

House Appropriations Committee
Education and Economic Development Subcommittee
Delegate Ben Barnes, Subcommittee Chair
Delegate Jared Solomon, Subcommittee Vice Chair

Senate Budget and Taxation Committee
Education, Business, and Administration Subcommittee
Senator Nancy King, Subcommittee Chair

Agenda

Thursday, October 28, 2021

3:00 p.m.

Virtual Briefing

I. Call to Order and Opening Remarks

II. Maryland Department of Labor

Secretary Tiffany Robinson

III. Closing Remarks and Adjournment



Joint Briefing on the BEACON Mobile Application

Thursday, October 28, 2021

Tiffany P. Robinson, Secretary

labor.maryland.gov

MDunemployment.com





Since the Beginning of COVID-19

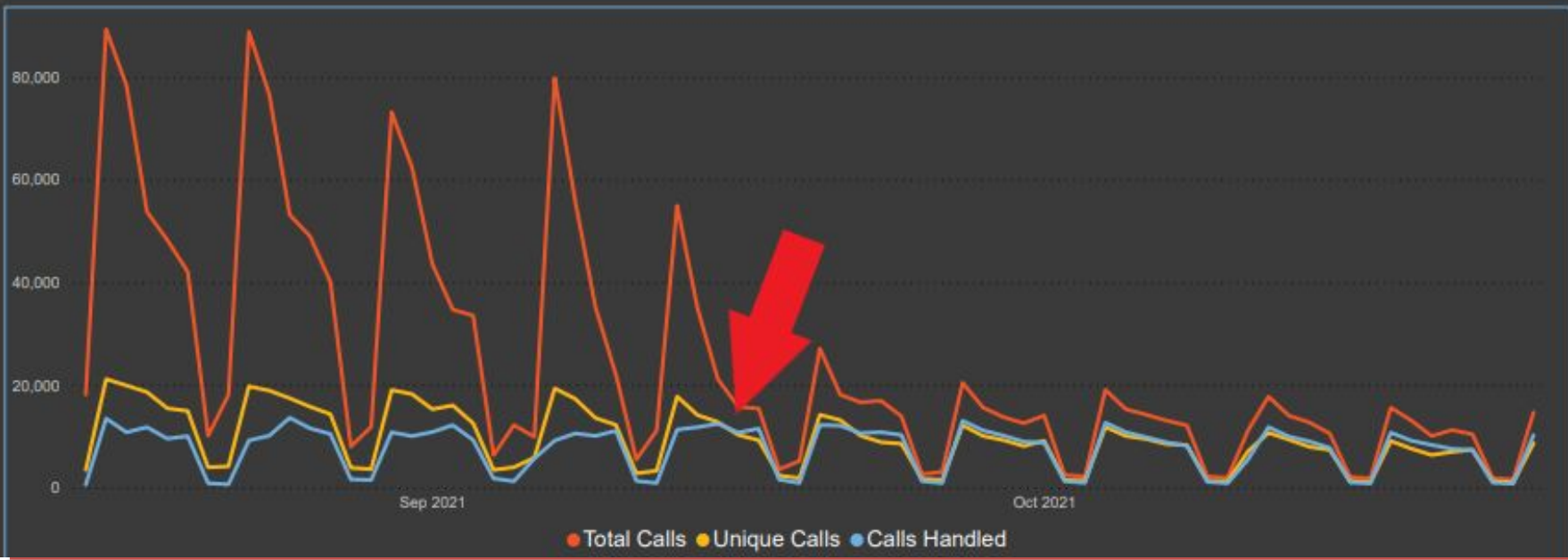
- Received over **2,954,529** new claims
- As of October 26th we've determined that **1.5 MILLION** claims are indeed fraudulent out of the total 1.7 million that have been flagged as potential fraud.
- Paid over **\$14.2 BILLION** in state and federal benefits
- Added **2,225** new unemployment insurance employees (1,875 call center, 250 adjudicators, and over 100 state staff)
- As of October 15, we've had over **8.2 MILLION** conversations
 - Calls – 2,588,572
 - Live Chats – 383,912
 - Virtual Assistant – 5,290,570

