

Pandemic COVID-19 Continuity of Operations Plan



STATE OF HAWAII
**Department of Labor
and Industrial Relations**

State of Hawaii Department of Labor
and Industrial Relations
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Honolulu, Hawaii 96813

PROMULGATION

The **Department of Labor and Industrial Relations** has developed a continuity plan in response to the COVID-19 virus. This **Pandemic COVID-19 Continuity Operations Plan** was developed in compliance.

All employees with responsibilities detailed in this plan are expected to be familiar with the contents of this plan and for ensuring their personal and family disaster readiness to ensure availability for emergency work. Employees tasked with specific duties under this plan must ensure procedures and resources are in place to successfully execute these functions.

The plan will continue to evolve, incorporating new information and lessons learned from ongoing planning efforts, and senior leader guidance.

Therefore, in recognition of the emergency management responsibilities of the **Department of Labor and Industrial Relations** and with the authority vested in me, I hereby promulgate the **Department of Labor and Industrial Relations' Pandemic COVID-19 Continuity Operations Plan**.

Scott T. Murakami
Director of Labor and Industrial Relations

Date

TABLE OF CONTENTS

I. INTRODUCTION	1
II. PURPOSE	1
III. PLAN SUBJECT TO CHANGE	1
IV. RISK THRESHOLDS	1
V. CONCEPT OF OPERATIONS	1
VI. CONTINUITY PLANNING	2
VII. PANDEMIC PLANNING ASSUMPTIONS	3
A. National Strategy for COVID-19 Implementation Assumptions	3
B. Organizational Assumptions	5
VIII. PANDEMIC RESPONSE	5
A. Pandemic Leader and Pandemic Response Teams	5
B. Operations Command Center	5
C. Risk Communications	6
IX. ELEMENTS OF A VIABLE PANDEMIC COVID-19 CONTINUITY CAPABILITY	6
A. Essential Functions	6
B. Orders of Succession	7
C. Delegations of Authority	7
D. Continuity Facilities	7
E. Continuity Communications	7
F. Essential Records Management	7
G. Human Resources	7
H. Economic Forecasting	8
I. Reconstitution	8
X. CONCLUSION	8

I. INTRODUCTION

Organizations across the Nation perform essential functions and services that may be adversely affected in the event of a natural or man-made disaster. In such events, organizations should have continuity plans to assist in the continuance of their essential functions. Continuing to perform essential functions and provide essential services is vital to an organization's ability to remain a viable entity during times of increased threats from all hazards, manmade or natural. Since the threat to an organization's continuity of operations is great during a pandemic outbreak; it is important for organizations, in particular the **Department of Labor and Industrial Relations**, to have a Pandemic COVID-19 Continuity of Operations plan in place to ensure it can carry out its essential functions and services. While organizations may be forced to suspend some operations due to the severity of a pandemic outbreak, an effective Continuity of Operations Plan can assist an organization in its efforts to remain operational, as well as strengthen the ability to resume operations.

II. PURPOSE

This plan provides guidance to the **Department of Labor and Industrial Relations** and may serve as the plan for maintaining essential functions and services during a COVID-19 pandemic. This plan neither replaces nor supersedes any current, approved the **Department of Labor and Industrial Relations** continuity plan; rather it supplements it, bridging the gap between the traditional, all-hazards continuity planning and the specialized continuity planning required for a pandemic by addressing additional considerations, challenges, and elements specific to the dynamic nature of a pandemic.

This plan stresses that essential functions can be maintained during a pandemic outbreak through mitigation strategies, such as social distancing, increased hygiene, teleworking, and similar approaches. COVID-19 may require a traditional continuity response, such as partial relocation of the **Department of Labor and Industrial Relations'** employees, although this response may be concurrently necessary due to other circumstances.

III. PLAN SUBJECT TO CHANGE

The **Director** understands that the COVID-19 situation is evolving and reserves the right to modify this plan as new information becomes available.

IV. RISK THRESHOLDS

The **Director** will follow the Risk Thresholds that were suggested by the **Department of Defense and Department of Health**:

- Low Risk – Threshold 1 (TH1): Unmitigated or uncontained community transmission is occurring elsewhere, but there may not be evidence of significant community transmission in the State yet.
- Moderate Risk – Threshold 2 (TH2): There is evidence that unmitigated or uncontained community transmission of the disease is occurring on at least one island in the State.
- High Risk – Threshold 3 (TH3): Widespread community transmission of disease within the State.

V. CONCEPT OF OPERATIONS

The **Department of Labor and Industrial Relations** will monitor the severity of the pandemic and establish continuity activation triggers to address the unique nature of the pandemic threat. The Pandemic COVID-19 Continuity Plan will be implemented as needed to support the continued performance of essential functions. This plan is to be read in conjunction with the **Department of Labor and Industrial Relations'** Emergency Operations Plan, as appropriate. It supplements the Emergency Operations Plan by addressing considerations and elements specific to a COVID-19 pandemic.

