

OREGON EMPLOYMENT DEPARTMENT

DECEMBER 2024 LEGISLATIVE DAYS

Interim Senate Labor and Business Committee

Tuesday, December 10, 2024

David Gerstenfeld, Director

Customer Service Updates

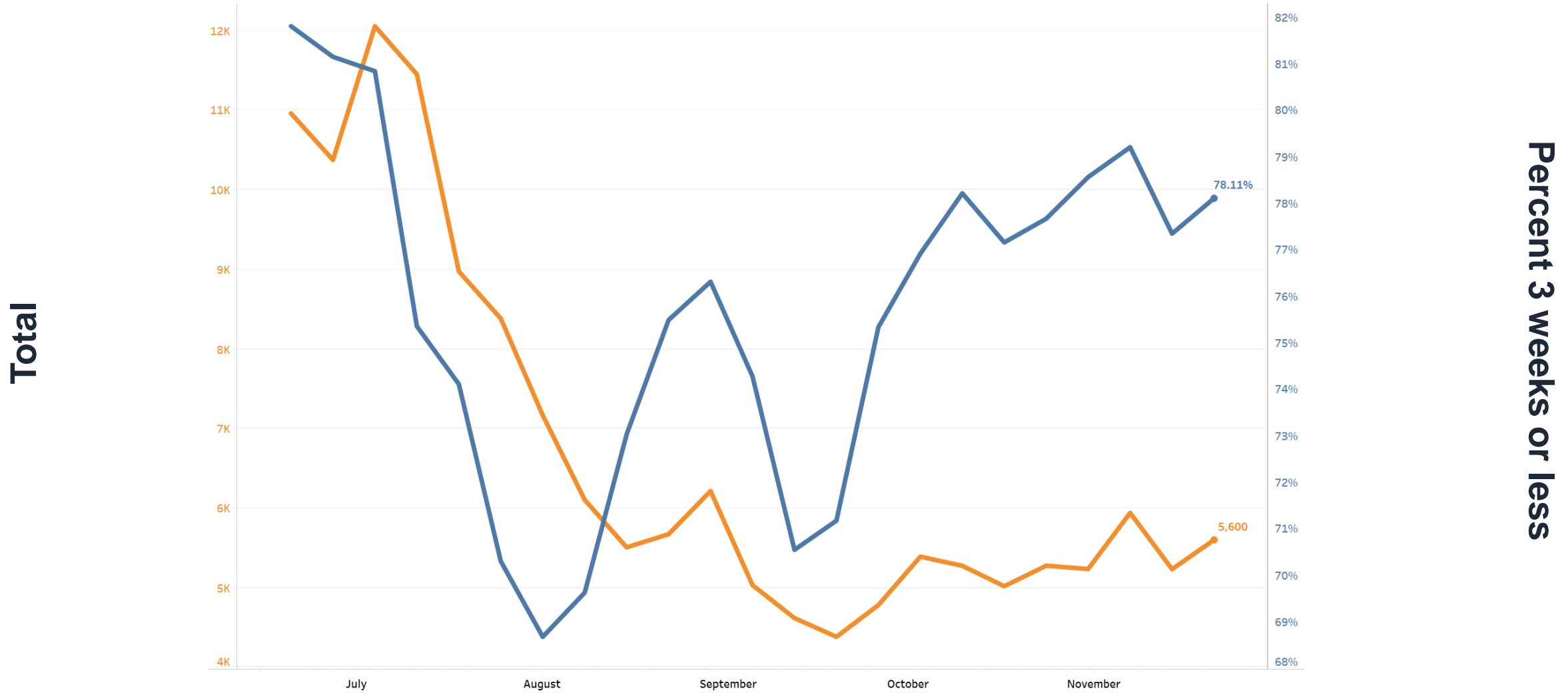
Unemployment Insurance

- More than 1.1 million weekly claims filed since the launch of Frances Online
- More than \$560 million in benefits issued to more than 95,000 customers

Customer Service Priorities

- Hold-pay issues
 - **Goal:** Resolve within 3 weeks at least **80%** of the time
 - **Current: 78.1%**
- First payment timeliness – now exceeding national average
- Phone support – calls answered within 5 and 15 minutes have been rising since August

