



FOR IMMEDIATE RELEASE
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Unemployment Insurance Claims Filing Is Now Available in Spanish and Portuguese

The Rhode Island Department of Labor and Training announced it has added Spanish and Portuguese versions to its Internet Unemployment Insurance Claims filing web site. This is another milestone in the Department's commitment to provide English, Spanish, and Portuguese versions for all of our automated telephone and Internet claims taking and informational programs.

The telephone and Internet systems now mirror one another in three languages for both initial and reopened claims taking, payment history, adjudication status, 1099 tax forms, tuition waivers, and general information. In addition, the Teleserve phone system provides a completely automated weekly payment request system in all three languages and the Internet web site includes an appeal filing option, also in three languages.

The Department first offered Internet claims filing in 2001, and it rapidly became a significant alternative to filing by phone, averaging 15.7% of the unemployment benefit claims filed year round, and increasing to 33.3% of the claims filed during peak volume seasons, such as Christmas and New Year's weeks and early July. The popularity of the system during high claims volume periods is understandable. The wait in claims filing phone queues can be long during peak periods, and phone filing is only available during business hours. The Internet web site is available 24 hours a day, seven days a week in the privacy of customers' homes or in local netWORKri offices and other public areas providing access to computers.

The Internet claims filing can be accessed through the DLT web site at www.dlt.state.ri.us. To file by phone, please call (401) 243-9100.

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The Rhode Island Department of Labor and Training offers a wide array of employment and training services to both the general public and to individuals with unusual barriers to employment. DLT is ready to assist any job seeker, whether the goal is a first job, a better job, or a career change. Rhode Island's work force is protected through the enforcement of labor laws, prevailing wage rates, and work place health and safety standards. Temporary income support is available to unemployed, sick, or injured workers and a comprehensive rehabilitation program is available to those injured on the job.

DLT is dedicated to the growth and competitiveness of Rhode Island industry, administering a variety of training grants, tax credits, and apprenticeship programs to help employers. Economic indicators and labor market information are available for long-range planning. The Agency engages in active outreach, helping large and small employers retain their best workers or retrain their existing work force. At no cost to the employer, DLT will also screen job applicants, post job vacancies, and help businesses institute cost-sharing programs that can avert layoffs.

For more information on the innovative programs and services available to all Rhode Islanders at the Department of Labor and Training, please call (401) 462-8000 or visit the web site at www.dlt.ri.gov.

Equal Opportunity Employer

*Auxiliary aids and services are available up on request to individuals with disabilities
TDD (401) 462-8006*