

<b>Name</b>	<b>Topic</b>	<b>Law</b>	<b>Comments</b>	<b>Date</b>	<b>By</b>
Abukar, Lul	Extended Benefits	Wis. Stat. § 108.141	DWD needs to get Extended Benefits in place ASAP. It is the only source of income for unemployed people.	11/03/2020	E-mail
Altman, Tina	Customer service		Applied for UI and PUA. DWD took four months to process claim. Was wrongly denied. Received determination that cannot be appealed. Determinations have disappeared from the portal.	11/09/2020	PH
Aniel, Carl	Various	Various	DWD customer service is unhelpful. DWD staff need training and is understaffed. Using other state workers to help DWD was good; DWD should not have used private sector contractors. Concerned about DWD's contract with Google. Modernization of computer systems should not increase denial rates. Prosecution of UI fraud is biased. Too many workers are misclassified.	11/10/2020	E-mail
Anonymous	Customer service		"Unemployment Insurance Letter of Hardship" - separated from job, has family members high risk for COVID, has been waiting for months for UI. Has lost car insurance, cannot get rental assistance.	11/09/2020	E-mail
Bagstad, Kevin	Work share	Wis. Stat. § 108.062(4)(b)	Capital Brewery - extend work share plans from a maximum of 6 months to 12 months to avoid layoffs.	11/10/2020	E-mail
Bauer, Theresa	Customer service		Claimants should be able to check their status to determine how many weeks they will need to wait for their claim to be processed.	11/10/2020	E-mail
Bell, Essie	Customer service		Has waited for benefits for 6 months. Won her appeal but another issue is delaying her claim.	11/02/2020	E-mail
Bewley, Sen. Janet	Various	Various	Encourages the UIAC to support the UI legislation package: <ul style="list-style-type: none"> <li>• Legislation to expand DWD's authority to promulgate rules that provide waivers for work search and job registration requirements, especially as it related to seasonal workers. (LRB 6256)</li> <li>• Legislation that reinstates DWD's authority to determine by administrative rule what constitutes suitable work a claimant must accept if offered, and what labor market conditions to review based on the number of weeks that the claimant has received benefits. (LRB 6254)</li> <li>• Legislation to remove the punitive ban on Unemployment benefits for Wisconsin workers who receive social security disability (SSDI). (LRB 6244)</li> <li>• Legislation to allow participants in extended occupational training programs to receive UI benefits (LRB 6246)</li> <li>• Legislation to permanently eliminate the one-week waiting period, allowing workers to receive benefits for all weeks they are unemployed (LRB 6257)</li> <li>• Legislation to reduce the number of required work searches from four to two per week (LRB 6265)</li> <li>• Legislation to remove substantial fault as a disqualifying factor, which increased denials by 37% and has been repealed in the remaining other state to have this in place (North Carolina) (LRB 6362)</li> </ul>	11/11/2020	E-mail

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Bobbitt, Beverly	Customer service		Claim processing time takes months.	11/09/2020	PH
Bratchett, Mariah	Customer service		Owns a salon. Filed a PUA claim. Has a young child. Has filed appeals. Is facing harsh economic results waiting for her benefits. Has not had good experiences with DWD customer service.	11/12/2020	E-mail
Braun, Jessica	Customer service		PUA application and wait time took too long. Was told to wait for an adjudicator. Her claim was processed by a contract staff person but the determination was incorrect. She has had to take off of work to get a clerical error corrected.	11/10/2020	PH
Brown, Kevin	Customer service		New DWD staff need training. Every time he called in, he was told to re-file.	11/09/2020	PH
Campana, Kate	Customer service		Calling on behalf of her husband, who wore mask at work and the employer didn't like that. Unless being evicted or foreclosed, elected officials won't help you.	11/10/2020	PH
Carrington, Cairee	Customer service		Is hard of hearing and did not receive accommodations. Was asked to provide additional information and believes she did but was denied benefits because DWD apparently did not receive the information. Has filed an appeal.	11/10/2020 11/12/2020	E-mail
Carter, Bill	Employee status	Wis. Stat. § 108.02(12)	Wondering whether the Legislature will amend the definition of employee. Believes app-based workers are employees.	11/09/2020	PH
Castanza, Jake	1 - Waiting week; 2 - Benefit rate	1 - Wis. Stat. § 108.04(3) 2 - Wis. Stat. § 108.05	Wisconsin Building Trades Council - 1 - Repeal the 1-week waiting period. 2 - The maximum benefit rate should be increased because it is lower than border states' rates.	11/10/2020	E-mail
Damro, Charles	Customer service		Waiting for benefits since May. Unemployment is COVID-related. DWD needs accountability. Unable to get a name of someone to help with his claim. Frustrated with adjudication.	11/09/2020	PH
Deppe, Dakota	Customer service		Has waited over two months for benefits. Is concerned about not receiving LWA.	10/30/2020	E-mail
Disch, Andrew	1 - Waiting week; 2 - Benefit rate	1 - Wis. Stat. § 108.04(3); 2 - Wis. Stat. § 108.05	North Central States Regional Council of Carpenters union - 1 - eliminate 1-week waiting period for UI benefits. Takes 27 weeks to get 26 weeks of benefits. No net cost savings. 1st week of layoff is the most important. Benefits help local businesses because that money is spent locally. Work search is currently suspended until February 2021. 2 - increase the maximum weekly benefit rate. The current max is not enough to cover monthly bills. \$890 / month is the food bill for family of 4. The maximum has not increased since 2014 and is the lowest of all border states.	11/10/2020	PH

