In the 1st quarter of 2021, the number of UI nonmonetary determinations decreased 5.5% from the previous quarter. The number of separation determinations increased by 3.1% and the number of nonseparation determinations decreased by 10.3%. However, even though these categories show decreases in this quarter, workload remains significantly higher than the same quarter in 2020 due to the impact of Covid-19 on state workload.
In the 1st quarter of 2021, 59.1% of the determinations involving separation issues resulted in a denial of UI benefits, and 40.9% of the determinations concluded that the claimant was eligible for benefits. This ratio in the 1st quarter of 2021 is still concluding that the majority of determinations claimants are eligible for benefits.

In the 1st quarter of 2021, 89.1% of the determinations involving nonseparation issues resulted in a denial of UI benefits, while the claimant was found to be eligible for benefits in only 11.0% of nonseparation determinations. Although workload increased significantly starting with the 2nd quarter of 2020 due to the impact of Covid-19, the ratio of denials to eligible claims remains similar for nonseparation issues.
In the 1st quarter of 2021, 46.2% of the determinations involving separation issues were due to a discharge, 53.7% due to a voluntary leave, and 0.1% due to other reasons. This differs from results in 2019 and earlier, where separations due to discharge accounted for the majority of separation types.

In the 1st quarter of 2021, 88.3% of the determinations where the claimant left the job for other, resulted in a denial of eligibility. In contrast, states issued denials for only 35.4% of the determinations where the claimant was discharged from the job.
In the 1st quarter of 2021, the largest category of nonseparation determinations (46.6%) was the reporting requirement call-ins and other. The second largest category (29.9%) was able, available, actively seeking employment. This differs from 2019 and earlier, where the largest category was “able, available, actively seeking” and the second largest category was “reporting requirement, call-ins and other”.

In the 1st quarter of 2021, the category of nonseparation determinations with the highest denial rate was “Disqualifying/Deductible Income” with 100%, followed by “Reporting Requirement Call-ins and Other” with 92.7%, and “Able, Available, Actively Seeking” with 89.8%.