Improving The Claimant Experience

DAILY CALL VOLUMES

Select Date

TOTAL CALLS RECEIVED	TOTAL UNIQUE CALLS	TOTAL CALLS HANDLED
1,725,866	677,713	544,111



Improving The Claimant Experience

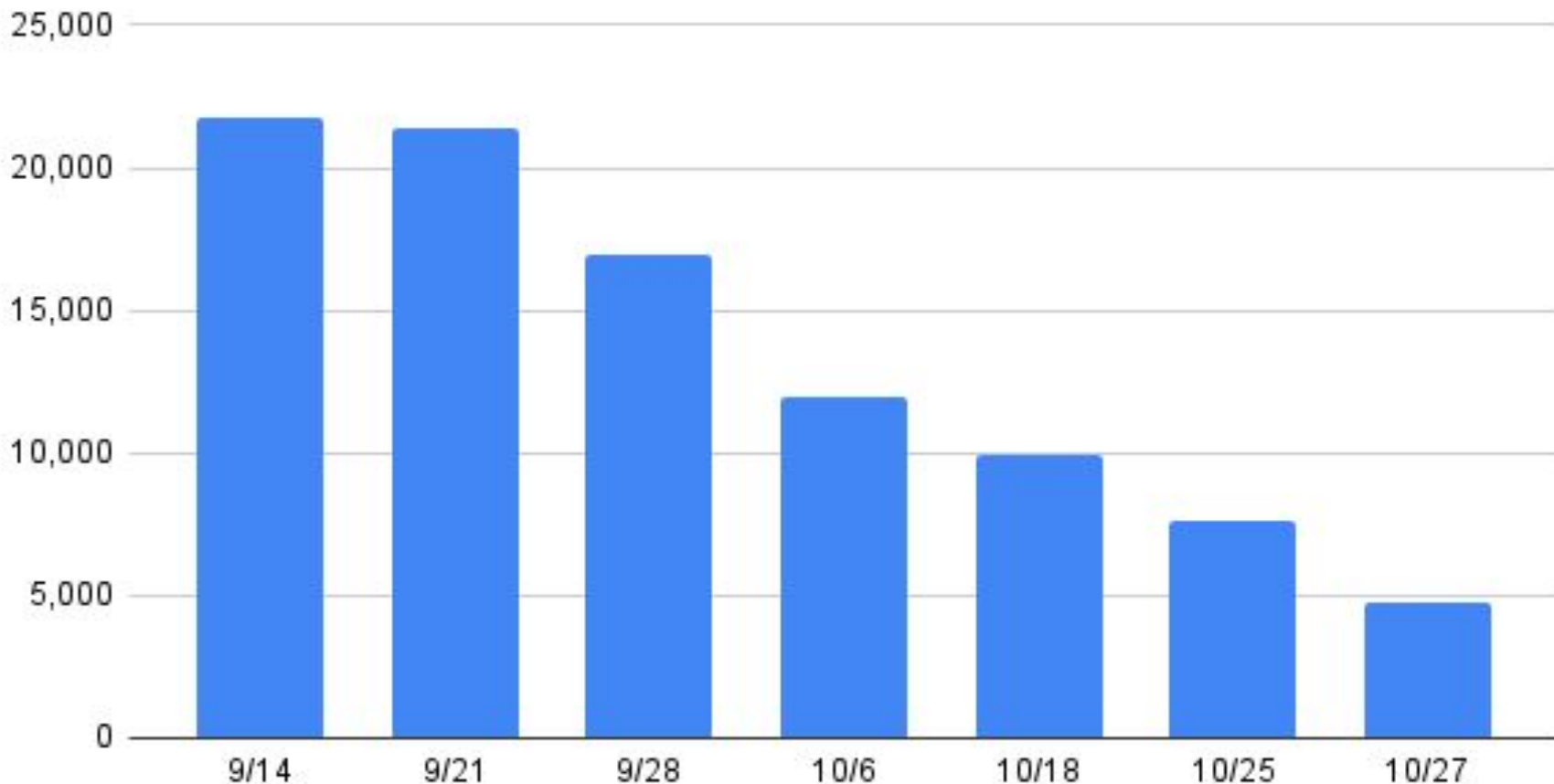
VIDEO KIOSK TEAM

Avg Daily Resolution Rate, Month to Date - **95%**
 Cases Resolved, Sept - **1,564 cases, 95%**
 Cases Resolved to Date - **4,507 cases, 92%**

