

Hello. My name is Stephania V.

My husband, Joseph, and I, lost our income in March of this year due to covid

We was denied on a couple separate occasions for his unemployment and mine. We went for months with no income, relying on our very meager savings and the kindness of others.

We lost everything during this time , but we was wrongfully denied again and again, for various reasons. We would stand from the time the unemployment office open until it closed weeks at a time calling over and over and over again. Quite literally thousands of times. My highest count was over 2000 times in one day.

When you would finally get through it was to a computer that would give you the runaround and never actually let you speak with Employment Specialist.

I finally wrote a letter to the appeals people, saying I knew this was the wrong place but I didn't know how to get ahold of anybody. She called me back and help me go through the application process again for my husband. And we was denied. Again

A friend of mine actually helped me to get in contact with a specialist that applied again for my husband and myself. My husband was again denied but mine was approved however no checks was forthcoming. We went through the same channels twice more and finally got where we needed to get and got my husband's unemployment approved, but it turns out due to human error that the wrong address was put in on mine.

Human errors happen. And this one was a very easy one to make because my address was put down as 544 instead of 554. And even though it was the box next door with my name on it the post office refuse to deliver it and so sent my checks back.

That was two months ago. Within about a month I got five checks out of the I believe 30 or 40 I had coming to me. So I finally got ahold again of unemployment, and was told to file a request online, and when I did so I received some more of my checks, but still not all, or even most.

When we have spoken with somebody online they have been so very kind and as helpful as they was able. It's much appreciated, especially during this very stressful time.

We've been very blessed that we had just a little bit of money saved, that is now completely gone, and a few good friends that we eventually got to park our 30 year old motorhome in their yard.

There are many that are not that are not that fortunate.

However school is starting, and we need to be able to get our life back on track.

We would ask that you would please do what needs to be done, to update the system, so we might be able not only get our money, but also not have to fight this uphill battle in the future should my husband or myself ever lose our income again

Thank you very much for your time

Joseph and Stephania Van Volkenburg

