

December 16, 2020



Overpayment of Certain Unemployment Insurance Program Benefits

(report 20-5)

Unemployment Insurance Call Centers

(report 20-13)

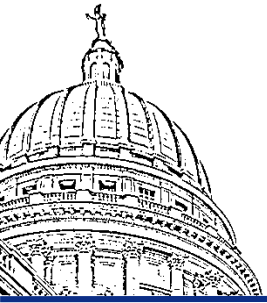
Processing Certain Unemployment Insurance Claims

(report 20-28)



Overpayment of Certain Unemployment Insurance Program Benefits

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Overpayment of Program Benefits

DWD may have overpaid an estimated \$21.2 million in program benefits on April 28 and 29.

DWD indicated it recovered \$19.6 million in duplicate payments it made on April 29.

DWD's actions on April 30 may have resulted in DWD overpaying and underpaying unknown numbers of individuals.

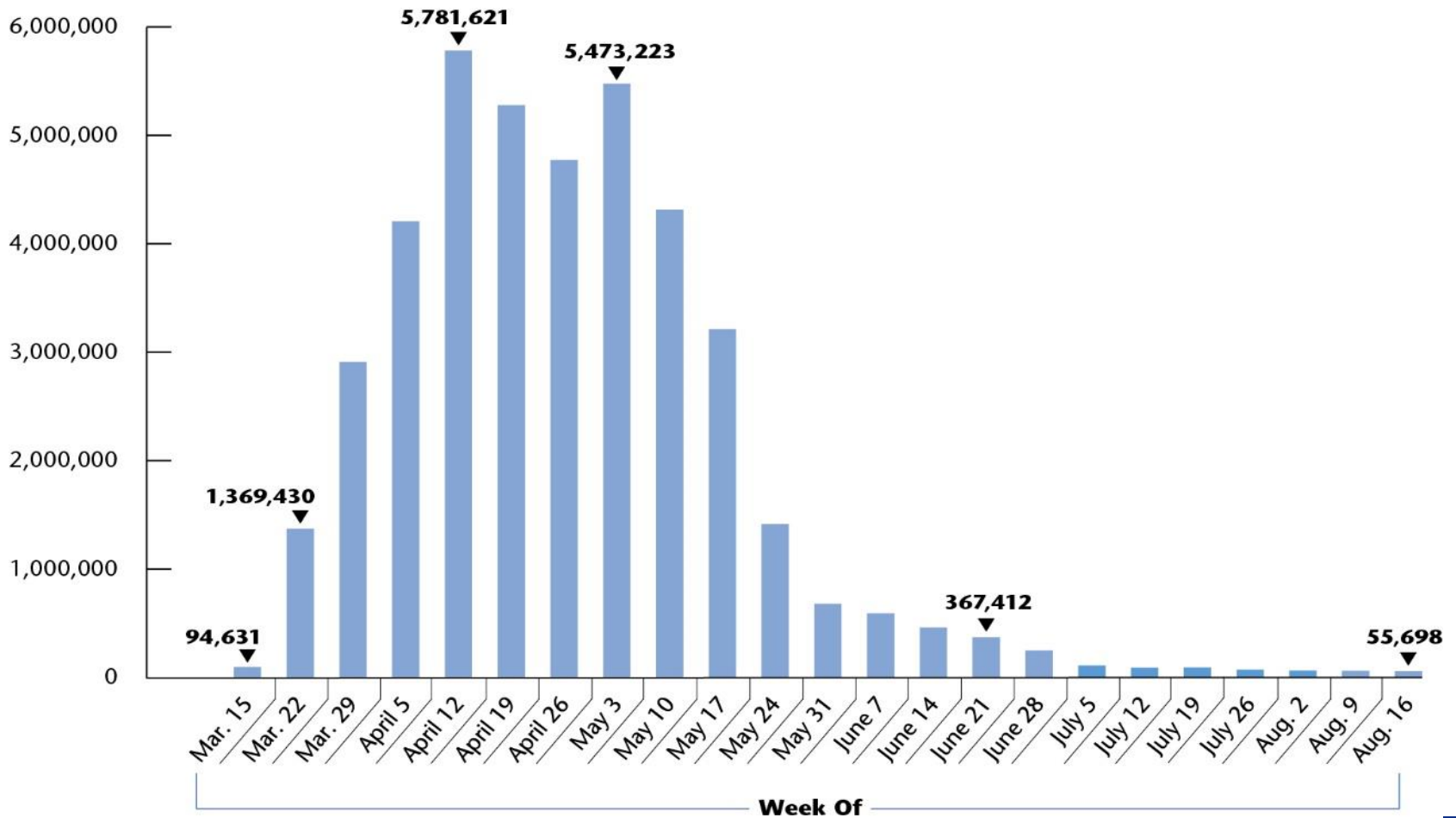


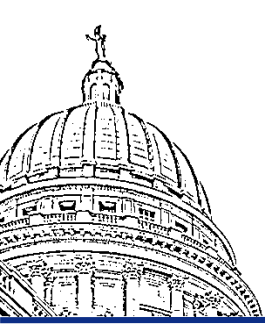
Unemployment Insurance Call Centers

(report 20-13)



