

From: [Janna Tessman](#)
To: [HBL Exhibits](#)
Subject: Telecommuting could Immediately Eliminate the backlog
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The biggest issue for claimants has been the lack of communication. Director Erickson says the department's biggest hurdle is lack of experienced workers yet has denied 200 of their most experienced workers remote work and telecommuting. Workers do not need to be completely set up to do basic troubleshooting on the phone. The director needs to delegate work that could be performed at home immediately.