

SENATE, No. 4055

STATE OF NEW JERSEY 219th LEGISLATURE

INTRODUCED NOVEMBER 8, 2021

Sponsored by:

Senator JOSEPH PENNACCHIO

District 26 (Essex, Morris and Passaic)

Senator STEVEN V. OROHO

District 24 (Morris, Sussex and Warren)

SYNOPSIS

Creates “Unemployment Intake Accountability Pilot Program.”

CURRENT VERSION OF TEXT

As introduced.



1 AN ACT creating an “Unemployment Intake Accountability Pilot
2 Program.”

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4 BE IT ENACTED *by the Senate and General Assembly of the State*
5 *of New Jersey:*

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7 1. a. The Commissioner of Labor and Workforce Development
8 shall establish a three-year “Unemployment Intake Accountability
9 Pilot Program” in the Department of Labor and Workforce
10 Development. The objective of the pilot program shall be to study
11 the effectiveness of recording customer service intake calls to the
12 Division of Unemployment Insurance to facilitate the timely
13 delivery of benefits. Under the pilot program, a representative
14 sample of customer service intake calls shall be recorded for later
15 analysis by the commissioner.

16 b. The commissioner may enter into contracts for the recording
17 of customer service intake calls.

18 c. No later than one year following the effective date of this act,
19 and each of the two years following, the commissioner shall survey
20 the record of customer service intake calls to the Division of
21 Unemployment Insurance. The survey shall obtain information
22 including, but not limited to:

23 (1) the resolution rate of calls recorded by the pilot program;

24 (2) time elapsed between customer intake and the resolution of
25 calls recorded by the pilot program; and

26 (3) any correlation between the time elapsed and the level of
27 benefits received by the recipient.

28 The commissioner shall use the survey results to publish an
29 annual report on the effectiveness of the customer service intake
30 telephone system in facilitating the timely delivery of benefits. The
31 commissioner shall forward the report to the Governor, and to the
32 Legislature pursuant to section 2 of P.L.1991, c.164 (C.52:14-19.1).

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34 2. This act shall take effect 90 days after the date of enactment,
35 and shall expire upon the submission of the third annual report;
36 except the commissioner may take any anticipatory administrative
37 action in advance as shall be necessary for the implementation of
38 this act.

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41 STATEMENT

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43 This bill establishes a three-year “Unemployment Intake
44 Accountability Pilot Program” in the Department of Labor and
45 Workforce Development. The objective of the pilot program shall
46 be to test the viability of recording customer service intake calls to
47 the Division of Unemployment Insurance. Under the pilot program,
48 a representative sample of customer service intake calls is to be

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1 recorded for later analysis by the commissioner. The Commissioner
2 of Labor and Workforce Development may enter into contracts to
3 enact this pilot program.

4 No later than one year following the effective date of the bill, the
5 commissioner is required to survey the record of customer service
6 intake calls to the Division of Unemployment Insurance. The
7 survey shall obtain information including, but not limited to: the
8 resolution rate of calls recorded by the pilot program; time elapsed
9 between customer intake and the resolution of calls recorded by the
10 pilot program; and any correlation between the time elapsed and the
11 level of benefits received by the recipient. The commissioner shall
12 use the survey results to publish an annual report on the
13 effectiveness of the customer service intake telephone system.

14 It is the view of the sponsor that this pilot program is necessary
15 because of public dissatisfaction with the Department of Labor and
16 Workforce Development, including claimant reports of rudeness
17 during telephone interactions with the department.