Telephone Calls to Program Call Centers, by Week



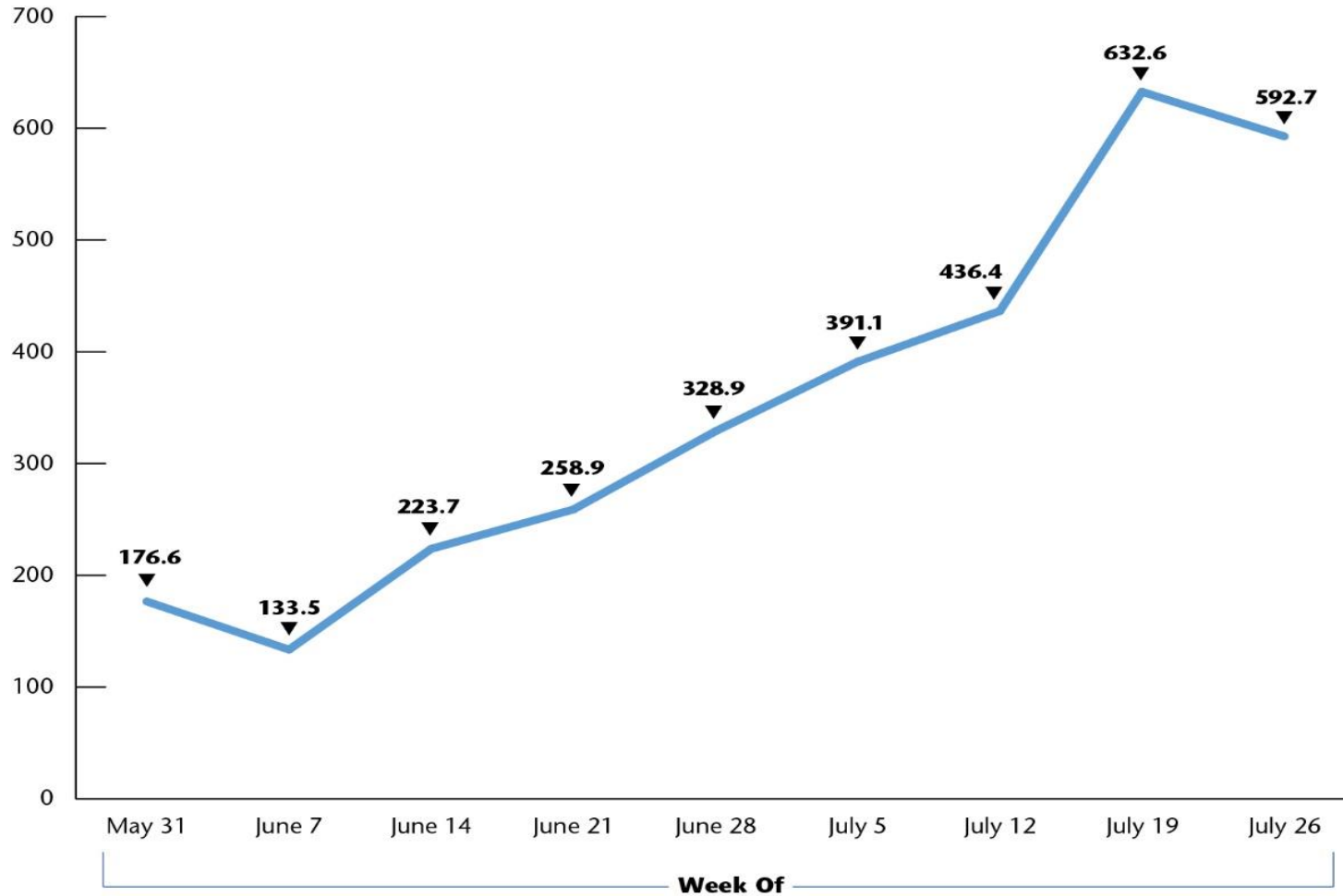


Telephone Calls to Program Call Centers, by Disposition

Disposition	Number	Percentage of Total
Blocked or Busy Signals	38,317,664	93.3%
Abandoned	2,543,065	6.2
Answered	225,864	0.5
Total	41,086,593	100.0%



