

After 5 months and numerous phone calls I was finally able (after my 17th call that day alone) to get on hold (usually only got a busy signal). When I finally was put through to a real live person she was amazing - compassionate, understanding, and efficient. She immediately identified the problem (someone or some machine had entered an incorrect account number for me). She instantly corrected the error and also found other benefits that I was eligible for. Within 36 hours I had all my back unemployment loaded onto my Relicard (I had also asked for direct deposit numerous times I decided not to fight that battle at this time). I told her that I had been received two different letters each week, each with their own request and their own return address. I had responded to both each week ... costing me a fortune in postage. I told her that I figured no one was actually opening and reading the responses to which she responded that unfortunately that was probably true. I also told her that all of us average people out here realize that the individual workers are working hard and truly care -- it is the system that totally, utterly broken. I realize this is "unprecedented times" but seriously how could the governor not ever check in on the director of unemployment to make sure the \$91 million given to her to upgrade the system over a year ago was not used to its full advantage? In my mind the individual workers who keep answering call after call after call (often by very frustrated people) are the heroes. The blame for the utter failure of the unemployment systems ultimately resides totally and completely with the governor.

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