

I would like to take a moment to share my experience with the unemployment system and thank you for the opportunity to do so.

I originally became unemployed from my full time job with Lorain County Commissioners office on January 14th due to them eliminating my position prior to my probationary period completion. This same week, my part time job chose to let me go due to missing days for medical reasons. The unemployment program based my claim on me being discharged from my part time job. I called questioning the decision and was told to appeal it and request my claim be based on losing my full time job. The claim was denied again. Being frustrated to no end, I gave up. I then received an offer for a full time job with Cleveland Clinic with a start date of March 30th. This start date has now been changed to this month (June) due to COVID-19. At the time I filed, we were instructed to go into regular unemployment and enter the large batch number to be classified under COVID-19. I began filing my weekly claims and quickly received my Initial Claim Allowed notice. Week after week, my claim was stuck on pending despite filling my weekly claims. I called numerous times trying to figure out what I needed to do and each time, after hours on hold, being told that someone would have to call me back. When the individuals called me, we went through everything again and they could not see where the issue was other than possibly because the old claim from January was denied. I repeated over and over again that this claim was not related to the old claim. Finally, after about 6.5-7 weeks, I got the notice that my claim was being paid out. Thinking it was too good to be true, I called to make sure all issues were squared away. The woman on the phone went through everything and said that all issues that were on my claim had been resolved. She stated I was good to go and to keep filing my weekly claims. This I did. Much to my surprise, last week I received a notice that they reversed my claim and denied it and that I had to pay back over \$5,600!!! They had 6.5-7 weeks to figure out my claim!!! All the while, bills do not stop and continue to pile up and credit scores take a hit with past due bills. This is just outrageous! I have only ever followed the directions I was given per the unemployment department at the time I filed and each conversation following this. Now, because of a mistake by the JFS department, I'm being screwed!! Sad thing is, I know I'm not the only one.

Thank you so much for your time and for allowing me to share my experience with you.

Sincerely,

Jessica R Loera