

Kansas Senate Commerce Committee

Hearing – May 14, 2020 9:30 AM CDT

Witness:

James P. Washington

1901 160th Street
Basehor, KS 66007-9316
Phone: 913-620-2001

Summary of Testimony:

My name is Jim Washington. I work as an on-call Army Contractor in the Mission Command Training Program usually at Fort Leavenworth. In this program I will participate in 4 or 5 exercises per year which generally fall at the end of January, March, May and during September and early November. The exercises are about 15 days two 12 hour shifts and they generally result in gross wages of as much as \$5,000 per exercise.

Although PTOC employees are eligible to file for unemployment compensation between exercises, I have not done so. However, with the loss of several exercises I have attempted to do so now. I began the effort on March 30th.

I'm an old guy – and people of my age aren't supposed to be tech savvy. Not so. I've been exposed to IT for more than half a century. I've done studies, selections, and implementations of large-scale WMS, MRP, ERP systems. The Simulations which I work with are exceptionally large multi-linked systems of a

half-dozen different simulations. And, I can keep up with most 13-year olds in social media on smart devices.

I won't go through every attempt I've made to resolve the problem. I have gone to the point of writing a certified letter to Secretary Garcia to break through to a human being. I have included a copy of the letter with this testimony. That letter was copied to Director Searles. Secretary Garcia's executive assistant Ms. Nidia Lopez called me on Friday the first, confirming the receipt of the letter. She said it would be sent to the right people for action. I heard nothing the next week. I called Ms. Lopez on Monday. She said she would follow-up.

Although I'm obviously looking at the KSDOL unemployment system from the outside in, my experience is telling me that it is in a state of complete collapse and may be in irrecoverable collapse. I've got an idea why my account doesn't work – but without someone with at least some technical access to the system communicating with me it can't be addressed. I have sent a dozen emails with a single responsive reply. The phone system is even worse than the online application. I have made 103 attempts to call the service center without success. I did get to the auto-answer system once in the middle of the night only to be told my PIN was disabled. The greatest insult is that when I try to fix that the system

says my SSAN / Birthdate combination doesn't exist.

I think you can get a picture of how broken and frustrating the inability of this agency to perform has been. It must be fixed, and only drastic action has any chance of doing so. If you have specific questions, I will be happy to answer with my experience or my speculation. Thank you for listening.

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April 27, 2020

The Honorable Delia Garcia
Director
Kansas Department of Labor
401 SW Topeka Blvd.
Topeka KS 66603-3182

Unemployment System Failure:

My Dear Ms Garcia:

I am writing to you because of my complete failure to break through to any level of service regarding my filing of claims for unemployment compensation.

I have enclosed the complete email chain. Which shows thus far I have received just one or two communications from your organization which were not an automated reply.

I work as an on-call Army Contractor conducting computer driven battle simulation exercises usually at Fort Leavenworth. I have not filed for unemployment benefits for the period between exercises for several years – although I am entitled to do so. With the cancellation of several exercises due to COVID19 I have chosen to file now. As you would expect that is a high technology system – and I am far more proficient with Information Technology than most claimants.

When I first attempted to get on the system I no longer had access to my old ID and Password since that was two laptops ago. I sent the request for Username etc. on 3/26. I received a reply on 3/30 requesting my SSAN DOB Full Name. I provided that information on 3/31. There was a one-line reply to that on 4/2 and the next email was 4/14.

Meantime I had been apparently successful at creating a new account about a week later and file for a determination. That determination (which by the way is not dated – should be) arrived sometime around 9-10 April. After many attempts at login I was able file for something. The system seemed to accept filings for the three outstanding weeks. The determination showed a weekly benefit of \$405 yet an amount of \$364 was deposited in my Capitol Federal Checking account on 4/17/2020. There has been nothing since despite the apparent system acceptance of two further weeks' filing.

On Monday, the 20th I attempted to log into your system to file the next week claim. I have been unable to break through to the system since that time. The system tells me that I have a bad ID Password or PIN – that is not possible because all three items were stored when I had the successful logins a few days before. As shown in the email copies which accompany this letter the system apparently doesn't recognize me at all. This I base on the message WE ARE UNABLE TO CONFIRM YOUR DATE OF BIRTH. Obviously, I have done all the normal IT actions to resolve this. Clean caches delete cookies go to another computer etc. .etc.

I have attempted to call to resolve. As of now I have dialed in 61 times. I have gotten past the CALL IN AN HOUR message exactly twice. On the 22nd at 9:15PM I got through to the file by phone application – when I provided my information the system message was YOUR PIN HAS BEEN DISABLED. This morning at exactly 8AM I got a ring through then a busy tone. All subsequent attempts go to the standard message.

So since I can't break through on the website and can't break through on the telephone and it seems

that there will be another delay of weeks and not days I'm writing you to resolve this. If someone of my skill level has this much problem, I just can't imagine what frustration and anger is boiling up all over this state.

