

BOB RILEY
GOVERNOR



STATE OF ALABAMA

DR. MATTHEW HUGHES
DIRECTOR

MEMORANDUM #2008-FLDSVC-009

DATE: December 26, 2008

TO: Area Managers, Career Center Team Managers

FROM: Susan (Miller) Norman
Associate Director of Field Services

RE: Increased Unemployment Claims

In response to the impact on Alabama due to the economic downturn, over the next year several new strategies will be developed and implemented to serve workers and employers in our state. The Employment and Training Administration (ETA) encourages state level divisions to work together to identify any barriers that may stand in the way of innovative and effective responses (TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 8-08).

An increase in unemployment insurance claims has had a negative impact on our ability to offer the level of assistance to laid off workers that is needed through our "Call Center System." Our current procedure for those asking for UI assistance in the Career Center is to offer instructions for filing by phone or internet and direct them to utilize phones and computers located in the resource room. During this critical time, Career Center's will begin offering *staff assisted UI claim filing as well as full AJL registration through the internet to all customers in need of that service* whenever possible. All Career Center staff will receive training to maximize your ability to offer this service. Area Manager's will identify key staff in each center to provide necessary guidance and training to all staff.

For questions or problems after a claim is filed, please do not give them the direct number to DIR. Direct them to call **1-800-361-4524** Monday through Friday between 7:00am and 4:30pm Central Time to reach an Unemployment Compensation Call Center for assistance.

Your additional efforts during this demanding and difficult time are greatly appreciated.

Attachment

c: Matthew Hughes
Robert Brantley
Mickey Hutto
Steve Walkley
Don Fisher