

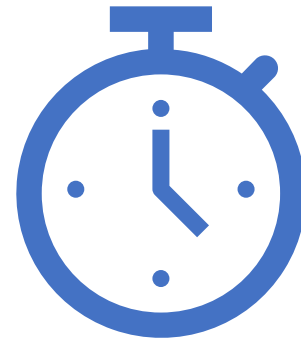
Employment Security Department Update

August 3, 2020

Milestones Met for Operation 100% by 7/31!



Claims to resolve = 0



Average Weeks Waiting = 4.1

The Operation 100% Cohort

- Need resolution by ESD on a claim issue
- Filed between 3/8 - 6/18
- Not paid yet
- Started out on 6/18 with 81,508 claims/people

From Crisis to Consistency



OPERATION 100%



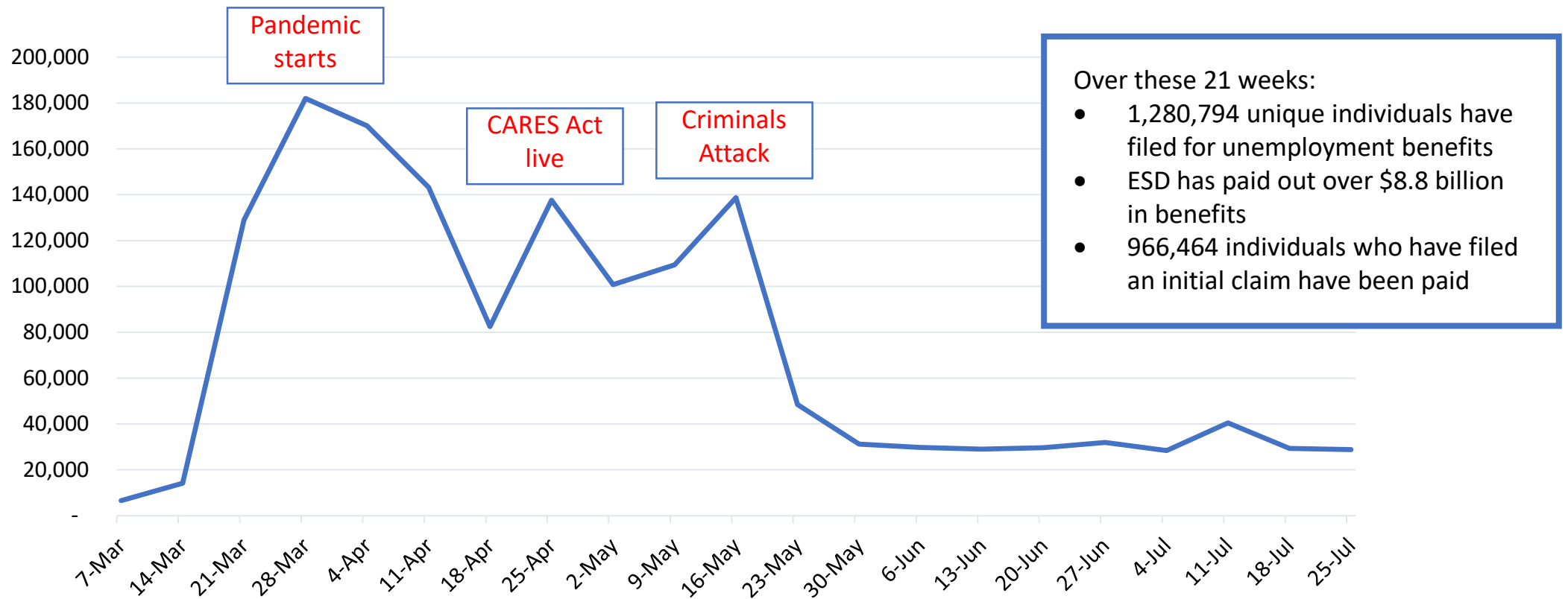
IMPOSTER FRAUD



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Three Waves

Statewide Initial Regular Claims – Weekly Totals for the Past 21 Weeks





OPERATION 100%



Average weeks waiting (claims w/issues)

Standard: 3 weeks

Current: 6.4 weeks

Goal by July 31: 4 weeks

Unpaid individuals

Baseline set 6/15: **81,508**

As of June 24, 2020	
Weeks Waiting	Individuals
1	4,568
2	4,010
3	3,338
4	4,346
5	7,330
6	17,250
7	6,767
8	6,527
9	6,547
10	4,561
11	4,130
12	1,921
13	342
14	24
15	18
Total	71,679

New Data Dashboard

- Updated weekly
- Consistent and comprehensive
- Live on site 8/3

Benefits data dashboard

Welcome to the unemployment benefits data dashboard. This dashboard tracks benefits data since the COVID-19 started, including information about payments, the claimant population, status of claims processing and more. This should help you stay up to speed on our status, progress and performance of claims processing as the COVID-19 crisis continues.

