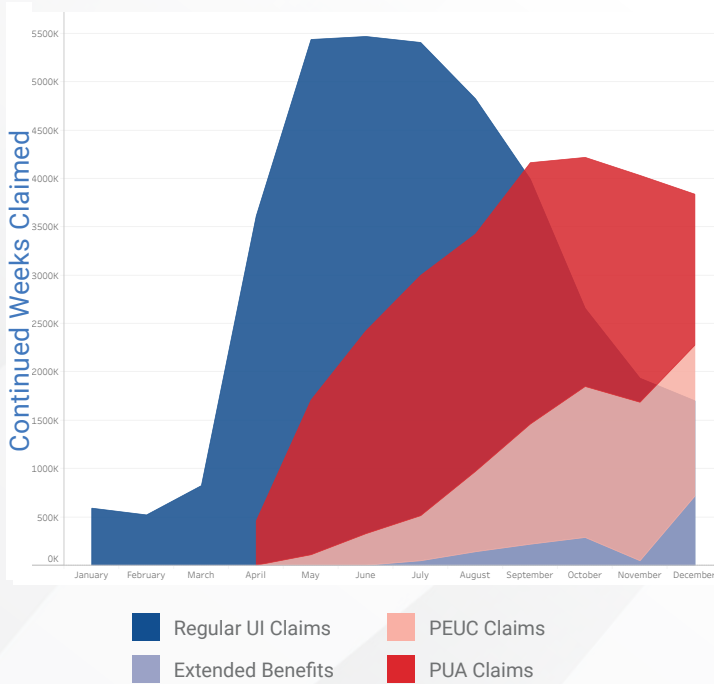




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

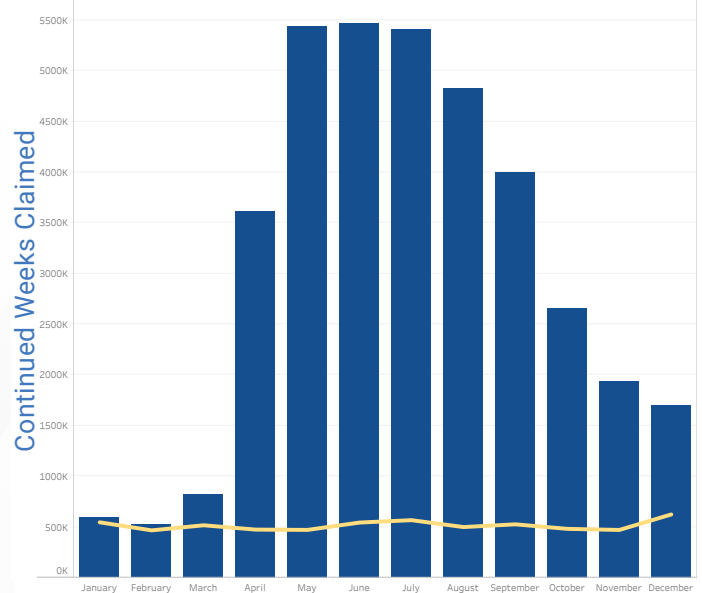
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

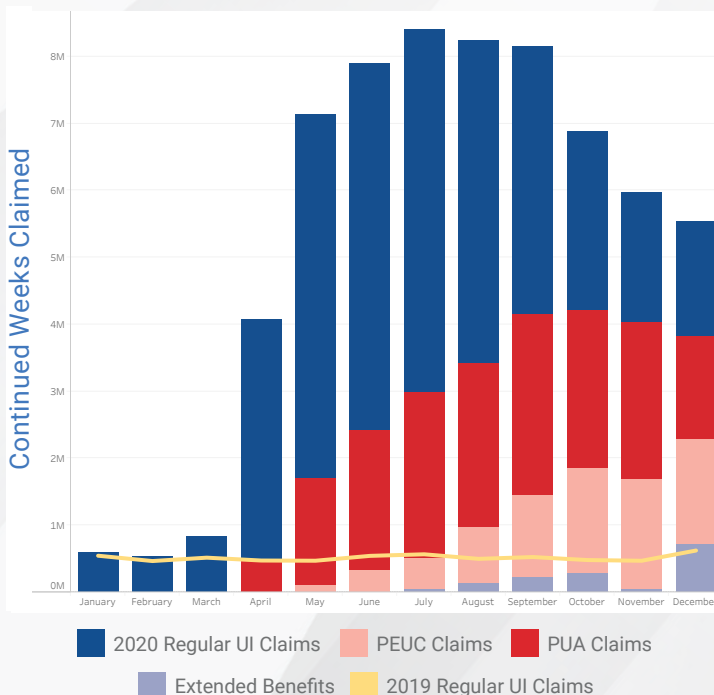
CY 2020



Regular UI Claims **37.1M** CY 2020 | **6.2M** CY 2019

### TOTAL CLAIMS PAID

CY 2020 vs CY 2019



### BENEFITS PAID

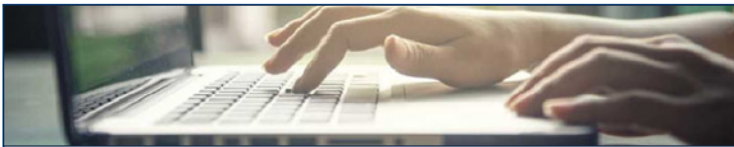
CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$10.7B</b>	<b>\$2.1B</b>
Pandemic Unemployment Assistance	<b>\$3.7B</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$16.6B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$2.6B</b>	<b>\$0</b>
State Extended Benefits	<b>\$589.4M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$34.2B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$2.9B</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$37.1B</b>	<b>\$2.1B</b>

## TEXAS WORKFORCE COMMISSION PANDEMIC RESPONSE STRATEGIES

### ONLINE LEARNING FOR SKILLS DEVELOPMENT

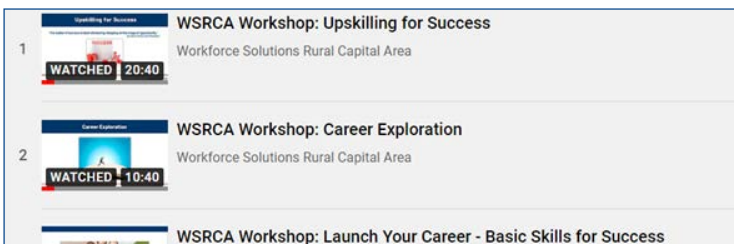


**Upgrade your skills. Learn new skills.  
Get ready to go back to work.**

TWC partnered with Metrix Learning to help Texans brush up on skills to prepare for better employment opportunities. The online platform provides free access to more than 5,000 job readiness courses. 50,000 Texans registered to use this online learning platform and completed nearly 70,000 courses.

To learn more, visit [tx.metrixlearning.com/landing.cfm](https://tx.metrixlearning.com/landing.cfm)

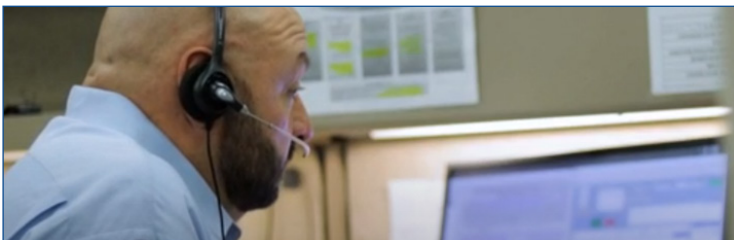
### VIRTUAL WORKFORCE SERVICES, INCLUDING VIRTUAL HIRING EVENTS, ONLINE APPOINTMENTS AND JOB READINESS WORKSHOPS



Workforce Development Boards are sponsoring virtual job fairs and creating virtual service portals. They are using online meeting/conference tools for one-on-one appointments. Online job readiness workshops and orientations are currently available on Board websites and YouTube channels on a variety of topics.

To learn more, visit [youtube.com/playlist?list=PLPVCmHjGcT8-A8U8TIAAsL844Z1hCGIABz](https://youtube.com/playlist?list=PLPVCmHjGcT8-A8U8TIAAsL844Z1hCGIABz)

### WORKFORCE CALL CENTERS



TWC contracted with two call centers to conduct outreach to UI claimants and assist with registration in WorkinTexas.com. They provide assistance with job matching in WorkinTexas.com, referrals to Workforce Solutions Offices, and information on the Skills Enhancement Initiative. The call centers have contacted 494,388 claimants.

### Programs within Agency

- Adult Education and Literacy
- Business Enterprises of Texas
- Career Schools and Colleges
- Child Care
- Child Care Development Block Grant and Provider Quality
- Rating System
- Civil Rights
- Department of Labor Apprenticeship and Department of Labor Apprenticeship Expansion
- Economic Development
- Foreign Labor Certification
- H2-A and H2-B Foreign Labor Certification (FLC)
- Independent Living Services for Older Individuals Who are Blind
- Jobs and Education for Texans (JET)
- Labor Market and Career Information
- National Dislocated Worker Grants
- Reemployment Services and Eligibility Assessments (RESEA)
- Self Sufficiency Fund
- Senior Community Service Employment Program
- Skills Development Fund
- Skills for Small Business
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Temporary Assistance for Needy Families CHOICES
- Temporary Assistance for Needy Families Non-Custodial
- Parent Employment Program (NCP)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Vocational Rehabilitation (VR) including the Criss Cole Rehabilitation Center
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Texas Workforce Commission** – Administers WIOA (A, DW, Y), Adult Education (AE) and Family Literacy, WP and VR programs

### Contact

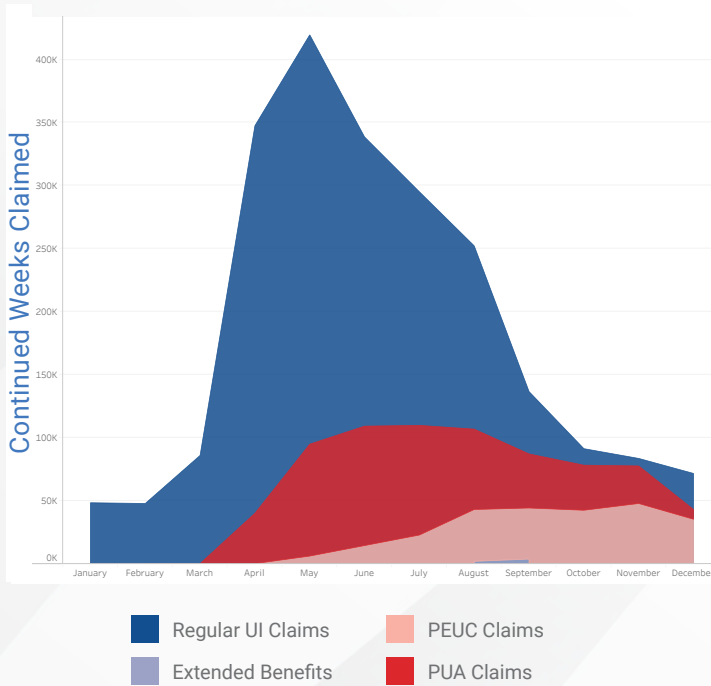
Margaret Hession, Director of Communications  
[margaret.hession@twc.state.tx.us](mailto:margaret.hession@twc.state.tx.us)



