

Monitoring Report

Timely Processing of Regular Unemployment Insurance Initial Claims

Date of Report: April 13, 2021

Summary:

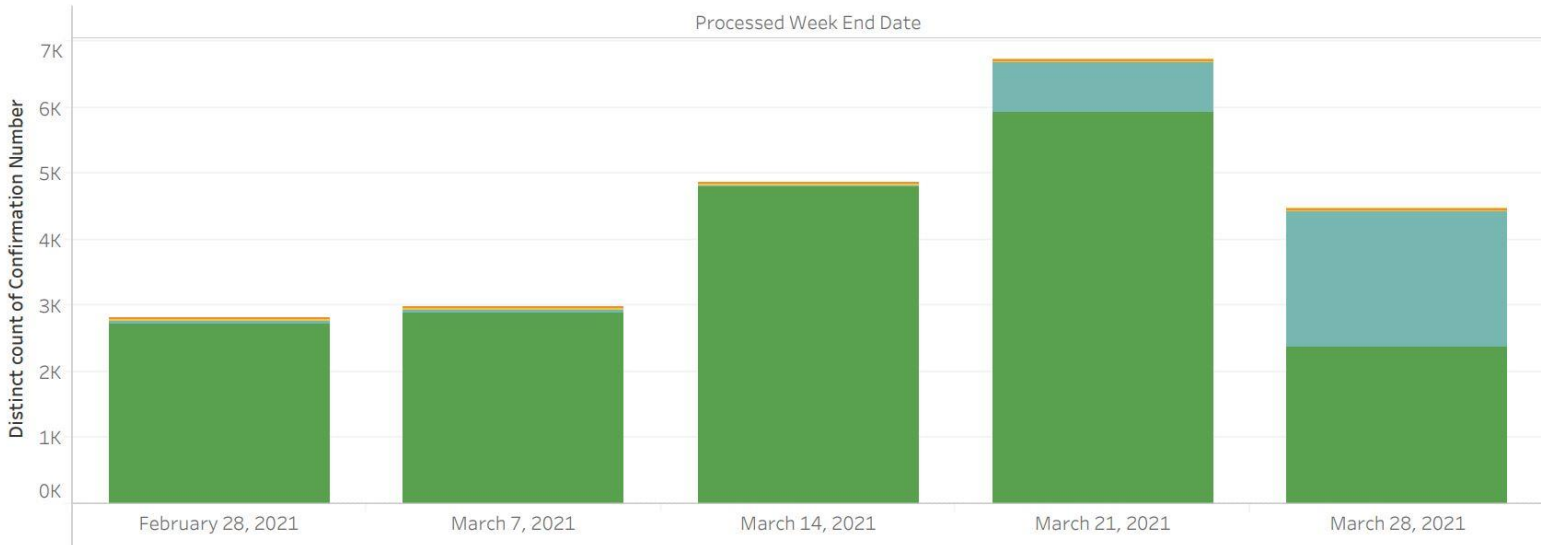
The Oregon Employment Department has a goal of processing at least 80% of initial claims for Regular Unemployment Insurance (UI) benefits within 21 calendar days of the claim being filed.

March Performance:

The Oregon Employment Department exceeded its goal for timely processing of regular UI initial claims. Of all Regular UI initial claims processed between March 1, 2021 and March 31, 2021, 99.6% were processed within 21 days of the claim being filed (**88.95% were processed within four days of being filed**).

Percentage of claims processed within 21 days of receipt (includes phone and internet claims):	99.6%
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Processing Times for Regular UI Internet Initial Claims by Week



