

Good morning,

The Illinois Department of Employment and Security launched a new “**Callback only Model**” that is effective **Thursday, July 9th**. This means to you that rather than sending a list of claimants through the legislative offices or caucus channels, you can now advise your constituents that need to speak to a service center representative to contact the appropriate Call Center. They will then be placed in a queue to receive a callback from an IDES representative.

For more information read the official announcement listed below or visit: <https://www2.illinois.gov/ides/SitePages/NewsArticleDisplay.aspx?NewsID=507>

## **New Callback only Model at the Illinois Department of Employment Security**

7/8/20 - Effective July 9, 2020, we have implemented the “callback only model” as a temporary solution to effectively honor the order in which callers attempt to reach the call center for assistance. This new model will be in effect for the following call centers: Claimant Services Center (800.244.5631), IllinoisJobLink.com (877.342.7533), Benefit Payment Control (800.814.0513) and Employer Hotline (800.247.4984). What this means to you is that rather than wait on hold or call multiple times, you will receive a call when you are next in line without losing your place.

When you call us, it is important that you select the appropriate numeric option that best describes the reason for your call. This ensures that you will be served in the order that we receive your call. You will be called back Monday through Friday. Call back hours are as follows:

Claimant Services Center- 7:30 AM -7:00 PM

IllinoisJobLink.com, Benefit Payment Control and Employer Hotline- 8:30 AM-5:00 PM

You can only have a single pending callback scheduled in the system at a time. The call you receive from IDES should display on Caller ID as 800-244-5631 under normal circumstances. In certain cases, this number could be blocked by your phone carrier.

It is important that you answer the phone when the callback is made. If you miss your callback, IDES staff will attempt to leave you a voice mail. We will call you again shortly after the first attempt. If you cannot be reached after the second attempt, you will be required to contact the call center to schedule another callback.

Respectfully,

Araceli Garcia  
Legislative Associate  
Office of the Governor JB Pritzker

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