

Good morning, I am writing to you in regards to Oregon's failing unemployment system.

Average wait time on hold is 4 hours.

There are Facebook groups in place for Oregonians to help answer each-others unemployment/ Pandemic unemployment system questions because no one can get a call back or get anyone for the UE department on the phone.

There are people who have been waiting 20 plus weeks for benefits with not so much as an email from anyone.

Like myself , most of us find ourselves in adjudication. I was claiming for 6 weeks before I was told I was in adjudication, which we are being told is ANOTHER 16-22 week wait from the date you placed in adjudication- not when you filed your initial claim.

The problem with searching for answers through a public Facebook group is that you get MANY different answers and no 2 people have the same experience or answer for the same question. Which leads to more confusion and frustration.

I , myself, waited on hold for 5 hours and 22 minutes one day only to be told I was in adjudication and I have to wait. Which is fine, however we are supposed to be getting evaluated to see if we qualify for " Benefits while you wait" but it seems they will not approve you until after you are called and approved by an adjudicator.

Basically, so confusing. I've gone almost 4 months without a dime. I have 3 children, a large rent bill, and a Vehicle payment I'm behind on. My savings is depleted and my stress is level is high. I have emailed legislators/ UE department/ and Senators with not one single response.

I'm not hear to blame the Unemployment department, this is not their fault. Our state leaders failed them and they are now failing the people of Oregon. Help them, help them help us. It would appear Waiting in adjudication is a major MAJoR problem and common issue.

Please help us find some relief, waiting 16-22 weeks is unacceptable. On every level.

Thank you

Jordan L Brandon

Sent from my iPhone