

DATE: June 2, 2020

TO: [James.Kennedy@ohiohouse.gov](mailto:James.Kennedy@ohiohouse.gov)

[Ways&MeansCommittee@ohiohouse.gov](mailto:Ways&MeansCommittee@ohiohouse.gov)

FROM: Kelly E. Persichetti Testimony

RE: HB614 (to study and reform unemployment compensation system)

Thank you for the opportunity to briefly share my personal experience since 3/15/20 – Present with ODJSF UI and PUA systems and protocols.

As a 50+ year rooted native of central Ohio, I have NEVER filed for unemployment in Ohio or any other State. Since 4/99, I have been a 1099 self-employed executive search and sourcing partner serving multiple companies and industries. Since 3/15/20, due to the Covid19 pandemic, 95%+ of my clients cancelled all engagements which means NO income. I am the primary household breadwinner with a dependent child and single care-taker of my aging mother. My husband of 33+ years is currently employed, however, with reduced hours and considerable instability, lack of PPE and essential staff member. Pre-PUA, I attempted to apply for UI, which resulted in complete miscommunications, dysfunctional systems and protocols, some rude UI representatives, no way to validate info, ask questions, or navigate an overloaded and dysfunctional system daily for weeks. After weeks of daily attempts, I stopped. When PUA launched, I pre-applied, attempted to provide all information required. The system was new and I understand not integrated with the UI system. Again, I attempted to call multiple numbers, and protocols which were auto-hang up systems, unavailable live chats, system malfunctions, info breach notifications, to name a few. I reached out via email directly to Director Kim Hall, Governor Dewine, Jon Husted, WBNS10tv Anchor Tracey Townsend, and 3 ODJSF IT execs. I did receive a call from Gov Dewine's office, an email response from Tracey Townsend, and 1 response from an ODJSF IT exec. I did start receiving PUA, however, it is minimum and not based in the Schedule C's I provided from 18' and 19', so I am being considerably underpaid with no resolution to this as of yet. In the interim, my home of 20+ years, transportation vehicles, utility expenses, basic essentials and repairs, healthcare bills are at considerable risk and I don't have a soft place to fall so-to-speak. I have been working with my bank, and lenders, but time is running out for me and my family despite efforts to obtain new clients or a direct W2 role as I am faced with age discrimination at every turn with relevant W2 roles and many AI systems with discriminatory algorithms that automatically disqualify applicants with over 10 years of experience in several functions.

The ODJSF UI and PUA systems seem to use nomenclature and terms that are not clear to the user/applicant combined with dysfunctional systems, unclear protocols, lack of response, lack of expressed compassion, and conflicting direction resulting in too many Ohioians experiencing severe ADDED pandemic hardship leaving them with no options or hope. Be well.