



Unemployment Insurance

Alabama Department of Labor Contact Center Operations



SOLIDSTATE

The **COVID-19 crisis has affected the economic wellbeing** of American workers across the country. By July 2021, more than 9.5 million workers had lost their jobs and states across the country struggled to pay Americans with the backlog of claims. In March of 2020, the Alabama Department of Labor was flooded with unemployment claims from those who were impacted by the coronavirus pandemic. ADOL needed a vendor to provide call center and claims management services as a result of the unprecedented volume of unemployment claims and issues to augment its Departmental staff in assisting the citizens of Alabama with the filing and administration of unemployment compensation claims.

Solid State's objectives for this project were in direct support of ADOL's strategic plan to provide the best possible service to the claimants and the employers of the State of Alabama, as well as to the United States Department of Labor (USDOL) in dealing with the inordinate amount of unemployment claims due to the COVID-19 pandemic. The goals were to improve the claimant experience, provide timely, uninterrupted benefits to unemployed workers of Alabama, and reduce the number of missed fraudulent claims.

Solid State provided staffing to assist with claimant inquiry calls with Tier 1 Call/Chat Agents, Factfinders and Adjudicators. The Tier 1 Call/Chat Agents provided claimant support through inbound calls for general information and live-agent chat for claimants and handled callers with verifying identity, filing initial and weekly certifications, resetting of passwords, modifying contact and direct deposit information, and referring claimants to other department resources. Solid State's factfinders and adjudicators supported ADOL with outbound and inbound calls and emails to claimants, employers and other third parties, collecting documentation, making determinations based on requirements, and entering dispositions into the system.

Jan-Oct 2021

746,102

Total Chats Handled

98,486

**Claimant After
Hours Inquiries Solved**

Over 149,000

Total Claims Adjudicated