The Operation 100% data will be included in this dashboard until mid-August for those following the progress of this initiative.

\$8.66 Billion Total paid For payments made since March 8, 2020 – July 25, 2020	\$2,705,400,992 State unemployment insurance
	\$5,126,269,074 Federal Pandemic Unemployment Compensation
	\$684,260,086 Pandemic Unemployment Assistance
	\$136,376,676 Pandemic Emergency Unemployment Compensation
	\$4,721,077 Extended Benefits

FPUC, PUA, PEUC, and EB are federal unemployment programs made available through the federal CARES Act.

\$8.66 Billion paid March 8, 2020-July 25, 2020: \$2,705,400,992 (U) | \$5,126,269,074 (FPUC) | \$684,260,086 (PUA) | \$136,376,676 (PEUC) | \$4,721,077 (EB)

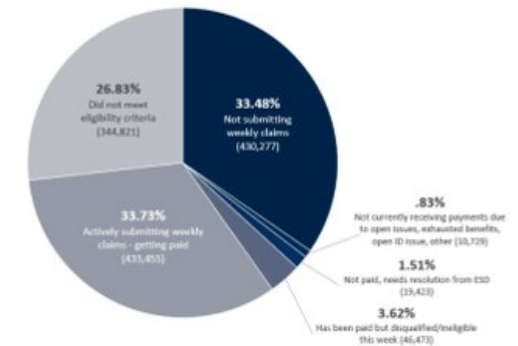
Claimants

Includes those who have applied for unemployment benefits March 8 – July 25, 2020.

Total number of individuals who have applied for benefits: 1,285,178

Total number of individuals who have filed an initial claim and have been paid: 956,464 (75.2% of total applicants)

Total claimants not currently receiving payment and need resolution by ESD: 30,152 (2.3% of total applicants)



For more information on the claimant categories in the chart, please see the glossary at the bottom of the page.

33.48% Not submitting weekly claims (430,277) | 26.83% Actively submitting weekly claims - getting paid (433,455) | 26.83% Did not meet eligibility criteria (344,821) | 3.62% Has been paid but disqualified/ineligible this week (46,473) | 1.51% Not paid, needs resolution from ESD (19,423) | .83% Not currently receiving payments due to open issues, exhausted benefits, open ID issue, other (10,729)

Operation 100%

Operation 100%	Baseline as of 6/18	Current as of 7/31
Individuals not paid, applied between 3/8 - 6/18 and need ESD to take next step	81,508	0*
Average time to resolve claims w/ issues as of 7/31		
Goal for Operation 100% was 4 weeks by 7/31		4 weeks
Outside of crisis or peak period, the standard time to process claims with issues is 3 weeks.		

Individuals not paid and applied between 3/8 and 6/18 and need ESD to take next step. 0* (current as of 7/31) | 81,508 (baseline as of 6/18) | *Includes claims that are confirmed to be fraudulent. Average time to resolve claims w/ issues as of 7/31: 4 weeks

70.99% Paid within 1 week Between March 8 and July 25, 2020 Paid within a week includes all claimants paid, and from the time they submit their first weekly claim	Average days waiting for first payment (for those paid after submitting their first weekly claim)	11.8 Days
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70.99% Paid within 1 week* between March 8 - July 25, 2020 *Paid within a week includes all claimants paid, and from the time they submit their first weekly claim | Average days waiting for those paid after submitting their first weekly claim: 11.8 Days

