Performance Report: January

Measure	Data
Unemployment Insurance	
Total Benefits Paid	$ 6,507,616
Unpaid Pending Claims	12,899†
Pending Appeals	85,196*

Customer Contact Center Data	
Total Calls Handled	149,781
Average Wait Time for all Calls	3.00 min

Labor Market Data	
Initial Claims	12,355
Continued Claims	51,586
Unemployment Rate	3.30 %
Labor Force	4,277,757
Labor Force Participation Rate	62.9 %

Workforce Services Data	
Customers Served in Virginia Workforce Connection	12,469
New Employment Services Customers	2,451
New Intensive Reemployment Customers	210§
New Trade Impacted Workers Enrolled	89
Veterans with Significant Barriers to Employment Served	159
Work Opportunity Tax Credits Awarded	$ 11,304,200

† as of 2/4/2022
* as of 2/5/2022
§ revised 6/10/2022

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