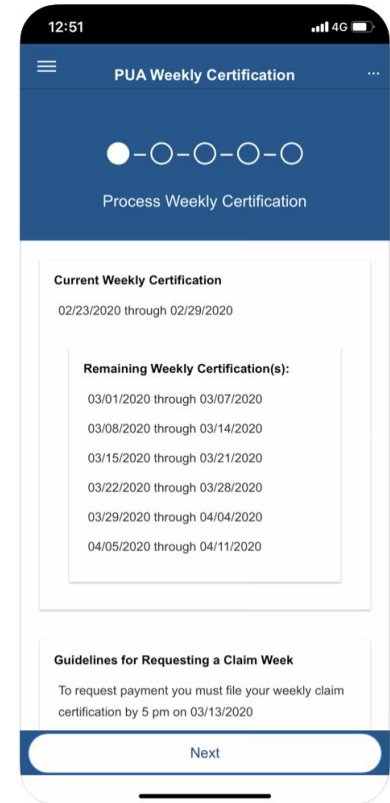
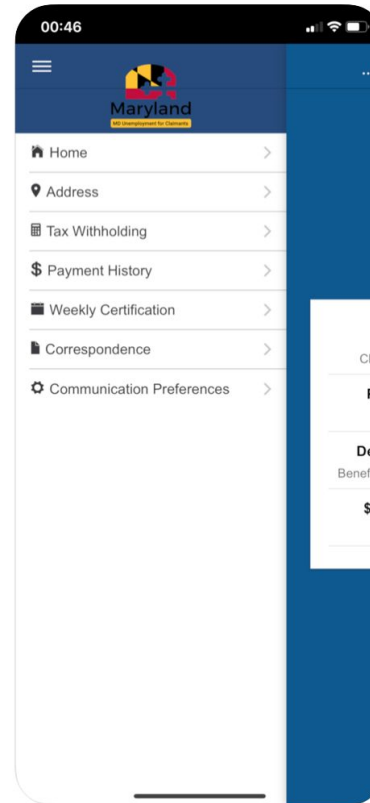
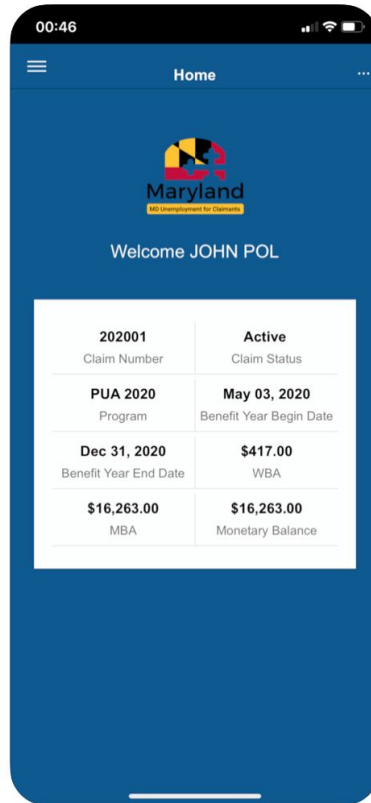
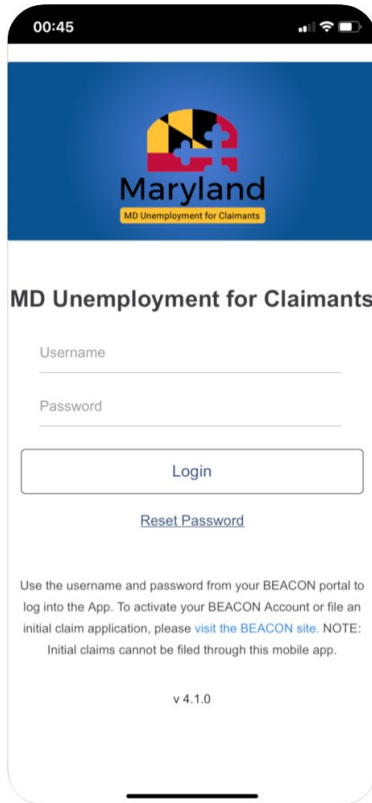


Improving The Claimant Experience

Total Legislative Salesforce Cases



BEACON Mobile App





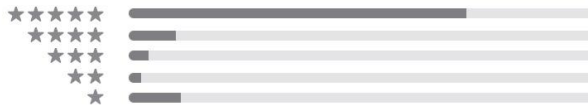
BEACON Mobile App User Reviews

Ratings & Reviews

[See All](#)

4.3

out of 5



6,672 Ratings

Thank you

Feb 28

★★★★★

FantasticApp!