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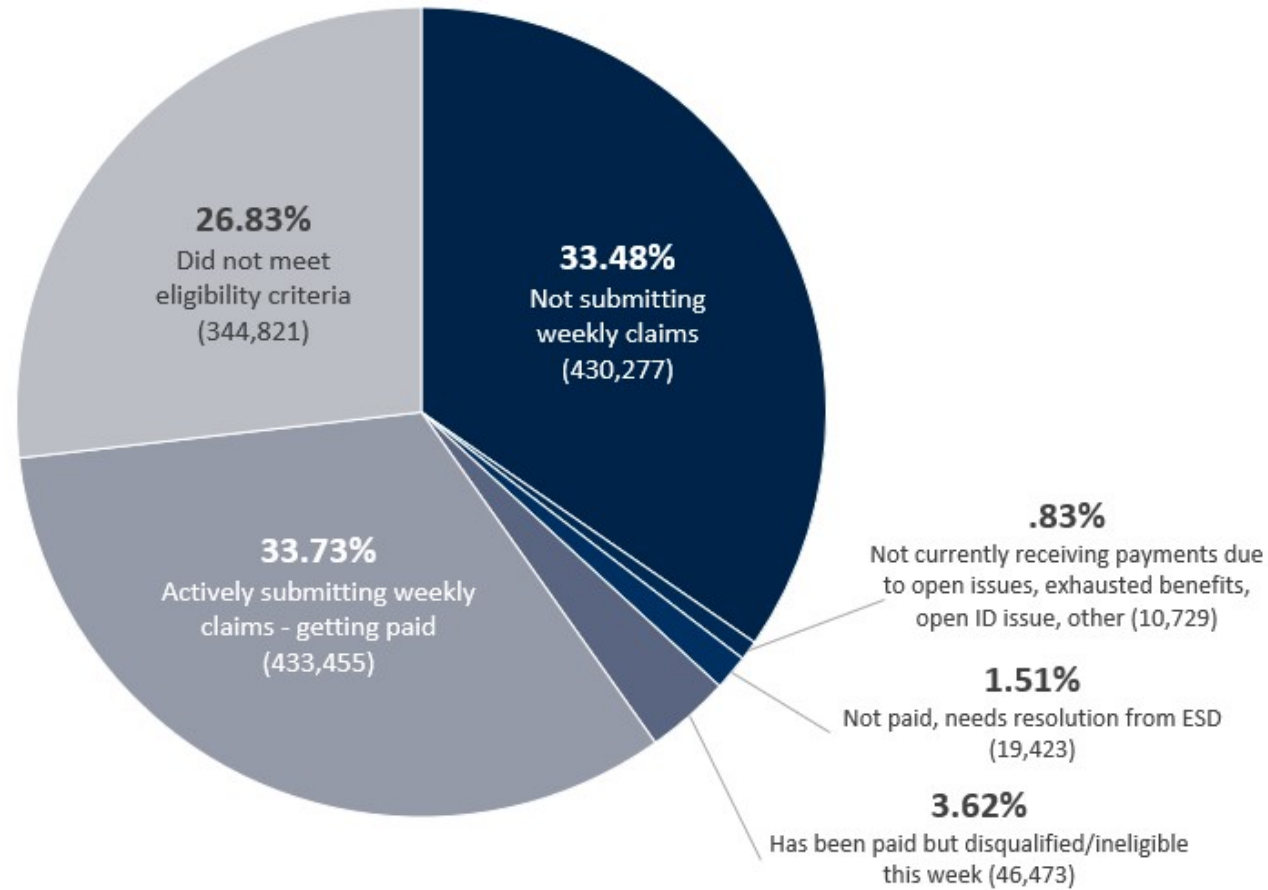
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4 weeks

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Average time to resolve claims w/ issues as of 7/31: 4 weeks

70.99%

Paid within 1 week

Between March 8 and July 25, 2020

Paid within a week includes all claimants paid, and from the time they submit their first weekly claim

Average days waiting for first payment (for those paid after submitting their first weekly claim)

11.8 Days

70.99% Paid within 1 week* (between March 8 - July 25, 2020) *Paid within a week includes all claimants paid, and from the time they submit their first weekly claim | Average days waiting (for those paid after submitting their first weekly claim) - 11.8 Days

Initial claims

The number of claims filed is higher than the number of people who have filed claims. Federal guidelines require a separate application for each unemployment program, so a person who applies for more than one program files more than one claim.

