OREGON EMPLOYMENT DEPARTMENT SEPTEMBER 2025 LEGISLATIVE DAYS

Interim House Labor and Workforce Development Committee Tuesday, September 30, 2025

Andrew R. Stolfi, Director

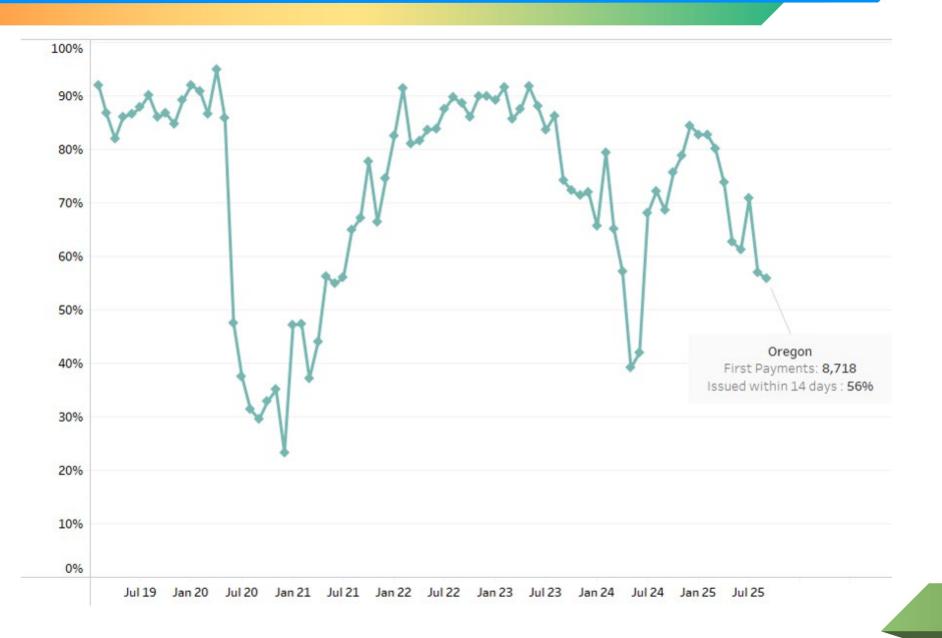


OED Customer Service

Employment Department	MONTHLY PERFORMANCE DASHBOARD						
			August 2025				
	UNEMPLOYMENT INSURANCE	PAID LEAVE OREGON	& RECOVERY				
PHONE: Goal: 80% answered within 30 minutes.	63%	33%	100%				
WEB MESSAGING: Goal: 80% response rate within 5 business days.	47%	81%	66%				
LIVE CHAT: Goal: 80% answered within 30 minutes.	64%	NOT APPLICABLE	NOT APPLICABLE				
CLAIM ELIGIBILITY: Goal: 80% of determinations issued within 21 days	61%	25%	NOT APPLICABLE				
	FIRST PAYMENT	CLAIM REVIEW					
	56%	53%					
	Goal: 80% first payments are issued within 14 days of waiting week	Goal: 80% of claims are approved or denied within 21 days					
			> Information Shee				
		Pu	blished on September 25, 202				



Unemployment Insurance First Payment Timeliness



First Payment Timeliness

As of 08/31/2025



Unemployment Insurance Call Wait Times

		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Calls Answered		11,816	10,068	11,577	12,343	12,624	12,118	13,944	11,989
Average Speed of An	nswer	01:31:53	01:17:58	01:09:54	01:10:51	01:03:59	01:06:16	01:11:39	01:11:37
14K 0	1:31:53								
12K		01:17:58	_	01:10:51			01:11:39		01:20:38
10K			01:09:54	01.10.51	01:03:59	01:06:16		01:11:37	01:00:29
Calls Answered					01.03.33		-		01:00:29 Speed of Answer
Calls A							-		Average Spe
4K							-		
2K									-00:20:10
0K	uary 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 202	00:00:00

