

The background features a large, stylized graphic composed of several overlapping, semi-transparent rings. The rings are primarily light blue and light green, with some darker shades of blue and green. The rings are arranged in a way that they appear to be part of a larger, circular or semi-circular structure, with some rings being more prominent than others. The overall effect is a modern, clean, and professional look.

Employment Security Department Update

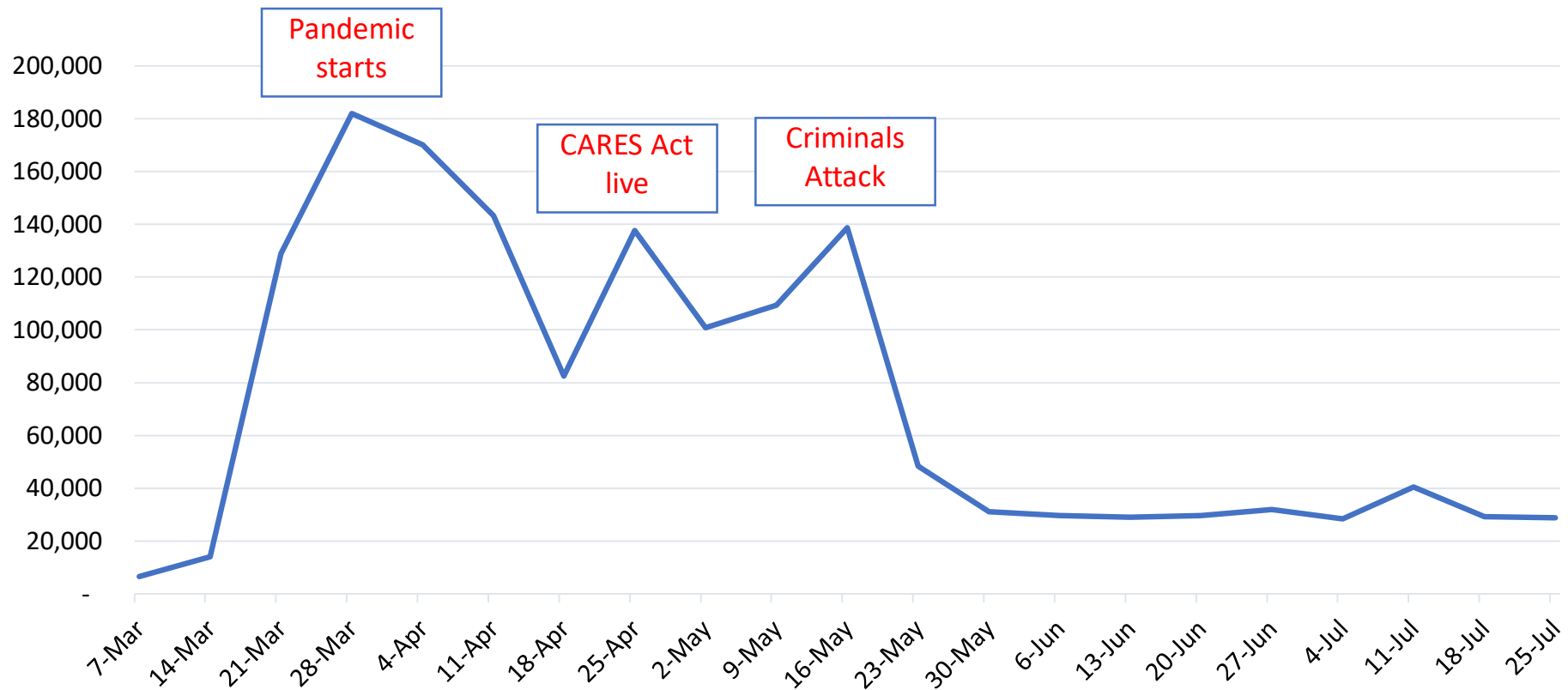
September 15, 2020

Agenda

- Context and Data
- Imposter Fraud Update
- Customer Experience
- UI Trust Fund
- Unemployment Insurance Advisory Committee
- Lost Wages Assistance Program
- Looking Back – Looking Forward

Context: Three Waves

Statewide Initial Regular Claims – Weekly Totals Through the End of July



SOURCE: Data from the ESD unemployment insurance claim announcement for the week ending July 25, 2020

Benefits data dashboard

(en español)

Welcome to the unemployment benefits data dashboard. This dashboard tracks benefits data since the COVID-19 crisis started, including information about payments, the claimant population, status of claims processing and more. This should help you stay up to speed on our status, progress and performance of claims processing as the pandemic continues.

