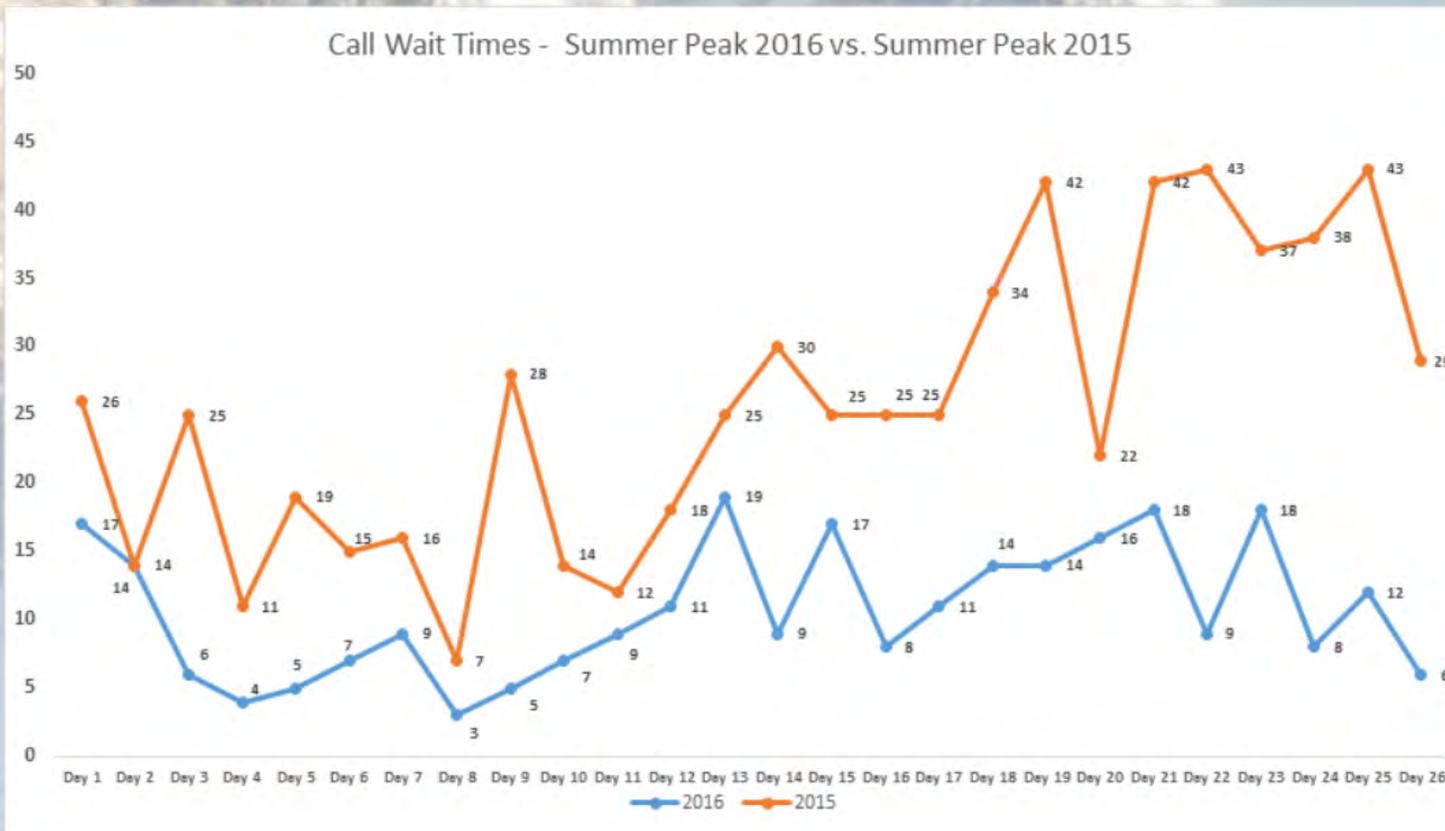


A hiker with a large backpack stands on a rocky peak, looking out over a vast mountain range under a clear blue sky. The hiker is wearing a white cap, a dark tank top, and shorts. The background features a series of mountain ranges, with the highest peaks covered in snow and partially obscured by a light haze. The overall scene conveys a sense of adventure and achievement.

