

**EMPLOYMENT
SECURITY DIVISION**

**MEDIA CONTACT:
ROSA MENDEZ
detrmedia@detr.nv.gov**



STEVE SISOLAK
Governor

ELISA CAFFERATA
Acting Director

JEFFREY FRISCHMANN
Acting Administrator

ANNOUNCEMENT

**For Immediate Release
October 8, 2020**

DETR working on PUA call center technical difficulties with phone lines; alternative numbers temporarily available for claimants

CARSON CITY - The Nevada Department of Employment, Training and Rehabilitation (DETR) announced it is still working to address technical difficulties with the transfer of the phone lines. At this time, there is no definite timeframe when the matter will be resolved.

Claimants who receive a busy signal when calling 1-800-603-9681 are asked to try calling either 775-298-6007 or 702-329-6699. Callers should expect long wait times due to the higher than anticipated call volumes.

As noted previously, claimants who are calling are advised that agents cannot resolve every issue immediately. They will be working with other staff to follow through and resolve your problem. Please note that claimants will not have to wait several weeks for a response; new staff have been assigned to follow up to resolve claims much more quickly.

DETR is reminding claimants that call center staff cannot answer questions regarding appeals. Once a claim has been determined, and an appeal filed, the claims are assigned to appeals staff. At the present time, DETR expects to start scheduling appeal hearings for PUA in the next 3 weeks.

#

ABOUT DETR: 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.