

So many issues, so many questions. Thank you for your attention to this and to holding the Unemployment department accountable. People have been extremely patient and the department's lack of information has made a difficult situation so much worse. We have seen no improvement in this area.

1. Why are they not working on applications in the order received? Many people have been waiting 8-12 weeks with no movement and no communication.
2. Why are they not calling? This holds up the claim from getting processed, when a call would resolve it quickly. Instead people are receiving dozens of confusing letters without any way to respond or even know what the letter is asking for.
3. Why do our apps stall in the system? Many have reported seeing "week claimed, not processed yet" for many, many weeks!
4. How much longer will we have to wait to see any \$ at all? Many people have been waiting 8-12 weeks and have received nothing.
5. Will the PUA phone lines when they open be able to handle the calls any better than the regular number? There is a lot of pent up demand, since we have been told no one can answer PUA questions.
6. One week has passed since they sent the robo call/email. They said we would all be processed in 2 weeks. How are they going to keep that promise? Apparently the new numbers they released now means that processed does not even mean paid!
7. When will there be a way to show PUA weeks claimed + claim status online? Why are none of the weeks claimed since we switched to PUA showing up in the claim system?
8. Why are reported weekly earnings based on gross NOT net? Why do we lose both the base AND the \$600 if more than \$205 is earned per week? Why is this completely the opposite of establishing our base benefit which is based on net NOT gross income?
9. Why have only some weeks been paid on a processed claim?
10. Why was there no communication when the weekly cert form for the PUA changed? Many didn't know and were using the old form.
11. Will those of us who are hybrid workers (some work done as W-2, some as self employed) and particularly those of us who are primarily self employed be able to receive the \$205 PUA minimum? When the majority of income comes from self employment why is the department instead using W-2 work as the base, which results in a lower benefit? Is this issue holding up claims from being processed?
12. Why for self employed is our income based on net NOT gross to set the base? Yet our weekly earnings are based on gross NOT net, which for most is not all income because of expenses.
13. There is a lot of confusion over what restart claim means. Sometimes it comes up when people are being converted from UI to PUA and nothing is required, but others see messages and get letters and don't know what to do. Sometimes it is when their weekly earnings are over the base, even though we were told to just keep doing weekly claims especially when income varies.
14. When will claims be adjusted in PUA based on income that has been submitted to qualify for a higher base? People are wrongly being denied weekly benefits due to a conflict between weekly earnings and incorrect base amount.
15. Yesterday in a PUA webinar, they stated that any PUA claim from an Uber or Lyft driver (and other gig workers) goes straight to the tax department. Why does it need to go to they tax department? This is holding up the processing. It states on the UI website that gig workers fall under PUA, as does the CARES act. Now the department is saying gig workers don't qualify under either system, regular UI or PUA.
16. Why is OR saying that gig workers are not considered self employed, when the IRS considers them to be? Even if the state believes that gig workers are mis-classified it should not be holding up the claims.

17. Why have some PUA claims been neglected completely and others have stopped being paid starting two weeks ago?

18. Why are people seeing their application processed, then see it changed to not processed?

19. Why were we told to apply for regular UI, prior to PUA even though we did not qualify? Now that people are applying for PUA, the department is saying they still have to be disqualified for regular UI. If they are self employed, etc why is this a necessary step or why isn't integrated into the approval process for PUA? This has caused a lot of the issues.

20. People are continuing to resubmit their apps and weekly certs multiple times in the face of no communication and no guidance from the department. Resulting in more work for everyone and slowing down the process.

21. People are reporting that there have been errors on the part of UI in entering their info in the system manually (PUA), effecting their claims. What is being done to prevent this from happening, like double entry?