UI Hold-pay Issues



Total

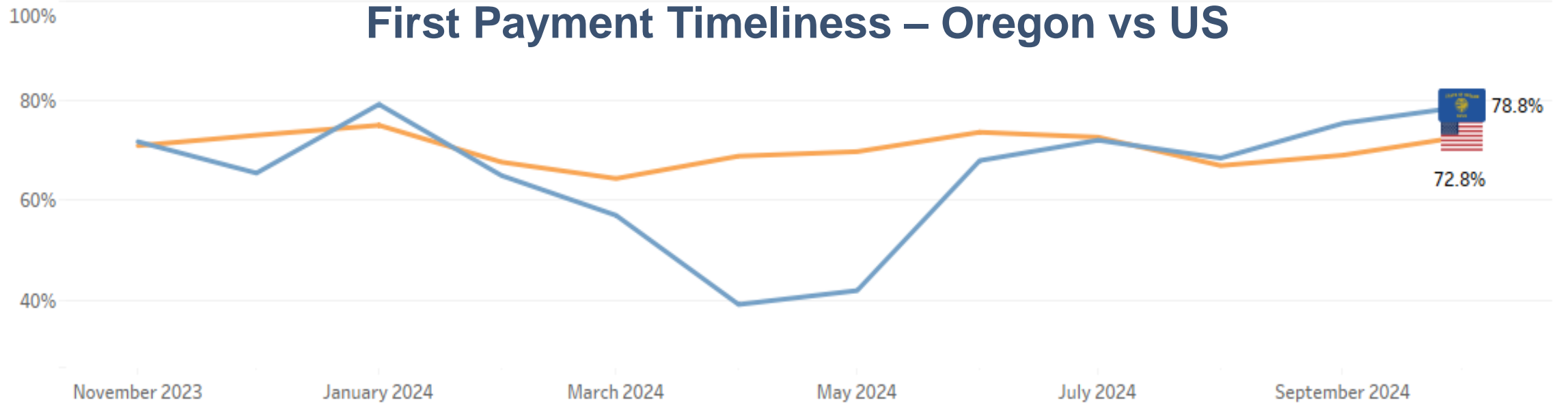
Percent 3 weeks or less

 % impacting 3 weeks or less

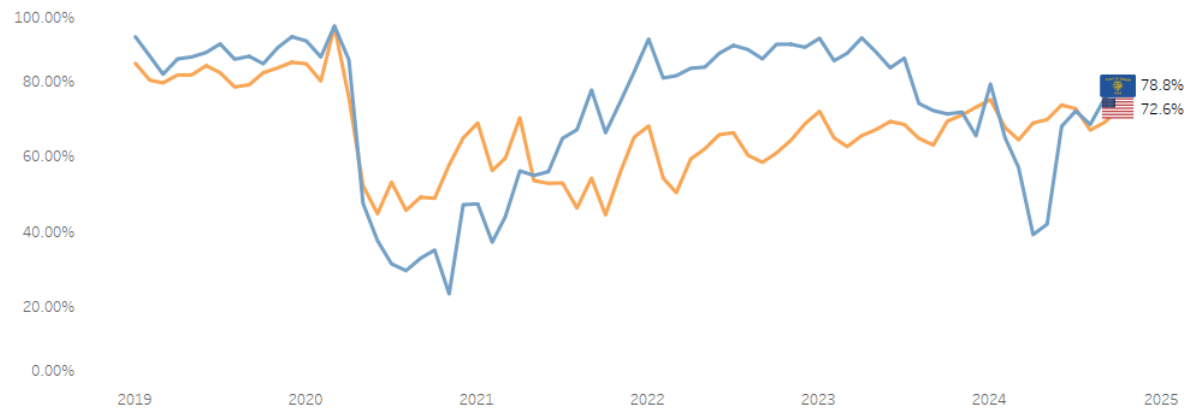
 Total hold-pay issues

Customer Service

First Payment Timeliness – Oregon vs US



2019 to Present:



UI – Phone Support

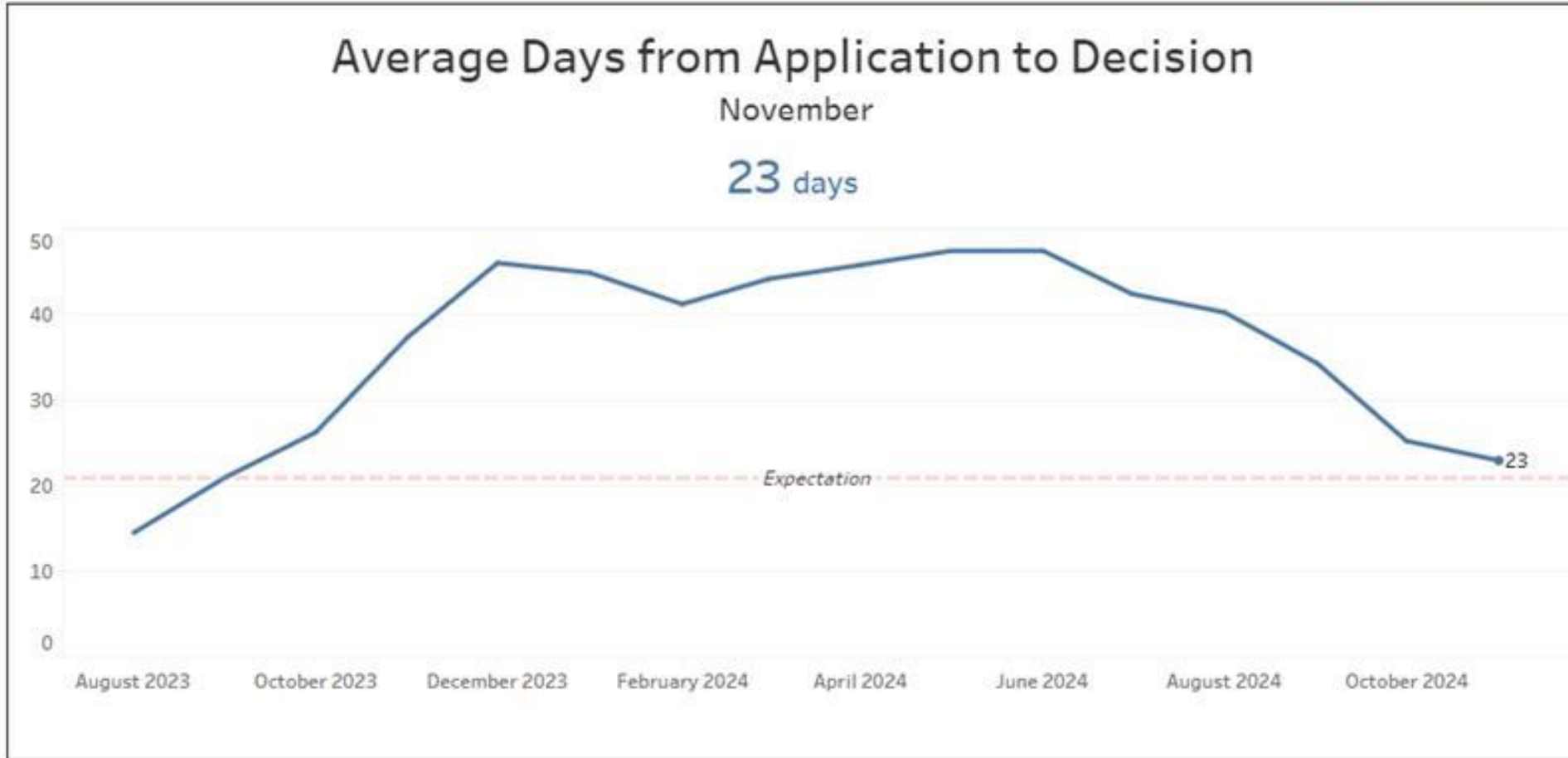
Phone data	May	August	September	October	November
Total calls	28,632	23,429	25,711	25,639	20,064
Answered – w/in 15 minutes	48.8%	55.6%	61.0%	68.3%	66.3%
Answered – 15 to 30 mins	9.6%	9.9%	8.5%	6.0%	7.2%
Answered – 30 to 60 mins	11.0%	11.9%	9.3%	8.0%	7.4%
Answered – > 1 hour	28.6%	25.0%	22.6%	20.5%	19.2%
Avg. wait time	1:29:26	1:12:12	1:08:52	1:13:25	1:12:10

Note: Percentages may not add up to 100% due to rounding

Paid Leave – Application processing



Data includes decisions issued through 11/13/2024



Frances Online – Overall improvements

- Large update in mid-November:
 - Expanded multi-factor authentication
 - Will help prevent customers from getting locked out
 - Improved employer interface
 - Easier access to benefit history
 - More control over email subscriptions and notifications
- Upcoming:
 - Easier for customers to update their address when creating an account

Paid Leave Oregon

- New "claim status" labels and descriptions
- Pre-placement leave for adoptions and foster care
 - Effective Jan. 1, 2025
- Improved verification of Birth and Serious Medical Condition forms
- More efficient employer information sharing

Unemployment Insurance

- Expanded in-person ID verification at USPS retail locations
- Continued focus on fraud prevention and detection

What we need – Time

Steady, sustainable improvement

- Maintain improvements already made
- Adjust business practices to best support customers through Frances Online

Frances Online

- Transition from implementation project to continuous improvement phase
- Continue to refine and respond to feedback

Continued focus on response times

- Phones
- Electronic messages

Ongoing Challenges

- ❖ Still no federal budget for FFY 2025
- ❖ Increases in operational costs
 - Additional administrative funding provided by HB 4035 (2024) helped
 - Staff costs have increased significantly – COLAs, pay equity adjustments, truncation of some salary ranges
- ❖ Potential economic downturns
- ❖ Potential new programs or program changes to implement
- ❖ Ongoing fraud and security threats

THANK YOU!