

**EMPLOYMENT
SECURITY DIVISION**

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PRESS RELEASE

For Immediate Release
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DETR UI Claim Center Employee in Southern Nevada Tests Positive for COVID-19; UI Call Center Service to be at Half Capacity with No Impact to PUA

LAS VEGAS, NV - The Department of Employment, Training, and Rehabilitation (DETR) was made aware of positive COVID-19 case in the Las Vegas unemployment insurance call center on Saturday, July 11.

Upon learning of the positive result, the call center was immediately closed, and remediation efforts began as set forth by state and CDC protocols. The employee is self-quarantined, and there is no immediate exposure risk to the public as the facility has been closed to the public since mid-March.

DETR is taking all necessary actions, including notifying appropriate staff and deep cleaning the workspace. During this period, all claims typically handled by the Southern Nevada office will be handled by the UI call center staff in Carson City.

“Ensuring the continued health and safety of our employees is our primary concern and we are taking immediate action to ensure we can have staff return to work swiftly and safely. Until all protocols are met, claims will be handled by our UI call center staff in the Carson City call center,” said Kimberly Gaa, Administrator of DETR’s Employment Security Division.

While the Southern Nevada office is closed, claimants are urged to use UI online services as much as possible at ui.nv.gov. Online filing during non-peak hours, such as early mornings, at night or weekends is also highly recommended.

The Pandemic Unemployment Assistance (PUA) system and call center will not be impacted. Individuals may file online at www.employnv.gov or call the PUA Call Center at (800) 603-9681.

DETR employees who may have been exposed due to extended close contact with the employee are being identified and health officials will determine if further testing is needed.

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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Other DETR employees located at the facility have been working tirelessly through the pandemic to connect qualified Nevadans to their benefits and were able to both follow the protocols as it relates to an employee testing positive and continuing to serve Nevadans.

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