MEDIA RELEASE
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CONTACT: Keith New, 717-720-2509
knew@pheaa.org

PHEAA Partners with PA Department of Labor & Industry
to Assist Unemployed Pennsylvanians

Harrisburg, PA (February 9, 2021) – The Pennsylvania Higher Education Assistance Agency (PHEAA) announced today that it has increased its level of partnership with the PA Department of Labor & Industry (L&I) to provide much-needed assistance to Pennsylvanians who are struggling with unemployment.

“At PHEAA, we have built our call centers on a strong foundation of highly-trained customer service representatives,” said Representative Mike Peifer, PHEAA Board Chairman. “As we have available capacity at this time, it only makes sense to redeploy some of our assets and offer our services and experience to our sister agency, L&I, and provide assistance with the increased workload it is currently experiencing, related to COVID-19 and unemployment.”

Since June 1, 2020, PHEAA has been sharing 75 of its customer service representatives, along with three supervisors, to assist L&I in reducing its backlog of applicant inquiries relating to unemployment compensation applications. In light of the current level of unemployment in the Commonwealth, PHEAA is in the process of assigning approximately 120 additional customer service representatives to further assist L&I.

“By offering PHEAA customer service expertise to L&I, we are assisting Pennsylvanians in obtaining the unemployment assistance they so desperately need,” said Senator Wayne D. Fontana, PHEAA Board Vice Chairman. “At the same time, it allows our representatives to continue to build upon their professional experience. It would be unfortunate to not share such a valued skill-set with our friends and neighbors in need.”

“PHEAA’s team of trained customer service representatives will greatly improve L&I’s ability to respond to the unprecedented surge in unemployment program claims that we are experiencing as the result of the pandemic,” said L&I Acting Secretary Jennifer Berrier. “We are grateful to PHEAA for the help in accomplishing our shared vision of providing Pennsylvanians with the best service possible.”

“As a state legislator and Chairman of the PHEAA Board, I am proud to be able to offer this increased level of support to L&I – and to Pennsylvanians in need,” concluded Representative Peifer. “We have all been impacted by this pandemic in various ways, but we can get through it if we continue to work together to help each other out.”

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About PHEAA
Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation’s leading student aid organizations. PHEAA’s earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. As the only major federal loan servicer with a nonprofit public service mission, PHEAA devotes its energy and resources to help ease the financial burden of higher education for its primary stakeholders – Pennsylvania students and families.

PHEAA conducts its student loan servicing operations nationally as FedLoan Servicing and American Education Services (AES). PHEAA operates its digital technology division as Avereo.