

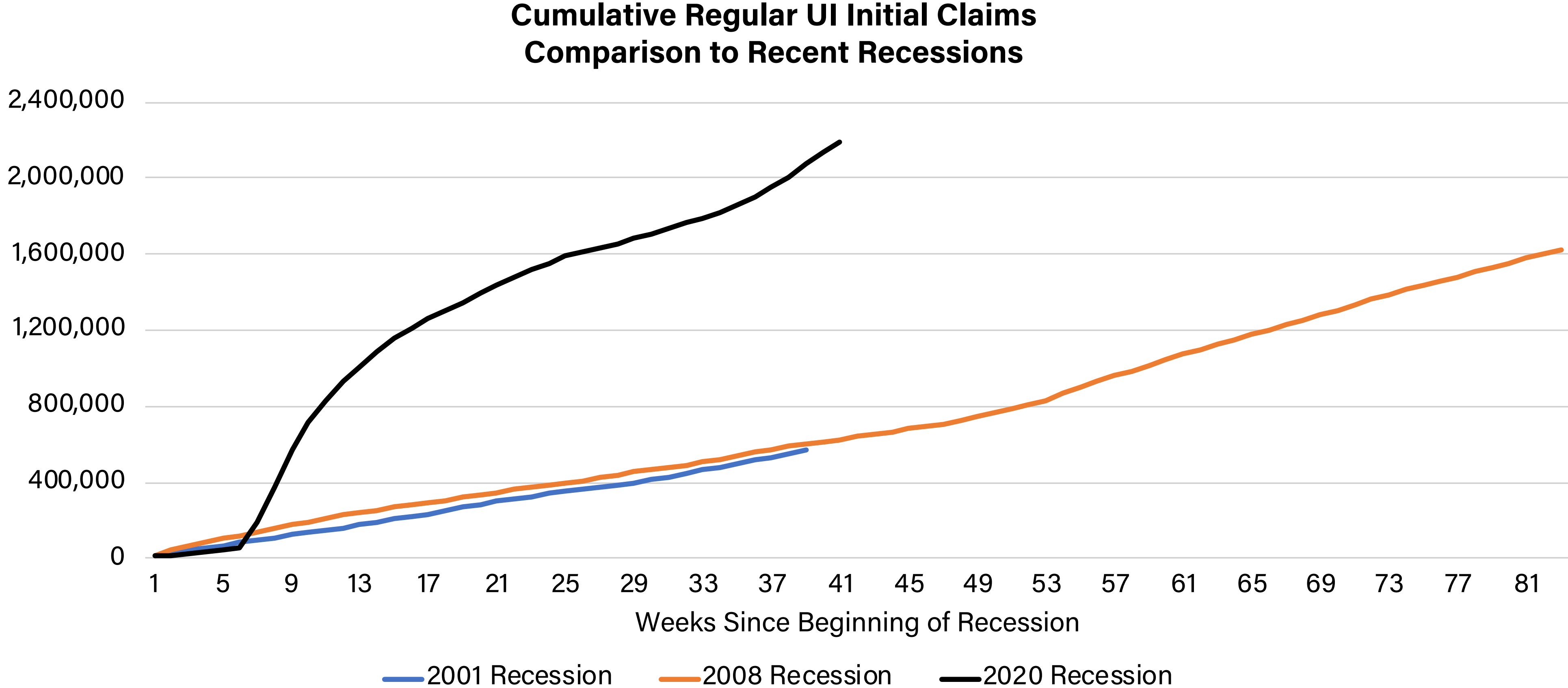
The seal of the State of Illinois is a circular emblem. It features an eagle with wings spread, perched on a shield with vertical stripes. The eagle is surrounded by a wreath. Above the eagle is a banner with the word "UNION". The words "SEAL OF THE STATE OF ILLINOIS" are inscribed around the top inner edge of the seal. At the bottom, it says "AUG. 26TH 1818". The years "1818" and "1868" are also visible within the seal's design.

# COVID-19 Update

State of Illinois

Monday, November 23, 2020

# PANDEMIC-RELATED UNEMPLOYMENT EXCEEDS PREVIOUS RECESSIONS



# ILLINOIS RESPONDS TO SUPPORT WORKERS

IDES efforts to increase access to benefits and support employers

## Easing Certification Requirements

- Assisting individuals laid off due to a temporary closing of a business to continue to qualify for benefits.
- Expanding the definition of “able and available to work” to help claimants certify.

