

QUESTIONS FOR SECOND QUESTIONING OF EMPLOYMENT DEPARTMENT REGARDING PUA on MAY 30th

We are from the FB Group: Oregon 1099/Sole Proprietor Covid-19 Impact We are nearly 1,800 members and, sadly, growing fast. Today, we all pitched in questions to help you, help us. Please do! Because we are Self-Employed or Sole Contractors, we want to know why the PUA system is failing us and how long we must wait.

Here are our questions:

Who is really handling PUA claims?

- We are told from an inside source that the claims are being handled by a handful of people from the tax department. Is that true? If so, why is there not a special team.

Do you even know how many people are trying to submit a PUA claim? Of that, how many have been approved? Why is it taking so long to just get people approved? Having clear information can go a long way in helping people, trust the department and have faith they will okay.

- Why has it taken over 3 months to just get a PUA claim approved?
- What percentage of regular UI claims “processed” as denied, represent the still unprocessed conversions of PUA claims? Moreover, what percentage of these conversion claims have actually been processed?
- Easy to skew the numbers, touting a 90% process rate whilst cranking out denials. But the fact remains, there are still several thousand viable PUA claims waiting to be paid.
- With an entirely separate department created entirely for the purpose of processing PUA claims, I’m struggling to understand how PUA data continues to fly under the radar.
- People have been promised claims processed in 2 weeks. For many those two weeks have passed. When will you, in actuality have them processed?
- How much longer do we need to wait for application to get approved?
- How much longer do we need to wait to see money?
- Why are claims not processed in order received?

Are certain people, or groups, getting preferential treatment?

Why is there no communication about form changes, claim changes, or a problem with form uploading, etc.

- What is the exact process they want?
- Why was there no communication about the PUA form changing from 1 page to 2 pages last week? Many people when the form came out just downloaded the blank PDF to their computer. I had to find out via one of the fb group pages. Easy solutions to communicating this new change would have been to post at least on Oregon Employment Department's Facebook page and or website!

- We receive letters about “a problem” but they don’t say what it is or how to resolve the issue? Why won’t they tell us what is missing? I received a letter saying I am entitled to PUA but every week I get a letter stating that I haven't been paid due to a question about my self-employment. What question? My case is black and white. I even sent them my Schedule C. Why are they not calling? Or sending emails, that can be responded to, Instead we get vague letters.
- Why don’t do a public announcement for the news ... not a behind the scenes press release.
- Why aren’t PUA weekly certs getting any confirmation that uploads are actually received. Why are we getting a “Your information has successfully uploaded”, when it hasn’t? How can we be assured that data is uploading? What are you doing to remedy this?
- Again, and again people ask, “Why is everything so secretive”. Honesty and openness would go a long way to easing people’s minds.

How are ‘complicated’ claims handled & how are they holding up the rest of the claims.

- Yesterday they stated that any PUA claim from an Uber or Lyft driver goes straight to the tax department. My question is how long does it take to clear the tax department? Why does it need to go to the tax department? And will they not be able to approve my claim until Uber agrees that drivers are "employees" and agrees to pay the UI insurance for us?
- Will those of us who are hybrid workers (some work done as w2, some as 1099) and particularly those of us who are primarily self-employed but work occasionally w2 (such as holiday jobs) be able to receive the \$205 pua minimum instead of the \$151 (and that only for a short while)?

Weekly PUA payments

- When will there be a URL to show PUA weeks claimed + claim status.
- Why is the weekly reporting based on gross earnings, but the increase eligibility is based on NET earnings? Why is it not consistent? not net? The net reflects true earnings.
- If we earn over the paltry \$205, why do I have to start a new claim? Why can’t we restart our claim online? Then we hear, we should just make weekly claims. Which is it? Again, communication and consistency.
- WHY have some PUA claims been neglected completely and have stopped being paid two weeks ago, cold turkey? No notice, nothing. Just completely stopped paying us and processing our weekly forms.
- Yesterday my PUA showed up when I logged in. Now it shows back to not processed. What the hell is going on??
- What does claim restart mean?

Are there going to be people to answer phones? When?