State unemployment insurance	PUA	PEUC	Extended benefits
1,386,900	518,401	410,920	6,098

Initial claims submitted for the week of July 19 – 25, 2020 (UI, PUA, PEUC and EB)

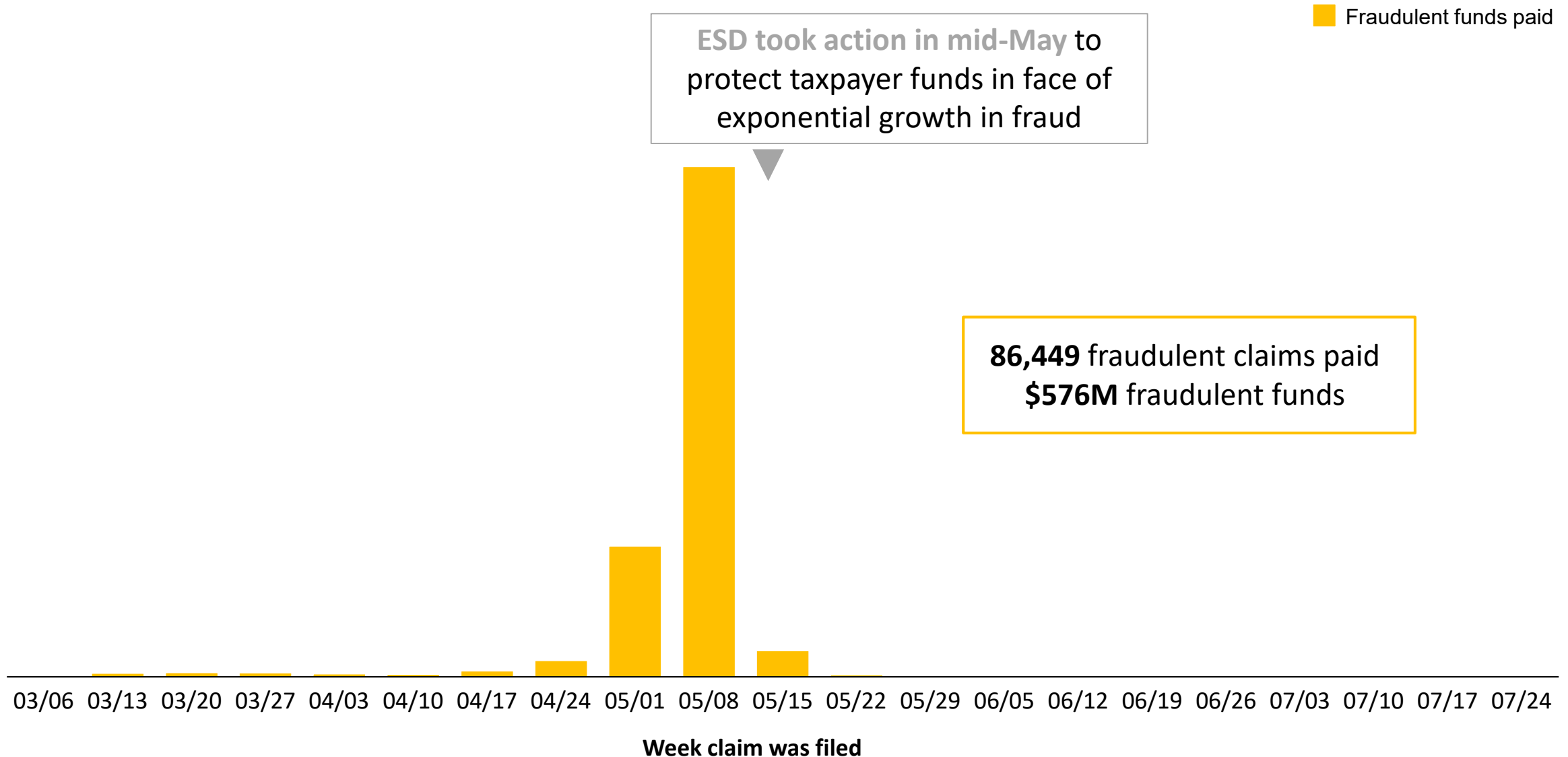
07/19/20	07/20/20	07/21/20	07/22/20	07/23/20	07/24/20	07/25/20
4,359	6,063	5,627	6,000	6,027	5,647	3,197

UI 1,386,900 | PUA 518,401 | PEUC 410,920 | EB 6,098 | Initial claims submitted for the week of July 19-25, 2020 (UI, PUA, PEUC, EB) 7/19 4,359 | 7/20 6,063 | 7/21 5,627 | 7/22 6,000 | 7/23 6,027 | 7/24 5,647 | 7/25 3,197



IMPOSTER FRAUD

Fraudulent Claims and Funds Confirmed* Stolen



*Confirmed fraudulent claims are those we have a high degree of confidence are fraudulent based on a number of key factors.

