

Hi,

I saw you are accepting unemployment stories so I am more than willing to share my experience.

I am a substitute educational assistant for Crook County School District in Prineville, OR and my last day of work was March 13th. The woman who used to be in charge of the unemployment had very little information for us

to go by that I thought I only qualified for Pandemic Unemployment. Once that opened up I submitted by registered mail my 5 page application on May 4th. Finally on June 16th someone emailed me to let me know they

had

received it. Seeing in the paper they had most of them processed I decided I would try my luck with calling the Pandemic line on August 17th. After 1 1/2 hours of hitting redial on my phone it started ringing. After 20

minutes I spoke to a person who looked up my information and told me that on June 20th I was denied because I am not self employed. I asked at what point they were planning to contact me to tell me that. Her response

was "You either get a check or you get no response from us." I told her I had done a lot of reading online since the new director seems to put out a lot more information and realized I am quite sure I qualify for regular

unemployment. She told me she would transfer me to the regular unemployment line. I was on hold for 4 1/2 hours when I got disconnected. It was too late in the day to try again so I knew that the next day I would try

again.

August 18th I finally got through to a computer after hitting redial on my phone for 2 1/2 hours. The computer asked me many questions and then put me back on hold again for 30 minutes when a person answered. I told

her my story and she input information. She told me she would call me back the next morning between 7:00 AM and 8:00 AM in which she did. She said my information that she submitted did not get uploaded so she would

call me back in the afternoon in which she did to give me a claim number.

The previous night I had also gone online to fill out a "contact me" form since I didn't know if I would get through by phone or not. I received a call from a man named Alex who had received my form. I explained my

situation to him and he said he would keep me on his radar and make sure my claim was moving along like it should since I already had another person working on my claim. I have since heard nothing from him.

On August 21st my claim person called saying she had spoke with her supervisor and they thought it might be faster to close my original claim and open a new one. She said she would call me back that day so I waited all

day at home and no phone call ever came.

On August 31st the woman called me to say we need to close my original claim and open a new one. She asked many questions and told me I should qualify for Pandemic Unemployment to cover the weeks she couldn't

push through for my regular unemployment. I told her I was already denied Pandemic Unemployment so she tried to find my information but could find nothing on that claim being submitted. She told me she would

transfer me to the Pandemic unemployment line when I told her I had to get my son to work in 20 minutes. She said to me 3 times that I need to be waiting for her call on September 1st between 7:00 AM and 8:00 AM

and that after she spoke with me she would then transfer me to the pandemic line because it would be faster than me trying to call it myself. Here it is 11:45 AM on September 1st and I have received no call as I was told I

would.

She also informed me because I work for a school district I must go through judication which is taking around 16 weeks. I will be lucky now to receive anything before the first of the year.

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