VI. CONTINUITY PLANNING

All **Administrators** and **Agency Heads** will be informed by the **Director and/or Deputy Director** regarding protective actions and/or modifications related to this plan. Messaging and risk communications during a COVID-19 emerging pandemic or full-blown pandemic will be conducted by the **Public Information Officer**. The **Director and/or Deputy Director** will share guidance and instructions on established infection control measures such as social distancing, personnel protective equipment and telework polices by **Department of Health and/or other Executive Branch Department** to assist in limiting the spread of COVID-19 at all DLIR locations, including the Keelikolani Building and Neighbor Island Offices.

Within offices, social distancing measures could take the form of: modifying the frequency and type of face-to-face encounters (e.g., placing moratoriums on hand-shaking, substituting teleconferences for face-to-face meetings, staggering breaks, posting infection control guidelines); implementing flexible work hours or teleworking; promoting social distancing between employees and customers to maintain three-foot spatial separation between individuals; and implementing strategies that request and enable employees with illnesses to stay home at the first sign of symptoms.

The **Director and Deputy Director** will be holding weekly meetings with the **Administrators** and **Agency Heads** to share and receive updates about COVID-19-related issues.

The **Director and Deputy Director** encourage **Administrators** and **Agency Heads** to keep their employees informed about developments in the Department's response, impacts on the workforce, and to reassure employees that the Department is continuing to function as usual.

The **Director's Office** has developed a plan to measure, monitor, and adjust actions to changing conditions and improved protection strategies. This plan includes:

- The assessment of each division's continuity of operations, including identifying essential tasks and determining which employees will need telework capacities and equipment.
- Monitoring employee attendance.
- Communicating the message of not coming to work sick via email and flyers.
- The provision of hand sanitizers and disinfectant wipes to all DLIR offices.
- The forecasting of the potential impact that COVID-19 will have on DLIR operations.
- Coordinating with the **Governor's Office** and other **Executive Branch Departments** to ensure open, adequate communications.

The **Director** tasked **Administrators** and **Agency Heads** to develop a plan and procedures on their selected mitigation, prevention, protection, or control measures, to include those necessary during a pandemic.

VII.PANDEMIC PLANNING ASSUMPTIONS

The Assumptions section will address the overarching planning assumptions that the **Director's Office** used in developing the Department's Pandemic COVID-19 Continuity of Operations Plan.

A. NATIONAL STRATEGY FOR PANDEMIC IMPLEMENTATION ASSUMPTIONS

- Susceptibility to COVID-19 will be universal.
- Efficient and sustained person-to-person transmission signals an imminent pandemic.
- Some persons will become infected but not develop clinically significant symptoms. Asymptomatic or minimally symptomatic individuals can transmit infection and develop immunity to subsequent infection.
- The number of patients seeking medical care cannot be predicted with certainty.
- Rates of serious illness, hospitalization, and deaths will depend on the virulence of the pandemic virus and differ by an order of magnitude between more and less severe scenarios. Risk groups for severe and fatal infection cannot be predicted with certainty but appear to include the elderly and persons with chronic or immunosuppressive medical conditions.
- Rates of absenteeism will depend on the severity of the pandemic. In other severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach a high percentage during the peak weeks of a community outbreak, with lower rates of absenteeism during the weeks before and after the peak. Certain public health measures (closing of schools, spread of illness in the workplace, quarantining household contacts of infected individuals) are likely to increase rates of absenteeism.
- The typical incubation period (interval between infection and onset of symptoms) for COVID-19 has been set at approximately fourteen days.
- Persons who become ill may spread the virus and can transmit infection before the onset of symptoms.
- It is unknown how many people infected persons can transmit the infection to.
- It is unknown how long a pandemic outbreak on any given island will last.
- The seasonality of a COVID-19 pandemic cannot be predicted with certainty.