During these difficult times I have been able to utilize this app to be able to provide my weekly certifications and get assistance as much as I can until I'm able to find a job due to my original building job that I worked at shut down from Covid and still has not opened. I have been able to utilize the app with no issues and it has [more](#)

Easier to use

Nov 20

★★★★★

Shaolin's

Thank you for problem solving and getting better during a extremely stressful time.

App was easy to use.
Very grateful

This was easy to use

Jun 27

★★★★★

piscataway98

I like this better then online when trying to log on to my account and find information especially for weekly file for benefits payments..plus as of june 2021 has been a rough and confusing time for unemployment benefits recipients!

But this app is essential along with being a [more](#)

Who may be in charge of unemploy... Apr 19

★★★★★

Lolo and Zaza

I'm giving you guys an excellent review it's been a long time coming it's been very frustrating but you guys have pulled through and I just want to give you a hand up and a clap and a amen be his we're finally getting some Mexia swim very hard and difficult and some days and then you wanna pull your hair out but you guys are doing a [more](#)



BEACON Mobile App User Reviews



Ken in Md., 09/08/2020

Easy To Use and Navigate!

The App is Very Easy to Use and Navigate My PUA Unemployment Work Certifications!
As long as one takes their time and looks thoroughly at what is needed, you can file your weekly certification in a matter of minutes.
Good App to Assist in Getting through these uncertain economic times!



Razi Haji, 09/12/2020

Fantastic

Wonderful App for Marylanders
Appreciate GOD Bless Maryland and USA



maryland crabs, 09/06/2020

Eagle eye

Fast , quick & a very very much appreciated help to everyone



Cordovamahon1, 09/10/2020

Ez pz

Wow. This is the best. It's like 4 kliks and your filed. Thanks to the all



Anoitedwomen, 09/14/2020

Review

The beacon app is very effective and works well. Maryland did a great job.

BEACON Mobile Application

The following functionalities are currently available in the mobile application:

- View account details on the Home page after login (these details include claim number, claim status, program information, weekly benefit amount, maximum benefit amount, monetary balance, benefit year begin date, and benefit year end date);
- View and update mailing and residential addresses;
- View and update tax withholding options;
- View remaining benefit balance;
- File weekly certifications;
- View and download 10 most recent correspondences;
- View and update preferred method of communication;
- View and update method of payment;
- View calendar for scheduled interviews;
- View read and unread messages;
- File an appeal with the Lower Appeals Division and the Board of Appeals;
- Make payments online if debts on the account;
- Log in to the applications;
- Change password (or retrieve forgotten passwords); and
- View agency contact information.



BEACON Mobile Application

The Number and Percentages of Claimants That Have Accessed BEACON Using a Mobile Device:

- 602,582 claimants had installed the BEACON mobile application
 - 92,014 installations on the Android platform and
 - 510,568 on the iOS platform.

- 5,333 employers had installed the BEACON mobile application
 - 1,080 installations on the Android platform
 - 5,166 on the iOS platform.



