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STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
830 PUNCHBOWL STREET, ROOM 321
HONOLULU, HAWAII 96813
www.labor.hawaii.gov

May 4, 2020

TO: The Honorable Senate Special Committee COVID-19 Members

FROM: Scott T. Murakami
Director, Department of Labor and Industrial Relations (DLIR)

SUBJECT: **RESPONSES TO SENATE SPECIAL COMMITTEE ON COVID-19
FROM APRIL 28, 2020 MEETING**

Aloha Chair Dela Cruz and Members of the Committee:

I am writing in response to your letter of April 29, regarding the department's efforts to facilitate unemployment insurance payments to unemployed individuals or otherwise qualified individuals. I note that the updated number of filings at Level 1, 2, and 3 and attendant challenges will be furnished to you by May 6 as requested in your memo.

Denied Claims

The department notifies applicants via mail when it determines their weekly benefit amount and when a claim is denied. The claimant may appeal the decision by filing a request with the Employee Security Appeals Referee's Office (ESARO), an attached agency of DLIR, within 10 days from the mailing date of the determination. If an appeal is filed after 10 days, but within 30 days of the mailing date of the determination, the appealing party must establish good cause for not meeting the 10 day deadline in order for the appeals officer to hear the merits of the determination under appeal.

At this point in the process, the department may for good cause, on its own motion or upon application of any such party, reconsider the determination. The department promptly reconsiders the determination and notifies the claimant of the reconsideration or, on its own motion, transfers the application to the referee.

The majority of appeal cases are set for hearings 21 to 27 days after the appeal is filed. Parties to the case will be notified of the hearing date, time, place and the issues to be heard. A hearing may be scheduled to be conducted over the telephone rather than in person where it may be a more practical and efficient method of expediting an appeal case.

All parties to the appeal are provided an opportunity to appear at a hearing where an appeals officer takes evidence and sworn testimony regarding the issue under consideration. The appeals officer will explain the hearing procedures and the issues to be heard. The parties have the right to have representation at the hearing and also to bring witnesses. Although the original decision of the UI Division is made part of the appeals hearing record, the appeals officer hears the case de novo, which means from the beginning, without being bound by the UI determination.

The appeal hearing is recorded. The recording, together with the case file containing any documents entered into evidence, becomes the official record of the appeals officer's hearing. Once the hearing is concluded, the appeals officer issues a written decision which contains his/her findings of fact and decision based on law. The party which loses as a result of this decision has 30 days to apply for a reopening of the appeals officer's decision or file an appeal directly to the circuit court.

Call Back for Filing Issues (Application Issues)

The department is using the Hawaii Convention Center to call the approximately 6% of filers who have encountered difficulties in applying for benefits. Thirty of the workstations in the convention center call centers are dedicated to calling back these filers. An additional thirty call center workstations are calling back claimants that have made appointments or called with questions or problems. Thirty additional call center workstations are receiving calls and taking information for processing in the convention center claims processing centers. Beginning on Monday, May 4, the 90 workstations in the Hawaii Convention Center call centers will operate in two shifts: 7:00 a.m. to 12:30 p.m. and 12:30 p.m. to 6:00 p.m.

Email – Mitigating the COVID-19 & CARES Act Situation

The department has deployed email accounts to address issues either with backdating benefits (dlir.ui.backdate@hawaii.gov) or for those disqualified from benefits (dlir.ui.disqualified@hawaii.gov). Common reasons for disqualification include when partial claimants make enough wages with their employer and are ineligible for benefits during a particular week, a refusal to return to work with an employer if they are still attached, or refusing a job offer from their employer who calls them back after a period of total unemployment. An email account is also available for those Limited English Proficiency (LEP) applicants (dlir.languageassistance@hawaii.gov). The Lihue Office is processing the backdate emails, the Kona Office is processing the disqualified emails, and the Hilo Office is processing the LEP emails. In addition, ten workstations at the Hawaii Convention Center claims processing center are also contributing with the effort to address the disqualified email box, which enable issues to be addressed quicker and hopefully lead to the processing of additional claims.

General Notifications to the Public

In addition to the traditional media mechanisms, the department has also used social media (Twitter at https://twitter.com/HI_DLIR) to timely push out messages addressing issues. Analytics taken from the mainframe and the various web applications set up off

the mainframe provide content to distribute via the social media and has proven to significantly impact outcomes. For example, during the early part of the COVID-19 unemployment situation when the web filing form was posted, many individuals failed to enter a birthdate which is required to ingest the form into the mainframe. After tweeting the issue, the analytics showed that failing to provide a birthdate or a wrong birthdate dropped to an uncommon reason for problematic filings. I have attached a compilation of those social media entries for your review.

Pandemic Unemployment Assistance

I would like to note that another department will run and manage the PUA program with our assistance. Unemployment Insurance Program Letter (UIPL) 16-20 (4/5/2020) contains guidance about section 2102 of the CARES Act, which created the Pandemic Unemployment Assistance (PUA) program. Section 2102(h) of the CARES Act provides the regulations of Disaster Unemployment Assistance (DUA) under § 20 C.F.R. 625 shall also apply to PUA.

The department intends to distribute PUA payments to individuals who maybe qualified in the manner specified in the procedural guidelines for the operation and administration of the Disaster Unemployment Assistance (DUA) program. The guidance in part states "...the agency shall immediately determine a weekly amount based on the individual's statement of employment and wages or self-employment income, as the case may be, or based on State agency records or records submitted by the individual at the time of filing." (See 20 CFR 625.6(e)) Further, "...if the individual's statement does not provide enough detail or justification to warrant a determination, a minimum Weekly Assistance Amount (WAA) can be determined immediately." Thus, the state will establish the minimum PUA WAA of \$263 which will allow it to distribute additional benefits of \$600 per week under the Federal Pandemic Unemployment Compensation (FPUC) program to the unemployed as part of the CARES Act.

I have attached a copy of the form requesting additional redeployment of workers from the Department of Human Resources.

Thank you for your continued support as we work together to solve the unique challenges that have resulted from the COVID-19 Pandemic.

Please do not hesitate to contact me about these, or any other matters.

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DLIR webpage for Workplace Info on COVID-19:
labor.hawaii.gov/blog/news/covi...

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Flyer for Classifying Worker Exposure to COVID-19: labor.hawaii.gov/wp-content/upl...

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State releases classification information for worker exposure to COVID-19 to help employers determine appropriate precautions, OSHA has divided job tasks into four risk exposure levels: very high, high, medium, and lower risk: labor.hawaii.gov/wp-content/upl...

11:22 AM · Mar 13, 2020 · [Twitter Web App](#)

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Jimmy @shoot_the_shit · Mar 13

Replying to @HI_DLIR and @GovHawaii
Wow. I feel so protected and ready for the bills I won't be able to pay, the lay offs coming, oh and I guess a global pandemic. [#hawaiibusinessasusual](#)



Protect Hawaii @PCovid2019 · Mar 15

Replying to @HI_DLIR and @GovHawaii
Oi! Governor Ige! I don't care if it's up to the federal government to close the ports. USE EVERY LAST BIT OF POWER YOU HAVE TO PRESSURE THE FEDS RELENTLESSLY UNTIL THEY CLOSE THE PORTS! "Visitors" keep bringing the virus here, one after another. WHAT ARE YOU WAITING FOR!?!?!?



Jimmy @shoot_the_shit · Mar 15

Just washing his hands of the problem...no real solutions going on here.



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State strongly suggests filing for unemployment benefits online:



State Strongly Suggests Filing for Unemployment Benefits Onl... DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS DAVID Y. IGE GOVERNOR SCOTT T. MURAKAMI DIRECTOR FOR ... labor.hawaii.gov

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State announces scheduling of appointments for unemployment claims for those not using the online system:



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State sets up call center to provide assistance to unemployment claimants:



State Sets up Call Center to Provide Assistance to Unemploy... DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS DAVID Y. IGE GOVERNOR SCOTT T. MURAKAMI DIRECTOR FOR ... labor.hawaii.gov

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State Establishes New Webform for filing unemployment claims - All Backdated Claims will be honored:



State Establishes New Webform for Filing Unemployment Clai... DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS DAVID Y. IGE GOVERNOR SCOTT T. MURAKAMI DIRECTOR FOR ... labor.hawaii.gov

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DLIR summarizes unemployment law changes:



COVID-19 Unemployment Law Changes
The Department of Labor and Industrial Relations (DLIR) today summarized changes to date to the unemployment insurance ...
labor.hawaii.gov

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Trouble filing your unemployment appeal online? Send it by email (dlir.esaro@hawaii.gov), fax (808-586-8930), or mail (830 Punchbowl Street, Rm. 429; Honolulu, Hawaii 96813).

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William @HI_DLIR · Mar 26

Replying to @HI_DLIR
Fax is 586-8944

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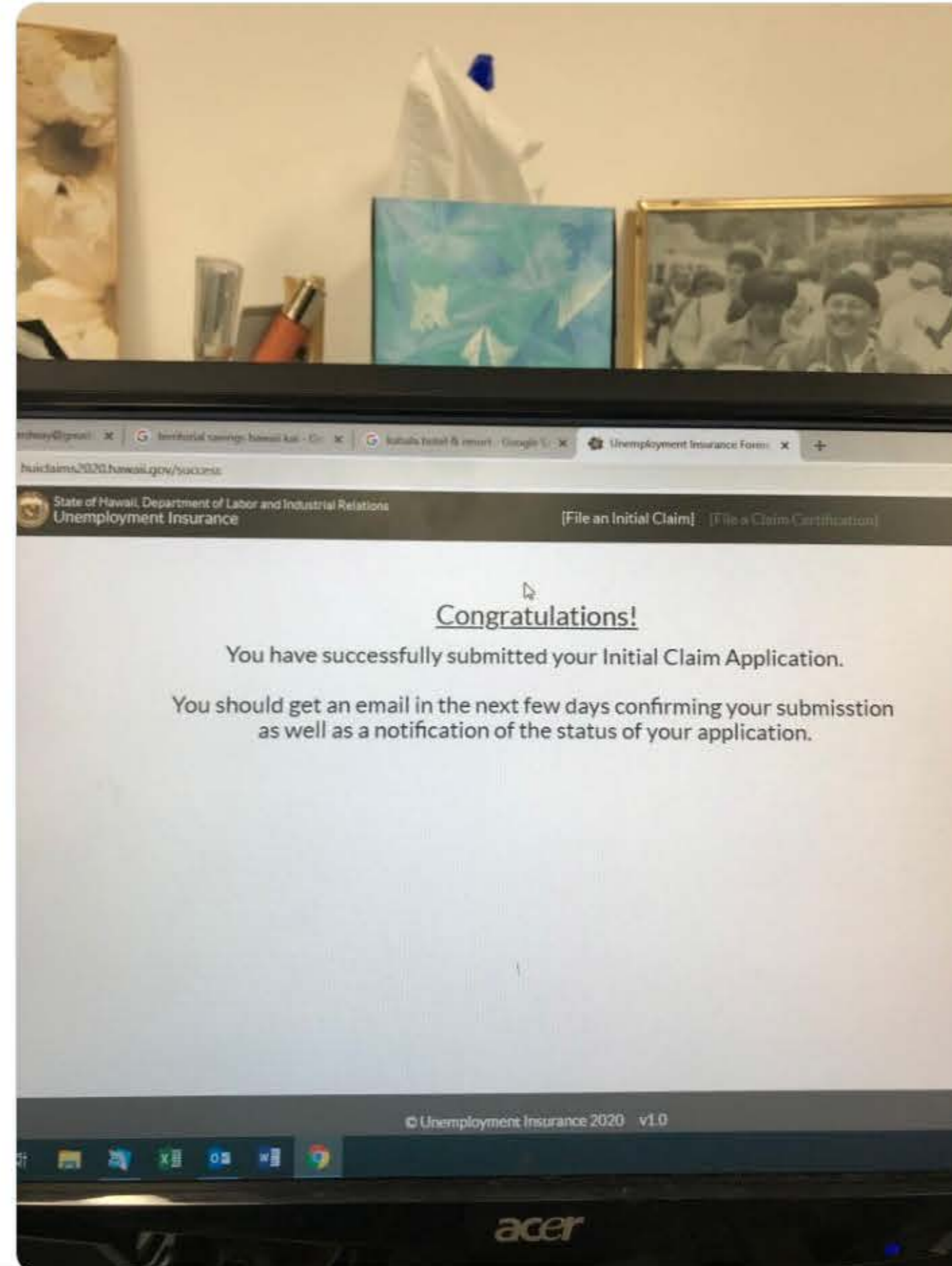
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This is the screen you'll see after successfully filing through the webform for first time filers for unemployment benefits at huiclaims2020.hawaii.gov/initial-claim



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RUDDER infuses money into the economy & serves as the foundational strategy for a unified effort to efficiently train & transfer labor into Hawai'i's businesses that can help reduce job losses and dampen the economic slide due to COVID-19.