## Waiving the Waiting Week

- With support from Governor and legislature, waived UI waiting week, granting claimants an extra week of benefits during their first payment.

## Non-Instructional Academic Employees

- With legislature’s support, accommodated a change in eligibility for non-instructional academic employees.

## Statements of Benefit Charges

- With legislature’s support, adjusted employer reporting system to ensure employer tax rates and reimbursable wouldn’t rise due to pandemic-induced claims.

# SUPPORTING CLAIMANTS IN RECORD NUMBERS

IDES has paid out over **16x more benefits** compared to 2019, assisting 1.3 million people statewide.

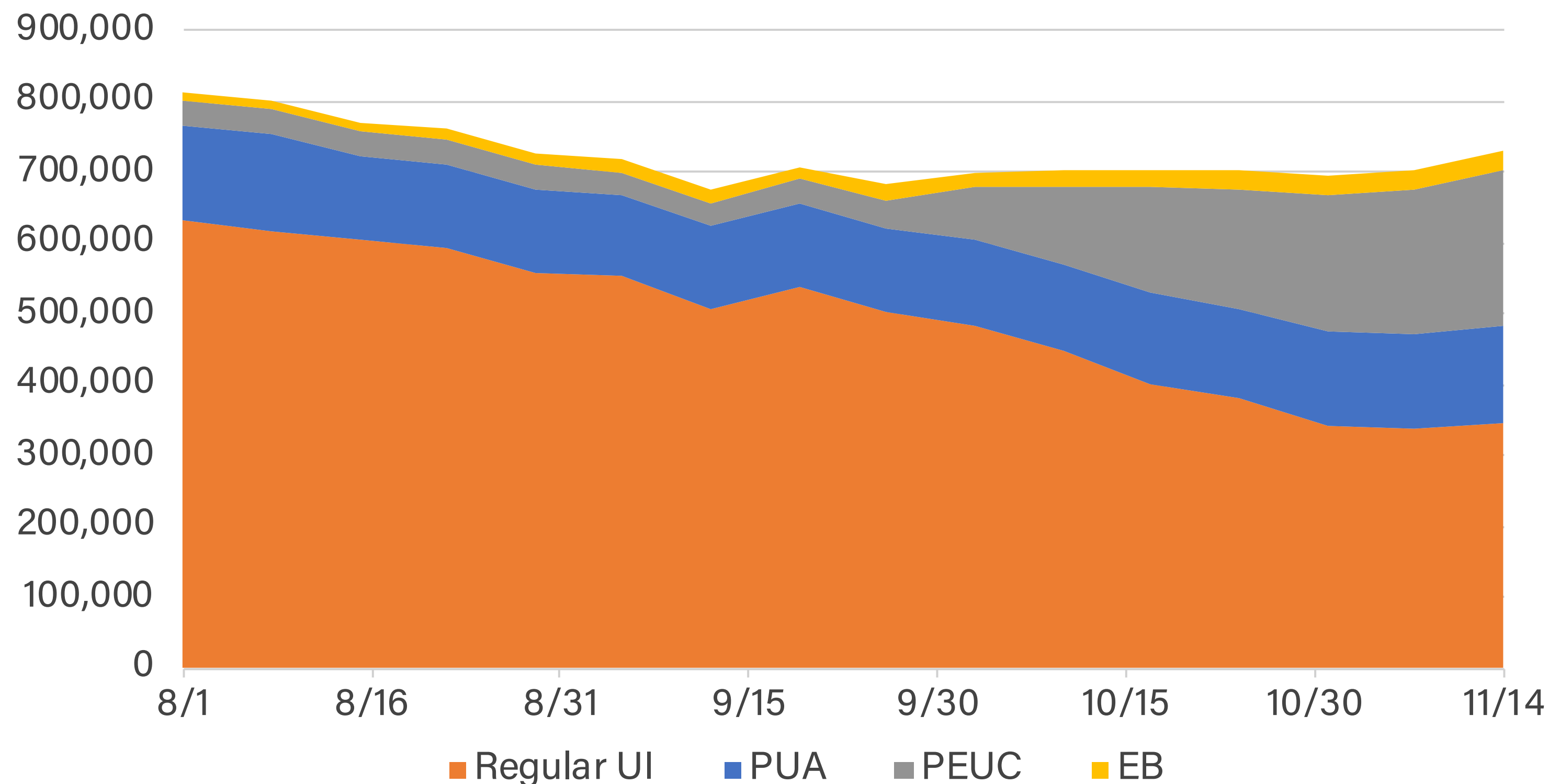
## Benefits Paid (March through October)

