

## Monitoring Report

*Timely Processing of Pandemic Unemployment Assistance Initial Claims  
Filed after December 26, 2020*

**Date of Report:** May 12, 2021

### **Summary:**

The Oregon Employment Department has a goal of processing at least 80% of initial claims for Pandemic Unemployment Assistance (PUA) benefits within 21 calendar days of the claim being filed. The Oregon Employment Department was unable to process PUA applications received on or after December 27, 2020 pending guidance from the US Department of Labor regarding backdating claims and the number of allowable weeks to add from the Continued Assistance Act. Guidance was received in late January, 2021 allowing processing procedures and systems to be updated. These applications began being processed on February 12, 2021.

### **Performance:**

The Oregon Employment Department has processed 99.39% of all PUA applications filed between December 27, 2020 and April 30, 2021. The remaining 0.61% of applications are: a duplication (0.57%) which is an instance where an applicant submitted more than one application; or the application is in new and ready to be processed status (0.01%); or the application is placed on hold and requires additional review (0.03%).

### **PUA applications filed December 27, 2020 through April 30, 2021**

#### **Application Status:**

Processed	99.39%
New & Ready to be processed	0.01%
Duplicate Application	0.57%
Hold	0.03%

#### **Of the processed applications:**

Month of Earliest Application Date	Processed within 4 days	Processed within 5 to 7 days	Processed within 8 to 21 days	Processed beyond 21 days
December 2020	4.54%	0.02%	0.07%	95.37%
January 2021	0.04%	0.00%	1.58%	98.37%
February 2021	3.58%	1.96%	32.36%	62.10%
March 2021	31.63%	20.82%	45.89%	1.67%
April 2021	22.28%	18.08%	58.86%	0.77%

\*Some applications reported in this category were duplicates that our systems cannot accurately determine timeliness, for purposes of this report we assumed they were all processed beyond 21 days even though some may have been processed more quickly.

<b>Date of this report:</b>	05/12/2021
<b>Percentage of claims processed within 21 days of receipt in April:</b>	99.22%