

I am writing to express my extreme frustration and consternation regarding the ineptitude of the Oregon Unemployment Department.

I, like many thousands of Oregonians lost their jobs due to mandated shutdowns, or other COVID 19 related ramifications on businesses across many sectors of our economy. I work in aviation, and the outlook for me is grim. I cannot overstate the stress and anxiety I experienced for over three months as I attempted in vain to connect with someone at the department. The fact that thousands of Oregonians have been unable to speak to a representative by phone, or receive anything other than a useless auto reply by email is unconscionable.

Equally egregious is the department's failure to respond to questions on social media platforms such as Twitter. I have taken the time to see how other states communicate with their citizens, and the vast majority are accessible and transparent in their dealings with those who are struggling.

Governor Kate Brown has failed to intervene or address the massive failures at the department. Her apathy toward those being severely impacted by the incompetence at the department is alarming. It is also alarming that it was she who was Secretary of State when the Federal government earmarked over 80 million dollars to upgrade the outdated computer systems. She was the steward of the monies, so perhaps she does not care to explain why the funds were not immediately used to improve the efficiency of the unemployment department.

Thousands of us would also like to know why we have not been paid the waiting week compensation she promised months ago would be forthcoming. Thousands would like to know why Oregon was one of the last states in the nation to apply for the additional \$300 a week in aid that President Trump authorized via his executive order of August the 8th.

We would like to know why Governor Brown feels it is fair, or legal to create a fund of over 60 million dollars for individuals belonging to one ethnic group to receive up to \$3,000 in aid, and up to \$100,000 for those who own a business. All while Oregonians of all ethnicities are struggling to feed their families.

The bottom line is that Governor Brown, and the Oregon Unemployment Department she oversees, has completely failed Oregonians who need immediate financial assistance.

Respectfully,

Amy N. Milligan