

## Monitoring Report

### Timely Processing of Regular Unemployment Insurance Initial Claims

**Date of Report:** September 9, 2021

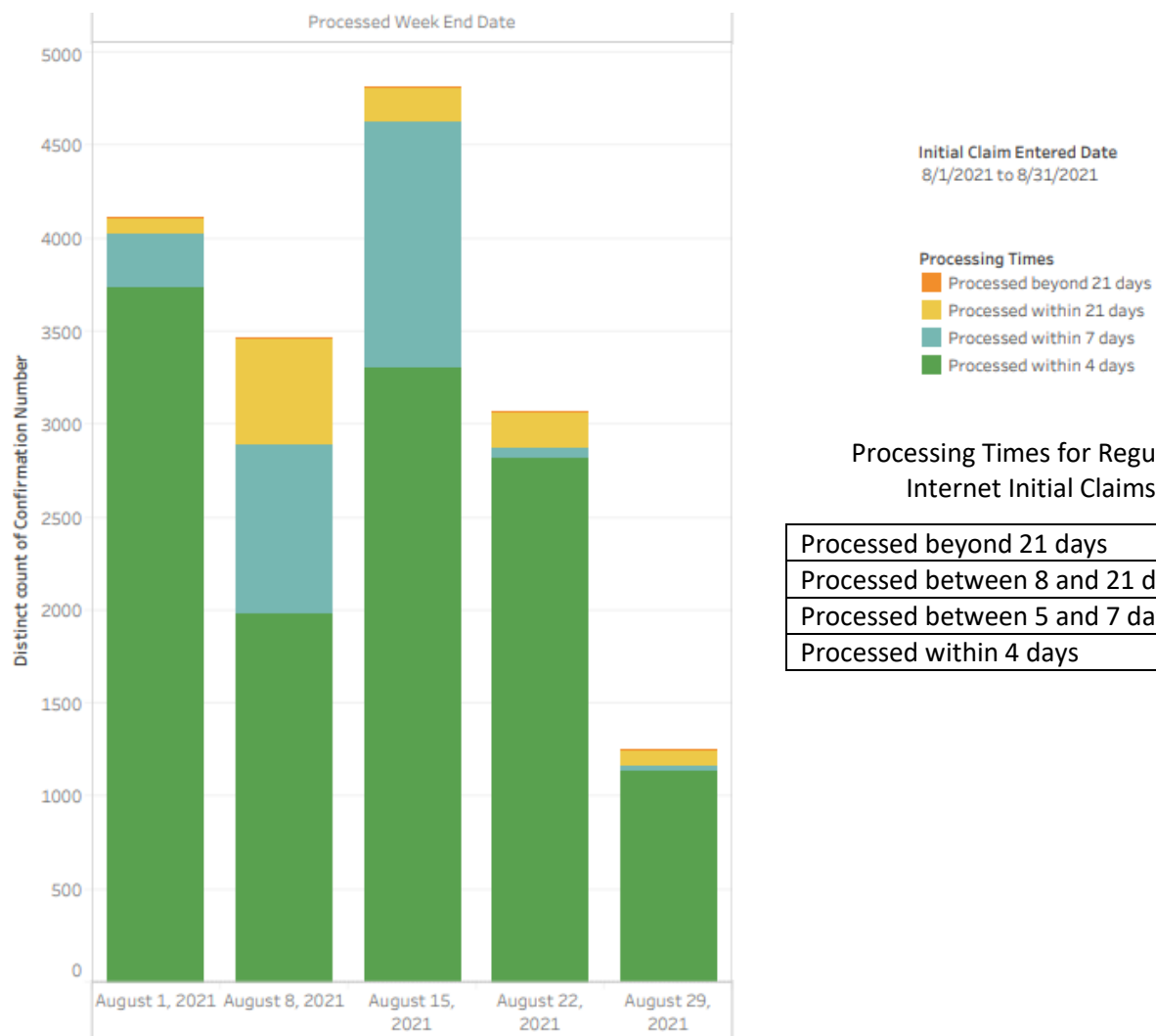
#### Summary:

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.

