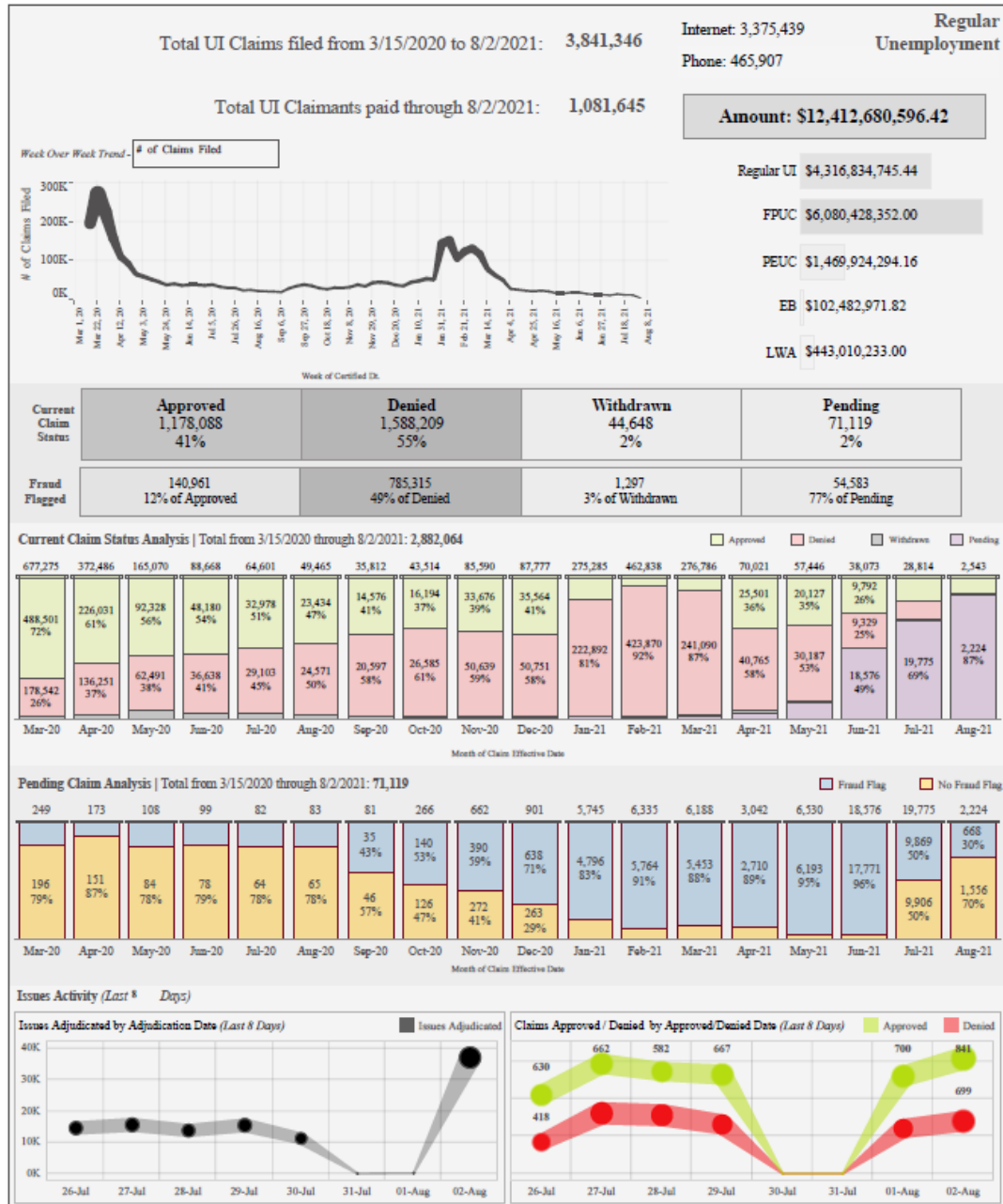


# Unemployment Compensation Modernization and Improvement Council

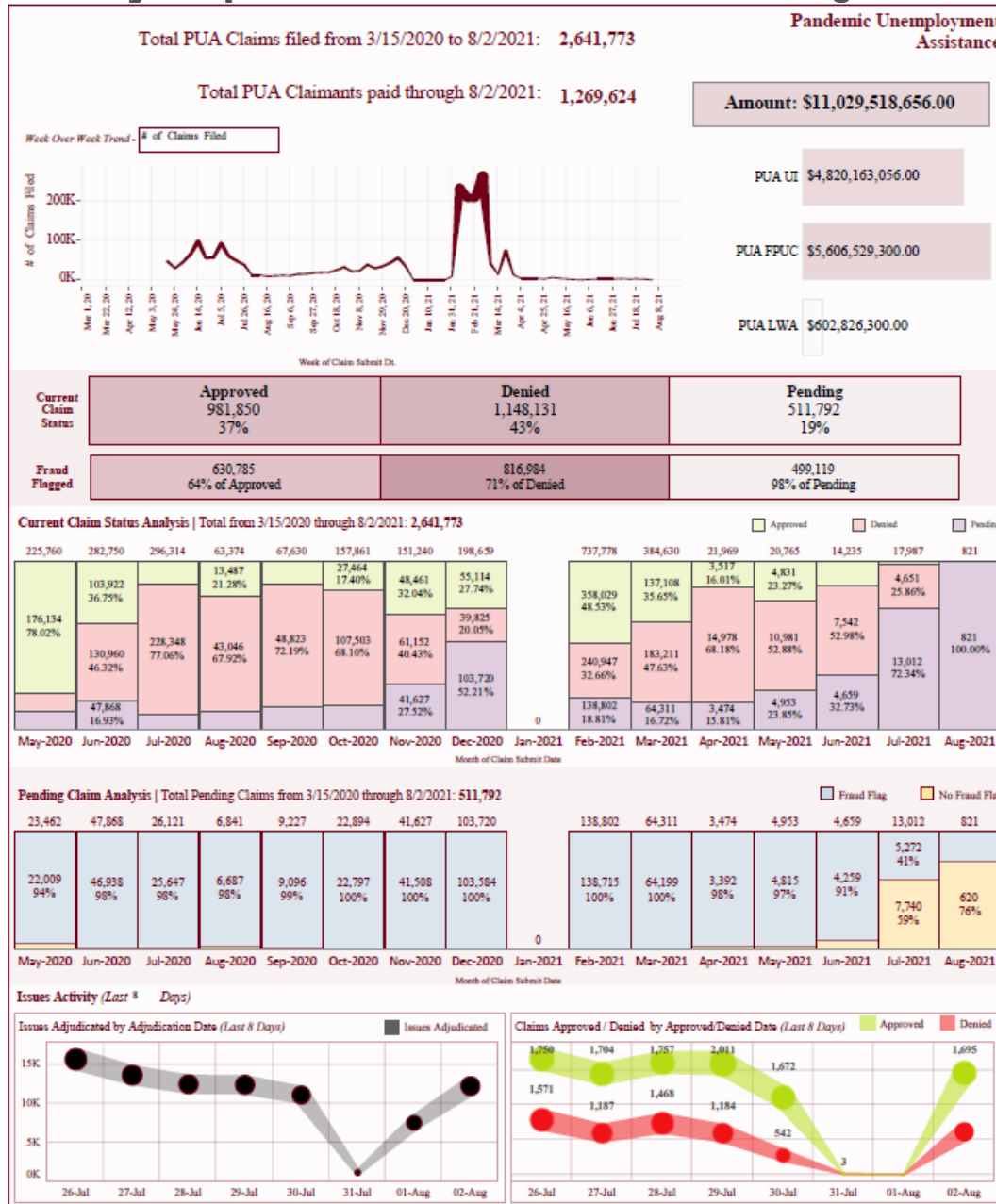
August 5, 2021

- 
1. Integrated UI & PUA Reports
  2. Current Staffing Levels
  3. Systems/Program Modernization & Enhancements
  4. Weekly Standing Metrics

