



**Webinar with Department of Employment, Training and Rehabilitation (DETR)
Director Dr. Tiffany Tyler-Garner
*Frequently Asked Questions (FAQs)***

**Summary of Webinar
April 15, 2020**

Can you please tell me why my payments are delayed? What does ‘pending resolution’ mean? If you already have an application submitted with DETR, please reach out to the DETR hotline so the team can walk you through the specific issues. Those with general claims questions can reach the new hotline at 800.603.9671 from Monday through Friday, 8 a.m. to 8 p.m. Inquiries on specific claim scenarios cannot be answered via the hotline, and should be directed to the DETR phone lines: 775.684.0350 for those in Northern Nevada, 702.486.0350 for those in Southern Nevada.

What if someone has a green card; will they qualify for unemployment benefits? The applicant will need to be a Nevada resident to qualify. Please call 702.486.0350 for those to check eligibility.

What is the status of DETR at this point? There have been some new developments; DETR has begun to distribute the \$600 weekly funds. DETR has a new call line as well for questions at 1.800.603.9671. DETR is receiving over 300,000 new applications and it continues to get new requests.

Is there a separate application for state and federal benefits? If you are receiving unemployment insurance (UI), you will automatically receive the \$600 a week.

Can independent contractors collect unemployment insurance (UI)? Independent contractors can collect the federal \$600; DETR is currently working to create this program.

What is the best number for employers to call for questions pertaining to DETR? For employers, it is recommended that they contact the Contributions Division.

If a person’s unemployment has run out, can that individual receive additional benefits? Yes, under the CARES Act, they would be eligible to receive an additional 13 weeks of benefits.

Does the CARES Act extend pay for 13 weeks, and does the individual need to do anything to get that time? Not at this time, but there will be additional steps once they are developed.

I have heard that calls are taken now by last name; how does this work? Those whose last names begin with the letters A through K are asked to file on Sundays; L through R last names

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should file Mondays; and S through Z last names should file Tuesdays. Wednesdays through Sundays are open for anyone to initiate or renew their claims online.

If someone applied March 15 and received the debit card from DETR, does the individual need to do anything else? Not at this time, once the application has been processed and approved, the money will be deposited to the card.

If a person is furloughed, can they apply for unemployment benefits with DETR? If the individual is not receiving pay from their employer, they can apply with DETR.

Where should independent contractors go for more info? Please refer to <http://ui.nv.gov>

My application shows pending approval; what does this mean? The individual would need to call 1702.486.0350 for those in Southern Nevada and get a resolution.

What happens if someone made a mistake on the application? If the individual received a prompt, follow the directions. If there was no prompt, you can use the help option on the DETR website at <http://ui.nv.gov>.

Is there an estimated timeline for when independent contractors can receive benefits? We are hoping for the very near future. We do recognize the public outcry for resources.

What is the best way to reset your pin with DETR? Check the DETR website for instructions at <http://ui.nv.gov>. There is also a YouTube video for a step-by-step guide to reset their pin.

Regarding the online filing, what option should an individual use if 'furloughed' isn't an option? Check the handbook online at [INSERT URL] for guidance.

We have been waiting three weeks for unemployment; should we continue to file? Please continue to file; each claim will be backdated to eligibility. If you do not file for two weeks, the applicant will need to reopen and refile the claim.

How long does a person need to have worked at their last job to be eligible for unemployment benefits? There is a wage requirement over the last 12 months to typically be eligible, so there are requirements Under the CARES Act, there is some easing of the guidelines.

Can a person collect if a person was fired for bad performance? This is a common question, and it is determined on a case-by-case basis.



If a person doesn't feel safe going to work because of COVID-19, can they receive unemployment benefits? No, the person must be furloughed or laid off to be eligible for unemployment. Should an individual quit to receive enrollment, they are committing fraud.

Does an employer have to verify the claim for a person to receive money? Yes, there is some work behind the scenes.

How long does it take for adjudication? There is no framework for this. It used to average seven days, but with this increased demand, that timeline is very different. Review the online resources at [INSERT URL] before filing to mitigate any issues and prevent delays. Part of our job is to mitigate fraud, so there are certain actions that will flag an account for fraud.

What is the average time to receive benefits? Before the COVID-19 pandemic, it was seven days; now there is no trend or estimate available.

'Furloughed' is not an option in the system; should the individual reach out to their employer to make sure they are not flagged for fraud? Furlough is an option in the system. If the individual got to a point of the filing that furlough is not an option, the individual should recheck previous pages as that would direct them away to other pages.

Regarding backdating: What does the Governor mean when he instructed DETR to backdate all claims to March 13? DETR will be backdated to the first day of eligibility if the individual was released and not receiving income. That is back to the first day of eligibility.

To collect benefits, do you have to select the option that you are looking for work? DETR has waived the work search requirement. There is an online video showing how to bypass this. Go to <http://ui.nv.gov> for more info.

Will benefits be paid to employees on a temporary leave of absence? Theoretically, in order to leverage the formal resources, an individual cannot arbitrarily choose not to work.

If a company offers a grant to help an employee, does that impact eligibility? That is a case-by-case basis, as individuals must report any income.

What happens if the employer recalls the employees back to work? The employer should return to work when possible. If they choose to not work, that will constitute fraud with DETR.

If I received two weeks of severance, do I apply at termination or at the end of pay? Apply at the end of pay, as that is reportable income.



If an employee commutes to another state, do they apply where they live or where they worked? They may apply where they live. DETR works across states to distribute funds and reconcile benefits.

Regarding the fraud with employees not coming back: What should an employer do?
The employer is recommended to reach out to DETR at [INSERT NUMBER] and report it.

This information is as of 4.15.2020, not legal advice and is provided only as a courtesy. It is subject to change. For the latest information, please go to <https://detr.nv.gov/>.