



COMMONWEALTH of VIRGINIA
Virginia Employment Commission

Carrie Roth
Commissioner
Advisor to the Governor for
Strategic Initiatives

Post Office Box 26441
Richmond, VA 23261-6441

December 20, 2022

The Honorable Adam Ebbin
Chairman, Commission on Unemployment Compensation
Senate of Virginia
P.O. Box 396
Richmond, Virginia 23218

The Honorable Richard Saslaw
Chairman, Senate Commerce and Labor
Senate of Virginia
P.O. Box 396
Richmond, Virginia 23218

The Honorable Kathy Byron
Chairwoman, House Commerce and Energy
Pocahontas Building
900 E. Main Street
Richmond, Virginia 23219

Dear Chairmen and Madame Chair:

Per Chapter 290 Enactment Clause 2 (Special Session 1, 2021), the Virginia Employment Commission (Commission) shall report to the Commission on Unemployment Compensation and the Chairs of the House Committee on Labor and Commerce and the Senate Committee on Commerce and Labor (i) the number of unemployment insurance claimants who elect to receive their communications by email or other electronic means pursuant to § [60.2-121.1](#) of the *Code of Virginia*, as created by this act, and (ii) how such use of electronic communications impacts the Commission's operations no later than December 31, 2022. This letter serves to meet that requirement.

Section 60.2-121.1 of the *Code of Virginia* allows for the Virginia Employment Commission to send notices and communications to parties through email or electronic means if the party elects to receive communication electronically.

Prior to the launch of the Virginia Unemployment Insurance System (VUIS) in November 2021, the VEC did not capture data on a claimant's preference in how they received communication from the agency as all notices were sent solely by mail. As a result, any claimants from prior to November 2021 were converted from our legacy system to VUIS as electing to receive communication by mail.

Currently, VUIS contains total records for 1,352,0577 claimants. Of the 16,014 claimants who have filed a new or weekly claim for benefits within the past 30 days, 8,666 have selected a preference to receive communications by email. To ensure individuals are receiving communications regarding their claim, we have continued to mail documents.

In 2023, the VEC will be shifting to electronic communication only for those who have selected that preference. The positive financial impact of communicating electronically will be seen in reducing printing and mailing costs. Additionally, requests for information when sent electronically would allow for a prompt response to the claimant resulting in a greater opportunity for swift resolution of the issue for the claimant. This also will positively impact the agency's efforts to meet and exceed standards for payment and decision timeliness.

Our goal is to become the best employment commission in the country. This shift to electronic communications is another step forward into fully digitizing the agency's internal and external communications and processes to improve outcomes for our customers. Please do not hesitate to contact me at carrie.roth@vec.virginia.gov or 804.786.3001 with any questions.

Sincerely,

A handwritten signature in black ink that reads "Carrie Roth". The signature is written in a cursive, flowing style.

Carrie Roth