UI Web Message Response Time

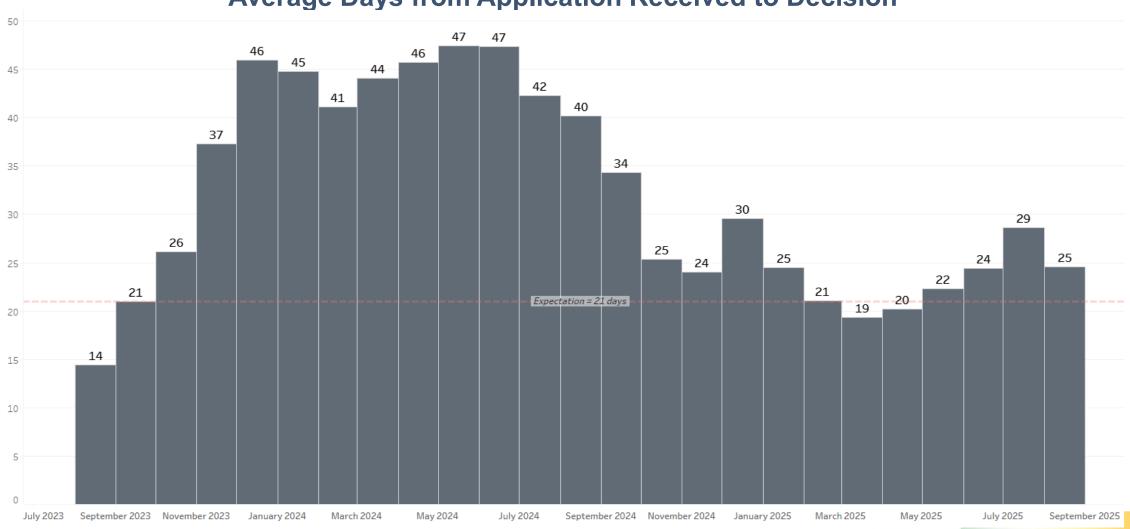
		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 202
Veb Messages Answered 17,469		17,469 14,981 13,805		13,927	14,821	12,445	14,672	18,497	
nswered \	Within Five Business Days	73%	57%	63%	61%	60%	75%	67%	47%
80%	73%					75%			
70%			63%					67%	
60% 50% 40% 20% 10%		57%	6376	61%	60%				
50%	•	51 76							479/
40%									47%
30%									
20%									
10%									
0%									
	January 2025 Febru	uary 2025 Ma	arch 2025	April 2025	May 2025	June 20	25 July	2025	August 2025

UI Live Chat Response Time

	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 202
ive Chats Answered	1,689	2,534	3,937	4,389	4,878	4,408	4,891	5,66
Percent Answered Within 30 Minutes	12%	57%	73%	70%	83%	40%	18%	64%
80%		73%		83%				
70% 70% 60% 40% 30% 20% 10% 12%			70%					64%
60%	57%							1
50%								
80 au 40%					40%			
30%								
20%							\checkmark	
10%							18%	
0%								

