

# OREGON EMPLOYMENT DEPARTMENT

## SEPTEMBER 2024 LEGISLATIVE DAYS

Interim Senate Labor and Business Committee  
Monday, September 23, 2024, 3:00 pm

Supplemental Materials

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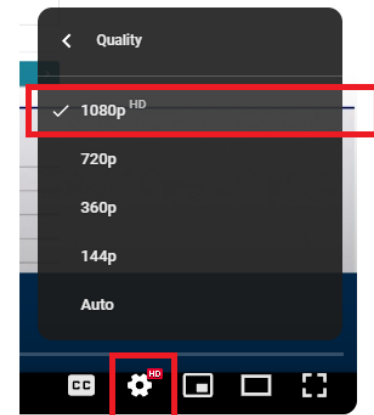
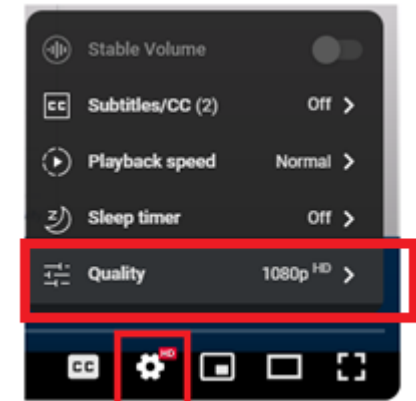
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# Frances Online Claimant Portal Demo



Ensure view settings set to 1080p:



Direct Link: <https://www.youtube.com/watch?v=7is5GWMtizA>

Also accessible via OED's YouTube page at: <https://www.youtube.com/@ORGovEmployment>

# UI Status Messages

## Initial claims and restarts:

- Draft Saved
- Submitted
- Identity Verification Required
- More Information Required
- Processing
- Ready to Claim

## Weekly claims

### ❖ In progress statuses:

- Ready to File
- Filed
- In Review
- Processing

More information about status messages is available at:

<https://unemployment.oregon.gov/frances-status>

### ❖ Payment statuses:

- Payment Started
- Payment in Progress
- Paid

### ❖ No payment or reduced payment statuses:

- Waiting Week
- Denied
- Payment Reduced
- Excess Hours
- Excess Earnings
- Maximum Benefit Amount Reached

### ❖ Miscellaneous statuses:

- Overpayment
- Canceled
- Not Filed

# Paid Leave Oregon Program Participant Demographics

## Relative Paid Leave Oregon Claimant Comparison to Oregon Employees by Age

Aug. 14, 2023 – March 31, 2024

(Rounded to the nearest tenth of a percent)

Claimant's Age	Percent of Paid Leave Oregon Claimant Applications	Percent of Oregon Employees
16 - 19	0.3%	3.9%
20 - 24	4.8%	9.7%
25 - 29	12.6%	11.2%
30 - 34	19.0%	11.7%
35 - 44	28.5%	22.4%
45 - 54	16.8%	19.4%
55 - 59	7.4%	8.5%
60 - 64	6.5%	7.1%
65 - 74	3.6%	5.2%
75+	0.4%	0.9%

**Source:** Oregon Employment Department, Paid Leave Oregon Division

## Relative Paid Leave Oregon Claimant Comparison to Oregon Employees by Gender

Aug. 14, 2023 – March 31, 2024

(Rounded to the nearest tenth of a percent)

Gender	Percent of Paid Leave Oregon Claimants	Percent of Oregon Employees
Male	37.0%	47.9%
Female	57.8%	42.2%
Other	N/A	10.0%
Prefer not to say/Other	5.3%	10.0%

**Source:** Oregon Employment Department, Paid Leave Oregon Division

As reported on July 1, 2024, report:

# Paid Leave Oregon Program Participant Demographics

## Relative Paid Leave Oregon Claimant Comparison to Oregon Employees by Racial-Ethnic Identity

Aug. 14, 2023 – March 31, 2024  
(Rounded to the nearest tenth of a percent)