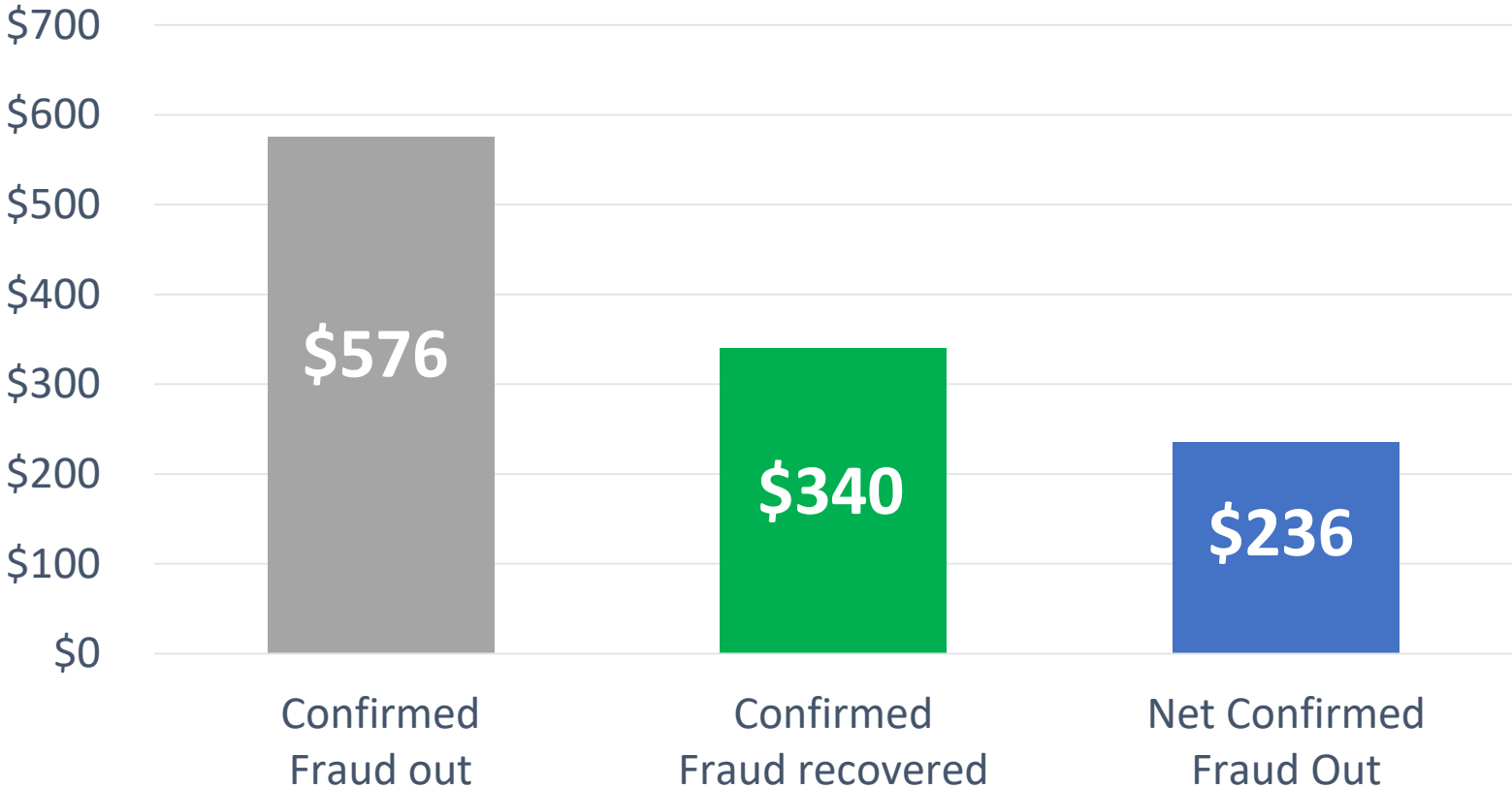
SOURCE: UTAB, ESD data as of 7/28/2020

Fraudulent Funds Recovered

\$340 Million

Net Fraud Funds Out Minimized

Net Fraud \$s Out (in Millions)