Paid Leave Claim Processing Time

Average Days from Application Received to Decision

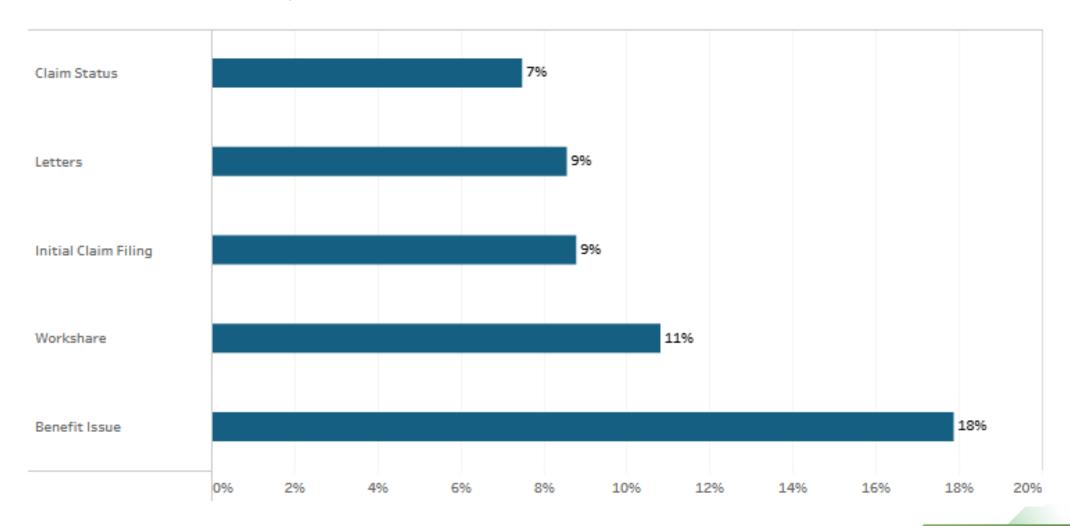


Paid Leave Call Wait Times

		January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Calls A	Answered	20,701	17,825	21,232	21,214	19,392	20,812	22,141	19,322
Averaç	ge Speed of Answer	00:36:17	00:29:04	00:19:10	00:21:50	00:28:12	00:25:38	00:33:32	00:42:50
	20K 00:36:17							00:42:	00:40:19
ered	15K	00:29:04			00:28:12		00:33:32		00:30:14 Value of Auswer of Speed of Auswer of Speed of S
Calls Answered	10K		00:19:10	00:21:50		00:25:38			Average Speed
	5K							-	00:10:05
	0K January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025	00:00:00

Top Reason Customers Call for Unemployment Insurance Support

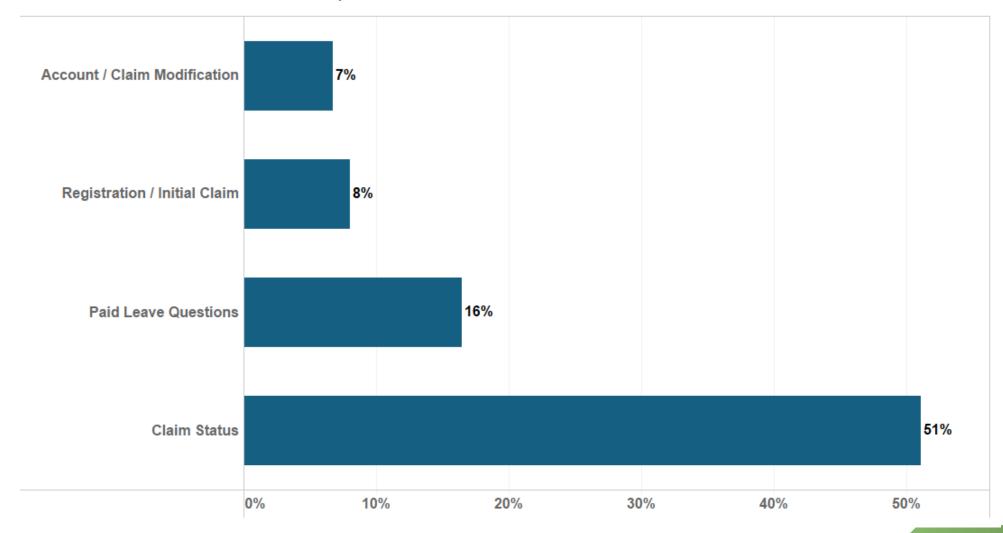
Unemployment Insurance Top 5 Reasons for Calls in the last 12 weeks





