

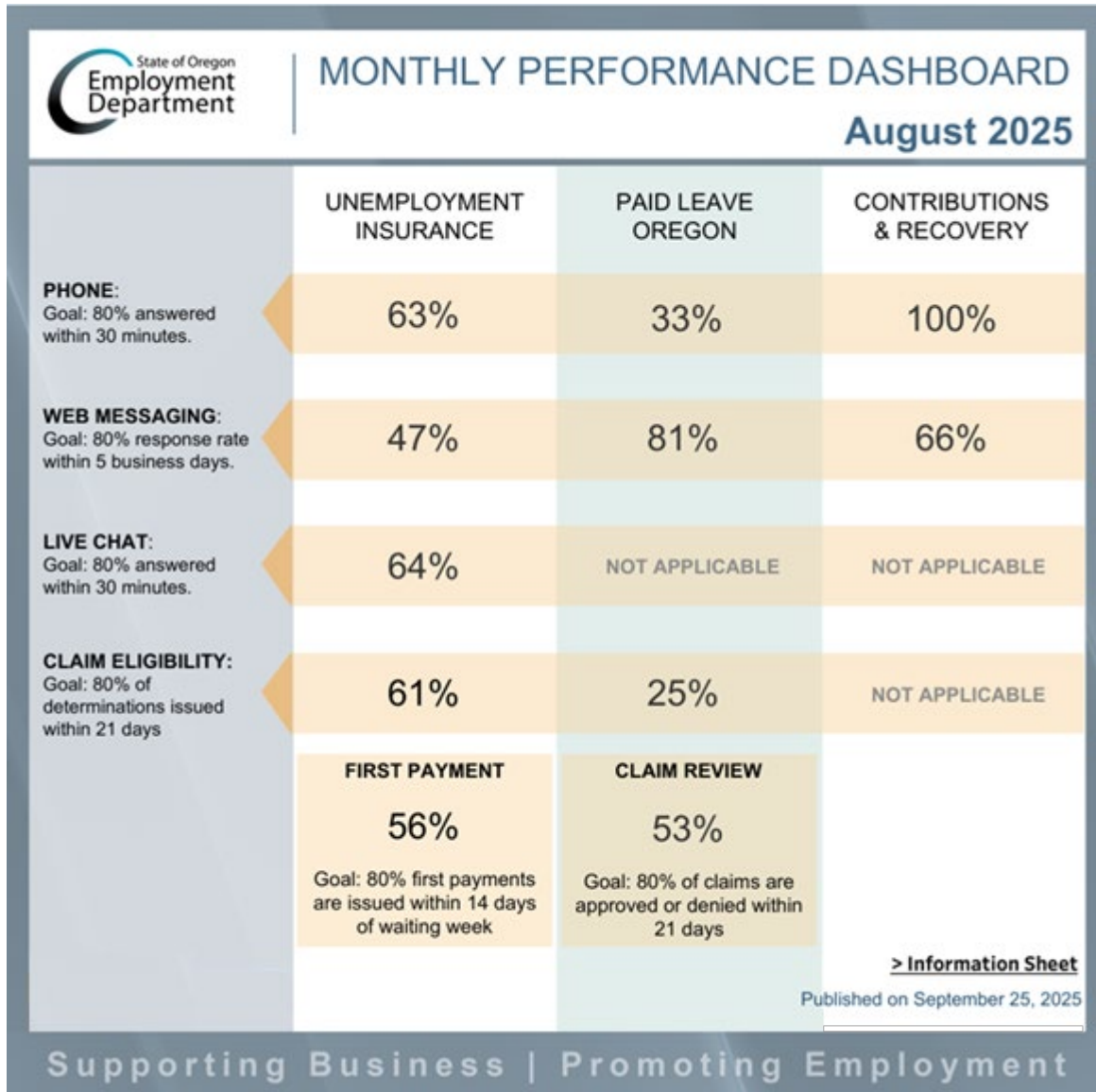
OREGON EMPLOYMENT DEPARTMENT

SEPTEMBER 2025 LEGISLATIVE DAYS

