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## EMPLOYMENT SECURITY DIVISION PRESS RELEASE

For Immediate Release  
September 11, 2020

### Nevada Department of Employment, Training and Rehabilitation and Alorica announce transition of call center to the State

CARSON CITY, NV - Today, the Nevada Department of Employment, Training and Rehabilitation (DETR) and Alorica jointly announced the transition of the customer service call center for the Pandemic Unemployment Assistance (PUA) program to DETR.

In April 2020, DETR brought Alorica on to operate an unemployment insurance call center to assist Nevada claimants with questions specifically related to PUA. The partnership was launched with the understanding that DETR would work to consolidate the traditional unemployment insurance (UI) and PUA services for Nevada clients by December 2020 when the PUA program expires.

A growing number of claimants have eligibility in both traditional UI and PUA and this consolidation of call operations will allow for streamlined services for these clients.

DETR and Alorica are focused on providing the best customer service for Nevadans seeking unemployment insurance benefits and have worked together to develop a transition plan to bring the PUA system into the state before it is set to expire at the end of the year.

DETR is in the process of bringing on staff to support the Department's call centers and is working with retired employees and staff from other agencies to supplement DETR's workforce.

This transition will occur over the next 30 days. Nevadans can start or continue online PUA claims filing as before, and all claims data will be retained with DETR. Individuals with ongoing claims in the system are not required to take any additional action and are reminded to continue filing

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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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weekly claims. Individuals filing PUA claims by phone, should continue to utilize the same phone number to file claims by calling 800-603-9681.

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