

## Monitoring Report

### *Unemployment Insurance Claims in Suspense*

**Date of Report:**

May 10, 2021

**Summary:**

The Oregon Employment Department continues to be focused on processing unemployment insurance claims and paying benefits to those who are eligible as quickly as possible. Some claims are straightforward and can be processed within several business days of receiving the initial claim application. Others are more complex and may require additional information, either from the claimant, their employer, or both, before we are able to make an eligibility decision.

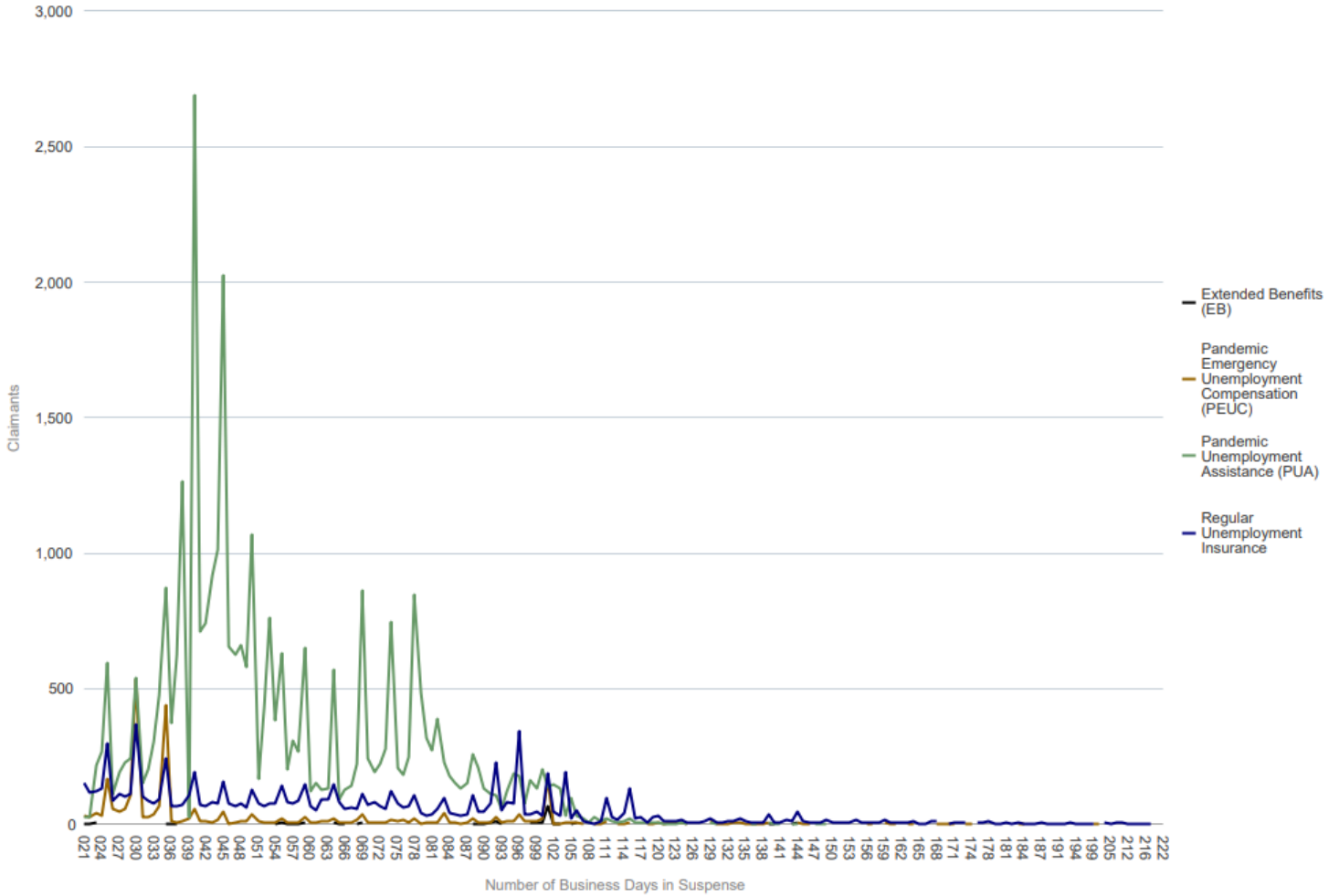
Unemployment insurance is a weekly eligibility program. A claimant may have one or more weeks of valid weekly certifications that have been processed and paid, along with other weeks that require additional information in order to be processed. Weekly claims requiring additional information or investigation to determine eligibility are “in suspense” until the week(s) is paid or denied.

The information displayed in the graph below represents the number of claimants who have a valid unemployment insurance claim and at least one weekly claim in suspense under any unemployment insurance benefit program.

**How to read the graph:**

- “Number of Business Days in Suspense” represents the number of days, Monday through Friday, from the date the claim went into suspense until the date of this report. Weekends and holidays are excluded from the day count.
- The graph excludes those whose claims have been in suspense for fewer than 20 business days.
- The graph excludes claims currently under review for potential identity verification issues.
- This graph counts individuals who have claims in suspense *under each program* they have a weekly claim awaiting further review. Some claimants file claims for more than one unemployment insurance program, and may have weekly claims in suspense under multiple programs at the same time.
  - For example, a claimant may have applied for regular unemployment insurance, but then later applied for Pandemic Unemployment Assistance (PUA). If the claimant in this example has a week in suspense under both programs, the claimant would be counted twice in this report.

**Claimants in suspense based on the earliest week in suspense**



Program	Claimants
Extended Benefits (EB)	190
Pandemic Emergency Unemployment Compensation (PEUC)	2769
Pandemic Unemployment Assistance (PUA)	32938
Regular Unemployment Insurance	9016