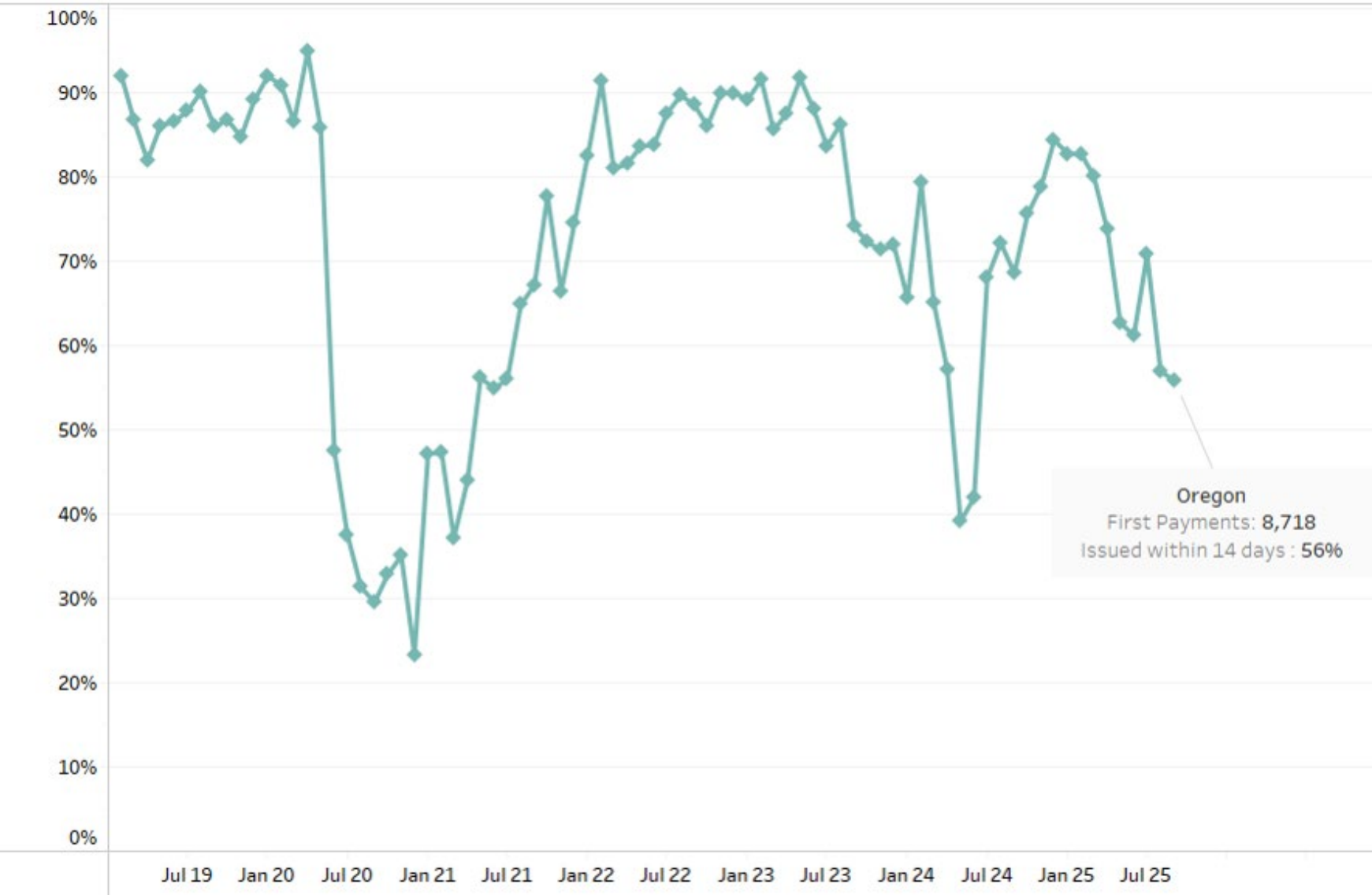
**Interim House Labor and Workforce Development Committee
Tuesday, September 30, 2025**

