

UNEMPLOYMENT CLAIMS PROGRESS

AS OF 8/31/2020

Regular Unemployment Claims Progress

Total number of claims received between March 15 and August 22:
552,600
-Comparison to previous time last year: **63,900**
Total number of people paid: **344,600**
Claims processed to date: **99%**
Claims remaining to be processed: **1,016**
Percent of claims processed since Project Focus 100 began: **100%**



Pandemic Unemployment Assistance (PUA) Claims Progress

Total number of claims received: **142,094**
Claims entered in system: **104,330**
Number of people paid: **46,102**
FOCUS PUA number of claims at start: **70,000** ✓
(Completed August 4)



Note: Updated weekly on Wednesdays.

**\$4.0
BILLION**

Benefits paid to Oregonians March 15-August 22

Regular Unemployment = \$1.3 billion
CARES Act extra \$600/week = \$2.4 billion
PUA = \$127 million (without FPUA)
Work Share = \$54 million
PEUC = \$58 million



**68
MINUTES**

Average call wait time** on August 28 on regular unemployment and PUA hotlines



276%

Increase in phone calls answered after **Project Focus 100** launch

May 28 = 524 calls answered
August 28 = 1,971 calls answered



1000%

Increase in OED staff between March 15 and August 18

March 15: 100 employees processing unemployment claims
August 18: 1,100 employees processing unemployment claims



10.4%

July 2020 Oregon unemployment rate



Initial claim = unemployment insurance (UI) claim from a person who has not filed for UI benefits in the past year.
Reopened claim = UI claim from a person who filed a claim in the past year, became unable to look for work, then began looking for work again.
Additional claim = UI claim from a person who filed a claim in the past year, got a job, then lost their job.
Work Share, PUA, and the Trade Act Program are specific unemployment insurance programs.

**On August 4, OED reached the 70,000 target of processing all remaining claims.

**Average wait times reflect the average time for the first call being answered. We have been making many changes to our phone systems, providing new numbers, adding more capacity, and more. We are validating our reports are still showing the correct information with all of those systems changes having been made.

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