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PRESS RELEASE

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Busy Season and Computer Glitch Creating Delay in the Unemployment Insurance Benefit Payments

On Tuesday, the Department of Employment, Training and Rehabilitation (DETR) discovered that a computer error is causing issues processing claims for benefits for this week. This issue could result in some claimants receiving their unemployment insurance benefit payments late, said Frank Woodbeck, DETR Director.

“We have isolated the problem, but the number of people affected has not been determined just yet, Woodbeck said. “However, please rest assured we will work overtime until the problem is resolved and all benefits are paid. We understand the frustration this may cause and we deeply apologize for the inconvenience.”

The Department traditionally receives a greater number of calls than usual, during this post-holiday season, which is further causing delays for callers accessing the telephone claims system.

We are asking claimants to utilize the website to file their regular claims and to receive up to date information on this issue to help ease the congestion in the telephone system, Woodbeck said. “We will do everything possible to keep claimants informed of the latest developments in this situation.”

Updates will be posted to the agency website at www.nvdestr.org and at www.expressclaim.org.

The Unemployment Insurance Call Center hours will be extended, beginning January 11, 2012, as a result of computer system issues and a seasonal increase in demand by our customers. All calls received prior to 5 p.m. each day will receive assistance from one of our customer agents. The Unemployment Insurance Call Center will be accepting calls Monday through Friday, 8 a.m. to 5 p.m.

Further updates will be provided on Wednesday.

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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.