



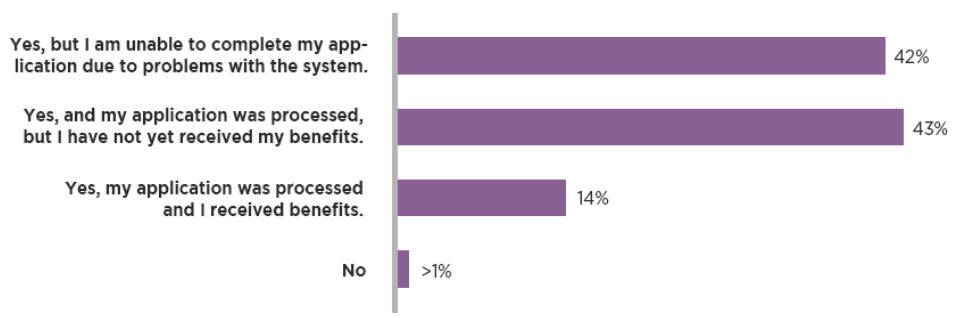
Oklahoma Unemployment Assistance Survey

This survey was conducted and released by the Office of Congresswoman Kendra Horn (OK-5) to understand Oklahomans' experiences with the state unemployment system and to identify problems in an effort to address barriers to relief. These results are based on responses from 860 Oklahomans.

1 Since February 1, 2020, have you been terminated, laid off, furloughed, or otherwise separated from your employer through no fault of your own?

Yes: **96%**
 No: **4%**

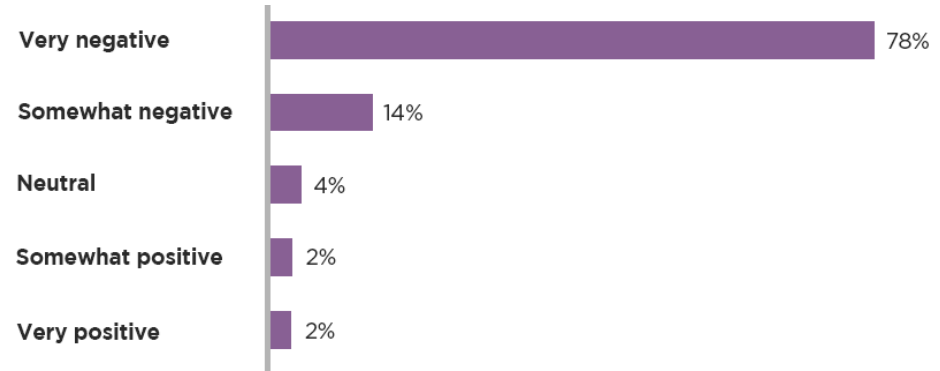
2 Since February 1, 2020, have you applied or attempted to apply to receive unemployment benefits through the Oklahoma Employment Security Commission?



3 Since February 1, 2020, if you applied or attempted to apply to receive unemployment benefits through OESC, what method did you use or attempt to use? Check all that apply.

Online portal	95%	Fax	6%
Telephone	51%	Other	4%
Mobile app/site	41%	In person	1%
Mail	7%		

4 If you have applied or attempted to apply to receive unemployment through the OESC since February 1, how would you rate your experience with the application process?



Protesters at Oklahoma Capitol demand unemployment fixes. Photo Credit: Chris Wilson

SURVEY COMMENT

"I am on the waiting list for a callback for 5 weeks now. I am frustrated with this whole process. I've used all my savings to stay afloat for the last 2 months. I'm running out of savings."