**Pandemic Impact on Unemployment Insurance** | Claims In • Benefits Out • Workload

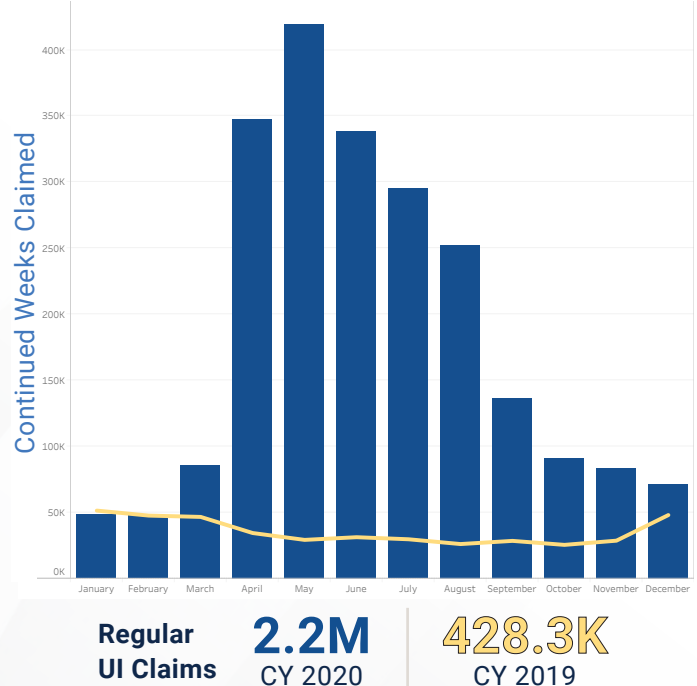
**TOTAL CLAIMS PROCESSED**

CY 2020



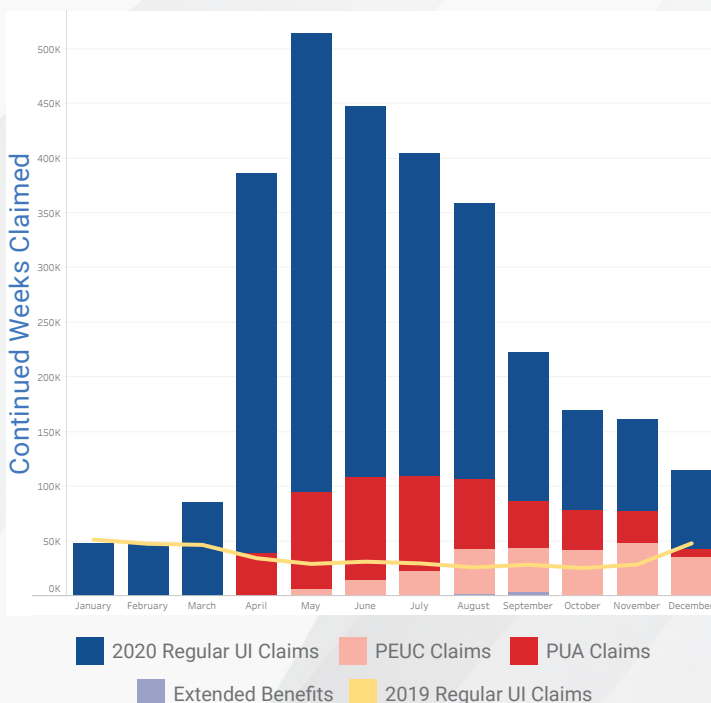
**REGULAR UI CLAIMS PROCESSED**

CY 2020



**TOTAL CLAIMS PROCESSED**

CY 2020 vs CY 2019



**BENEFITS PAID**

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$636.1M</b>	<b>\$144.3M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$69.7M</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b>	<b>\$851.2M</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$80.4M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$0</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$1.6B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b>	<b>\$76.2M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid</i>	<b>\$1.7B</b>	<b>\$144.3M</b>



## UTAH DEPARTMENT OF WORKFORCE SERVICES PANDEMIC RESPONSE STRATEGIES

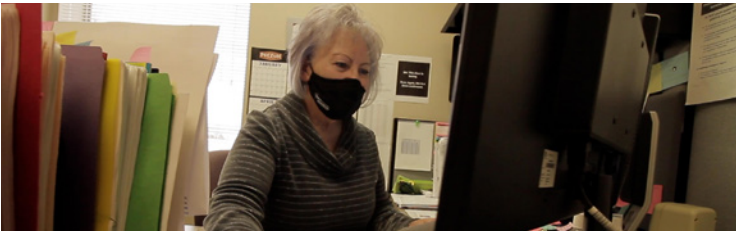
### ACCESS TO SERVICES



Utah took the following steps to ensure customers had access to services: 1) Move to a teleworking environment wherever possible; 2) When American Job Centers closed temporarily, set up local phone lines and access points for safe customizable service; 3) Make self-service more accessible online.

To learn more, visit [jobs.utah.gov/covid19/index.html](https://jobs.utah.gov/covid19/index.html)

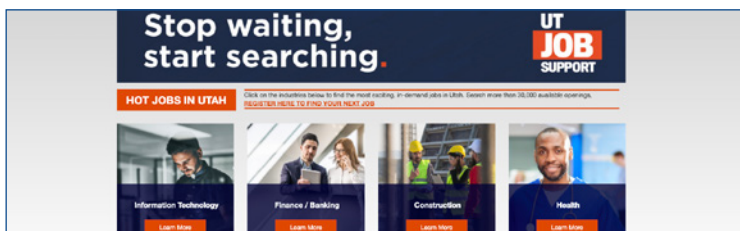
### PROACTIVE OUTREACH



On a weekly basis, employment counselors contact unemployment insurance claimants who are nearing exhaustion of their claim to discuss opportunities including reemployment, job search assistance, (re)training opportunities – including apprenticeships, community resources, and other Workforce Service resources.

To learn more, visit [jobs.utah.gov](https://jobs.utah.gov)

### HOT JOBS RIGHT NOW



Several industries in Utah rebounded quickly and started hiring again. Utah launched a Hot Jobs web portal to identify these industries and jobs. CARES Act dollars were used to build a marketing campaign to encourage active job seeking and connect people to these opportunities.

To learn more, visit [jobs.utah.gov/hotjobs](https://jobs.utah.gov/hotjobs)

### Programs within Agency

- Child Care
- Housing and Community Development
- Labor Market Information
- Refugee Services
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Utah Department of Workforce Services** – Administers WIOA (A, DW, Y) and VR programs
- **Utah State Office of Education** – Administers Adult Education (AE) programs

### Contact

Christina Davis, Communications Director  
[christinadavis@utah.gov](mailto:christinadavis@utah.gov)

