

PUA Spanish Form Dissemination Plan

Audiences:

- Spanish speakers
- Those who work with / do outreach to Spanish-speaking community

Message:

We've made a commitment to help unemployed Oregonians get their benefits as quickly as possible, and have taken steps to simplify the process for filing claims, including building a new website and Google form for processing PUA. We're continually taking steps to improve our systems, and today we're excited to announce that the online PUA claims form is now available in Spanish. This is huge news for Spanish-language PUA applicants who have been submitting their claims via PDF. Spanish-language applicants can now utilize the online claim system, and get their PUA benefit payments faster.

Channels:

- Press release
- Email
 - Agency-wide - David
 - MSFW outreach reps - Teresa
 - Gov DEI office - Teresa
 - Local / state workforce boards - David or Teresa
- Social media (english / spanish)

Process:

- ~~Teresa will start rough draft~~
- ~~Mel let Jessica / Kayla / PJ know~~
- ~~Mel clean up Teresa draft copy, draft email,~~
- ~~Get feedback from Teresa / Ariane, approval from Jeannine / David, share with Jessica / Kayla for drafting social~~
- ~~Get Spanish language press list from Ariane~~
- ~~Mel send press release + shorter message to Eric for translation~~
- ~~PJ load / send press release~~
- ~~Emails forward press release~~
 - Katherine send agency-wide email on behalf of David
 - Teresa send additional alert to MSFW outreach reps, Gov's DEI office, Local / state workforce boards
 - Karen send to partners

DRAFT CONTENT

- [Press release](#)
- Email content - use below agency-wide email as a boilerplate for emails to Gov's DEI office + MSFW outreach reps

To: OED_DL_ALL_STAFF

Subject: Online PUA form is now available in Spanish

Sender: David via Katherine

SEND TIME: Send after PJ sends press release (*forward Press Release and include Spanish message beneath English email*)

Hello,

I am writing to let you know that the Oregon Employment Department has taken one more step toward ensuring every unemployed Oregonian can get their benefits as quickly as possible. Ensuring equal access to our programs is part of living our agency values of respect, integrity, and community, which is why I am excited to announce that [Pandemic Unemployment Assistance \(PUA\) claims can now be filed in Spanish, online.](#)

As with the English-language PUA form, the three major improvements to the Spanish-language PUA system are:

- **Speeding up weekly benefit processing.** PUA claimants are required to submit a weekly certification to get benefits. Automating the weekly certification process will help get them processed faster and more accurately. The previous highly manual process was time- and resource-intensive and meant weeks of delays.
- **Improved submission success.** The fully automated form will ensure applications are submitted with complete information, which will speed up claims processing. The temporary PDF solution meant that some forms were inadvertently being submitted blank.
- **Ensuring all required information is complete prior to submission.** The form will give a warning notifying customers that the information is required. This change will help us process claims faster and reduce delays in Oregonians receiving benefits due to missing information. Important information, such as the COVID-19 reason that makes an applicant eligible for PUA, is required, but has often been missing or left blank on the PDF forms.

To apply for or receive benefits through the new Spanish-language system, claimants should visit <https://pua.emp.state.or.us/> and select “Español” from the top right drop-down menu.

Claimants can resubmit their weekly claims through the new form if they have not already been paid for those weeks, though they do not have to. Claimants should *not* resubmit an initial claim if they have been notified that the claim was received. Resubmitting

unpaid claims online will speed up how quickly claimants will get their benefits, and will let claims specialists focus on processing claims for those who have not yet received benefits.

To receive more guidance on using the Spanish-language form, Spanish-speaking PUA claimants should register for the Oregon Employment Department's next webinar, scheduled for August 20 at 1 p.m. This webinar, which will be held in Spanish, will guide Oregonians on how to use the PUA form and answer questions. **Register at https://www.zoomgov.com/webinar/register/WN_ORiyX-NdS5G3pLL6M2cWeQ.**

Please help us spread this exciting news by reposting our [Facebook](#) and [Twitter](#) announcements, and sharing the news through your other channels as appropriate. **You can also find a Spanish-language version of this announcement beneath this message.**

Thank you everyone, for your commitment to helping Oregonians during this time.

Sincerely,
David

[Los reclamos de Asistencia de Desempleo por la Pandemia \(PUA\) ahora se pueden presentar en español, en línea.](#)

“Asegurar el acceso equitativo a nuestros programas es parte de vivir los valores de nuestra agencia de respeto, integridad y comunidad”, dijo David Gerstenfeld, director interino del Departamento de Empleo de Oregon. “Aliento a nuestros solicitantes de PUA de habla hispana a utilizar este nuevo proceso en línea para que podamos obtener sus beneficios lo más rápido posible.”

Al igual que con el formulario PUA en inglés, las tres principales mejoras son:

- **Acelerar el procesamiento de beneficios semanales.** Los solicitantes del PUA deben presentar una certificación semanal para obtener beneficios. Automatizar el proceso de certificación semanal ayudará a que se procesen con mayor rapidez y precisión. El proceso anterior, sumamente manual, requería mucho tiempo y recursos e implicaba semanas de retraso.
- **Mejóro el éxito de los envíos.** El formulario totalmente automatizado garantizará que las solicitudes se envíen con información completa, lo que acelerará el trámite de reclamos. La solución temporal de PDF significó que algunos formularios se enviaran inadvertidamente en blanco.
- **Se asegura de que toda la información requerida esté completa antes de enviarla.** El formulario dará una advertencia notificando a los clientes que la información es necesaria. Este cambio nos ayudará a procesar los reclamos más rápido y reducirá las demoras en que los residentes de Oregon reciban beneficios debido a la falta de

información. Se requiere información importante, como el motivo COVID-19 que hace que un solicitante sea elegible para el PUA, pero a menudo falta o se deja en blanco en los formularios PDF.

Para solicitar o recibir beneficios a través del nuevo sistema en español, los reclamantes deben visitar <https://pua.emp.state.or.us/> y seleccionar "Español" en el menú desplegable superior derecho.

Los reclamantes pueden volver a enviar sus reclamos semanales a través del nuevo formulario si aún no se les ha pagado por esas semanas, aunque no es necesario. Los reclamantes no deben volver a presentar un reclamo inicial si se les ha notificado que el reclamo fue recibido. Reenviar reclamos no pagados en línea aumentará la rapidez con que los reclamantes obtendrán sus beneficios y permitirá que los especialistas en reclamos se concentren en tramitar reclamos para aquellos que aún no han recibido beneficios.

Para recibir más orientación sobre el uso del formulario en español, los solicitantes del PUA de habla hispana deben registrarse para el próximo seminario web del Departamento de Empleo de Oregon, programado para el 20 de agosto a la 1 p.m. Este seminario web, que se llevará a cabo en español, guiará a los habitantes de Oregón sobre cómo usar el formulario del PUA y responderá a sus preguntas. [Regístrese en https://www.zoomgov.com/webinar/register/WN_ORiyX-NdS5G3pLL6M2cWeQ](https://www.zoomgov.com/webinar/register/WN_ORiyX-NdS5G3pLL6M2cWeQ)