Thanking you in advance.

Sincerely,

James P. Washington

Cc: Ms Laurel Klein Searles

Unemployment Insurance Director.

KANSAS DEPARTMENT OF LABOR

REPLY TO THIS ADDRESS

U. I. CALL CENTER
PO BOX 3539
TOPEKA KS 66601-3539
TEL 785-575-1460

SSN:	***-**-****
BENEFIT YEAR BEGINS:	04-05-2020
MAILED:	04-07-2020
WEEKLY BENEFIT AMOUNT:	\$ 405
TOTAL BENEFIT AMOUNT:	\$ 4735
LIKELIHOOD TO EXHAUST:	

WASHINGTON, JAME P
1901 160TH STREET
BASEHOR KS 66007

UNEMPLOYMENT INSURANCE DETERMINATION

IMPORTANT

Your application for benefits has been received and is being processed.

This is your potential unemployment benefit amount. Check to make sure your information is correct. The amount you receive may vary from week to week. You must still meet qualification and eligibility requirements.

YOUR PREVIOUS BENEFIT YEAR BEGAN 10-23-2012.

YOUR CLAIM IS DETERMINED ON WAGES PAID AND REPORTED FOR THE BASE PERIOD FROM 01-01-2019 THROUGH 12-31-2019 .

Employer's Serial Number	Covered Employer's Name	BASE PERIOD			
		1ST QTR 2019	2ND QTR 2019	3RD QTR 2019	4TH QTR 2019
214176	KANSAS LOTTERY 450 00	173.00	346.00	86.50	
466385	NORTHROP GRUMMAN SYSTEMS COR	4396.79	9203.49		
	QUARTER TOTALS	4569.79	9549.49	86.50	0.00
	TOTAL WAGES				14205.78

AUTOMATIC REGISTRATION: The application process for filing for unemployment benefits includes automatic registration with KANSASWORKS as a courtesy service to you. We encourage you to use the following link to access your account to search and apply for job openings: <https://www.kansasworks.com>.

Your Username: *****

Your Password: If you are a first time user your SSN will be your temporary password. The first time you access your account, you will be requested to set up your own password. If you have previously registered with KANSASWORKS.com, use the password you established. If your password does not work your password may have been reset, therefore, you will need to use your SSN as a temporary password. For assistance with your job search or your KANSASWORKS.com account contact your local Workforce Center at 1-877-509-6757 or KANSASWORKS.com.

From: [Jim Washington](#)
To: [KDOL UICCLOGINISSUES](#)
Subject: Re: User Name password PIN
Date: Tuesday, March 31, 2020 09:50:45

James Paul Washington
July 9,, 1940
294-34-1507

Jim Washington
1901 160th Street
Basehor, KS 66007
913-620-2001

Sent from my iPhone.

On Mar 30, 2020, at 15:29, KDOL UICCLOGINISSUES
<KDOL.UICCLOGINISSUES@ks.gov> wrote:

Please supply your legal name, SSN and your date of birth so we can reset your online account.

If you have any further questions please contact us at one of the following numbers:

Topeka area: 785-575-1460
Kansas City area: 913-596-3500
Wichita area: 316-383-9947
Toll Free – if you live outside the local calling area: 1-800-292-6333

Thank You,

Kansas Department of Labor

From: Jim Washington <jpwashington@sbcglobal.net>
Sent: Thursday, March 26, 2020 11:14 AM
To: KDOL UICCLOGINISSUES <KDOL.UICCLOGINISSUES@ks.gov>
Subject: User Name password PIN

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

No longer able to locate the required log in information because of change of computer.

Jim Washington
1901 160th Street
Basehor, KS 66007
913-620-2001

From: [Jim Washington](#)
To: ["KDOL.UICCLOGINISSUES@ks.gov"](mailto:KDOL.UICCLOGINISSUES@ks.gov)
Subject: Disabled PIN
Date: Friday, April 24, 2020 13:43:00

I was able to create a new account two weeks ago – received a benefit determination. Then your email after a two week wait showed up – after I had created that new account. I was able to submit three weeks benefit claims. I received one payment last Friday April 17.

Beginning with Monday this week I have tried to log on to the system and it says I have the wrong ID or Password.

Enter your User Name
Enter your Password
Enter your PIN

Incorrect user name or password.

FORGOT USERNAME OR PASSWORD/PIN

We are unable to confirm your Date of Birth. Please notify the Contact Center for further assistance.

When I try to use the link to fix I get the above message.

I have made 50 attempts to call the office to no avail during business hours. Wednesday 4/22 at 9:15 PM I was able to get the phone system to let me in. When I entered my data I got a message YOUR PIN HAS BEEN DISABLED.

Can I get on the system without another two week delay like the last time I contacted you? Next I guess I'll have to go to the US Postal Service and send a registered letter return receipt addressee only to the Director.

Thanks,

Jim Washington
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