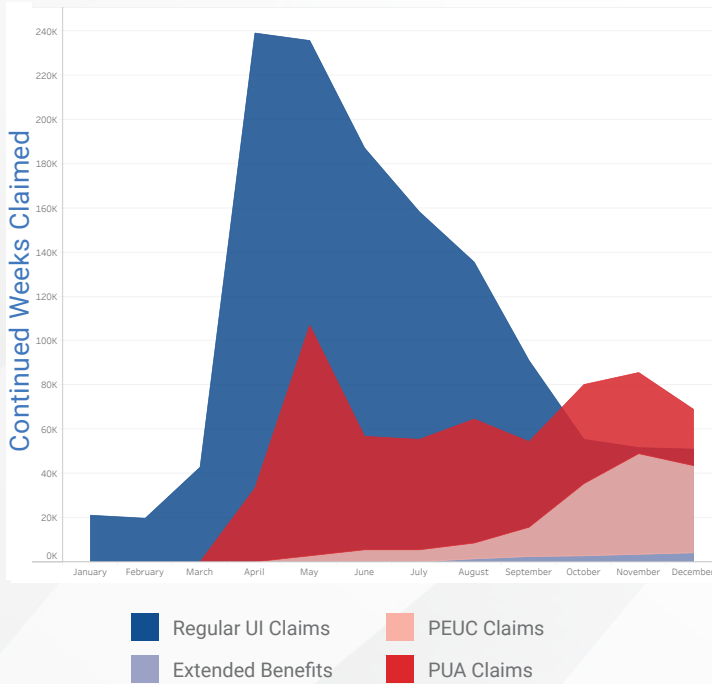




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

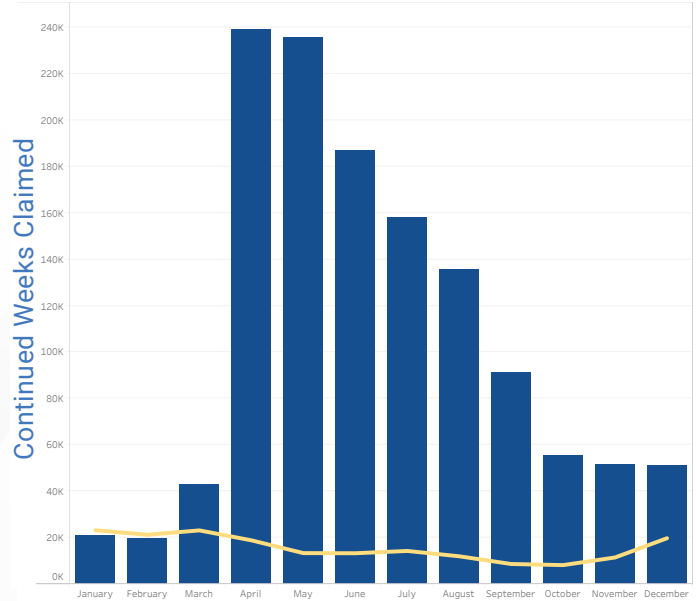
#### TOTAL CLAIMS PROCESSED

CY 2020



#### REGULAR UI CLAIMS PROCESSED

CY 2020



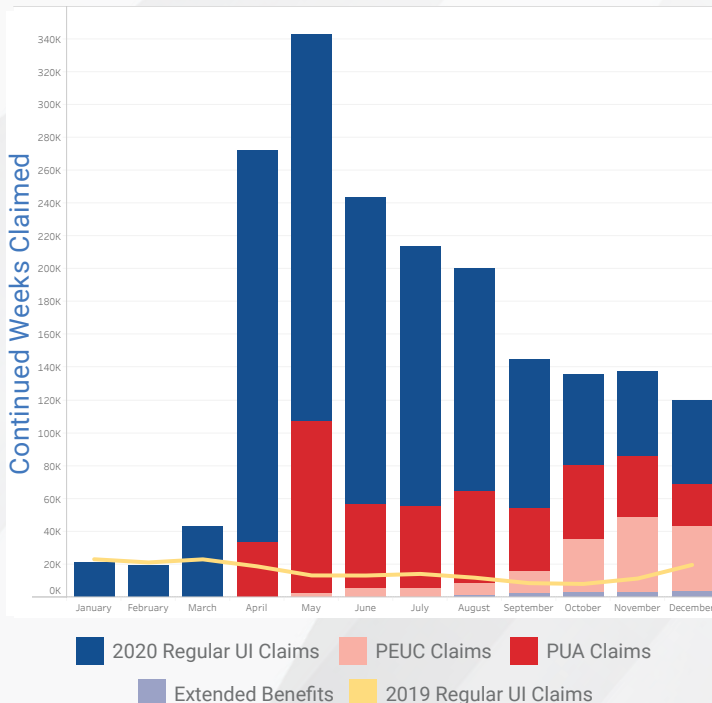
**Regular UI Claims**

**1.3M**  
CY 2020

**187.2K**  
CY 2019

#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

**Regular UI Claims**  
*Total benefits paid*

**\$389.1M**

**\$65.0M**

**Pandemic Unemployment Assistance**

**\$236.3M**

**\$0**

**Federal Pandemic Unemployment Compensation**  
*(as of 06/30/20)*

**\$457.1M**

**\$0**

**Pandemic Emergency Unemployment Compensation**

**\$49.0M**

**\$0**

**State Extended Benefits**

**\$5.2M**

**\$0**

**Short-Term Supplemental Benefit**  
*(estimated)*

**\$17.0M**

**\$0**

**Sub Total**

**\$1.2B**

**\$0**

**Lost Wage Assistance**  
*(estimated FEMA allocation)*

**\$35.8M**

**\$0**

**All Claims**


*Total Benefits Paid (estimated)*

**\$1.2B**

**\$65.0M**

## VERMONT DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### VERMONT STATE COLLEGE PARTNERSHIP



**Has COVID-19  
affected your  
employment?**

**FREE Classes  
FREE Training**  
Help paying for supplies and support.

A partnership between the Vermont Department of Labor and the Community College of Vermont and Vermont State Colleges to offer FREE classes and training for Vermonters whose employment is impacted by COVID-19.

To learn more, visit [vtworkers.vsc.edu/](http://vtworkers.vsc.edu/)

### #HIRING2DAYVT VIRTUAL JOB FAIRS



#Hiring2DayVT  
**VIRTUAL JOB FAIRS**

[LABOR.VERMONT.GOV/JOBS](http://LABOR.VERMONT.GOV/JOBS)

VERMONT  
DEPARTMENT OF LABOR

Virtual job fairs connecting jobseekers to statewide and local employer hiring events.

To learn more, visit [labor.vermont.gov/event/virtual-job-fairs](http://labor.vermont.gov/event/virtual-job-fairs)

### VERMONT SHORT-TERM SUPPLEMENTAL BENEFIT



The Vermont Short Term Supplemental (VSTS) Benefit provided an additional \$100 per week to claimants for up to five weeks.

To learn more, visit [labor.vermont.gov/commissioner-notes/vermont-short-term-supplemental-benefit-update-100-benefit](http://labor.vermont.gov/commissioner-notes/vermont-short-term-supplemental-benefit-update-100-benefit)

### Programs within Agency

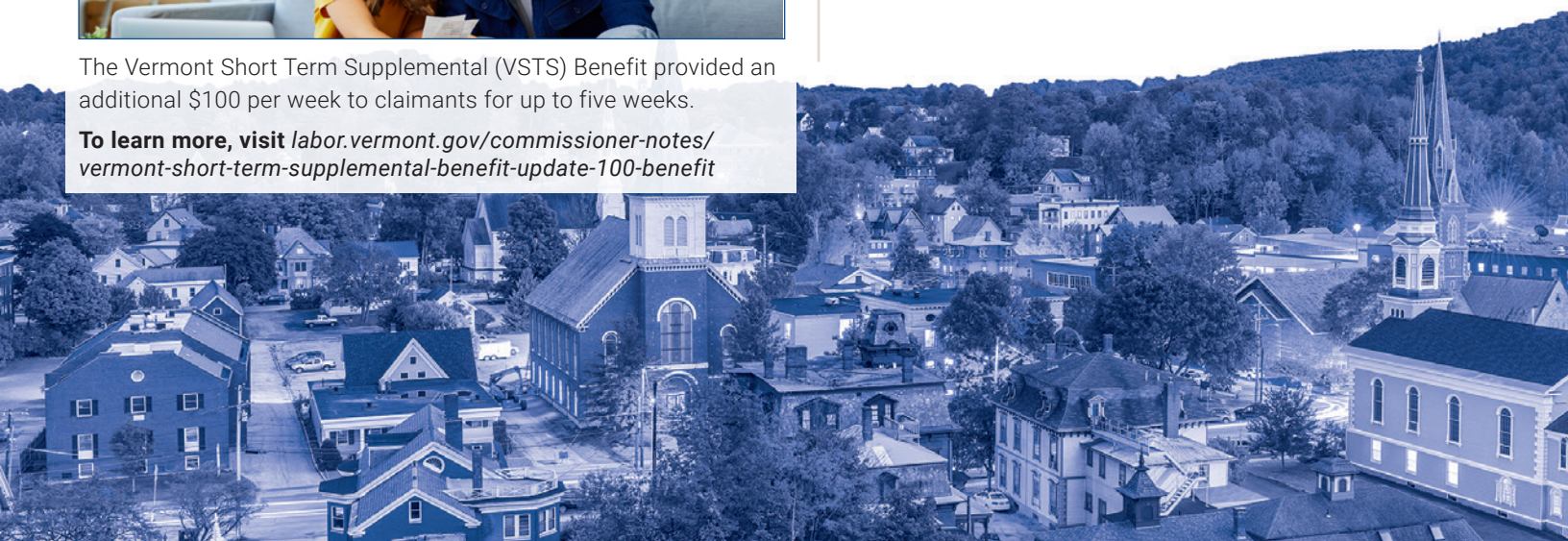
- Labor Market Information
- Passenger Tramway
- Project WorkSAFE
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Vermont Occupational Safety and Health Administration (VOSHA)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Vermont Agency of Education** – Administers WIOA (A, DW, Y) programs
- **Vermont Department of Labor** – Administers Adult Education (AE) and WP programs
- **Vermont Agency of Human Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

Jessica Vintinner  
Legislative Director & Principal Assistant  
[jessica.vintinner@vermont.gov](mailto:jessica.vintinner@vermont.gov)

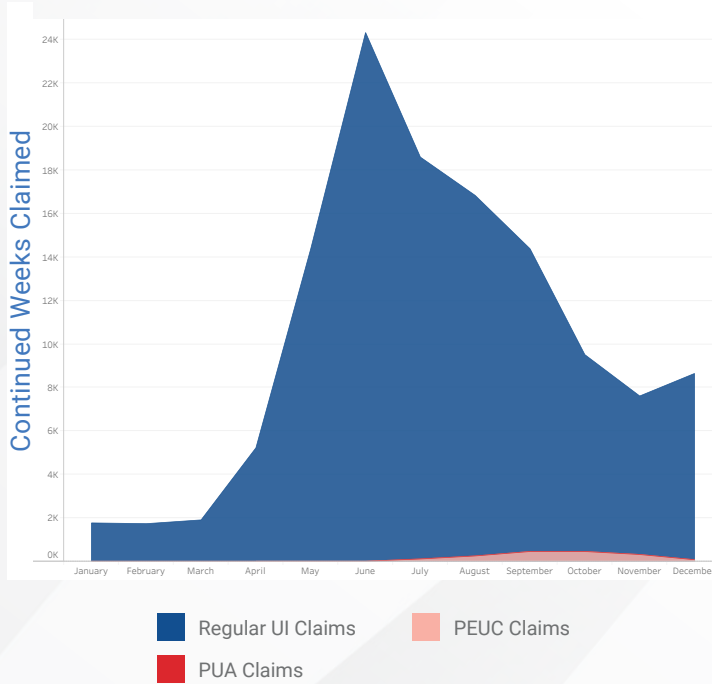




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

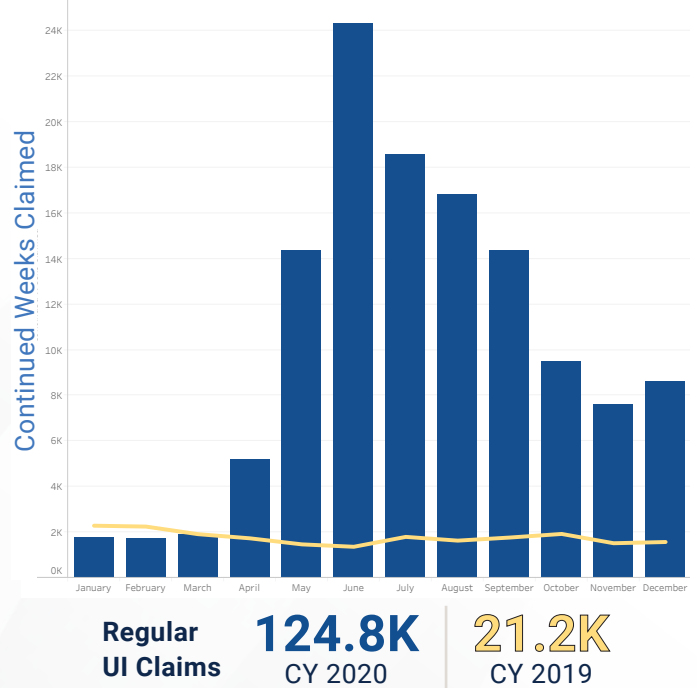
### TOTAL CLAIMS PROCESSED

CY 2020



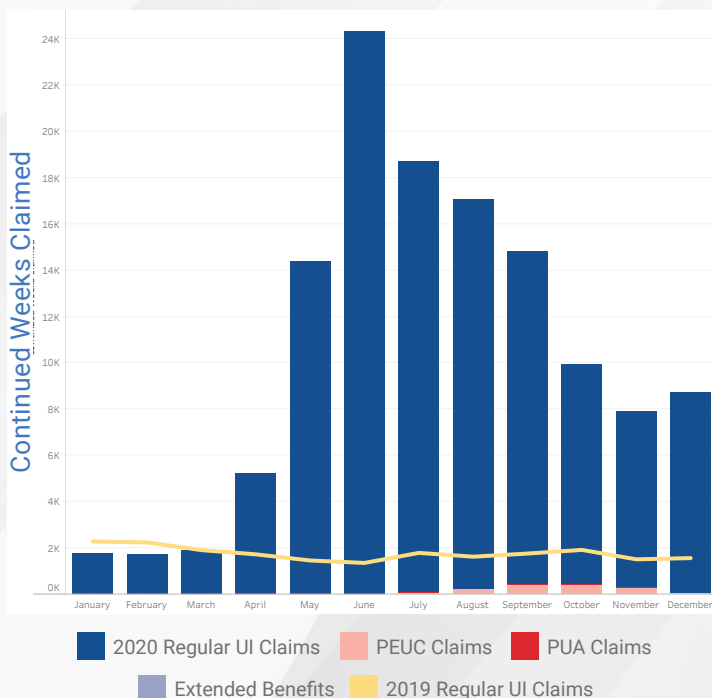
### REGULAR UI CLAIMS PROCESSED

CY 2020



### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$46.2M</b>	<b>\$7.9M</b>
Pandemic Unemployment Assistance	<b>\$9.4M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$54.1M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$5.3M</b>	<b>\$0</b>
State Extended Benefits	<b>\$0</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$115.0M</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$2.9M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$117.9M</b>	<b>\$7.9M</b>

## VIRGIN ISLANDS DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

### PAGER SYSTEM TO REDUCE CONTACT VISITS



The new pager system - similar to those used in restaurants - allows claimants to submit questions, then wait to be notified they may enter the building to receive assistance.

