



## HCR14/HR14

REQUESTING A REVIEW OF THE EFFICACY OF THE TECHNOLOGY RESOURCES OF  
THE DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
Ke Kōmike Hale o ka Limahana a me ka ‘Oihana Ho‘okipa Malihini  
House Committee on Labor & Tourism

Malaki 23, 2021

10:00 a.m.

Lumi 312

The Office of Hawaiian Affairs (OHA) **SUPPORTS** HCR14/HR14, which would urge a review of the efficacy of the technology resources of the Department of Labor and Industrial Relations (DLIR), and request recommendations to improve DLIR services. This resolution may help to facilitate the goals of OHA’s Data Governance Resolution, HCR3/SCR5, which also calls for an assessment of the State’s data governance infrastructure (which would include technological resources), as a critical step towards improving data governance practices across state agencies.

**The COVID-19 pandemic has highlighted longstanding data challenges faced by state, county, and private entities throughout Hawai‘i.** The impacts of the COVID-19 pandemic are broad—affecting our community’s health, employment, and housing security, for example—and may also include more nuanced, secondary effects such as increases in domestic violence. Unfortunately, efforts to better understand and address the significant and unique impacts of the pandemic on Native Hawaiians and Pacific Islanders have been stymied by insufficient and inconsistent data collection, processing, retention, and sharing by and between critical government entities and programs. Notably, these data governance challenges have been a source of concern for many years, even prior to the pandemic, and have long inhibited the development of data-driven, fact-based, and tailored policies and interventions to address the varied and unique needs of our Native Hawaiian and Pacific Islander communities.

In order to facilitate the development of more effective, data-informed state policies and programmatic interventions, whether for COVID-19 recovery or other purposes, OHA’s Data Governance Resolution, HCR3/SCR5, seeks a streamlined and coordinated approach for improving data governance practices throughout the State. **As the Data Governance Resolution contemplates, an assessment of data governance challenges, including the need for improved efficacy and technological capabilities, may be a critical first step towards improving the collection, processing, sharing, and retention of data across state agencies, which would in turn allow relevant agencies such as OHA to develop and advocate for more effective, data-informed policies and interventions.**

By encouraging a review of the technology resources of an agency that may be particularly critical to our COVID-19 relief and recovery efforts, this measure would be consistent with and potentially help to facilitate the long- and short-term goals of OHA's Data Governance Resolution.

Accordingly, OHA urges the Committee to **PASS** HCR14/HR14. Mahalo for the opportunity to testify.

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GOVERNOR

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March 23, 2021

To: The Honorable Richard H.K. Onishi, Chair,  
The Honorable Jackson D. Sayama, Vice Chair, and  
Members of the House Committee on Labor and Tourism

Date: Tuesday, March 23, 2021  
Time: 10:00 a.m.  
Place: Via Videoconference

From: Anne Perreira-Eustaquio, Director  
Department of Labor and Industrial Relations (DLIR)

**Re: H.C.R. No. 14 REQUESTING A REVIEW OF THE EFFICACY OF THE  
TECHNOLOGY RESOURCES OF THE DEPARTMENT OF LABOR AND  
INDUSTRIAL RELATIONS**

Chair Onishi, Vice Chair Sayama, and Members of the Committee,

The DLIR acknowledges that it has struggled to address the 300,000 unemployment insurance claims that were filed throughout the COVID-19 Pandemic. The Mainframe technology that currently houses the Unemployment Insurance technological system is antiquated and was not designed to be a web service.

Using the funds provided by the Legislature last year, the DLIR is in the process of modernizing the Unemployment Insurance technological system. The department executed a contract with Solid State, Inc., a contract that has helped other states modernize their systems. The DLIR has already completed a gap analysis, which identified the differences between the current Mainframe technology and the cloud-based web application that the DLIR is working with Solid State to develop.

Therefore, the DLIR understands that this measure seeks to have the Auditor provide recommendations and identify resources to assist the department as it moves forward with modernization. However, with the Solid State contract fully executed, the Auditor's scope of work may differ from that outlined in the measure.

We look forward to working with the Auditor to further improve our processes together with Solid State, Inc.