RUDDER
REDUCING UNEMPLOYMENT DISRUPTION & DRIVING ECONOMIC REGENERATION (RUDDER) RUDDER is the DLIR's ...
labor.hawaii.gov

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Gov. Ige and DLIR Director Scott Murakami announced the launching of the Reducing Unemployment Disruption & Driving Economic Regeneration (RUDDER) program



REDUCING UNEMPLOYMENT DISRUPTION & DRIVING ECON... Gov. Ige and DLIR Director Scott Murakami announced the launching of the Reducing Unemployment Disruption & Drivi... labor.hawaii.gov

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If you filed an unemployment claim at huiclaims2020.hawaii.gov/initial-claim YOU NEED to include your birth date and you shouldn't file a new claim through: huiclaims.hawaii.gov/#/

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Information on additional unemployment benefits as a result of federal legislation:



Families First & CARES Acts: Federal Unemployment Info Note: UI benefits for self-employed persons and bona fide independent contractors are covered through the Pandemic ... labor.hawaii.gov

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Top three reasons for delays in processing unemployment claims through the web form at huiclaims2020.hawaii.gov/initial-claim

1. Reason for separation missing or invalid
2. Direct deposit no. wrong
3. No birth date

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William @HI_DLIR · Mar 31

Does this person have a contact with somebody from the Unemployment Division that contacted them about the claim?



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You will not immediately receive an email notification after filing the web form at huiclaims2020.hawaii.gov/initial-claim it will take several days or longer

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nicole isabel @nisabela_ · Mar 31

Replying to @HI_DLIR
About how many days roughly? I filed on March 23rd and still haven't heard anything.



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Toll free numbers for unemployment assistance: 833-901-2272 for password resets and 833-901-2275 for appointments

8:16 AM · Apr 1, 2020 · Twitter Web App

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Cj @BarefootDog137 · Apr 7

Replying to @HI_DLIR and @GovHawaii
Fix the website for filing!



concernedHIresident @Clresident · Apr 19

Replying to @HI_DLIR
Are the phones even on?? Are you folks working on the infrastructure??



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The following are web based scams, DO NOT FILE THERE:

unemploymentclaims.org/state/hawaii-u...



Hawaii Unemployment Extension - FileUnemployment.org
Learn about the Hawaii Unemployment Extension details and whether you are eligible for an unemployment extension. ...
fileunemployment.org

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Lance Agena @lance_agenas · Apr 1

Replying to @HI_DLIR

Instead of re-posting the link, maybe have an image of them?



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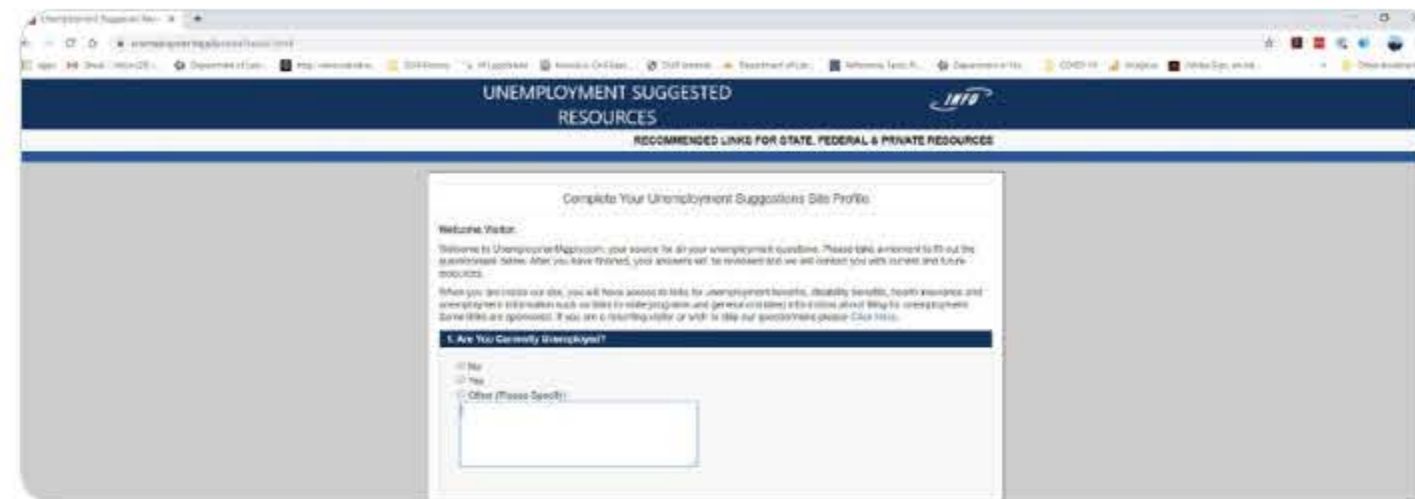
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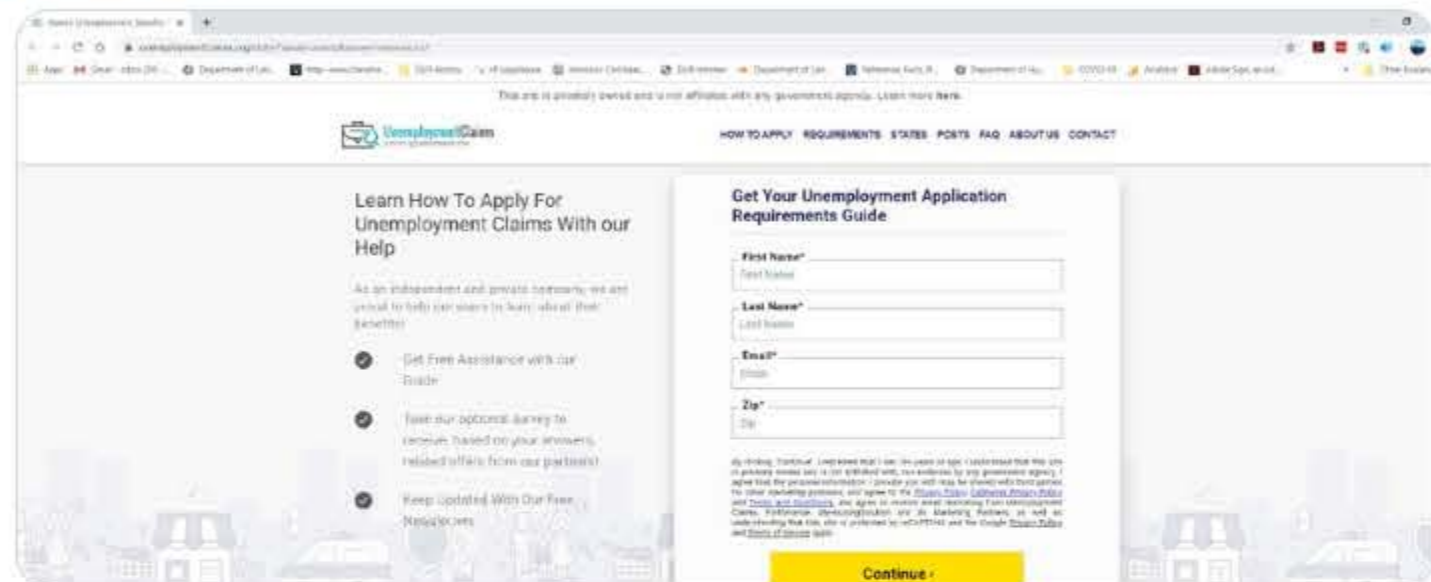
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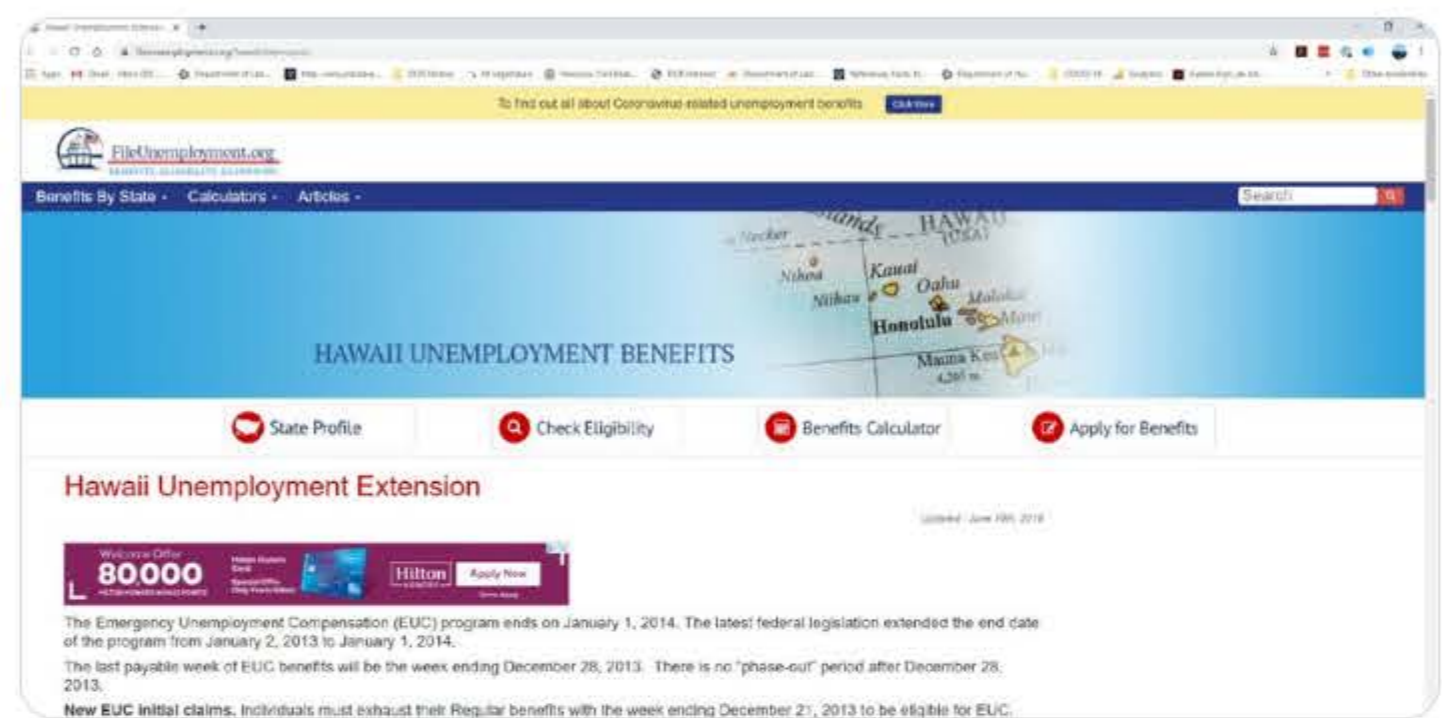
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The web portal for unemployment claims is currently not available, first time filers can use: huiclaims2020.hawaii.gov/initial-claim

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NewmusDorkus @NewmieWilson · Apr 1

Replying to @HI_DLIR
When will it be up? I see that it keeps getting extended out



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As of 2 pm the portal was back up at huiclaims.hawaii.gov/#/

3:08 PM · Apr 1, 2020 · Twitter Web App

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janele quinlan @strokefacej · Apr 1

Replying to @HI_DLIR

My claim says WAITING PERIOD. My employer told me the first week waiting period was waived due to COVID19. Is that true?

1



William @HI_DLIR · Apr 2

First week waived, but we haven't been able to change our system to reflect the changes due to the volume of claims.

1



1



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DLIR phones temporarily down: HUI Password Reset: (833) 901-2272
UI Phone Appointments: (833) 901-2275

9:40 AM · Apr 2, 2020 · Twitter Web App

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UI Phone Appointments: (833) 901-2275

10:53 AM · Apr 2, 2020 · Twitter Web App

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janele quinlan @strokefacej · Apr 8

Replying to @HI_DLIR

I have been calling for 2 weeks and been unable to get in touch with anyone. I cannot log on. I cannot afford food.