B. DLIR ASSUMPTIONS

- The COVID-19 virus is in the State, and people are infected.
- There will be an economic downturn that will affect the Nation and State. There may be more severe economic downturns on certain Neighbor Islands.
- The economic downturn will increase the need for certain departmental services, most notably services provided by the **Unemployment Insurance Division, Workforce Development Division, and Disability Compensation Division.**
- The **Department of Labor and Industrial Relations** will be provided with guidance and/or direction by Federal and State governments regarding current pandemic status.
- The **Department of Labor and Industrial Relations** has actionable plans and procedures to assist in the ability to remain operational during a pandemic. Plans and procedures include the establishment of the Operations Command Center in the Director's Office, social distancing protocols, teleworking, and temporary suspension of some non-essential activities.
- The **Department of Labor and Industrial Relations** will review its continuity communications programs to ensure they are fully capable of supporting pandemic and other related emergencies, and give full consideration to supporting social distancing operations, including telework and other virtual office options.
- The **Department of Labor and Industrial Relations** has employees located throughout the State, most notably at the Keelikolani Building in Honolulu, Hawaii.
- The DLIR will follow any directive issued by the **Governor and/or Department of Accounting and General Services** to determine whether access to the any of its locations need to be limited.
- The **Director** has been given the authority to allow employees that are quarantined and/or ill to telework at their home.
- The **Department of Labor and Industrial Relations** may need to limit services and/or temporarily relocate employees to other DLIR office locations.
- Essential functions, operations, and support requirements will continue to be people dependent. However, human interactions, such as hearings and conferences, may be remote or virtual, resulting in the employment of appropriate teleworking and other approved social distancing protocols.
- Travel restrictions, such as limitations on mass transit, implemented at the Federal, State, and/or county levels may affect the ability of some staff to report to work in-person. Employees may also feel uncomfortable to travel, which may delay some DLIR services to Neighbor Islands.

VIII. PANDEMIC RESPONSE

A. PANDEMIC LEADER AND PANDEMIC RESPONSE TEAMS:

The **Director** is the Leader of the COVID-19 Response Team that has anticipated the

impacts of a pandemic on the **Department of Labor and Industrial Relations** and has assisted with developing strategies to manage the effects of an COVID-19 outbreak. All members of the **Director's Office**, which are the **Deputy Director, Director's Special Assistant, Public Information Officer, State-Level EO Officer, and Director's Office Manager**, are members of the COVID-19 Response Team as well as all **Administrators. Agency Heads** will be consulted as needed, but it is likely that the **Executive Director of the Workforce Development Council** and **Executive Director of the Office of Community Services** will be included as members of the COVID-19 Response Team as both offices have previously received Federal and/or State grants that assist in times of emergency.

In addition, the **Director** has tasked **Administrators** and **Agency Heads** to develop a COVID-19 operations plan for their respective program, which include the identification of essential employees and services, as well as convened weekly meetings to share and receive updates regarding the COVID-19 situation. See Attachment One.

B. OPERATIONS COMMAND CENTER:

The **Director** has declared the **Director's Office** to be the Operations Command Center. All departmental planning activities will take place in the Operations Command Center. The **Director** has informed the **Department of Health** that the **Office of Language Access** must immediately vacate the **Director's Office** to ensure that the **Department of Labor and Industrial Relations** can effectively plan and respond to the COVID-19 situation.

The **Director** has ordered that all employees that were determined to be essential to the **Department of Labor and Industrial Relation's** response to the COVID-19 situation report to Operations Command Center to fulfill their duties.

C. RISK COMMUNICATIONS:

The **Director** will be in-charge of all departmental communications about COVID-19. The **Director** will use the existing DLIR Internal Phone Tree to notify **Administrators** and **Agency Heads** of any departmental emergency. The **Director's Office Manager** maintains the DLIR Internal Phone Tree that includes the work telephone numbers and personal cell phone numbers of **Director's Office employees, Administrators, Agency Heads, Neighbor Island Branch Managers**, and the **Supervising Attorney General of the Labor Division**. The DLIR Internal Phone Tree has been provided to all employees listed and will be updated as needed.

The **Public Information Officer** will be in-charge of all communications to external stakeholders, including inquiries from the media. The **Public Information Officer** will post this plan and updates to the DLIR Intranet and DLIR website to keep employees and departmental partners informed of the evolving situation.

IX. ELEMENTS OF A VIABLE PANDEMIC COVID-19 CONTINUITY CAPABILITY

A. ESSENTIAL FUNCTIONS

Given the expected duration and potential multiple waves of pandemic outbreaks, organizations must review the process involved in carrying out essential functions and services in order to develop plans that mitigate the effects of the pandemic while simultaneously allowing the continuation of operations which support essential functions.

The **Department of Labor and Industrial Relations** has identified essential functions and services needed to sustain its mission and operations during a pandemic.