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Erpenbach, Sen. Jon	Various	Various	<p>Encourages the UIAC to support the UI legislation package:</p> <ul style="list-style-type: none"> <li>• LRB 6254 - The current definition of “suitable work” creates challenges for claimants. This bill reinstates DWD’s authority to determine by administrative rule what constitutes suitable work a claimant must accept if offered, and what labor market conditions to review based on the number of weeks that the claimant has received benefits.</li> <li>• LRB 6256 - Several laws enacted over the last decade have restricted DWD’s ability to increase access to unemployment insurance when appropriate. This bill expands DWD’s authority to promulgate rules that provide waivers for work search and job registration requirements. This legislation can be especially important for employers of seasonal workers.</li> <li>• Legislation to remove the ban on Unemployment benefits for Wisconsin workers who receive disability payments (SSDI). (LRB 6244)</li> <li>• Legislation to allow participants in extended occupational training programs to receive UI benefits (LRB 6246)</li> <li>• Legislation to permanently eliminate the one-week waiting period (LRB 6257)</li> <li>• Legislation to reduce the number of required work searches from four to two per week and repealing authority to require more than four by rule (LRB 6265)</li> <li>• Legislation to remove substantial fault as a disqualifying factor, which increased denials by 37% and has been repealed in the remaining other state to have this in place (North Carolina) (LRB 6362)</li> </ul>	11/11/2020	E-mail
Erpenbach, Sen. Jon & Hesselbein, Rep. Dianne	Work share	Wis. Stat. § 108.062(4)(b)	Extend work share plans from a maximum of 6 months to 12 months to avoid layoffs.	11/10/2020	E-mail
Ferruggia Boulley, Deborah	Customer service		Waiting for UI since March. Won her appeal but still waiting.	10/11/2020	E-mail
Forberger, Victor	Various	Various	<ol style="list-style-type: none"> <li>1. Modernization in some states has resulted in lower quality and less timely claim processing.</li> <li>2. The emergency rule requiring notice of UI at the time of separation does not adequately address the needs of employees.</li> <li>3. The Department assesses concealment penalties for mistakes based on confusion.</li> <li>4. The Department is denying PUA for invalid reasons.</li> </ol>	11/09/2020 11/10/2020	E-mail
Garcia, Terri	Customer service		Had to quit a job due to health issues. Has waited 13 weeks for benefits.	11/07/2020	E-mail
Gast, Lisa	Customer service		Waited months to talk to an adjudicator about her claim. Then her former employer said she missed work so her benefits are held. Thought she had everything taken care of months ago.	11/03/2020	E-mail