Andrew R. Stolfi, Director

OED Customer Service



Unemployment Insurance First Payment Timeliness



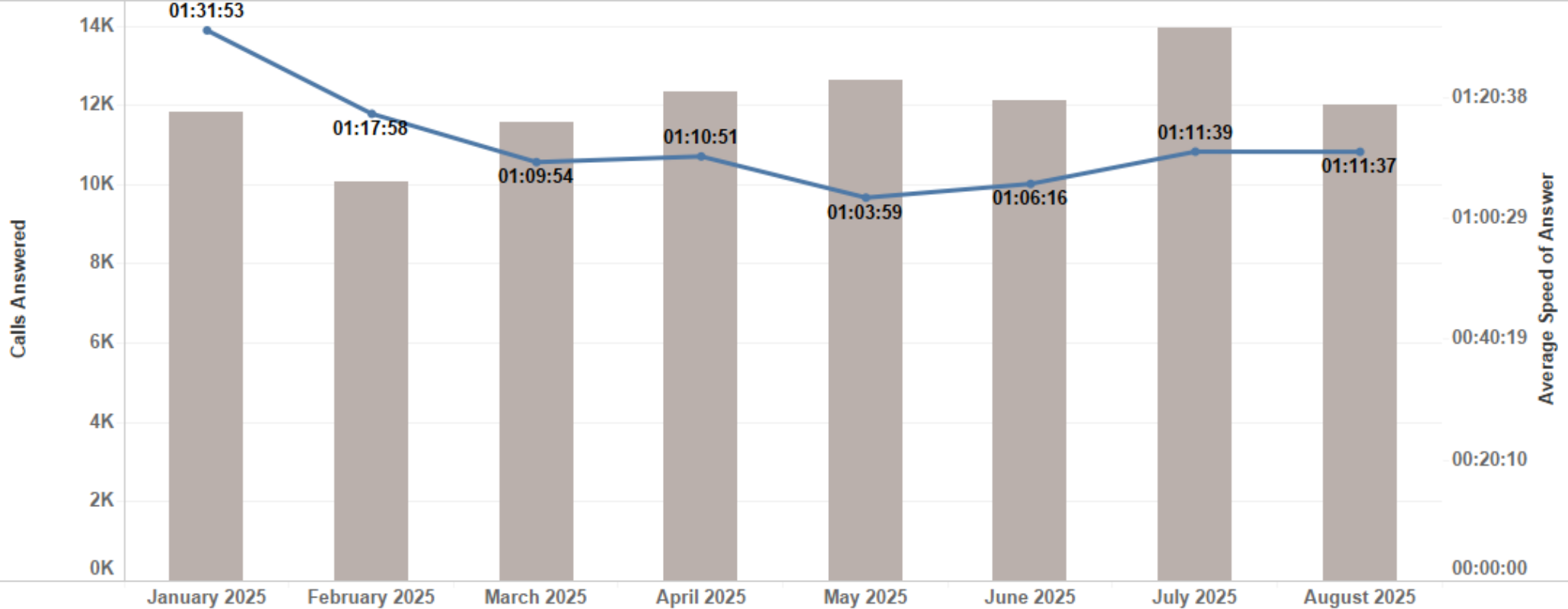
First Payment Timeliness

As of
08/31/2025

Oregon
First Payments: 8,718
Issued within 14 days : 56%

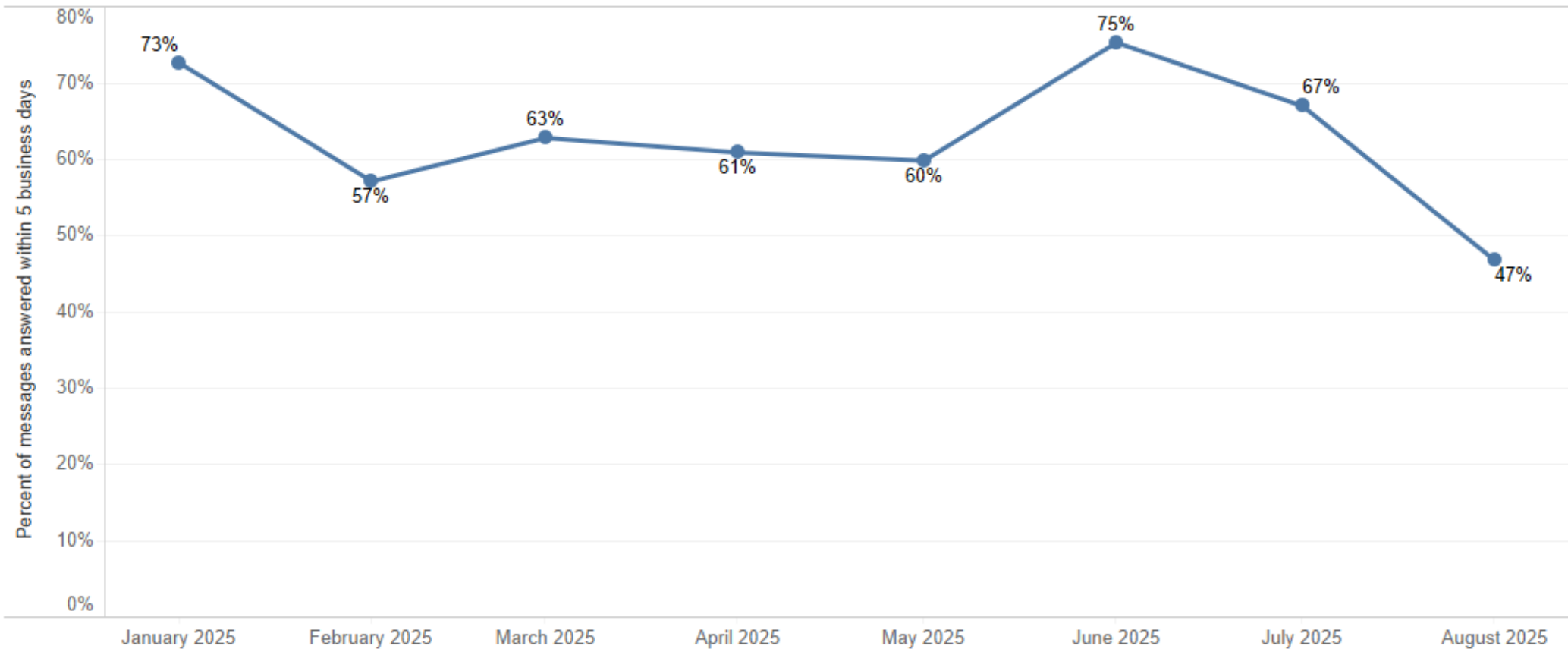
Unemployment Insurance Call Wait Times

