

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



## NOTICE

Effective March 20, 2020, in an effort to protect the health and safety of both the public and employees, Iowa Workforce Development (IWD) will move to limited in-person services at all IWD offices and facilities. As always, services are available by telephone, email, and online.

**Telephone** Claimants: 1-866-239-0843  
Employers: 1-888-848-7442  
Division of Labor: 515-242-5870  
Workers' Comp.: 1-800-645-4583

**Email** Claimants: [uiclaimshelp@iwd.iowa.gov](mailto:uiclaimshelp@iwd.iowa.gov)  
Employers: [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov)  
Division of Labor: [osha@iwd.iowa.gov](mailto:osha@iwd.iowa.gov)  
Workers' Comp.: [sandra.breckenridge@iwd.iowa.gov](mailto:sandra.breckenridge@iwd.iowa.gov)

**Online** <https://www.iowaworkforcedevelopment.gov/>

Individual assistance will be available on an appointment-only basis effective March 20, 2020. Please send an email message to the appropriate email address above with your name, telephone number, any claim or employer number, and a description of the services you need. An IWD staff member will contact you by telephone to set an appointment at the appropriate IWD location. If you are only here to provide documentation or identification for your claim, a staff member will accept your documents, photocopy them and give them back to you.

We ask that anyone experiencing symptoms related to COVID-19 (coronavirus) infection or suspected illness refrain from requesting an in-person meeting at this time. IWD personnel will request that members of the public entering an IWD facility for in-person services wash their hands with soap and water, and use an alcohol-based hand sanitizer before meeting with IWD personnel.

Please note, work searches for existing claims are currently waived. If you are seeking work, please do so from home using the IWD website or other resources.

Thank you for your understanding and cooperation as we do everything we can do continue to provide excellent customer service to Iowans during this difficult time.

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