



**NC DEPARTMENT  
of COMMERCE**  
EMPLOYMENT SECURITY

# NEWS RELEASE

North Carolina Division of Employment Security

Lockhart Taylor, Assistant Secretary

FOR IMMEDIATE RELEASE  
April 17, 2020

CONTACT

[kerry.mccomber@nccommerce.com](mailto:kerry.mccomber@nccommerce.com)

[larry.parker@nccommerce.com](mailto:larry.parker@nccommerce.com)

## DES to Triple Staff to Meet Unprecedented Surge in Unemployment Claims

**RALEIGH** — In the last month, more than 630,000 people have filed for unemployment insurance benefits in North Carolina, mostly due to the impacts of COVID-19. By the end of the next week, the Division of Employment Security plans to have more than three times its original staffing in place to respond to the surge in claims and ensure payments go out as quickly as possible.

DES expects to have more than 1,600 people working to process claims and issue payments.

- Prior to COVID-19, DES had a staff of approximately 500.
- The division has since added 403 people to the current efforts.
  - 95 time-limited and temporary staff
  - 100 N.C. Division of Workforce Solutions staff
  - 200 private call center agents
  - 6 N.C. Department of Information Technology staff
  - 2 N.C. Department of Agriculture print operators
- By the end of next week, DES will have engaged an additional 600 private call center agents and 100 Division of Workforce Solutions staff.

“This will be the largest number of people working to provide unemployment benefits in North Carolina’s history,” said Lockhart Taylor, assistant secretary of the Division of Employment Security. “We are prepared to take whatever steps we need to take to deliver the help North Carolinians need during these difficult times.”

In addition to providing state unemployment benefits, DES will issue payments for three different federal programs. This week, DES completed implementation of the Federal Pandemic Unemployment Compensation program, which pays an additional \$600 in weekly unemployment insurance to eligible claimants. Eligible North Carolinians are now receiving these payments.

DES estimates its online filing system will be ready to accept claims around April 25 for Pandemic Unemployment Assistance, the program for individuals not eligible for regular unemployment insurance. The division is also continuing to work on a timeline to provide Pandemic Emergency Unemployment Compensation, the federal program that allows for up to 13 additional weeks of benefits.

Updates about eligibility and how to apply for these benefits can be found on [des.nc.gov](https://des.nc.gov)

--CONTINUED--



Lockhart Taylor, Assistant Secretary

DES has now paid out a total of more than \$350 million to more than 210,000 people for unemployment claims effective as of March 15.

<p><b>PAYMENTS</b> For Claims Effective as of March 15, 2020</p>	<p><b>\$358,099,922</b> Total Paid</p>	<p>State Unemployment Insurance \$129,628,400</p>
	<p><b>211,672</b> Claimants Paid</p>	<p>Federal Pandemic Unemployment Compensation \$228,471,522</p>

<p><b>FILINGS</b></p>	<p><b>636,894*</b> Claims Filed March 15 – April 16</p>		<p><b>Initial Claims Filed</b></p> <table border="1"> <caption>Initial Claims Filed Data</caption> <thead> <tr> <th>Date</th> <th>Initial Claims Filed</th> </tr> </thead> <tbody> <tr><td>15-Mar</td><td>3,184</td></tr> <tr><td>17-Mar</td><td>23,894</td></tr> <tr><td>19-Mar</td><td>34,706</td></tr> <tr><td>21-Mar</td><td>16,888</td></tr> <tr><td>23-Mar</td><td>26,435</td></tr> <tr><td>25-Mar</td><td>16,888</td></tr> <tr><td>27-Mar</td><td>26,435</td></tr> <tr><td>29-Mar</td><td>14,475</td></tr> <tr><td>31-Mar</td><td>26,435</td></tr> <tr><td>2-Apr</td><td>14,475</td></tr> <tr><td>4-Apr</td><td>26,435</td></tr> <tr><td>6-Apr</td><td>14,475</td></tr> <tr><td>8-Apr</td><td>29,370</td></tr> <tr><td>10-Apr</td><td>10,912</td></tr> <tr><td>12-Apr</td><td>10,912</td></tr> <tr><td>14-Apr</td><td>19,011</td></tr> <tr><td>16-Apr</td><td>19,011</td></tr> </tbody> </table>	Date	Initial Claims Filed	15-Mar	3,184	17-Mar	23,894	19-Mar	34,706	21-Mar	16,888	23-Mar	26,435	25-Mar	16,888	27-Mar	26,435	29-Mar	14,475	31-Mar	26,435	2-Apr	14,475	4-Apr	26,435	6-Apr	14,475	8-Apr	29,370	10-Apr	10,912	12-Apr	10,912	14-Apr	19,011	16-Apr	19,011
	Date	Initial Claims Filed																																					
	15-Mar	3,184																																					
	17-Mar	23,894																																					
19-Mar	34,706																																						
21-Mar	16,888																																						
23-Mar	26,435																																						
25-Mar	16,888																																						
27-Mar	26,435																																						
29-Mar	14,475																																						
31-Mar	26,435																																						
2-Apr	14,475																																						
4-Apr	26,435																																						
6-Apr	14,475																																						
8-Apr	29,370																																						
10-Apr	10,912																																						
12-Apr	10,912																																						
14-Apr	19,011																																						
16-Apr	19,011																																						
<p>Online 633,056</p>	<p>By Phone 3,838</p>																																						
<p>*551,261 Related to COVID-19</p>																																							
<p><b>19,011</b> Claims Filed April 16</p>																																							

--###--