

# Performance Report

## Employment Scorecard



February 2024

### Labor Market Data



Unemployment rate

**4,588,251**

Labor force



**66.6%**

Labor force participation rate

**11,004**

Initial claims

**75,482**

Continued claims

Note: Data for unemployment rate, labor force, and labor force participation rate is January 2024. February data will not be released until the end of March 2024

### Unemployment Insurance

**22M**

Total benefits paid



**3,494**

Unpaid pending claims†



**26,559**

Pending appeals docket\*



### Customer Call Center Data

**24,683**

Total calls handled



**6min**

Average wait time for all calls

### Workforce Services Data



**25,407**

Customers serviced in Virginia Workforce Connection



**4,136**

New employment services customers



**6**

New trade impacted workers enrolled



**1,213**

New intensive reemployment customers



**415**

Veterans with significant barriers to employment served

**\$10,857,200**



Work opportunity tax credits awarded