

---

## HOUSE CONCURRENT 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

6  
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

13  
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

19  
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

24  
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,



# H.C.R. NO. 177

1 BE IT RESOLVED by the House of Representatives of the  
2 Thirty-first Legislature of the State of Hawaii, Regular Session  
3 of 2021, the Senate concurring, that the Governor is urged to  
4 use federal Coronavirus Aid, Relief, and Economic Security Act  
5 funds or other suitable federal COVID-19 relief funds to employ  
6 eighty-nine-day hires for the Department of Labor and Industrial  
7 Relations to expedite the processing of unemployment claims; and  
8

9 BE IT FURTHER RESOLVED that certified copies of this  
10 Concurrent Resolution be transmitted to Governor and Director of  
11 Labor and Industrial Relations.  
12  
13  
14

OFFERED BY: \_\_\_\_\_



MAR 12 2021

