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PRESS RELEASE

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Unemployment Insurance System Update *Majority of Claimants Paid*

As of today, Sept. 9, the Department of Employment, Training and Rehabilitation has processed 48,000 claims through its new unemployment insurance system that was launched last week finalizing a four-year implementation process. The on-line component of the system was launched today, for use primarily by those filing initial claims. The internet system may be down intermittently while testing is being completed to ensure accuracy of claims being filed. However, the automated telephone system has continued to run consistently since being launched Sept. 4.

“The majority of claimants have now received their benefit payments. We ask those who still have not been able to file to continue to call the automated system until they get through, so that they can be paid as well,” said Frank Woodbeck, director for the Department of Employment, Training and Rehabilitation. “We apologize for the inconvenience that our customers experienced during the implementation process. The new system is state of the art and will serve our customers extremely well for years to come. We just ask for patience as we complete all the necessary testing and implement all the components.”

Two telephone numbers were added for weekly claims filing and are available between the hours of 6 p.m. and 6 a.m. (775-684-3387 and 702-486-3387). The main numbers 775-684-0350 and 702-486-0350 are available 24 hours with staff assistance available during the hours of 8 a.m. to 5 p.m.

“While we have processed the majority of claims, we are still extremely busy with those who are initiating their first unemployment claim, which is resulting in a busy signal,” Woodbeck said. “We urge those who are filing initial claims to use the internet and for those who are filing weekly claims to please use the automated telephone system. This will help the process move more smoothly for all of 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.