Processing Times for Regular UI Internet Initial Claims

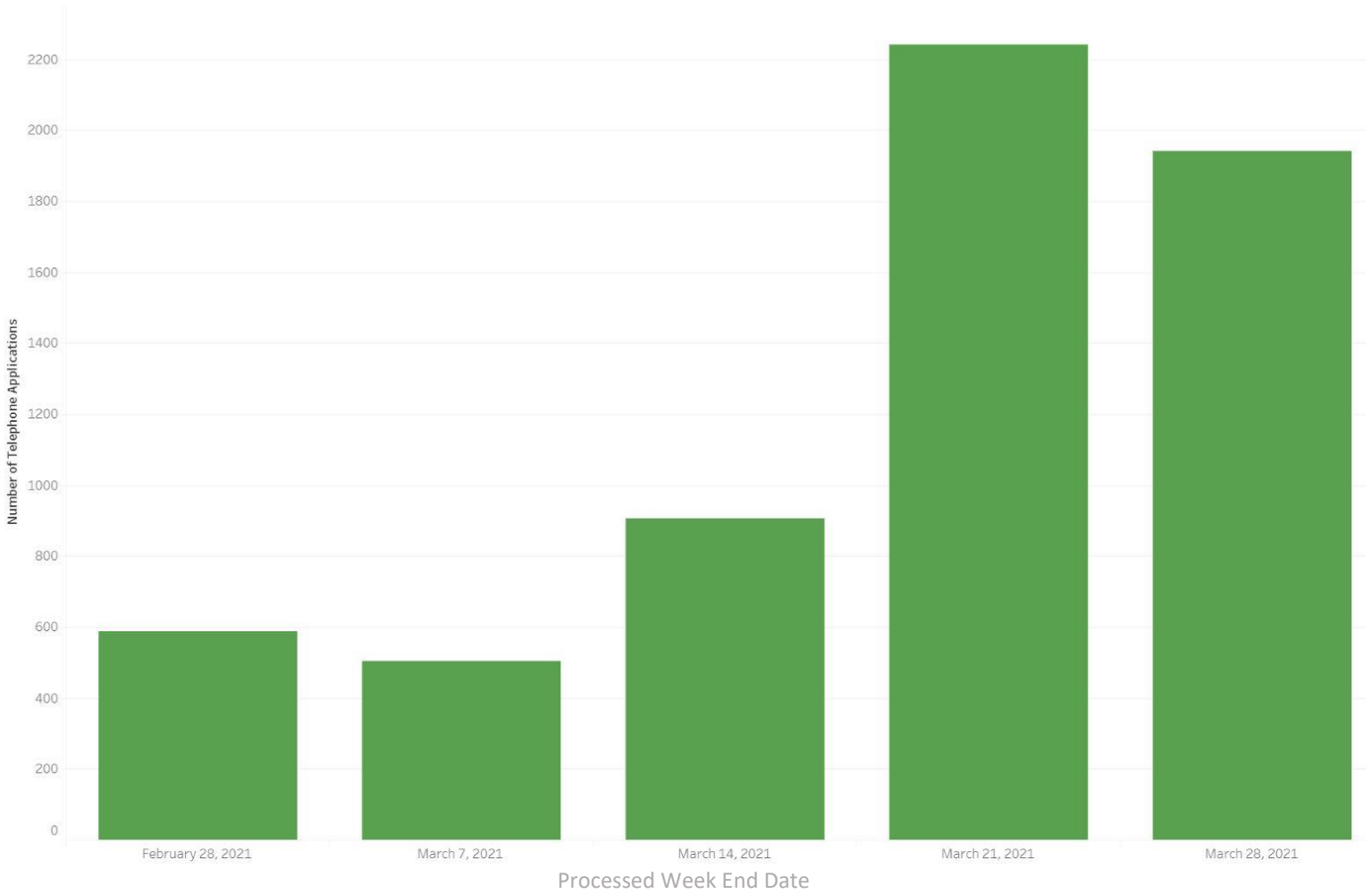
Date Range
3/1/2021 to 3/31/2021

Processing Times

- Processed beyond 21 days
- Processed within 21 days
- Processed within 7 days
- Processed within 4 days

Processed beyond 21 days	0.05%
Processed between 8 and 21 days	0.83%
Processed between 5 and 7 days	13.30%
Processed within 4 days	85.82%

Processing Times for Regular UI Phone Initial Claims by Week



Processing Times for Regular UI Phone Initial Claims

Processed within 1 day	100%
Processed beyond 1 day	0.00%