"Embrace the Peak"

# How did we get from



← Here

to

← Here?

# Peak Period Objectives & Goals



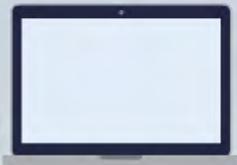
- Created a plan to address Peak Period needs



- Implemented the Lean findings & developed Standard Work Instruction Sheets (SWIS)



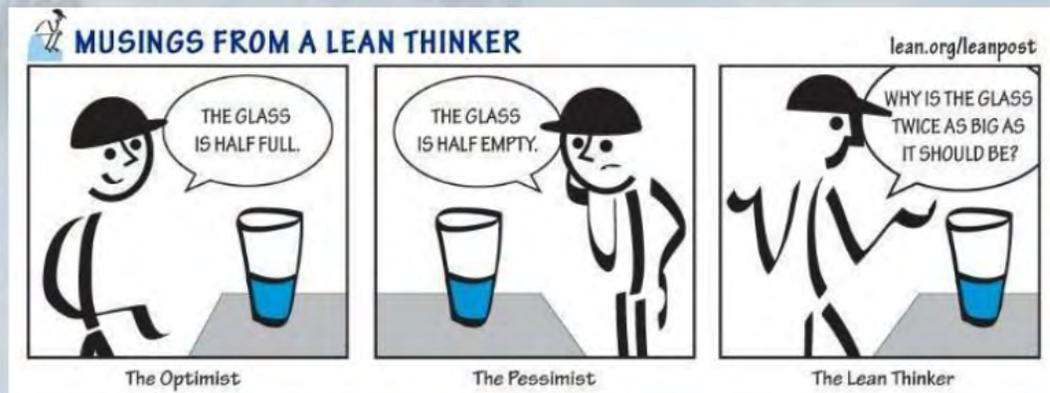
- Maintained the daily queue wait times under 20 minutes

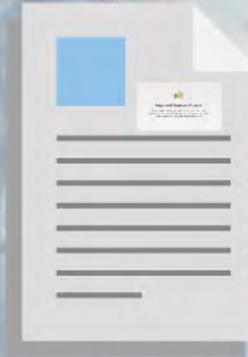


- Maintained no more than 400 internet claims pending

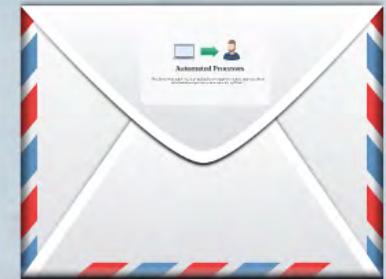
# Implementation of Lean

- Lean review process began with a Kaizen event of the UI Call Center in March 2016 and finished with the implementation of all the recommendations in June 2016
- Simultaneously, the UI Call Center was gearing up for the peak period which started June 2016





# Lean Accomplishments





## **Streamlined Internet Claim Processing**

The internet claims filing process was streamlined, preventing calls coming in and out of the call center, improving customer service for 75% of claimants who use the internet application



## **Improved Communications**

The employer fax line was updated from a two to an eight channel line to prevent busy signals and allow staff to obtain documents faster



## **Improved Payment Process**

When claimants forget to call to certify for their weekly payment, there was a two week process to correct the issue,  
Lean reduced this to a two minute phone call

## Tips for Filing for Unemployment During Peak Periods

At several points during the year, DLT experiences "peak periods" where the number of people filing for UI benefits spikes. Due to the heavy volume of activity, peak periods may lead to longer wait times. The calendar at right illustrates the anticipated peak periods for 2016.

The following tips will help you avoid delays when filing for benefits or contacting the Department during peak periods.

### Be Prepared Before You Click or Call

Accurate applications are processed faster so you are paid faster. Read all questions carefully when filing your claim.

Filing a claim is easier when you have what you need at your fingertips:

1. Your Separation Notice and most recent pay stub from your previous employer (if available).
2. The names of **all** your employers and dates of **all** employment over the past 18 months.
3. Hours and wages for the most recent calendar week of employment.
4. Your Social Security Number (SSN).
5. Your driver's license number (if available).
6. Information about your dependents – if applicable – including names, dates of birth, and SSNs.
7. Your Alien Registration Card number (if you are not a U.S. citizen).