Program	2019	2020
Regular UI	\$1.056 billion	\$5.422 billion
FPUC	\$0	\$8.914 billion
PEUC	\$0	\$514 million
PUA	\$0	\$1.574 billion
EB (CARES)	\$0	\$109 million
LWA	\$0	\$1.127 billion
<b>Total Benefits Paid</b>	<b>\$1.056 billion</b>	<b>\$17.659 billion</b>

# CONTINUED CLAIMS SHOW PERSISTENCE OF DOWNTURN

Continued claims counts hover around 700,000 to 800,000 since August

**Weekly Continued Claims: All Programs**  
August 1, 2020 to November 14, 2020



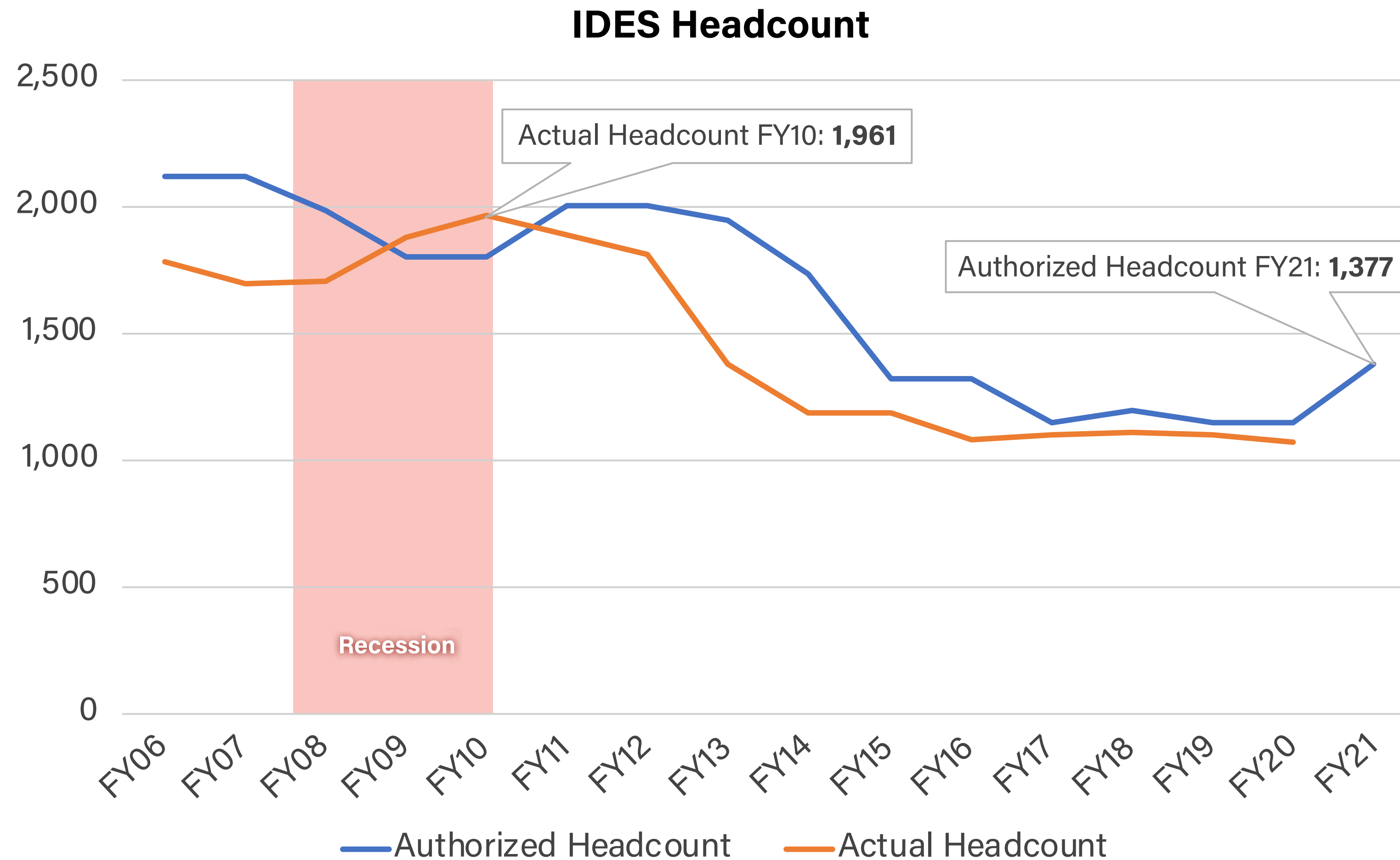
- Fewer Illinoisans are claiming regular UI benefits. However, they are not reconnecting with the labor force.
- Instead, claimants are transitioning to extended benefits (e.g. PEUC and EB).

