

Public Testimony:

Having to beg OED for help that never comes turns an already overwhelmed person into an enraged helpless desperate wreck. It makes you a worse parent and spouse. It makes you a debtor accumulating credit card interest and medical bills. AND THEY DON'T CARE OR HELP EVEN WHEN YOU TELL THEM SO REPEATEDLY FOR MONTHS. Their self-congratulatory media releases are sickening when you have final notice bills and they won't even return your pleading calls and messages.

WHY ARE WE BEARING THE BRUNT OF OED's INCOMPETENCE? Oregonians needs to pay their bills every month, not in four-six months when OED finally sends a check. BENEFITS WHILE YOU WAIT (which has no application or contact information, of course) SHOULD APPLY TO ANYBODY WHO HAS BEEN WAITING OVER A MONTH FOR A CLAIM RESOLUTION. Then OED can process the claim on whichever glacial timescale they prefer and request the money back if there's an overpayment.

Everybody already knows that Oregon Unemployment is archaic and inept, but the REAL PROBLEM is their INEFFICIENCY and COMPLETE LACK OF ACCOUNTABILITY.

They waste time and money sending dozens of letters containing incorrect information, and instruct you to call a contact number that nobody ever picks up. They don't use email, or know who modified what on your claim, or whose responsibility the next step is.

They don't assign a person to your claim unless you're in adjudication, so you bounce from one inexperienced person to another. You call hundreds of times to get past the busy signal and wait for hours only to be to hung up on, or speak to someone who doesn't know how to handle your case and transfers you to another general help line to wait a few more hours for the same thing all over again.

I'm not even in adjudication, and I've been waiting OVER THREE MONTHS for someone "experienced" (apparently their euphemism for competent) to contact me and process my claim. THIS IS UNACCEPTABLE!