To learn more, visit [vidol.gov](http://vidol.gov)

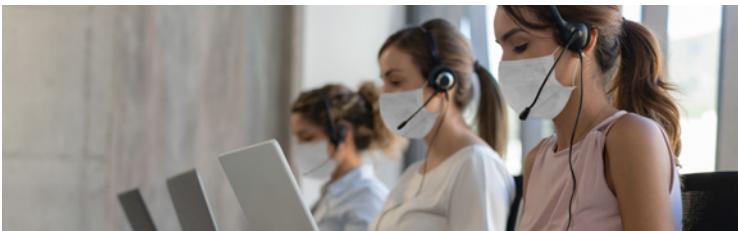
### REDUCE FRAUD



Claimants are required to go through regular unemployment and provide a copy of their social security card and driver's license to proceed with benefits.

To learn more, visit [vidolviews.org](http://vidolviews.org)

### CALL-A-THON AND NEW WEBSITE



Used call center and stopped processing for a few days to return calls to as many claimants as possible. We also stood up a new website to accept claims.

To learn more, visit [myuicclaim.vi.gov](http://myuicclaim.vi.gov)

### Programs within Agency

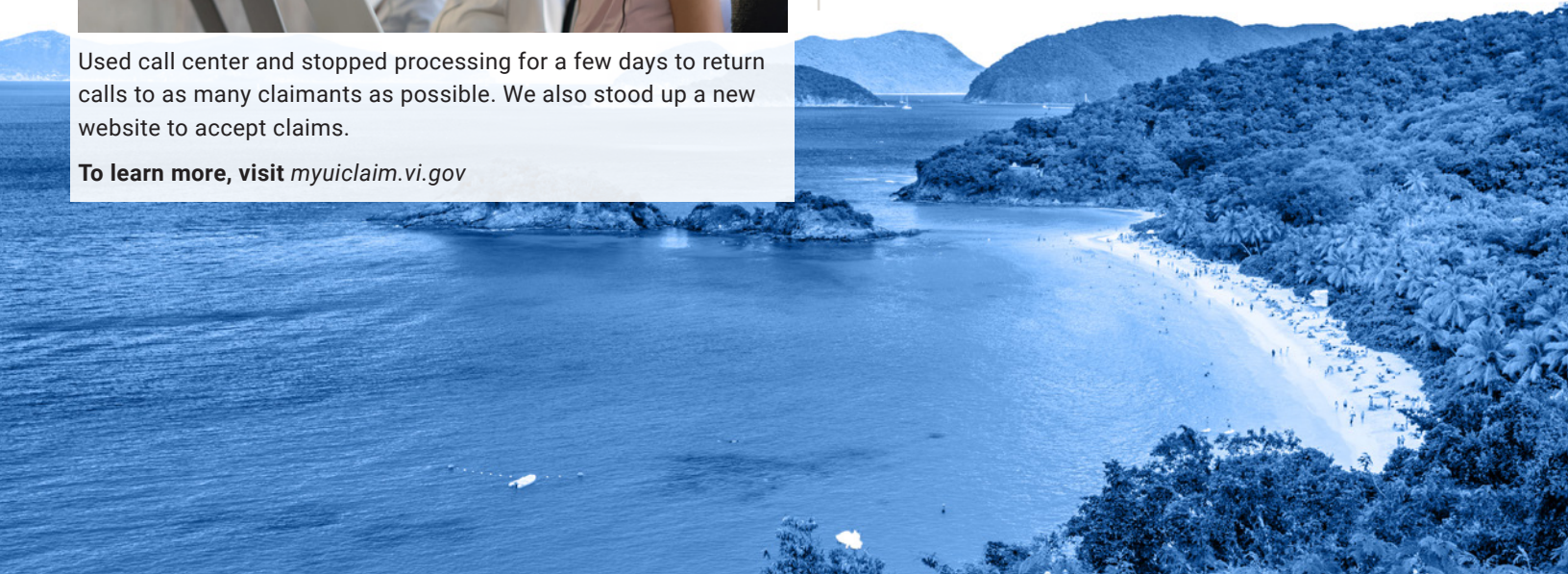
- Registered Apprenticeship
- Reemployment Services and Eligibility Assessments (RESEA)
- Federal Bonding Program
- Foreign Labor Certification
- Work Opportunity Tax Credit
- Occupational Safety and Health (OSH)
- Labor Market Information
- Veterans Employment and Training Services
- Unemployment Insurance (UI)
- Workers' Compensation
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- Virgin Islands Department of Labor – Administers WIOA (A, DW, Y) and WP programs
- Virgin Islands Department of Education – Administers Adult Education (AE) programs
- Virgin Islands Department of Human Services – Administers Vocational Rehabilitation (VR) programs

### Contact

Nesha Christian-Hendrickson,  
Assistant Commissioner | Legal Counsel  
**[Nesha.Christian-Hendrickson@dol.vi.gov](mailto:Nesha.Christian-Hendrickson@dol.vi.gov)**

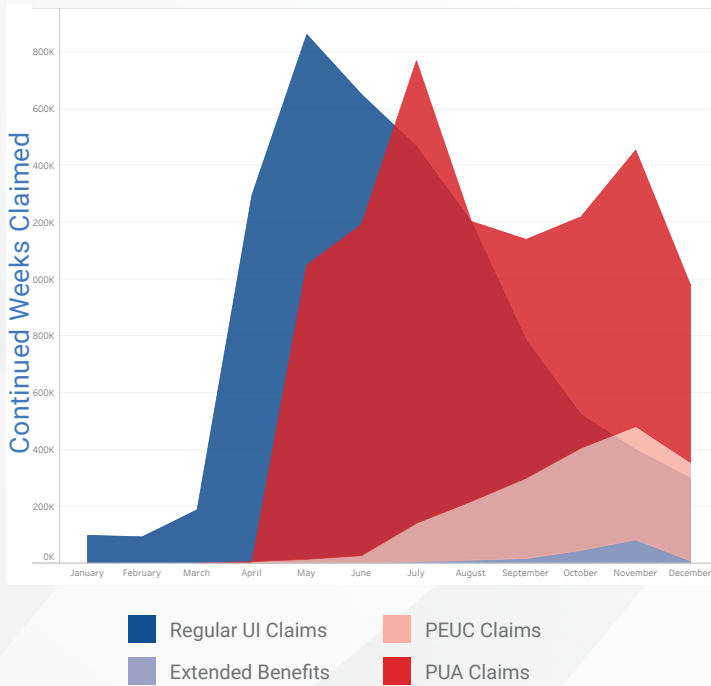




### Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

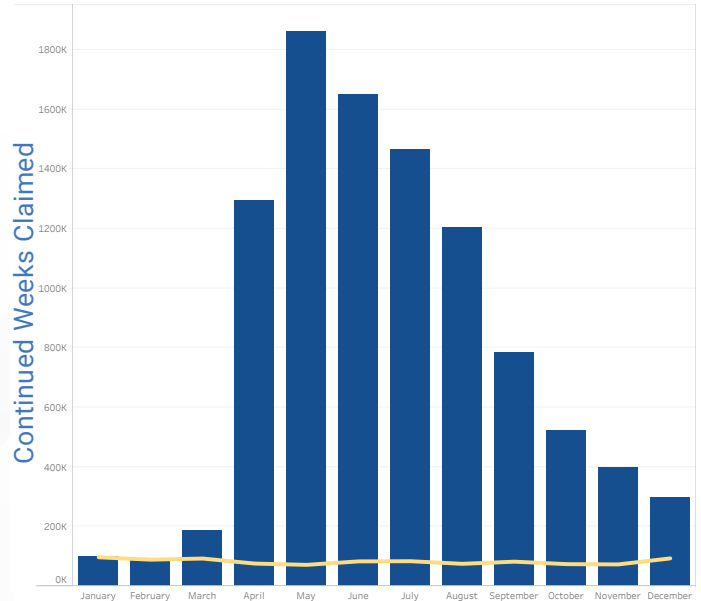
#### TOTAL CLAIMS PROCESSED

CY 2020



#### REGULAR UI CLAIMS PROCESSED

CY 2020



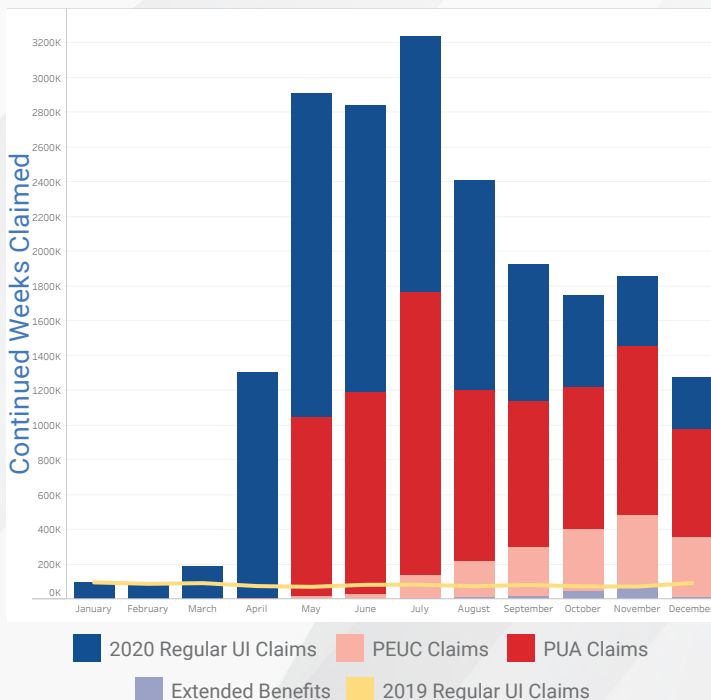
Regular UI Claims

**9.9M**  
CY 2020

**986.0K**  
CY 2019

#### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



#### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$2.3B</b>	<b>\$267.9M</b>
Pandemic Unemployment Assistance	<b>\$3.0B</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$5.5B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$302.8M</b>	<b>\$0</b>
State Extended Benefits	<b>\$34.9M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$11.1B</b>	<b>\$0</b>
Lost Wage Assistance <i>(estimated FEMA allocation)</i>	<b>\$607.5M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid (estimated)</i></b>	<b>\$11.7B</b>	<b>\$267.9M</b>


## VIRGINIA EMPLOYMENT COMMISSION PANDEMIC RESPONSE STRATEGIES

### REV GRANTS

#### REV Grants for Virginia Workers Impacted by COVID-19

Last fall, Virginia's Community Colleges received \$27M to help Virginians who lost their jobs due to the COVID-19 pandemic. The funds provide qualifying students free access to educational training for jobs that Virginia employers are eager to fill.

