

Hawaii State Senate Special Committee on COVID-19

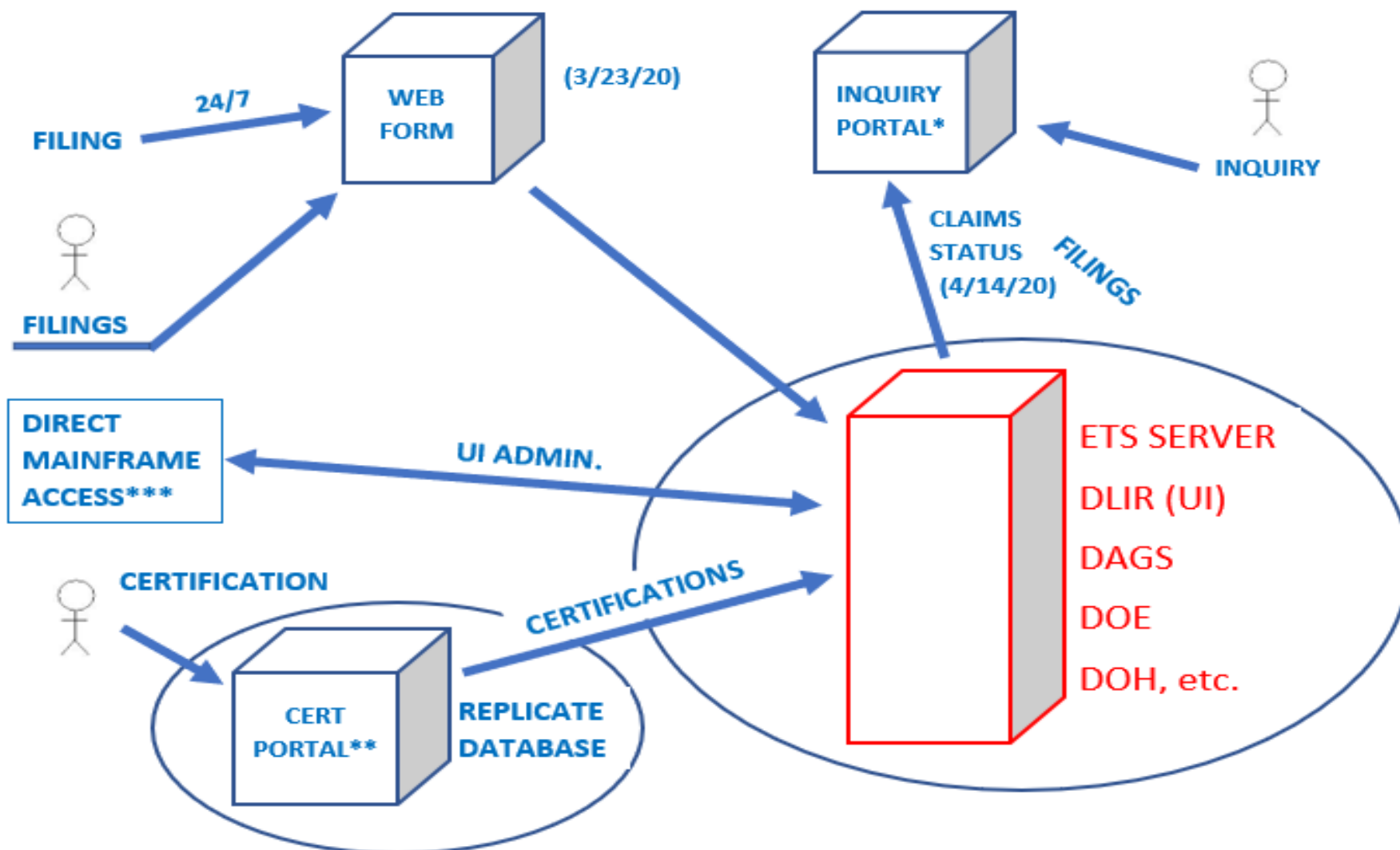
Department of Labor and Industrial Relations