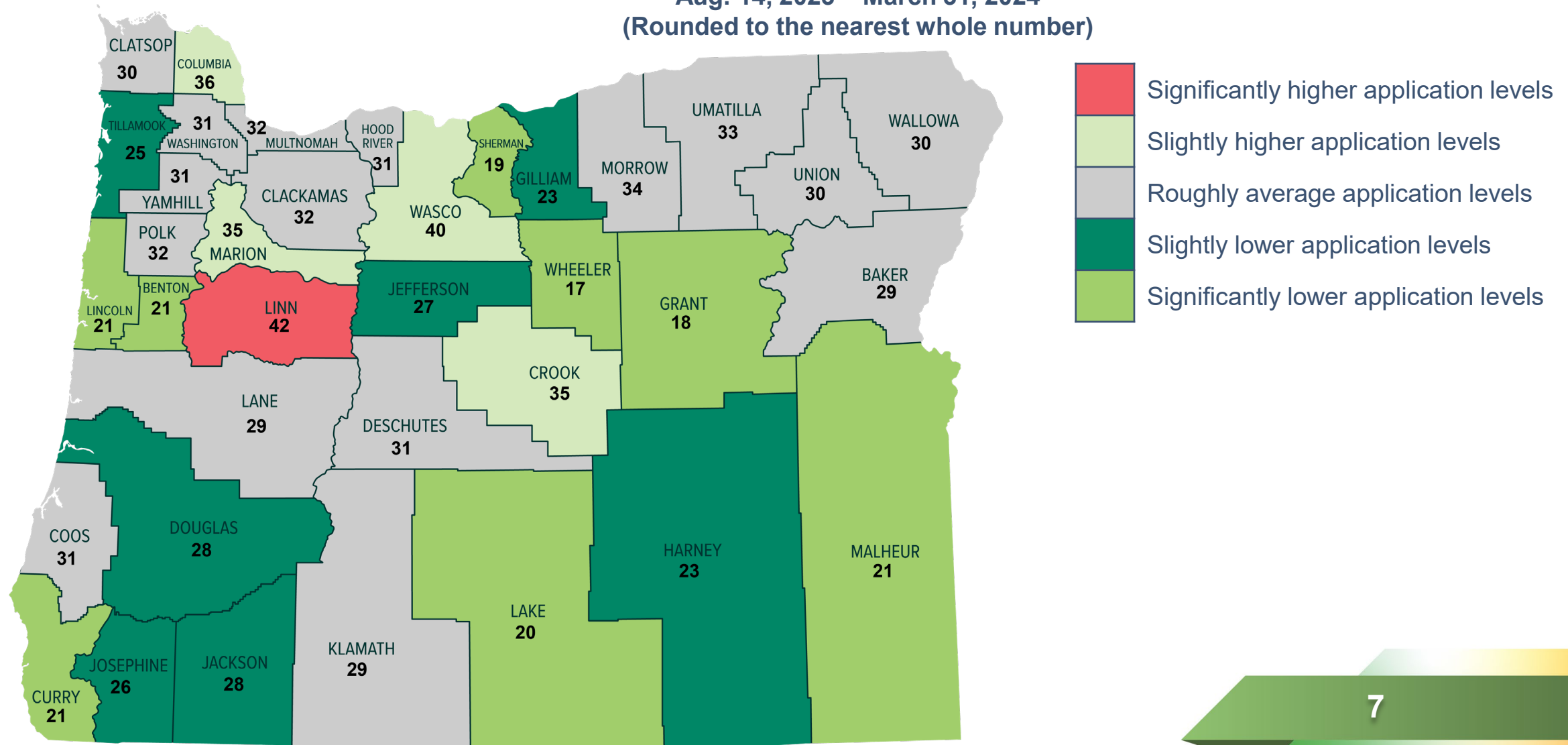
Race/Ethnic	Percent of Paid Leave Oregon Claimants	Percent of Oregon Employees
American Indian	2.8%	2.7%
Asian	5.2%	5.3%
Black	3.3%	3.3%
Hispanic	12.2%	11.7%
Other	2.5%	2.3%
Prefer not to say/Other	10.5%	10.3%
White	63.6%	64.4%