The deadline for Re-Employing Virginians (REV) Grants has now been extended through December 2021. These grants cover community college tuition for unemployed and underemployed Virginians who wish to train in one of the following fields: Early Childhood Education, Healthcare, Information Technology, Manufacturing, Public Safety, and Skilled Trades.



Training courses for individuals who are unemployed or underemployed due to COVID-19, offered by Virginia's Community Colleges with up to \$3,000 to cover tuition and fees.

To learn more, visit [vccs.edu/rev/](https://vccs.edu/rev/)

### JOB FAIRS

## VIRGINIA CAREER WORKS STATEWIDE JOB FAIR

Job fairs showcasing positions in specific industries.

To learn more, visit [virginia.gov/find-a-job/job-fair](https://virginia.gov/find-a-job/job-fair)

### FREE GED TESTING

Take the **GED** test  
**for FREE**  
Enroll in an Adult Education Program to get started



Students enrolled in adult education for 12 or more hours and pass the practice test can earn free vouchers for the GED(R) test through the Virginia Department of Education.

To learn more, visit [doe.virginia.gov/instruction/adulted/ged/index.shtml](https://doe.virginia.gov/instruction/adulted/ged/index.shtml)

### Programs within Agency

- Labor Market Information
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit

### WIOA Core Programs: Administering Agencies

- **Virginia Community College System** – Administers WIOA Adult (A), Dislocated Worker (DW), Youth (Y) and Layoff Aversion (Rapid Response) programs
- **Virginia Department of Education** – Administers Adult Education (AE) programs
- **Virginia Employment Commission** – Administers WP, Trade Adjustment Assistance, Work Opportunity Tax Credit, Foreign Labor Certification, Jobs for Veterans State Grants, RESEA and Rapid Reemployment (Rapid Response) programs
- **Virginia Department for the Blind and Vision Impaired and Virginia Department for Aging and Rehabilitative Services** – Administer Vocational Rehabilitation (VR) programs

### Contact

Joyce Fogg, Public Relations Manager  
[joyce.fogg@vec.virginia.gov](mailto:joyce.fogg@vec.virginia.gov)

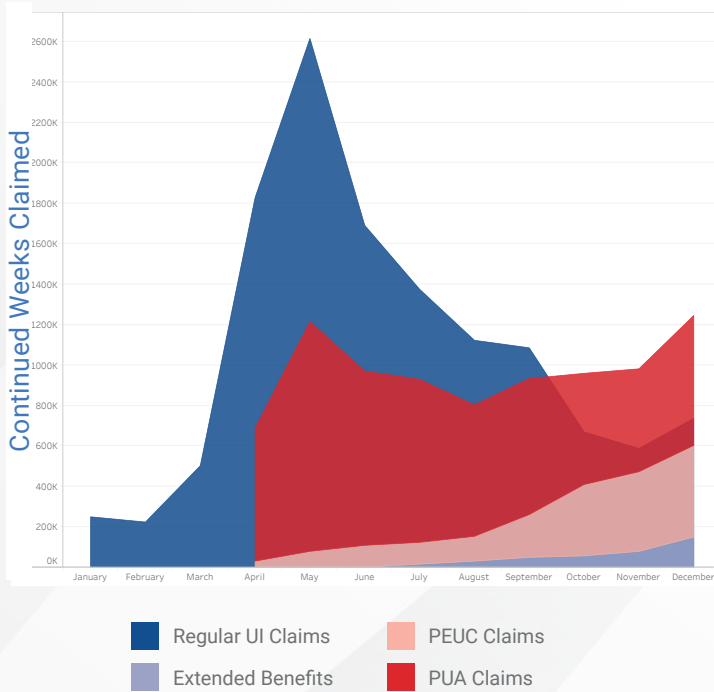




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

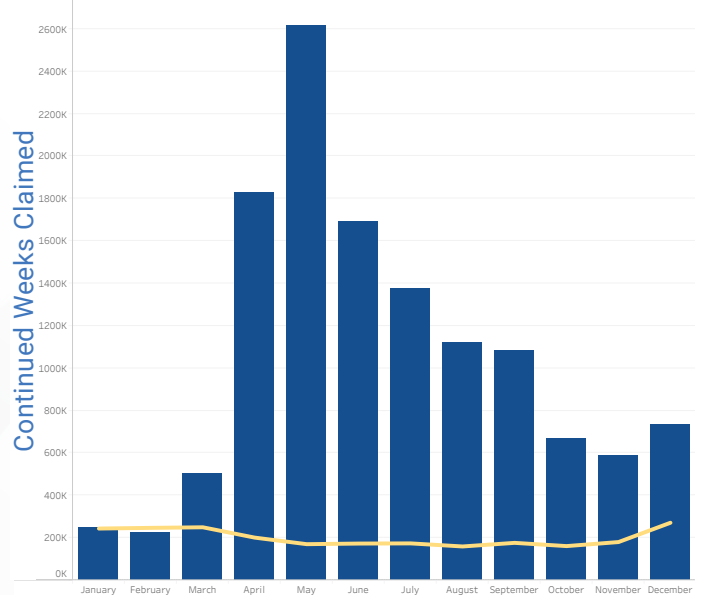
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

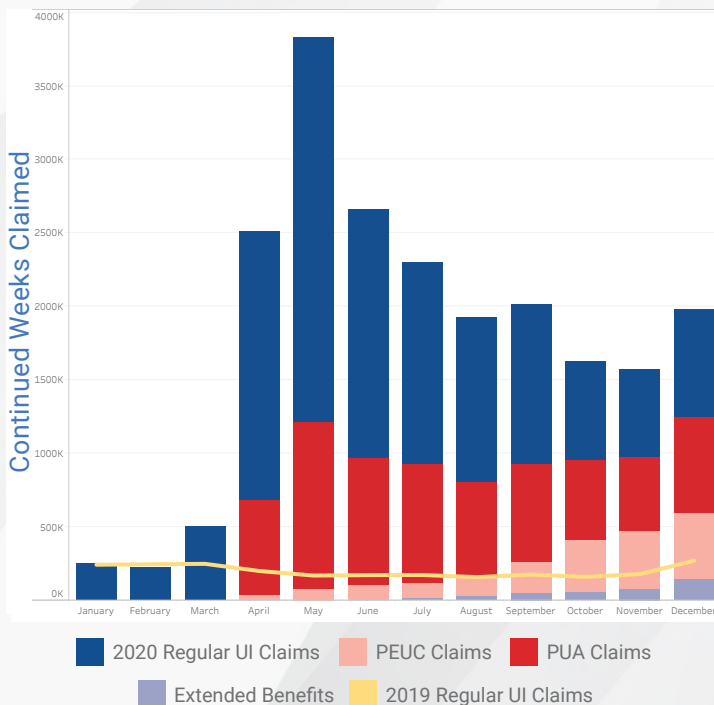
CY 2020



**Regular UI Claims** **12.7M** CY 2020 | **2.4M** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

<b>Regular UI Claims</b> <i>Total benefits paid</i>	<b>\$4.3B</b>	<b>\$968.2M</b>
<b>Pandemic Unemployment Assistance</b>	<b>\$1.4B</b>	<b>\$0</b>
<b>Federal Pandemic Unemployment Compensation</b> <i>(as of 11/30/20)</i>	<b>\$5.8B</b>	<b>\$0</b>
<b>Pandemic Emergency Unemployment Compensation</b>	<b>\$995.5M</b>	<b>\$0</b>
<b>State Extended Benefits</b>	<b>\$185.6M</b>	<b>\$0</b>
<b>Pandemic Relief Payment Program</b> <i>(estimated)</i>	<b>\$55.0M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$12.7B</b>	<b>\$0</b>
<b>Lost Wage Assistance</b> <i>(estimated FEMA allocation)</i>	<b>\$968.8M</b>	<b>\$0</b>
<b>All Claims</b> <i>Total Benefits Paid (estimated)</i>	<b>\$13.7B</b>	<b>\$968.2M</b>



## WASHINGTON EMPLOYMENT SECURITY DEPARTMENT | PANDEMIC RESPONSE STRATEGIES

### ECONOMIC RECOVERY PLAN



The State Workforce Board developed a recovery plan that focuses on equity and inclusion as well as integrated service delivery buttressed by a data-sharing and common cross-program intake system.

To learn more, visit [wtb.wa.gov/wp-content/uploads/2021/01/WEB\\_EconRecovPlan.pdf](http://wtb.wa.gov/wp-content/uploads/2021/01/WEB_EconRecovPlan.pdf)

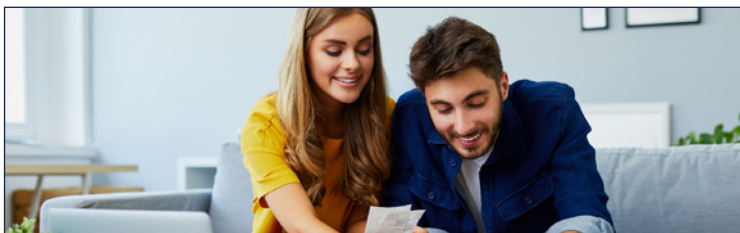
### ID.ME



ID.me allows unemployment claimants to securely verify their identities online. ID.me is a federally-certified identity verification provider specializing in digital identity protection, and is utilized by several states to address the high volume of unemployment fraud across the nation.

To learn more, visit [help.id.me/hc/en-us/articles/360060893313-How-do-I-verify-my-identity-for-the-Washington-State-Employment-Security-Department-ESD](http://help.id.me/hc/en-us/articles/360060893313-How-do-I-verify-my-identity-for-the-Washington-State-Employment-Security-Department-ESD)

### PANDEMIC RELIEF PAYMENT PROGRAM



Governor Inslee authorized the use of federal CARES Act funds to help Washington claimants whose PUA benefits expired on Dec. 26 and were waiting for federal legislation to extend those benefits.

