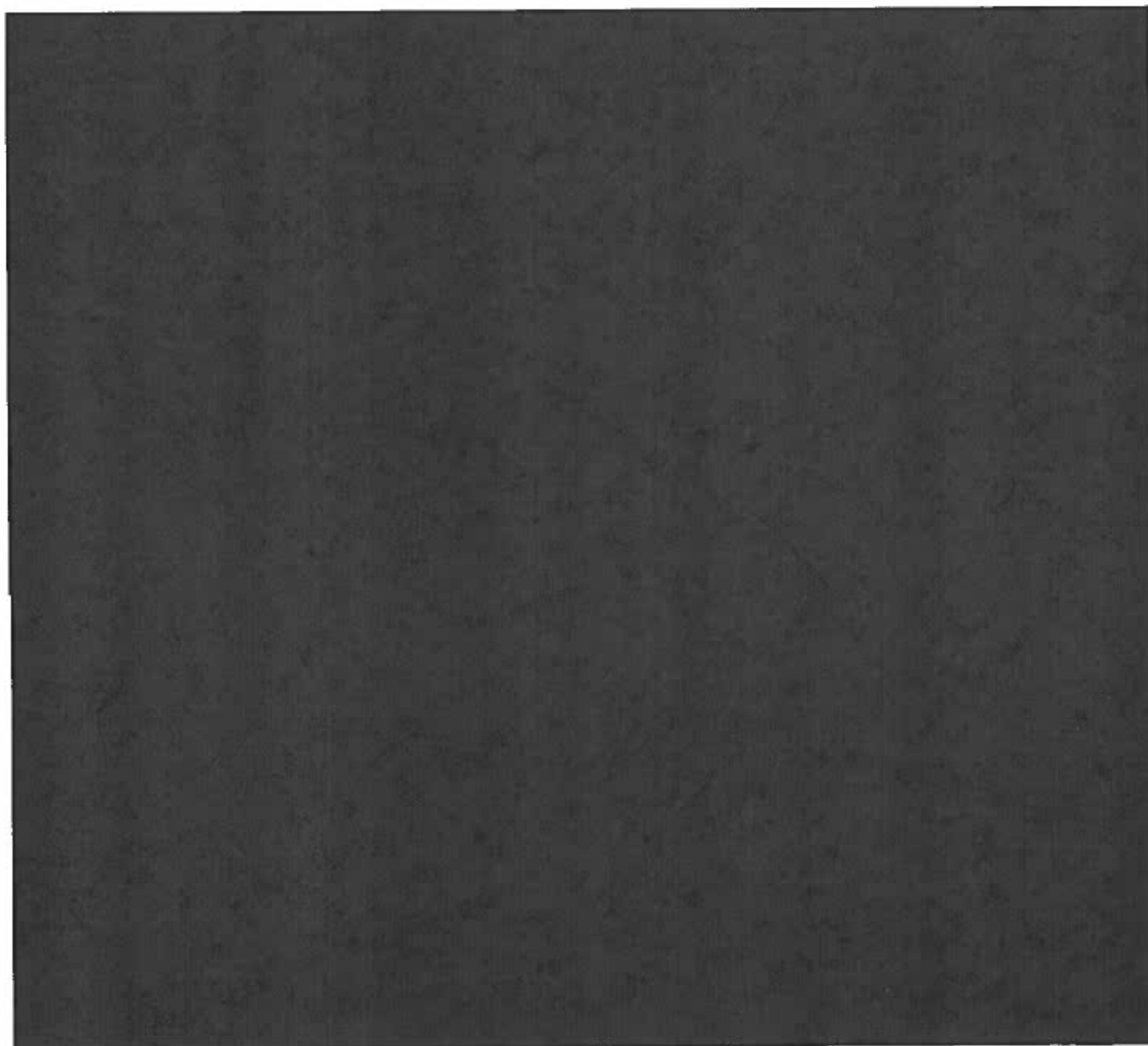


Bennett, Ivory (UIA)

From: Cook, Todd (LEO)
Sent: Thursday, March 19, 2020 5:01 PM
To: Gray, Steve (UIA); Glidden, Stephanie (UIA)
Subject: FW: UIA Messaging Incorrect URGENT REQUEST
Attachments: UIA Registration Incorrect 3-19.docx

Forwarding this over. It looks like this particular response got generated before some of recent changes so maybe this has already been addressed.

Todd Cook
Director of Legislative Affairs
Michigan Department of Labor and Economic Opportunity
O (517) 241-3603 | M (517) 230-8900
Email Cookt15@michigan.gov



Bennett, Ivory (UIA)

From: Cook, Todd (LEO)
Sent: Tuesday, March 17, 2020 6:48 PM
To: Gray, Steve (UIA)
Cc: Duggan, Ed (LEO); Chrzaszcz, Monica (LEO); Anderson, Evan (LEO); Glidden, Stephanie (UIA); Dery, Heather (UIA); Robinson, Lynda (UIA); Moon, Jason (LEO)
Subject: Re: Request for Steve Gray

Will work on that

Also, want to make sure you saw the email I sent to Heather and company that due to issues regarding participants being able to connect we are going to postpone these conference calls as we work through other more dependable options

The intent is to still have a call this week if at all possible

Sent from my iPhone

On Mar 17, 2020, at 6:42 PM, Gray, Steve (UIA) <GrayS4@michigan.gov> wrote:

I don't think Jeff and I were working off the same talking points on our hospitality. So I'm hoping that we have one between us and its clear what I should be talking about.