**Source:** Oregon Employment Department, Paid Leave Oregon Division

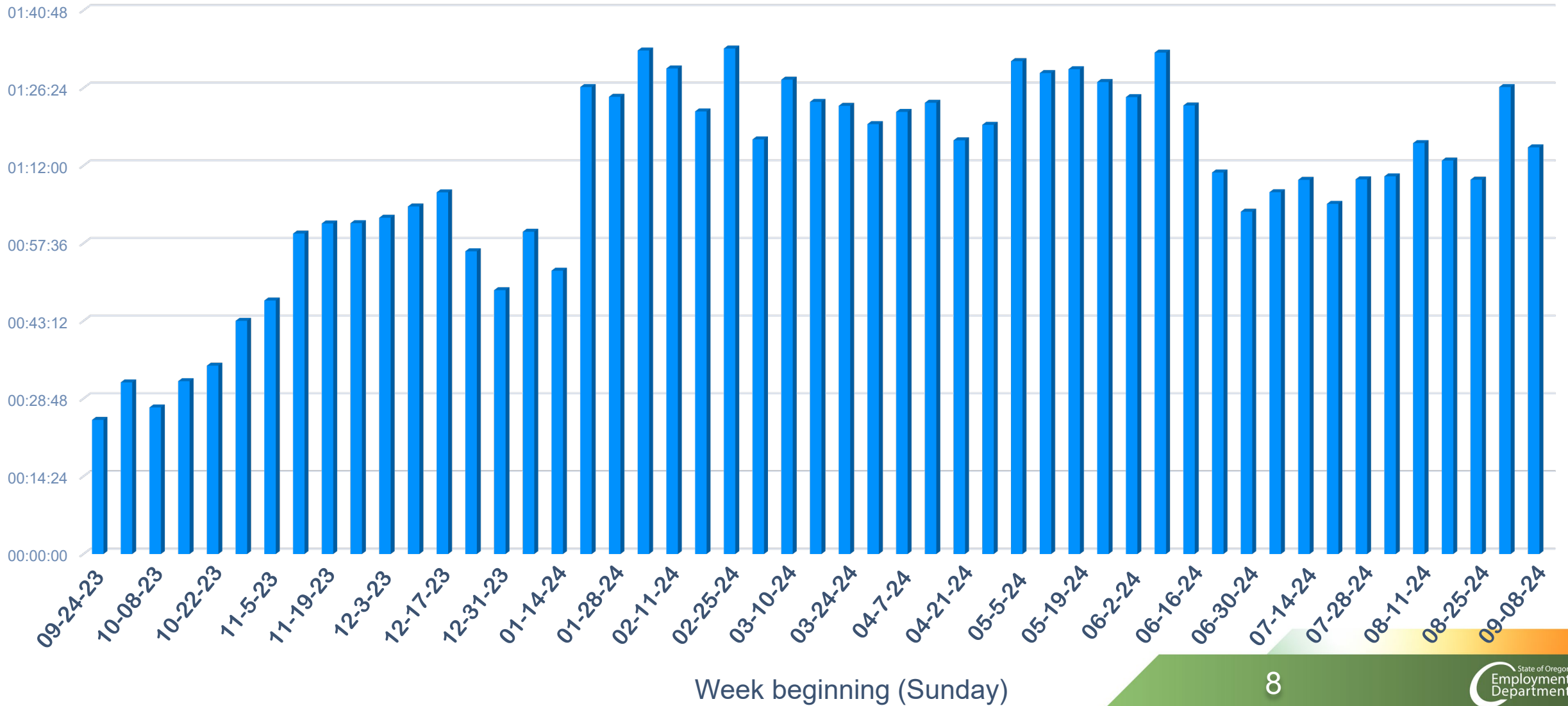
# Paid Leave Oregon Program Participant Demographics

## Relative Paid Leave Oregon Application Rates per County Per 1,000 Residents

Aug. 14, 2023 – March 31, 2024  
(Rounded to the nearest whole number)

