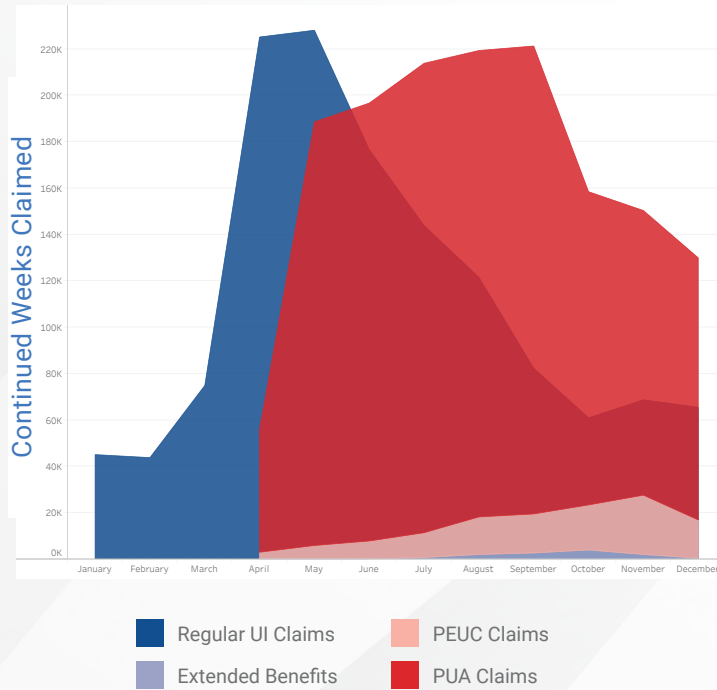




Pandemic Impact on Unemployment Insurance | Claims In • Benefits Out • Workload

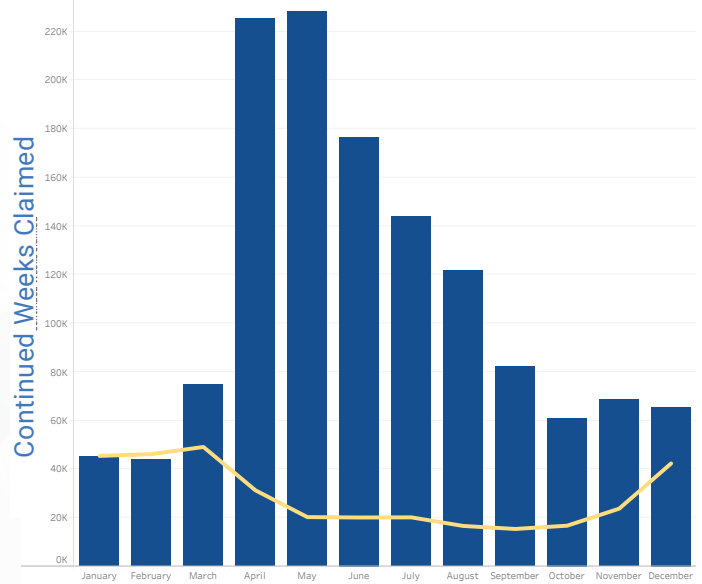
TOTAL CLAIMS PROCESSED

CY 2020



REGULAR UI CLAIMS PROCESSED

CY 2020



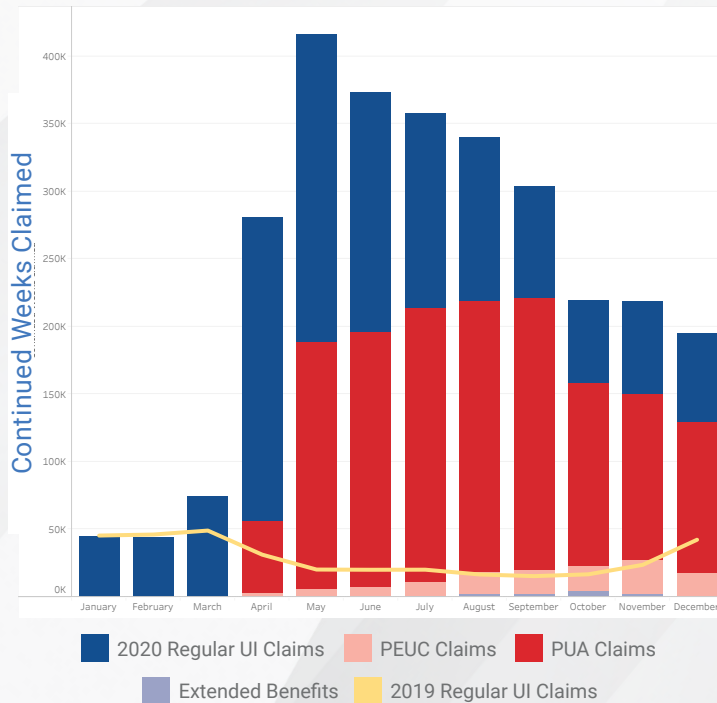
Regular UI Claims

1.3M
CY 2020

347.7K
CY 2019

TOTAL CLAIMS PROCESSED

CY 2020 vs CY 2019



BENEFITS PAID

CY 2020

CY 2019

Regular UI Claims <i>Total benefits paid</i>	\$282.6M	\$93M
Pandemic Unemployment Assistance	\$101.3M	\$0
Federal Pandemic Unemployment Compensation <i>(as of 10/31/20)</i>	\$444.5M	\$0
Pandemic Emergency Unemployment Compensation	\$31.9M	\$0
State Extended Benefits	\$0	\$0
Interim Pandemic Assistance	\$12.6M	\$0
Sub Total	\$872.9M	\$0
Lost Wage Assistance	\$64.2M	\$0
All Claims <i>Total Benefits Paid</i>	\$937.1M	\$93M

MONTANA DEPARTMENT OF LABOR & INDUSTRY PANDEMIC RESPONSE STRATEGIES

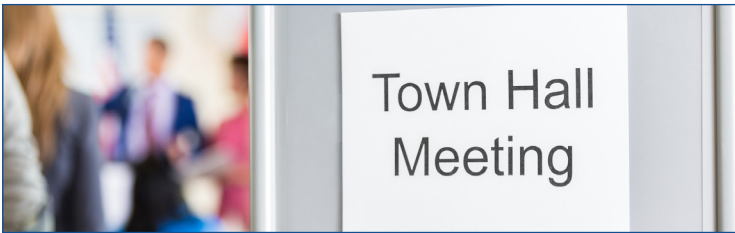
100% VIRTUAL/REMOTE ENGAGEMENT FOR ALL CUSTOMERS AND SERVICES



All workforce programs (most notably RESEA and WIOA case management) and all employer education efforts (most notably SafetyFest and Assistance to Business Clinics) transitioned to virtual and remote services.

To learn more, visit dli.mt.gov

NEW APPROACH TO CUSTOMER COMMUNICATIONS AND ENGAGEMENT