# 1. Regular UI Summary Report- 3/15/20-8/02/2021 Excluding Child Support



# 1. PUA Summary Report 3/15/2020 – 8/02/2021 Excluding Child Support



## 2. Current Staffing Levels

Unit	2/2/21 FTE	3/2/21 FTE	Apr 30, 2021 FTE*		May 31, 2021 FTE*		June 30, 2021 FTE*		July 31, 2021 FTE*	
			State	Vendor	State	Vendor	State	Vendor	State	Vendor
Adjudications & Appeals (UI/PUA)	843	980	975	22	896	156	907	145	757	166
Contact Center	1,185	1,397	197	1,198	175	1,281	176	1212	173	874
Enterprise Operations	144	145	125	20	125	20	125	20	125	20
Fraud	156	156	143	4	129	3	146	3	146	3
Communications	14	17	2	1	2	1	2	1	2	0
Personnel	8	10	4	1	9	1	9	0	8	0
Public Private Partnership (P3)	7 +27 PT vol*	9 +27 PT vol*	11 Resource Staff + 27 PT Vol*		11 Resource Staff + 27 PT Vol*		11 Resource Staff		11 Resource Staff	
<b>Total</b>	<b>2,350</b>	<b>2,705</b>	<b>1,446</b>	<b>1,246</b>	<b>1,336</b>	<b>1,462</b>	<b>1,365</b>	<b>1,381</b>	<b>1,211</b>	<b>1,063</b>
	<b>2,350</b>	<b>2,705</b>	<b>2,644</b>		<b>2,798</b>		<b>2,746</b>		<b>2,274</b>	

- \*State/Vendor breakout data effective starting in April; P3 Resources not counted in total staff count
- \*FTE equivalent : 1 FTE = 1 FT staff or 2 staff at PT (4 hours), etc.

### 3. Systems / Program Modernization & Enhancements

System and Program Modernization: system and program updates and modifications are in progress to combat fraudulent activity, improve system performance and the increase efficiency of the process.

	<u>Action</u>	<u>Status</u>	<u>Anticipated Completion</u>
<b>Systems</b>	The SOURCE Benefits and Appeals rollout date	In Progress	Q4 2022
	The SOURCE Tax Replacement rollout date	In Progress	Sept 2021
	Lexis Nexis (LNS) for uFacts/PUA - • Phase 3, Additional Identification Verification, Document Upload	In Progress	Aug 2021
	IOP / Experian Initiative for OJI • Phase 3B – Implement OTP Voice • Phase 4 – Accuant, Notifications, FraudNet	Complete In Progress	Sept 2021
<b>Program</b>	Overpayment Waiver for both OJI and PUA Announcement • OJI Waiver functionality • OJI 2 <sup>nd</sup> Phase Waiver functionality • PUA 2 <sup>nd</sup> Phase Waiver functionality	Complete Complete In progress In progress	Sept 2021 Sept 2021
	Account Takeover Policy • OJI • PUA	In progress In progress	Sept 2021 Sept 2021

## 4. Weekly Standing Metrics

ID Theft Reporting Portal and Fraud Hotline as of 08/02/21:

Total Reports Filed	Individuals Reported Receiving Fraudulent 1099-G	Employers Reported	Records Uploaded by Employers	Corrected 1099-G's Issued
329,300	73,720	17,630	65,850	88,680

What is the average time between requesting a callback (using the callback feature) and when the requested call is made? Week ending 07/31/21:

UI Average Callback Time		Change +/-
Tier 2	0:00:08	+14%(1s)
Tier 3	0:02:20	+49%(46s)

**Tier 1** handles basic Unemployment Insurance related FAQ Questions and support low complexity problem resolution like PIN reset, fact finding and entering claims.

**Tier 2** supports Tier 1 in addition to complex issue resolution including held payments, pending claims, and Shared Work Ohio.

**Tier 3** manages claimant inquiries related to pending claims, review claims and make decision on program eligibility and approve or deny claims.

## 4. Weekly Standing Metrics

Below are figures for the call center including the average wait time to speak to a representative (PUA and UI) through week ending 07/31/21:

Average Wait Time - UI	Tier 1	Tier 2	Tier 3
January	00:38:10	00:16:11	00:16:18
February	00:43:11	00:25:05	00:19:54
March	00:18:15	00:12:41	00:22:26
April	00:08:60	00:03:56	00:19:23
May	00:10:54	00:03:49	00:26:56
June	00:06:36	00:02:03	00:22:24
**July	00:01:28	00:00:30	00:02:09

Average Wait Time - PUA	Wait Time
January	00:10:54
February	00:14:38
March	00:21:08
April	00:07:28
May	00:05:42
June	00:03:12
***July	00:04:39



## 4. Weekly Standing Metrics

These calls include all callers that were on hold to reach an agent and received answers from IVR or left the queue prior to speaking to an agent as of 07/31/21:

Number of Abandoned Calls in Queue					
Date	UI	PUA	Date	UI	PUA
01/03 - 01/09	36,168	11,542	04/18 - 04/24	18,603	4,441
01/10 - 01/16	36,112	11,687	04/25 - 05/01	19,354	1,050
01/17 - 01/23	22,343	26,808	05/02 - 05/08	22,349	946
01/24 - 01/30	37,735	21,229	05/09 - 05/15	26,350	24,891
01/31 - 02/06	35,429	9,807	05/16 - 05/22	15,576	9,543
02/07 - 02/11	24,974	43,097	05/23 - 05/29	24,651	2,659
02/14 - 02/20	29,628	65,558	05/30 - 06/05	27,979	323
02/21 - 02/27	45,141	43,500	06/06 - 06/12	11,132	283
02/28 - 03/06	46,845	27,605	06/13 - 06/19	7,664	4,488
03/07 - 03/13	46,573	49,985	06/20 - 06/26	7,717	N/A
03/14 - 03/20	27,165	23,457	06/27 - 07/03	5,758	2,657
03/21 - 03/27	16,065	20,793	07/04 - 07/10	7,651	3,675
03/28 - 04/03	23,831	14,417	07/11 - 07/17	5,888	1,869
04/04 - 04/10	22,478	18,419	07/18 - 07/24	3,065	18,615*
04/11 - 04/17	26,044	12,306	07/25 - 07/31	5,888	4,211

## 4. Weekly Standing Metrics

Benefits: Timeliness and Quality Reports - All First Payment Timeliness Report for 01/01/2020 through 06/30/2021 as of 8/02/2021.

State	Total Work-load	<=7 Days	14 Days (*ww=Y)	21 Days (*ww=N)	28 Days	35 Days	42 Days	49 Days	56 Days	63 Days	70 Days	> 70 Days
06/30/2021	15,785	9.4%	22.8%	39.8%	51.9%	61.4%	69.3%	74.7%	79.1%	82.4%	85.4%	100.0%
05/31/2021	20,822	12.2%	19.0%	33.6%	45.1%	57.4%	68.6%	78.1%	84.2%	88.3%	90.8%	100.0%
04/30/2021	14,631	4.1%	11.2%	27.4%	49.3%	61.0%	67.8%	74.0%	80.4%	85.4%	88.1%	100.0%
03/31/2021	25,292	6.8%	30.3%	61.8%	65.7%	68.5%	71.2%	74.7%	78.0%	81.1%	84.0%	100.0%
02/28/2021	29,211	6.7%	32.0%	69.5%	74.6%	78.4%	81.6%	84.2%	86.1%	87.6%	88.9%	100.0%
01/31/2021	28,719	8.2%	36.2%	63.5%	70.7%	75.4%	78.7%	81.3%	83.4%	85.0%	86.3%	100.0%
12/31/2020	29,160	9.7%	36.9%	64.4%	70.1%	73.4%	75.9%	77.7%	79.2%	80.5%	81.6%	100.0%
11/30/2020	17,709	9.5%	26.6%	44.7%	49.8%	53.7%	57.2%	60.3%	63.0%	65.2%	67.2%	100.0%
10/31/2020	17,104	6.5%	21.8%	33.9%	38.5%	42.6%	46.6%	50.2%	53.8%	57.0%	59.6%	100.0%
09/30/2020	19,655	5.4%	19.3%	32.9%	38.2%	42.9%	47.3%	51.5%	55.8%	60.2%	64.4%	100.0%
08/31/2020	25,100	5.8%	21.7%	34.9%	41.5%	48.4%	55.3%	61.3%	65.9%	70.0%	73.3%	100.0%
07/31/2020	35,178	10.6%	32.8%	50.8%	57.9%	64.1%	68.9%	72.8%	75.7%	77.6%	79.3%	100.0%
06/30/2020	61,305	22.7%	38.6%	52.8%	62.8%	69.5%	74.8%	79.0%	83.4%	87.3%	91.0%	100.0%
05/31/2020	154,093	20.0%	34.9%	50.7%	65.2%	80.0%	90.2%	95.7%	98.2%	99.5%	99.9%	100.0%
04/30/2020	383,990	31.9%	55.2%	76.3%	91.1%	99.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%
03/31/2020	107,367	83.7%	98.6%	99.4%	99.7%	99.8%	99.8%	99.9%	99.9%	99.9%	100.0%	100.0%
02/29/2020	14,056	54.4%	84.4%	92.2%	95.8%	97.6%	98.6%	99.1%	99.4%	99.5%	99.6%	100.0%
01/31/2020	25,239	55.6%	89.3%	95.9%	98.2%	99.1%	99.4%	99.6%	99.7%	99.8%	99.9%	100.0%

## 4. Weekly Standing Metrics

Benefits: Timeliness and Quality Reports - Lower Authority Appeals Case Aging- UCRC  
Report for 01/01/2020 through 06/30/2021 as of 8/02/2021.

