

Ways and Means Committee,

I am a self employed child care provider for the owner of a local beauty salon. She of course was ordered to close March 18, therefore relieving me of my duties as well. Due to being self employed, I generally would not qualify to receive unemployment. Thankfully the CARES act provided the opportunity for me to qualify. While the process was difficult, and the application was confusing, I reached out to Lt Governor Husted about my inability to reach anyone by phone after literally hundreds of phone attempts. I was pleasantly surprised when I received a response from him that he was passing my information along to someone who could help me find some answers. I still do not have my issues resolved, but the person he put me in contact with gives me confidence that hopefully soon I will have a payment available. I share this because I know this is such a difficult time for so many people in so many various positions, and I am thankful that Mr Husted took a minute of his time during a difficult time in my life. Having said that, I think there was much time lost by the governor from January when the travel ban was issued to March 18 that should have been used to implement some kind of plan to deal with the fiasco that unemployment turned into before he made the order to close everything down. The number one issue with the system by far is the fact that you are already frustrated that you are having to deal with unemployment and everything surrounding it and so you try calling and it tells you that they have too high a call volume and hangs up on you. That immediately causes stress and more frustration. It didn't matter what time of day you called or how many times, it was the same response. I think this is where so many people have become angry. They had no access to money and could not contact anyone to get any answers as to why. Thank you for your continued work for our great state.

Jennifer Rose