# **Pandemic unemployment relief programs expire December 26.**

Congressional action needed to replace these benefits for hundreds of thousands of Illinoisans and 12 million Americans.

# IDES HEADCOUNT **CUT IN HALF** OVER THE DECADE

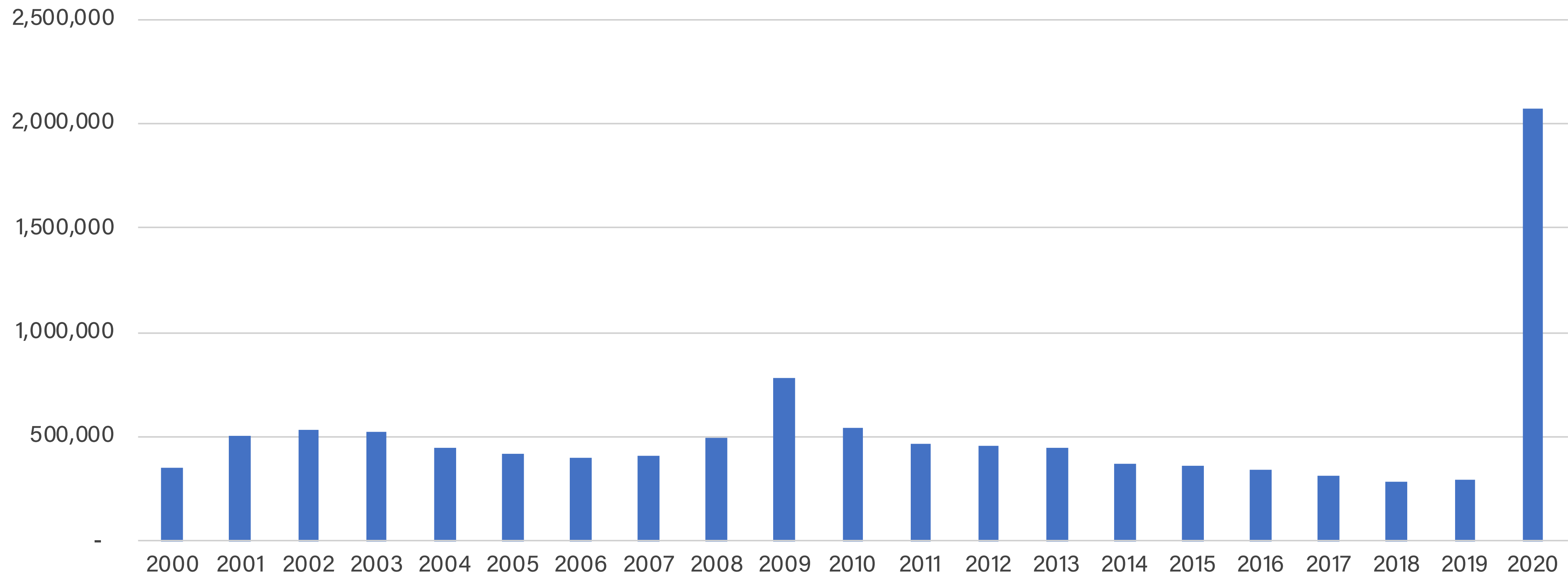
226-person headcount increase to 1,377 total authorized for FY21



