



From: [Adam Goldman](#)
To: [LI, UCBR-RegComm](#)
Subject: [External] PUP commentary on Regulatory Package #12-120 (UC Appeals Regulations)
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Hello,

The Philadelphia Unemployment Project (PUP) would like to relay our support of Community Legal Services' commentary on Regulatory Package #12-120 (UC Appeals Regulations).

PUP has been assisting unemployed Philadelphians since 1975. As an organization that has been helping the unemployed navigate the UC benefits system for decades, we would like to briefly share our concerns about this regulatory package, primarily in regards to the proposed use of remote hearings.

A large portion of the people we serve struggle to navigate the UC Service Center's online claims systems, and countless have expressed frustration at the lack of broadly available in-person services. Despite advances in these systems, people continue to struggle due to either lack of necessary technology or difficulty in using technology.

This gives us serious pause about implementing not only phone, but also (and especially) video conferencing as a major venue for appeal hearings. We worry that many of those we serve will fall through the cracks as a result of these proposed changes.

PUP has worked closely with CLS on advocacy and legal efforts for decades, and we strongly support their detailed and thoughtful commentary on the regulatory package.

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