



# Unemployment Insurance (UI)

## ROI/Outcomes:

More Data on the Use of the CARES Act Staffing Flexibility

**Stabilization** – providing immediate relief to helping solve the most challenging issues, or the issue causing downstream problems that create bottleneck and claimant frustration.

*Examples:*

- **Idaho -- reduced call volume** by more than 65% during the first 3 weeks – from a starting average of more than 13,000 unique calls, to around 4,000 unique calls in just under 3 weeks. As claimants' calls were answered, this relieved considerable frustration and averted the many duplicate calls being received – because their initial call was answered and issue was resolved, claimants did not need to call back.
- **Hawaii -- reduced wait time** and established a contact center infrastructure that let only human – versus auto-dialer – callers connect. Doing so helped “real” claimants get through, eliminating the duplicate calls as frustrated claimants would call in repeatedly because hold times were so long. We reduced the average wait time by more than half in the first week for those calling about an existing claim – from 1.5 hours to 40 minutes, and down to the current average wait of about 17 minutes.
- **North Carolina** -- managed **more than 200,000 chat conversations** since May, averaging more than 9,000 live agent chats during weekly surge occurring on Mondays, providing another channel of communication; managed claimant calls from 5-day peak of more than 100k inquiries, to current average of near 30k; average resolution time between 7 and 10 minutes.
- **Arkansas -- employed new technology.** The adjudication team created tools in Microsoft Teams and SharePoint to allow the adjudicators to view file progression and create a sense of urgency by viewing the number of claimants needing to be serviced. The integration of teams in a remote environment has allowed for an open line of communication to be established to between the adjudicators and leadership that mirrors on site performance. We have seen productivity triple over the course of the first month of production.
- **Arkansas -- UI reduced average speed to answer times** even with the increased call volume. AR UI has been able to service calls within 100 seconds and AR PUA has serviced calls within 175 seconds.
  - **UI** has answered over 85% of all automatic distribution calls
  - **PUA** has answered over 80% of all automatic distribution calls
  - **Adjudication** has answered over 90% of all automatic distribution calls
- **Louisiana -- reduced average speed to answer times** in LA UI by improving hold times allowing calls to be serviced in a timely manner and allowing the staff to manage additional call volume. Allowed the call volume to be serviced, reducing the overall abandonment rate month to month. Have serviced over 260,000 calls since launch and through additional support and trainings have been able to reduce call volume.



**Agility** – pivoting quickly to address different tasks as they present, or as client needs change in time to make an impact. Examples:

- **North Carolina, Vermont, and Hawaii -- *transitioned from performing simple FAQ*** from claimants to helping claimants file claims, and ultimately to support adjudication fact-finding related to non-monetary eligibility and separation issues.
- **Rhode Island and Vermont -- *supplemented adjudication efforts*** with tasks related to fraud investigations. In Rhode Island, we manage the fraud email inbox, resolving issues and questions or escalating as needed; managing the fraud hotline and performing fact-finding for tasks referred from the local Sheriff for suspected fraud.
- **Nevada -- *supplemented adjudication work*** by taking on inbound call center inquiries.
- **Arkansas -- *created a task force*** to assist with client feedback on any of the administrative work that needs modification to ensure paperwork is submitted within state mandated standards.
- **Arkansas -- *introduced new technology***. Microsoft Teams SharePoint dashboard created to provide real time metrics to supporting staff and leadership. This transparency created increase in production from adjudicators and supporting agency partners. Any updated training material was shared in real time and communicated multiple ways using Microsoft Teams platform. News post and share point updates are visible immediately to increase awareness and initiate any modified behaviors needed. This created an immediate impact as production has now tripled in a three-week span.
- **Louisiana -- *UI established communication bridges*** to disseminate all information between the client and operations allowing for real time implementations for example recently client requested all staff update client accessed systems during hours of operation and were able to have a 100% success rate without any disruption in service levels.
- **Arkansas and Louisiana -- *integrated Microsoft teams to help expediate the escalation*** process on a claimant's behalf and capture transfer data. Allows computation and quantification of program data related call types and reason for external transfers.

**Impact** – ability to support more fact finding and adjudication tasks that support states' overall ability to maintain quality standards while still managing claims volume and reducing backlog.

- **Vermont -- >40k complex issues resolved from May to July; staff avg > 1,500 issues per person.**



- **Idaho** -- more than **2,500 issues resolved** by 10 processors in 30 days, including more than 90% related to non-monetary eligibility.
- **Rhode Island** -- 52,704 claims resolved since April; avg > **2,635 claims per staff**; including both simple and complex issues and claims with more than one issue to resolve.
- **Arkansas** -- **transitioned the assimilation of existing claims call type** to contractor call flow resulting in a 56.54% reduction in connections to queue and call backs.
- **Arkansas** -- **servicing 400 cases a day** and aligned to state guidelines with the potential for further improvement. Utilizing a hybrid role, the customer service representatives are split into Inbound and Outbound functions allowing a small group to assist the increasing call volume in part to the success of the program.
- **Arkansas** -- began adjudication with an average of 7 files completed per day. Progress was (is) tracked in real time and posted in SharePoint dashboard throughout the day. With each day data was reanalyzed and formulation of ways to increase production were implemented. Latest production efforts have now tripled from observed time frame in the beginning. **Current production is increasing and trending daily above 22 files completed per adjudicator per day.**
- **Louisiana** -- **created a task force** to identify common eligibility problems and now can resolve eligibility issues within 15-30 seconds. This results in a higher percentage of staff available to assist the call volume and has increased service levels in the last 30 days to over 81% of claimants.

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