

DEPARTMENT OF WORKFORCE DEVELOPMENT

Unemployment Compensation

Telephone access to unemployment filing, wage and benefit information is provided by this Centurion application. Using a touch-tone phone, their Social Security number and assigned PIN number, a caller has 24 hour a day, 7 days per week access to the following functions:

- Initiate a new claim and determine eligibility.
- Call the Weekly Benefits Claim office for weekly eligibility filing.
- Determine Work Search eligibility.
- Receive instructions on wage reporting and other income on weekly claims.
- Hear general information messages about eligibility requirements and claims.
- Be given the location of the nearest Job Center based on the caller's zip code.
- Transferred to a representative at the nearest Job Center location during business hours, or if after hours, leave a voice mail message.

The caller's Social Security number and assigned PIN number are needed to access this script.

How does it work?

Callers are guided through menu selections via Touch-tone responses. Within each menu option, pre-recorded phrases prompt a series of multiple choice questions, each requiring a touch-tone response. Each response updates to the host system for complete claim processing.