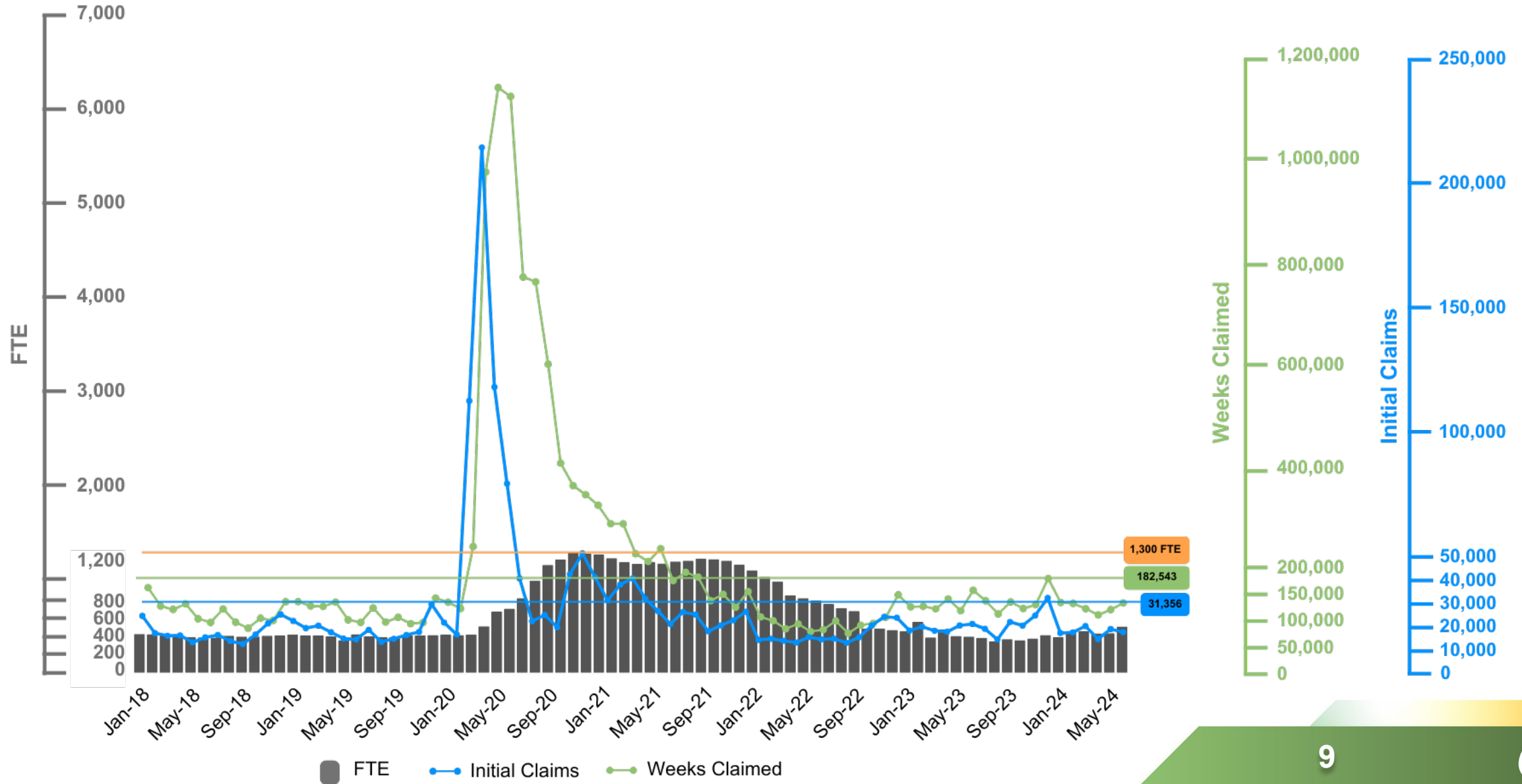


# UI Average Call Wait Times 09/23 through 09/24





# UI Workload Compared to Staffing January 2018 – June 2024



# UI Workload Compared to Staffing January 2018 – June 2024

## January 2018:

- Oregon's Civilian Labor Force\* was 2,080,689
- Existing funding did not provide the quality of customer service Oregonians needed

## March 2020 – May 2023 (COVID-19 Pandemic):

- Increased and expanded customer service to better meet public expectations
- Federal funding provided for staffing to support new services including:
  - More options for communication with customers about their UI claims (e.g. secure emails, web messages, live-chat, etc.)
  - Increased language access
  - Fraud prevention strategies to mitigate more frequent attempts to steal money from the UI Trust Fund

## July 2024:

- Oregon's Civilian Labor Force\* was 2,192,472
- Risk of economic downturn in present day could lead to greater impact than before
- Slightly more equipped to provide customer service but Frances Online rollout demonstrated that our capabilities are still far less than needed
- Greater need than ever to support Oregonians

\* The Civilian Labor force is anyone 16+ years old who is working (e.g. on a company payroll, or self-employed, or farm work, etc.), and also includes anyone 16+ who is not working, but has actively been seeking work in the past 4 weeks and is able and available to accept work if it's offered.

- LC 479** – Housekeeping Changes
- LC 483** – Other Agency Information Sharing
- LC 486** – Paid Leave Oregon Technical Changes
- LC 488** – Paid Leave Oregon Penalty and Interest Waiver
- LC 493** – Repeal Reduction to UI Benefits due to Disqualification
- LC 496** – Placeholder for Supplemental Employment Department Administrative Fund (SEDAF)

**THANK YOU!**

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