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Claim certification: DO NOT log on to certify your unemployment claim until the Sunday after the workweek: for 3/29 - 4/4 certify only beginning on 4/5

10:16 AM · Apr 3, 2020 · Twitter Web App

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Michael Bumgarner @BumgarnerMikeeb · Apr 9

Replying to @HI_DLIR
what happens if you cant get in to login



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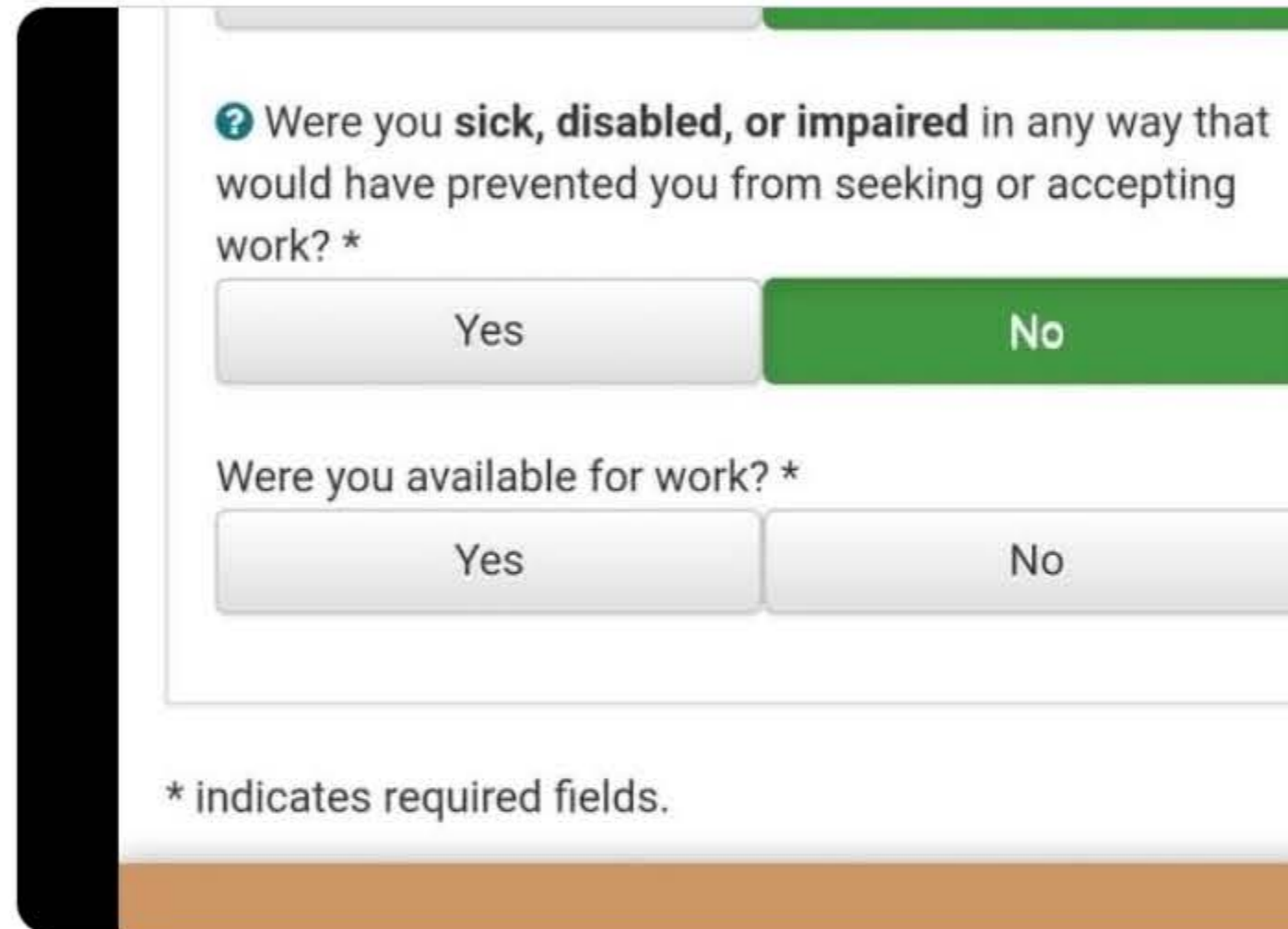
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When certifying your unemployment claim weekly you can answer yes when responding to whether you looked for three jobs even if you didn't. It will not interfere with the processing of your claim.



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Amy Park @AmyPark10180991 · Apr 5

Replying to @HI_DLIR

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Putting all employment data for the last 18 months expedites the processing of unemployment claims, failure to do so delays processing of claims. Click on "+Add Another Employer"

AT&T LTE 9:02 AM 28%

huiclaims2020.hawaii.gov

MM/DD/YYYY

Type of Work

Reason for Separation

Laid Off - Lack of Work

Is your unemployment a result of COVID-19?

[+ Add Another Employer](#)

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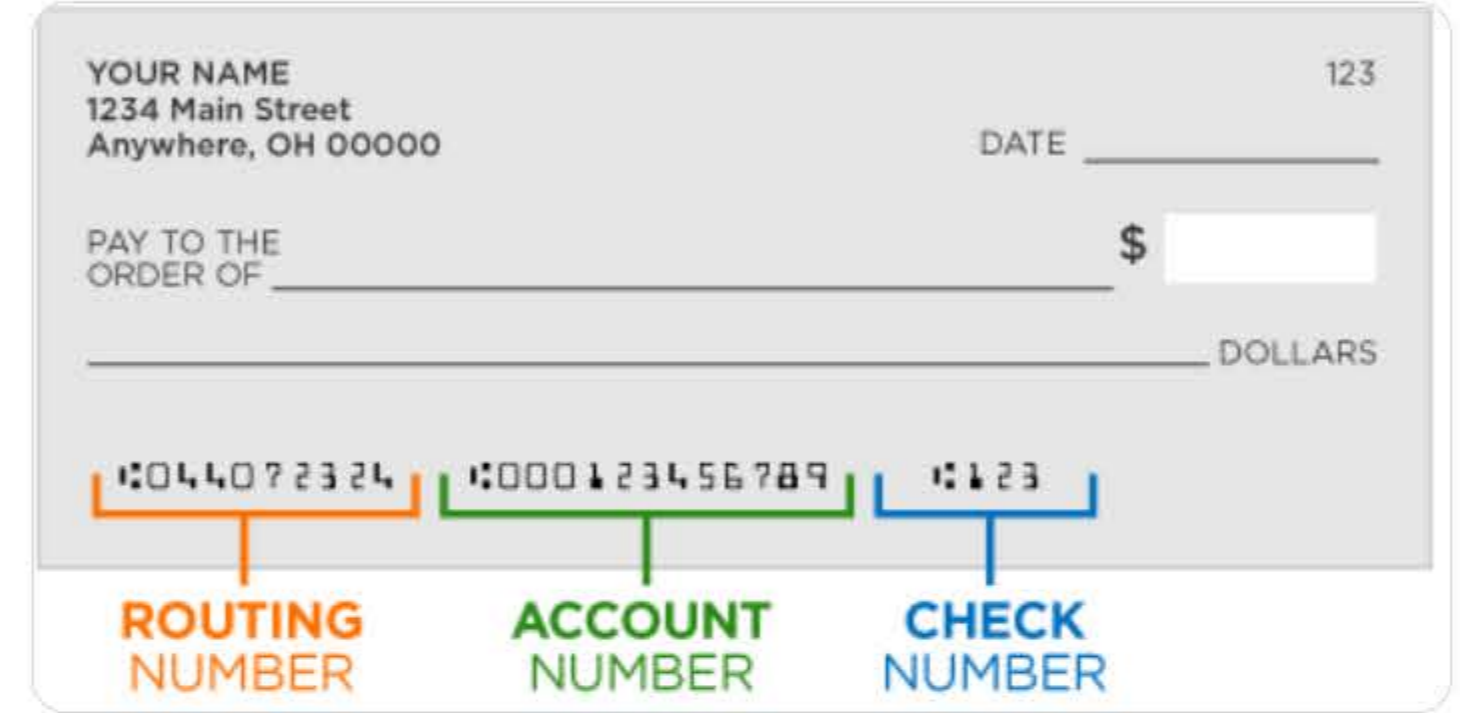
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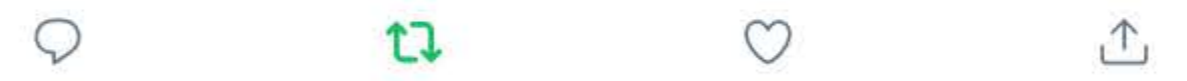
To ensure the account number & financial institution's routing number are correct, it is recommended you utilize the bank routing number & account information on your personal check.



9:42 AM · Apr 4, 2020 · Twitter Web App

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If you wish to have benefits deposited to a savings account, contact your financial institution to obtain the correct routing and account information. Your Direct Deposit information only needs to be submitted once per claim, unless your bank information changes.

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Amy Park @AmyPark10180991 · Apr 5
Replying to @HI_DLIR

When filling a claim I was asked if still employed I put no but just on temporary lay-off will I need to call the office to fix it



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William @HI_DLIR

Questions and answers for those who have already filed for unemployment insurance (UI) due to coronavirus (COVID-19):



COVID-19 Post-Filing Information
The below are questions and answers for those who have already filed for unemployment insurance (UI) due to ...
labor.hawaii.gov

2:28 PM · Apr 4, 2020 · [Twitter Web App](#)

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5 Retweets 6 Likes



elizabeth sancho @SanchoElizabeth · Apr 4

Replying to @HI_DLIR

Hi,

After I started, I received this:

You are required to post an on-line resume with the Workforce Development Division within 7 calendar days at:

hirehawaii.com

a. If you previously registered and posted an on-line resume at:

Do we have to do this? Thank you!



William @HI_DLIR · Apr 4

No, you are not required to register, but you can.



Hawaiian wahine @ninathompson808 · Apr 5

Replying to @HI_DLIR

Aloha, I filled out and submitted the application but did not receive a confirmation number. Should I fill out another form and keep trying?



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When certifying your unemployment claim weekly you can answer yes when responding to whether you looked for three jobs even if you didn't. It will not interfere with the processing of your claim.

A screenshot of a survey form. The first question is "Were you sick, disabled, or impaired in any way that would have prevented you from seeking or accepting work? *". Below it are two buttons: "Yes" and "No", with "No" selected. The second question is "Were you available for work? *". Below it are two buttons: "Yes" and "No".

* indicates required fields.

