



FOR IMMEDIATE RELEASE

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Contact:

Melanni Rosales

OED_Communications@oregon.gov

503-949-1851

Oregon Employment Department Expands Website Accessibility

Unemployment.oregon.gov now available in 16 languages

October 15, 2020 (SALEM, ORE.)—Today the Oregon Employment Department announced that its unemployment website (unemployment.oregon.gov) is now available in 15 languages other than English. The agency's previous COVID-19 site was also available in 16 languages; however this new site, which provides timely information about new unemployment programs, instructions for how to apply for benefits, and answers to frequently asked questions, is easier to navigate and is more accessible for those using a mobile device. Making the newer website available in 16 different languages is part of the agency's ongoing work towards increasing language access and removing barriers to accessing important information about unemployment benefits online.

“The Oregon Employment Department is an equal opportunity agency. We value equity and inclusivity and we're committed to ensuring that our Limited English Proficient customers have meaningful access to all of our agency's programs, services, and benefits. We don't want anyone to miss out on the unemployment benefits they're eligible for because they weren't able to access the information they needed from our website. With this significant expansion of services, we're leveling the playing field so everyone has equal access to information and help.”

Unemployment.oregon.gov is available in the following languages:

- English
- Spanish
- Vietnamese
- Russian
- Simplified Chinese
- Romanian
- Khmer
- Korean
- Arabic

- Farsi
- Laotian
- Somali
- Hmong
- Mien
- Marshallese
- Chuukese

Some functionalities and external pages, including the Online Claim System, online PUA form, Contact Us form, and chatbot, are currently only available in a limited number of languages. The Employment Department is working to make the online PUA form, currently available in English, Spanish, Vietnamese, Russian, and Korean, available in all 16 languages. The PUA form is expected to soon be available in Simplified Chinese and Arabic. Translated application forms for regular unemployment insurance, PUA, and PEUC are also available on all “Filing a Claim” pages at unemployment.oregon.gov.

Claimants needing additional claim assistance in languages other than English should send their name, requested language, and phone number to OED_LanguageAccess@oregon.gov. They will receive a call back in their requested language.

Equal Opportunity program — auxiliary aids and services available upon request to individuals with disabilities. Contact: (503) 947-1794. For people who are deaf or hard of hearing, call 711 Telecommunications Relay Services.