

Good Day:

I work in the tourism business. I perform tour guide work in Oregon...and have for the last 15 years. I also have a tour business that operates local and regional bus tours for seniors: GroupActive llc (Note: Since I am self-employed there is no regular unemployment insurance for me.) I operate this business from my home in Tigard and are registered as a corporation with the state. For several years I have also been a travel agent. All these tour/ travel jobs can best be described as contract or "gig." I only get paid when performing a service.

All my business halted in March 2020...all tours cancelled for the remainder of 2020.

I applied for the Pandemic Unemployment Plan on May 2, 2020.

I have NEVER received ANYTHING from the state office...no phone call...no letter. (I did get a confirmation # via email when I filed online.)

When I check the online system, it advises that they are still trying to file my paperwork. And, of course, there is no way to get in contact with the office since the phones are constantly busy.

However, to advise how much this office has been screwing up, they did send me a letter advising that I was ineligible for regular unemployment insurance due to making too much income for several weeks in April. Of course, I have NO income. And, I never applied for these payments nor had I ever submitted a claim for for the regular state unemployment compensation. They have me confused with another account.... I sent the office a letter about this.

I have been phoning the Salem office for three months and have only received a busy signal. I have called at 8am to 5pm....several times a day...for months!

A few weeks ago we read that the backlog will be cleared up by July...then moved to August...and now it is September...and nothing.

What are we to do? How long must we wait? This performance by a state agency is quite pathetic and not acceptable. Why have you not put more resources to getting this figured out?...and funds sent out to your public.

Please help!

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