#### August Performance:

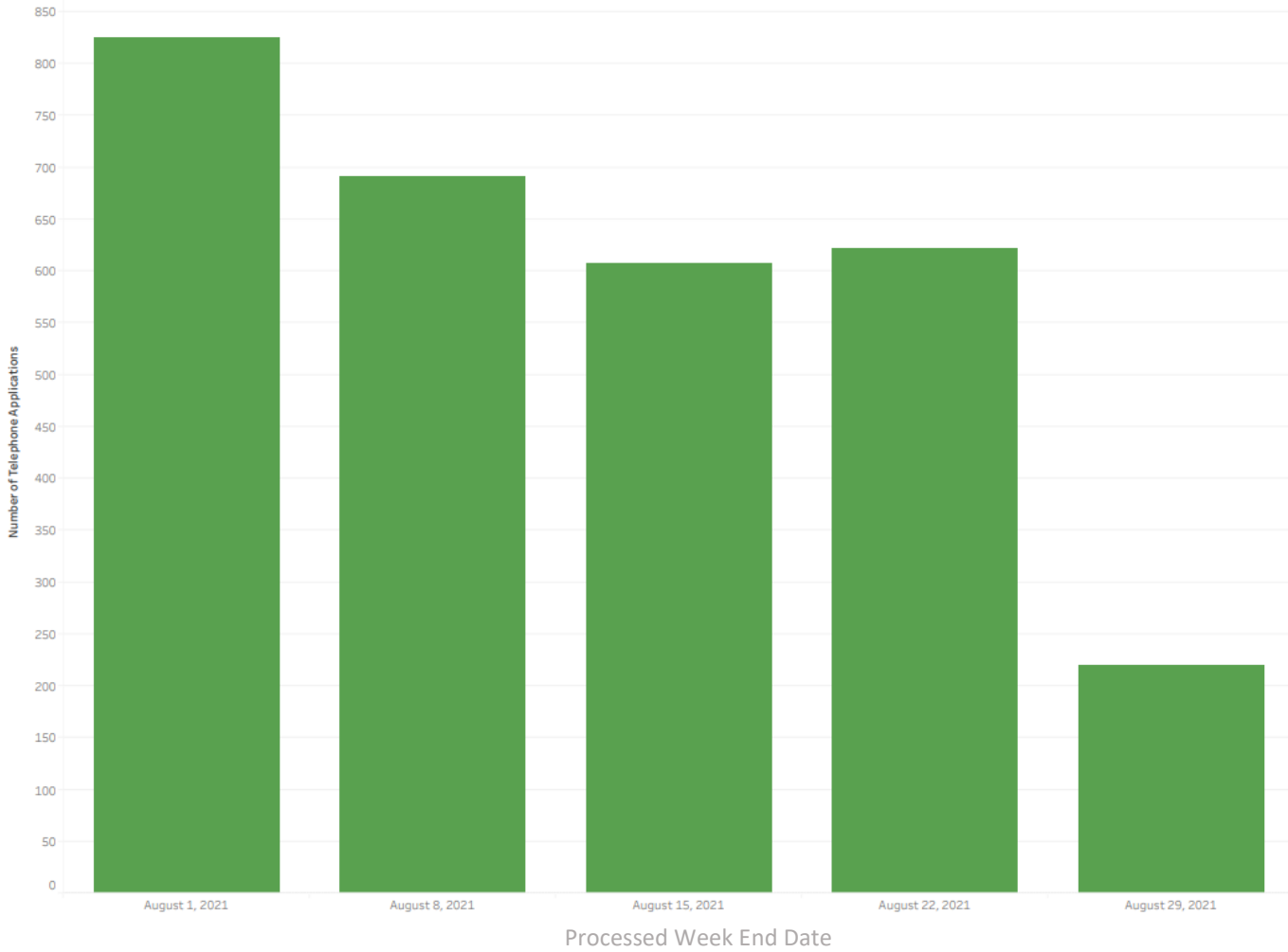
The Oregon Employment Department exceeded its goal for timely processing of regular UI initial claims. Of all Regular UI initial claims processed between August 1, 2021 and August 31, 2021, 99.82% were processed within 21 days of the claim being filed (**81.06% were processed within four days of being filed**).

<b>Percentage of claims processed within 21 days of receipt (includes phone and internet claims):</b>	99.82%
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#### Processing Times for Regular UI Internet Initial Claims

Processed beyond 21 days	0.21%
Processed between 8 and 21 days	6.56%
Processed between 5 and 7 days	15.52%
Processed within 4 days	77.72%



Processing Times for Regular UI Phone Initial Claims

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