\$10.25 Billion
Total paid

For payments made since
March 8, 2020 – September 5, 2020

\$3,359,462,723

State unemployment insurance

\$5,714,922,978

Federal Pandemic Unemployment Compensation

\$923,410,529

Pandemic Unemployment Assistance

\$207,276,989

Pandemic Emergency Unemployment Compensation

\$27,014,787

Extended Benefits

FPUC, PUA, PEUC, and EB are federal unemployment programs made available through the federal CARES Act.

\$10.25 Billion paid (March 8, 2020-September 5, 2020): \$3,359,462,723 UI | \$5,714,922,978 FPUC | \$923,410,529 PUA | \$207,276,989 PEUC | \$27,014,787 EB

<https://esd.wa.gov/unemployment/dashboard>

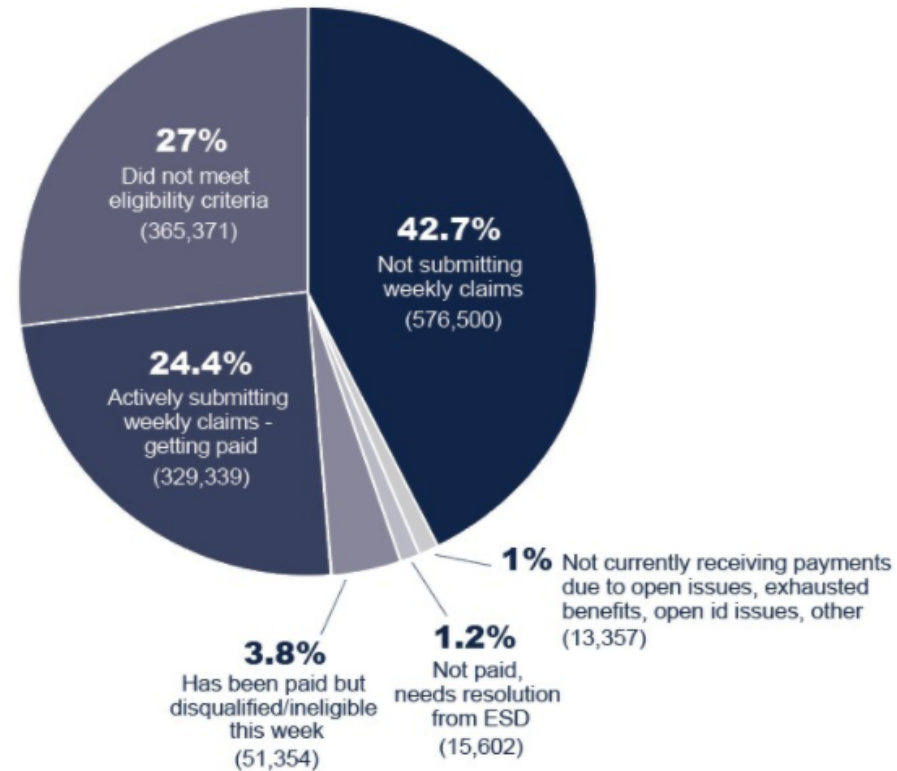
Claimants

Includes those who have applied for unemployment benefits March 8 – September 5, 2020.

Total number of individuals who have applied for benefits: 1,351,523

Total number of individuals who have filed an initial claim and have been paid: 1,024,774 (76% of total applicants)

Total claimants not currently receiving payment and need resolution by ESD: 23,401 (1.7% of total applicants)



