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Brief Summary

Claims starting the week of 11APR20. Weeks of dealing with a broken system and not being able to talk to anyone at the DOL, Governor's office, or unemployment contact center. No updates, no contact, no way to get any information. Only received a partial payment. No date on when to get \$600 payments except weeks from now. Being told that the week of 11 APR20 is rejected because I was too late? After pressing the issue they said we will see if we can do something to back date it, check back next week. I have been trying for over a month. I have contacted every and anyone I could think to get this resolved and I still do not have answers.

More Detail

Family Background

Starts with my beautiful Wife, a full time mom and part time pre-school teacher, who cannot work do to the shutdown. 4 wonderful children. Son 23 currently unemployed, but still living on his own. A Daughter 20 who left an abusive relationship in the last year and now lives with us with her 10 month old child and 15 year old twins that are high functioning autistic with severe emotional and behavioral challenges.

First Furloughed 6APR20 – 20APR20

As you can imagine there is a lot of anxiety and questioning and unknowns when you first get let go it is a very stressful time especially when your who you have so many people relying on you

Filing for Unemployment

1st Week - I went to website Monday morning to file an application for benefits. I created an account and password but when I tried entering my information the website would "time/lag" out and lose information. I would stop and come back later to try again. Same things happened. Program stops, kicks you off, re-entering information, pages being refreshed and then missing fields or the drop down options not working at all. It took several days to get through the entire process. I even tried getting on later in the evening, but the website shuts down at 10:15, what website shuts down every night? Calling Unemployment center, could never get through.

2nd Week – Tried getting on Monday but the system was down, server maintenance. Tried again on Tuesday and when I could finally log on all the information was wiped clean. I had to start over. Enter information all over again and wait days for the system to process. I was finally able to claim the first week (also an issue with the week of 4APR20 being claimed when it should be, but I can't do anything to fix it)

3rd Week – Claim the second week, and check on the first week. No payment issued. No weekly claim has been processed for this week if you filed more than 7 days ago call the unemployment contact center. Well lets wait they are very busy and it hasn't been 7 days. 21APR20 paid for the week of the 18th, no \$600 and no week of the 11th. Start calling again. Drat they wiped the direct deposit information out to I forgot to check that again. It's got to be coming on a debit card, there is another week

4th week and onward– Calling, calling, calling all representatives busy call back in an hour, all representatives busy and daily que full. Continually trying to call and not able to get in, always full. Start right before 8 and

spam it until the call information switches over AND all representatives busy, call back in an hour. This has gone on for weeks. The only thing to change is there message

Can't talk to anyone, cant get any information, cant get in line to get dealt with. It is a new Q every day. It is a helpless frustrating feeling to be completely ignored and unable to get any answers or any update. NO office to go to. All day long the frustration builds every time you dial that number. Every morning the first thing on your mind. Got to call at 8. All day long, got a spare second call that number again.....Complete and utter hopelessness and frustration. Made worse as the Governor does a speech saying they are hiring 400 people to track Covid contacts, but we cant get someone to answer the phone at the unemployment office?

Called the secretary of labor, recording, Call Governor's office, go through the buttons and hey are you having issues with unemployment press 3 YAY HOPE!!!! Nope transferred right back to...you guessed it all representative busy, call back in an hour, same number. Send an e-mail per the Governors web page. We will get back to you, nope. Hasn't happened yet

I was able to get another number to call the Governors office and a person answered, took note of my issue and said it would be put passed along. Someone would get back to me within 48 hours.

Well as of today weeks later no one has returned a call, email, or any contact.

Also from the Governors number I was told that I should call the 1-800 instead. That they open at 7 AM and go to 7 PM. I will admit I lost it at that point. You mean to tell me I have been pulling a dead handle all these weeks? That is why all the representatives are busy and the Q is full right at 8 AM is that the line starts at 7 not 8. Then change the recording and put it on the website. I tried the next morning it didn't work it said offices closed until 8

The only hope I have had is when I heard about Senator Wagle's face book live meeting. I was not alone there are a lot more just like me that cant get through. She had a stack of emails on her desk. And asked that if you were having a problem to send he information. Finally someone to talk to I could even talk to her assistant. I was informed that my information was taken over to the DOL on 1MAY20. As of this writing I still have not been contacted by anyone. So even with an appeal and help it still doesn't get resolved.

Current Status

On 11MAY20 I was finally able to crack the lottery and talk to a person at the contact center

\$600 payments. I was told payments started on the 23APR20 and that all new claimants are getting the \$600 payments. Great, what about me? Representative, We are working through that it will be 1-2 more weeks until back payments got out. So why do new claims get paid when claims from over 1 month ago still have to wait? Can I check on the status on the website? No. Is there any way to find out? Check your bank statement it will show up after it goes out

11APR20 Claim. I was told it was too late that I didn't file soon enough that I cant get that week. That is it nothing I can do. Is there anything else I can help you with? After explaining everything that has happened the representative said they would see if they could get it back dated. Is there any way I can check on the status? No. It will take 1-2 days if they allow it then the payment will need to be processed. So check you bank account next week

So as of today I have received 1 of 4 payments. Don't know when I will get the first \$600 payment and don't know if I will even get the 3rd and 4th payments. But don't worry you can start calling back to check next week. And I have never been contacted by anyone except Senator Wagle