# NEW UNEMPLOYMENT CLAIMS **SHATTER RECORDS**

No comparable time frame has produced even half as many claims

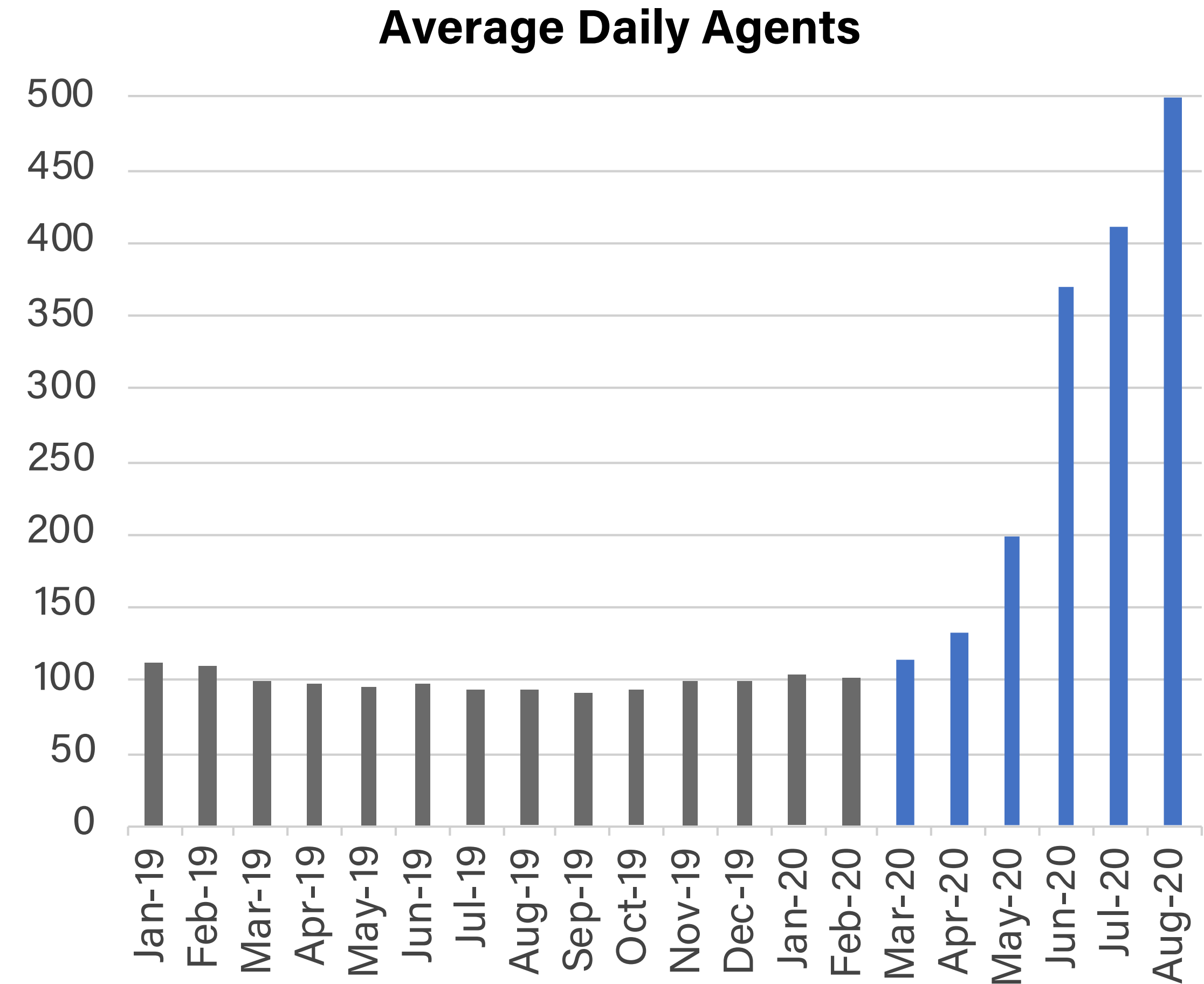
**Initial Regular UI Claims  
March to October**