<https://esd.wa.gov/unemployment/dashboard>

Appeals

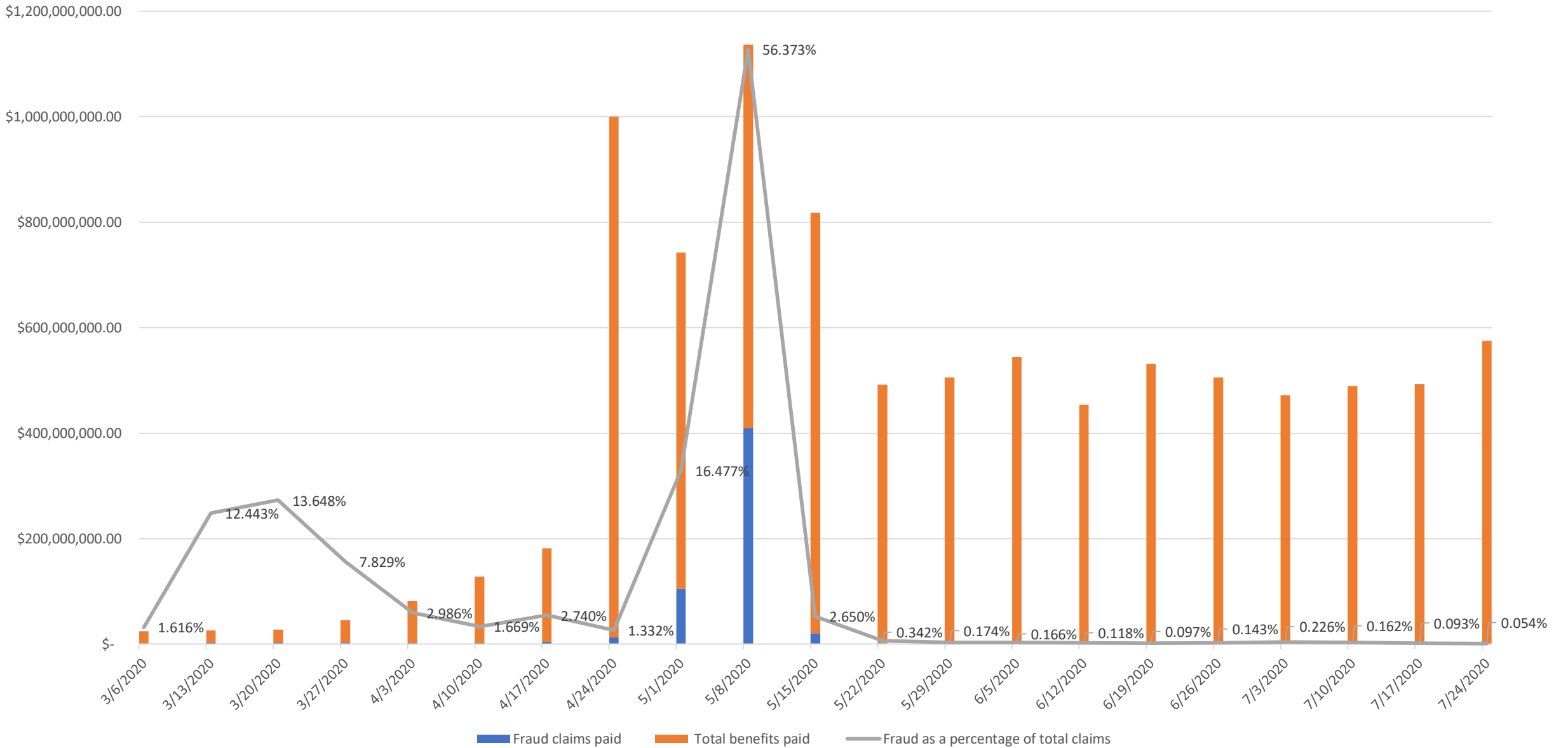
- Claimants who filed appeals 3/8-8/28: **90,464** (~6.8% of total claimants)
- Total appeals tasks¹ during that time: **109,097**
- Of these – **94,177** tasks have been completed by ESD – breakout below
- **14,920** appeal tasks from **13,215** distinct individuals remain as of 09/11 for this group

Appeal Task Resolution	Total	Percentage
Sent to OAH	19,120	20%
Redetermined by ESD	62,941	67%
No action required ²	12,116	13%
Total	94,177	100%