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Amy Park @AmyPark10180991 · Apr 5

Replying to @HI_DLIR

What happens if we are on temporary lay off and when asked still employed I put no on accident should I call the office

William @HI_DLIR

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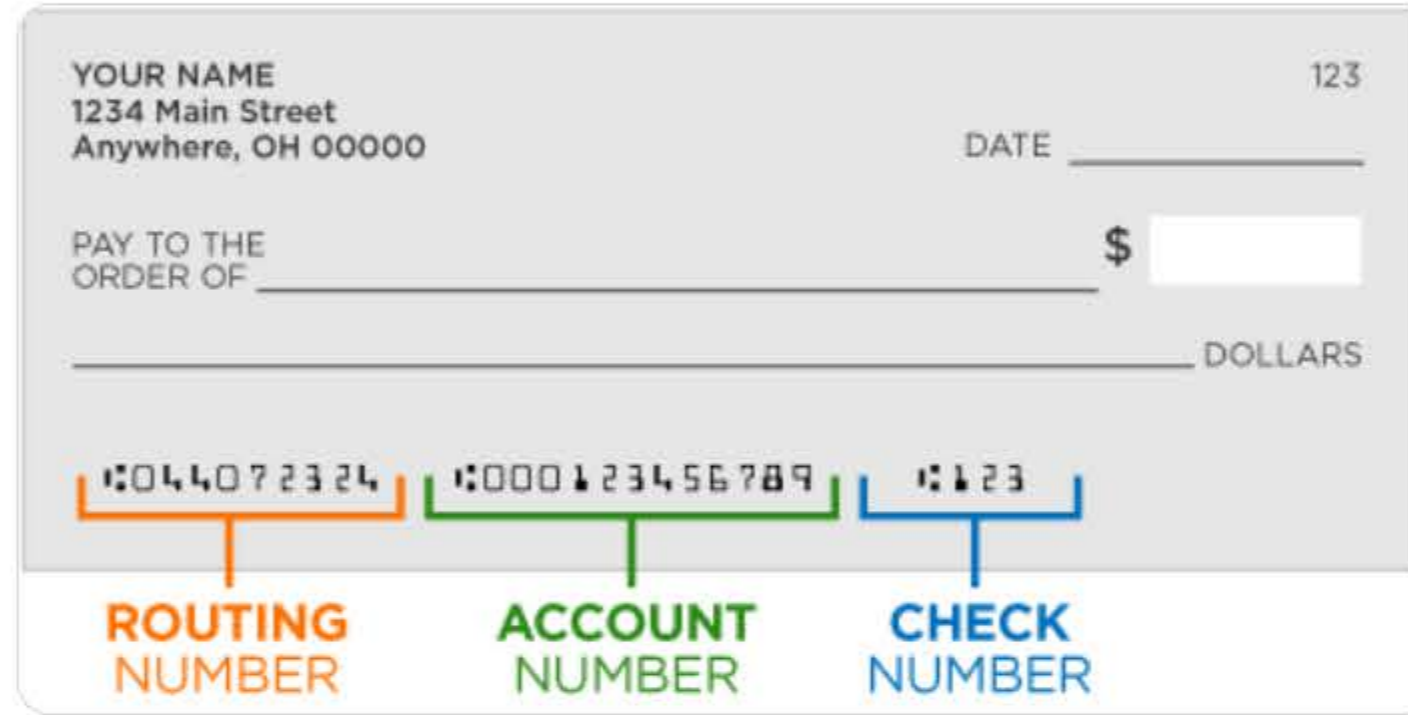
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To ensure the account number & financial institution's routing number are correct, it is recommended you utilize the bank routing number & account information on your personal check.



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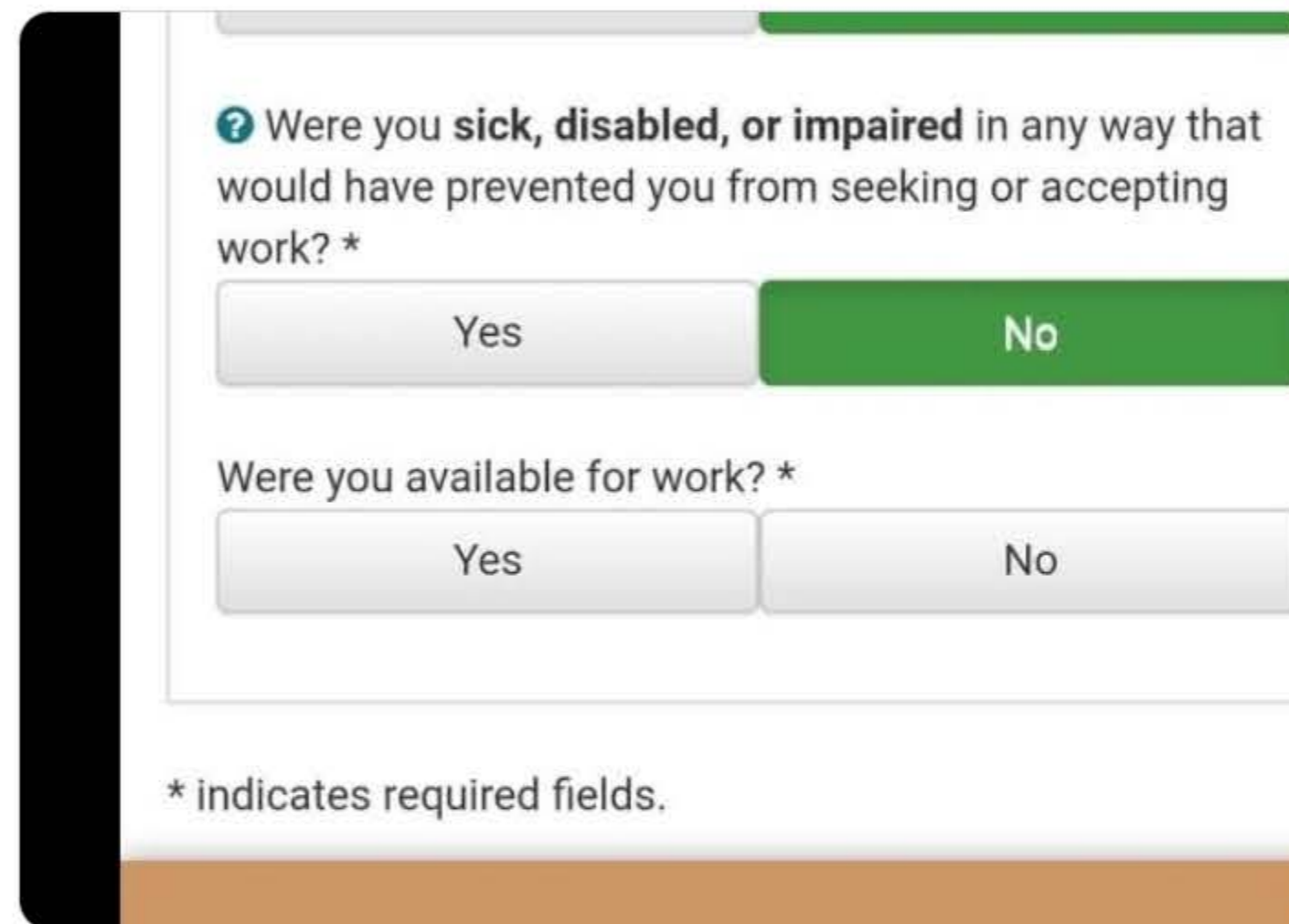
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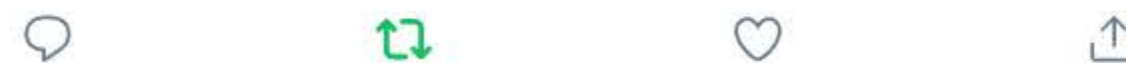
When certifying your unemployment claim weekly you can answer yes when responding to whether you looked for three jobs even if you didn't. It will not interfere with the processing of your claim.



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COVID-19 Unemployment Eligibility FAQs:



COVID-19 Eligibility FAQs

The below are questions and answers to eligibility scenarios for unemployment insurance (UI) due to coronavirus (COVID-19). ...
labor.hawaii.gov

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janele quinlan @strokefacej · Apr 8

Replying to @HI_DLIR and @GovHawaii

It would be great if something at that office worked. We realize there are over 190,000 claims but get it together. My claim got denied because I could not get on to verify. No one is answering calls. I can't afford food. WHAT IS THE HAWAII GOV FOR?!?! @RepEdCase @mziehirono



Jesse @babylonburners · Apr 7

Replying to @HI_DLIR

You don't answer calls!! 🤔

mobile



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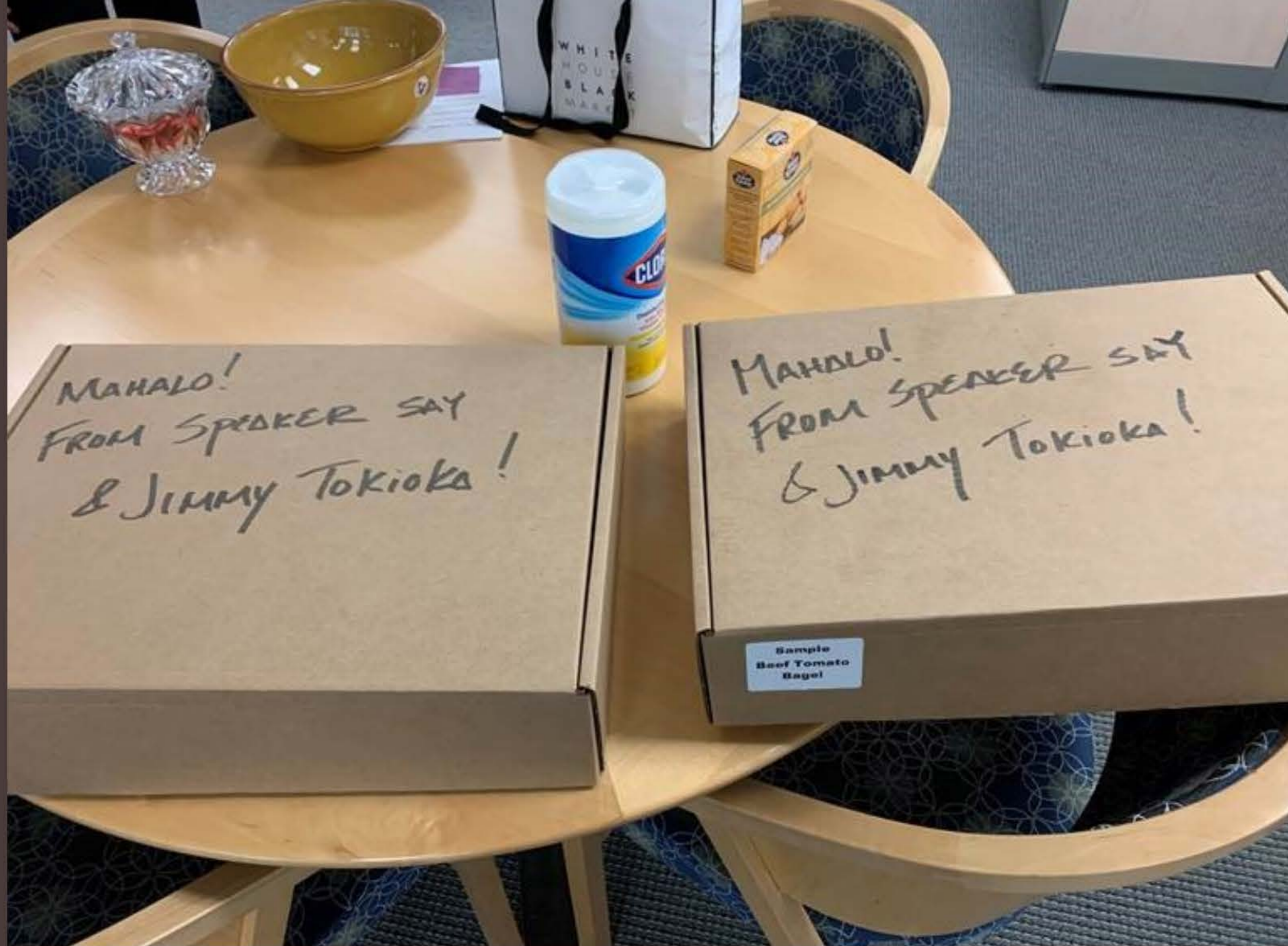
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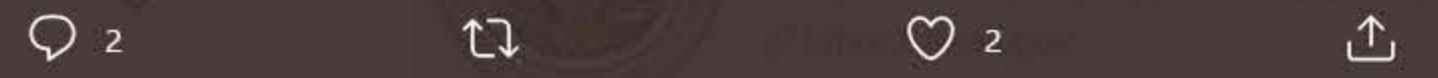
2 Likes



Lei Lei @J163yNocjq0... · Apr 8
Replying to @HI_DLIR
I was able to pick up from the food bank, and may also try to apply for food stamps. Thought I share some other resources. Gods blessings



Yoshm @Yoshm19 · Apr 8
Replying to @HI_DLIR
Thank you all for your hard work. Unfortunately improvemants need to be made to speed up the process. People literally dont have money for their next meal. Is the department working nught hours and over the weekends like other states are doing?





William
@HI_DLIR

Thank you Speaker Say &
Rep Tokioka!

12:16 PM · Apr 8, 2020 · [Twitter Web App](#)

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Kirsty Watt @kirsty_... · Apr 8
Replying to @HI_DLIR

I have a "Pending" status for my first claim filed on 3/21, the details list "PENDING VERIFICATION OF ADDITIONAL CLAIM EMPLOYMENT" - Is there something I should do? Thanks for all your hard work! I know it's been crazy out there.



Samantha Quizon @... · Apr 9
Replying to @HI_DLIR

What does system error code 11 mean when trying to log onto the website?



