



Introduction

This is official communication authorized by the Department of Employment, Training, and Rehabilitation (DETR) – Employment Security Division (ESD) and the Research and Analysis Bureau (R&A). DETR ESD and R&A would like to thank all our vendors and community partners, other State agencies, DETR staff, and our Governor and State and Federal Legislators for their engagement and support of our mission critical work to pay eligible claimants and protect the integrity of unemployment insurance and related CARES Act programs.

The information provided herein includes announcements, data and other information related to DETR ESD and R&A that has been requested of the Department within the last 7 days. This is intended to provide updates and clarification as it relates to the unemployment insurance system and related CARES Act programs in Nevada. This information includes data reported to the Department of Labor. No information regarding specific claims or the specifics on claims, internal processes or details pursuant to the confidentiality requirements of NRS 612.265 are shared.

Note: DETR is not able to comment on any questions related to litigation.

Announcements

State Extended Benefits (SEB) – State extended benefits provides up to an additional 13 weeks of benefits for eligible filers of traditional unemployment insurance. This benefit is payable once a claimant exhausts both UI after 26 weeks of filing and after Pandemic Emergency Unemployment Compensation (PEUC) benefits of 13 weeks. These benefits ARE triggered **once the unemployment rate reaches levels** as outlined in **NRS 612.377**. DETR released new system code the evening of July 2nd into UInv in order to provide the functionality for claimants to file a SEB extension. Eligible Nevada filers may submit a SEB claim once they have exhausted both traditional UI benefits and Pandemic Extended Unemployment Compensation (PEUC) if they have a benefit year that ends after May 3, 2020 (this extension does not affect PUA filers). Please watch our website for updated information posted about this extension.

Staffing for ESD support = of the 133 recently-reported approved positions, 108 have been filled. Technical and support staff and other DETR staff repurposed remain to support UI along with staff from other programs/contractors/and other state agencies.

Hiring – Please visit the State Jobs website for current and upcoming job opportunities at:

<https://neats.state.nv.us/NEATS/Recruiting/ViewJobsHome.aep>

Quarter Change - This occurred on July 1st. Some filers may now be eligible for traditional unemployment insurance (UI) as a result of the quarter change. Claimants should watch for messaging on our website this coming week regarding details on new or updated claim eligibility for traditional unemployment insurance (UI) and continuing eligibility for Pandemic Unemployment Assistance (PUA) related to the change of the quarter.

Appeals in PUA – DETR is actively working with our vendor Geographic Solutions Inc. to provide appeals filing capability. This functionality is expected mid-July 2020. Watch our website detr.nv.gov and EmployNV.gov for further updates.



Data and Trends

Regular Unemployment Insurance

Resolution of Benefit Week:	4/25	5/2	5/9	5/16	5/23	5/30	6/6	6/13	6/20
Weeks Paid	234,259	255,473	268,593	273,048	275,883	276,418	262,410	241,150	239,660
Pending Issue(s)*	55,103	51,193	46,956	40,657	36,815	33,310	23,777	24,970	19,814
Week Not Filed**	39,613	42,025	42,552	47,346	42,563	38,500	46,975	51,019	40,835
Insufficient Wages	16,967	16,995	16,092	10,410	7,437	5,684	4,640	3,882	3,461
Paid Over WBA, Employed	9,977	9,849	9,317	10,485	9,995	9,306	17,751	17,515	15,626
% of Paid of Eligible Weeks Filed	76%	79%	81%	84%	86%	88%	90%	89%	91%

*Pending Issues are issues in the adjudication process and are not representative of individual claimants, as there maybe numerous issues on one claim. Additionally, not all issues hold payment.

**Week Not Filed represents eligible claimants who did not file a weekly claim.

- Weekly payments fell slightly this week, though at a slower pace than in prior weeks. We also had a drop in claims with earnings in excess of their weekly benefit amount and where the week was simply not filed.
- The share of payments on weekly claims filed in the week of 6/27 related to unemployment in the week ending 6/20 rose to 91% and for the last five weeks has been in the pre-pandemic trend of 85% to 95%.
- Initial claims increased in the state. These increases were driven by increases in Additional Claims. These claims may include filers that stopped filing due to several weeks of work and now need to reopen the claim due to a layoff. Additional claims in the last three weeks have risen to 5,900 to 6,200 from a range of 4,400 to 4,500 in the three prior weeks.
- Additional claims are included in counts of total claim activity by the US Department of Labor because they represent new separations from employment. However, this means caution must be used when comparing initial claims (which help measure total job separations) and weekly claims (which measure unique individuals unemployed in a particular week).
- As of June 27, Nevada's Trust Fund balance is \$926.9 million, representing 7.5 weeks of benefits at the current benefit payout rate. There will be no impact on benefits if the Trust Fund is depleted.

Pandemic Unemployment Assistance

- Since the start of payments through noon on July 2, 104,319 unique claimants have been paid a total of \$989.9 million, including both PUA and PUA-FPUC funds. The total amount reported for PUA alone is \$349.4 million.
- These payments represent 53% of the approximately 196,500 claims that have a weekly claim on file.
- The number of new claims in the last two weeks has increased dramatically. As of 7am on July 2nd, we have received 272,400 PUA initial claims, an increase of 62,000 from the prior week.
- Approximately 76,000 PUA claims do not have any weekly claims filed. Claims without a weekly certification cannot be paid.