# INCREASING ACCESS TO IDES CALL CENTER

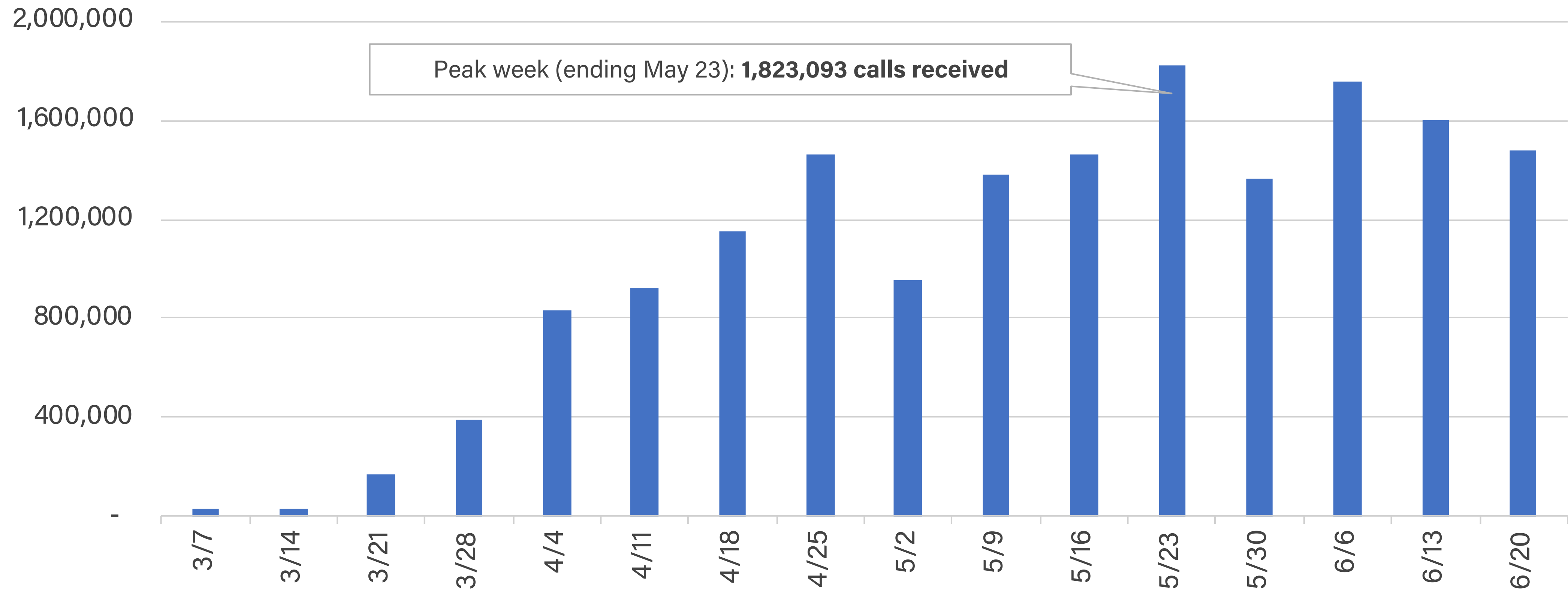
- IDES has **added hundreds** of permanent and contractual agents
- Call center hours **extended** to reach more claimants
- Callers can enter callback queues *24/7*



# IDES CALL CENTER: PRIOR TO CALLBACK SYSTEM

**Over 1 million calls per week;** claimants forced to call dozens of times per day

### Total Calls Per Week Prior to Callback System



# CALLBACK SYSTEM PRIORITIZES EFFICIENCY AND FAIRNESS

Over 1.1 million callbacks completed to date

## Efficient

- Outstanding calls cut in half since August
- Answering 2.5x more calls than before callback system
- Claimants queue based on specific issue to connect with an expert
- Callback times down to 7-10 days

