

## NM Department of Workforce Solutions Launches Unemployment Insurance Improvements

(Albuquerque, NM) – The New Mexico Department of Workforce Solutions launched the Unemployment Insurance System’s new toll free number and 24 hour self-service environment today.

"This day has been long in coming for our thousands of unemployment insurance claimants," said Ken Ortiz, Cabinet Secretary, New Mexico Department of Workforce Solutions. "We are pleased to offer a toll free phone number and self service options, 24 hours a day for all customers throughout New Mexico."

The improvements include a new toll free number, 1-877-NM-4-MY-UI (1-877-664-6984), available in English and Spanish. Claimants can perform their weekly certification and reset their PIN (personal identification number) via this number without interacting with a department Customer Service Representative. This new environment offers 999 incoming lines and is available 24 hours a day. Next week, the department will begin offering a "status check" option via the toll free number for claimants to obtain the status of their claim.

The new environment is made possible through Qwest. Earlier this year, the department began using [Qwest Notify](#) communication tool that allows the department to better serve the public by proactively sending outbound voicemail messages to claimants with information pertaining to their individual claims. In addition, the department uses [Qwest EZ Route](#). When claimants call the toll free number, they hear an interactive voice response menu that helps them quickly and efficiently get to the specific information they need. The department also upgraded its Unemployment Insurance computer server and mainframe capacity to better handle the increased number of claimants.

[www.dws.state.nm.us/](http://www.dws.state.nm.us/) Individuals needing to file a new claim can contact the Unemployment Insurance Call Center at 505-841-4000.

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