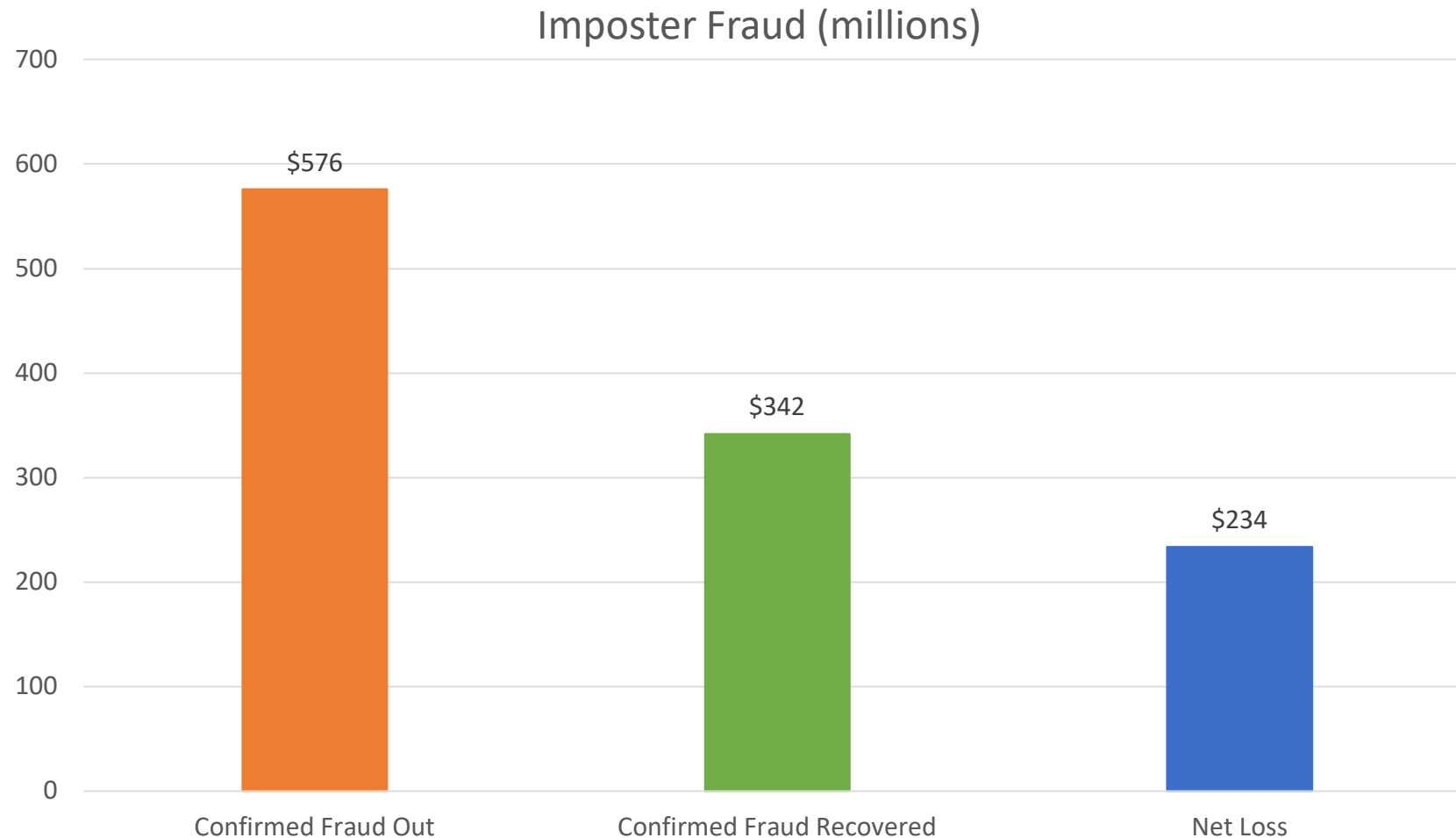
	June	July	Aug	Sept up through 9/7
Appeals sent to OAH	2,335	3,089	5,402	1,759

1. an appeal task is not necessarily an appeal. These are communications submitted online, via mail or fax, that need to be reviewed by an appropriate staff person to determine whether it is in fact an appeal request and whether it duplicates other appeals requests.
2. Issue was resolved in other way and/or appeal no longer necessary

Fraudulent Claims Paid as a percent of Total Claims



Net Fraud Loss Minimized



Note:

- Most weeks, we distributed approx. \$500M in benefits
- We don't yet know the breakdown of federal/state for the fraud funds out
- However, for paid claims thus far, 1/3 has been state & 2/3 federal funding

Fraudulent Funds Prevented

At a Minimum

~\$200M

- Assumes **1** week prevented
- Includes
 - Confirmed¹ fraud filed & unpaid
 - Confirmed fraud filed & paid an initial amount