Unemployment Insurance Update

Tuesday, April 28, 2020

State Capitol, Room 211

ETS Server Diversification Plan

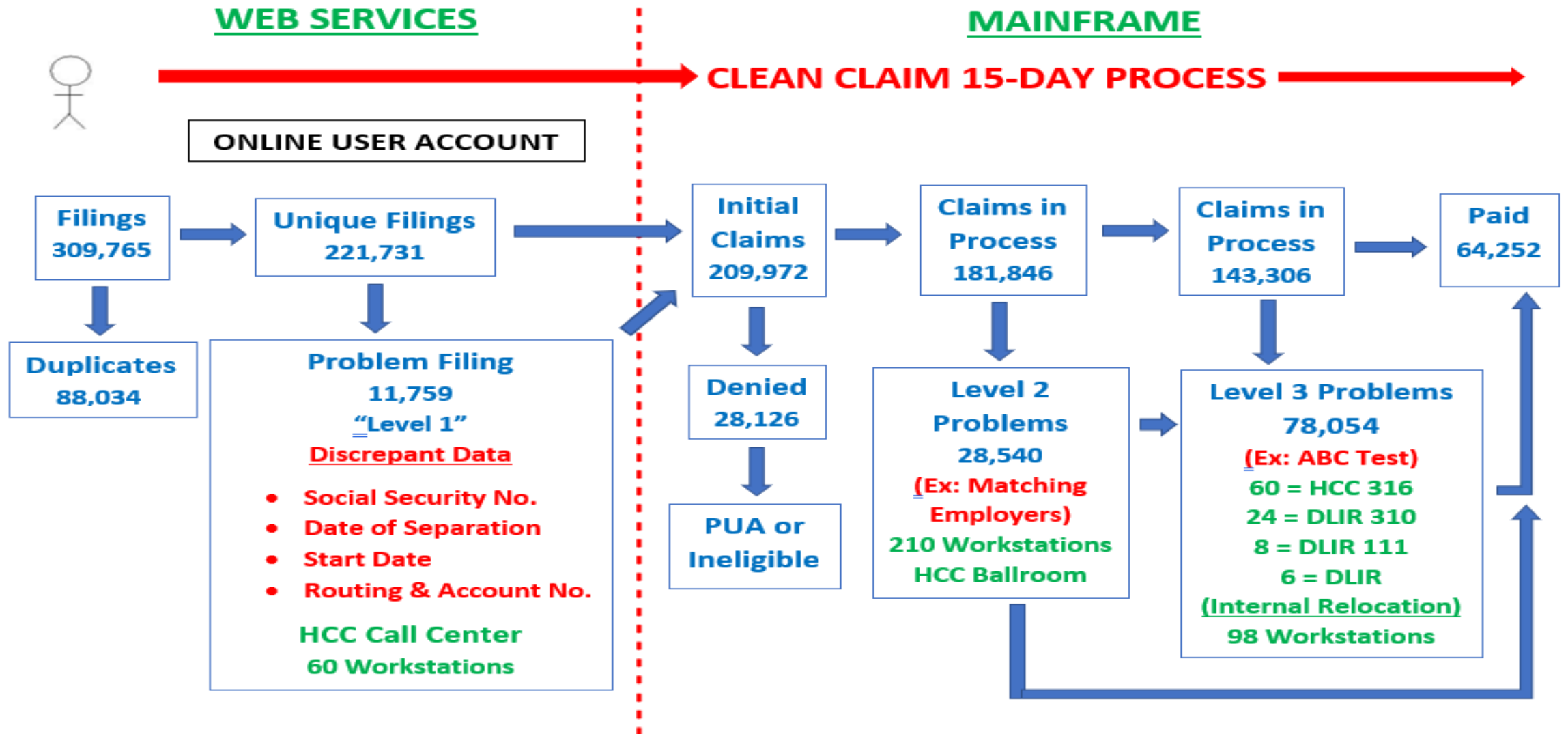


*Takes a mirror snapshot of the claim status.

**Replicates the data from the mainframe and periodically synchronizes the data.

*** Convention Center, DLIR Offices, Hawaii State Libraries

UI Claims Filing and Certification Process



Update on Claims Status: as of 04/26/2020

Description	Count	Solution
Total Filings (Applications)	309,765	
Duplicate Filings (Applications)	88,034	
Unique Filings (Applications)	221,731	
Filing Errors (Applications)	11,759	Call back from Convention Center Call Center
Denied Claims (Claims)	28,126	
Claims in Process	181,846	
Manual Corrections of Required	38,540	Convention Center (Kalakaua Ballroom), Hawaii 21% State Library
Manual Corrections Requiring Contact with Claimant and/or Employer	78,054	Local Offices, Convention Center, & Keelikolani Bldg 43% (DLIR)
Claims Paid	65,252	36%

Update on Payments: As of 04/26/2020

Payments	State Trust Funds	Federal 600+ Up	Total Benefits Paid
February	\$ 13,058,536	0	\$ 13,058,536
March	\$ 16,954,713	0	\$ 16,954,713
April	\$ 59,813,899	\$ 55,325,800	\$ 116,139,699

Pandemic Unemployment Assistance Program (1099/Sole Proprietors/Non UI Qualified)

Phase 1:

Application (DLIR)

Action: Begin receiving PUA Applications

Target: Week of 4/27/2020 – 5/1/2020

Phase 2:

Eligibility and Validation(DLIR and Tax) Payment Process (DLIR)

Action: Begin determining eligibility and matching for PUA participants

Action: Complete ACH Process

Target: 15 Days After Phase 1

Phase 3:

Overpayment Appeals Process (DLIR/ESARO)

Action: Begin appeals process for adjudication of contented cases.

Target: 7 Days after Phase 2