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Dept. of Labor Partners with InTouch Call Center to Better Manage Call Volume Arising From Unemployment

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The VI Department of Labor said Tuesday it has officially secured a partnership with InTouch Call Center, a move aimed at helping the department manage the large volume of calls from community members seeking information on unemployment benefits, among other queries. Over 8,000 individuals have filed for unemployment since the coronavirus pandemic started affecting the territory, according to the V.I. D.O.L.

The department said it is still rolling out the partnership, however it has advised the public to contact the call center to receive basic information relative to the Pandemic Unemployment Assistance Program, created for claims from the self-employed, 1099 or independent contractors, taxi driver's, gig workers, and those who would have exhausted their benefits. The call center will

also assist with providing information on the other unemployment programs, according to the Dept. of Labor.

The Call Center can be accessed 24/7 at 1 (877) 374-0356. For answers to frequently asked questions regarding expanded benefits, read [this](#) factsheet.

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