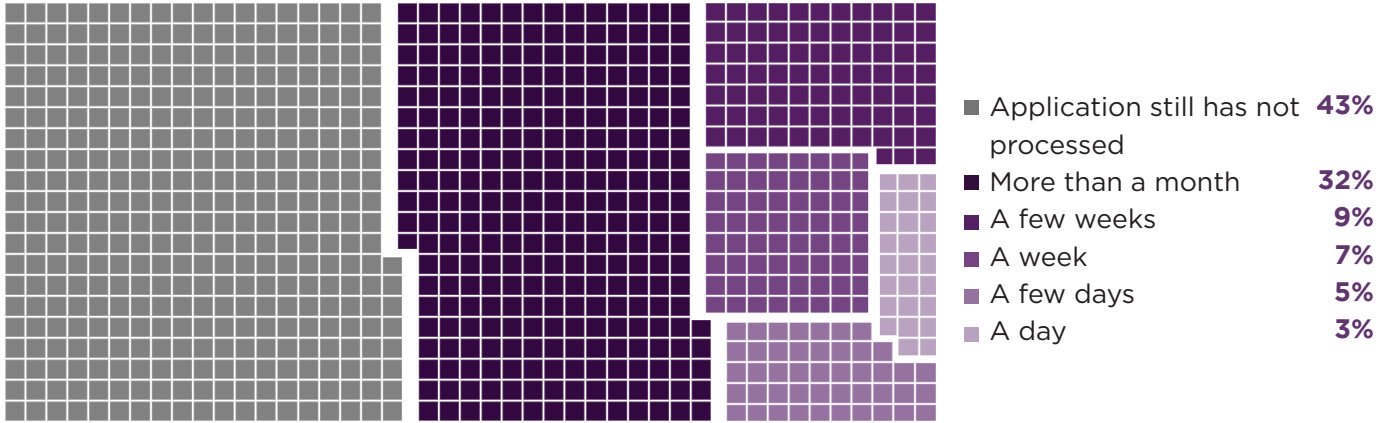
- Michelle
 Oklahoma City, OK



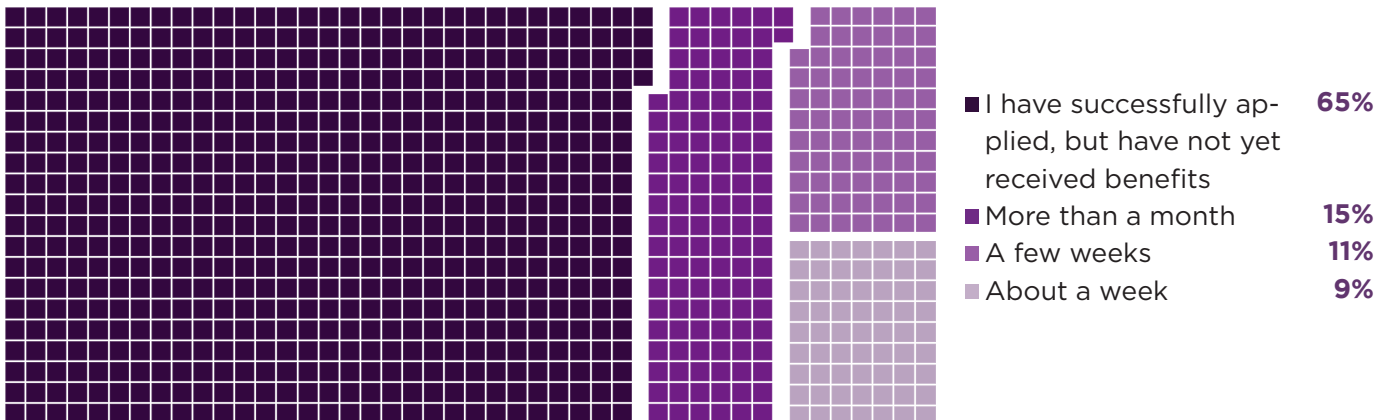
Oklahoma protesters demand unemployment fixes. Photo Credit: Chris Wilson

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5 If you successfully completed an application for unemployment benefits, about how long did the process take from the time you began your application until it was processed?



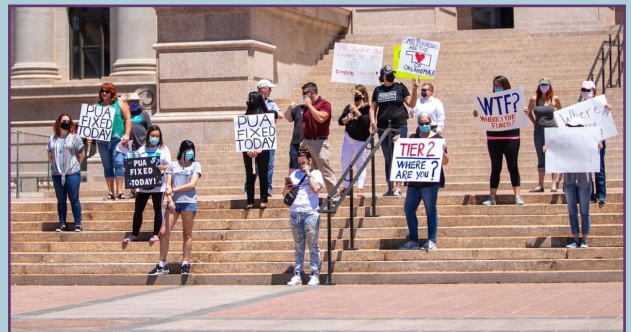
6 If you successfully completed an application, how long did the process take from the time your application was successfully processed until you received your first dollar in unemployment assistance?



SURVEY COMMENT

“I understand the system and staff are overwhelmed, but we are overwhelmed too - worrying if our kids will be fed, bills will get paid as well as if our business we have worked hard to build will survive.”