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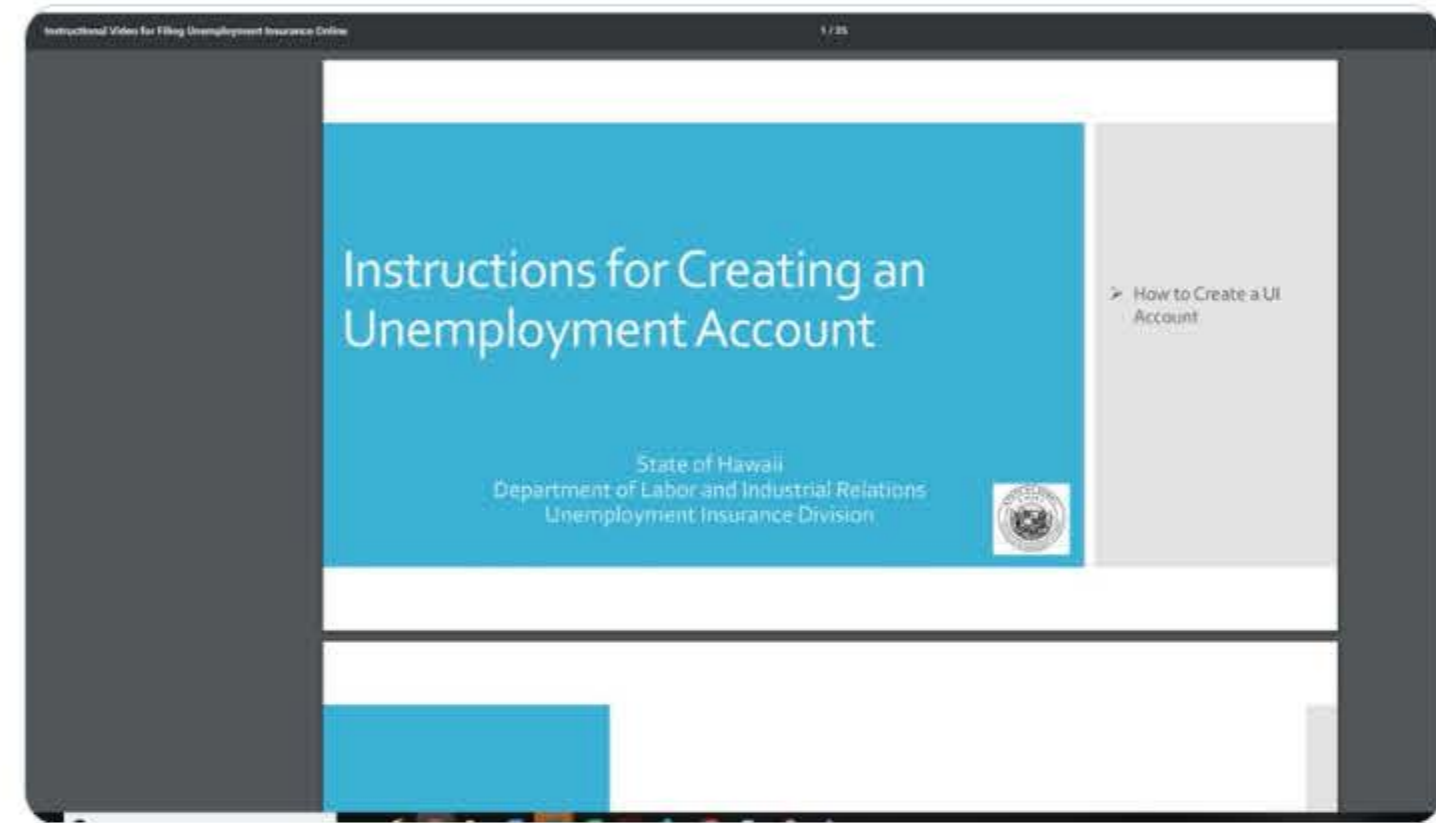
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How to create an account and username/password for unemployment benefits: labor.hawaii.gov/wp-content/upl...



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Kirsty Watt @kirsty_watt · Apr 10

Replying to @HI_DLIR
My claims all say pending verification of additional claim employment, do I need to take any action? I filed my first claim 3/18

1 Retweet 1 Like



Racyne Sugai @Sassarella808 · Apr 10

Replying to @HI_DLIR
Nice try...I can't get past the profile part because of "high volume." I have been trying since the 28th of March.

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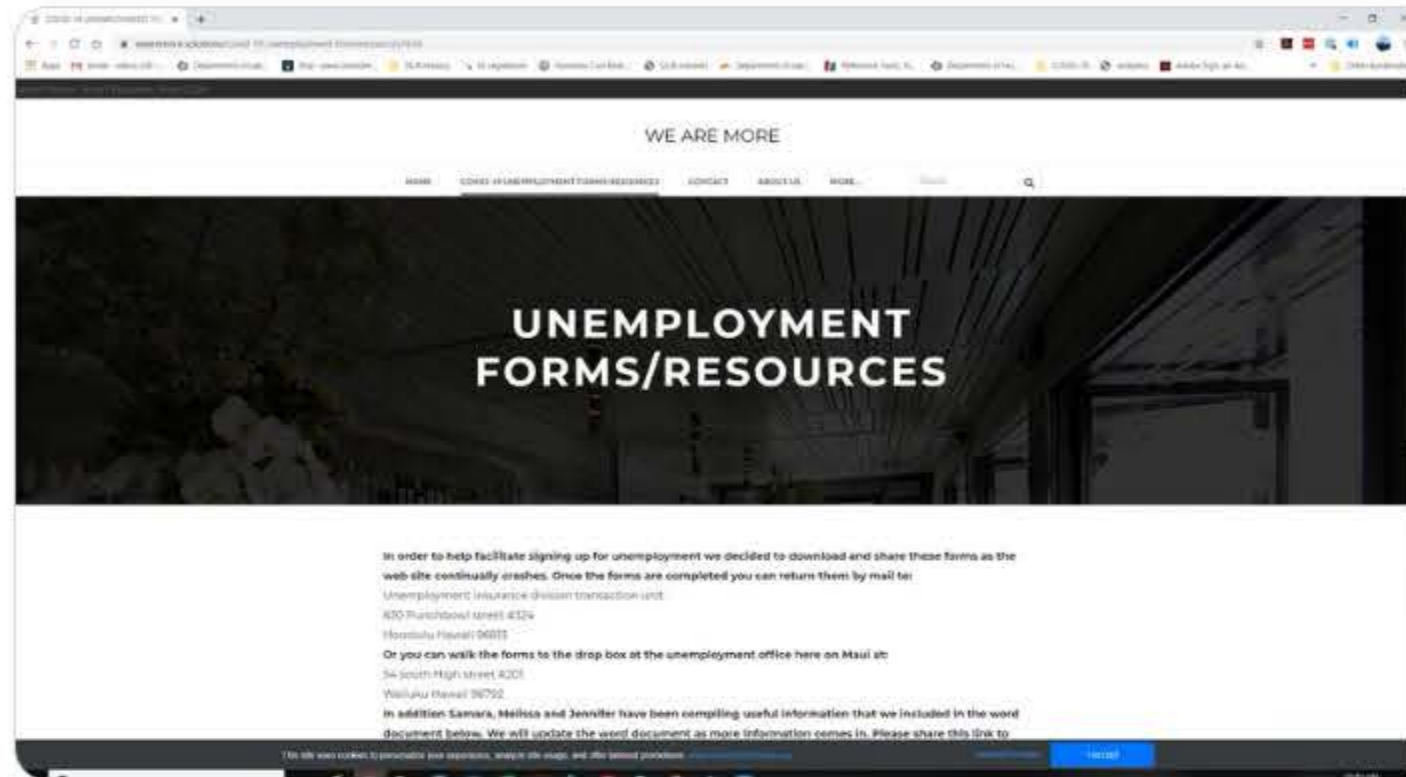
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Another bogus site: DO NOT FILE THIS WAY!



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2 Retweets 3 Likes



Kirsty Watt @kirsty_watt · Apr 10

Replying to @HI_DLIR

Thank you for sharing this, important information! Would you be willing to answer some of the questions we've commented on in your previous posts? Thank you in advance for the time



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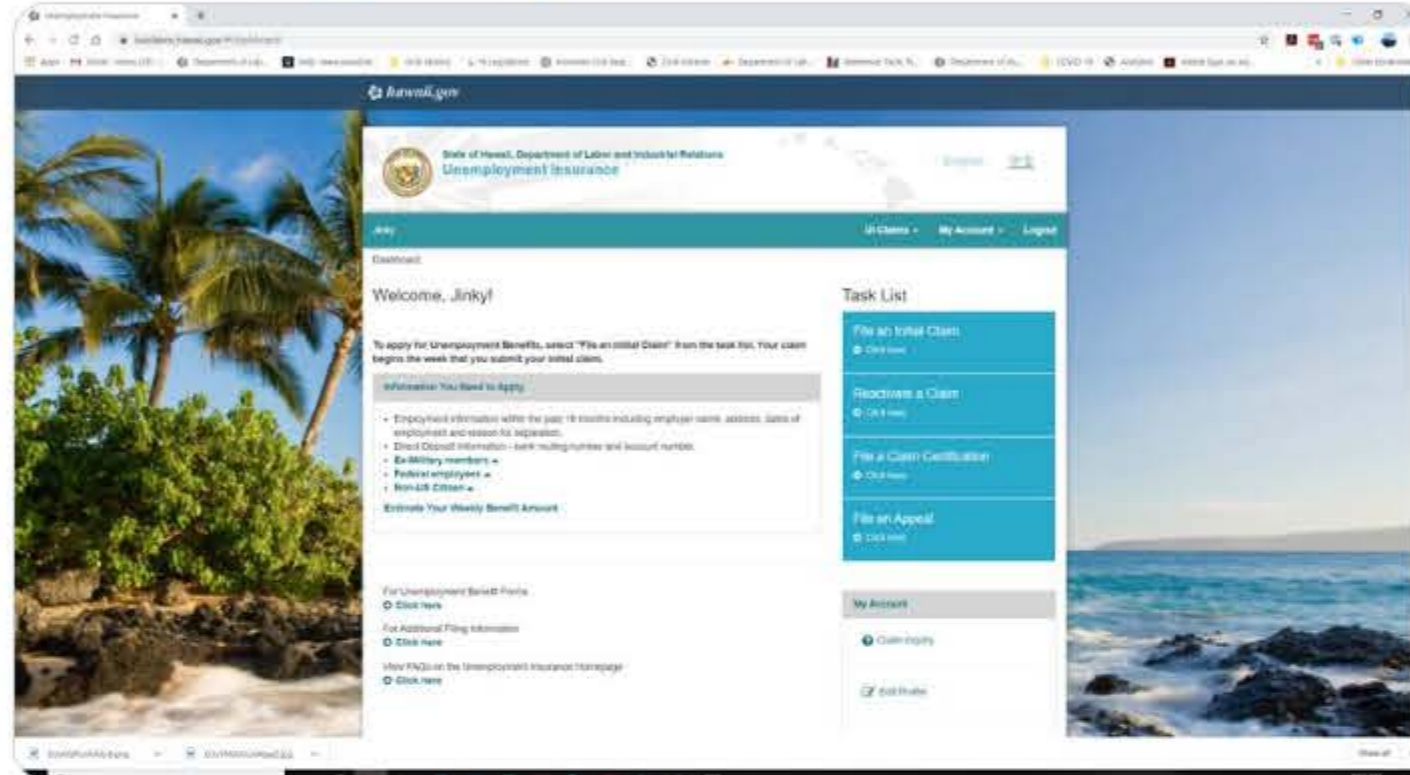
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Step by step guide for filing, certifying and obtaining unemployment benefits:
labor.hawaii.gov/blog/main/covi...



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Vanessa N @wiredinhi · Apr 16

Replying to @HI_DLIR

I'm hearing from many Independent contractors, self-employed people that their claims were rejected and there was no way to get through by phone and no response to emails. What is going on?



Heiwa098 @heiwa098 · Apr 15

Replying to @HI_DLIR

Thank you for the Step by Step guide. Would a simple flow chart from start (claim) all the way to payment help us understand the process?



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DLIR call center closed today



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Timbs & Boom Bap In Paradise @GesFreefalls · Apr 11

Replying to @HI_DLIR

I can never get through to it, no matter what time of the day. Just terrible luck on my part.



Swagatha.christie5150 @Swagathachrist2 · Apr 16

Replying to @HI_DLIR

Have been trying to get through for days now. And every time I try to file it says contact the office. Just what am I supposed to do?