- Data from the US Census Bureau for 2018 estimated 82,115 self-employed workers in Nevada and allows for comparisons to be made with other states. Nevada has paid \$4,201 in PUA benefits per self-employed worker by this measure (not including FPUC), the 7th highest amount of any state.
- The number of claims for benefit weeks in February (prior to the first COVID-19 case reported in Nevada on March 5, 2020) continues to rise. Last week, we reported about 38,000 claims with at least one week filed in February. As of July 1, that number rose to 45,770 (claims for week ending 2/29). A total of 150,424 weeks has been claimed in February, with almost 30,000 claims for the week of February 8.
- As of July 2nd, there are 57,034 PUA claims flagged with potential eligibility for a UI program. Of these, 33,037 have filed a weekly claim. The remaining 23,997 have not filed a weekly claim.
- As of July 2nd, there are over 35,000 PUA claims have been stopped due to failed identity verification. These claims will be receiving denials starting next week. Filers receiving benefit denials may file an appeal once the appeals functionality is available later this month.

See related information from an independent review of NV UI and PUA payments:

<https://www.nytimes.com/2020/07/02/your-money/coronavirus-unemployment-fraud.html>

Recently asked questions

All programs

Q: What action should claimants take regarding bank card fraud and theft?

A: Claimants need to work with their banking institutions or Bank of America card services if they believe their bank account or card has been used or accessed fraudulently. Filers should contact your local law enforcement agency regarding theft of property, and the Attorney General's office to report identity theft.

Q: Can employees refuse to return to work?

A: Employees may not refuse suitable work offered by an employer due to general concerns about COVID 19 exposures or the possibility of exposure. Employees with bona fide direction from a medical professional instructing you to remain quarantined due to COVID may still be eligible during a quarantine period. Employees must demonstrate a good faith effort to work with their employer regarding their concern about any COVID exposure. Failure to do so may result in benefit denial. Employees who feel that their employer is not abiding by an employment agreement regarding safety should contact the State Labor Commissioner or Business and Industry OSHA office for further information.

Q: Can employees returning to work part-time still collect benefits?

A: Maybe; it depends on the wages earned and the employees weekly benefit amount, the reason for the reduced work, or dramatic changes in the working environment due to COVID reasons that reduces your hours for a work week. Individuals eligibility will depend on specific details of each claim and work agreement.

Fraud

Q: Is there fraud in UI and PUA and what does this mean?

A: Yes, there are multiple types of fraud that may occur in either traditional UI or PUA. Persons reporting that they are eligible for benefits after the adjudication process or an investigation are determined ineligible may be determined to be fraud. Additionally, there are organized groups have been known to steal the identities of legitimate persons and submit claims that appear to be legitimate on the surface but are in fact fraudulent. These include organized groups,



artificial intelligence, and other cyber based fraudsters that are actively working to obtain UI and/or CARES Act program dollars that they are not entitled to. These fraudsters use various tactics and methodologies to gain access to your personal information, overload systems through spamming and social media misdirection, and pressure to try and have money released to them. Their actions are intentional and create access issues and delays for legitimate filers. Their intent is criminal and creates frustration for Nevadans with legitimate claims.

If you suspect you or someone else has been the victim of UI or CARES Act program fraud in Nevada, we ask that you go to our website at <https://detr.nv.gov/> and select the Fraud Reporting Form under “ Quick Links”.

Phones and Email access to call centers:

Q. How do I reach someone to get my questions answered?

A: Traditional UI claim questions are answered through our DETR UI call centers:

- Northern Nevada: (775) 684-0350
 - Southern Nevada: (702) 486-0350
 - Rural Areas and Out of State Callers: (888) 890-8211
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- PUA claim questions are answered through our Alorica call center: (800) 603-9681

Some tips before calling:

- Check your claim online. Staff continue to work on claims and the first updated information will be provided on your online account.
- Calling the call centers with multiple phones or using other technologies for robocalling will not result in faster service. These may actually result in delays for access for you and other filers needing assistance.
- Emailing other DETR email accounts or calling other numbers in an attempt to reach a claim center may also delay service for you and others.
- If you need to provide documentation for your UI claim, we ask that you mail the information to DETR; for PUA filers you must upload this documentation to your claim.

Unemployment Insurance (UI)

Q: What is the status of Nevada’s unemployment trust fund and the rate at which it’s being used up?

A: Benefit payment rates remain high, with over \$120 million paid out last week. This week’s report shows 7.5 weeks of benefits remaining in the Trust Fund at the current benefit payment rate. Additional sources of funds may stretch the fund further – in August, employer contributions for wages from April-June will be due, and DETR is working with the US Department of Labor to get federal reimbursement for the first week of benefits in each claim, under a provision from the CARES Act. DETR also continues to pay federally funded benefits through the FPUC, PEUC, and PUA programs created by the CARES Act. None of the funds for any of these programs come through the state Trust Fund.