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Hanlon, Teresa	Customer service		People should be assigned a day to file their claim. A single adjudicator should handle all issues for a claimant. Customer service reps should have to give their ID number for accountability.	11/09/2020	PH
Hansen, Dianne	Customer service		Change system to permit claims specialists to determine whether adjudicator has reviewed claim.	11/11/2020	E-mail
Hawk, Ray	LWA		Filed claims in October but not receiving benefits. Has not received information about when LWA will be paid. Is concerned he will be wrongly accused of fraud.	11/04/2020	E-mail
Hye, Dave	PUA		Denied PUA because took an unpaid leave of absence instead of quitting. Has an overpayment due to DWD's mistake.	10/11/2020	E-mail
Johnson, Marin	Proportional charging; definition of small business	Wis. Stat. § 108.07(2)	Business owner - one of his part time employees was laid off from her other part time job but his UI account was still charged. Disagrees with being charged for those benefits. There should be more than two choices when defining a large or small business.	11/10/2020	E-mail
Johnson, Yvette	Customer service		Has waited several months for an answer regarding unemployment. Is suffering financially.	10/24/2020	E-mail
Jones, Geneva	Customer service		Was laid off in May 2020 and waited many weeks for an adjudicator to contact her. Asked to have a different adjudicator assigned to her case. Still waiting for benefits several months after being laid off.	11/11/2020	E-mail
Kathy	Partial benefits	Wis. Stat. § 108.05	Wayne's Automotive - Part time employee's hours were reduced and is now getting UI. Does not understand how the employee can get such a high UI benefit.	11/03/2020	E-mail
Kennedy, Monica	PUA		PUA will expire for her soon. Regular UI eligibility requirements should be suspended during the pandemic.	10/11/2020	E-mail
Kowske, Jillaine	Customer service		Waiting 32 weeks for UI, causing financial hardship. DWD needs better training. She was denied PUA because she didn't exhaust UI but is waiting for appeal decision. Documents disappear and reappear in the portal. Need follow-through from UI. Some faxes she sent in were not received and were not available for her hearing.	11/09/2020 11/10/2020	PH
Kraft, Sara	Customer service		Claimant has income from 10+ employers in gig economy. UI system is not designed to accommodate that. Staff didn't know how to handle her claim.	11/10/2020	PH

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Kruto, Patti	Proportional charging; closing account	Wis. Stat. § 108.07(2)	Pat-Mar Enterprises Inc. - Has to mail and fax forms and convert decimals to minutes for hours worked for her employees. Some employees quit to take a lower paying job then file for unemployment. Wants to know what happens if she sells her business--can she get the funds in her unemployment account?	11/02/2020	E-mail
Kwaterski, Steve	1 - Waiting week; 2 - Benefit rate; 3 - Computer upgrades	1 - Wis. Stat. § 108.04(3); 2 - Wis. Stat. § 108.05	Wisconsin Laborers' District Council - 1 - Repeal the 1-week waiting period. 2 - The maximum benefit rate should be increased because it is lower than border states' rates. 3 - DWD computers should be upgraded with state funding.	11/10/2020	E-mail
Lavenduskey, Sean	Customer service		Staff are unsympathetic while people wait for extended benefits to be paid. People will incur debt while waiting for benefits.	11/11/2020	E-mail
Lestrud, Bjorn	Identity issue		Was receiving benefits until July, when claim was held to confirm his identity. Still waiting for an adjudicator to contact him.	11/09/2020	PH
Lins, Barb	Customer service		Accountability is needed. Technical issue is preventing her claim being paid. Has waited many weeks for payment.	11/10/2020	E-mail
Markoff, Rene	SSDI	Wis. Stat. § 108.04(12)(f)	People on SSDI should get UI. Applied for PUA but claim is being held for an able/available issue.	10/18/2020	E-mail
Martin, Lolita	SSDI	Wis. Stat. § 108.04(12)(f)	Since 2013, can't get UI because gets SSDI. Denied PUA if she indicates that she can't work fulltime. She has to appeal and has to wait 9 weeks for a hearing. People on SSDI and who apply for PUA should have a separate section handle those cases.	11/10/2020	PH
McCullum, Tomicka	SSDI	Wis. Stat. § 108.04(12)(f)	People on SSDI should get UI. Was denied PUA and is now appealing. Adjudicator was rude to her.	10/22/2020	E-mail
Metzger, Edward	Work search waivers	Wis. Stat. § 108.04(2)(bb)	Should waive work search for people over 70, because they are usually seasonal workers.	11/01/2020	E-mail
Minkoff, Melissa	Customer service		Has been waiting for Extended Benefits since July. Has applied for hundreds of jobs but many people are applying. Some positions are unsafe due to COVID.	11/09/2020	E-mail
Mundahl, John	Customer service		Has been trying to collect benefits since March 2020. Has tried contacting the department but has been unsuccessful.	10/26/2020	Letter
Nelson, Paula	Customer service		Works in HR for her company. Tries to help her employees and tries to retain them. No communication between DWD and employers.	11/09/2020	PH
Nemmetz, Bobbi	Customer service		Took too long to file an initial claim and has had to wait too long for adjudication to contact her. Has 4 kids and no income.	11/09/2020	E-mail
Norfleet, Christopher	Customer service		Adjudication is taking too long and furthers the economic crisis.	10/14/2020	E-mail

