
HOUSE CONCURRENT RESOLUTION

URGING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS TO
PRIORITIZE CLEAR, CONSISTENT, AND ACCESSIBLE COMMUNICATION
WITH UNEMPLOYMENT BENEFIT APPLICANTS.

1 WHEREAS, the coronavirus disease 2019 (COVID-19) pandemic
2 has severely damaged Hawaii's economy, causing record levels of
3 unemployment; and

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5 WHEREAS, in 2020, the State experienced a net loss of
6 approximately one hundred thousand jobs, the highest rate of
7 per-capita job loss in the country; and

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9 WHEREAS, unemployed residents have been forced to seek help
10 through Unemployment Insurance, Pandemic Unemployment
11 Assistance, Pandemic Emergency Unemployment Compensation, and
12 other state and federal compensation programs; and

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14 WHEREAS, the antiquated and limited technology used by the
15 Department of Labor and Industrial Relations has caused
16 significant delays in processing the high volume of benefit
17 applications; and

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19 WHEREAS, many applicants have reported that communicating
20 with the Department has been difficult and frustrating, with e-
21 mails and telephone calls going unanswered; and

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23 WHEREAS, anxious applicants should be able to communicate
24 with the Department to check on the status of their cases, ask
25 questions, or update documents; now, therefore,

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27 BE IT RESOLVED by the House of Representatives of the
28 Thirty-first Legislature of the State of Hawaii, Regular Session
29 of 2021, the Senate concurring, that the Department of Labor and
30 Industrial Relations is urged to prioritize clear, consistent,



H.C.R. NO. 145

1 and accessible communication with all unemployment benefit
2 applicants; and

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4 BE IT FURTHER RESOLVED that the Department of Labor and
5 Industrial Relations is urged to ensure that all Department
6 telephone lines and e-mail addresses are functioning and that
7 the Department's contact information is readily accessible to
8 all applicants; and

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10 BE IT FURTHER RESOLVED that certified copies of this
11 Concurrent Resolution be transmitted to the Governor, Lieutenant
12 Governor, and Director of Labor and Industrial Relations.

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OFFERED BY: 
MAR 12 2021

