

## Question about uploading documents re: unemployment

Here is a question for Doug Potts:

We have a number of clients, who, upon filing, receive a report that their expected weekly benefits is \$0. In many of these cases that would seem to be inaccurate (for example, a woman who has worked steadily for a company for 8 years, and others are drawing UI insurance from this company). Clearly something is wrong. We have been uploading documents to confirm employment such as pay stubs and W-2s. Are those being reviewed and added to the case information? If not, how is extra information to be added? In most cases these clients are not receiving any sort of explanatory letters concerning why their amount is \$0, nor any information re: steps to correct whatever is not in the IDES system. It is nearly impossible to get through to anyone on the phone. What would you suggest?

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