Steve

From: Cook, Todd (LEO) <CookT15@michigan.gov>
Sent: Tuesday, March 17, 2020 3:28 PM
To: Duggan, Ed (LEO) <DugganE1@michigan.gov>; Gray, Steve (UIA) <GrayS4@michigan.gov>; Chrzaszcz, Monica (LEO) <ChrzaszczM@michigan.gov>
Cc: Anderson, Evan (LEO) <AndersonE19@michigan.gov>; Glidden, Stephanie (UIA) <GliddenS@michigan.gov>; Dery, Heather (UIA) <DeryH@michigan.gov>; Robinson, Lynda (UIA) <RobinsonL7@michigan.gov>; Moon, Jason (LEO) <moonj@michigan.gov>
Subject: RE: Request for Steve Gray

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From: Cook, Todd (LEO)
Sent: Friday, March 20, 2020 6:46 AM
To: Gray, Steve (UIA); Glidden, Stephanie (UIA); Dery, Heather (UIA)
Subject: UIA legislator call - Briefing
Attachments: UI legislative Call.docx

Attached

Includes call in details and run of show script

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1:00 to 1:30 House

4:00 to 4:30 Senate

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:03 to :05 Welcome by Director Donofrio

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:05 - :10

Director Donofrio's Overview of Governor Whitmer's Executive Order

TALKING POINTS NOT WORD FOR WORD REMARKS

Feel free to expand on these points within the time limit

The Governor's recent Executive Order regarding temporary expansions in unemployment eligibility and cost-sharing made the following changes

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Businesses directly impacted by executive order

- **Elimination of Certain Unemployment Costs to Employers:** Under the governor's order, an employer must not be charged for unemployment benefits if their employees become unemployed because of an executive order requiring them to close.

:10

Hand off to UIA Director Steve Gray for an overview of UI

:10 - :17 UIA Director Steve Gray remarks on UIA process and updates

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This is a basic overview of the UI system for workers

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 - BRIEF overview of the employee filing process
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- **UIA Claims:** Monday through Wed had more than 55,000 Michiganders file unemployment claims – more than a 1,500% increase than normal
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:17 - :22

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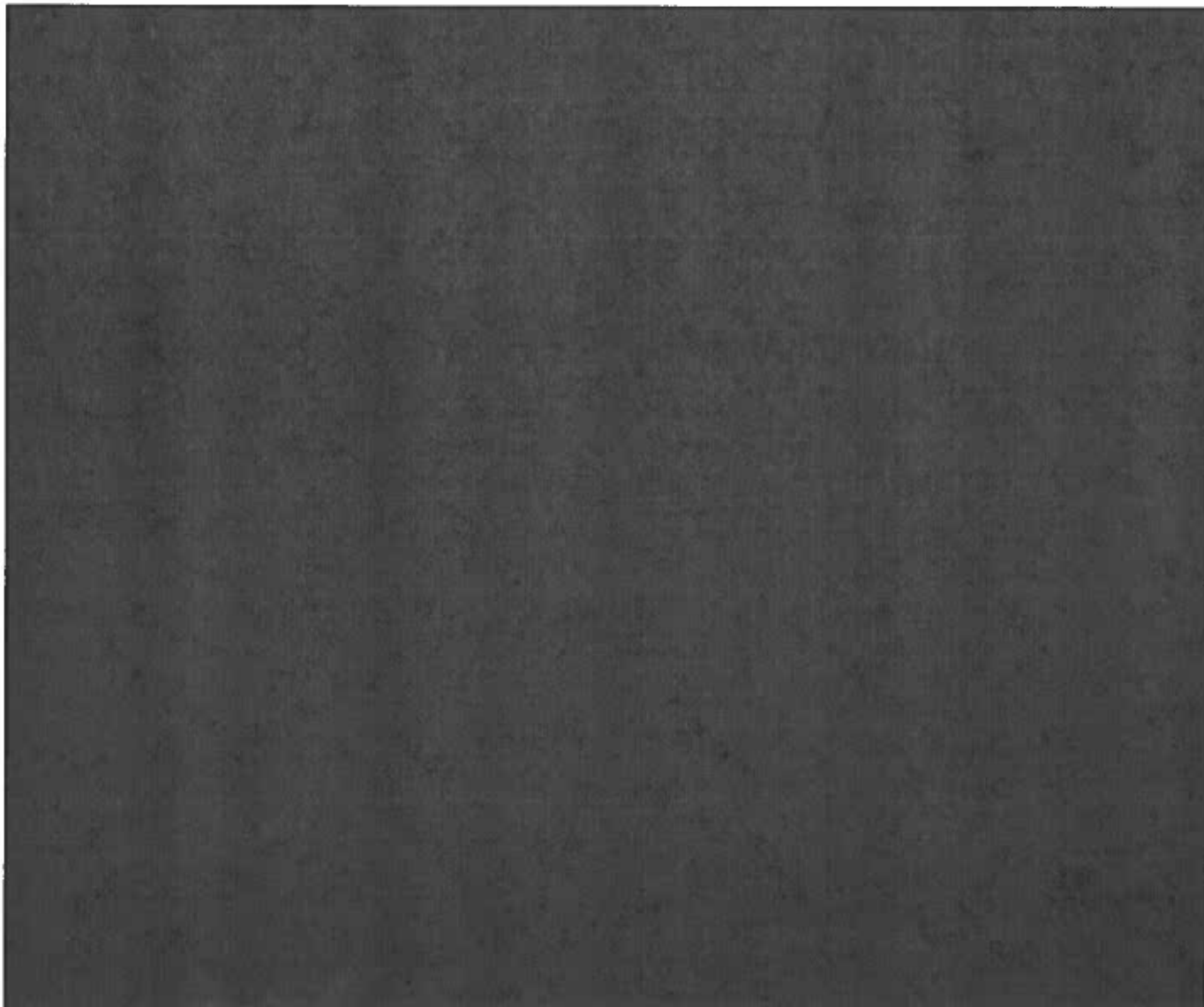
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Bennet, Ivory (UIA)