To learn more, visit [esd.wa.gov/unemployment/pandemic-relief](http://esd.wa.gov/unemployment/pandemic-relief)

### Programs within Agency

- Career Connect Washington
- Foreign Labor Certification (H-2A and H-2B)
- Labor Market Information
- National Dislocated Worker Disaster Recovery
- National Dislocated Worker Employment Recovery
- National Dislocated Worker Opioid Demonstration
- Paid Family and Medical Leave
- Reemployment Services and Eligibility Assessments (RESEA)
- Resources to Successful Employment/Basic Food Education and Training (RISE/BFET)
- Trade Adjustment Assistance
- Unemployment Insurance (UI), including Reemployment Services and Eligibility Assessment (RESEA)
- Jobs for Veterans State Grant
- Washington Service Corps/AmeriCorps
- WIOA Title III Employment Services, including Migrant and Seasonal Farm Workers
- (WIOA Title I-B Adult (A)
- WIOA Title I-B Dislocated Worker (DW)
- WIOA Title I-B Youth (Y)
- WorkFirst Employment Services (under TANF)

### WIOA Core Programs: Administering Agencies

- **Employment Security Department** – Administers Title I-B (A, DW, Y) and Title III programs
- **State Board of Community and Technical Colleges** – Administers Title II Adult Education (AE) and Literacy programs
- **Department of Social and Health Services, Division of Vocational Rehabilitation, and Department of Services for the Blind** – Administer Title IV Vocational Rehabilitation (VR) programs

### Contact

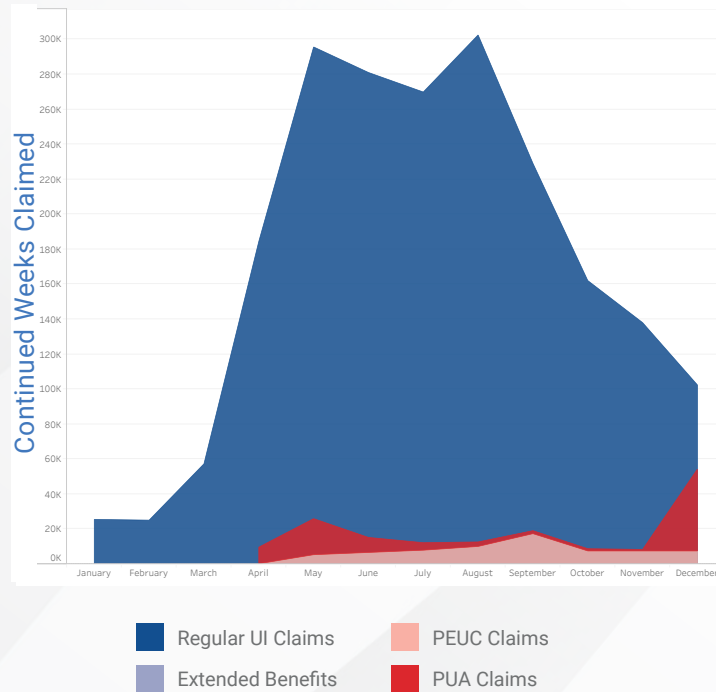
Cami Feek, Acting Commissioner  
[cfeek@esd.wa.gov](mailto:cfeek@esd.wa.gov)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

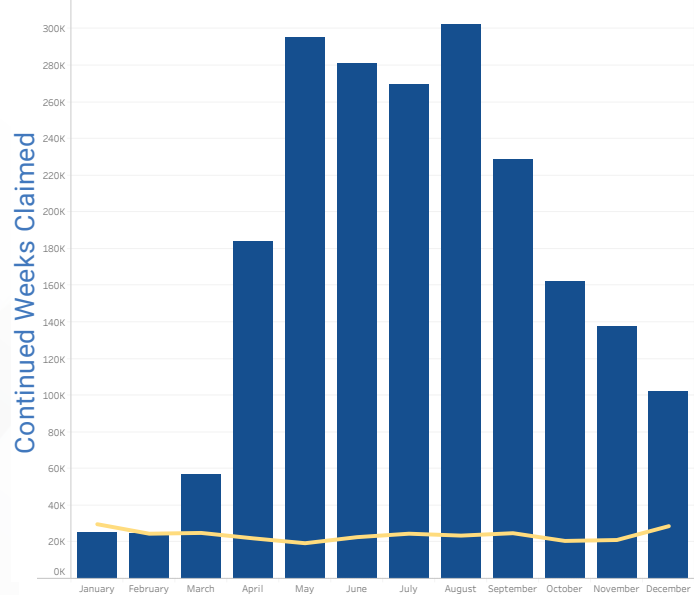
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



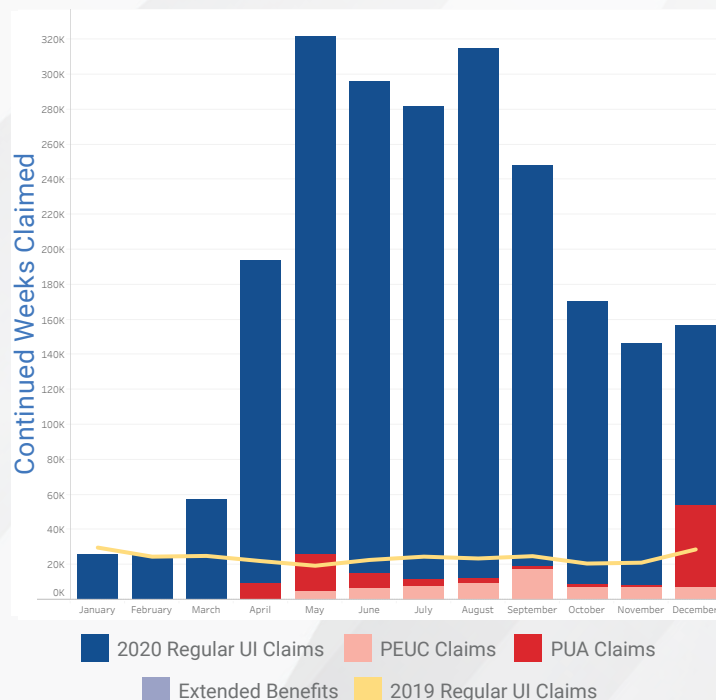
Regular UI Claims

**2.1M**  
CY 2020

**287.1K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$645.9M</b>	<b>\$112.3M</b>
Pandemic Unemployment Assistance	<b>\$8.6M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$732.2M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$27.2M</b>	<b>\$0</b>
State Extended Benefits	<b>\$0</b>	<b>\$0</b>
DC Pandemic Unemployment Assistance Stimulus	<b>\$11.5M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$1.4B</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$124.8M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$1.6B</b>	<b>\$112.3M</b>

## D.C. DEPARTMENT OF EMPLOYMENT SERVICES PANDEMIC RESPONSE STRATEGIES

### DC INFRASTRUCTURE ACADEMY



DCIA is on the forefront of job readiness training and putting District residents back to work.

To learn more, visit [does.dc.gov/service/dc-infrastructure-academy](https://does.dc.gov/service/dc-infrastructure-academy)

### VIRTUAL WORKFORCE TRAINING & RESOURCES



Virtual workshops will enhance your skills and keep you up-to-date with the latest information and technology.

To learn more, visit [does.dc.gov/service/american-job-center](https://does.dc.gov/service/american-job-center)

### PANDEMIC UNEMPLOYMENT STIMULUS



A one-time stimulus payment of \$1,200 to approximately 20,000 District residents hit hardest by the COVID-19 pandemic.

To learn more, visit [mayor.dc.gov/release/mayor-bowser-announces-1200-local-stimulus-payment-support-nearly-20000-washingtonians](https://mayor.dc.gov/release/mayor-bowser-announces-1200-local-stimulus-payment-support-nearly-20000-washingtonians)

### Programs within Agency

- Labor Market Information
- Paid Family Leave
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Education and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Department of Employment Services** – Administers WIOA (A, DW, Y) and WP programs
- **Office of the State Superintendent of Education, Adult and Family Education Department** – Administers Adult Education (AE) and Family Literacy programs
- **Department on Disability Services, Rehabilitation Services Administration** – Administers Vocational Rehabilitation (VR) programs

### Contact

Unique Morris-Hughes  
[unique.morris-hughes2@dc.gov](mailto:unique.morris-hughes2@dc.gov)

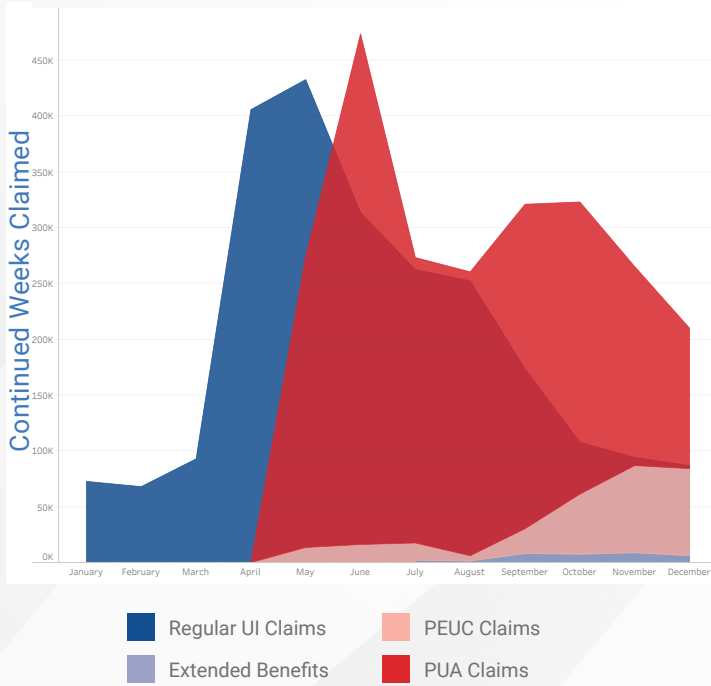




## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

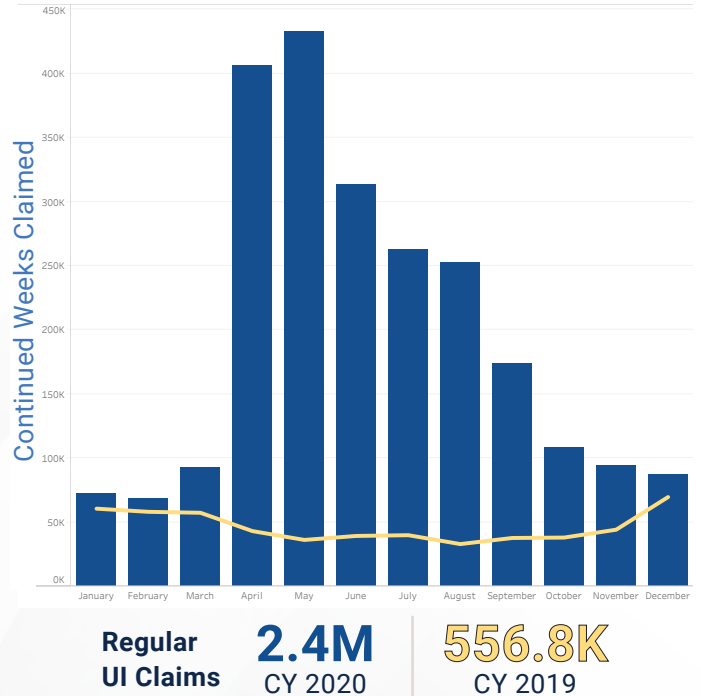
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



