

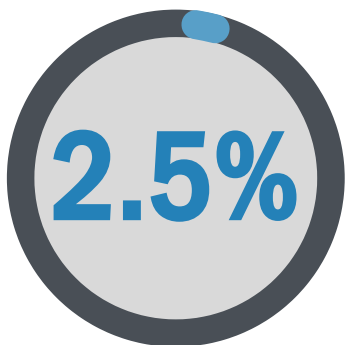
Performance Report

Employment Scorecard

September 2023



Labor Market Data



Unemployment rate

4,610,653

Labor force



66.8%

Labor force participation rate

8,688

Initial claims

66,539

Continued claims

Unemployment Insurance

18M

Total benefits paid



5,172

Unpaid pending claimst



51,696

Pending appeals dockets*



Customer Call Center Data

30,278

Total calls handled



7 min

Average wait time for all calls

Workforce Services Data



32,938

Customers serviced in Virginia Workforce Connection



4,350

New employment services customers



18

New trade impacted workers enrolled



1,076

New intensive reemployment customers



309

Veterans with significant barriers to employment served

\$19,730,800



Work opportunity tax credits awarded