When filing a claim, select **all** the days you worked during your final week of employment. (For example, if you were laid off on a Wednesday, you must select that you worked Monday, Tuesday, and Wednesday. If you were laid off on a Friday, you must select that you worked Monday through Friday.)

Claims may be filed online or by telephone, but **filing online is easier and faster**.

### Keep Your Confirmation Number

At the end of your application, you will be given a confirmation number. **Keep this number handy so you can check the status of your claim** on our website or if you need to speak with a claims representative in our call center.

### Changing Your Payment Method

To change the payment method on an existing claim, complete the Benefit Payment Selection or Change Form (DLT-438), available at [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui) under the "UI Forms" tab. Rhode Island's Security Policy requires that we receive this form in order to change your payment method.



### How To Reach Us

Online: [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui)  
Telephone: (401) 243-6100  
Request a return telephone call:  
Complete the online form at  
[https://uiclaims.ri.gov/kiosk\\_inq/dataentrypage.aspx](https://uiclaims.ri.gov/kiosk_inq/dataentrypage.aspx).

### Sometimes You Just Have to Call...Here's the Best Time

Initial claims may be filed by telephone on Mondays, Tuesdays, and Thursdays from 8:00 AM to 3:00 PM, and on Fridays from 9:00 AM to 3:00 PM. The Call Center does not accept calls on Wednesdays so that we can expedite claims processing.

Mondays and Tuesdays are the busiest days of the week at the Call Center. Thursdays and Fridays are the least busy. **Consider calling on a less busy day.**

The best time to call is between 10:00 AM and noon or between 1:00 PM and 3:00 PM.



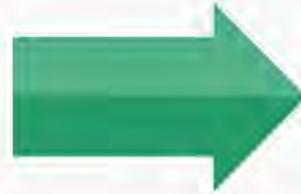
# Created Peak Period Flyer

The Peak Period Flyer was placed on websites, mailed to employers, and hand-delivered to employers providing tips for filing during the Peak Period



## **Corrected Computer Issue**

The claims filing system was corrected to allow customers to certify for their weekly payment regardless of their prior return to work date



# Automated Processes

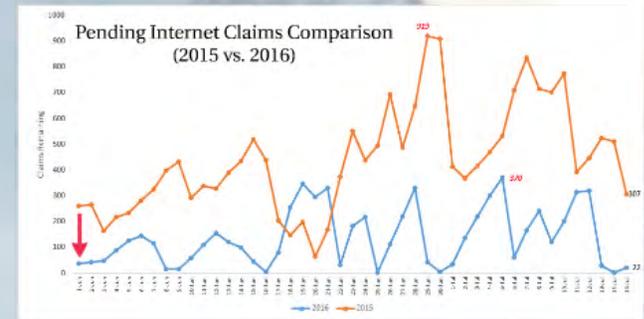
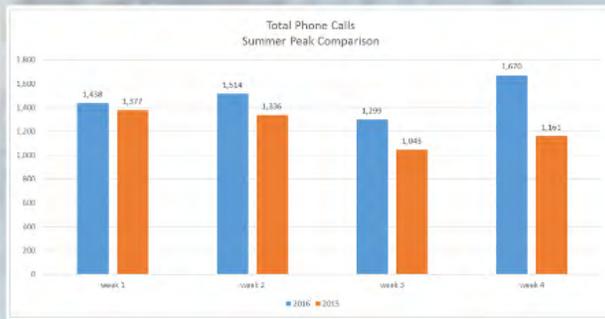
The claims filing system was been updated to send payment notices automatically on all refiled claims (previously done manually by UI staff)