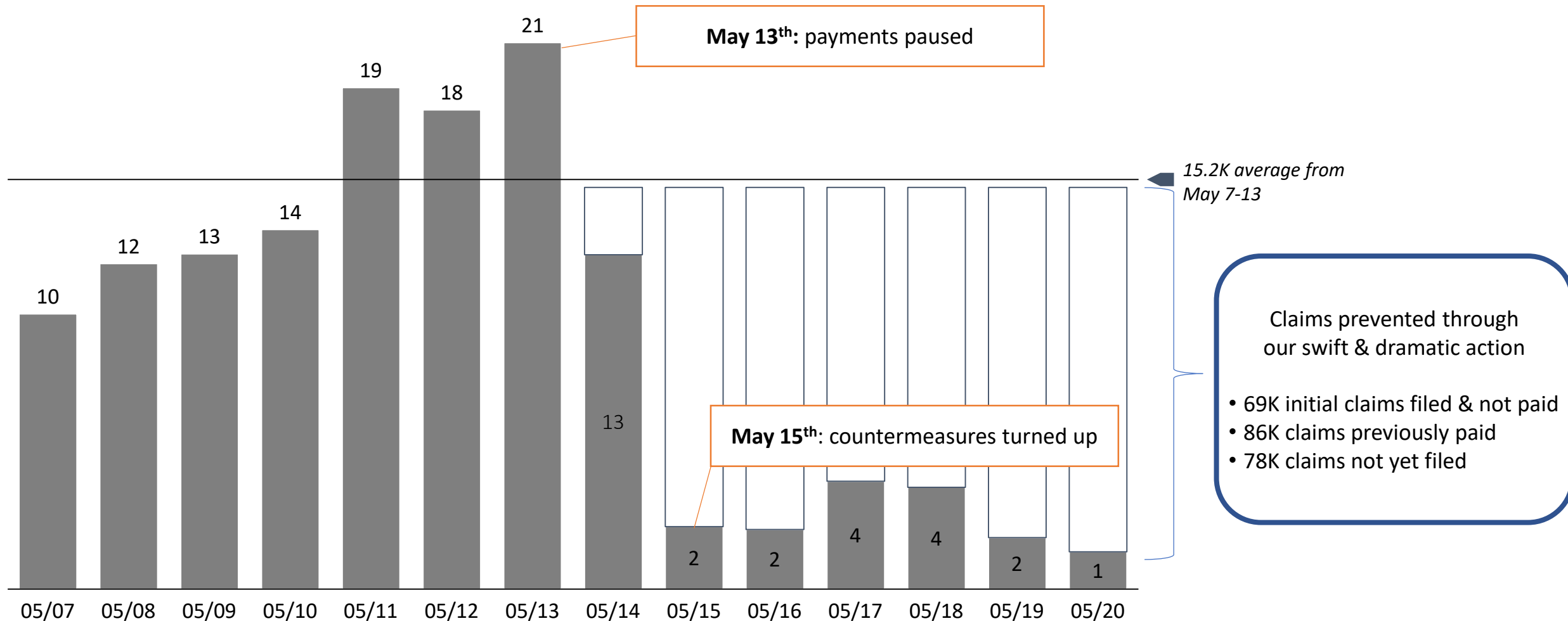
Note:

- Most weeks, we distributed approx. \$500M in benefits
- We don't yet know the breakdown of federal/state for the fraud funds out
- However, for paid claims thus far, 1/3 has been state & 2/3 federal funding

Fraudulent Claims and Funds Prevented

Initial claims filed, *thousands*

□ Avoided claims ■ Claims



Fraudulent Funds Prevented

At a Minimum

~\$200M

- Assumes **1** week prevented
- Includes
 - Confirmed¹ fraud filed & unpaid
 - Confirmed fraud filed & paid an initial amount

Most Likely

~\$1.5B

- Assumes **5.1** weeks prevented (average # of backdated weeks)
- Includes
 - Confirmed fraud that was filed and unpaid
 - Confirmed fraud that was filed and paid an initial amount
 - Calculated fraud that was unfiled²

