

MAR 11 2021

SENATE 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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25 BE IT RESOLVED by the Senate of the Thirty-first
26 Legislature of the State of Hawaii, Regular Session of 2021,
27 that the Department of Labor and Industrial Relations is
28 requested to open for in-person assistance, at least one
29 employment office in each of the counties of Hawaii, Kauai, and



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

