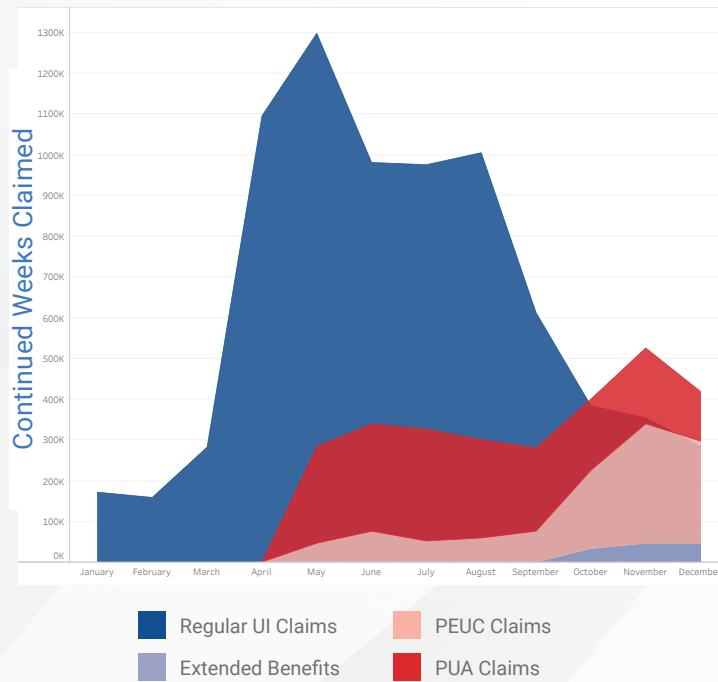




Pandemic Impact on Unemployment Insurance | *Claims In • Benefits Out • Workload*

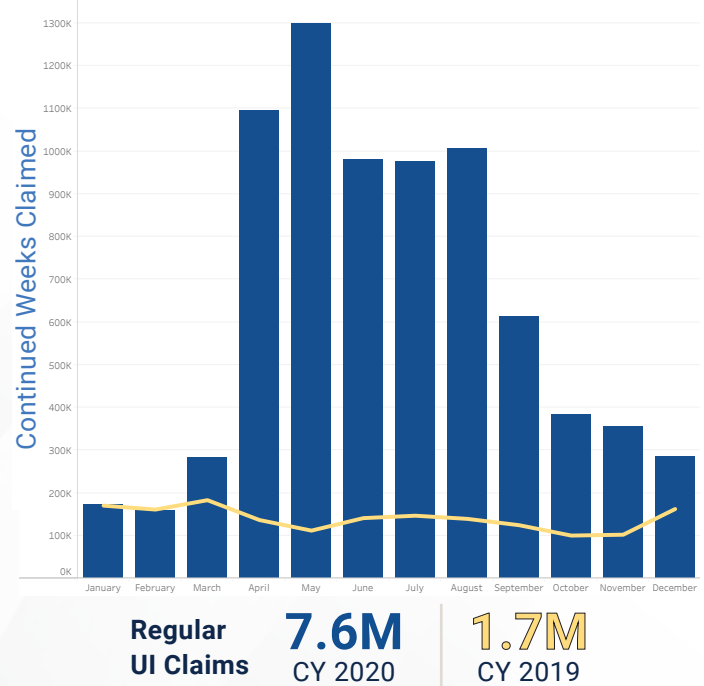
TOTAL CLAIMS PROCESSED

CY 2020



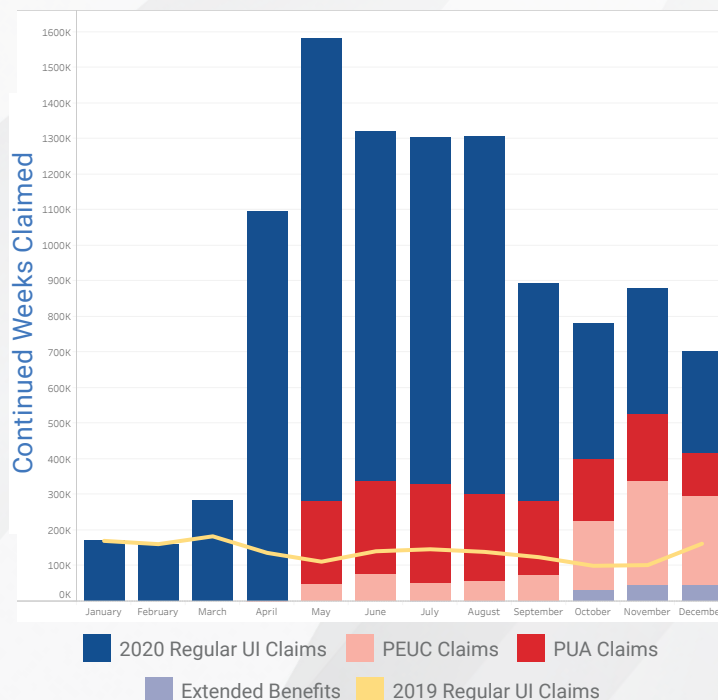
REGULAR UI CLAIMS PROCESSED

CY 2020



TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



BENEFITS PAID

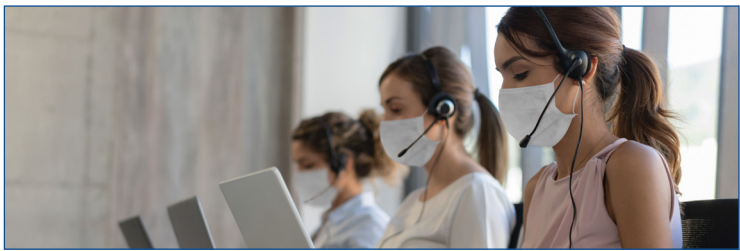
CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	\$2.1B	\$611.5M
Pandemic Unemployment Assistance	\$391.3M	\$0
Federal Pandemic Unemployment Compensation <i>(as of 11/30/20)</i>	\$3.1B	\$0
Pandemic Emergency Unemployment Compensation	\$325.3M	\$0
State Extended Benefits	\$75.8M	\$0
Sub Total	\$5.9B	\$0
Lost Wage Assistance	\$365.0M	\$0
All Claims <i>Total Benefits Paid (estimated)</i>	\$6.3B	\$611.5M

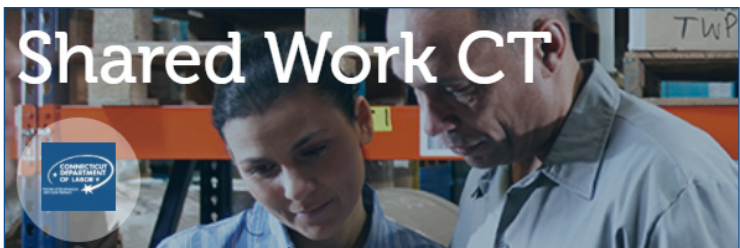
CONNECTICUT DEPARTMENT OF LABOR PANDEMIC RESPONSE STRATEGIES

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

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