

TIMELINE OF DWD RESPONSE TO COVID CRISIS 2020

DATE	WHO	WHAT	IMO
January 31, 2020	POTUS	National Health Crisis	
March 13, 2020	DWD-UI	First day of “unexplained” and abnormal increase in applications and claims	While the increases are around 300-400, it is the start of massive increases and SHOULD have been a press release and a conversation with Evers and the legislature.
March 18, 2020	Gov. Evers	Emergency Order in effect Safer At Home initiated	
March 27, 2020	POTUS	CARES Act signed into law	
March 30, 2020	DWD-UI	DWD reports increase of calls and how they have responded to the overwhelming need within our state for UI benefits: <ol style="list-style-type: none"> 1. Increased call center staff to 92 and training 40 more. 2. Increased the number of calls the system can place on hold. 	This begins the obsession with the call center. If, at this point, additional resources would have been allocated to processing, there would not be the bottleneck that still exists in late June.
April 9, 2020	DWD-UI	DWD releases even higher numbers for claims and phone calls, along with their staffing response: <ol style="list-style-type: none"> 1. 150 UI employees are working OT 2. Recruiting to hire specialist and manual task workers 3. Reassigned DWD staff to UI Division 	Again, staff increases are focused on the call center. Staff are reassigned, and some go through training. However, in the coming weeks it is made clear that most, if not all, additional staff were allocated to the call centers.
April 15, 2020	Gov. Evers	Act 185 signed into law	Gives permission for DWD to reassign workers and call in workers out of retirement to lessen the training time. Act 185 also contains important information about the funding source for claims. This information was not implemented by the DWD at the expense of Wisconsin employers.
April 21, 2020	DWD-UI	DWD announces PUA applications are now open.	PUA applications open, however there are conflicting directions as to filing weekly claims, documents that are required, and if Reg UI needs to be denied prior to filing for PUA. It is interesting to note that none of these issues are addressed because it takes an average of 3

			hrs. to get someone on the phone and when they do pick up the call, they do not know anything about the program.
April 29, 2020	DWD-UI	DWD announces FPUC payments are now being issued.	FPUC payments begin and they screw it up by paying many individuals double payments.
April 29, 2020	DWD-UI	DWD announces disbursement of more than \$290m to date.	Ahead of information releases during the first week of May, DWD does a press release to boast about the \$'s that have been disbursed. This will become an interesting pattern during the next few weeks.
May 7, 2020	DWD-UI	DWD releases information that the UI trust fund can not sustain the rate of disbursements beyond Oct 2020.	This release sparks madness among legislatures that note no payments should be coming out of the UI trust fund pursuant to section 105 of Act 185. By not adhering to written law, the Representative begins slinging mud and accusing the DWD of breaking the law. This shift in attention moved the overall conversation away from elected officials that were not standing up for their constituents and put the bullseye on Sec. Frostman and the DWD.
May 15, 2020	DWD-UI	DWD announced an expansion of staff to directly assist more Wisconsinites. This includes: <ol style="list-style-type: none"> 1. Contracted with Alorica, Beyond Vision, and Nelnet. 2. Alorica and Beyond Vision will add over 500 CALL CENTER staff. 3. Nelnet will add 100 to process claims. 4. All three are to be up and running by June 1st. 	At a time when unemployment rates are sky high, our DWD goes out and hires vendors in other states to come in and answer the phones. We do not need more phone operators. We need adjudicators. June 1 st comes and goes, with no improvement in either area of the DWD regardless of the job vendors are contracted for.
May 19, 2020	DWD-UI	Fraud detection! Out of 1.4 million claims processed by the DWD, they flagged an enormous 171 was fraudulent.	
May 27, 2020	DWD-UI	Sec. Frostman issues a release explaining the woes of operating the PUA program. As claimants waited for the required 30 days of processing it became clear that no applications have been processed.	This release came out as Sec. Frostman was testifying in front of the Regulatory and Labor Comm. at the capitol building. Frostman stated that PUA application processing had begun that day and would be wrapped up by the next day. Frostman also stated in that hearing that the software was to blame and that PEUC

			programming had also begun but would be completed by the next week.
May 27, 2020	Regulatory and Labor Comm.	A hearing is held at the capital to question Sec. Frostman about the situation at the DWD. Frostman lies about the progress of all programs and continues to say "June 1st" when something hasn't started yet or hasn't finished.	Frostman purposefully dodges the fact that June 1st is the upcoming Monday. His promises to complete and process claims by that date were nothing more than an attempt to tell lawmakers something positive.
June 2, 2020	DWD-UI	PUA Hotline is launched	This hotline is to provide information about the PUA program. It is not a processing center, they have no idea what processing means, and genuinely have little aptitude for even telling the time. Yet another massive failure to address a "call center" issue that really isn't the issue to be addressed.
June 5, 2020	DWD-UI	DWD releases information about . . . a CALL CENTER. The entire release discusses how many bodies are answering phones and that there has been a significant decrease in calls coming in and less waiting time. The release also moves the availability of Nelnet's adjudicators to the end of June.	The phone stopped ringing because nobody could get an answer. On more than one occasion a claims specialist (phone attendant) commented to claimants that they often don't have active calls coming in, so they just do additional training.
June 9, 2020	DWD-UI	DWD wrote a letter to DOL requesting clarification on SSDI recipients being eligible for UI benefits. While the Cares Act remains silent on the issue, Wisconsin state statute 108.04 (12) (f) states clearly that SSDI recipients cannot receive UI benefits as that would be "double dipping" from two separate entities of assistance.	This is not an issue with the DOL and regulations. This is an issue with our state laws once again limiting the rights of eligible workers due to a mindset that UI and SSDI are types of assistance. Both programs are earned and an individual receiving SSDI can work up to an earning of \$1200/month to supplement their benefits. Those working hours and earned wages qualify them for benefits.
June 15, 2020	DWD-UI	DWD releases new numbers regarding initial claims, weekly claims, PUA apps, PUA benefits paid, etc.	This information is routine, but three things were key takeaways this week: <ol style="list-style-type: none"> 1. They changed the number of PUA applications from 96k to 70k. 2. NO mention at all of PEUC benefits that have left claimants who were getting benefits in limbo due to their benefits running out.

			3. A new info box appears on this report stating the average time from initial claim to receiving benefits is 19 days.
June 19, 2020	DWD-UI	Multiple claimants were informed by claims specialists that the waiting period for UI is currently 30 days, the waiting period for PEUC is 30 days, and the waiting period for PUA is 90 days.	Once again the waiting periods are extended when DWD acknowledges that their lackluster efforts have missed the mark. As reference, individuals still waiting for benefits began this process with their initial claim within the month of March. It is now JUNE!