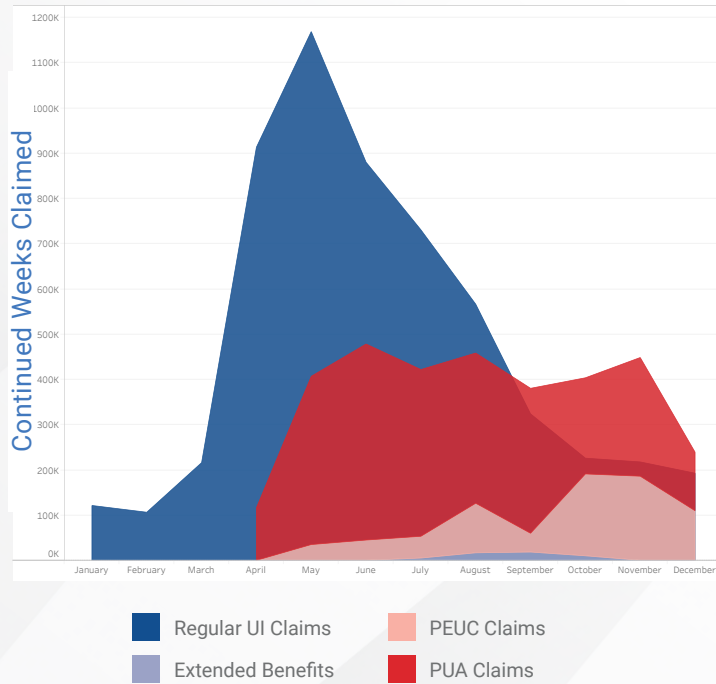




Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

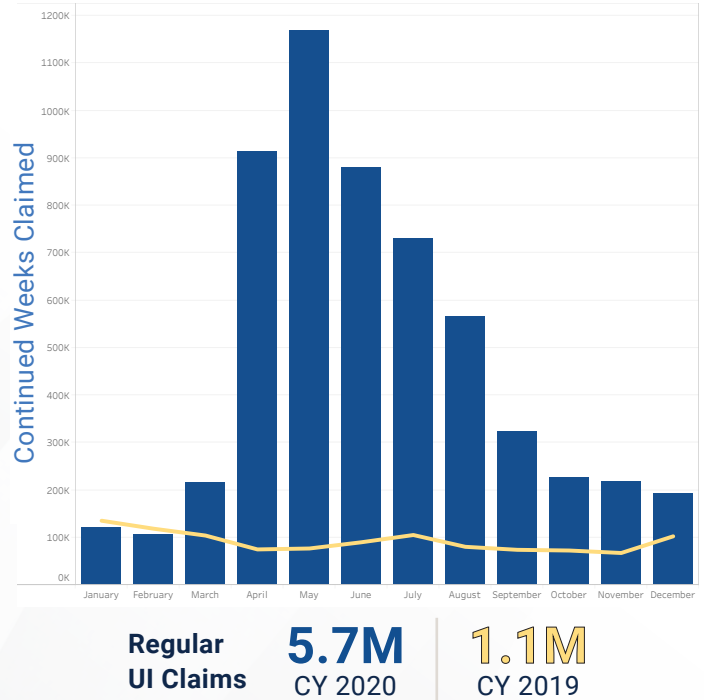
TOTAL CLAIMS PROCESSED

CY 2020



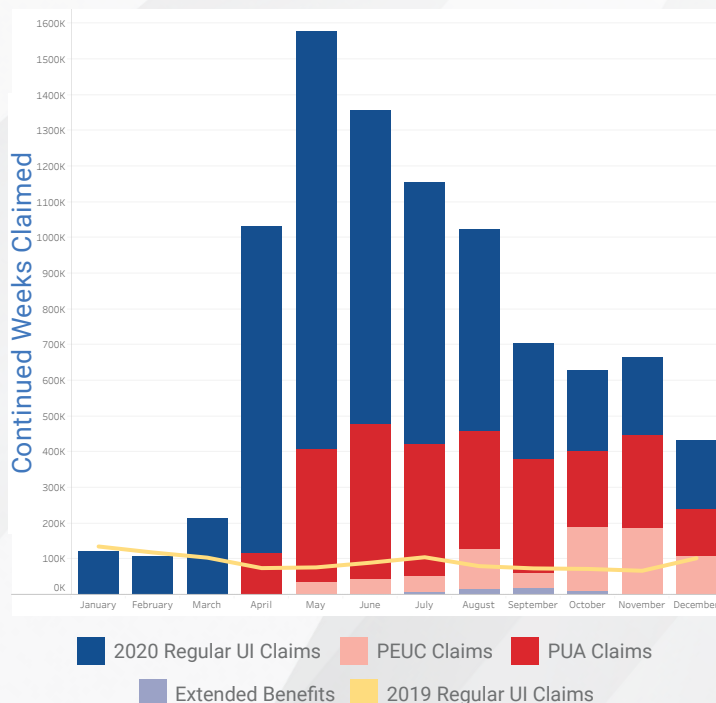
REGULAR UI CLAIMS PROCESSED

CY 2020



TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	\$1.2B	\$235.9M
Pandemic Unemployment Assistance <i>(as of 11/30/20)</i>	\$334.6M	\$0
Federal Pandemic Unemployment Compensation <i>(as of 11/30/20)</i>	\$3.0B	\$0
Pandemic Emergency Unemployment Compensation	\$217.7M	\$0
State Extended Benefits	\$13.0M	\$0
Sub Total	\$4.8B	\$0
Lost Wage Assistance	\$297.0M	\$0
All Claims <i>Total Benefits Paid</i>	\$5.1B	\$235.9M

MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS | PANDEMIC RESPONSE STRATEGIES

SELF-HELP ANSWERS DELIVERED THROUGH ONLINE VIRTUAL ASSISTANT



The Missouri Department of Labor's virtual assistant has answered over 500,000 questions related to unemployment by simply clicking the icon and typing a question, helping to alleviate unprecedented call and email volume.

To learn more, visit labor.mo.gov/

MISSOURI DEPARTMENT OF HIGHER EDUCATION AND WORKFORCE DEVELOPMENT | PANDEMIC RESPONSE STRATEGIES

HOSTING ONLINE JOB FAIRS



Missouri's Office of Workforce Development (OWD) hosted 15 virtual job fairs throughout 2020 for employers needing to fill roles across the state for in-demand jobs. This resource allowed for more than 250 employers to access more than 2,600 interested job seekers.

To learn more, visit jobs.mo.gov/content/virtual-job-fair-seeker-registration and the virtual job fair platform website

VIRTUAL TRAINING AND ONLINE PROFESSIONAL CERTIFICATION

In August, Missouri's Office of Workforce Development (OWD) launched a partnership with CompTIA to offer IT fundamental and project management self-paced courses for 1,000 Missourians. These self-paced courses also offer virtual mentoring for A+, Security+ and Project+ courses.

To learn more, visit jobs.mo.gov/content/comptia

Programs within Department of Labor and Industrial Relations

- Unemployment Insurance
- Wage and Hour
- Workers' Compensation

Programs within Department of Higher Education and Workforce Development/Office of Workforce Development

- Trade Adjustment Assistance
- Veterans Employment and Training Services
- 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

- **Department of Workforce Development** – Administers WIOA (A, DW, Y) and WP programs
- **Department of Elementary and Secondary Education** – Administers Adult Education and Literacy (AEL) programs and Vocational Rehabilitation (VR) programs
- **Department of Social Services** – Administers Rehabilitation Services for the Blind program

Contact

Mardy Leathers, State Workforce Development Director
mardy.leathers@dhewd.mo.gov

