



MICHIGAN DEPARTMENT OF
**LABOR & ECONOMIC
OPPORTUNITY**

Liza Estlund Olson

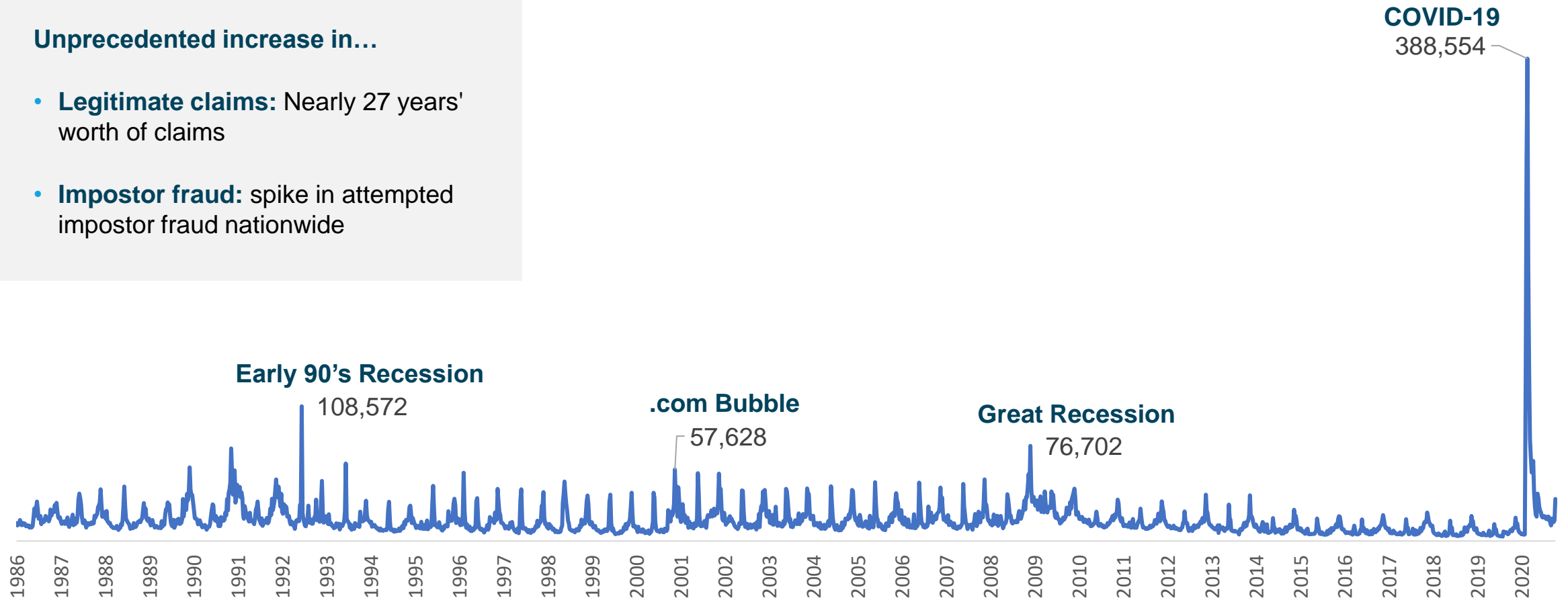
Acting Director, UIA

2020 – Historic and Unprecedented Demand

New Unemployment Claims Filed By Week

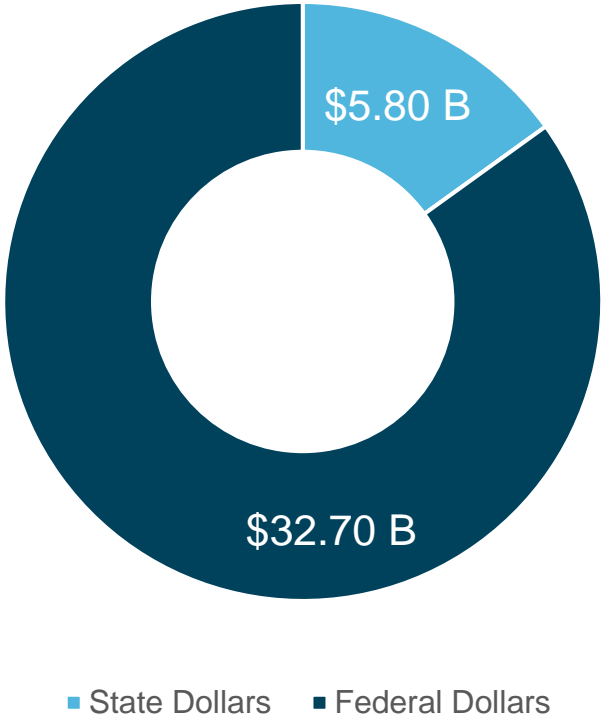
Unprecedented increase in...