MTDLI held Town Halls for both employers and workers focused on pandemic-related programs and UI programs. The Department created public facing dashboards to track work activity and unemployment levels, developed new State and Community outreach mechanisms and engaged local media with daily videos addressing hot topics.

To learn more, visit dli.mt.gov

REDESIGNED APPROACH TO UI



Built a new non-traditional benefits processing group/center, outsourced to handle phone intake so that merit staff could focus on adjudication, shifted workforce programs staff and others from a traditional UI support role to a true UI level one service role, and enlisted analytic and research-skilled staff to help with fraud prevention.

To learn more, visit dli.mt.gov

Programs within Agency

- Labor Market Information
- Trade Adjustment Assistance
- Unemployment Insurance (UI)
- Veterans Employment and Training Services
- Wage and Hour
- Wagner-Peyser (WP)
- Workers' Compensation
- Workforce Innovation and Opportunity Act (WIOA)
 - Adult (A)
 - Dislocated Worker (DW)
 - Youth (Y)

WIOA Core Programs: Administering Agencies

- **Montana Department of Labor & Industry** – Administers WIOA (A, DW, Y) and WP programs
- **Montana Office of Public Instruction** – Administers Adult Education (AE) programs
- **Montana Department of Public Health & Human Services** – Administers Vocational Rehabilitation (VR) programs

Contact

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