

Good afternoon,

I am sharing my experience regarding the Oregon Unemployment office and my benefits. I currently work for Rogue Community College in Grants Pass, Oregon. I found out in May that I would be placed on furlough from 6/1/2020-9/14/2020, I immediately filed for unemployment insurance and received a confirmation number that my claim had been received. Then I waited. After about 6 weeks, I went to the local unemployment office to have someone call me. It took about 4 days, the lady who called was very professional and kind, but told me that she could not find my claim even though I had a confirmation number and had to file a new claim for me. She was very kind and helpful, but also explained that they were very backlogged and that it would take a while for my benefits. So, I waited some more. In the middle of July, I went to the office again. Another phone call later and another very nice rep called to tell me that she could understand my frustration but that she couldn't help me because a different department needed to follow up with my work at the college and to call back at the end of August if I still had not received my benefits. Now, here I am in September still waiting on a call from August to find out if they are any closer to processing my benefits.

Thank you for reading my long testimony of frustration. I hope that this is found helpful in some way.

Have a wonderful day!

Sincerely,

Emily J. Barber