Most Likely

~\$1.5B

- Assumes **5.1** weeks prevented (average # of backdated weeks)
- Includes
 - Confirmed fraud that was filed and unpaid
 - Confirmed fraud that was filed and paid an initial amount
 - Calculated fraud that was unfiled²

Possible

~\$4.0B

- Assumes **13.9** weeks prevented (average # of backdated weeks + remainder of the 26 weeks)
- Includes
 - Confirmed fraud that was filed and unpaid
 - Confirmed fraud that was filed and paid an initial amount
 - Calculated fraud that was unfiled²

1. Defined per agency definition of confirmed fraud

2. **ESTIMATED** based on claim volume avoided during the week of May 14-20th multiplied by average medium and high values per confirmed fraud claims filed the week of May 7-13th

Source: UTAB, ESD Data as of 7/28/2020. All utilize the average weekly benefit at that time of \$1,280 which includes the weekly benefit amount plus FPUC

Don't Mess With Washington!

The Next Section will be the Full List of States That are still paying the Unemployment Funds and also States that have Stopped Paying. **States to stay away from (could get you Tracked & arrested)**

PANDEMIC/UNEMPLOYMENT TUTORIAL Section B BY @WALLSTREETCALIFORNIA

Join Us here--]]>>> <https://www.youtube.com/channel/UC...>

“States to stay away from (could get you Tracked & arrested)”

BELOW IS THE LIST OF STATES WHO ARE STILL PAYING FOR THE UNEMPLOYMENT BENEFITS:

1• Alabama

General unemployment portal: <https://www.labor.alabama.gov/>

Direct PUA Portal: N/A

Minimum Pay = \$45/week
Maximum Pay = \$275/week

Still paying ? Yes

2• Alaska

29• Wyoming

General unemployment portal: <https://wyui.wyo.gov/>

Direct PUA Portal: N/A

Minimum Pay = \$36/week
Maximum Pay = \$508/week

Still paying ? Yes

• STATES WHICH APPLICATION CAN GET YOU TRACKED AND IN TROUBLE

- 1• Washington
- 2• Massachusetts
- 3• Illinois
- 4• Ohio

• WHICH STATES HAVE STOPPED PAYING THE PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)

- 1• Illinois
- 2• Kansas
- 3• Nevada
- 4• New Hampshire
- 5• Ohio
- 6• West Virginia
- 7• Wisconsin

i will be posting some free ssn info on the channel momentarily, so kindly follow the channel for more Updates:

Join Us here--]]>>> <https://www.youtube.com/channel/UC...>

“States which application can get you tracked and in trouble
1) Washington...”

But we can't and won't be complacent. We assume they'll come back w/a vengeance

Overall Product and Customer Experience



More compassionate compliance



Communications clarity



More accessible customer service

Reduced backlog
Improved phone service
Increased staff volume
Language access improvements