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Northern, Amanda	Customer service		Has waited 8 weeks for benefits. Other states are up to date.	10/30/2020	E-mail
Parker Jr., Fred	Employee status	Wis. Stat. § 108.02(12)	His father paid a caretaker, who later filed UI. DWD determined the caretaker to be the father's employee. The law should be changed so that a contract supersedes the employee status statute.	11/11/2020	E-mail
Parker, Loren	Customer service		Has waited 13 weeks for benefits but is still in adjudication. Is unable to keep up with bills. Unable to reach adjudication.	10/08/2020	E-mail
Peterson, Brandon	1 - Work search waiver; 2 - 1-week waiting period; 3 - FPUC	1 - Wis. Stat. § 108.04(2)(bb); 2 - Wis. Stat. § 108.04(3); 3 - CARES Act	Peterson Brothers Sand & Gravel - 1 - waive work search for employees with a recall date; 2 - repeal the waiting week; 3 - all claimants should get the \$600 weekly FPUC benefit.	11/11/2020	E-mail
Prygrocki, Karen	Customer service		DWD should hire more workers to handle claims.	10/17/2020	E-mail
Ray, Noel	Quit exception / Customer service	Wis. Stat. § 108.04(7)	Worked as a hairdresser for 3 years and was laid off. She looked for a seasonal job because the UI benefits were insufficient. Took a temporary job but worked 67 hours and was not paid overtime so she quit. She never received paystubs and is being ghosted by the employer. She needs proof that she worked. She was supposed to work 30 hours/week. Feels like she's being treated as a liar by DWD but has provided what she can. Does not have paystubs. Is a single parent. The claims process has been inhumane.	11/10/2020	PH & E-mail
Renk, Mark	Customer service		Is waiting for EB - how can DWD update a computer within 24 hours with Q&A about WI triggering off EB, but can't update other computers on a regular basis?	11/10/2020	PH
Richardson, Harry	Various	Various	Using other state workers to help DWD was good; DWD should not have used private sector contractors. Concerned about DWD's contract with Google. Modernization of computer systems should not increase denial rates. Prosecution of UI fraud is biased. Too many workers are misclassified.	11/10/2020	E-mail
Sanders, Jaci	1 - Work search waiver; 2 - Customer service	Wis. Stat. § 108.04(2)(bb)	Landscaping employer - work search waiver should apply to the entire claim period for employees who will return to work with the same employer. If the claim is on hold, it is hard to reach out to a live person at DWD due to employees' work hours. People feel that they need to continue to file a claim even if they work too much to qualify because they don't want to lose benefits in the future.	11/09/2020	PH

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Santiago, Barb	Worker misclassification; security	Wis. Stat. § 108.221	Misclassified workers should receive the notice of availability of UI at the time of separation. The intentional misclassification penalties should be extended to all employers. PII should be redacted.	11/10/2020	E-mail
Schmidt, Veronica	Work search waivers; benefit rate	Wis. Stat. § 108.04(2)(bb)	Should extend the blanket work search waiver past 12/5/20 because few businesses are hiring. Lost 65% of her income when filed for UI, so the benefit rate should increase.	10/18/2020	E-mail
Schoenick, Brittany	Limited English Proficiency / Customer service		Staff Atty at Legal Action of Wisconsin - There are significant language access barriers for non-English speakers, who have trouble accessing an adjudicator. Those claimants must leave a voicemail and are not receiving callbacks.	11/10/2020	PH
Sengdalaphet, John	Quit and discharge issues	Wis. Stat. § 108.04(7)	Worked for 5 months and quit a job before the pandemic and is now ineligible for benefits but a friend of his was fired after working a short time and got benefits. This is unfair.	11/10/2020	E-mail
Sinicki, Rep. Christine	Various	Various	Please review the UI law changes from the last decade, particularly the increase in the number of work searches and the changes to work search waivers. The changes to misconduct and substantial fault should be repealed.	11/11/2020	E-mail
Smith, Sen. Jeff	Various		1) Update the able and available designation for helping claimants who struggle with medical conditions; 2) Endorse the bills introduced this summer for effectively administering the UI program; 3) Make changes to the Department of Workforce Development's antiquated computer system.	11/11/2020	E-mail
Stewart, Tanesha	Discrimination		Applied for benefits but did not receive them. People with "white names" get benefits faster.	11/10/2020	E-mail
Stone, Timothy	Quarterly review		There does not appear to be information in the portal about the quarterly review. His quarterly review started in October, but there was not enough information in the portal. DWD should resolve the review by asking questions in the portal.	11/09/2020	PH
Tapia, Ann	Various		DWD customer service is unresponsive. Difficult for gig workers to navigate the various types of benefits. The system needs to be simplified and more user friendly.	11/11/2020	E-mail
Tapia, Ann Margaret	Employee status / Customer service	Wis. Stat. § 108.02(12)	The "gig" economy has been promoted by business, but those workers are ineligible for UI, so what are they supposed to do when laid off? Some workers are still waiting for answer about eligibility. She works for many employers, so she has more than one tax form. DWD needed to update its computer system back in the 90s.	11/10/2020	PH