State	Total Workload	<=25 Days	26-40 Days	41-90 Days	91-120 Days	121-180 Days	181-360 Days	> 360
06/30/2021	3,706	37.9%	21.5%	38.7%	1.6%	0.2%	0.1%	0.1%
05/31/2021	3,752	30.0%	24.7%	43.6%	1.1%	0.6%	0.1%	0.0%
04/30/2021	4,293	42.8%	27.0%	28.2%	1.5%	0.3%	0.1%	0.0%
03/31/2021	4,161	45.5%	18.6%	34.0%	1.5%	0.2%	0.2%	0.0%
02/28/2021	3,728	29.2%	31.1%	38.0%	0.8%	0.4%	0.4%	0.0%
01/31/2021	3,348	31.1%	33.3%	33.4%	1.3%	0.5%	0.4%	0.0%
12/31/2020	3,322	34.5%	33.1%	29.2%	1.0%	1.4%	0.8%	0.0%
11/30/2020	2,903	27.2%	33.6%	31.4%	6.1%	1.3%	0.4%	0.0%
10/31/2020	3,341	31.8%	11.7%	51.5%	4.5%	0.5%	0.0%	0.0%
09/30/2020	5,119	13.2%	7.8%	77.6%	1.0%	0.4%	0.0%	0.0%
08/31/2020	6,599	25.2%	41.4%	31.5%	1.4%	0.5%	0.0%	0.0%
07/31/2020	4,604	38.3%	23.6%	36.6%	1.4%	0.1%	0.0%	0.0%
06/30/2020	3,219	19.5%	27.4%	52.4%	0.6%	0.1%	0.0%	0.0%
05/31/2020	1,660	43.6%	27.9%	28.3%	0.2%	0.0%	0.0%	0.0%
04/30/2020	776	70.0%	20.4%	9.4%	0.0%	0.0%	0.0%	0.3%
03/31/2020	654	73.1%	21.1%	5.8%	0.0%	0.0%	0.0%	0.0%
02/29/2020	844	87.3%	9.2%	3.4%	0.0%	0.0%	0.0%	0.0%
01/31/2020	760	89.2%	6.6%	3.8%	0.4%	0.0%	0.0%	0.0%

## 4. Weekly Standing Metrics

Adobe Viewing Correspondence Workaround: <https://unemploymenthelp.ohio.gov/employee/>

Customer Service Feedback Metrics 3/11/21 – 7/24/21: <https://unemploymenthelp.ohio.gov/unemploymentCCS/>

Date	Appeals	Application Processing	Claims Processing	Communication	Customer Service	Employer Inquiries	Fraud	System Access	Total
3/11 - 3/13	8	4	15	2	7	1	9	0	46
3/14 - 3/20	8	2	16	7	7	3	14	3	60
3/21 - 3/27	3	0	6	4	3	1	2	0	19
3/28 - 4/03	5	3	15	1	6	0	4	0	34
4/04 - 4/10	13	5	23	6	10	0	11	1	69
4/11 - 4/17	9	11	19	1	8	2	9	2	61
4/18 - 4/24	6	9	26	4	5	1	11	8	70
4/25 - 5/01	6	4	32	8	15	2	9	3	79
5/02 - 5/08	6	3	28	3	13	0	9	5	67
5/09 - 5/15	8	12	25	1	11	0	1	4	62
5/16 - 5/22	6	5	22	4	7	1	3	2	50
5/23 - 5/29	10	4	23	8	12	2	5	6	70
5/30 - 6/05	5	3	17	5	8	1	5	2	46
6/06 - 6/12	11	5	27	13	17	1	6	4	84
6/13 - 6/19	8	1	20	4	11	0	3	4	51
6/20 - 6/26	9	4	23	5	11	0	4	1	57
6/27 - 7/03	10	6	29	4	15	0	4	3	71
7/04 - 7/10	9	3	21	8	19	0	6	2	68
7/11 - 7/17	18	5	17	5	26	0	8	2	81
7/18 - 7/24	9	1	19	5	17	0	9	4	64
7/25 - 7/31	6	5	19	3	10	2	4	1	50
<b>Total</b>	<b>173</b>	<b>95</b>	<b>442</b>	<b>101</b>	<b>238</b>	<b>17</b>	<b>136</b>	<b>57</b>	<b>1259</b>