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June 18, 2020

The Honorable Mark Butler
Commissioner
Georgia Department of Labor
148 Andrew Young Intl Blvd, NE
Atlanta, GA 30303-1751

Dear Commissioner Butler:

I am writing to express my serious concerns about the problems my constituents are facing in accessing their Unemployment Insurance (UI) benefits from the Georgia Department of Labor.

I realize that the COVID-19 pandemic has placed unprecedented strains on government agencies at all levels. Nevertheless, there are thousands of people in Georgia's Second Congressional District and throughout the state that are depending on the Georgia Department of Labor to help them process their unemployment claims in a timely and effective manner.

I have heard from my caseworkers about the difficulties that my constituents are having in navigating the Georgia Department of Labor's website; the lack of response or follow-up after the UI claims are made; the fact that there is no reliable point of contact for congressional offices at Georgia Department of Labor; and long delays in UI benefits being distributed. These problems have added to the anxieties that Georgians are facing about being unable to afford their rent or their mortgage, food and clothing for their families, and prescription drugs.

I would be grateful if you would let me know what the Georgia Department of Labor is doing to address these concerns. We are in a critical moment in the COVID-19 pandemic. It is vital that efforts are undertaken to address this breakdown so that the Georgia Department of Labor can effectively serve the citizens of our state.

With kind regards, I am

Sincerely,

Sanford D. Bishop, Jr.