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Unemployment Call Center to Remain Open on Saturdays

The Nevada Department of Employment, Training & Rehabilitation (DETR), received more than 1,000 calls on Saturday, January 31, 2009 from unemployed Nevadans seeking information or to file for unemployment benefits. The Employment Security Division's Unemployment Insurance Telephone Claim Centers began opening Saturdays as a proactive effort to assist with the overload of callers filing for unemployment benefits, said Cynthia Jones, DETR deputy director and Employment Security Division administrator.

“Due to the tremendous volume of calls we’ve been receiving during the week we felt that it was necessary to extend hours and open the phone lines on Saturdays,” Jones said. “Fortunately the word got out that we were accepting calls on Saturday, which meant the phones were ringing as soon as our staff got here at 9 a.m. As a result, 1,000 more citizens were served that might not have been able to get through on the phones during the week.”

DETR had planned to only open from 9 a.m. to noon on Saturday, but kept the lines open until 1 p.m. because of the high volume of calls, Jones said. The phone lines will continue to be open every Saturday from 9 a.m. to 1 p.m. until further notice. Calls that come into the telephone queues by 1:00 PM will be answered.

“With the unemployment rate soaring to 9.1 percent, the number of Nevadans seeking benefits is rapidly rising,” Jones said. “We are now issuing up to 88,000 unemployment payments per week, with over 19,000 calls per week coming into our call centers.”

Callers are urged to be prepared when filing to avoid a delay in benefits Jones said. The following are some tips to remember:

- Use the internet 24 hours a day to file: www.expressclaim.org
- Avoid Mondays, which is the busiest day of the week for telephone claims
- Be sure to have all of your employment information when calling, including your most recent two employers

- If you receive a busy signal, that means the queue is full, but be persistent, hang up and dial again as calls are being completed every few minutes, so you will eventually get through
- Refrain from using a cell phone, as your call could get dropped.
- Be patient and remain on hold, because if you hang up, you will lose your place in the call queue and will have to start over



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 connect businesses and workers.