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Dear legislators,

My husband applied for benefits 10 weeks ago. He is frustrated at the lack of action, and debates daily about returning to work where he is greatly exposed to COVID 19 as he has severe asthma. While we are lucky that I still am able to work from home and pay most our bills some aren't so lucky. We cannot get anyone on the phone and continue to receive the same correspondence weekly that is returned without acknowledgment or solution in the form of payments. This is frankly a sad representation of a government agency. Why were systems not updated when funding was received? The first hearing mentioned they receive funding to update the system years ago and other states have been more proactive in getting people their money. I know the type of work auditors do. Auditors are often required to be logged into systems within their agency there is no reason why they can't telework other than stubbornness from management. Why not borrow workers from other agencies to help clear the backlog? Obviously you have state partners that use your system and could be on boarded faster than someone entirely new to state service.

Sincerely

Amanda

Sent from my iPad