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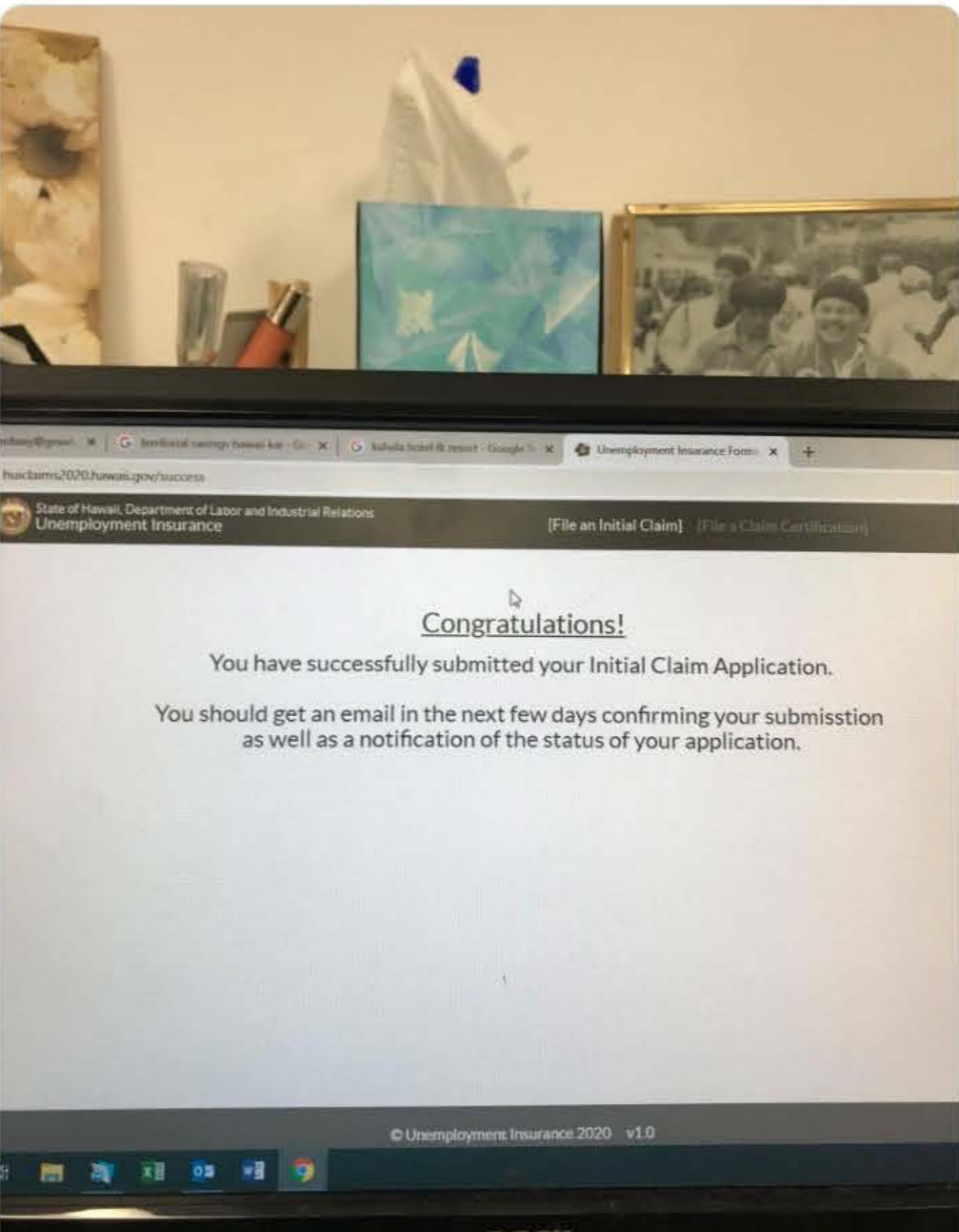
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This is the screen you'll see after successfully filing through the webform for first time filers for unemployment benefits at huiclaims2020.hawaii.gov/initial-claim



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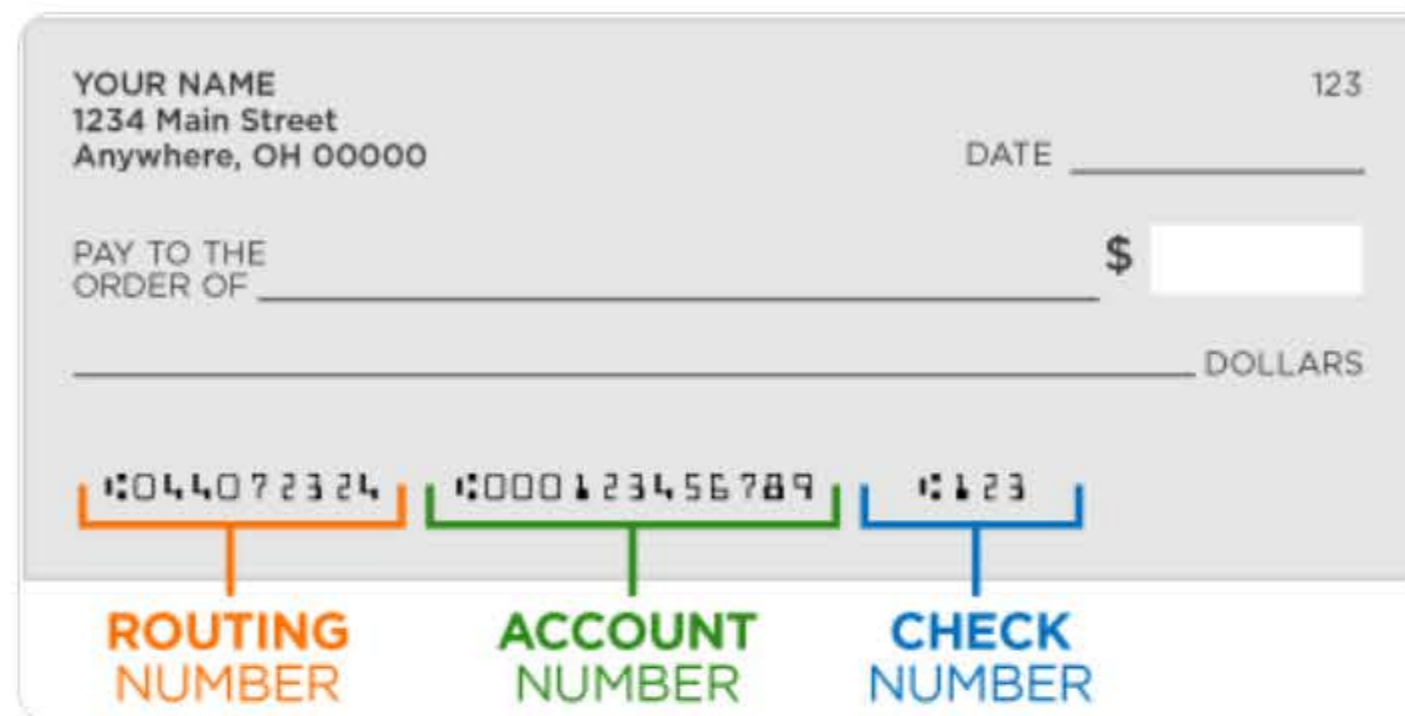
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Still No.1 reason for web form filings delays.



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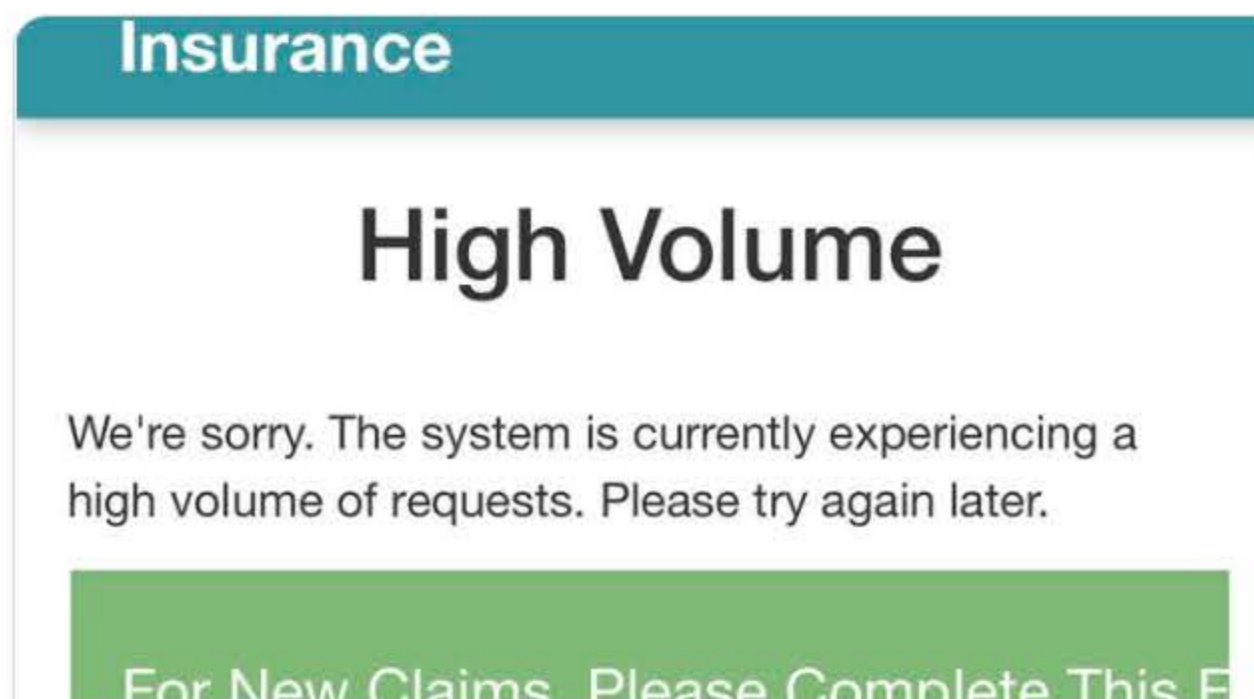
2 Retweets 2 Likes



Abby @godzillas_mama · Apr 13

Replying to @HI_DLIR

No, this is the number 1 reason for delays



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Questions and answers for those who have already filed for unemployment insurance (UI) due to coronavirus (COVID-19):



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Kirsty Watt @kirsty_watt · Apr 13
 Replying to @HI_DLIR
 Thanks for sharing this. Super helpful! Could you maybe add a section explaining the different details of pending payments? How will a person know if they need to take action because of something involved with their pending claim?



Abby @godzillas_mama · Apr 13
 Replying to @HI_DLIR
 If the waiting period is waived why does my claim for 3/28 still say waiting period with no updates or explanations?



Carli @TcarlanTravels · Apr 16
 Same thing happened to me. It was explained to me that it is a standard system status but benefits will be paid for that week, per the Governor's waiving of the 1 week period.



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Justin Snow @JustinSGMG · Apr 13

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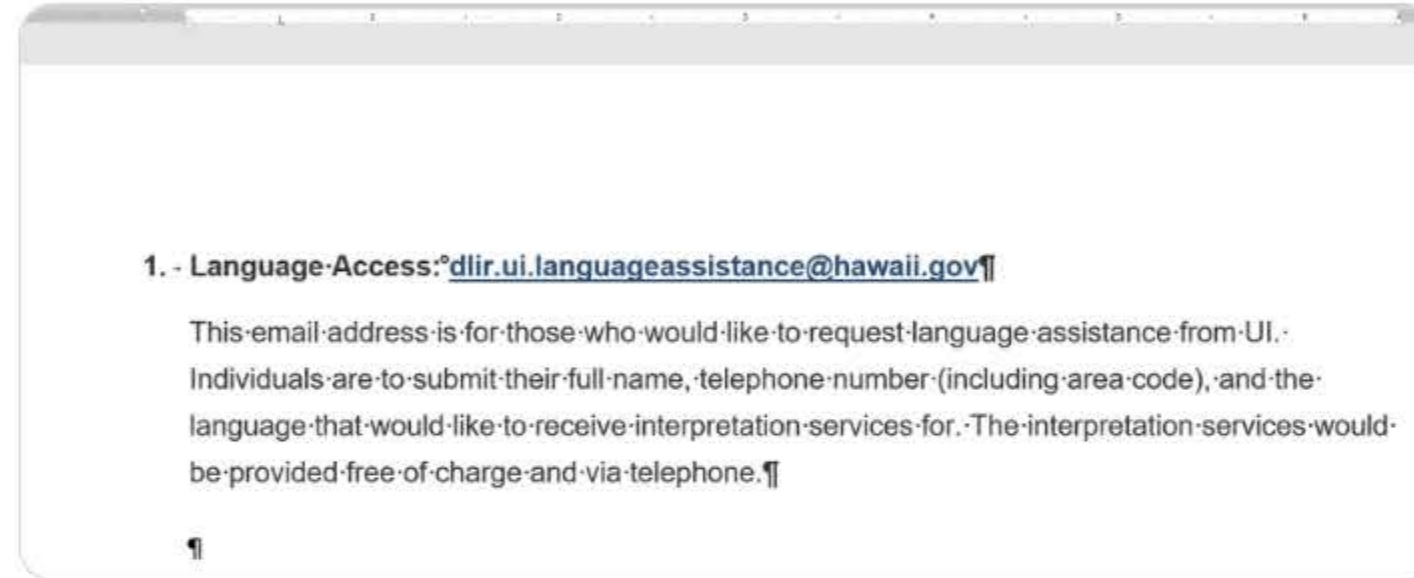
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For language assistance with unemployment claims you may email : Language Access:
dlir.ui.languageassistance@hawaii.gov
The interpretation service is free of charge and via telephone.