Possible

~\$4.0B

- Assumes **13.9** weeks prevented (average # of backdated weeks + remainder of the 26 weeks)
- Includes
 - Confirmed fraud that was filed and unpaid
 - Confirmed fraud that was filed and paid an initial amount
 - Calculated fraud that was unfiled²

1. Defined per agency definition of confirmed fraud

2. **ESTIMATED** based on claim volume avoided during the week of May 14-20th multiplied by average medium and high values per confirmed fraud claims filed the week of May 7-13th

Source: UTAB, ESD Data as of 7/28/2020. All utilize the average weekly benefit at that time of \$1,280 which includes the weekly benefit amount plus FPUC

Don't Mess With Washington!

The Next Section will be the Full List of States That are still paying the Unemployment Funds and also States that have Stopped Paying. **States to stay away from (could get you Tracked & arrested)**

PANDEMIC/UNEMPLOYMENT TUTORIAL Section B BY @WALLSTREETCALIFORNIA

Join Us here--]]>>> <https://www.youtube.com/channel/UC...>

“States to stay away from (could get you Tracked & arrested)”

BELOW IS THE LIST OF STATES WHO ARE STILL PAYING FOR THE UNEMPLOYMENT BENEFITS:

1• Alabama

General unemployment portal: <https://www.labor.alabama.gov/>

Direct PUA Portal: N/A

Minimum Pay = \$45/week
Maximum Pay = \$275/week

Still paying ? Yes

2• Alaska

29• Wyoming

General unemployment portal: <https://wyui.wyo.gov/>

Direct PUA Portal: N/A

Minimum Pay = \$36/week
Maximum Pay = \$508/week

Still paying ? Yes

• STATES WHICH APPLICATION CAN GET YOU TRACKED AND IN TROUBLE

- 1• Washington
- 2• Massachusetts
- 3• Illinois
- 4• Ohio

• WHICH STATES HAVE STOPPED PAYING THE PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)

- 1• Illinois
- 2• Kansas
- 3• Nevada
- 4• New Hampshire
- 5• Ohio
- 6• West Virginia
- 7• Wisconsin

i will be posting some free ssn info on the channel momentarily, so kindly follow the channel for more Updates:

Join Us here--]]>>> <https://www.youtube.com/channel/UC...>

“States which application can get you tracked and in trouble
1) Washington...”

But we can't and won't be complacent. We assume they'll come back w/a vengeance

Fighting Fraud Consistently

- More controls on the front end to block bad traffic coming in
- Fraud analysis between claim made and claim paid
- More secondary identity verification
- Sophisticated data analytics
- Ongoing agility to evolve and change the filters and flags

The criminals will never stop trying – we just need to stay ahead of them



OVERALL PRODUCT AND
CUSTOMER EXPERIENCE

Overall Product and Customer Experience



More compassionate compliance



Communications clarity



More accessible customer service

Reduced backlog
Improved phone service
Increased staff volume
Language access improvements



Technology improvements/upgrades



Fourth wave preparations

Employment services
Another UI demand spike

Unemployment Insurance Advisory Committee

- Goals
 - Recommendations to improve the unemployment benefits and tax system
 - Suggestions to enhance the solvency and stability of the unemployment trust fund
 - Consider and provide comment on ESD UI rulemaking
 - Consider and provide recommendations to improve ESD and its system partners' ability to prepare for, respond to and recover from major economic shifts
- Committee Members

<p>Julia Gorton Hospitality Association</p> <p>Tammie Hetrick Washington Food Industry Association (WFIA)</p> <p>Jerry Vanderwood Association of General Contractors (AGC)</p> <p>Robert Battles Association Of Washington Business, (AWB)</p>	<p>Sybill Hyppolite Washington State Labor Council (WSLC)</p> <p>Cindy Richardson UNITE/HERE Local 8</p> <p>Josh Swanson Operating Engineers 302</p> <p>Brenda Wiest Teamsters 117</p>	<p>Kevin Perkey Washington Workforce Association</p> <p>Daniel Zeitlin Employment Security Department</p> <p>Suzan LeVine Employment Security Department</p>
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From Crisis to Consistency



OPERATION 100%



IMPOSTER FRAUD



OVERALL PRODUCT AND
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Thank you

Suzi LeVine, Commissioner