

At the beginning of August it took me over 4 days to finally get through to OED. I was on hold for over an hour. When I finally got through to an agent. He was very rude and would not answer my questions. When I asked to talk to a supervisor he rudely said it would be a 4 hour wait. He put me on hold before I could say anything else. I was on hold for another 3 1/2 hours before finally giving up. On August 31st I spent all day calling. I finally got through at 5:30 PM only to be on hold until they closed the phone lines at 6pm. On September 1st after several attempts I got through to only to spend 2 hours on hold. The agent couldn't tell me anything and said I had to talk to a tier 2 agent. I asked what that means and how much longer the hold time would be, but instead of answering he just put me on hold. I was on hold for another 4 hours. When a agent finally picked up. I was told my case is in judication because I was terminated from my employer. Instead of having everybody that works for OED be able to handle all types of cases, they instead have another department that doesn't have enough staff trained to handle the cases. Dhe said the average wait time is 4 months, so that means I got to wait another two months while my rent and other bills go overdue because I can't pay them when I got no income coming in. When I mentioned I would include this in my report to the senate for the hearing and she urged me to do that because she said OED would not respond or change their process unless they're pressured from an outside source. What kind of government agency purposely understaffs themselves, doesn't properly train their employees, and won't do anything about it until somebody in another branch of government puts pressure on them to fix their mistakes.