

**EMPLOYMENT  
SECURITY DIVISION**



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**PRESS RELEASE**

For Immediate Release  
March 14, 2020

**DETR to Expand Business Hours to Accommodate Increase in  
Unemployment Insurance Claims While Encouraging  
Online Filing**

LAS VEGAS, NV —On Monday, March 16<sup>th</sup>, the Nevada Department of Employment, Training and Rehabilitation (DETR) will have expanded system and staffing to accommodate any increase in unemployment insurance (UI) claims. Telephone claim call center hours will increase to 8 a.m. to 8 p.m., Monday through Friday to provide support in English and Spanish with additional translation available as needed. With the convenience of 24-hr filing, claimants are highly encouraged to use the internet to file their UI claims.

To file for unemployment online, claimants can visit <http://ui.nv.gov/css.html>. Claimants encountering technical problems can email [INTERNETHELP@detr.nv.gov](mailto:INTERNETHELP@detr.nv.gov) or can call (775) 684-0427. Online users can also refer to the NV Unemployment Insurance (UI) Frequently Asked Questions (FAQ's) document at <http://ui.nv.gov/PDFS/FAQENG.pdf>.

To file a claim via telephone, claimants must call one of the two state claims call centers: Northern call center: (775) 684-0350 and Southern call center: (702) 486-0350. Claimants located in Nevada rural areas and out-of-state can call (888) 890-8211.

"We are actively preparing our system and staffing levels so we can meet the recent increased UI demand. We will continue to monitor, evaluate and revise our systems and staffing as the need arises," said DETR Director, Dr. Tiffany Tyler-Garner said.

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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.

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