	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 Answer	01:31:53	01:17:58	01:09:54	01:10:51	01:03:59	01:06:16	01:11:39	01:11:37



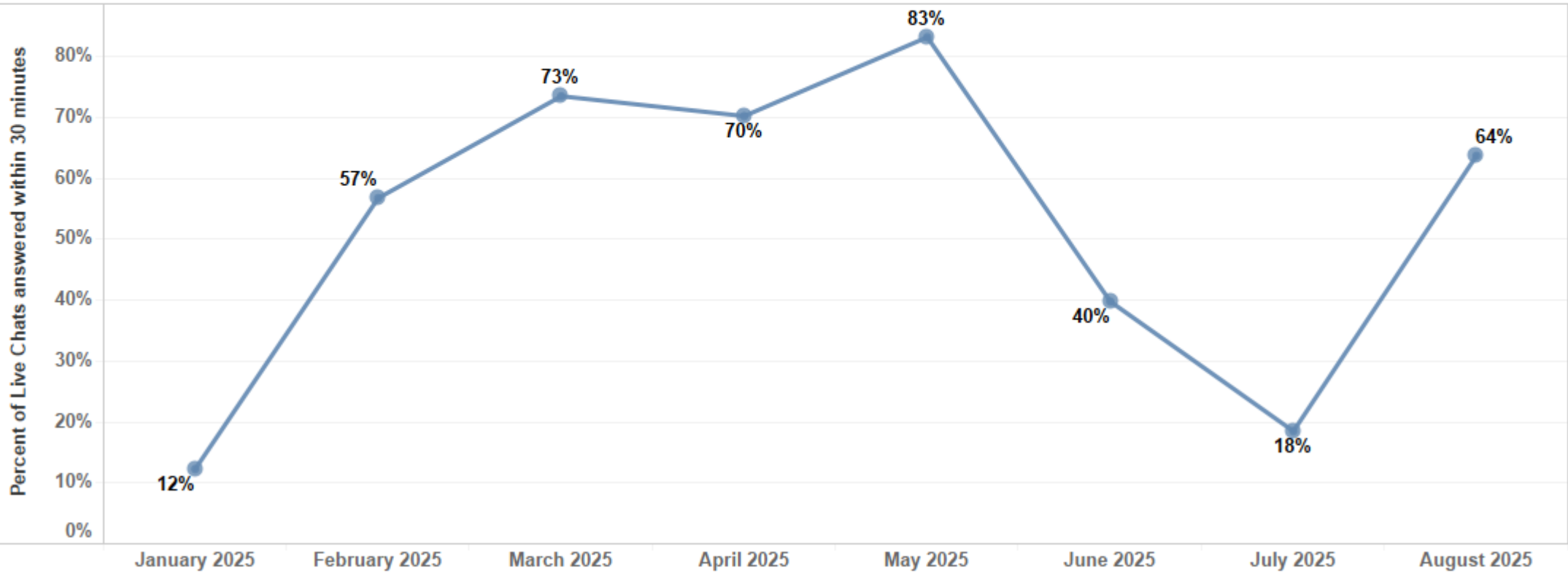
UI Web Message Response Time

	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Web Messages Answered	17,469	14,981	13,805	13,927	14,821	12,445	14,672	18,497
Answered Within Five Business Days	73%	57%	63%	61%	60%	75%	67%	47%