From: Donofrio, Jeff (LEO)
Sent: Friday, March 13, 2020 8:21 AM
To: Totten, Mark; Gordon, Robert (DHHS); Huls, JoAnne; Laidlaw, Emily; Corbin, Susan (LEO); Kolb, Chris (DTMB); Jen, Kyle (DTMB); Rice, Michael (MDE); Guarrant, Kyle (MDE)
Cc: Hertel, Elizabeth (DHHS); Hanley, Farah (DHHS); Esty, Sarah (DHHS); Roubal, Lewis (DHHS); Hundley, Amy (DHHS); Khaldun, Joneigh (DHHS); Kolodin, Zach; Gray, Steve (UIA); Anderson, Evan (LEO)
Subject: RE: Relief Needs

Robert,

+ Steve Gray and Evan Anderson

For UIA, we have recommendations the exec office is considering on expanding benefits. The ideal situation is that the President declaring a disaster and extending coverage for unemployed individuals via Disaster Unemployment Assistance (a FEMA program). This support is federally funded but administered through the state's UI program, based on state UI duration and benefits.

State actions to extend UI include:

- **Employed / sick population:** Currently not covered due to "able and available" requirement. We can waive / modify this requirement on temporary basis via executive action and encourage employers to lay off employees so that they receive benefits (employers non charge). Preference would be to cover via Paid Medical Leave. We should discuss public funding option as direct employer tax would exacerbate situation.
- **Employed / imposed quarantined or immunocompromised:** Currently not covered. We can create emergency rule to cover with medical proof – hesitant to require doctors' note to not flood healthcare system with healthy people, but also hesitant to not require any medical qualifier as this could cause large boom in unemployed, exhaust our resources, and exacerbate unemployment impact. Robert, we will need to work with your team on solution here.
- **Employed / self quarantine:** Currently not covered. Best option may be encourage employers to lay off 'distancing' employees rather than put full burden on UI system. We can incentivize employers to work with us by 'non-charging' them for layoffs (normally formula is punitive to encourage employers to offer stable employment, this is an extenuating circumstance)
- **Employed / employer defying public health directive:** Currently not covered. Can issue emergency rule to cover by default and clarify 'employer-terminated status'
- **1099 / Transportation network company like Uber:** Not covered. Could (temporarily) suspend exemption for these companies to cover employees with UI
- **1099 / General:** Not covered. Could (temporarily) suspend IRS 20 factor test for independent contractor status and replace with simpler test (likely with income test to target resources)
- **Others to expand access:**
 - Suspend in person work search and registration requirements
 - Suspend negative reserve balance exclusion for WorkShare (alternative to layoffs that subsidizes employment through UI Trust Fund)