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Teegarden, Melissa	Customer service		DWD should double its adjudication staff. Delays in benefit payments can result in homelessness.	11/06/2020	E-mail
Torres, Rafael	Quit exception	Wis. Stat. § 108.04(7)	Law student/paralegal - should get UI if employer harasses the employee.	11/09/2020	PH
Turner, Kristy	SSDI	Wis. Stat. § 108.04(12)(f)	Is on SSDI, so she cannot work fulltime but can work as a bus driver. She is immunocompromised and has been waiting for an adjudicator to contact her for 9 weeks. She feels penalized for being on SSDI.	11/10/2020	PH
Walsvik, Orrie	Customer service		Law student at UI appeals clinic - during the pandemic, claimants were unable to contact DWD for initial customer service. Claimants have to wait too long to get benefits and have had to file appeals.	11/10/2020	E-mail
Weant, James	Fraud	Wis. Stat. § 108.04(11)	Equifax - represents 6,000 employers in Wisconsin. UI fraud, including imposter fraud, is a big problem. DWD does not "close the loop" in imposter cases with the ID theft victim and the employer. Michigan enacted good legislation regarding fraud in 2017.	11/10/2020	E-mail
Weitzel, Jac	1 - Waiting week; 2 - Benefit rate	1 - Wis. Stat. § 108.04(3); 2 - Wis. Stat. § 108.05	Building Trades Council of South Central Wisconsin - 1 - Repeal the 1-week waiting period. 2 - The maximum benefit rate should be increased because it is lower than border states' rates.	11/10/2020	E-mail
Werner, Brad	Benefit rate		Essential employee forced to quarantine due to COVID exposure. UI payments are insufficient and should be higher for essential workers.	11/02/2020	E-mail
Whipp, Carrie	Customer service		Has waited 10 weeks for benefits. Has not received answers. Is going hungry.	10/18/2020	E-mail
Wiener, Scott	Work share	Wis. Stat. § 108.062(4)(b)	Capital Brewery - extend work share plans from a maximum of 6 months to 12 months to avoid layoffs.	11/11/2020	E-mail
Wilber, Megan	LWA		Qualified for LWA but did not receive LWA benefits.	11/8/2020 11/10/2020	E-mail
Wild, Stephanie	Customer service; combined wage claims; partial benefits.	Wis. Stat. § 108.05	Stagehand - lost work in March. Industry will need UI for a while. Overreported income for a week and her account has been held for 15 weeks. Use computers for intelligent adjudication. If someone overreports income on a claim, they should still get benefits. Hold only the week in question instead of all subsequent weeks. Pay interest on held benefits. Should have reciprocity with other states. Many people like her have several employers.	11/09/2020	PH



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Wilson, Peter	Computer system		Claimant portal is not recognizing his login information. He has to keep recreating his account.	11/09/2020	E-mail
Woods, Emma	Various	Various	UI Appeals Clinic - DWD issued a request for information regarding attorneys rewriting the claims questions, which are obtuse. Most attorneys who represent claimants are conflicted out of that process because they oppose DWD when representing claimants. DWD needs the perspective of claimant advocates. Concerned about accessibility for non-English speakers, disabled people, and those who do not own computers. People should not be denied PUA if the business is not fully closed. Concerned that DWD does not trust claimants.	11/10/2020	PH & E-mail
Woods, Tamara	Quit exceptions	Wis. Stat. § 108.04(7)	Claimants should be eligible for UI if they quit a part time job to take a better job. Has waited 15 weeks for benefits.	11/09/2020	PH
Yuker, Guy	1 - Waiting week; 2 - Benefit rate	1 - Wis. Stat. § 108.04(3); 2 - Wis. Stat. § 108.05	Dispatcher for operating engineers - Members get UI when weather makes work impossible. The 1-week waiting period hurts the economy, even during normal times. There is no cost savings for a waiting week. Benefits are needed urgently and are used at local businesses. The maximum benefit rate should be increased because it is lower than border states' rates.	11/10/2020	PH
Zhang, Sandy	Quit exception	Wis. Stat. § 108.04(7)	Had 2 jobs but quit 1 before the pandemic. Does not understand why she's disqualified.	10/30/2020	E-mail
Zwiefelhofer, Jane	Work search waivers	Wis. Stat. § 108.04(2)(bb)	A-1 Excavating - The work search waiver for seasonal claimants who work construction with a callback date should be longer than 12 weeks.	10/13/2020	E-mail