UI Live Chat Response Time

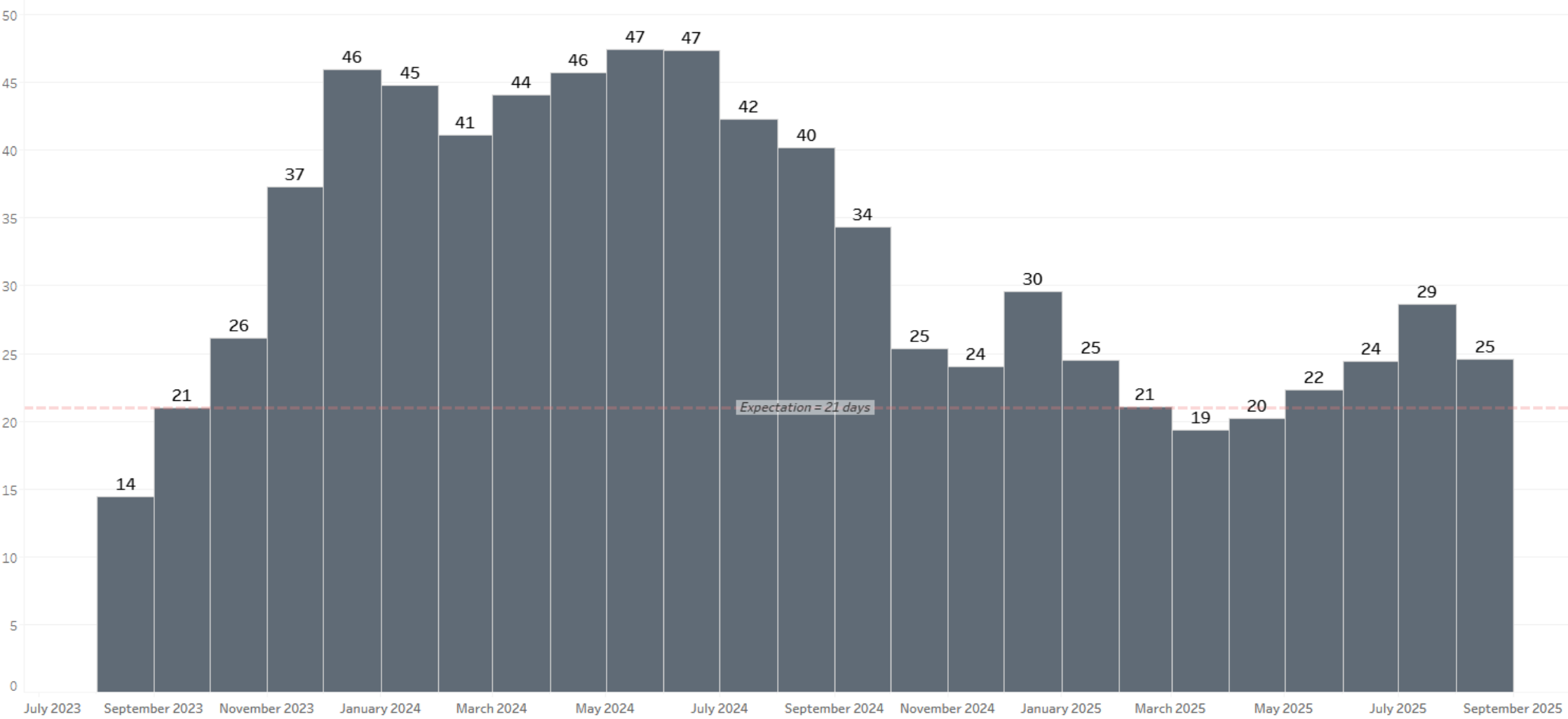
	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Live Chats Answered	1,689	2,534	3,937	4,389	4,878	4,408	4,891	5,660
Percent Answered Within 30 Minutes	12%	57%	73%	70%	83%	40%	18%	64%



