



EXPEDITED RULE MAKING

CR-105 (June 2004)
(Implements RCW 34.05.353)
EXPEDITED RULE MAKING ONLY

Agency: Employment Security Department

Title of rule and other identifying information: (Describe Subject) WAC 192-110-005, Applying for unemployment benefits—General, and WAC 192-140-005, Filing weekly claims for benefits.

NOTICE

THIS RULE IS BEING PROPOSED UNDER AN EXPEDITED RULE-MAKING PROCESS THAT WILL ELIMINATE THE NEED FOR THE AGENCY TO HOLD PUBLIC HEARINGS, PREPARE A SMALL BUSINESS ECONOMIC IMPACT STATEMENT, OR PROVIDE RESPONSES TO THE CRITERIA FOR A SIGNIFICANT LEGISLATIVE RULE. IF YOU OBJECT TO THIS USE OF THE EXPEDITED RULE-MAKING PROCESS, YOU MUST EXPRESS YOUR OBJECTIONS IN WRITING AND THEY MUST BE SENT TO

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AND RECEIVED BY (Date) December 23, 2014

Purpose of the proposal and its anticipated effects, including any changes in existing rules: The department is proposing to change the hours during which the claims centers will accept incoming telephone calls into the live agent phone queue from 8:00 a.m. until 5:00 p.m. to 8:00 a.m. until 4:00 p.m. WAC 192-110-015 currently provides that applications for unemployment benefits filed by telephone may be filed during the hours of 8:00 a.m. to 5:00 p.m. WAC 192-140-015 provides that weekly claims filed by telephone may be filed until 5:00 p.m. Friday. The proposal will change the deadline for weekly claims to 4:00 p.m. Friday. There will be no change in the hours during which individuals may file internet initial applications for benefits. WAC 192-140-015 will also be amended to require claimants filing via paper to provide all requested information before the claim is accepted. In addition, the amended rule will allow the agency to assist a claimant with filing a weekly claim without requiring the claimant to disclose his or her personal identification number.

Reasons supporting proposal: The goal is to improve customer service and reduce agency costs. Agency staff answer telephone calls from claimants and employers, and complete a large number of administrative tasks necessary to process claims. Budget cuts have reduced the number of staff available to serve customers. Callers who wish to file by telephone or speak to a live agent frequently receive a “High Volume Message” advising them to call back at another time, or must wait a long period of time before they are connected to an agent. Callers may choose a “Virtual Hold” function that allows the claimant to receive a call back once an agent is available rather than remain on hold. Currently 84.5% of callers choose Virtual Hold. The claims centers will remain open until 5:00 p.m. During the hours 4:00 p.m. to 5:00 p.m. staff will return calls to claimants who requested Virtual Hold and answer calls from claimants who called prior to 4:00 p.m. and chose to remain on the line. By changing the hours during which incoming telephone calls will be accepted, the claims centers will be able to assign more staff to answer phones during core business hours, reducing the number of callers who cannot get through and ensuring that Virtual Hold customers receive timely callbacks without incurring overtime costs or assigning staff to a shift outside of core business hours.

The requirement that paper claims must be complete is consistent with the requirement for claims filed via telephone or internet. Allowing claimants to file weekly claims with the assistance of a claims center representative without disclosing their personal identification number is consistent with WAC 192-140-010 which advises claimants not to disclose this security feature to anyone.

Statutory authority for adoption: RCW 50.12.010 and RCW 50.12.040

Statute being implemented: RCW 50.20.140

Is rule necessary because of a:

- | | | |
|-------------------------|------------------------------|--|
| Federal Law? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Federal Court Decision? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| State Court Decision? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

If yes, CITATION:

DATE

October 21, 2014

NAME (TYPE OR PRINT)

Lisa Marsh

SIGNATURE

TITLE

Deputy Commissioner

CODE REVISER USE ONLY

OFFICE OF THE CODE REVISER
STATE OF WASHINGTON
FILED

DATE: October 22, 2014

TIME: 10:40 AM

WSR 14-21-181

Name of proponent: (person or organization) Employment Security Department

- Private
- Public
- Governmental

Name of agency personnel responsible for:

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Agency comments or recommendations, if any, as to statutory language, implementation, enforcement, and fiscal matters:

None.