



GRETCHEN  
WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY  
LANSING

JEFF DONOFRIO  
DIRECTOR

Right now, the need for unemployment insurance is more crucial than ever. Many Michigan residents are turning to Unemployment Insurance for first time. This has created an unprecedented increase in demand for this program, in turn increasing phone calls and log ins to online claim filing. In fact, over the last week we've seen an increase in claims of over 1,500% compared to normal, anticipated activity for this period of time.

We understand the frustration this can cause for customers and are continually monitoring our phone and online systems to ensure they are working efficiently. Although some people are having difficulty getting through, we have continued to process applications, answer questions and disburse the unemployment benefits that are so desperately needed.

Here are just a few of the steps we are taking:

- We are utilizing all staff to assist customers during contact hours currently and then process claims during overtime hours.
- We are reviewing our options of hiring additional staff to assist with customer service.
- Deploying staff from other parts of the agency to provide more customer service;
- Assisting customers in person by appointment

UIA staff is committed to making sure Michigan families get the emergency support they need during this time. Executive Order 2020-10 and Emergency rules have been put in place to make unemployment insurance available to a broader set of people and businesses.

*Under the Governor's order:*

- Workers who have an unanticipated family care responsibility, including those who have childcare responsibilities due to school closures, or those who are forced to care for loved ones who become ill.
- Workers who are sick, quarantined, or immunocompromised and who do not have access to paid family and medical leave or are laid off.
- First responders in the public health community who become ill or are quarantined due to exposure to COVID-19.

In addition:

- Claimants are not required to register for work or conduct a work search during this crisis.
- The number of weeks a person may receive benefits is increased from 20 to 26 weeks.

We ask for your patience and partnership as we adapt to our temporarily new normal. You may have an extended wait time, but if you need to talk to a live agent you can do so by chatting online through your MiWAM account, or calling our customer service line at 1-866-500-0017. When you call you can choose to hang up and receive a call back instead of holding, all while keeping your place in line.

LEO is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.  
UNEMPLOYMENT INSURANCE AGENCY • 3024 W. GRAND BLVD. • DETROIT, MICHIGAN 48202 • [www.michigan.gov/uia](http://www.michigan.gov/uia)