Paid Leave Claim Processing Time

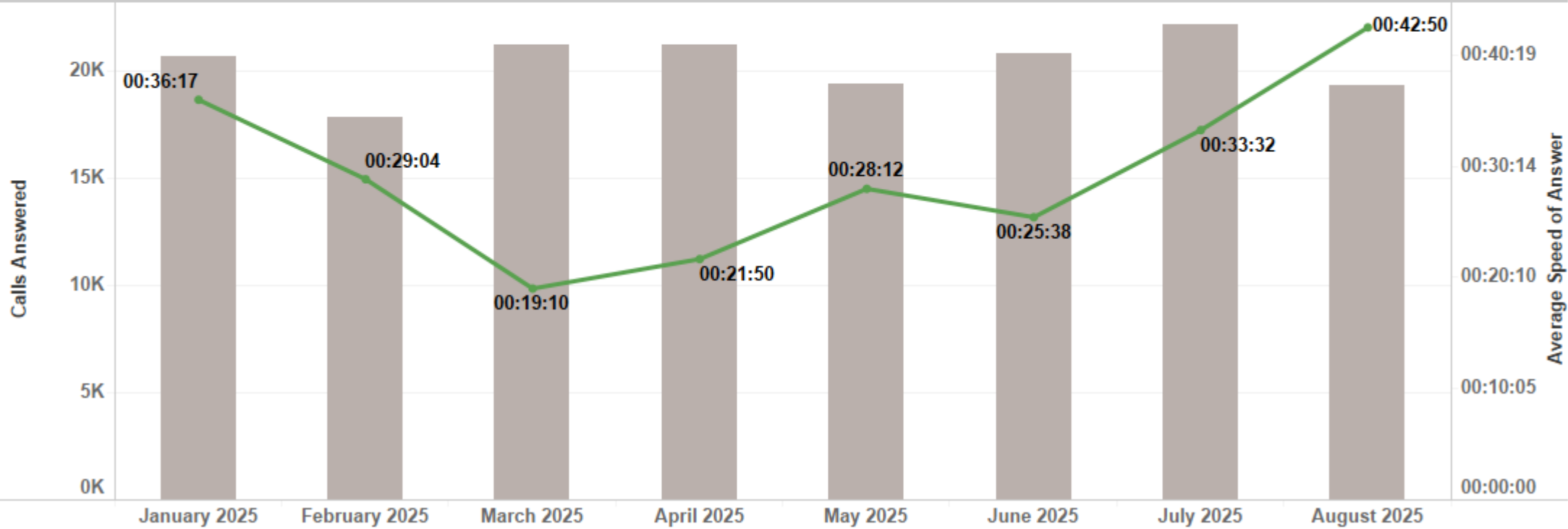
As of 8/31/2025

Average Days from Application Received to Decision



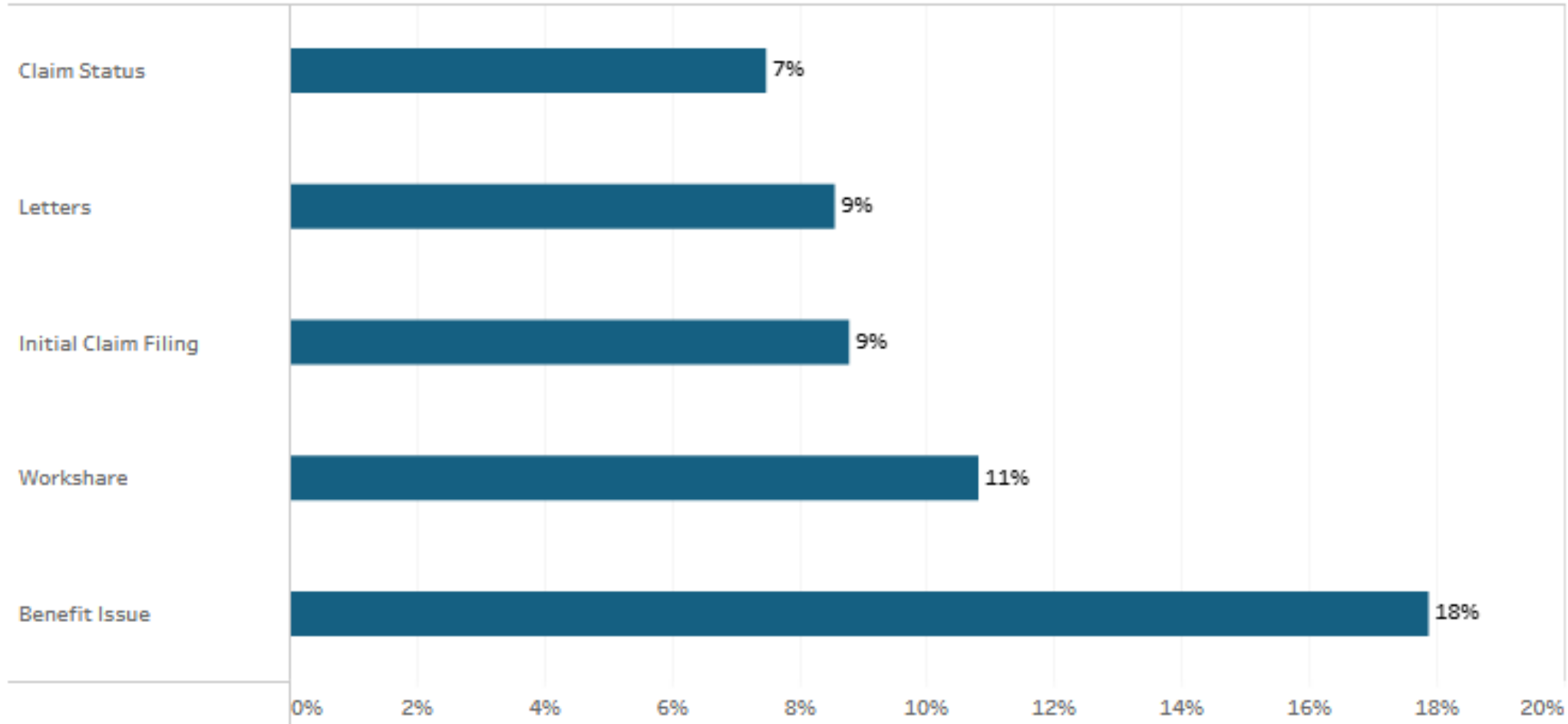
Paid Leave Call Wait Times

	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Calls