

Dear Senator Laurie Monnes Anderson,

My name is Debra Monagon and I would like to share my unemployment story. I receive SSDI however to supplement that income I worked part-time as a citation clerk for MHCC since Sept. 2017. The last day I worked was March 18, 20. On March 24, I received a letter by email from my Manager informing me that I was being laid off as of March 31st due to COVID-19 and budget constraints. On March 26th I started a UI claim with OED. I received a Wage & Benefit report which wasn't correct and it took a few attempts to correct. Each week that I claimed I would receive a letter from OED stating, 'No payment made because of an issue on my claim which is being resolved.' The reasons for no payment varied on the weekly OED letters: No payment made because of your availability for work; because of a question regarding eligibility during a school recess (I was suppose to receive a 385-E form but I haven't); because you are not able, available, or actively seeking work.

The decision was denied benefits because I was not able, available, actively seeking work. I have been seeking PT work that I'm able to do. I am not able to work full-time because of my disabilities (NHL and Fibro) and having to go to all my doctor appointments. Also there was a question regarding my eligibility for benefits during a school recess. I did send their office a message (unsure of date) to advise them when I would be on recess. I may have entered my initial claim too soon and I entered a weekly claim during the Spring recess because I wasn't sure how to do it.

MHCC Recess periods:

Winter 20 - March 22 to March 29

Spring 20 – June 14 to June 21

Summer 20 - August 30 to Sept 20

Fall 20/21 - December 13 to January 3, 21

I received a denial notice June 16th for the period beginning March 29th which stated that I must be able to work full-time, the notice stated that I indicated that I could not work FT as I was receiving SSDI and I did not provide specifics upon request (I never received this request). I emailed my hearing request to [OED UI HEARINGSREQ@Oregon.gov](mailto:OED_UI_HEARINGSREQ@Oregon.gov) on June 22 and haven't heard anything from them.

Also, I did go out of town 8/7 to 8/14, which I reported. When I returned there was a form (unsure of what it was called) OED sent me to complete, I answered all of the questions and mailed-in approx. a week later.

I have tried calling OED many times during different times and there was only a busy signal. Yesterday, on 09/03, I called OED at 7 am and got in the waiting que. After waiting two hours I spoke to a lady by the name of Kelly and she wasn't able to locate my hearing request. Kelly said she was going to have to transfer me to a 'Claims Specialist,' after waiting another two hours I spoke to a lady by the name of Daina who was able to find my request, she found an error with my phone number being one digit incorrect. She corrected the error and let me know that my request for a hearing will be resubmitted however I'll have to go to the back of the que for my hearing date which can be up-to another 10 weeks. Thank you for reading my unemployment story. I hope you can assist me in whatever way possible.

Sincerely,

Debra S. Monagon
971-344-9302

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