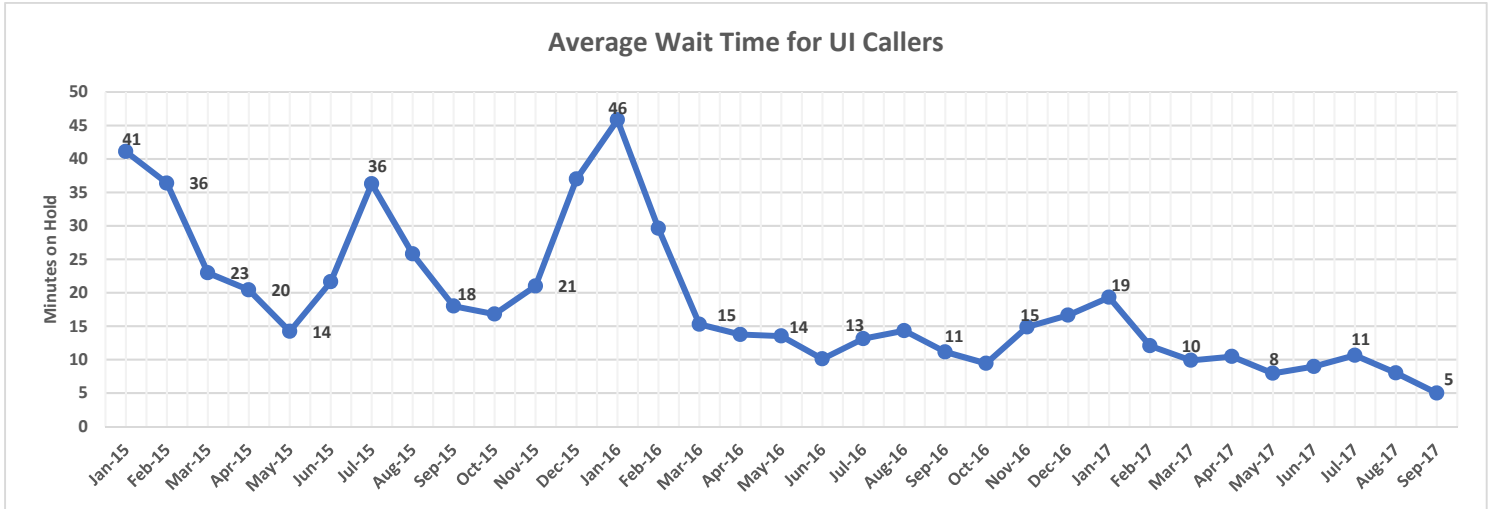


Performance Measures 2017

UI Call Center Wait Times have Decreased Significantly Since 2013



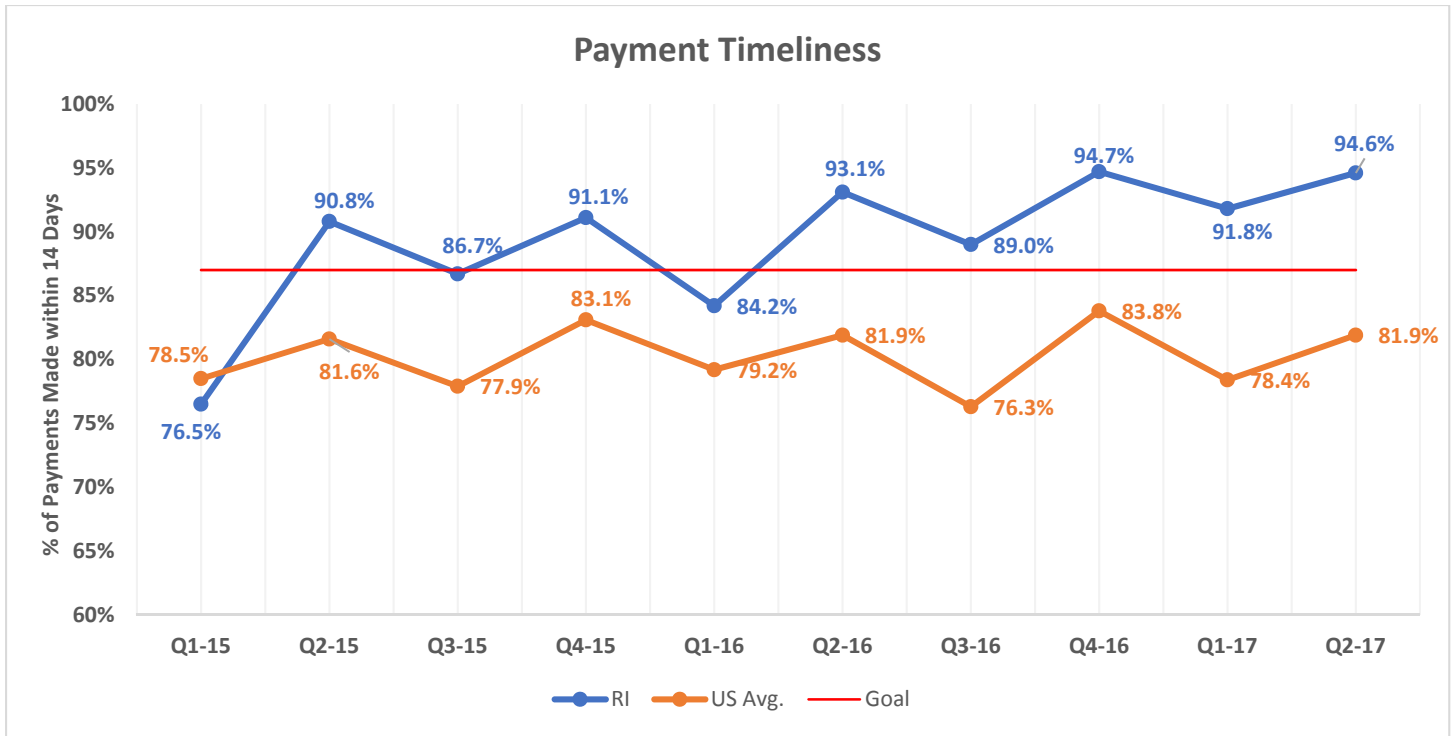
Since January, 2015, average customer wait times for service through the Unemployment Insurance (UI) call center have decreased sharply. The winter months tend to be the busiest time of the year for the UI program. However, the most recent winter “peak” saw significantly faster customer service with a similar workload and staffing level compared to the prior year.

