

## BUSINESS PROCESS OUTSOURCING

# Nevada Department of Employment, Training and Rehabilitation

## Background

When the COVID-19 pandemic hit and unemployment skyrocketed across the country, no state felt the impact more than Nevada, which depends on travel, tourism, and conventions to drive its economy. When casinos closed in April 2020, unemployment soared to 30.1 percent, twice the national rate and the highest ever recorded for any state in any month, including during the Great Depression. Unemployment claim volume increased from an average of 20,000 claims per week in early March 2020 to over 300,000 claims a week by August.



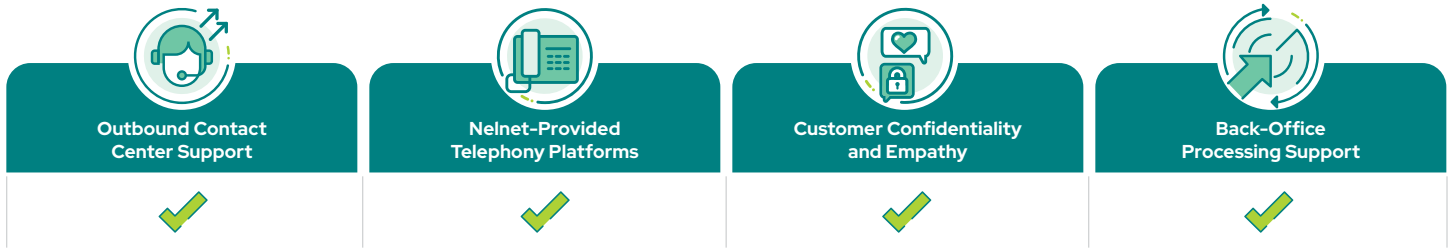
The state's Unemployment Assistance Program was not only swamped with claims, its staff and systems were also incapable of pre-verifying applicants to determine their eligibility for benefits. By December 2020, of the more than 1.5 million unemployment claims that had been filed since the pandemic began, 400,000 were flagged as fraudulent.

Nevada's Department of Employment, Training and Rehabilitation (DETR) determined it was inadequately staffed to investigate the volume of suspected false claims internally, and, supported by funding from the U.S. Department of Labor to investigate, adjudicate, and recover fraudulent claims, decided its best recourse was to outsource.

In May 2021, Nevada issued an RFP seeking qualified vendors to provide staffing support services to help process its overwhelming backlog of potentially fraudulent claims. Of the nine companies that submitted a bid, Nelnet scored in the top two in every criterion in the technical evaluation to achieve the highest overall technical score, as well as the best pricing. DETR awarded Nelnet a four-year contract for 75 full-time agents.

## What We Did

Nelnet provided contact center and back-office processing services to investigate, adjudicate, and recover suspected false unemployment insurance claims.



Nelnet supported DETR by identifying fraudulent activity impacting the state and claimants. Within three days of activation, Nelnet completed more than 11,000 overpayment reviews, and in the first 10 weeks reviewed over 34,000 questionable identity claims. Nelnet’s team demonstrated quick adaptation to flatten our learning curve: after the first seven weeks, we improved our proficiency score for achieving the targeted number of reviews by 163%.

Based on our performance, DETR amended its contract with Nelnet to expand the types of cases our team could provide assistance.

### WHAT THE CLIENT SAYS

DETR’s Chief of Benefits was asked how likely she would be to recommend Nelnet to a friend or colleague. On a scale from 0 (not at all likely) to 10 (extremely likely), she rated Nelnet a 9.

**“Nelnet worked diligently to assist Nevada in resolving its backlog. They are quick to resolve problems that occur and were very flexible to help with a variety of tasks.”**

**Kristine Boggs**

*Chief of Benefits, Nevada Department of Employment, Training & Rehabilitation*

## 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.

Nelnet’s contact center team is composed of 3,800+ associates nationwide, with three primary physical locations in Lincoln, Nebraska; Centennial, Colorado; and Madison Wisconsin, plus 10 more facilities across five 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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