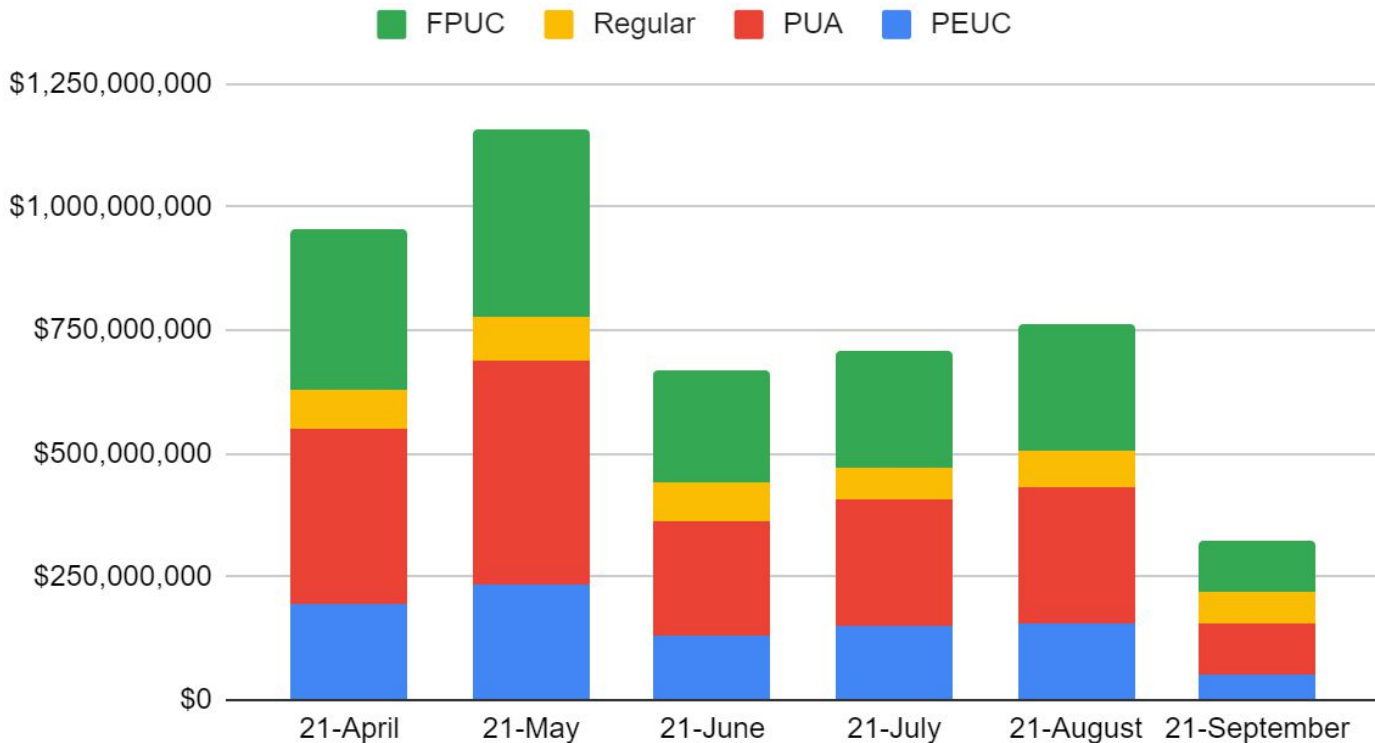
BEACON Mobile Application

The Department is always looking for ways to better serve employers and claimants alike and increase the functionality of our new program tools. Currently, the Department is working to upgrade the Mobile App based on user feedback to include:

- Increased Capacity to View User Information
 - Employment information screen
 - Monetary detail information screen
 - Dependent information screen
 - Appeal lookup screen

Data Related to Unemployment Insurance Benefits and Claims

Benefits Paid Per Program



Data Related to Unemployment Insurance Benefits and Claims

The following provides the total claims from the beginning of the Pandemic Assistance Period through October 16, 2021:

All Complete Claims

- **Claims Filed: 863,806**
- **Processed: 845,912 (97.9%)**
 - **Paid: 717,448 (83.1%)**
 - **Denied: 128,464 (14.9%)**
- **Pending: 17,894 (2.1%)**

Regular UI

- Claims Filed: 448,906
- Processed: 431,927 (96.2%)
 - Paid: 313,276 (69.8%)
 - Denied: 118,651 (26.4%)
- Pending: 16,979 (3.8%)

PUA

- Claims Filed: 301,544
- Processed: 300,920 (99.8%)
 - Paid: 294,639 (97.7%)
 - Denied: 6,281 (2.1%)
- Pending: 624 (0.2%)

PEUC

- Claims Filed: 105,614
- Processed: 105,324 (99.7%)
 - Paid: 101,803 (96.4%)
 - Denied: 3,521 (3.3%)
- Pending: 290 (0.3%)

EB

- Claims Filed: 7,742
- Processed: 7,741 (100%)
 - Paid: 7,730 (99.8%)
 - Denied: 11 (.1%)
- Pending: 1 (<0.1%)

Claims Processing

- Claimants on PUA have a vastly different investigatory period than claimants on Regular UI.
 - Pursuant to federal rules, PUA claimants self-certify their proof of employment, proof of income, and reason for applying for benefits.
- Regular UI claimants have wages from an employer that must be investigated and disputes can cause delays.
- Due to the ever evolving nature of a claim, a claimants status is fluid and can change at any time.
- Maryland is one of only four mitigation states that requires we determine if there are any mitigating factors that may allow for benefits to be paid prior to any denial being issued.
- The Department has implemented enhanced security features during the processing of claims to combat fraud.



Questions?