

**Notes to EMPLOYERS  
Regarding  
Unemployment**



American Job Centers across Tennessee are limiting public access due to COVID-19. At this time, all Unemployment Claims must be submitted online or with phone support. American Job Center staff are still available to assist customers by phone. Contact numbers can be found at [www.NWTNJobs.org/locations](http://www.NWTNJobs.org/locations).

**STEP 1 FOR ALL EMPLOYERS:** Visit [www.tn.gov/workforce](http://www.tn.gov/workforce) and click on “Employers.” You will have 2 options based on the following question:

**HAS LAYOFF ALREADY OCCURRED?**

**LAYOFF HAS NOT YET  
OCCURRED**

If the layoff has not yet occurred, and you believe you will reopen / bring employees back, complete the **Employer-Filed Mass Claim** form, **before** the layoff occurs, and submit it to [Partial.Claims@tn.gov](mailto:Partial.Claims@tn.gov).

*\* Instruct employees **not** to file an individual claim. They will need to certify each Sunday to be paid in a timely manner.*

**LAYOFF HAS ALREADY  
OCCURRED**

If the layoff has already occurred, complete a **Mass Layoff Form** and submit it to [Mass.Layoff@tn.gov](mailto:Mass.Layoff@tn.gov).

*\* Instruct employees **to** file an individual claim online at [www.Jobs4TN.gov](http://www.Jobs4TN.gov). Those without access to the internet can call 844-432-0969.*



Employers needing further assistance may call the state’s help line at 615-770-1712.

Business Services Representatives for your county can be contacted by phone, 731-286-3585, or by email:

Benton, Carroll, Gibson, Henry, & Weakley Counties: Maleia Evans, [evans@nwtnworks.org](mailto:evans@nwtnworks.org)

Crockett, Dyer, Lake, & Obion Counties: Lana Wood, [wood@nwtnworks.org](mailto:wood@nwtnworks.org)

**Updates will be posted to our Facebook page, <https://www.facebook.com/NWTNJobs/>.**