



MEDIA RELEASE

CT Department of Labor *Communications Office*
Commissioner Kurt Westby

LABOR DEPARTMENT SUSPENDS IN-PERSON VISITS AT AMERICAN JOB CENTERS, WETHERSFIELD OFFICES; PROVIDES ONLINE FAQs TO ASSIST WITH CLAIMS FILING

March 18, 2020

Due to health and safety concerns, the Connecticut Department of Labor today suspended in-person visits at its five American Job Centers across the state, as well as its offices in Wethersfield.

The centers, which offer a range of in-person employment services, are located in Hartford, Bridgeport, Waterbury, Hamden and Montville.

“Temporarily closing the American Job Centers is clearly the prudent action to take to protect our customers and staff,” Labor Commissioner Kurt Westby said. “We recognize that this will cause some inconvenience for our customers, but they should be assured that we are fully prepared to assist them through other means during this evolving situation.”

Fourteen other affiliate American Job Centers, run in partnership with the state’s five regional Workforce Investment Boards, are also closed to the public.

The affiliate centers are located in Ansonia, Bristol, Danbury, Derby, East Hartford, Enfield, Manchester, Meriden, Middletown, New Britain, New Haven, Stamford, Torrington and Willimantic.

Signs have been posted at the centers directing customers to go to www.filectui.com to file for unemployment benefits using a personal computer, tablet or Smartphone. The site also has a detailed unemployment FAQ for workers and employers.

Those with questions related to filing an unemployment claim can use these resources:

- You should first visit our Online Assistance Center at www.filectui.com
- You may also submit your general question to dol.webhelp@ct.gov. A response can be expected in 3 to 5 business days, depending on volume.

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- Our American Job Centers are closed to in-person visits, but you may call 860- 263-6975 or 203-455-2653 for general information concerning your unemployment benefits. Unemployment claims cannot be processed or expedited by calling this telephone service.

- Our workforce partner agencies are currently assisting in providing basic information about unemployment benefits, and can be reached at any of the following numbers:

203-574-6971

203-953-3251

860-496-3500

203-730-0451

203-718-8042

- Spanish speaking staff are available by calling:

203-755-5117

203-953-3229

203-890-0339

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