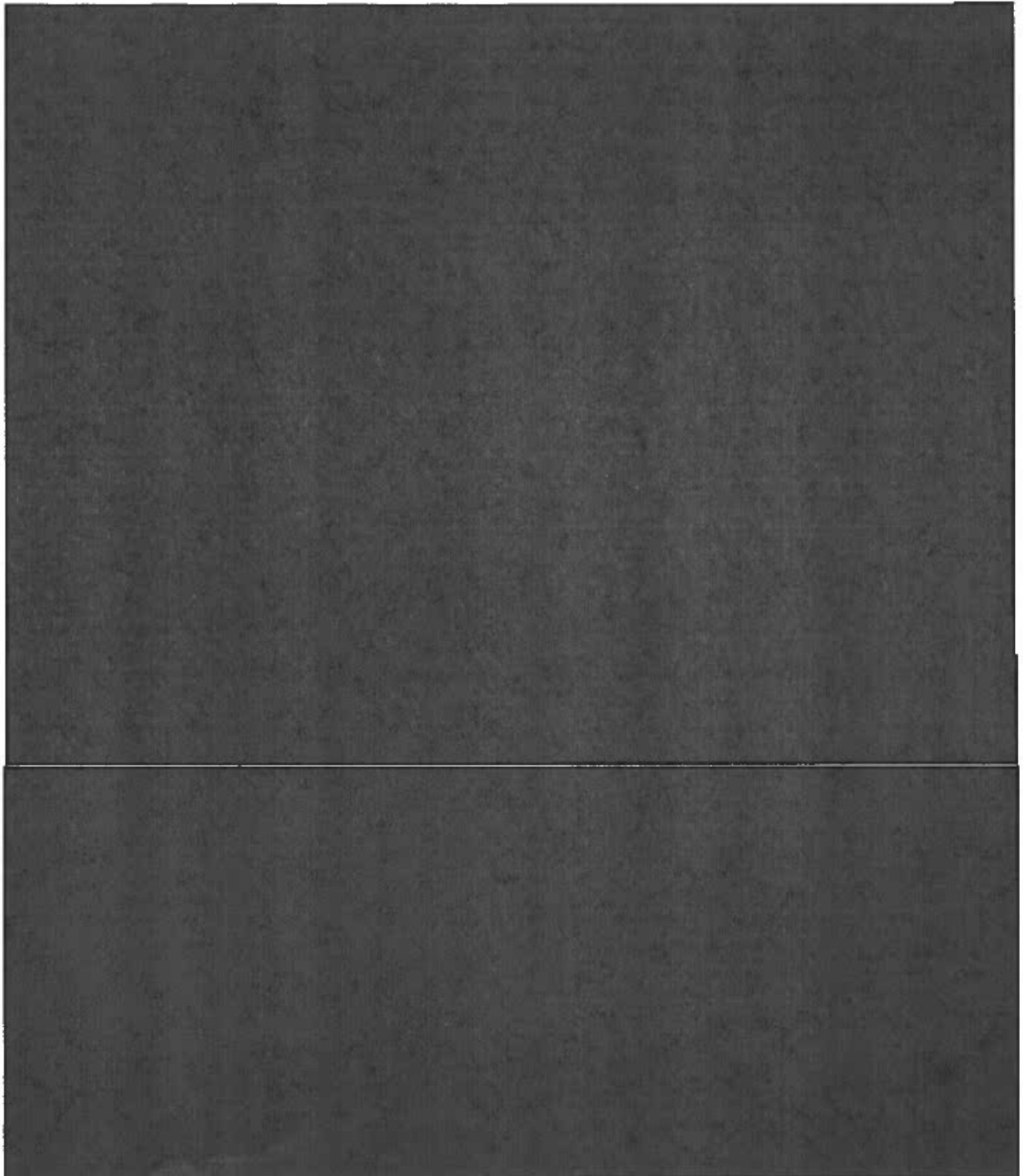
Workers' Comp

- Urgent low hanging fruit is to clarify workplace injury definition to cover first responders (administrative)
- Can also waive initial waiting period to secure access to benefits immediately (administrative)
- Could create public presumed coverage fund (legislative). This would be expensive. Likely a better path to cover sick / quarantined via UI or PML

Kyle, we can have our team connect with yours to work on costing. They have quick and dirty estimates for some different options to get started. I can tell you right away: They are considerably more expensive incrementally than \$75M state / federal could cover. We need to draw as much as we can on existing sources (UI Trust Fund) if we hope to avoid directly billing employers, which could exacerbate the situation

Robert, who from your team should my team work with on this?

Jeff



Bennett, Ivory (UIA)

From: Donofrio, Jeff (LEO)
Sent: Thursday, March 19, 2020 4:55 PM
To: Quealy, Erica (LEO); Chrzaszcz, Monica (LEO); Gray, Steve (UIA); Moon, Jason (LEO)
Cc: Kica, Beata (LEO)
Subject: RE: NPR interview request / Steve Gray

Thanks for making it happen!

From: Quealy, Erica (LEO) <QuealyE@michigan.gov>
Sent: Thursday, March 19, 2020 4:43 PM
To: Chrzaszcz, Monica (LEO) <ChrzaszczM@michigan.gov>; Donofrio, Jeff (LEO) <DonofrioJ2@michigan.gov>; Gray, Steve (UIA) <GrayS4@michigan.gov>; Moon, Jason (LEO) <moonj@michigan.gov>
Cc: Kica, Beata (LEO) <KicaB1@michigan.gov>
Subject: RE: NPR interview request / Steve Gray

Yes, that turned out great!

And kudos to your highly-skilled sound engineer, Monica.

From: Chrzaszcz, Monica (LEO) <ChrzaszczM@michigan.gov>
Sent: Thursday, March 19, 2020 4:43 PM
To: Quealy, Erica (LEO) <QuealyE@michigan.gov>; Donofrio, Jeff (LEO) <DonofrioJ2@michigan.gov>; Gray, Steve (UIA) <GrayS4@michigan.gov>; Moon, Jason (LEO) <moonj@michigan.gov>
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Well done!!!!

The audio quality was top notch too! 😊

-Monica

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Sent: Thursday, March 19, 2020 4:35 PM
To: Donofrio, Jeff (LEO) <DonofrioJ2@michigan.gov>; Chrzaszcz, Monica (LEO) <ChrzaszczM@michigan.gov>; Gray, Steve (UIA) <GrayS4@michigan.gov>; Moon, Jason (LEO) <moonj@michigan.gov>
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FYI if you want to listen in now or later.

From: Becky Sullivan <BSullivan@npr.org>
Sent: Thursday, March 19, 2020 4:31 PM
To: Quealy, Erica (LEO) <QuealyE@michigan.gov>
Subject: RE: NPR interview request / Steve Gray

Hi there – Thanks again for helping us get this arranged!

Bennett, Ivory (UIA)

