

EMPLOYMENT SECURITY DIVISION

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PRESS RELEASE

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Record Unemployment Claim Volumes Continue as State Ramps Up to Meet Ongoing UI Needs

LAS VEGAS, NV -The Nevada Department of Employment, Training and Rehabilitation (DETR) is still seeing record number of initial claims for unemployment insurance (UI) each week. As the agency continues to experience high volume of claims entering the system, the agency's number one priority is supporting Nevadans' unemployment needs. DETR continues to actively monitor systems and is vigorously taking measures to address the challenges related to the UI claims process during this extraordinary time. Some recent UI developments include:

- Of initial claims, 96% have been successfully filed online and 4% over the phone.
 - Online filing for Nevadans at: <http://ui.nv.gov/css.html>
- DETR has nearly tripled staff in support of the UI program, going from nearly 75 employees in UI to more than 200. The agency continues to look at options for additional hires to support the program in the coming weeks.
- The State of Nevada is working through preliminary steps to implement the federal stimulus noted in the CARE Act. These include:
 - **Federal Pandemic Unemployment Compensation** for an additional \$600 per week through July 2020.
 - **Pandemic Emergency Unemployment Compensation** for an additional 13 weeks of benefits.
 - **Pandemic Unemployment Assistance** for independent contractors, freelancers, gig workers and other workers not covered by standard Unemployment Insurance.
- Specifics related to these programs will be announced for filers through our website at [https://detr.nv.gov/Page/COVID-19_\(Coronavirus\)_Information_for_Claimants_and_Employers](https://detr.nv.gov/Page/COVID-19_(Coronavirus)_Information_for_Claimants_and_Employers)

- DETR has developed a CARES Act Program flyer explaining the UI process as related to the Act. View the flyer here:
[https://detr.nv.gov/page/Informacion_del_Seguro_de_Desempleo_de_Nevada_para_reclamantes_COVID-19_\(Coronavirus\)](https://detr.nv.gov/page/Informacion_del_Seguro_de_Desempleo_de_Nevada_para_reclamantes_COVID-19_(Coronavirus))
- DETR has developed additional amenities for those needing PIN and password support. UI Security Helpdesk expanded hours from 8am to 8pm Monday through Friday and now with new Saturday hours, from 8 a.m. to 12 p.m.: Southern (702) 486-3293, or Northern (775) 687-6838.
- DETR continues to work on additional technology solutions to support added:
 - Remote work for staff in support social distancing and quarantine
 - Expanded internet access and traffic
 - Expanded service delivery in Spanish
 - Added services for resetting Pin and Password
 - Additional service deliveries for implementation of the CARES Act
- In collaboration with the Gov.'s office, DETR launched a password reset tool for claimants who cannot use the password recovery feature on the website. The form has been widely used by claimants. In the first week of usage, DETR processed more than 10,000 requests. If the claimant still has issues, we encourage them to use the online tool:
<http://gov.nv.gov/Forms/Unemployment/>
- Tips for starting to file:
 - Everyone can continue to file online 24/7
 - Nevadans are encouraged to avoid the peak hours of 8a.m. to 8 p.m. and file during non-peak hours, later in the evening, earlier in the morning and weekend.
 - All filers whether new or returning, are encouraged to record their log-in information in a safe location for later reference.
 - It is also encouraged that filers have their employer history (including the corporate name for all past employers) before undertaking the online filing process.
- Claimants who believe they have been a victim of UI identity theft may file a complaint with the Office of the Nevada Attorney General at http://ag.nv.gov/Complaints/File_Complaint/ or call the AG hotline toll free at (888) 434-9989.
- UI call centers continue to provide service under expanded hours from 8-8. Saturday hours have been added for PIN and password resets only from 8a.m. to noon.
 - Phone call volumes to the UI call centers for support are up to 90 times higher than normal when compared to calls before 3/15/2020. Due to the high volume we ask that calling the call center be reserved for only items that cannot be accomplished through our online portal and <http://ui.nv.gov/css.html>

- Call center numbers: Northern UI Call Center: (775) 684-0350; Southern UI Call Center: (702) 486-0350; and Rural areas & Out-of-State: (888) 890-8211.
- DETR has tripled dedicated resources to support UI claim filing, PIN and password resets, as well as recruit new staff for expected job seeking services that will be expected after businesses begin to reopen for store front operations in Nevada.

Other resources for claimants include a NV Unemployment Insurance (UI) Frequently Asked Questions (FAQ's) document and other helpful information located at <http://ui.nv.gov/css.html> and on the agency's COVID-19 UI webpage. Additionally, online tutorial videos are also available in both English and Spanish and can be viewed on the Nevada Unemployment Insurance YouTube page.

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ABOUT US: The Department of Employment, Training & Rehabilitation (DETR) is the state's lead workforce development agency. It consists of divisions that offer workforce related services, job placement and training, services for people with disabilities, investigation of claims of discrimination, unemployment insurance benefits, labor market data and more. Many of these services are provided through Nevada JobConnect career centers and in cooperation with its community partners.