

December ALC Unemployment Update



December 18, 2020

- Mandatory weekend work has been discontinued in our local offices due to the significant decline in weekend call volume. Weekend work is on a voluntary basis now.
- Christmas: DWS offices will be closed Christmas Eve, Christmas Day and the day after Christmas (Saturday).
- Annual Leave Carry-over: Local office staff who have worked weekends or who have been designated as essential and unable to take vacation will be allowed to carry over annual leave hours in excess of 240 hours.

	<u>11/14/20</u>	<u>12/12/20</u>
UI Fraud Claims	30,669	32,652
PUA Fraud Claims	1,520	1,817
Total UI and PUA Fraud Claims	32,189	34,469
Dollar Amount of Fraudulent Benefits Paid Out	\$12,290,804	\$13,022,738
Amount Recovered	\$1,027,402	\$1,082,882

- 59,739 PUA claims are flagged for review based upon DWS fraud detection algorithms.
- Beginning December 4, each flagged claimant received a letter and an email requiring the claimant to log onto an ID verification web site which captures a picture of the back of their driver's license.
- So far, 4,634 (8%) have responded and 2,514 claims have been released for processing.
- The low response rate confirms our suspicion that the majority of the flagged claims are likely fraudulent.
- Claimants who do not provide an identification within 10 days will have their claim deactivated.

	<u>11/14/20</u>	<u>12/12/20</u>
Claims Pending 0-29 Days	6,162	5,586
Claims Pending 30-60 Days	8,386	7,007
Claims Pending 61-90 Days	8,275	7,684
Claims Pending More Than 90 Days	3,364	6,197
Total Claims Pending in Adjudication	26,187	26,474
Appeals Pending	7,294	8,103

Claims Cleared Since November 14

7,829

Issues Cleared Since November 14

12,688

- Claim resolution is fact-intensive, necessitating supplemental information from the claimant and the employer; most claims have multiple issues.
- Steps we are taking to increase claims adjudication productivity:
 - Adding staff to claims adjudication, however it takes several months before a new hire is proficient in claims adjudication;
 - Enabling local offices to resolve some issues without the involvement of claims adjudicators;
 - Streamlining documentation that is required to close a claim;
 - Stood up a dedicated group to process supplemental documents associated with a claim.

Steps we are taking to address the adjudication and appeals backlog:

- Increasing adjudication staff from 26 to 33; we expect 7 positions to be filled by December 31.
- Appeals Tribunal staff will increase from 14 to 46; so far 22 positions have been filled.
- Board of Review staff will increase from 8 to 18 by Dec. 31; so far 16 positions have been filled.