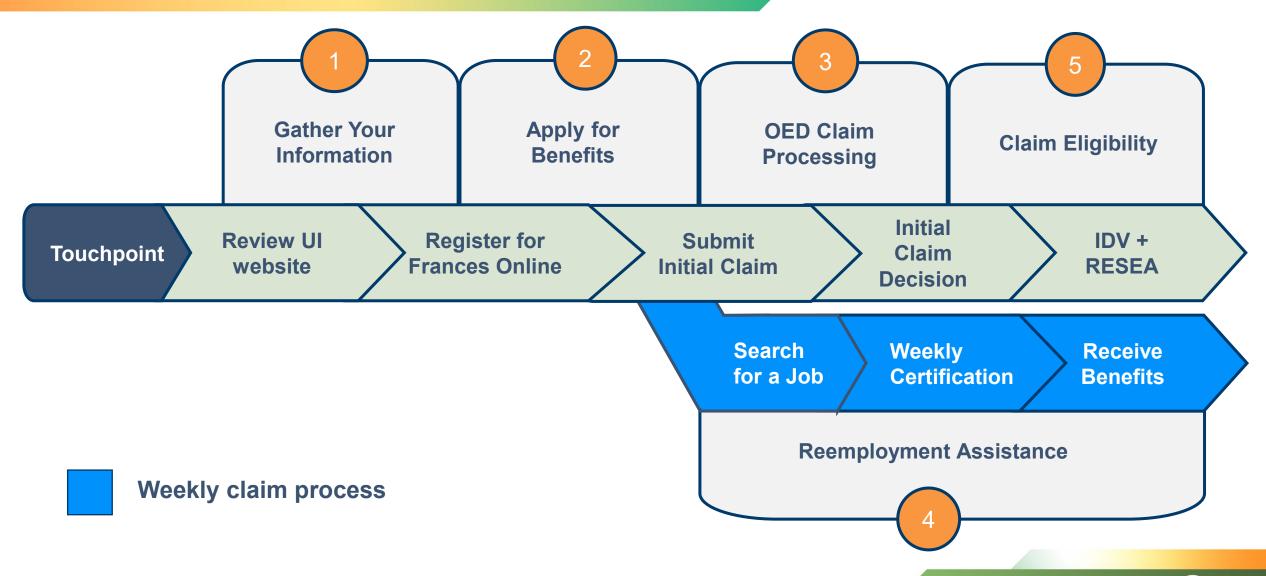
Top Reasons Customers Call for Paid Leave Support

Paid Leave Top 4 Reasons for Calls in the last 12 weeks





Unemployment Insurance Customer Journey





Governor's Overall Expectations

- 1. Continue to meet all existing agency expectations
- 2. Continue to clearly communicate with Oregonians about OED's services
- 3. Enhance our core mission of supporting business
- 4. 150-day strategic review and plan

Customer Service & Workforce Strategies Project

Goal: Report to Gov. Kotek with clear, actionable, and prioritized recommendations to:

- ► Improve customer service
- ► Strengthen Oregon's workforce development mission

Phase 1: Organizational Review

Phase 2: Recommendations, Planning, and Report Development

Customer Service & Workforce Strategies Project

Customer engagement

- Social media and business engagement events

Employee engagement

- Agency-wide survey
- ▶ Focus groups

Partner & interested party engagement

- ► Interviews and invitations for feedback
- State agencies, local governments, legislative bodies, tribes, community-based organizations, workforce boards, innovation and Opportunity Act partners



QR code for Business Services customer satisfaction survey



Preliminary findings from our engagement

What's going well

- Economic research and data
- ► Talented, engaged staff
- WorkSource Oregon Centers and other programs that support businesses and job seekers

What can we improve

- Helping the customer understand the status of their claim
- More robust self-help options for customers



Governor's Expectations – What's Next

Analyze the feedback and identify key themes, solutions, and recommendations

Deliver specific action plans on:

- 1. The future of Frances
- 2. Improving customer service for Unemployment Insurance and Paid Leave Oregon
- 3. Improving WorkSource Oregon programs and services
- 4. Improving the efficiency of how Oregon delivers on its workforce development and support missions

Rulemaking

Timeline

- Listening Sessions: July 31 and Aug. 4
- Rules Advisory Committee (RAC): Thursday, Oct. 2, 2-3:30 p.m.
- Public Comment Period: Nov. 4 Dec. 5
- Public Hearing: Nov. 19

Rulemaking Advisory Committee

- Oregon Business & Industry
- Hospital Representative
- NW Grocery Retail Association
- Small Business Representative
- Oregon School Boards Association

- OR AFL-CIO
- OR AFSCME
- Oregon Education Association
- IBEW Local 932
- Oregon State Building & Construction Trades



THANK YOU!