# Operational Improvements & Changes

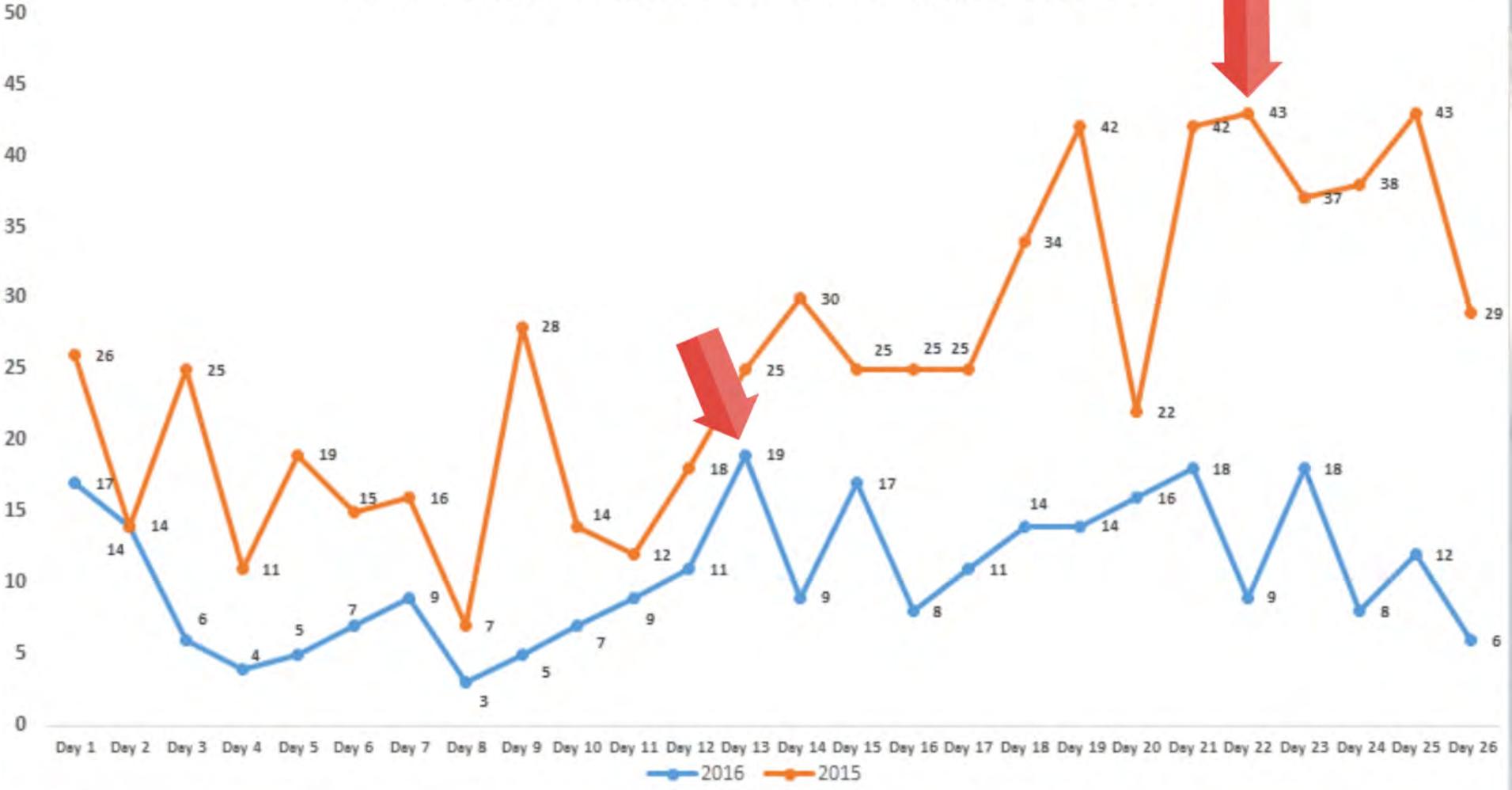


- Restructured Management Teams
- Provided additional management resources
- Conducted weekly workload assessments
  - Ensure "0" backlogs prior to the peak