Technology improvements/upgrades



Fourth wave preparations

Employment services
Another UI demand spike

Unemployment Benefits During Crisis

- **State Funded**

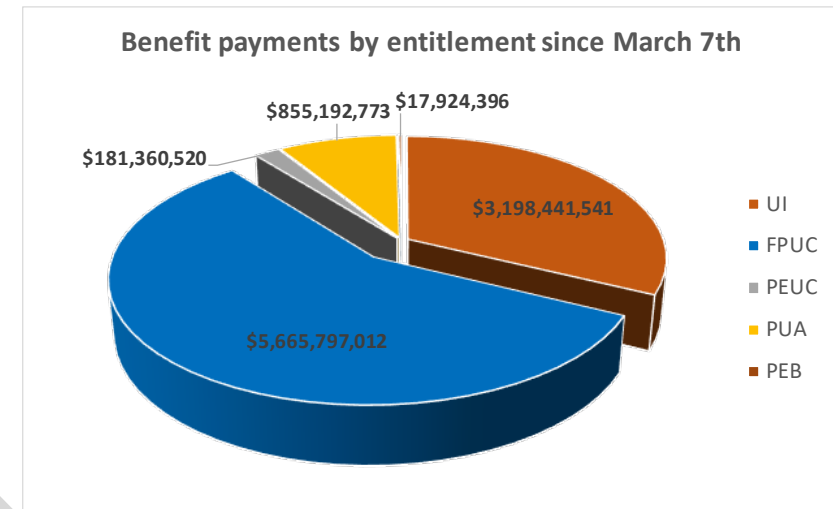
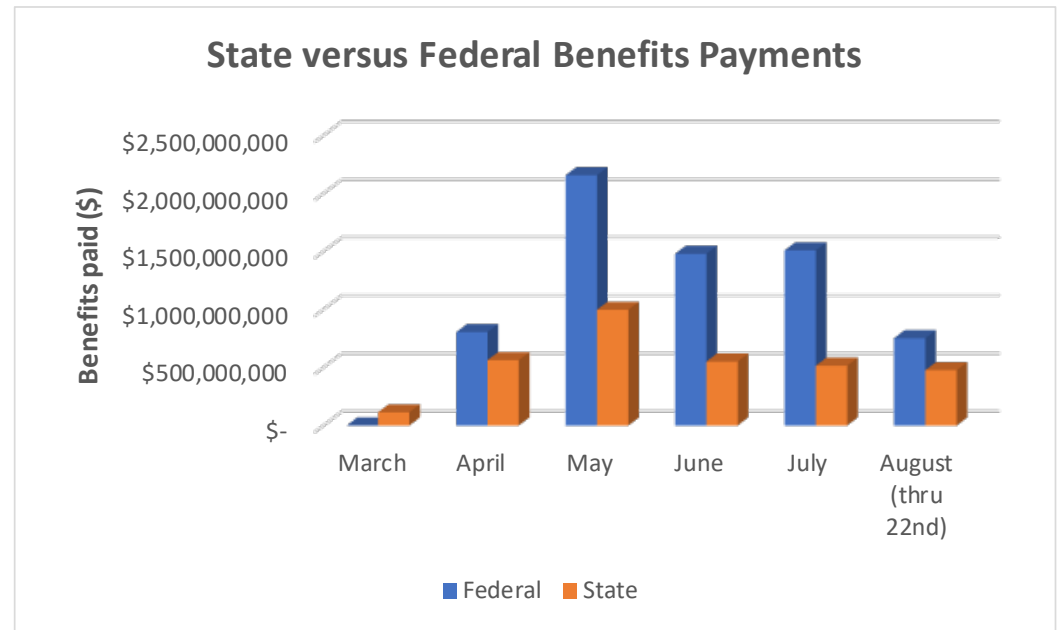
- Unemployment Insurance

- **Federally Funded**

- Pandemic Unemployment Assistance (PUA)
- Federal Pandemic Unemployment Compensation (FPUC)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Extended Benefits
- 100% SharedWork Reimbursement
- 100% Waiting Week Reimbursement
- 50% Reimbursable Employers Reimbursement