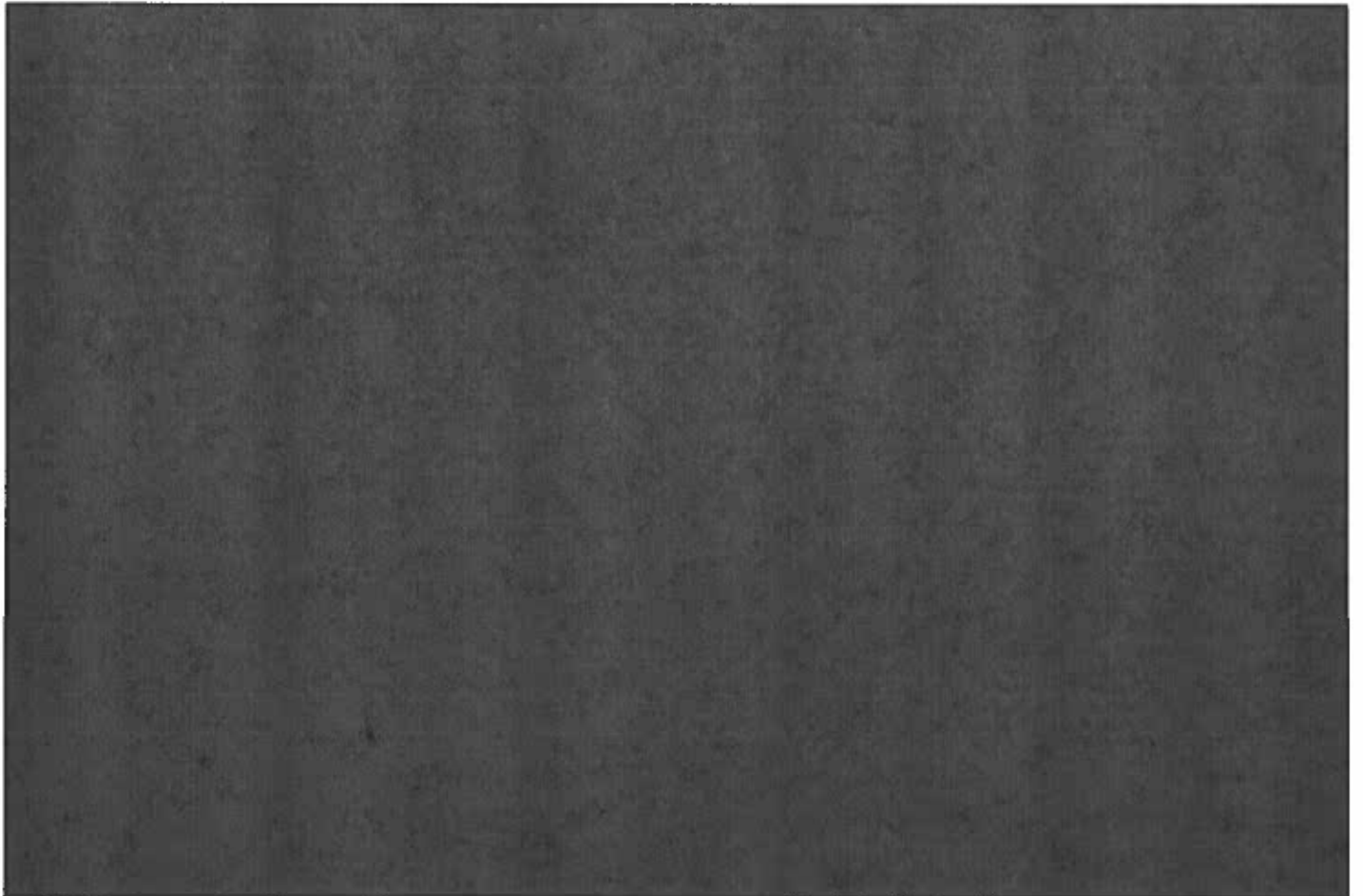
From: Gray, Steve (UIA)
Sent: Friday, March 20, 2020 12:36 AM
To: Sparks, Kristine (UIA)
Cc: Glidden, Stephanie (UIA); Abdo, Virginia (UIA); Pryor, Michelle (UIA); Cook, Todd (LEO)
Subject: RE: UIA Messaging Incorrect URGENT REQUEST

Wow. This is really old. How many of these went out? We need to do a communication when this is fixed. I assume tomorrow.

From: Cook, Todd (LEO) <CookT15@michigan.gov>
Sent: Thursday, March 19, 2020 5:01 PM
To: Gray, Steve (UIA) <GrayS4@michigan.gov>; Glidden, Stephanie (UIA) <GliddenS@michigan.gov>
Subject: FW: UIA Messaging Incorrect URGENT REQUEST

Forwarding this over. It looks like this particular response got generated before some of recent changes so maybe this has already been addressed.

Todd Cook
Director of Legislative Affairs
Michigan Department of Labor and Economic Opportunity
O (517) 241-3603 | M (517) 230-8900
Email CookT15@michigan.gov



B

From: Gray, Steve (UIA)
Sent: Friday, March 20, 2020 12:27 AM
To: Anderson, Evan (LEO)
Cc: Donofrio, Jeff (LEO); Corbin, Susan (LEO)
Subject: FW: Presentation

For your edification.

Steve

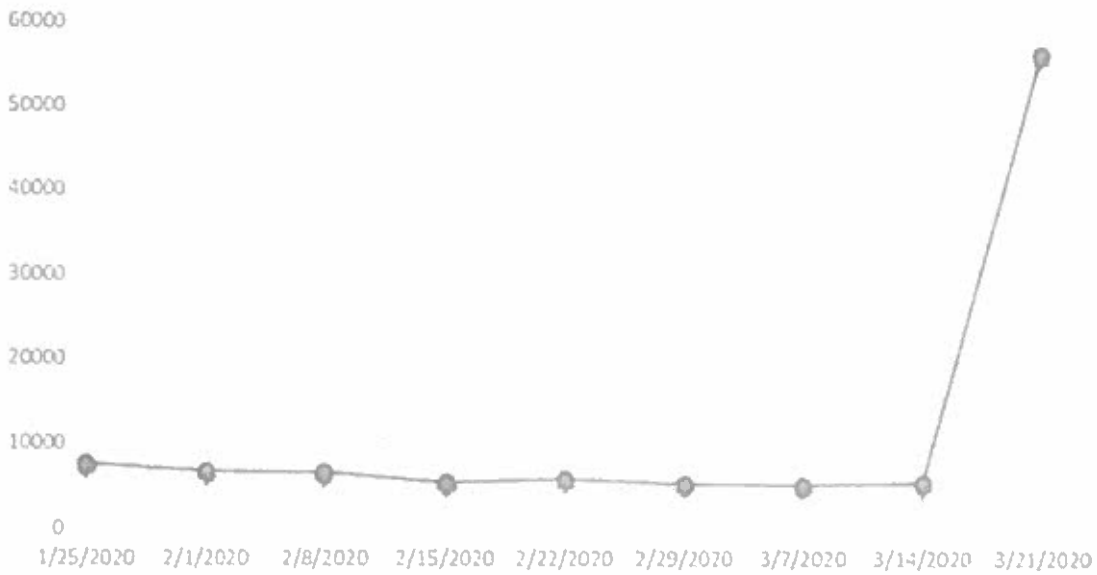
From: Glidden, Stephanie (UIA) <GliddenS@michigan.gov>
Sent: Thursday, March 19, 2020 10:05 PM
To: Gray, Steve (UIA) <GrayS4@michigan.gov>
Subject: FW: Presentation

Stephanie Glidden, Legislative Liaison
Unemployment Insurance Agency
Department of Labor and Economic Opportunity
Landmark Building 105 W Allegan St | Lansing, MI 48933
Office: 517-241-0029 | Cell: 517-927-5095 |
Email: gliddens@michigan.gov

From: Kolar, Timothy (UIA) <KolarT@michigan.gov>
Sent: Thursday, March 19, 2020 10:02 PM
To: Glidden, Stephanie (UIA) <GliddenS@michigan.gov>
Subject: Presentation

This first chart is showing our current activity through close of business Wednesday. Depending on time of presentation, could update for Thursday figures.

