

# Performance Report

## Employment Scorecard



January 2024

### Labor Market Data



Unemployment rate

4,623,066

Labor force



66.9%

Labor force participation rate

Note: January data for unemployment rate, labor force, and labor force participation rate will not be released until March 2024

14,355

Initial claims

77,035

Continued claims

### Unemployment Insurance

25M

Total benefits paid



3,665

Unpaid pending claimst



30,058

Pending appeals dockets\*



### Customer Call Center Data

31,236

Total calls handled



6min

Average wait time for all calls

### Workforce Services Data



29,215

Customers serviced in Virginia Workforce Connection



4,964

New employment services customers



6

New trade impacted workers enrolled



1,291

New intensive reemployment customers



325

Veterans with significant barriers to employment served

\$11,351,800



Work opportunity tax credits awarded