# Performance Measure Comparisons



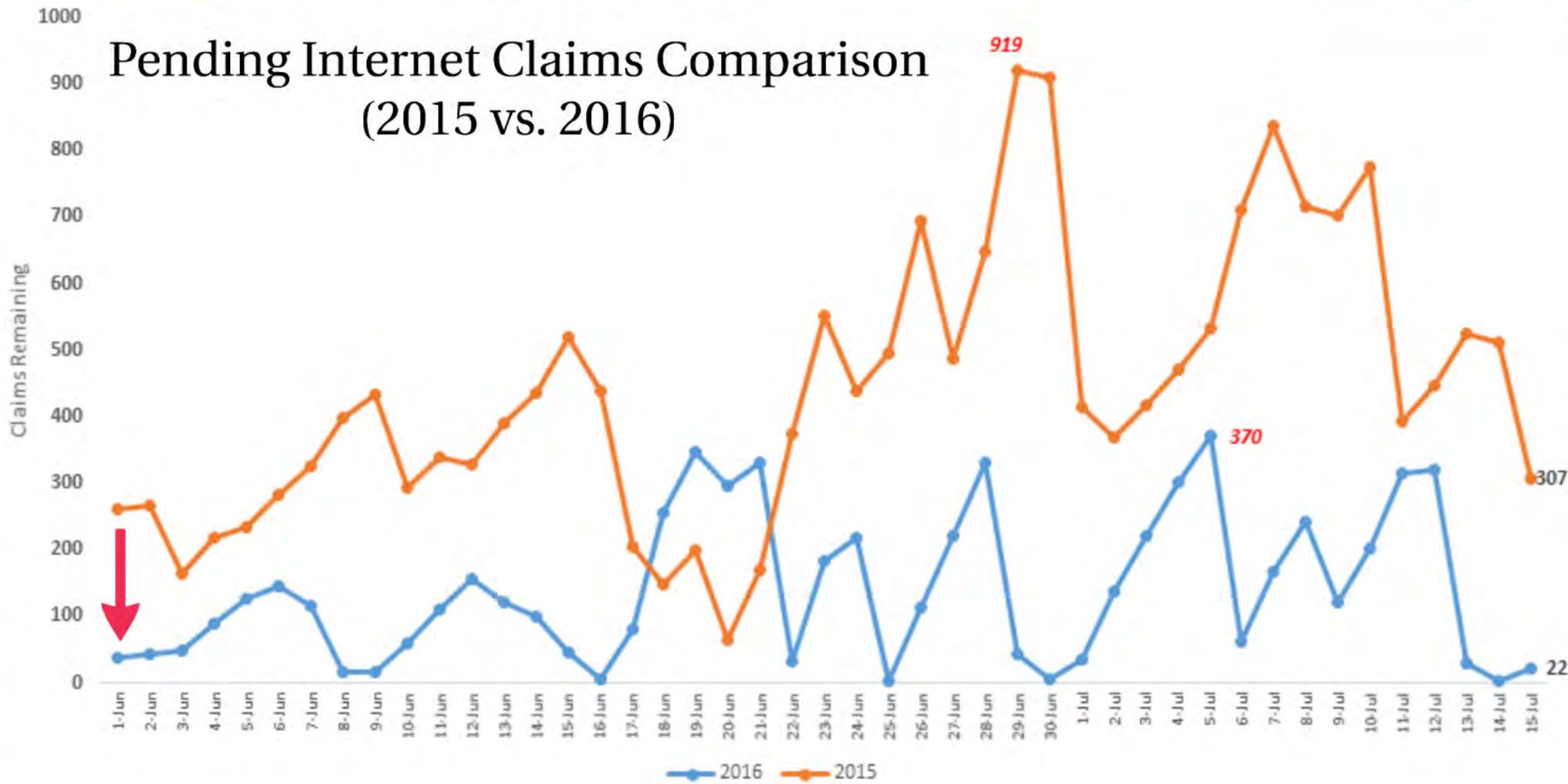
Call Wait Times - Summer Peak 2016 vs. Summer Peak 2015



### Total Phone Calls Summer Peak Comparison



# Pending Internet Claims Comparison (2015 vs. 2016)



# Overtime

Total OT Hours	Overtime hours		2015 - 2016	
	2015	2016	Difference	% Change
	983.37	283.4	-699.97	-71.18%

The Department saved over **\$40,000** in overtime costs during this summer peak compared to 2015

# Snowball Effect

As a result of the positive performance:



- Happier customers
- Less complaints
- Less calls to the Governor's Constituent Office
- User friendly customer services
- No negative media - In fact, Providence Journal released a positive news story on August 2nd.

**By Embracing the Peak,  
We Experienced  
Success!**



**Thank you for your  
support!**