9:29 AM · Apr 14, 2020 · Twitter Web App

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ro @mauimusubi808 · Apr 14

Replying to @HI_DLIR
Fire Scott Murakami failing the peoplw of Hawaii



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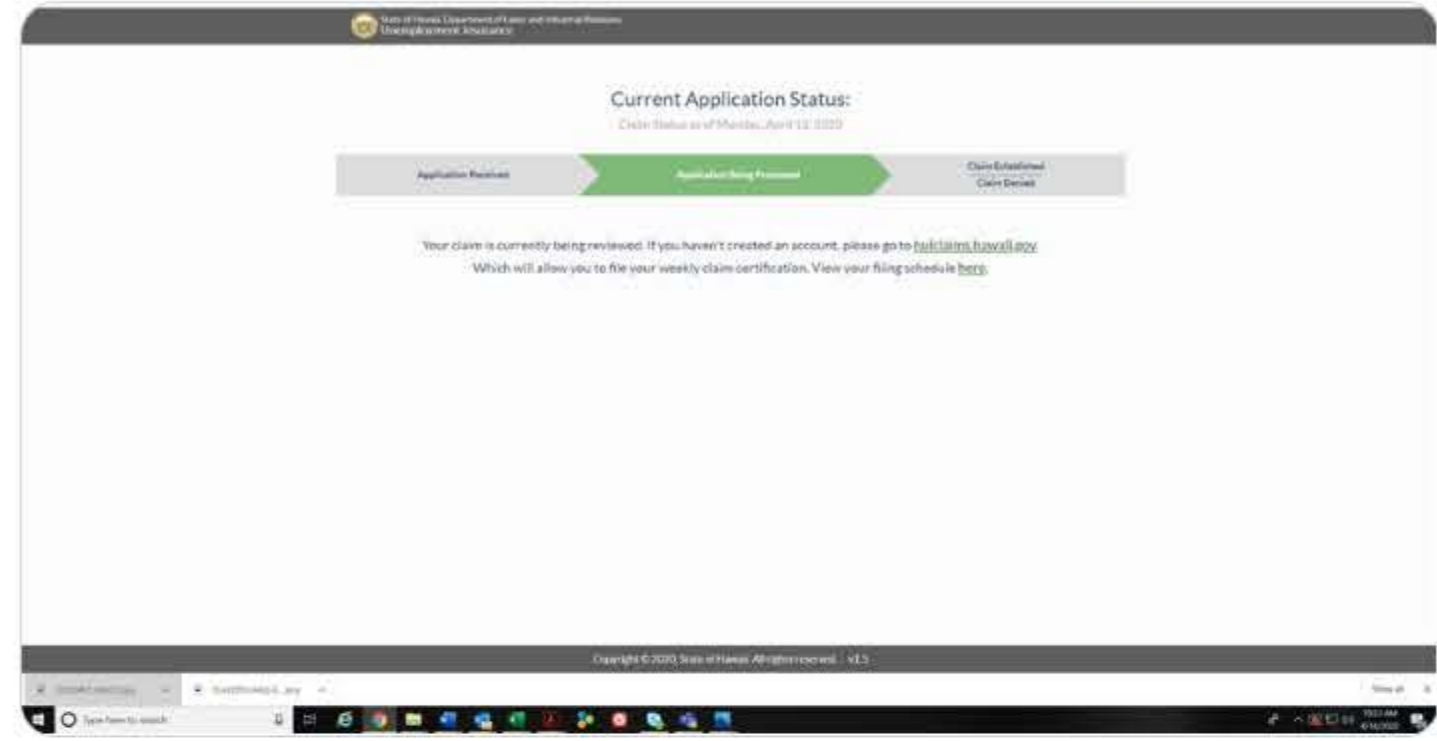
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William @HI_DLIR
 Check your status at: huiclaims2020.hawaii.gov/status



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5 Retweets 12 Likes

Savannah Ruby-Ano @ano_ruby · Apr 15
 Replying to @HI_DLIR
 My claim status has been at established. It's been 31 days since my initial claim, I send daily emails to
 dlir.ui.kauai@hawaii.gov
 I call our Kaua'i phone numbers as well as
 1 (833) 901-2275
 Is there anyone who can help with an over 30 day wait period?

Patrick Gartside @patrickgartside · Apr 14
 Replying to @HI_DLIR
 Shucks. I guess we can't get any more information about this? Just try again?

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Can you tell me why my claim is pending and says "PENDING VERIFICATION OF ADDITIONAL CLAIM EMPLOYMENT"? Do I need to do anything?



Akhiles Syal @attornyst · Apr 16

Replying to @HI_DLIR

Does the system allow for updates to the applicants? Folks I've talked to have had applications approved and notified by mail but three weeks later have yet to receive benefits. How long is the return time usually..?



Carli @TcarlanTravels · Apr 16

1 month.



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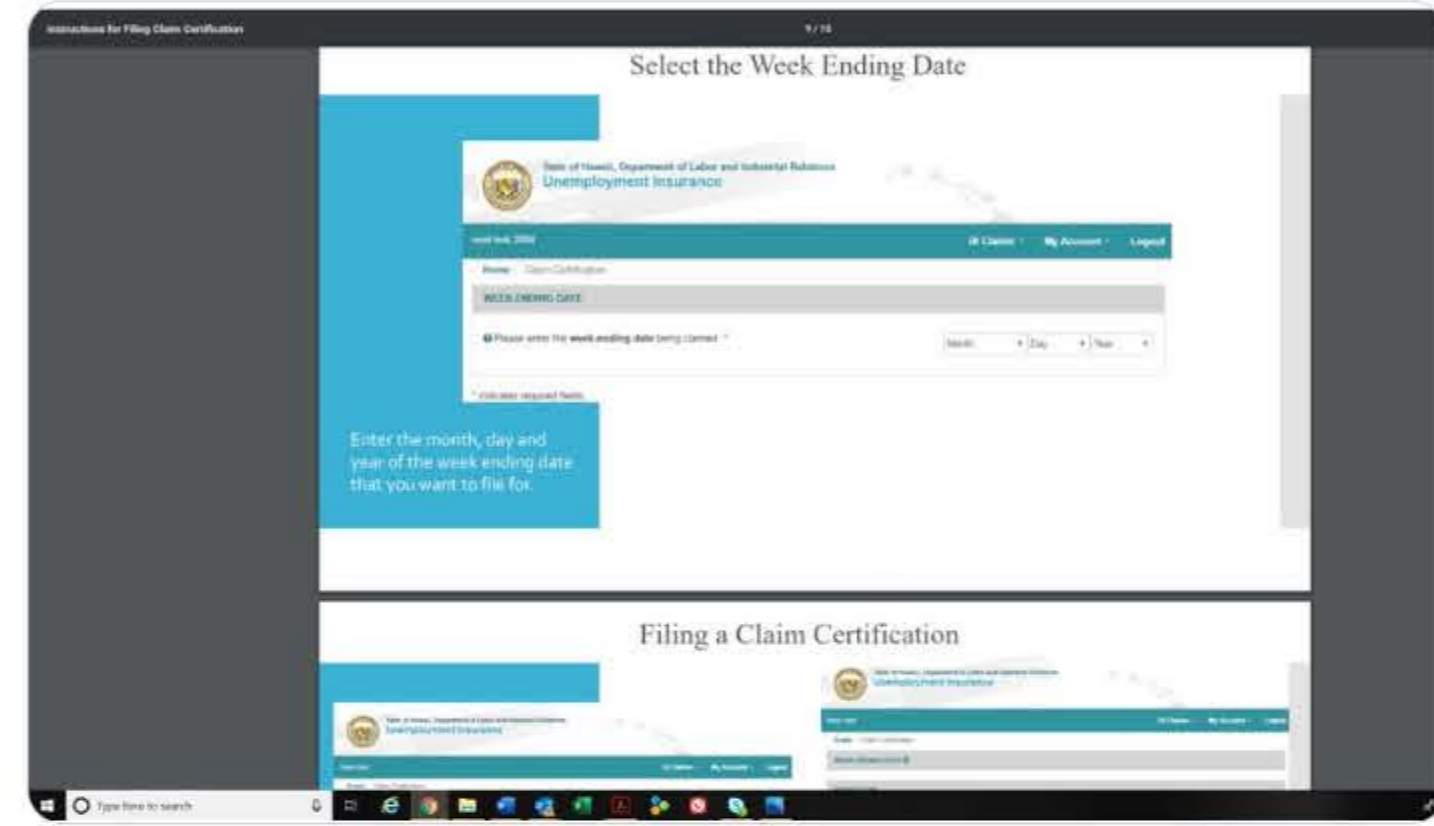
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Yes, you MUST certify your claim to continue to receive unemployment insurance benefits!



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Jennifer Kelleher @JenHapa · Apr 16

Replying to @HI_DLIR
can you please explain what to do when you put in April 11, 2020 but you get an error that says it's out the benefit coverage year? it's a first-time claim for someone who is self-employed. and then the website continues to say "high volume."

3 1



Thai Luong @thailuong33 · Apr 17

apparently, self-employed workers would have to wait until May 1st to apply for UI, per their latest tweet. Everything is confusing and conflicting

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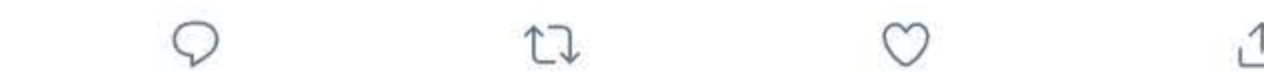
UI benefits for self-employed persons & bona fide independent contractors are covered through the Pandemic Unemployment Assistance. A new web-based system will launch in early May. Until the launch, please hold off filing, trying to certify claims, or address denials, thanks!

<input type="checkbox"/> VOID <input type="checkbox"/> CORRECTED		OMB No. 1545-0118	Nonemployee Compensation
PAYER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone no.		2020 Form 1099-NEC	
PAYER'S TIN		1 Nonemployee compensation	Copy 2 To be filed with recipient's state income tax return, when required.
RECIPIENT'S TIN	RECIPIENT'S TIN	2 \$	
RECIPIENT'S name		3	

2:53 PM · Apr 16, 2020 · Twitter Web App

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Thai Luong @thailuong33 · Apr 16

Replying to @HI_DLIR

Hi @HawaiiNewsNow @KITV4 @StarAdvertiser please follow up with this reporting. A lot of self-employed personnels were directed to file regularly for the past 3-4 weeks and now there is new guidance out of nowhere?

3 Retweets 10 Likes



Thai Luong @thailuong33 · Apr 16

First pic was from almost two weeks ago and second pic was from today. It's totally conflicting each other.



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William @HI_DLIR

PLEASE DO NOT go to the Hawaii Convention Center for unemployment issues, the building is closed and secure from the public. Mahalo nui!

