

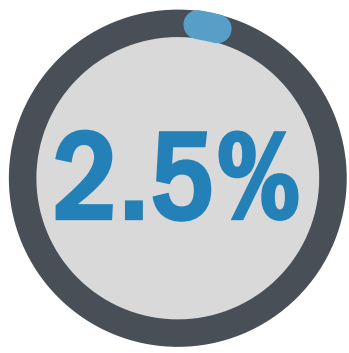
# Performance Report

## Employment Scorecard



August 2023

### Labor Market Data



Unemployment rate

4,601,469

Labor force



66.7%

Labor force participation rate

13,931

Initial claims

70,658

Continued claims

### Unemployment Insurance

19.5M

Total benefits paid



7,406

Unpaid pending claimst



55,471

Pending appeals docket\*



### Customer Call Center Data

31,465

Total calls handled



11 min

Average wait time for all calls

### Workforce Services Data



37,788

Customers serviced in Virginia Workforce Connection



5,175

New employment services customers



5

New trade impacted workers enrolled



1,251

New intensive reemployment customers



341

Veterans with significant barriers to employment served

\$16,024,800



Work opportunity tax credits awarded