

MAR 11 2021

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# SENATE CONCURRENT RESOLUTION

REQUESTING THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS TO OPEN EMPLOYMENT OFFICES IN ALL COUNTIES; INCREASE THE HANDLING CAPACITY FOR UNEMPLOYMENT BENEFIT CLAIMS BY THIRTY PERCENT; COMPLETE THE UPGRADING OF ITS UNEMPLOYMENT BENEFIT CLAIMS COMPUTER SYSTEM; AND WORK WITH THE BOARD OF EDUCATION AND THE STATE LIBRARIAN TO ADOPT POLICIES AND NEEDED TRAINING TO ENSURE THAT MINIMAL ASSISTANCE IS PROVIDED TO PERSONS WISHING TO USE PUBLIC ACCESS COMPUTERS AT ANY STATE LIBRARY TO FILE UNEMPLOYMENT BENEFIT CLAIMS.

1           WHEREAS, the disruptions caused by the coronavirus disease  
2 2019 pandemic resulted in many Hawaii workers losing their jobs  
3 and an unprecedented number of unemployment benefit claims; and  
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5           WHEREAS, many state employment offices, as defined in  
6 section 383-1, Hawaii Revised Statutes, that assist unemployed  
7 workers are closed for in-person assistance thus requiring  
8 unemployed workers to seek information, create on-line accounts,  
9 file unemployment benefit claims and weekly claim  
10 certifications, submit information, and make inquiries solely  
11 through online web-based options; and  
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13           WHEREAS, the Legislature allocated \$10,000,000 to the  
14 Department of Labor and Industrial Relations for the purpose of  
15 upgrading and modernizing the Department's computer technology  
16 for its unemployment benefit claims system; and  
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18           WHEREAS, the lack of in-person assistance is hindering the  
19 unemployed workers from receiving the required assistance or  
20 benefits they may be entitled to, as many of them lack basic  
21 computer skills and ready access to the internet, and are not  
22 proficient in speaking, reading, or writing the English  
23 language; now, therefore,  
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## S.C.R. NO. 101

1 BE IT RESOLVED by the Senate of the Thirty-first  
2 Legislature of the State of Hawaii, Regular Session of 2021, the  
3 House of Representatives concurring, that the Department of  
4 Labor and Industrial Relations is requested to open for in-  
5 person assistance, at least one employment office in each of the  
6 counties of Hawaii, Kauai, and Maui, and at least two employment  
7 offices on the island of Oahu to be located in Waipahu and  
8 Honolulu; and  
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10 BE IT FURTHER RESOLVED that the Department of Labor and  
11 Industrial Relations is requested to hire, assign, or reassign  
12 staff as necessary to increase the handling capacity for  
13 unemployment benefit claims by thirty percent; and  
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15 BE IT FURTHER RESOLVED that the Department of Labor and  
16 Industrial Relations is requested to complete the upgrading and  
17 modernization of its unemployment benefit claims computer  
18 system; and  
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20 BE IT FURTHER RESOLVED that the Board of Education and the  
21 State Librarian are requested to cooperate with the Department  
22 of Labor and Industrial Relations to adopt policies and training  
23 as needed, to ensure that all state public library staff can  
24 provide minimal assistance to any person wishing to use public  
25 access computers at any state library to file the person's  
26 unemployment benefit claim and certifications; and  
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28 BE IT FURTHER RESOLVED that all public access computers at  
29 state libraries are requested to have the Department of Labor  
30 and Industrial Relations Unemployment Insurance Claimant  
31 Services webpage bookmarked on all web browsers, and to the  
32 extent possible, at least one public access computer in each  
33 state public library shall be reserved for persons wishing to  
34 file a claim for unemployment benefits; and  
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36 BE IT FURTHER RESOLVED that the above requests are  
37 requested to be completed within thirty days of the receipt of  
38 this resolution; and  
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40 BE IT FURTHER RESOLVED that certified copies of this  
41 Concurrent Resolution be transmitted to the Director of Labor  
42 and Industrial Relations, State Librarian, Mayor of the County



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1 of Hawaii, Mayor of the County of Maui, Mayor of the County of  
2 Kauai, and Mayor of the City and County of Honolulu.

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OFFERED BY:

*John Acasio*

