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## HOUSE RESOLUTION

URGING THE GOVERNOR TO USE FEDERAL CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT FUNDS OR OTHER SUITABLE FEDERAL COVID-19 RELIEF FUNDS TO EMPLOY EIGHTY-NINE-DAY HIRES FOR THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS TO EXPEDITE THE PROCESSING OF UNEMPLOYMENT CLAIMS.

1           WHEREAS, since the COVID-19 pandemic hit in February 2020,  
2 and the State's unemployment rate skyrocketed to a high of  
3 twenty-four percent in April, the State has been unable to keep  
4 up with the sheer volume of unemployment claims filed with the  
5 Department of Labor and Industrial Relations; and  
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7           WHEREAS, the State opened a call center to assist with  
8 claims processing and field questions at the Hawaii Convention  
9 Center in April, and in October, the Department of Labor and  
10 Industrial Relations hired a private company to help with the  
11 one hundred fifty thousand calls being received there per day,  
12 equating to roughly three hundred calls per minute; and  
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14           WHEREAS, according to a February 23, 2021, article in the  
15 Honolulu Star-Advertiser, currently, the call center is staffed  
16 by about one hundred call agents and seventy-five adjudicators,  
17 in addition to some unquantified staff from the private company;  
18 and  
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20           WHEREAS, the Star-Advertiser article reported that State  
21 officials processed thirty thousand requests for eleven-week  
22 extensions on unemployment benefits in one week; however, the  
23 backlog remains a challenge; and  
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25           WHEREAS, a year into the pandemic, the call center at the  
26 Convention Center remains swamped with people calling throughout  
27 the day and unable to get through; now, therefore,  
28

29           BE IT RESOLVED by the House of Representatives of the  
30 Thirty-first Legislature of the State of Hawaii, Regular Session



# H.R. NO. 146

1 of 2021, that the Governor is urged to use federal Coronavirus  
2 Aid, Relief, and Economic Security Act funds or other suitable  
3 federal COVID-19 relief funds to employ eighty-nine-day hires  
4 for the Department of Labor and Industrial Relations to expedite  
5 the processing of unemployment claims; and  
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7 BE IT FURTHER RESOLVED that certified copies of this  
8 Resolution be transmitted to Governor and Director of Labor and  
9 Industrial Relations.  
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OFFERED BY: \_\_\_\_\_



MAR 12 2021