Initial Claims - Weekly - Current



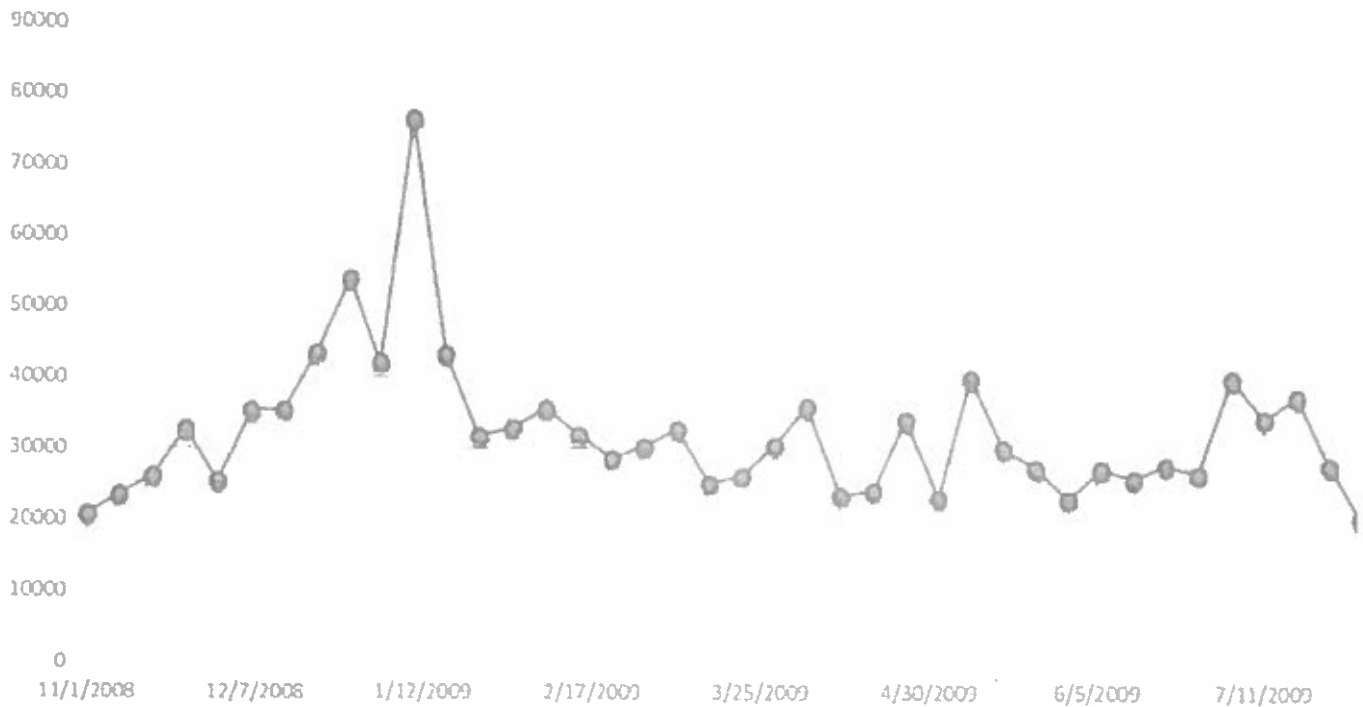
This week (Sunday – Wednesday) our initial claims number is 56,328.

The following is from today’s dashboard which shows activity since last Friday, comparing expected initial claims during this time compared to the actual.

<u>Date</u>	<u>Initial Claims - Normal</u>	<u>Initial Claims - Actual</u>
13-Mar	700	1,283
14-Mar	150	396
15-Mar	150	728
16-Mar	1400	5,407
17-Mar	1400	17,559
18-Mar	800	32,634
	4,600	58,007
	<i>Increase from normal</i>	53,407
	<i>Percentage increase</i>	1161%

The following chart shows a historical perspective of initial claims activity during the Great Recession.

