

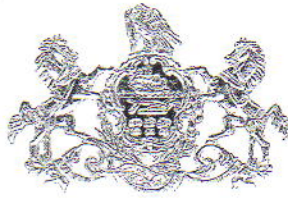
STATE SENATOR  
**JANE CLARE ORIE**  
40TH SENATORIAL DISTRICT

SENATE BOX 203040  
ROOM 171, THE STATE CAPITOL  
HARRISBURG, PA 17120-3040  
717-787-6538 • FAX: 717-787-8625  
E-MAIL: jorie@pasen.gov  
WEBSITE: www.senatororie.com

LA CASA BLANCA BUILDING  
9400 MCKNIGHT ROAD, SUITE 105  
PITTSBURGH, PA 15237  
412-630-9466 • FAX: 412-635-2199

2525 ROCHESTER ROAD, SUITE 207  
CRANBERRY TOWNSHIP, PA 16066  
724-776-3500 • FAX: 724-776-3582

Office of the Majority Whip



Senate of Pennsylvania

January 8, 2009

**COMMITTEES**

RULES AND EXECUTIVE NOMINATIONS,  
VICE CHAIR  
COMMUNITY, ECONOMIC AND RECREATIONAL  
DEVELOPMENT  
AGING AND YOUTH  
PUBLIC HEALTH AND WELFARE, VICE CHAIR  
JUDICIARY  
POLICY  
JOINT HOUSE AND SENATE AUTISM  
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LUPUS CHAIR  
CHILDREN'S TRUST FUND BOARD  
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WORKING FAMILIES TASK FORCE  
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FIREFIGHTER AND EMERGENCY SERVICES  
CAUCUS  
IRISH CAUCUS  
PENNSYLVANIA COMMISSION  
ON CRIME AND DELINQUENCY

Ms. Sandy Vito, Acting Secretary  
Pennsylvania Department of Labor & Industry  
1700 Labor and Industry Building  
Harrisburg, PA 17121

Dear Secretary Vito,

These trying economic times have thrown all of us into uncharted territory. Pennsylvanians have found themselves, many for the first time, in the uncomfortable situation of being unemployed. This frightening situation has been compounded for many individuals by the daunting process of filing for unemployment compensation.

My office has received many inquiries from frustrated and sometimes angry constituents regarding the process of filing for unemployment benefits. They have encountered confusing websites and constantly busy phone lines.

I understand that the Department has responded to this influx of new claimants by hiring several hundred temporary employees, opening a new call center, and extending the hours the phone lines are open. However, these efforts still have not stemmed the tide of frustration for those not able to speak to a live person to answer their questions.

I am asking what the Department is doing to let the public know of your expanded efforts. I have not seen evidence on your website of "New Extended Hours" or "Department Responding to Flood of New Claimants". I believe you must let the public know you are doing more. Also, how long will it take to train these new employees and how long will it be until the new call center is in operation? What other efforts will the Department take to reduce the wait time of callers?

I respectfully request that you respond with how Labor and Industry will continue to take action to alleviate these problems. I would be pleased to speak with you in regard to this at your earliest convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Jane C. Orie".  
JANE C. ORIE  
Majority Whip  
Senator, 40<sup>th</sup> District

JCO/adb

cc: Senator Scarnati  
Senator Pileggi  
Senator Gordner

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ON CRIME AND DELINQUENCY

The Honorable Edward Rendell, Governor  
Commonwealth of Pennsylvania  
Room 225, Main Capitol Building  
Harrisburg, PA 17120

Dear Governor Rendell,

Enclosed please find a copy of the letter I sent today to Sandy Vito, Acting Secretary of the Pennsylvania Department of Labor and Industry, in regards to the difficulties many Pennsylvanians are experiencing as they file for unemployment compensation.

I urge you and the Acting Secretary to move swiftly to alleviate these problems. Thank you for your prompt consideration of my request.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jane C. Orie', written over a printed name.

JANE C. ORIE  
Majority Whip  
Senator, 40<sup>th</sup> District

JCO/ab

cc: Senator Scarnati  
Senator Pileggi  
Senator Gordner