

Friday, September 18, 2020

Dyana Forester, President of the MWC, AFL-CIO

Elissa Silverman (DC City Council)

Re: Outstanding Closure Regarding My Unemployment Issue

This is a letter of commendation in recognition of the work that Attorney Love completed regarding my unemployment issue.

I write this letter because I am aware of the influx, well into the millions, of unemployment cases due to this unprecedented pandemic that has plagued our Country. I know that this outbreak has flooded our local government agencies as well as many of our private industries.

Nonetheless, this does not stop individuals and families just like me, from tearing down the doors of these agencies for the dire help we desperately need. This is because many of us are literally scrounging for a means to bring some semblance of norm to our lives as well as our families. We are trying to maintain shelter, food, and clothing during this unprecedented point in time.

Due to the fact that I understand the above, when I recognize an individual who is working in the "thick of things" as is Attorney Love, I must make it my business to point out her extra hard work in an effort to be sure that her diligence does not go unnoticed.

I initially called the Legal Aid Society to help with my case. I was told by the intake person that they have attorneys on board who would review my case but might or might not be able to help me. After about a week of my giving verbal and forwarding written information to the intake person verifying my issue, I was told that no one there could take my case. They then referred me to two other organizations for help: first was The Washington Lawyers' Committee and second was The Claimant Advocacy Program, MWC, AFL-CIO. Upon calling The Claimant Advocacy Program, Attorney Tonya D. Love, Director of the Program answered my very first call. She took my information, asked questions, and finally asked that I send specific documentation pertaining to my case. I honestly cannot tell you exactly what Attorney Love did, but within one day after asking me to send documentation, she solved my entire issue. Once my case was solved by Attorney Love, I received a late call back from the Washington Lawyers' Committee asking

how they could help. I had called them on two different days prior but received no call back. They asked how they could help. I informed them that my case was solved and thanked them for calling back.

The due diligence, thoroughness, and speed of Attorney Love stood out to me. This is because each day I waited for a response from the others was another wasted day that brought me closer to running out of time for an appeal. I knew that Attorney Love's swiftness would at least allot me days for a timely appeal if needed.

I believe Ms. Love's professionalism is exceptional, although she simply says her first concern was for me. She says just to know my case is solved is thank you enough for her. But her immediate action, total attention, thorough as well as determined nature gave me the reassurance that someone genuinely cared about the outcome of my case and saw me as an individual needing help, not just a number among hundreds which I understand is not an easy task. But this emotional connection, during a time like this goes a long way in relieving some of the anxiety of the public.

I felt like I was under the auspices of a strong, but caring, individual advocating for my needs.

I felt this way because a caring individual is exactly who Attorney Tonya D. Love is, by nature.

It is for this reason; I feel that Attorney Love's actions should be commended and circulated.

I am certain she has helped many people feel this same way, but I am not sure how many of us who Attorney Love left feeling this way, showed sincere appreciation.

Attorney Love, I want to say thank you.

Sincerely,

Deborah A. Jackson