Answered	20,701	17,825	21,232	21,214	19,392	20,812	22,141	19,322
Average 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



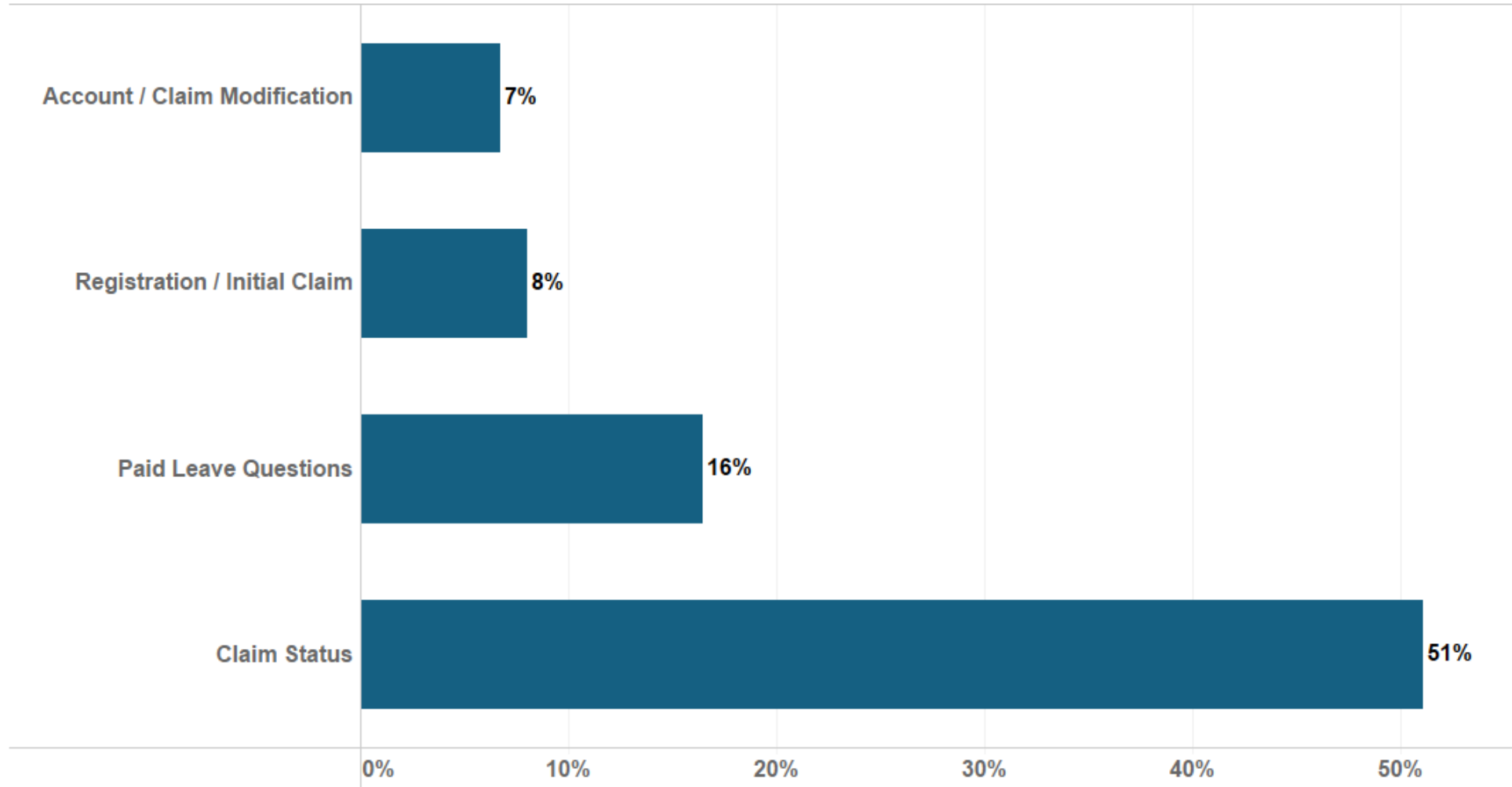
Top Reason Customers Call for Unemployment Insurance Support

