

## Arizona Department of Economic Security Unemployment Insurance Program

Department provided inconsistent customer service to some UI claimants and has not analyzed UI Program data to identify potential access barriers or systemic discrimination, potentially causing claimant hardships and frustration and impacting its ability to implement UI Program improvements

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### Audit purpose

To determine whether the Department provided timely and accurate customer service for accessing its UI Program in calendar year 2023 and whether the Department complied with federal regulation and recommendations for identifying and addressing potential systemic discrimination and access barriers related to the UI Program.<sup>1</sup>

### Key findings

The Department:

- ▶ Is responsible for providing UI Program customer service to the public through call centers and its website and has planned or initiated various UI Program modernization efforts to help improve customer service, including developing a new UI Program IT system.
- ▶ Provided some UI claimants with accurate and quality phone customer service in calendar year 2023 but provided other claimants with poor-quality customer service and inaccurate information, and some claimants experienced long wait times to reach Department call center staff, potentially causing claimant hardships and frustration.
- ▶ Has not analyzed UI Program data for potential systemic discrimination as required by federal regulation and delayed a required UI Program assessment that could help it comply with the regulation by identifying and addressing UI Program access barriers. As such, this impacts the Department's ability to implement improvements and increases its risk of poor IT system project outcomes.

### Key recommendations to the Department

- ▶ Develop and/or revise and implement customer service policies, procedures, and staff training.
- ▶ Continue to monitor customer service provided by staff, review and analyze UI Program customer service performance metrics, and correct identified deficiencies.
- ▶ Conduct the required assessment of the UI Program and incorporate corrective actions to address any identified deficiencies into UI Program modernization efforts.

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<sup>1</sup> The Arizona Auditor General conducted this performance audit of the Department pursuant to a November 21, 2022, resolution of the Joint Legislative Audit Committee. This audit was conducted as part of the sunset review process prescribed in A.R.S. §41-2951 et seq.