

Thank you for taking the time to contact me regarding your concerns. I truly appreciate hearing from Michiganders from across the state and the opportunity to respond.

While we work together to mitigate the spread of coronavirus, we must do everything we can to help working families. I recently signed Executive Order 2020-24 to temporarily expand eligibility for unemployment benefits and extend benefits from 20 weeks to 26 weeks effective immediately. The order suspends the requirement for an individual seeking unemployment to request a registration and work search waiver from their employer. It also provides immediate relief to those who can't go to work, and who rely on their paycheck to put food on the table for themselves and their families. This executive order will be effective until Wednesday, April 22, unless renewed. You may review Executive Order 2020-24 here: <https://tinyurl.com/rhkhowl>.

Michiganders can apply for unemployment benefits if they have left work or taken a leave of absence because of self-isolation or self-quarantine in response to elevated risk from COVID-19 due to being immunocompromised, displaying the symptoms of COVID-19, having contact in the last 14 days with someone with a confirmed diagnosis of COVID-19, the need to care for someone with a confirmed diagnosis of COVID-19, or a family care responsibility as a result of a government directive. Those temporarily laid off from work, or on a leave of absence should apply for unemployment benefits online at [www.michigan.gov/UIA](http://www.michigan.gov/UIA) or 1-866-500-0017. Workers should file a claim to determine if they qualify or not — UIA cannot offer predeterminations about an individual's situation. For more information on how to apply for benefits, please see the attachments to this e-mail.

Because of the high volume of users at this time, customers may experience slow response and loading times when using the MiWAM system. The Unemployment Insurance Agency IT team is working diligently on a fix to ensure the system is performing as efficiently as possible. I apologize for any inconvenience and appreciate your patience while we work to resolve these issues. If you experience difficulty applying for unemployment benefits, have issues contacting the Unemployment Insurance Agency, or similar problems, please call my office at 517-335-7858 and my staff will work to address your issue. Please do not send another web submission, as calling will be the quickest way to address your concern. Due to high call volumes you may need to leave a voicemail with my office. Please know that my staff will work as quickly as possible to follow up with you, and it is not necessary to leave multiple messages.

Please know that I am monitoring this situation closely and am coordinating with state departments, businesses, and schools. We are currently able to test for COVID-19 in state, which allows us to produce results within hours of when the test was administered. I have also activated the State Emergency Operations Center (SEOC) to ensure that we are working with state, local, and federal agencies, as well as important private partners, to take all steps possible to keep Michiganders safe.

The Michigan Department of Health and Human Services (MDHHS) has launched a statewide hotline, so that experts can assist in answering health-related questions and directing both residents and providers to resources in their local communities and in other state government departments. The hotline will be operational between 8AM – 5PM daily and can be reached at 1-888-535-6136. If you have any questions, or would like more information, please

visit: [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus) and <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Again, thank you for taking the time to write. On January 1, 2019, I took an oath to serve the state of Michigan, and I am committed to building bridges from state government to Michiganders. Please do not hesitate to contact my office should you have any questions or concerns.

Sincerely,

Gretchen Whitmer  
Governor of Michigan