

TRAINING AND EMPLOYMENT NOTICE	NO . 6-18
	DATE August 31, 2018

TO: STATE WORKFORCE AGENCIES

FROM: ROSEMARY LAHASKY
Deputy Assistant Secretary

SUBJECT: Publication of the Unemployment Insurance (UI) Call Center Best Practices Compilation

1. **Purpose.** To announce the publication of the UI Call Center Best Practices Compilation.
2. **Action Requested.** The Employment and Training Administration (ETA) requests that State Administrators provide this information to appropriate staff.
3. **Summary and Background.**

- a. Summary – This notice announces the availability of a UI Call Center Best Practices Compilation. States are encouraged to review the document and adopt the best practices that may meet their state’s needs.
- b. Background – To better understand states’ use of call centers in the administration of the UI program, ETA worked with a contractor to prepare a comprehensive study of state UI call center operations. ETA published the results of the study in May 2017. The study’s report can be accessed as indicated in the References section below.

After the publication of the report, ETA and the contractor further researched and documented several best practices in state UI call center operations identified in the results of the initial study. Seven states participated in this additional research phase (California, Colorado, Illinois, Missouri, North Dakota, Ohio, and Utah).

4. **Content.** ETA’s objective with this detailed follow-up research study is to support states’ efforts to build greater capacity in their call center operations. Sharing best practices is an effective approach that enables states to explore solutions to current operational and business challenges. This compilation of best practices also identifies actions that have resulted in improved performance and facilitates communications among UI colleagues across states.

There were four broad categories reviewed in the follow-up study:

- UI and Workforce Integration
- Integrity
- Customer Service
- Workload Management/Case Management

The results of the follow-up study are posted on the [UI Community of Practice](https://ui.workforcegps.org/) (UI CoP) website at <https://ui.workforcegps.org/>, under [UI Call Center Best Practices](https://ui.workforcegps.org/resources/2018/07/24/20/07/UI_Call_Center_Best_Practices) (https://ui.workforcegps.org/resources/2018/07/24/20/07/UI_Call_Center_Best_Practices).

If you do not have access to the UI CoP, please complete the [registration page](https://www.workforcegps.org/register) (at <https://www.workforcegps.org/register>) to sign up and request access. Make sure you check the box for the Unemployment Insurance Community of Practice when completing the registration.

5. **Inquiries.** You may direct questions to your appropriate ETA Regional Office.
6. **References.**

Unemployment Insurance (UI) Call Center Study Final Report
(https://oui.doleta.gov/unemploy/docs/CoffeyConsulting_UI_Call_Center_Study_Final_Report_January272017acc.pdf)