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## PRESS RELEASE

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### **Unemployment Insurance Call Center Taking Calls Saturday**

Carson City, NV —The Department of Employment, Training and Rehabilitation (DETR) will have live representatives on the phone in the unemployment insurance call center Saturday from 9 a.m. to 1 p.m. for claimants who need to speak to someone about issues with their claims. All other claimants who need to file weekly or initial claims are urged to use the internet, leaving the phone lines open for those who need to speak to a representative.

“We are making progress everyday in getting those claimants paid who had problems with their claims or who have been unable to get through the telephone system,” said DETR Director Frank Woodbeck. “The telephone and internet claims system are both operating smoothly. We just ask for continued patience from those claimants who still have been unable to get through the system to get their claims filed.”

Callers who have already resolved their issues and filed their claims are asked to refrain from calling back to check the status, so that other callers who need to speak to a representative can get through the line, Woodbeck said.

Since the system went live on Sept. 4, more than 90,000 claims have been filed and 64,541 payments have been made. The call center is currently receiving 3,000 calls per day, Woodbeck said.

“The number of calls we are receiving has greatly diminished over the past few days, which shows the vast amount of improvement we are making in processing the outstanding claims,” Woodbeck said. “We understand the frustration and inconvenience this transition has caused, but in the long run, this new state of the art system will be tremendously beneficial to our customers.”



DETR is comprised of the Employment Security Division, Equal Rights Commission, Rehabilitation Division, the Information Development and Processing Division and the Research and Analysis Bureau. DETR works in partnership with the Nevada JobConnect System to provide training and job placement services to job seekers and to assist employers in hiring practices.