

Checking your phone calls from IDES

Make sure to answer your phone, even though it is a strange number

We received this message from our colleagues:

Please tell ALL customer that applied for unemployment and Food Stamps to answer ALL phone calls. I have colleagues with both agencies and they're working from home calling customers. Some are processing 1099 wages into the system after claims are filed and reaching out to customers for their 1099's, some are calling to make claims corrections, and ALL are saying people are not answering their calls. This is a huge problem, because staff are not all going to be leaving their personal cell numbers if they don't have a work cell, and some are not wanting to leave their work numbers. Please, please tell your customers to answer ALL incoming calls. I had a friend at IDES reach out to assist a customer from here last week that I just finished corresponding with by email, and my friend called her 10 minutes later, and she didn't even answer the call.