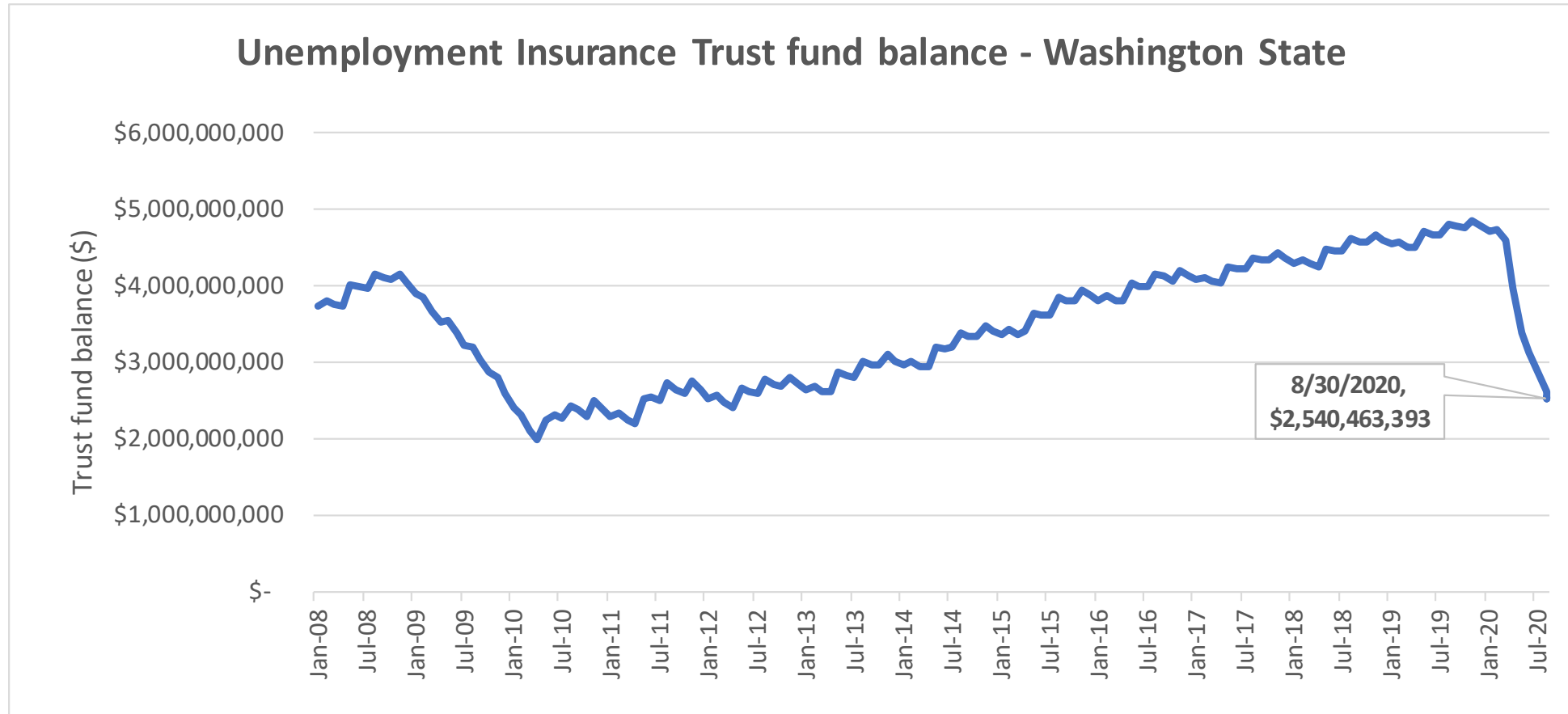
Benefits Paid During Crisis

- \$9.9 billion has been paid out in benefit payments between March 7 and August 22, 2020.
 - \$3.2 billion paid out in state benefits – from the UI trust fund
 - \$6.7 billion paid out in federal benefits (PUA, PEUC, FPUC, EB)



As of August 30th, the UI trust fund balance was at \$2.54 billion

Unemployment Insurance Trust Fund Balance



Unemployment Insurance Advisory Committee

- Goals
 - Recommendations to improve the unemployment benefits and tax system
 - Suggestions to enhance the solvency and stability of the unemployment trust fund
 - Consider and provide comment on ESD UI rulemaking
 - Consider and provide recommendations to improve ESD and its system partners' ability to prepare for, respond to and recover from major economic shifts
- Committee Members

<p>Julia Gorton Hospitality Association</p> <p>Tammie Hetrick Washington Food Industry Association (WFIA)</p> <p>Jerry Vanderwood Association of General Contractors (AGC)</p> <p>Robert Battles Association Of Washington Business, (AWB)</p>	<p>Sybill Hyppolite Washington State Labor Council (WSLC)</p> <p>Cindy Richardson UNITE/HERE Local 8</p> <p>Josh Swanson Operating Engineers 302</p> <p>Brenda Wiest Teamsters 117</p>	<p>Kevin Perkey Washington Workforce Association</p> <p>Daniel Zeitlin Employment Security Department</p> <p>Suzan LeVine Employment Security Department</p>
--	--	---

Lost Wages Assistance Program (LWA)



WASHINGTON APPROVED
FOR 6 WEEKS (MAX
ALLOWED)



\$300 PER WEEK PER
CLAIMANT FOR TOTAL
MAX OF \$1800



CLAIMANT CERTIFICATION
9/8-9/20



ESD WILL PAY THE BENEFIT
THE WEEK OF 9/21

Adapting to the Crisis

- Oxfam report – Washington is #1 place for workers during COVID-19
- Agency went from 5% to 95% telework
- Deployed several brand-new programs to help workers and businesses
- Massive ramp up in staffing throughout the crisis
- Issues to date:
 - Telephone system
 - Customer experience
 - Access to data
 - Scalability of systems
 - Sophisticated criminal attack

Upcoming Issues/Needs

- UI admin funding is retroactive – federal issue
- CARES Act 2.0
- Fourth wave
 - Job search assistance for those returning to the workforce
 - Preparing for another spike

Thank you

Suzi LeVine, Commissioner