Should benefit payments remain high and the Trust Fund be exhausted, Nevada would likely first turn to federal borrowing under Title XII of the Social Security Act. As of July 1, seven other states have begun to use Title XII loans to finance their state unemployment benefits

(https://www.treasurydirect.gov/govt/reports/tfmp/tfmp_advactivitiesched.htm). Based on the provisions of the



Families First Coronavirus Response Act, such loans are interest-free through the end of the year. Beyond that point, DETR will work with appropriate parties within the state to explore the most effective means of paying for these benefits in both the short and long term.

Trust Fund data is publicly available and posted on a regular basis by the US Treasury at:

<https://treasurydirect.gov/govt/reports/tbp/account-statement/report.html>

Pandemic Unemployment Assistance (PUA)

Q: Is there a time frame for which PUA recipients would be eligible for CARES Act funds?

A: PUA is payable back to the week of February 2, provided a claimant is eligible in those weeks. It is important to note that in order to qualify for PUA for any particular week, a claimant must be unemployed, partially unemployed, unable to work or unavailable for work in that week due to a COVID-19 reason provided by the US Department of Labor. Concerning independent contractors, US DOL guidance states in part: *“an individual who works as an independent contractor with reportable income may also qualify for PUA benefits if he or she is unemployed, partially employed, or unable or unavailable to work because the COVID-19 public health emergency has severely limited his or her ability to continue performing his or her customary work activities, and has thereby forced the individual to suspend such activities”* (emphasis added). US DOL guidance does not provide an example of benefits being payable due to a reduction in income alone. DETR will review and make eligibility determinations on the basis of an individual’s unique circumstances in accordance with federal guidance and the provisions of the CARES Act.

Q: Can DETR provide clarification on how a PUA claimant may be newly eligible for standard UI benefits with the quarter change?

A: US DOL requires that claimants who are potentially eligible for UI not be paid PUA until UI eligibility is resolved. At the change of each quarter, a new quarter of wages becomes available to claimants to potentially establish a UI claim. PUA claimants who have wages in the new quarter will need their claim evaluated to check for potential UI eligibility before PUA payment can resume. Please watch our website for upcoming guidance this week on the quarter change.

Q: Other eligibility issues- what is this?

A: Claimants that have received notification of their financial eligibility may still have program eligibility issues requiring resolution. Claimants seeing “other eligibility issues” or non-payment on their claim still have adjudication or investigation steps occurring on their claim. DETR is required by law and DOL guidance to verify identity, labor force attachment in Nevada at the time of eligibility and determine if a filer has traditional UI eligibility in order to receive benefits. Additionally, DETR is charged with insuring that claims filed are legitimate and not a fraudulent attempt to obtain benefits. DETR has added additional resources to complete these steps and is leveraging technology solutions with our vendor to make eligibility determinations as soon as possible on each claim.

Q: Where does a claimant obtain technical support for PUA claim filing?

A: Claimants can reset their account through the link on [EmployNV.gov](https://employnv.gov); [EmployNV PUA - Registered User Password Reset](#). If you are experiencing difficulty doing this, Alorica has been provided information on how to assist with filing a



claim, filing your weekly certification, and walking claimants through the resetting process for their account through the online link.

Q: PUA system problems for filers to access weekly filing or referenced glitches; is this resolved?

A: DETR actively has been working with the vendor this week as a result of the reported problems for this past weekend. DETR and our vendor GSI believe that the recent reported problems have been resolved. If filers experience problems we ask that they call the Alorica call center to report any problems and follow the representative's instructions based on the reported issue.

Job Connect Services

Currently our Job Connect offices are closed to the public; however, you may still access services and information at EmployNV.gov:

- Review our *"Event Calendar"* for hiring events. DETR will be participating in virtual hiring events coming up.
- Employers: Please visit our *"Find a Candidate"* for job seekers enrolled in EmployNV.gov. You might find your next employee with new ideas for your company here.
- Job Seekers: Check out our *"Find and Job"* and *"Featured Jobs"*. You might find your new career here.

Reminders

- Fraud reporting form now easier to find on DETR's homepage under "Quick links"
 - Employers may use this if you believe that someone who you have not separated, or who did not work for you, has filed against your business.
 - Claimants may use this form if you believe your identity has been used to file a claim using your information. (If you believe you are the subject of Identity Theft please visit the AG's office website at: http://ag.nv.gov/Hot_Topics/Victims/IDTheft/)
- Remember to file your weekly claim:
 - **For PUA:** If you are a registered/returning **EmployNV.gov** user:
 - *Sign-in,*
 - *click on "Unemployment Services" from the menu on the left,*
 - *and then click "File a Claim".*
 - **For UI:** Visit our website at **UI.nv.gov**;
 - *choose "For UI Claimants",*
 - *and then click on "File a UI Claim"*

You do not have to inform the agency when you return to work, simply STOP filing weekly claims.

Holiday Hours:

- **July 3rd:** DETR Call Centers open from 8am-5pm for information and security calls. Alorica Call Centers open from 8am-8pm for all calls.
- **July 4th:** All call centers are closed in observance of the Fourth of July holiday.