

**NEWS RELEASE**

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**For Immediate Release**  
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**Iowa Workforce Development Continues Unemployment Services in Local Center**

DES MOINES – Iowa Workforce Development has reversed a decision to direct individuals with unemployment claim problems to assistance through the toll free number. Claimants with problems with still have the option of accessing face-to-face service in the Des Moines IowaWORKS Center.

“The department will continue to provide services in the center for unemployment claimants experiencing problems with a claim,” stated Teresa Wahlert, Iowa Workforce Development Direct. “Additionally, the 866-239-0843 toll-free number will be available to claimants from 8:00 AM to 8:00 PM Monday through Thursday, 8:00 AM to 7:00 PM on Friday and 9:00 AM to 2:00 PM on Saturdays.”

A full spectrum of workforce services continues to be available at all 19 locations across the state. Iowans can access information on available job openings, receive résumé development assistance, attend job search classes, utilize labor market information, and more.

Additionally, Iowa’s 685 access points throughout all 99 Iowa counties provide individuals with the option of connecting with a workforce professional through Live Chat. Access information on access points at [www.iowaworkforce.org](http://www.iowaworkforce.org) in the announcements section. Iowa’s redefined workforce system has greater availability to the public with evening and weekend hours, something not available in the original delivery model.

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