

Chair Holvey and members of the committee,

My staff has been working with the Employment Department on a daily basis to help resolve individual claims and that has been a success. However, what about the others who don't reach my office and the bigger picture? I have a few questions about this situation for the Employment Department:

Why does it take so long for my constituents to reach your office? It is sometimes impossible for them to reach you. What are you doing to change this situation?

Is 700 people handling claims enough to get through all claims in a timely manner? What is your timeline to work through the backlog? Do you need more staff to get the job done?

Would updates to our computer systems make a difference in our ability to quickly process claims? And could we get new computers on line to get ahead of a potential second wave? How much would these retrofits cost? If we are using third world equipment, how can we expect first world results?

What do you need from the Legislature to help you get this job done in a timely fashion?

Many of my constituents have had to resort to selling prized belongings like wedding rings on Facebook as a means to pay the bills because they haven't had their claims processed yet. Please act quickly to process claims for everyone so my constituents can live in dignity.

Thank you for taking the time to answer my questions.

Sincerely,

Rep. Brad Witt

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