- **Legitimate claims:** Nearly 27 years' worth of claims
- **Impostor fraud:** spike in attempted impostor fraud nationwide



UIA Has Helped Keep Michigan's Economy Afloat

**\$38.5
Billion UI
Benefits
Paid Total**



\$38.5B

UI paid







\$73.15B

Economic Impact

Economic impact to the state
(with a 1.9x multiplier)

¹ Maggio, Marco Di, and Amir Kermani. *The Importance of Unemployment Insurance as an Automatic Stabilizer*. The National Bureau of Economic Research, 8 Sept. 2016, NBER.org/papers/w22625.

In a year unlike any other, UIA has supported Michiganders when they needed us the most

| | | | | |
|---|---------------|--|------------------|--------------------------------------|
|  | ~ 2.4M | People who received benefits | ~ \$38.5B | Amount of benefits paid |
|  | ~ 24K | Calls handled daily 90-99% | ~ 12K | Appointments handled per week |
|  | ~ 47 | UPIILs/Federal Guidance managed/administered | > 3K | Staff trained and onboarded |
|  | ~ 125K | Workers enrolled under WorkShare throughout the pandemic | ~ 3.2K | Employers supported though WorkShare |

Latest Progress and Upcoming Priorities

Highlights Since Last Hearing:

- ✓ Launched work search requirement for claimants
- ✓ Reopened local offices for in-person assistance
~5,500 appointments week
- ✓ Launched video appointments for face-to-face assistance.
- ✓ Increased call handle rate to ~90%-99% daily

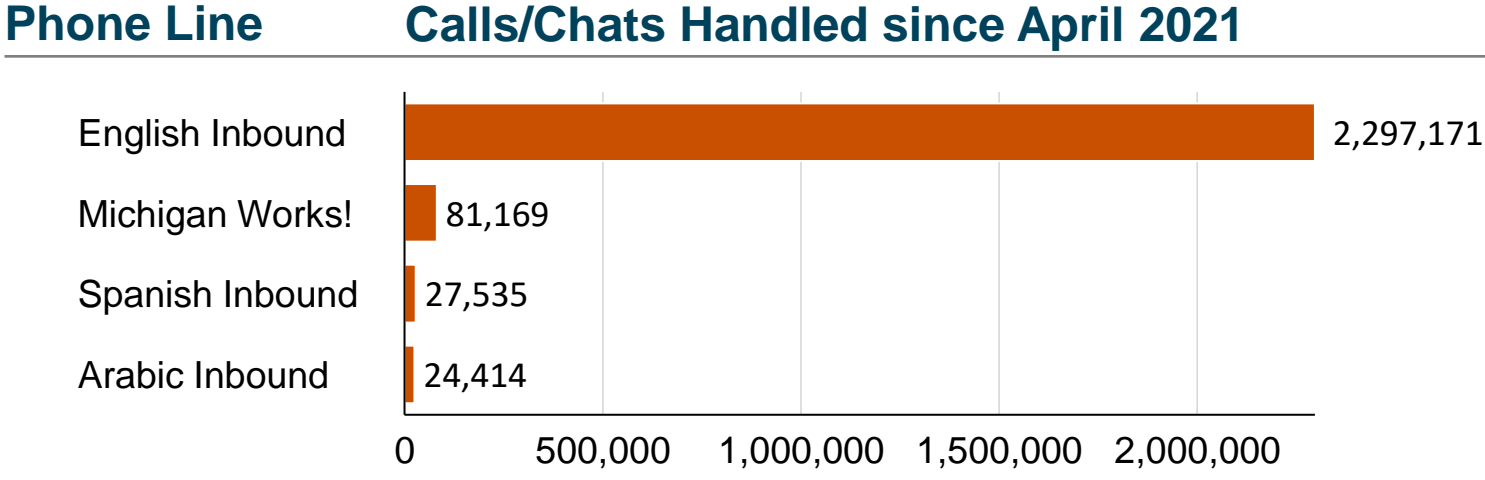
Upcoming Priorities

- Complete the upgrade to MiDAS version 12 a more user-friendly version of the system
- Launch RFI for tech vendor of the UI technical system, followed by an RFP
- Expand UIA's data analytics team
- Begin streamline and modernization project with Civilla
- Complete federal UI program close out