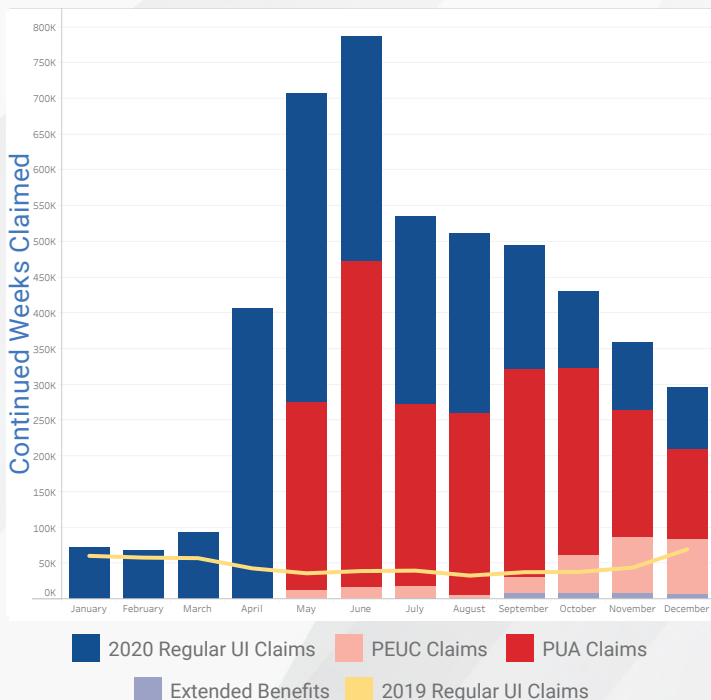
Regular UI Claims

**2.4M**  
CY 2020

**556.8K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$558.5M</b>	<b>\$182.7M</b>
Pandemic Unemployment Assistance	<b>\$107.0M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$1.1B</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$74.6M</b>	<b>\$0</b>
State Extended Benefits	<b>\$11.1M</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$1.9B</b>	<b>\$0</b>
Lost Wage Assistance <i>(estimated FEMA allocation)</i>	<b>\$116.3M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid (estimated)</i></b>	<b>\$2.0B</b>	<b>\$182.7M</b>

## WORKFORCE WEST VIRGINIA PANDEMIC RESPONSE STRATEGIES

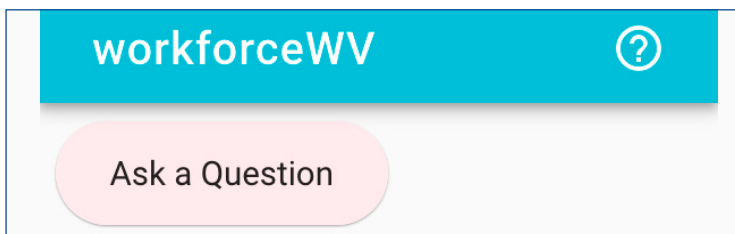
### JOBS & HOPE



This program offers support through a statewide collaboration of agencies that provide West Virginians in recovery the opportunity to obtain career training and to ultimately secure meaningful employment.

To learn more, visit [jobsandhope.wv.gov](http://jobsandhope.wv.gov)

### ONLINE CHAT



This new feature allows job seekers & employers to receive assistance with UI services.

To learn more, visit [workforcewv.org](http://workforcewv.org)

### Programs within Agency

- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wagner-Peyser (WP)
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Workforce West Virginia** – Administers WIOA (A, DW, Y) and WP programs
- **West Virginia Department of Education** – Administers Adult Education (AE) and Family Literacy programs
- **West Virginia Division of Rehabilitation Services** – Administers Vocational Rehabilitation (VR) programs

### Contact

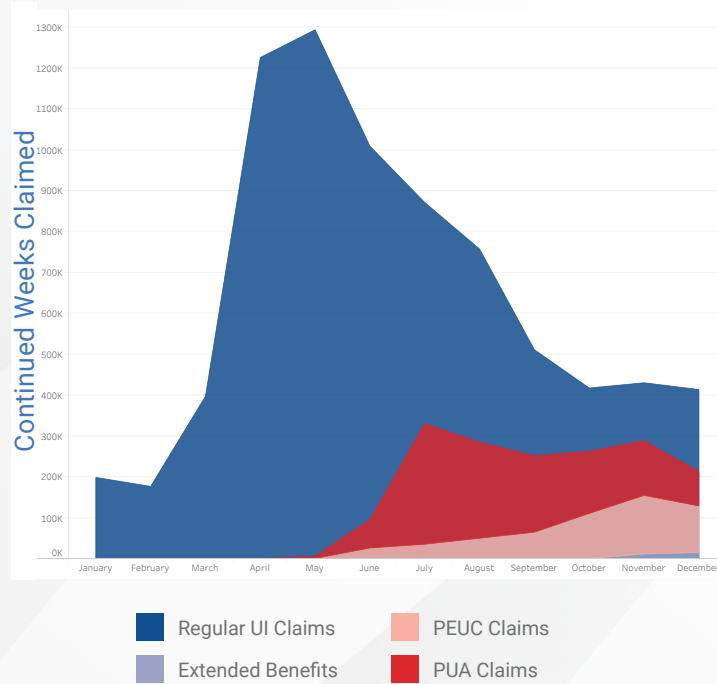
Jeff Green, Director | [jeffrey.a.green@wv.gov](mailto:jeffrey.a.green@wv.gov)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

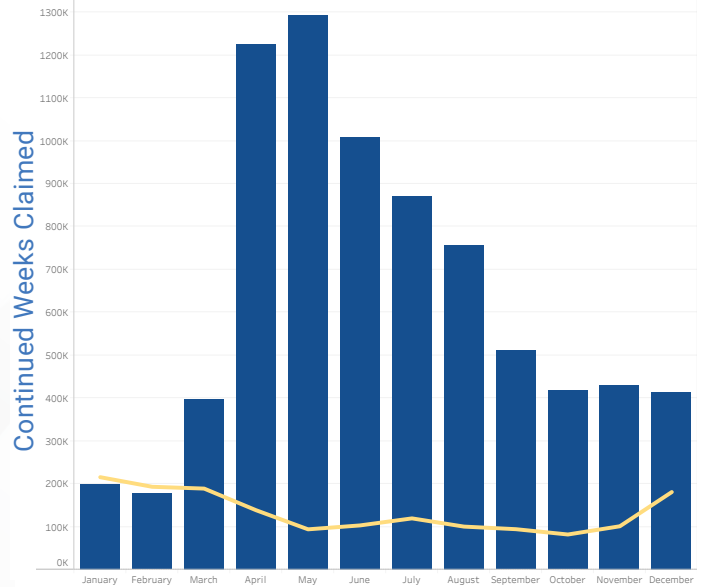
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

CY 2020



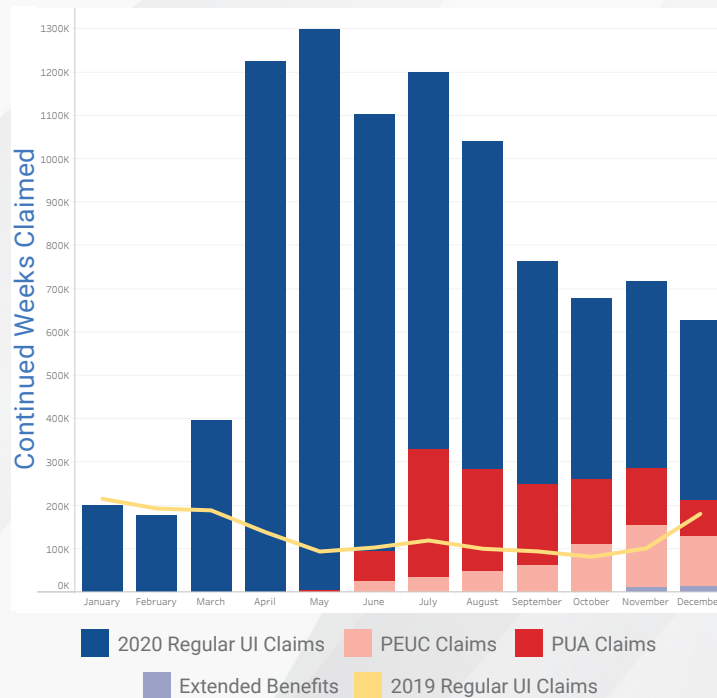
Regular UI Claims

**7.7M**  
CY 2020

**108.0K**  
CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims  
Total benefits paid

**\$1.6B**

**\$391.0M**

Pandemic Unemployment Assistance

**\$195.6M**

**\$0**

Federal Pandemic Unemployment Compensation

**\$2.6B**

**\$0**

Pandemic Emergency Unemployment Compensation

**\$165.1M**

**\$0**

State Extended Benefits

**\$0**

**\$0**

**Sub Total**

**\$4.6B**

**\$0**

Lost Wage Assistance

**\$217.4M**

**\$0**

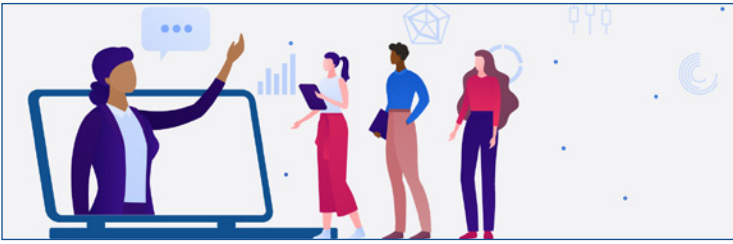
All Claims  
Total Benefits Paid

**\$4.8B**

**\$391.0M**

## WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

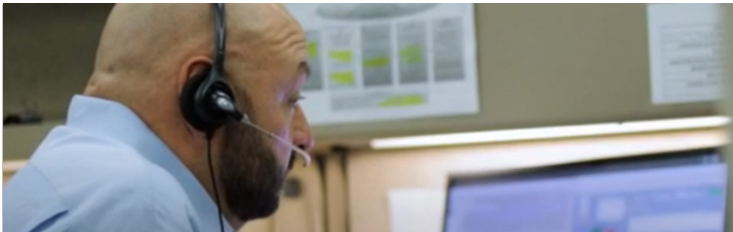
### VIRTUAL WORKSHOPS



DWD began to offer virtual workshops, previously provided in-person and now presented online through a webinar. Attendees stream video and audio through a computer or use a phone to participate. Topics have included: Resume Writing, Re-Entry for Justice Involved Job Seekers, Interviewing, LinkedIn Strategies.

