

Good Morning,

My name is Timothy A. Macek.

Thank you for the opportunity to testify at this hearing.

I was unemployed starting in May 2020 and I filed for Unemployment benefits on May 17, 2020. Although I returned to part-time work in August, I have received no payments whatsoever for the time I was unemployed.

Each week after filing I receive a statement which says “Benefits cannot be paid at this time because there is an unresolved issue with your claim. You will be contacted if additional information is necessary to resolve the issue.” I have never been contacted to provide any information, but each week for the past 3 months I received the same message.

Because I have yet to receive any payments, I have called DOES three times, the first time in July, and each time spoke to DOES employees who said they understood my claim issue and were “escalating” my claim, and that I should expect resolution within 10 or 21 days, depending on the individual I spoke to. During these calls I have been asked to submit very simple statements by email to resolve the issue and I have done so, however despite these three “escalations”, I have yet to receive any payments.

Although the DOES staff have always been very knowledgeable, polite, and sympathetic, it appears that applying a so-called “escalation” is their only course of action, and despite my claim having “escalated” status for nearly three months, there has been no resolution. It appears that the term “escalate” is simply deployed to placate, and to make a caller believe action is being taken, when in fact it has no actual effect which might lead to resolution of the issue. Beyond simply calling DOES and receiving the same repetitive “escalation”, claimants seem to have no recourse, and no resolution or payment is in sight.

Again, my thanks for this opportunity to testify.

Timothy A. Macek