



**Webinar with DETR Director Dr. Tiffany Tyler-Garner
*Frequently Asked Questions (FAQs)***

**Summary of Webinar
April 6, 2020**

What is the best method to apply for unemployment benefits with the state? The Department of Employment, Training and Rehabilitation (DETR) encourage applicants to apply online and, if necessary, use the fully expanded hours and avoid peak hours when trying to contact the DETR Call Center.

What are some non-peak hours for the DETR Call Center if someone needs to talk to a representative? Consider calling at 11 a.m., 3 p.m. or 7 p.m. The Southern Nevada Call Center can be reached by calling 702.486.0350.

Is it possible to collect partial unemployment benefits if the employee pay is reduced by 50 percent? Claims are taken on an individual basis. In most cases where hours have been cut, and they meet the pay qualifications, they may be eligible. You will have to enter your information fully and apply.

If someone is ineligible for state benefits, can they still apply for the federal benefits? Each claim is different, but apply and complete the application.

When will unemployment benefits be available for real estate agents? Please to our website at <https://detr.nv.gov> and look for updates. Many of the eligibility requirements are changing each day.

What if you are an essential business but the employee(s) are afraid to come in; will they be eligible to collect unemployment benefits? If an individual quits their job, they are not eligible for unemployment benefits. If an employer offered the employee the ability to work from home, and the employee attempts to collect unemployment benefits, then the employee is committing fraud.

Is there a separate line to call at DETR for fraud? Yes, please contact DETR at 775.486.0250.

I filed for unemployment, but the website told me I am ineligible. What can be the problem? Each case is individual. At this time for an employee to get unemployment, the applicant's past employer must have paid into unemployment insurance tax fund.

Can you be denied by the state for unemployment benefits but be approved for the federal unemployment benefits? There might be individuals who are independent contractors that are

575 Symphony Park Ave., Ste. 100
Las Vegas, NV 89106
702.641.5822 • VegasChamber.com



applying through the traditional application with DETR. There will be a separate portal for independent contractors through the CARES Act.

When can independent contractors apply? This is currently under development, and DETR is working to turn this around as quickly as possible.

Should independent contractors wait to apply until federal regulations are available? Yes, wait until a separate portal is available. They will not be accepted into the traditional unemployment system that is offered by DETR.

What should a person do if their application was denied and they know it should have been approved? Go back and consider appealing the decision.

In a general case scenario, if an employee is furloughed, can that person be eligible to apply for unemployment benefits? If that employee worked for an employer who paid into the unemployment trust fund and they were furloughed by their employer, then they may be eligible for benefits.

Is the CARES Act fund a flat weekly amount? Yes, it is a flat \$600 a week.

Will the unemployment benefits cease if employers rehire employees through Payroll Protection Program (PPP) through the CARES Act? Yes, if a person attempts to collect unemployment benefits and work through the PPP, that would be fraud.

My benefits were exhausted in March; can I get an extension? There is an extension through the CARES Act that provides an additional 13 weeks of benefits for a total of 39 weeks.

What are some of the issues or common mistakes that is happening when someone is applying for employment benefits? It is recommended to read the handbook and guidelines before applying. Also, remember your password, because multiple wrong attempts will lock users out of their account, and it will be flagged for fraud by DETR. Finally, have the exact corporate name of your past employer.

When I call in during the day and que is full, do you recommend calling back later? Yes, if staff finishes all calls early, they will be available later to take on additional calls.

Will DETR help in retraining people in new industries to get work after this pandemic? Yes, DETR will look at retraining programs as a free part of their services to Nevadans.



We are a new nonprofit/business that has been paying into unemployment; would laid off employees be eligible to collect unemployment benefits? There are many considerations, but it is a possibility that those employees may be eligible for unemployment benefits.

This information is as of 4.6.2020, 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/>.