Staffing Levels at One Program Call Center



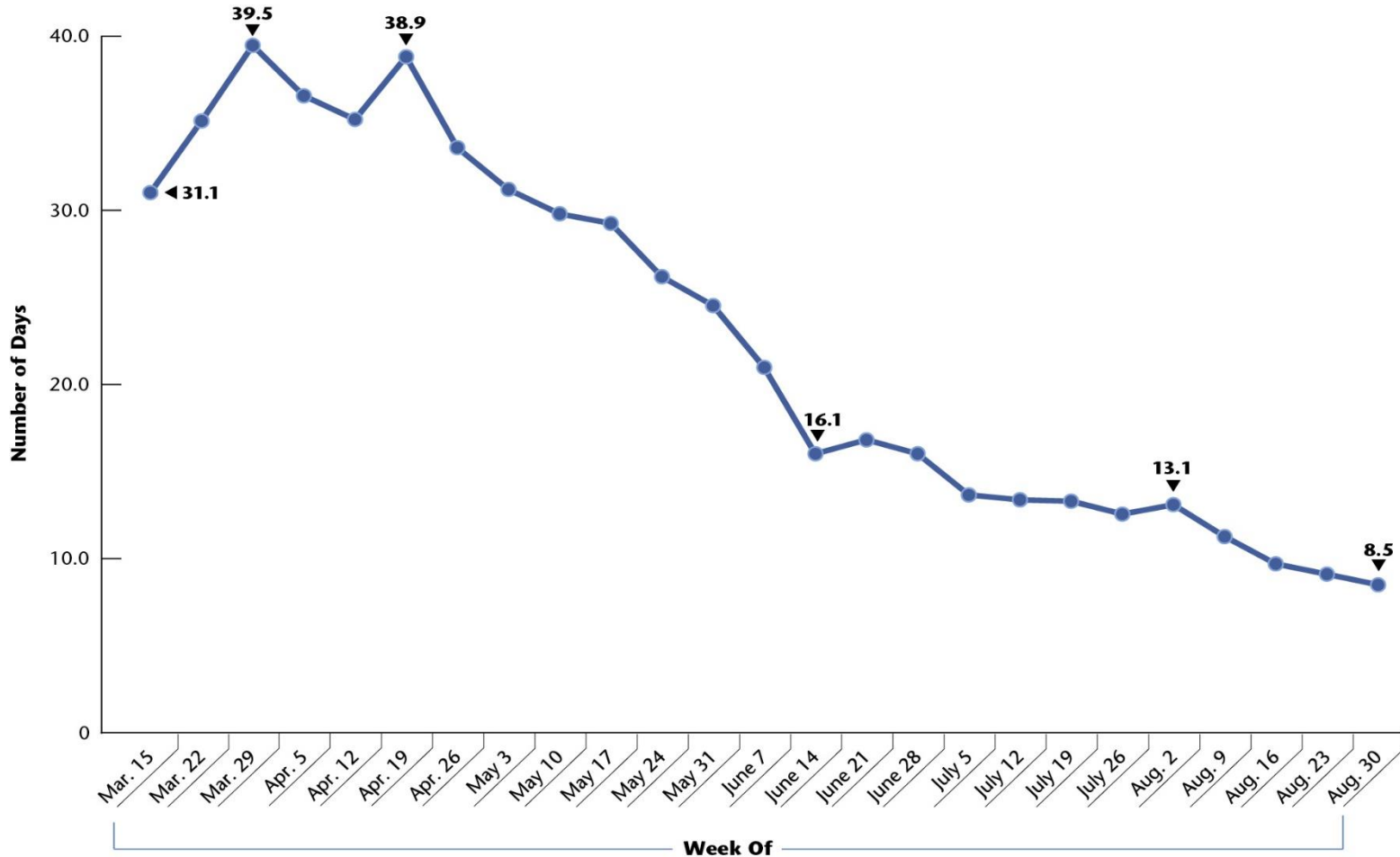


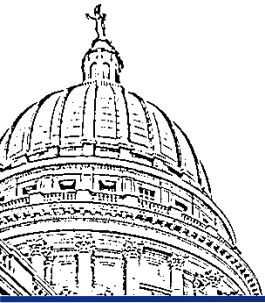
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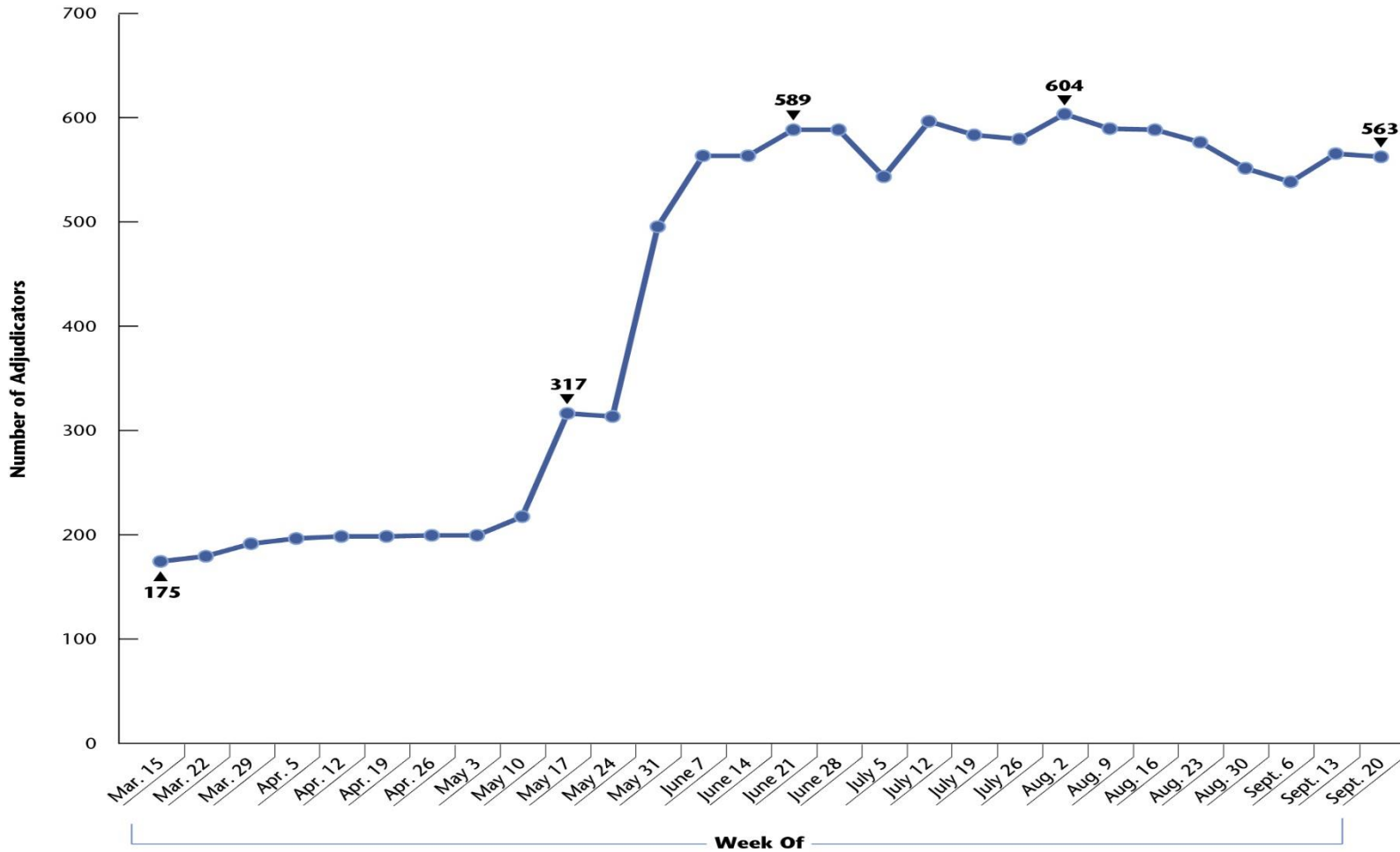


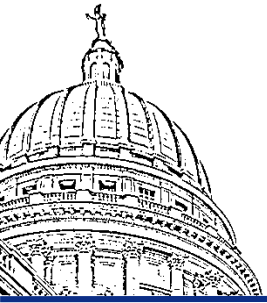
Average Number of Days to Pay Initial Claims for Program Benefits





Program Adjudicators, by Week





File Review of Initial Claims

We reviewed DWD's files for a statistically significant random sample of 268 individuals who filed initial claims from March 15, 2020, through April 11, 2020, but who had not been paid benefits as of June 20, 2020.

As of November 2020, DWD had resolved the initial claims of 250 of the 268 individuals.

DWD was responsible for 11.0 of the 13.0 weeks that it took, on average, to resolve the initial claims of the 250 individuals.

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