Initial Claims - Weekly - Great Recession

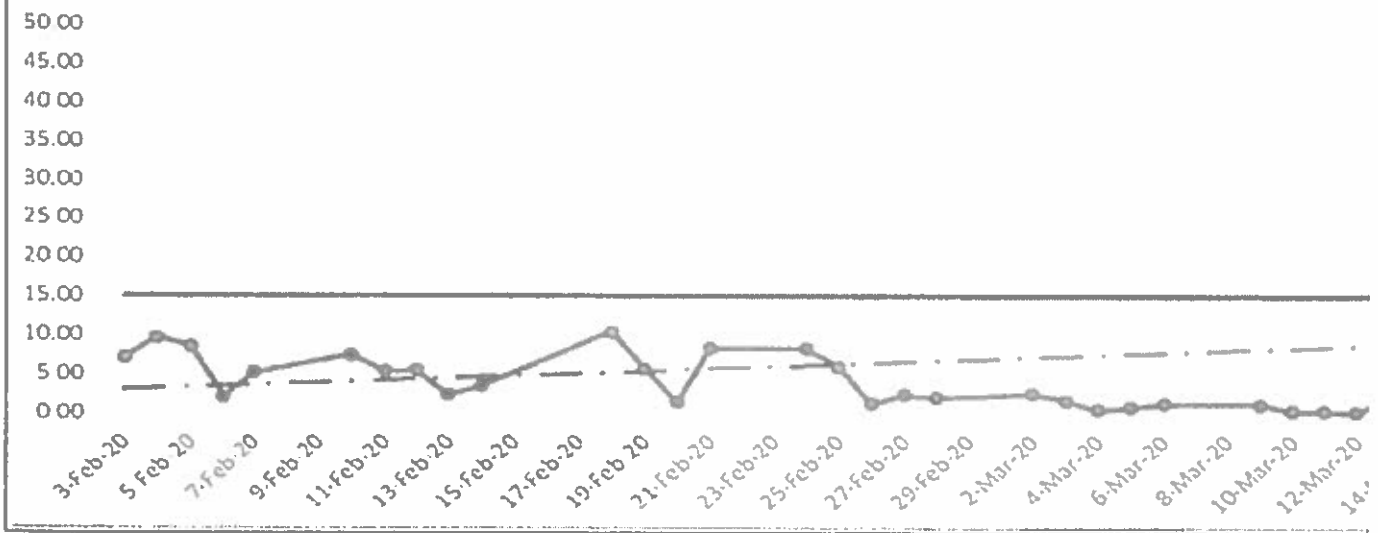


This 9-month period had an average of 32,500 initial claims per week with a peak week of nearly 77,000. Unemployment rate reached 15% in June 2009. Something to just note here and probably not to include is that a 15% unemployment rate was realized with this consistent claim activity, but also the number of weekly continued claims where benefits were paid. In what we are experiencing today, current belief is there will be a permanent loss of some jobs, but many that are currently laid-off should return to work soon after the pandemic subsides. Plenty of economist thoughts that are all across the board on this, which means in reality, nobody really knows for sure and little consensus.

Remaining graphics are also in the PPT I sent today.

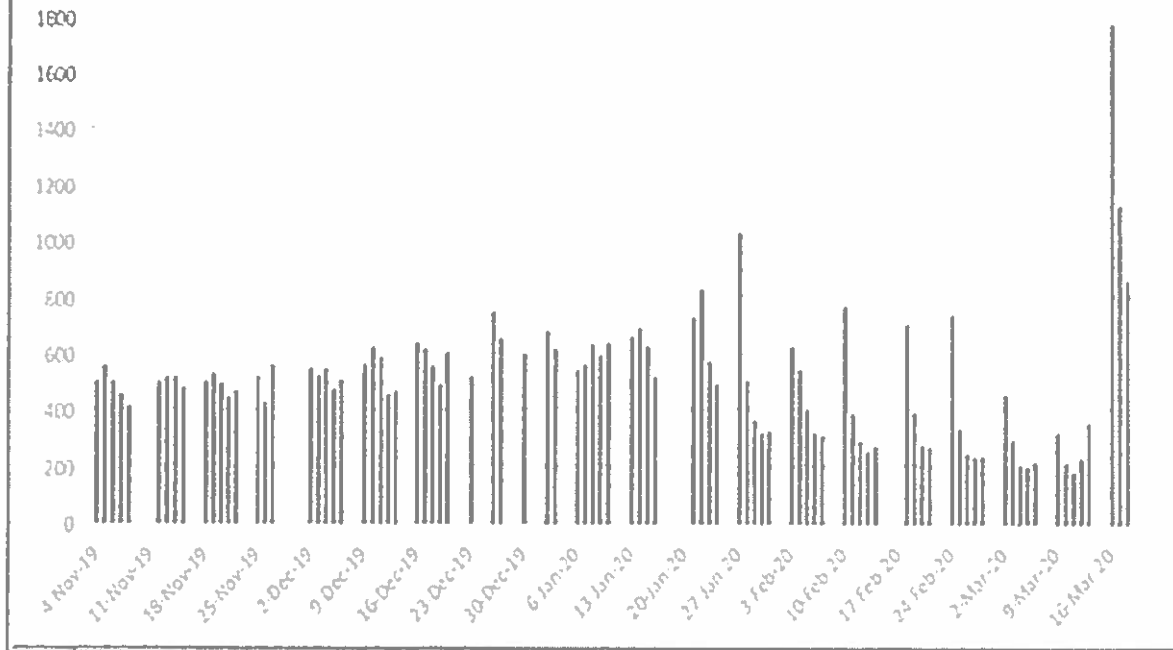
I'd show our spike in call wait times as shown below and note that peak periods occur during the morning hours. Can note that today (3/19) there was only a 5:34 average wait time to file a claim as currently, the majority of our calls our people inquiring into their eligibility (will highlight comments later on this).