1:27 PM · Apr 22, 2020 · [Twitter Web App](#)

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9 Retweets 23 Likes

Jay Buzianis @JBuzianis · Apr 22
Replying to @HI_DLIR and @GovHawaii
You got the government you voted for 😄

scottyizzo @scottyizzo · Apr 22
Replying to @HI_DLIR
Should have been opened at the very least, on the first of April. Still haven't said anything about claims that are still frozen in the system due to the crash, nor how it's a last one in first one out when it comes to claims. Most of the late filers are the ones with checks.

Hibiscus2011 @Hibiscus2011 · Apr 22
Replying to @HI_DLIR
Among all the problems we are facing, why does DLIR UI office has not 5 not 10 but 20 years old machine to process our unemployment is beyond me. Even the excuse that they were just about modernizing the computer in July is not acceptable at this point.

Monique Raymond @XxBaBiAnGeLxX · Apr 23
Replying to @HI_DLIR
Please its been 6 weeks, all my claims are still pending although I did everything right, no one is answering the phone I called over 200 times today alone...Please help!! Please DM me!!

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Hawaii DOT @DOTHawaii

Mahalo to all the agencies coming together to increase @HI_DLIR ability to respond to Hawaii's unemployment needs!



ETSHawaii

4:52 PM · Apr 18, 2020 · Twitter for iPhone

1 Retweet 9 Likes



AshleyBare @WV2LA · Apr 24 Replying to @DOTHawaii @HI_DLIR and @ETSHIgov

Still can't log in or get through in the phone. Still no payments made.



Craig Travitz @CraigFT · Apr 25 Replying to @DOTHawaii @HI_DLIR and @ETSHIgov

Wife has not been able to get online since 3/30 - always getting HIGH VOLUME msg. Finally got thru on phone. "Marla" only trained to say "u have to keep trying online".



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labor.hawaii.gov/blog/news/stat...



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Rocket maui @Rocketsmaui · Apr 24

Replying to @HI_DLIR

To bad I can't even get into my account to certify my claim. Trying since Sunday government is losing its public base.



John @xranch101_john · Apr 26

Replying to @HI_DLIR

It' Sunday 815pm and I just filed. Ive been trying every day for a week. I'm actually a bit shocked. Just keep trying and hopefully your turn comes up also. Hope all is well and be strong.



Deena @Deena33640844 · Apr 28

Replying to @HI_DLIR

Please help change the system. Ask California how they are going it or

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UI benefits for self-employed persons & bona fide independent contractors are covered through the Pandemic Unemployment Assistance. A new web-based system will launch in early May. Until the launch, please hold off filing, trying to certify claims, or address denials, thanks!

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PAYER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone no.		OMB No. 1545-0118 2020 Form 1099-NEC	Nonemployee Compensation
		1 Nonemployee compensation \$	
PAYER'S TIN	RECIPIENT'S TIN	2	Copy 2 To be filed with recipient's state income tax return, when required.
RECIPIENT'S name		3	

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Thai Luong @thailuong33 · Apr 16

Replying to @HI_DLIR

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Thai Luong @thailuong33 · Apr 16

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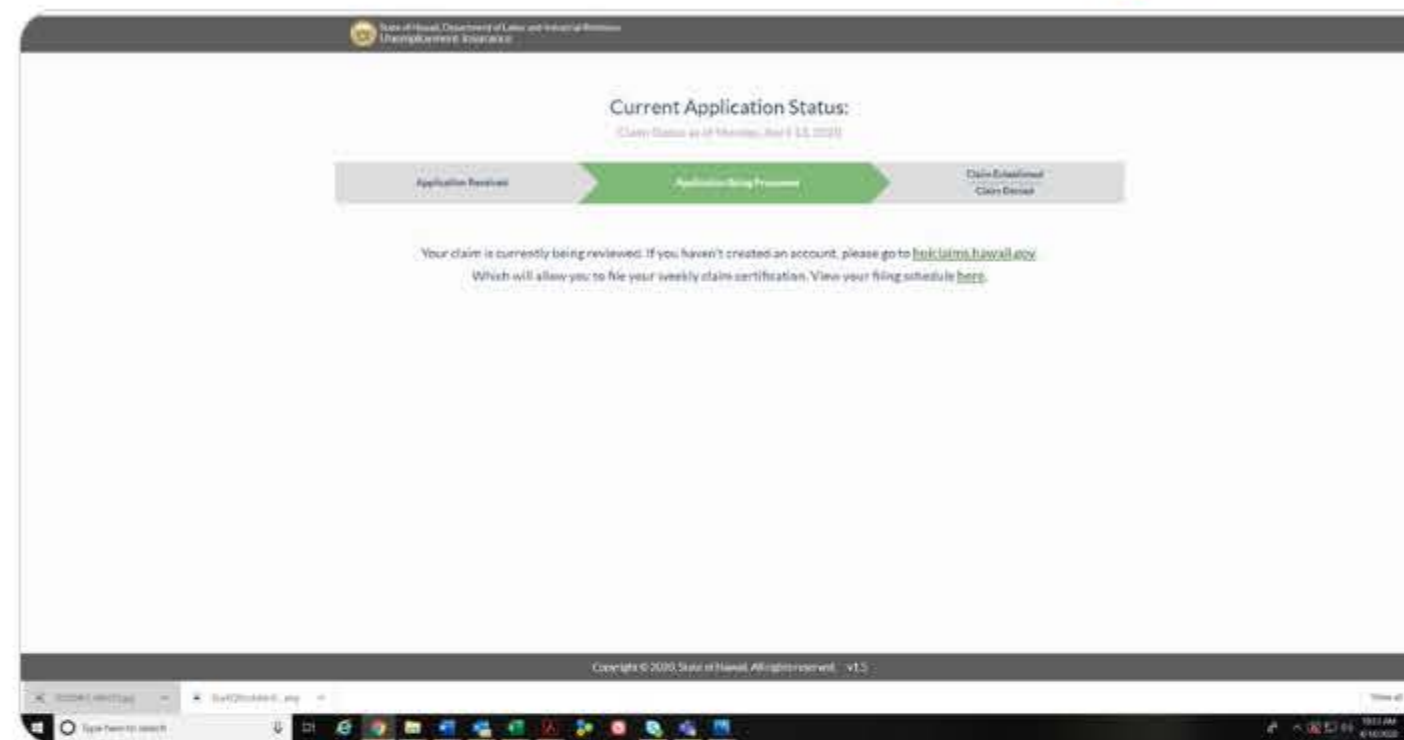
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Savannah Ruby-Ano @ano_ruby · Apr 15

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Patrick Gartside @patrickgartside · Apr 14

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Akhiles Syal @attornyst · Apr 16

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Carli @TcarlanTravels · Apr 16

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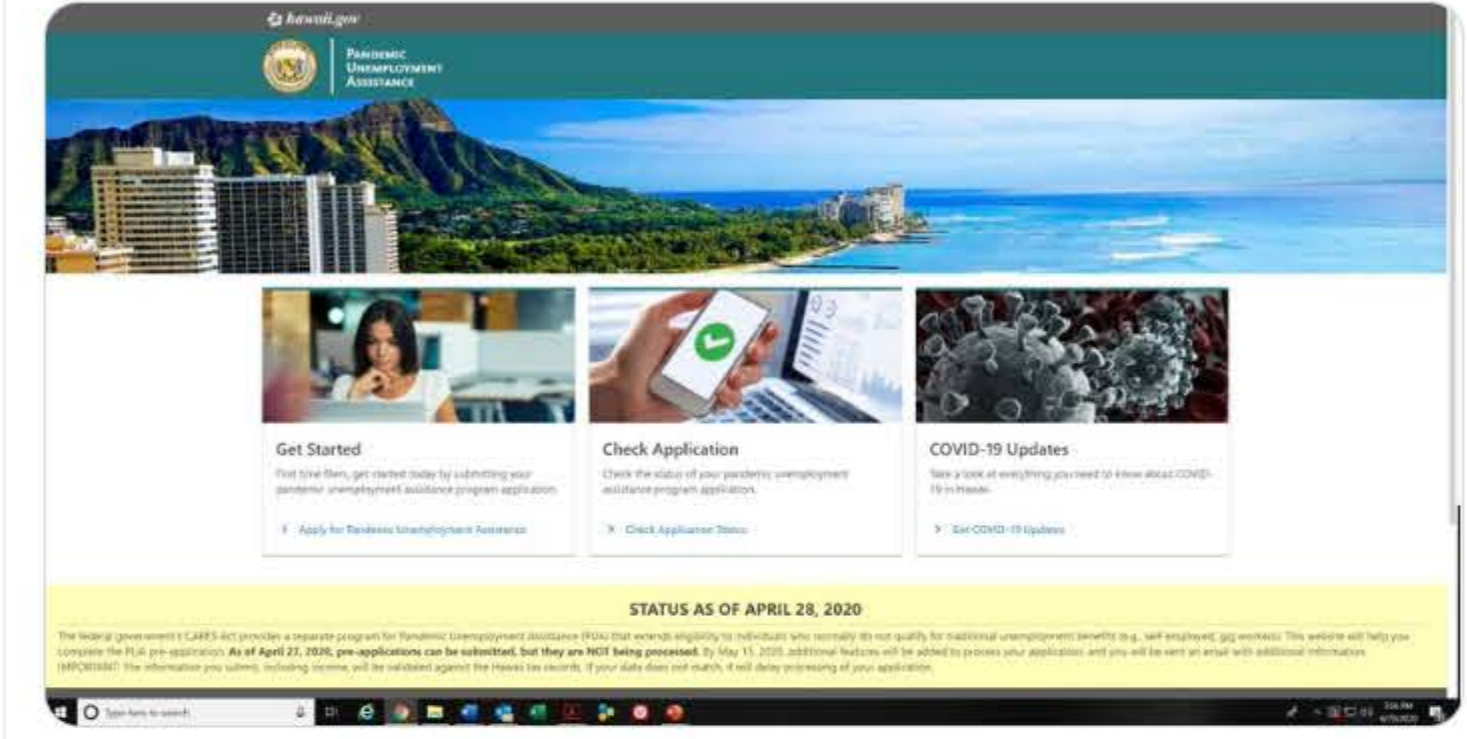
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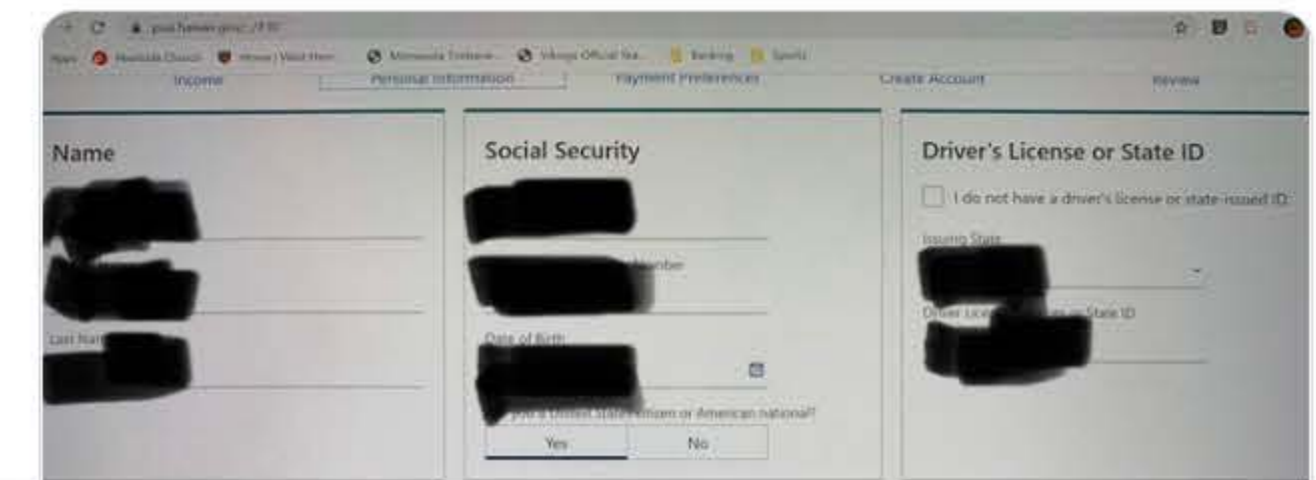
5 Retweets 8 Likes



Beat Fanatic @stutterinstan · 14h

Replying to @HI_DLIR

Just tried to put in application but says this error message. I am a self-employed, contractor and have been applying for unemployment for the past month. I have placed claims since the week of March 28th up to April 18. The status has said "processing" since I started.



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