To learn more, visit [dwd.wisconsin.gov/det/workshops/virtual.htm](http://dwd.wisconsin.gov/det/workshops/virtual.htm)

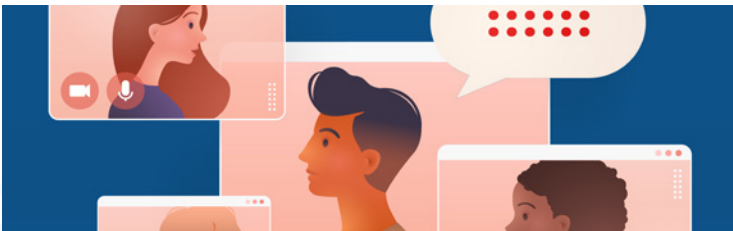
### RESEA SERVICE DELIVERY



To minimize the impact on customers who were required to attend a Re-employment Services and Eligibility Assessment session to maintain UI eligibility, the program quickly moved from in-person appointments to tele-sessions. The level of service is maintained and enhanced with one-on-one attention focused to an individual's needs. Through November 20, 2020, Job Service has served 19,338 RESEA participants in one-on-one telephone sessions.

To learn more, visit [dwd.wisconsin.gov](http://dwd.wisconsin.gov)

### EFFECTIVE CONSUMER COMMUNICATION STRATEGIES



DVR staff made themselves readily available to consumers through email, multiple phone numbers, digital meetings, and, if there were no other options, socially distanced in-person meetings. The Division also sought and obtained approval to do verbal agreements with consumers, in lieu of signatures, which expedited consumer services.

### Programs within Agency

- Apprenticeship
- Equal Rights
- Jobs for Veterans State Grants (JVSG)
- Labor Market Information
- Migrant and Seasonal Farmworkers
- Reemployment Services and Eligibility Assessments (RESEA)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Vocational Rehabilitation (VR)
- Wage and Hour
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)

### WIOA Core Programs: Administering Agencies

- **Wisconsin Department of Workforce Development and 11 Local Workforce Boards** – Administer WIOA (A, DW, Y) programs
- **Wisconsin Technical College System** – Administers Adult Education (AE) and Family Literacy programs
- **Wisconsin Department of Workforce Development, Bureau of Job Service** – Administers WP programs
- **Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation** – Administers VR programs

### Contact

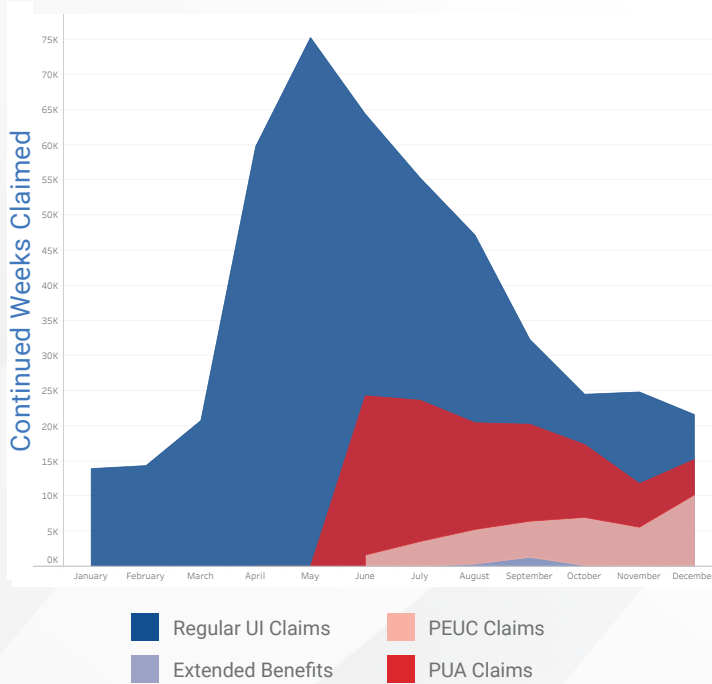
Tyler Tichenor, Communications Specialist  
[tyler.tichenor@dwd.wisconsin.gov](mailto:tyler.tichenor@dwd.wisconsin.gov)



## Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

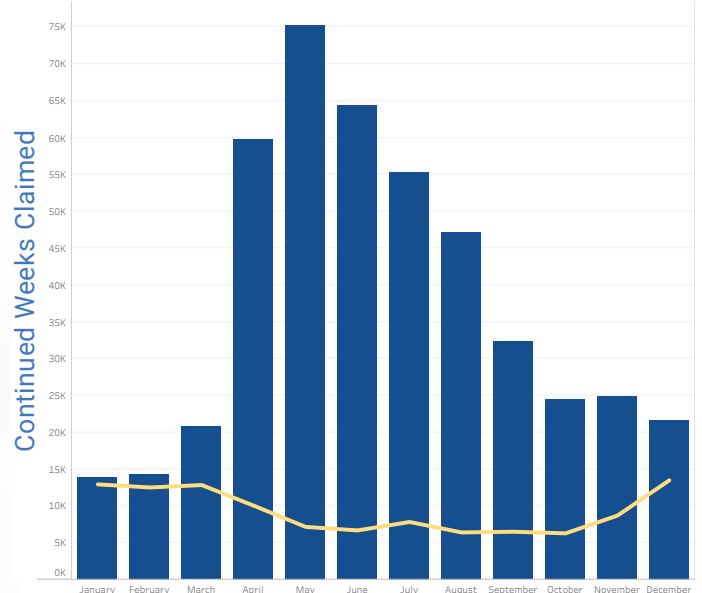
### TOTAL CLAIMS PROCESSED

CY 2020



### REGULAR UI CLAIMS PROCESSED

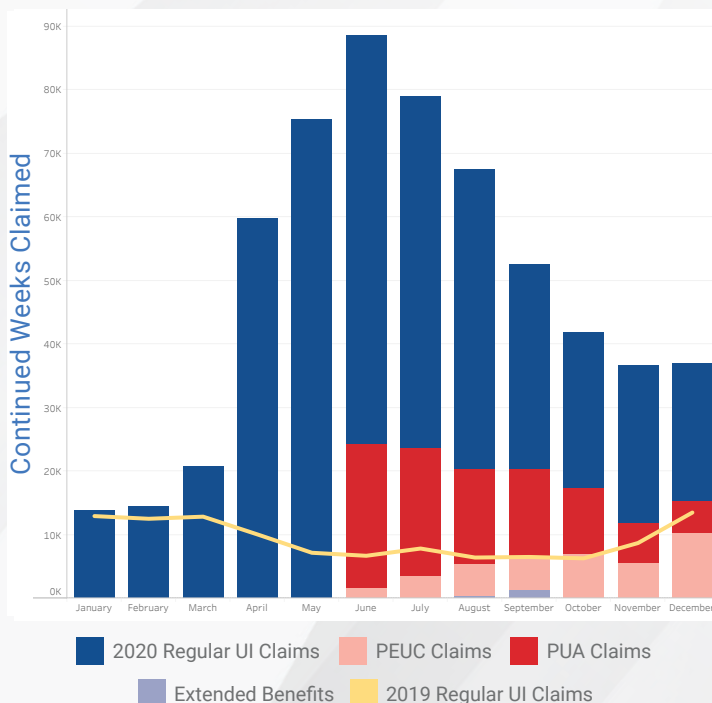
CY 2020



Regular UI Claims **453.8K** CY 2020 | **111.4K** CY 2019

### TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



### BENEFITS PAID

CY 2020

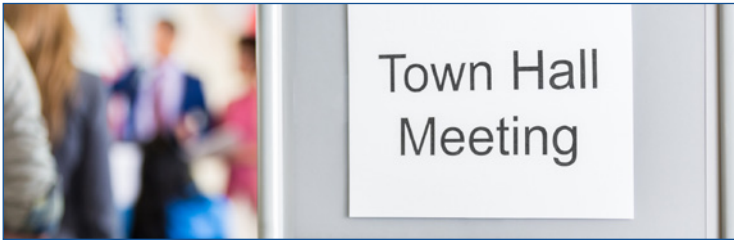
CY 2019

Regular UI Claims <i>Total benefits paid</i>	<b>\$180.8M</b>	<b>\$47.0M</b>
Pandemic Unemployment Assistance (as of 11/30/20)	<b>\$14.7M</b>	<b>\$0</b>
Federal Pandemic Unemployment Compensation	<b>\$193.6M</b>	<b>\$0</b>
Pandemic Emergency Unemployment Compensation	<b>\$17.4M</b>	<b>\$0</b>
State Extended Benefits	<b>\$582.5K</b>	<b>\$0</b>
<b>Sub Total</b>	<b>\$407.1M</b>	<b>\$0</b>
Lost Wage Assistance	<b>\$16.0M</b>	<b>\$0</b>
<b>All Claims <i>Total Benefits Paid</i></b>	<b>\$423.1M</b>	<b>\$47.0M</b>



## WYOMING DEPARTMENT OF WORKFORCE SERVICES | PANDEMIC RESPONSE STRATEGIES

### VIRTUAL TOWN HALLS



Informational sessions to explain benefits and options available through Workforce Services.

To learn more, visit [wyomingworkforce.org/news/2020-04-17a](https://wyomingworkforce.org/news/2020-04-17a)

### VIRTUAL AND DRIVE-THROUGH JOB FAIRS



Drive-through and virtual job fairs and hiring events were implemented to protect against illness while providing assistance.

To learn more, visit [wyomingworkforce.org](https://wyomingworkforce.org)

### ENHANCED RAPID RESPONSE



Resources and assistance provided in Rapid Response now available to any layoff, and information is readily available to any DWS employee.

*Image from previous in-person Rapid Response event*

### Programs within Agency

- Dads Making a Difference Program
- Federal Bonding
- Foreign Labor Certification
- Jobs for Veterans State Grant (JVSG)
- Labor Market Information
- Labor Standards
- Migrant and Seasonal Farmworkers
- Personal Opportunities with Employment Responsibilities (POWER)
- Senior Community Services Employment Program (SCSEP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Vocational Rehabilitation (VR)
- Wagner-Peyser (WP)
- Work Opportunity Tax Credit
- Workers' Compensation
- Workforce Development Training Fund
- Workforce Innovation and Opportunity Act (WIOA)
  - Adult (A)
  - Dislocated Worker (DW)
  - Youth (Y)
- Wyoming Grown Program

### WIOA Core Programs: Administering Agencies

- **Wyoming Department of Workforce Services** – Administers WIOA (A, DW, Y), WP and VR programs
- **Wyoming Community College Commission** – Administers Adult Education (AE) and Literacy programs

### Contact

Ty Stockton, Communications Manager  
[tyler.stockton@wyo.gov](mailto:tyler.stockton@wyo.gov)



