

BUSINESS PROCESS OUTSOURCING

Nebraska Department of Labor

Background

As the COVID-19 virus swept across the country, unemployment insurance claims quickly reached unprecedented levels in every state. In Nebraska, residents set all-time records for new claims filed in a single week and for continued claims a few weeks later. By comparison, during the same weeks in 2019, there were 584 initial claims and 3,106 continued claims, equating to 4,391% and 3,337% year-over-year increases, respectively.



The state's unemployment division was thrown into crisis, tasked with not only handling an unprecedented number of claims but also needing to set up its staff to be able to work remotely. The agency wasn't prepared for the crush of claims and unable to hire, onboard, train and equip new employees fast enough to keep up with the demand.

Nebraska's Department of Labor (DOL) determined the most prudent response to the situation was to outsource and contracted Nelnet to provide 100 contact center associates; within three days of award, Nelnet was fully staffed and within seven days had implemented a telephony system to meet Nebraska's needs. When the contract was extended five months later, Nelnet was able to ramp up staffing to 200 associates in less than a week.

What We Did

Over 18 months, Nelnet associates handled nearly 500,000 unemployment insurance-related items, including outreach to claimants and their past employers, investigated red flags raised by DOL adjudicators, and recommended outcomes before forwarding the claims to DOL for adjudication and award determination. DOL continued to rely more heavily on Nelnet and within four months, our associates were hands-on for the entire claims process through determination. As the claims backlog cleared, DOL asked Nelnet to provide additional support investigating fraudulent claims in order to help recover tens of millions of dollars in state and federal benefits that had been overpaid to Nebraskans.



WHAT THE CLIENT SAYS

“When the pandemic hit, Nelnet assisted our agency with processing the influx of unemployment claims and issuing payments to our customers as quickly as possible.”

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Who We Are

With over 40 years of proven BPO expertise and experience, Nelnet provides best-in-class contact center and back-office processing solutions and results for our clients.

Our team is composed of 3,800+ associates nationwide, with three primary physical locations in Lincoln, Nebraska; Centennial, Colorado; and Madison Wisconsin, plus 11 more facilities in six states, as well as remote. We work with over 220 clients across a range of industries, from education, finance, and non-profits to government, healthcare, and professional services. We can adapt our services to fit any client's needs.

Partner with Us

Learn more about how our trusted team and proven solutions can elevate your organization.



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