

# Performance Report

## Employment Scorecard



March 2024

### Labor Market Data



Unemployment rate

4,588,603

Labor force



66.5%

Labor force participation rate

9,598

Initial claims

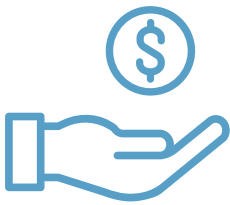
67,185

Continued claims

### Unemployment Insurance

23M

Total benefits paid



3,294

Unpaid pending claims†



21,349

Pending appeals dockets\*



### Customer Call Center Data

23,804

Total calls handled



5:46min

Average wait time for all calls

### Workforce Services Data



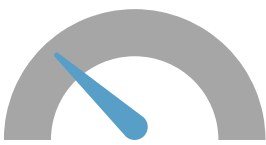
28,386

Customers serviced in Virginia Workforce Connection



4,021

New employment services customers



6

New trade impacted workers enrolled



1,093

New intensive reemployment customers



422

Veterans with significant barriers to employment served

\$14,865,800



Work opportunity tax credits awarded