



GOVERNOR JOSH SHAPIRO

FOR PLANNING PURPOSES ONLY

Monday, August 18, 2025

MEDIA CONTACT:

Governor's Press Office, ra-gvgovpress@pa.gov

MEDIA ADVISORY: TOMORROW IN HARRISBURG – Governor Shapiro to Highlight Major Improvements in PA's Unemployment Compensation System, Lowest Call Wait Times in Over Six Years

Harrisburg, PA – Tomorrow, **Governor Josh Shapiro** and **Pennsylvania Department of Labor & Industry Secretary Nancy A. Walker** will join labor leaders and advocates to highlight how the Shapiro Administration's targeted investments in Pennsylvania's Unemployment Compensation (UC) have led to a faster, more efficient customer experience, including the fastest call response time in more than six years.

Since day one, **Governor Shapiro** has prioritized creating an efficient and fair unemployment system for all Pennsylvanians to ensure they receive reliable support when they lose their job through no fault of their own. In addition to reduced call wait times, the Shapiro Administration has spearheaded the hiring of nearly 400 new UC interviewers and the expansion of in-person assistance through [UC Connect](#).

WHO:

Governor Josh Shapiro

Secretary Nancy A. Walker, PA Department of Labor & Industry

WHEN:

Tuesday, August 19, 2025, at 11:00 AM

WHERE:

Pennsylvania Department of Labor & Industry

651 Boas St

Harrisburg, PA 17121

**Press credentials must be presented at security check-in prior to attending the event*

LIVE STREAM:

pacast.com/live/gov

governor.pa.gov/live/

RSVP:

Press who are interested in attending must RSVP with the names and phones numbers for each member of their team to ra-gvgovpress@pa.gov.