

February 16, 2020

Honorable Committee Members:

My name is Keeli Walker. I lost my job on November 20th, 2020 and received my last paycheck on November 27th, 2020. Because of the fact that I had only been employed since March of 2020, I had to wait until January of 2021 for my wages to be considered as sufficient and be approved for Unemployment benefits.

I have applied for benefits every week since January 9th and have unfortunately yet to be paid anything. My case has been set as "temporarily suspended" for weeks now.

I tried to call the Kansas Department of Labor numerous times. I have tried different times, different days, first thing in the morning, late in the evening, and even called over 100 times on a Saturday but I have had no luck getting ahold of anyone via phone. I was able to get in contact with someone via chat and was told I would have to call someone to get any answers.

I was contacted on January 26th by a member of KDOL who informed me my account was flagged for fraud. She said I would need to send in a photo of my social security card and ID. She said it should only take 1-2 weeks for my account to be cleared. I sent those documents the same day but felt extremely frustrated, my account had been locked for weeks. Did anyone plan to reach out to me to let me know what was required of me?

I've sent emails to the fraud department in an attempt to confirm receipt of my documents, with no luck. I have also emailed Ronda Kirk, and have received no response.

I have completed all the necessary requirements, confirmed my identity with my documents as well as the new system's multi factory authentication, but I still see no resolution.

I am frustrated with the already stressful situation my family was placed into. This whole situation has caused additional stress for myself, my husband and my two young children. The lack of communication within the Kansas Department of Labor has me feeling hopeless. Anything within your power to improve the current situation and the systems used in Kansas is appreciated by all of us faceless and voiceless Kansas claimants.

Respectfully,

Keeli Walker