NJ Department of Labor and Workforce Development Extends Closings Amid COVID-19; Emphasizes Web, Virtual Services Available

FOR IMMEDIATE RELEASE

March 30, 2020

TRENTON – In the ongoing effort to balance public safety with public service, the New Jersey Department of Labor and Workforce Development has extended the closing of its facilities to the public by two weeks due to the ongoing COVID-19 public health emergency.

The Department understands that times of crisis can bring about uncertainty, anxiety and fear. But, NJDOL is committed to serving all of its customers just as quickly and efficiently as possible, without endangering the health and safety of the public or our own staff.

Anticipated reopening of all One-Stop Career Centers, Labor Department headquarters at 1 John Fitch Way, Trenton, Disability Determination Services and Workers' Compensation courts is Monday, April 13.

Workers' Compensation hearings will resume virtually on April 6.

The Labor Department will continue to monitor the situation closely due to ongoing concern for the health and safety of customers and staff.

Web-based services are being offered at nj.gov/labor. Residents are encouraged to check the site often with the latest information on programs, benefits and services for residents and businesses impacted by the virus.

For customers who are having trouble accessing online applications, please be patient. Record volumes of claims have stressed our systems. However, capacity has been added, and dedicated Labor Department staff members are working longer hours and expanding the window of service hours to get benefits into the hands of everyone who deserves them as quickly as possible.

Customers can help this process go as smoothly as possible by doing the following:

- Apply online whenever possible
- Apply during off-peak hours; traffic is lightest after 10 pm and before 7 am
- Visit the website and read about available programs BEFORE applying; applying for the right program will speed the processing of the claim
- Fill out the application completely – do not leave out required information, which will delay processing of the claim
- Once an applicant has applied for benefits and received a confirmation message, their claim is being processed as quickly as possible.
- Customers who can't get through immediately should not worry. Claims are being backdated so no one will lose a week of benefits

Anyone with questions or concerns is urged to visit our website – nj.gov/labor, which contains valuable information on our programs and benefits, FAQs, an eligibility chart in English and Spanish, online application forms and more.

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Department of Labor and Workforce Development

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