

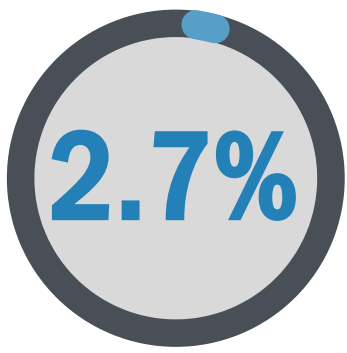
# Performance Report

## Employment Scorecard



May 2024

### Labor Market Data



Unemployment rate

4,578,538

Labor force



66.3%

Labor force participation rate

10,800

Initial claims

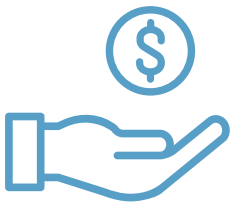
66,803

Continued claims

### Unemployment Insurance

23M

Total benefits paid



3,479

Unpaid pending claims†



14,704

Pending appeals docket\*<sup>\*</sup>



### Customer Call Center Data

26,061

Total calls handled



8:15min

Average wait time for all calls

### Workforce Services Data



27,086

Customers serviced in Virginia Workforce Connection



4,424

New employment services customers



3

New trade impacted workers enrolled



1,257

New intensive reemployment customers



407

Veterans with significant barriers to employment served

\$9,949,000



Work opportunity tax credits awarded