The table below shows the average wait time and average monthly call volume level for the UI call center for 2017 (through September 19th) compared to the 2013-2016 average. In spite of receiving a higher volume of calls in 2017, the call center’s wait time is 62.0% lower than the 2013-2016 average.

	<u>2017 YTD</u>	<u>2013-2016</u>	<u>Difference</u>	<u>% Change</u>
Avg. Wait Time	10m 57s	28m 47s	-17m 50s	-62.0%
Avg. Calls Per Month	7,395.4	6,639.2	756.2	11.4%

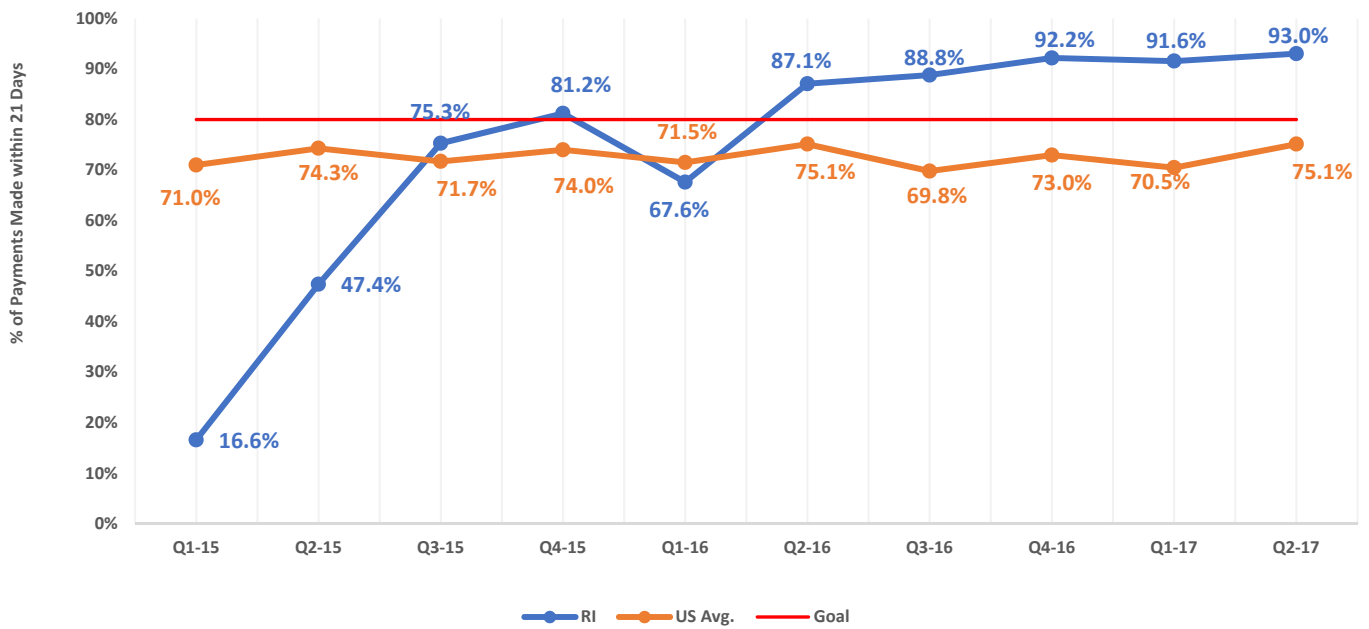
UI Pays Claims and Handles Cases Faster

The Department’s goal is to pay 87% of eligible UI claims with 14 calendar days. Unfortunately, the UI program regularly failed to meet this goal in prior years. However, the UI program has exceeded this threshold for 17 consecutive months. The graph below shows that the UI program, which performed below the US average in the beginning of calendar year 2015, has enhanced its service quality and now pays customers much faster.



In some instances, an individual’s claim for UI benefits is contested. The Department must conduct an adjudication hearing to determine if the individual who filed the claim is eligible to collect UI benefits. The Department’s goal is to issue adjudicate 80% of contested cases with 21 calendar days. As shown in the graph below, the Department has dramatically improved its performance in this area.

Adjudication Timeliness



As a result of the significant improvement in customer service, Rhode Island UI program ranks in the top 10 for timely payment and adjudication performance.

National Ranking	<u>Q1-15</u>	<u>Q2-15</u>	<u>Q3-15</u>	<u>Q4-15</u>	<u>Q1-16</u>	<u>Q2-16</u>	<u>Q3-16</u>	<u>Q4-16</u>	<u>Q1-17</u>	<u>Q2-17</u>
Payment Timeliness	33	18	22	19	28	12	15	8	6	5
Adjudication Timeliness	50	37	25	23	34	10	11	6	14	9