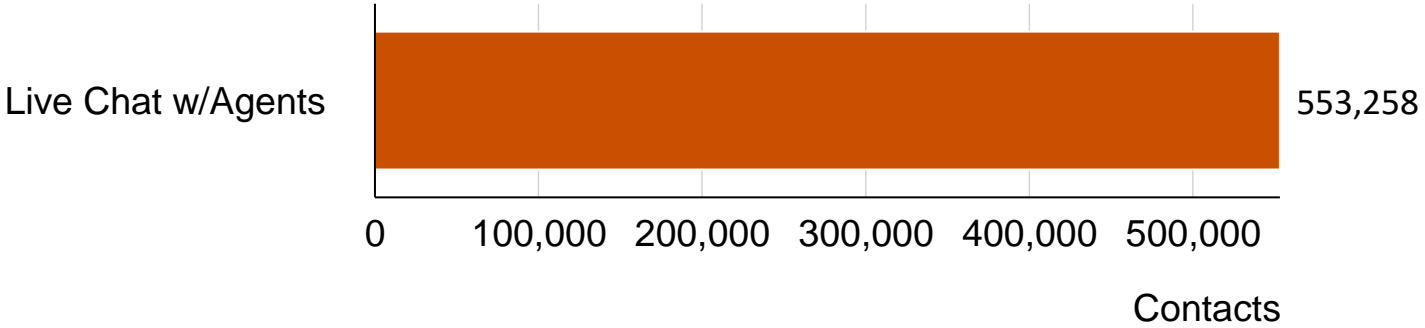
Since the last committee hearing, UIA has handled...



Over 2.43 million calls



Over 553,000 chats



Appointments at UIA



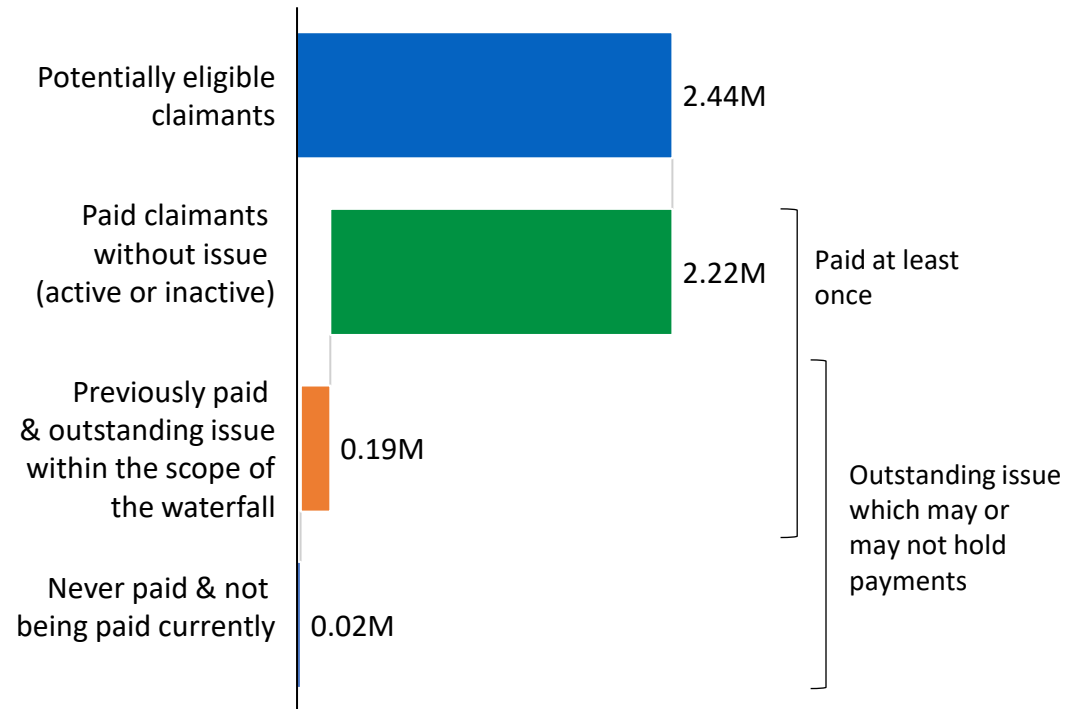
| | Capacity per week | Handled since inception |
|-----------------------------|-------------------|-------------------------|
| In Person | ~5,600 | 25,682 |
| Phone | ~5,200 | 218,130 |
| Virtual | ~1,600 | 12,033 |
| Deaf/Hard of hearing | ~120 | 212 |

1. The difference between capacity and handled are appointment cancellations and/or "no-shows"

Unemployment claimants

99% of eligible claimants have been paid at least once

Claimants, millions



Source: UIA shared numbers and analysis; All numbers and analysis are based on UIA team analysis and assumptions

1 Most previously paid claimants are still being paid but have a non-monetary issue to resolve that may stop payment; others have payments paused during review



Thank you.



MiDeptLEO



MichiganLEO



MichiganLEO



MichiganLEO