



600084

LEGISLATIVE ACTION

Senate	.	House
Comm: RCS	.	
03/03/2026	.	
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The Committee on Appropriations (Polsky) recommended the following:

Senate Amendment (with title amendment)

Delete lines 19 - 33

and insert:

(5) PILOT PROGRAM.-

(a) As used in this subsection, the term "callback queue" means a system that allows a caller to leave a telephone number at which he or she can be reached at a later time rather than receiving no answer to his or her call or remaining on hold.

(b) A pilot program is implemented to require a callback



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11 queue to be used by the Department of Commerce in returning
12 calls from claimants concerning reemployment assistance.

13 (c) All calls must be returned, in the order in which
14 received, by the end of the next business day.

15 (d) On or before December 31, 2027, the Department of
16 Commerce must submit a report to the

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18 ===== T I T L E A M E N D M E N T =====

19 And the title is amended as follows:

20 Delete lines 5 - 8

21 and insert:

22 the Department of Commerce to use a callback queue for
23 returning certain calls; requiring calls to be
24 returned in a specified manner; requiring the
25 department to report specified information