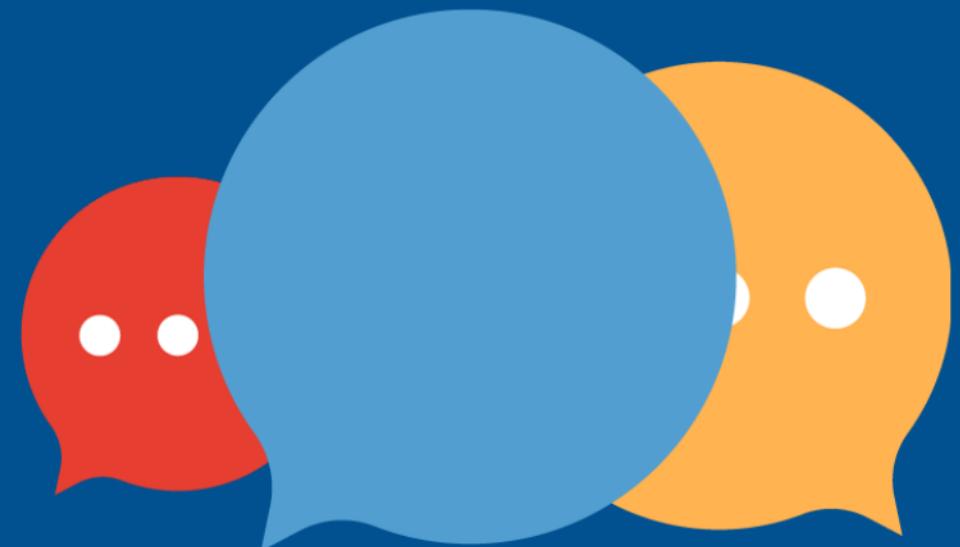


# Unemployment Insurance Feedback Campaign Overview

United Way of Connecticut



# Project Background

01

In 2021, the U.S. Government Accountability Office discovered that a higher percentage of Unemployment Insurance (UI) claimants in the U.S. who identified as white reported receiving UI benefits **more** than certain racial and ethnic groups.<sup>1</sup>

02

The U.S. Department of Labor provided CTDOL and other states with funding for projects designed to promote **equitable** access to UI benefits.

03

CTDOL is utilizing the funding to improve the UI program's demographic collection and appeals process and to conduct research on the barriers to receiving benefits through the Unemployment Insurance Feedback Campaign in partnership with United Way of Connecticut (UWCT).

<sup>1</sup> Source: [Preliminary Information on Potential Racial and Ethnic Disparities in the Receipt of Unemployment Insurance Benefits during the COVID-19 Pandemic](#)

# UI Feedback Campaign Overview

UWCT has partnered with CTDOL:

To gather feedback from CT residents who have experienced unemployment in the past five years to better understand the barriers people face when seeking UI benefits.

To target Connecticut workers in communities who have historically experienced barriers to accessing UI benefits or who have been underserved by the UI Program.

To collect feedback using the following methods for data collection: phone surveys, online surveys and focus groups.

# Methods

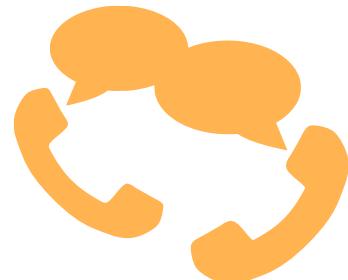
## ONLINE SURVEYS

- UWCT designed a short survey to gather CT residents' feedback about their experiences with the UI program.
- CT residents can take the survey online in English or Spanish on the UWCT website.



## PHONE SURVEYS

- UWCT is administering the survey, in English and Spanish, by calling residents to collect responses (outbound) and by making it available to 211CT callers (inbound).



## FOCUS GROUPS

- UWCT is partnering with local United Ways and other organizations in New Haven, Hartford, Waterbury and Bridgeport to host focus groups to gather feedback about the UI program.



# How Can YOU Help?

Partner with us to:

- Promote the focus groups, online survey and UI Feedback Campaign within your community using UWCT's promotional materials
- Identify organizations in your community we can connect with who can join this effort
- Assist with recruiting focus group participants by circulating promotional materials and hosting focus group sessions



# LEARN MORE



Please visit [www.ctunitedway.org/uifeedback/](http://www.ctunitedway.org/uifeedback/) for more information about the Unemployment Insurance Feedback Campaign or email our team at [uifeedback@ctunitedway.org](mailto:uifeedback@ctunitedway.org).