Average Wait Time - Weighted (All) - Feb 3 to Present

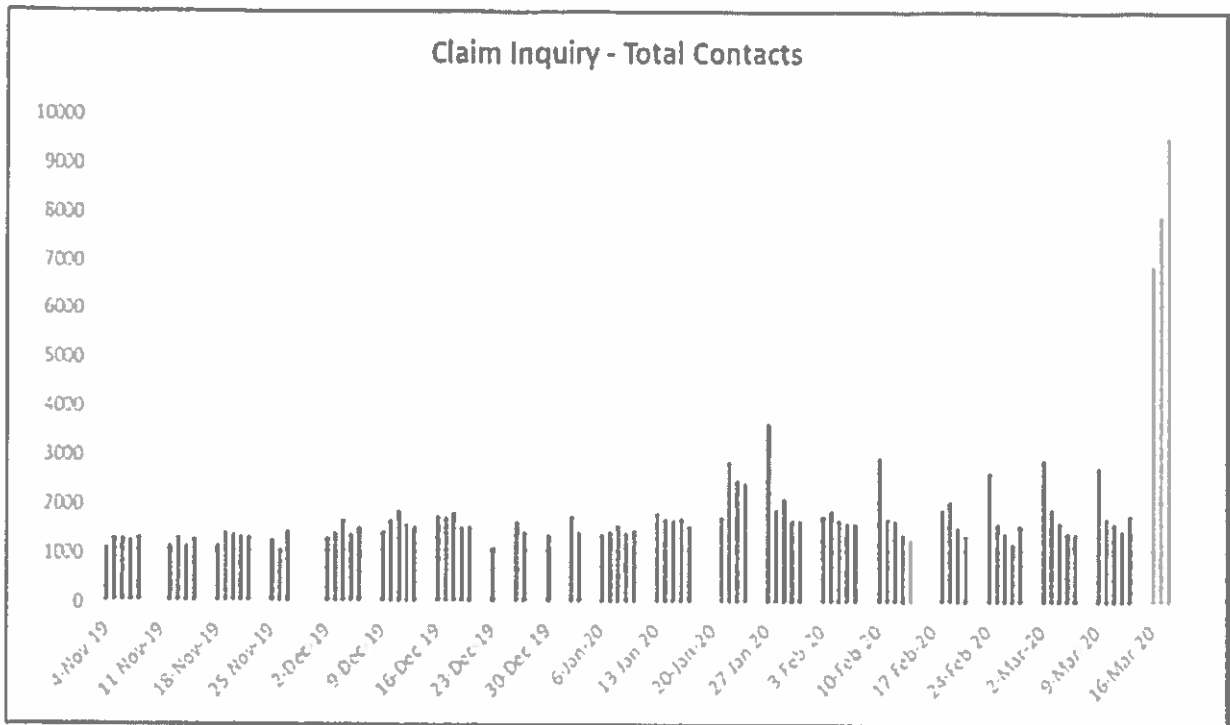


Next is our claim filing total contacts wherein we have seen a spike this entire week, but clear our messaging has been effective in driving people to file online instead of calling.

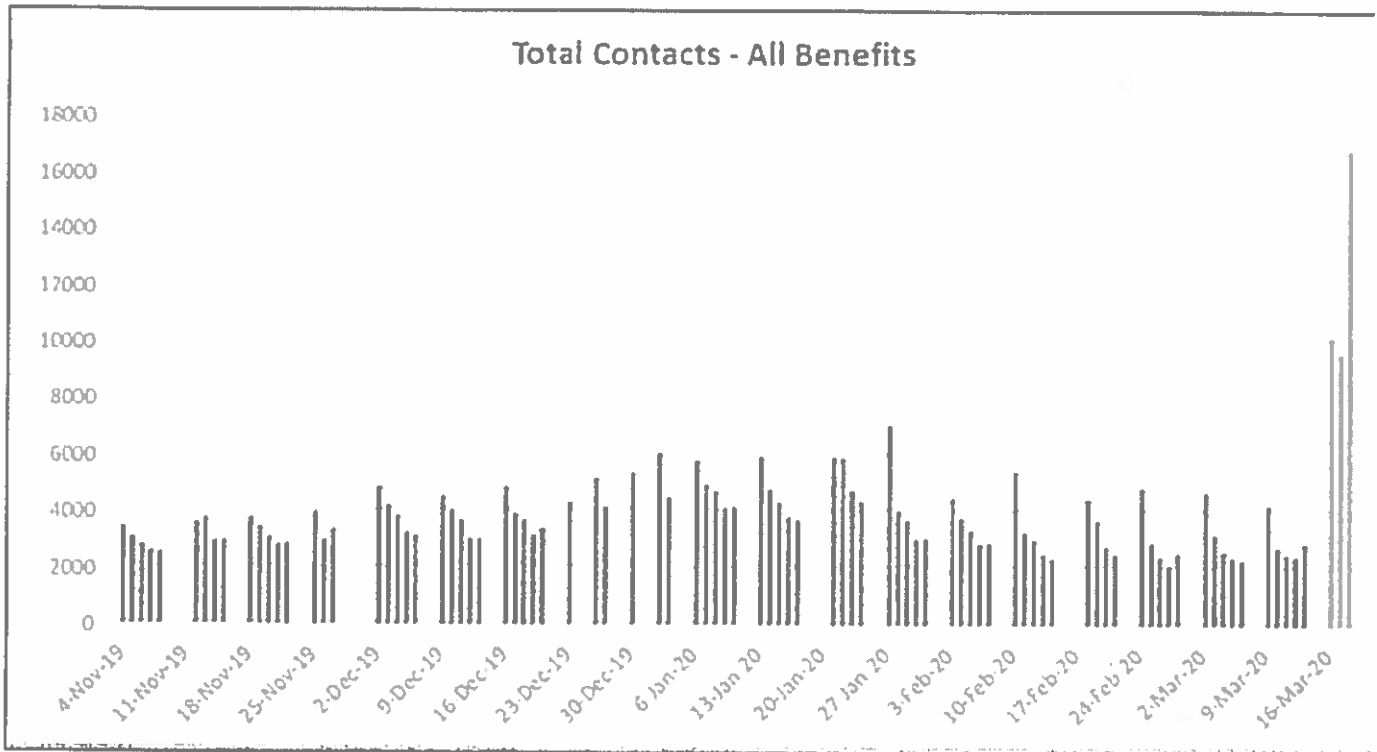
Claim Filing - Total Contacts



Next is our claim inquiry figures. Can also note that our average handle time has gone from around 8 minutes to nearly 13 minutes given the questions individuals have regarding their eligibility. The most common questions are simply: (1) Am I eligible for benefits (2) I'm on a current claim or had a claim within the last year, am I eligible for the six additional weeks and (3) My claim I just filed was denied since I didn't have enough wages.



This is our total contacts, with the caveat that our spike in call wait-times for individuals saw an increase in use in the chat function which we count in these figures.



Tim Kolar, State Office Administrator
Unemployment Insurance Agency
Michigan Department of Labor and Economic Opportunity