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

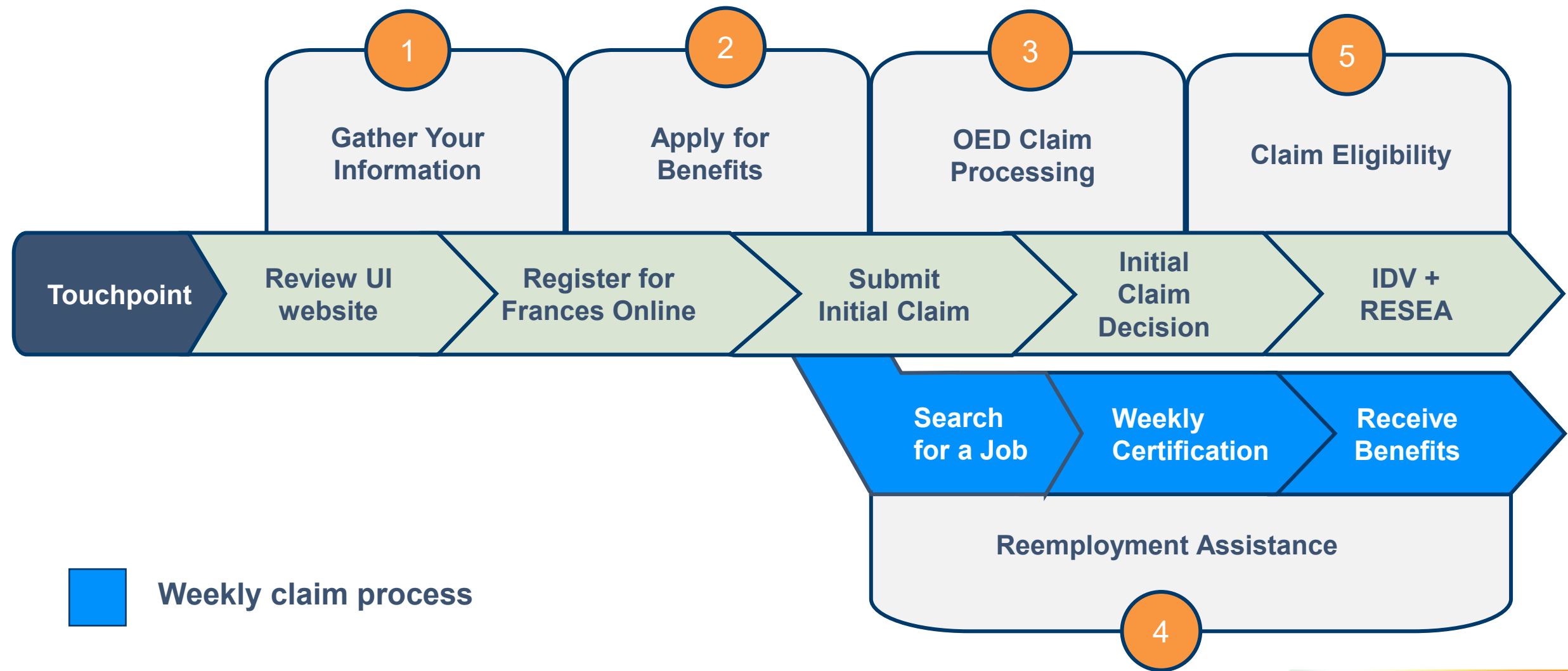


Top Reasons Customers Call for Paid Leave Support

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

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 engagement

- Tailoring existing customer surveys
- 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

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
- ▷ Enhanced and promote our business services

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!