

Hello, I am a mother of 2 children, and the wife of a husband that can't work because of a back injury. I am the sole provider for my family. With school closures and working in a very small store where distancing was not possible I took time off of work. I filed my claim the second week of March 2020, I have yet to hear from unemployment office. They have sent me one piece of paper that stated what my estimate would be weekly, and then after numerous "system crashes" I got a letter stating they needed more information about my claim and that it needed to be in within 7 days, I faxed it to them the same day I got it. Which was one day after they mailed this to me. That was in April. I have not heard back from them at all. I call the claim line every week and I still get a error message that my claim could not be processed because of a problem and that paper work would me mailed to me to fix this. I have not seen anymore paperwork, I have logged in over 1000 calls to unemployment. Not once being able to get thru to either number. I did call Coos Bay office because I didn't know what else to do and that was the only number where I could actually talk to a person. And was told that unfortunately my reasons for applying for unemployment were valid, he couldn't help me because the state office needs to contact me. We have gone this whole time with absolutely no money. None. Thank goodness we have enough food in our cupboards. But our electricity is past due, our internet as well which we have to have for the children's school. I don't have money to get gas to get to the grocery store. I go back to work this week. But that is another two weeks before I get paid again. I can not believe the endless circle the unemployment office has put us in. Every morning hoping to be able to get into the queue to get ahold of someone. Starting at 630 am and ending at 6pm when their phoneline miraculously just shuts off. Please help the people of Oregon. This is unacceptable. People are struggling.

Thank you for your time
Lena Olson