## Fair

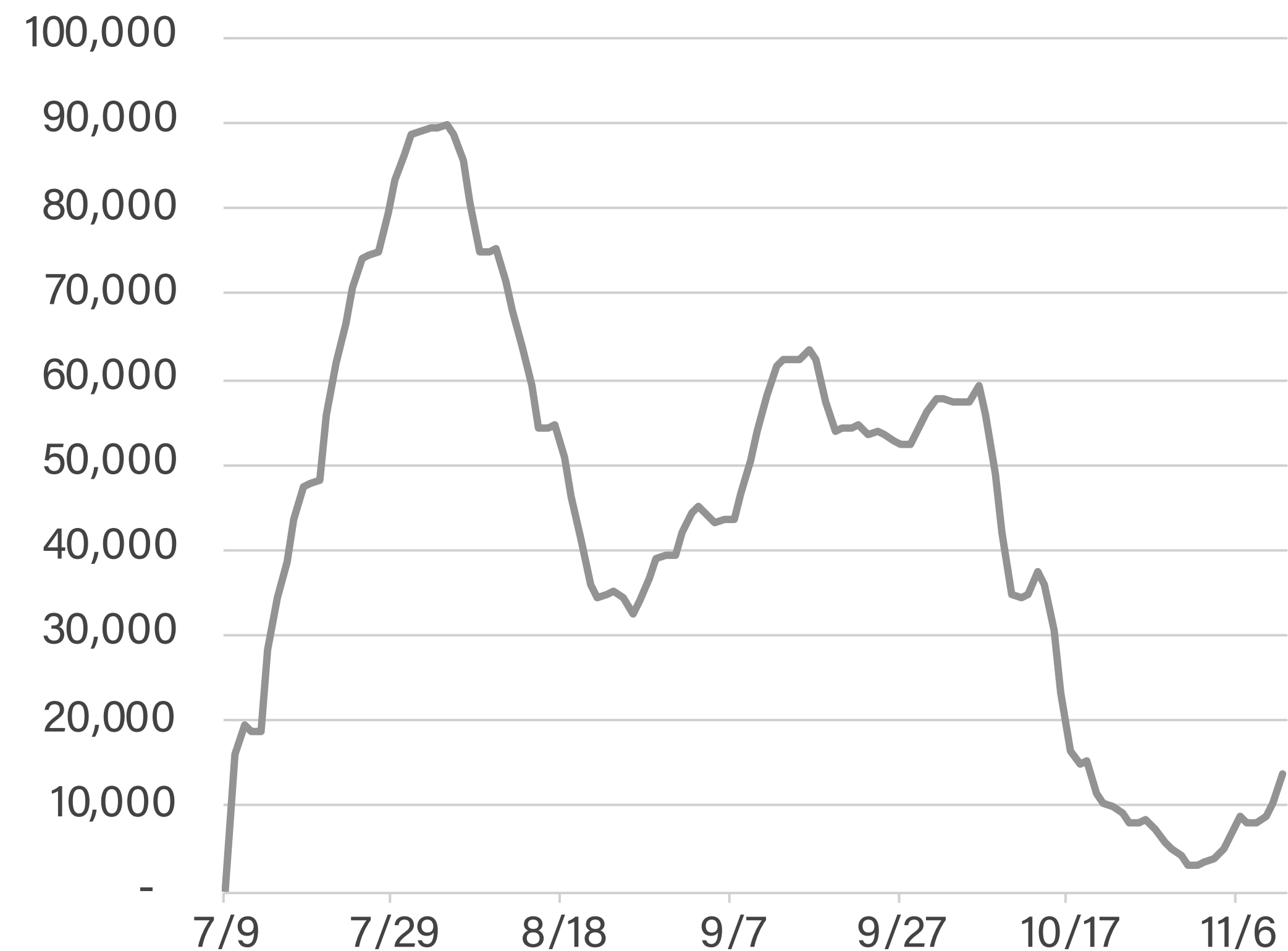
- First-in, first-out system
- All claimants guaranteed to speak with an agent
- Claimants no longer must call dozens of times in a day to “win the lottery”

# CALLBACK WAIT TIMES

## DECLINING CONSISTENTLY

- IDES is continuously reallocating call center agents to address our 20+ queues
- For example, claimants seeking help with certification have seen wait times drop sharply
- **The vast majority of claimants will receive a callback within 7-10 days**

**Outstanding Calls: Certification Queue Only with callback system**



# FRAUD IMPACTING UNEMPLOYMENT AGENCIES NATIONWIDE

## Taking steps to protect against bad actors

- IDES is generally informed about fraud in two ways:
  1. Victims of identity theft receive a UI Finding and/or KeyBank debit card in the mail. The victim contacts IDES to shut down the fraudulent claim
  2. Employers protest a claim from a current or former employee
- Claimants, victims, and employers can help fight fraud
- IDES is working with state & federal partners to investigate and pursue fraudsters



The seal of the State of Illinois is a circular emblem. It features an eagle with wings spread, perched on a shield with vertical stripes. The eagle is surrounded by a wreath. Above the eagle is a banner with the word "UNION". Below the eagle is a banner with the date "AUG. 26TH 1818". The outer ring of the seal contains the text "SEAL OF THE STATE OF ILLINOIS".

# COVID-19 Update

State of Illinois

Monday, November 23, 2020