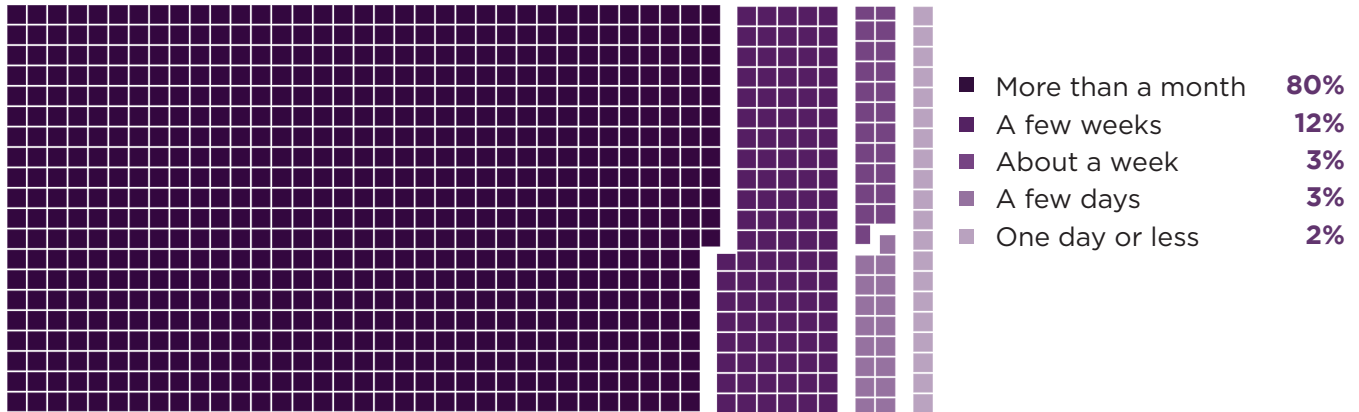
- Jennifer Yukon, OK



More than 410,000 Oklahoma workers have filed unemployment claims since the pandemic began. Photo Credit: Chris Wilson

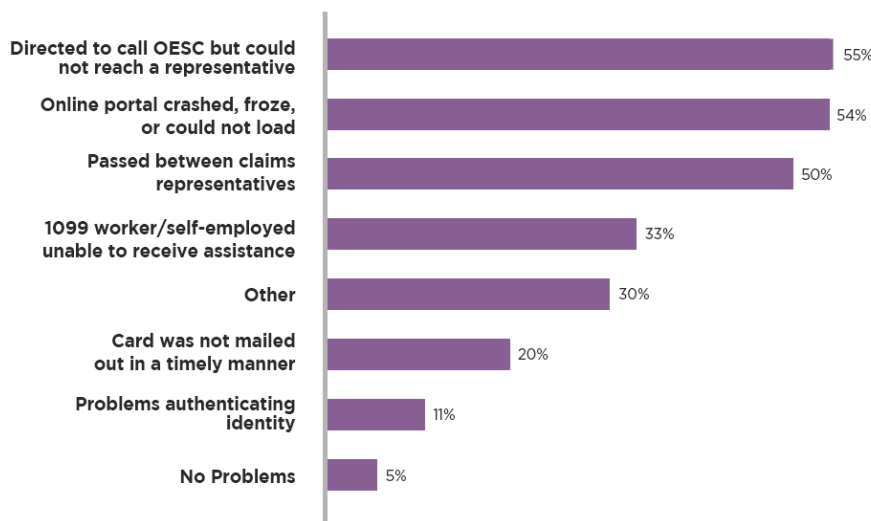
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7 If you have been unable to complete or submit an application due to problems with the process or portal, about how long have you been actively trying to submit your application?

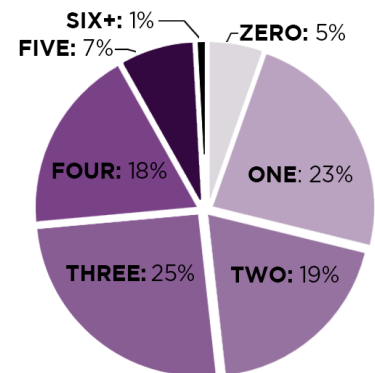


8 If you encountered problems with the application process, what were they? Please check all that apply.

RESPONDENTS REPORTED THE FOLLOWING OBSTACLES



NUMBER OF OBSTACLES REPORTED BY RESPONDENTS



*Respondents had the option to select more than one survey response in this question. Twenty five percent of respondents selected three problems they encountered applying for unemployment.

9 Would you like to share comments about your experience with OESC that would help guide our feedback to Gov. Stitt and his administration?

A full catalogue of constituent feedback for Governor Stitt is available here:
https://horn.house.gov/UploadedFiles/HORN_SURVEY_-_Unemployment_Messages_for_Governor_Stitt.pdf