



109TH DISTRICT
STATE CAPITOL
P.O. BOX 30014
LANSING, MI 48909-7514

MICHIGAN HOUSE OF REPRESENTATIVES

SARA CAMBENSY
STATE REPRESENTATIVE

PHONE: (517) 373-0498
FAX: (517) 373-9366
Email: saracambensy@house.mi.gov
cambensy.housedems.com

Governor Gretchen Whitmer
P.O. Box 30013
Lansing, MI 48909

June 12, 2020

Dear Governor Whitmer,

On behalf of the citizens of the state of Michigan, we want to thank you for your continued commitment to carefully balance the health and safety of our residents with the reopening of our economy. This is no easy task, with no roadmap on how to do it, and we appreciate the opportunity to work with your administrative team to provide valuable feedback and data to help evaluate the issues that are most important to our shared constituents.

Understanding that our Michigan Unemployment Insurance Agency has been completely overwhelmed by the largest number of cases filed in the history of the department, we have given considerable thought before making the request to reopen our regional UIA offices similar to what the Secretary of State did on June 1st. After three months of helping the UIA get its feet underneath them, we believe the time has come to shift the burden off of legislative staff and get the cases resolved by reopening direct phonelines and having UIA employees begin to take appointment-only traffic.

Using data from the 109th district office, we would like to help explain why this request holds merit, and how the reopening of UIA offices can help everyone more efficiently address the backlog of cases.

As of today, the 109th district office has filed 391 cases since May 4th through the new CRTIS System, requesting a specialist be assigned to constituents. Since May 4th, only 29 cases have been resolved, one case is currently assigned (5/8/2020), and only three have first call attempts. Of the remaining open constituent cases, 44 cases are related to certification issues, 155 are related to payment issues, 90 are related to claim filing issues, and 22 are locked MiWAM accounts.

In this office, legislative staff have noted that the 155 payment issues and 44 certification issues are categorized as being an open, non-monetary case. As these cases are the most simple to fix, but require a UIA member to review them, we feel they can be resolved quickly if constituents have a way to interact with a live person. Clearing these cases will also help unclog the entire UIA system. Thus, reopening the regional UIA offices and following the SOS lead on how to quickly clear constituent cases makes sense.

With so many Michigan families struggling to pay their mortgage, feed their families, and stay afloat during this unprecedented time, we believe we must reevaluate the UIA's current protocol in how they are dealing with cases. Having safe workplace protocols in place, we believe it's time the state reopens its unemployment offices immediately. Please let our legislative offices better help the UIA with this request so our constituents get the help they need in an acceptable timeframe. By doing so, we believe everyone will benefit.

Thank you for your consideration. We look forward to talking to you soon about our request.

Sincerely,



Representative Sara Cambensy
109th House District



Representative Alex Garza
12th House District



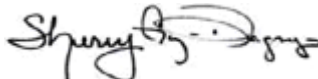
Representative Mary Whiteford
80th House District



Representative Tenisha Yancey
1st House District



Representative Kevin Hertel
18th House District



Representative Sherry Gay-Dagnogo
8th House District



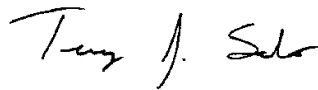
Representative John Chirkun
22nd House District



Representative Jewell Jones
11th House District



Representative Padma Kupp
41st House District



Representative Terry Sabo
92nd House District

Representative Jim Haadsma
62nd House District

Representative Leslie Love
10th House District

CC: Steve Gray, Director of Michigan UIA

Stephanie Glidden, Legislative Liaison for Michigan UIA
Jeff Donofrio, Director of Michigan LEO
Todd Cook, Legislative Liaison for Michigan LEO