- The continuance of services provided by the **Department of Labor and Industrial Relations'** seven core divisions, particularly the **Unemployment Insurance Division** and **Disability Compensation Division**.
- The maintenance of the **Department of Labor and Industrial Relations'** servers and other technological data and equipment by the **Electronic Data Processing Systems Office** of the **Administrative Services Office**.
- The funding and ability to hire, allow for overtime, and potentially reassign employees to assist the **Unemployment Insurance Division, Disability Compensation Division, Workforce Development Division, Wage Standards Division, and Hawaii Occupational Health and Safety Division** in providing services to the public.
- The funding and ability to hire, allow for overtime, and potentially reassign employees to assist the **Administrative Services Office** and **Electronic Data Processing Systems Office** to support the divisions.
- The funding for equipment and ability to allow employees who are quarantined, ill, or caring for a family member with COVID-19 to telework from home. Priority for telework and equipment will be given to the **Director's Office, Administrators, and Agency Heads**.
- The promotion of online services by the **Unemployment Insurance Division** and **Workforce Development Division**.
- The ability of all divisions to provide services and conduct hearings or conferences remotely, including by telephone or Skype.
- The accommodation of attached agencies that hold hearings, conferences, or meetings to allow for people to appear remotely; to extend deadlines for filings and events; and to postpone meetings.
- The continued monitoring of employee attendance by **Administrators** and **Agency Heads** to be reported to the **Deputy Director** on a weekly basis.
- The continued monitoring of the State's economic activity by using data provided by the **Department of Business, Economic Development, and Tourism** to update economic forecasting documents.
- The continued communication by the **Director** to the **Administrators** and **Agency Heads** about the evolving COVID-19 situation.
- The **Director's Office** ability to modify this plan and other policies as needed.

B. ORDERS OF SUCCESSION

Since COVID-19 pandemic may affect regions of the Nation differently in terms of timing, severity, and duration, the **Director** recognizes that the employees in the **Director's Office** and **Administrators** may become ill, need to care for an ill family member, and unable to physically report to work. The **Director** has designated the **Deputy Director** as his successor in case he is unable to work and encouraged **Administrators** to designate a successor in case they are unable to work.

C. DELEGATIONS OF AUTHORITY

At the height of a pandemic wave, absenteeism maybe significant, as such, the **Director** has tasked each **Administrator** with identifying essential employees and services and to develop a plan that addresses how essential services will be provided in the absence of essential employees. **Administrators** have provided the **Deputy Director** with respective plan and will update their plans as appropriate.

In addition, the **Director** previously delegated authority to **Administrators** with Neighbor Island offices to establish delegations of authority that will enable **Neighbor Island Branch Managers** to readily respond situations affecting their offices. **Administrators** included plans for Neighbor Island offices in their program plan to the **Deputy Director**.

D. CONTINUITY FACILITIES

The traditional use of continuity facilities to maintain essential functions and services may not be a viable option during a pandemic. Rather, safe work practices, which include social distancing and transmission interventions, reduce the likelihood of contacts with other people that could lead to disease transmission. The **Department of Labor and Industrial Relations** has developed preventative practices such as social distancing procedures, hygiene etiquette, and cancellation of organizations non-essential activities to reduce the spread of the pandemic. The **Department of Labor and Industrial Relations** will continue to operate at all its locations until the **Governor and/or the Department of Accounting and General Services** instructs otherwise.

E. CONTINUITY COMMUNICATIONS

According to the National Strategy Implementation Guidance, workplace risk can be minimized through implementation of systems and technologies that facilitate communication without person-to-person contact. The **Department of Labor and Industrial Relations** has identified communication systems needed to perform essential functions. See Attachment Two. The **Deputy Director** identified the following communications items that employees deemed essential by **Administrators** would need:

- Access to State email account, Microsoft 365 applications, network drives, timekeeping systems, mainframe, and internal applications.
- Equipment such as laptops, external drives, and phones to allow for teleworking.

F. ESSENTIAL RECORDS MANAGEMENT

The **Department of Labor and Industrial Relations** shall identify, protect, and ensure the ready availability of electronic and hardcopy documents, references, records, and information systems needed to support essential functions during a pandemic outbreak. The **Director** tasked the **Electronic Data Processing Systems Office** to work with the **Deputy Director** and **Administrators** to identify systems, servers, applications, databases, and files that are needed to ensure essential functions remain operational. The **Electronic Data Processing Systems Office** is responsible for maintaining the technology needed to ensure records and document management.

G. HUMAN RESOURCES

Although a pandemic COVID-19 outbreak may not directly affect the physical infrastructure of an organization, a pandemic will ultimately threaten all operations by its

impact on an organization's human resources. The health threat to personnel is the primary threat to maintaining essential functions and services during a pandemic outbreak. The **Deputy Director** is working with the **Administrative Services Office** and **Human Resources Office** to implement teleworking and adhering to guidelines to ensure that employees and the public are protected. In addition, the **Deputy Director** has provided **Administrators and Agency Heads** with the Home Office Safety Checklist and Telework Safety Agreement that was developed by the **Hawaii Occupational Health and Safety Division** in anticipation of employees needing to telework. See Attachment Three.

H. ECONOMIC FORECASTING

Economic forecasting is essential to assessing, demonstrating, and improving the **Department of Labor and Industrial Relations'** ability to plan for changes and maintain its essential functions and services. The **Director's Office** has developed the DLIR Proxy for Modeling COVID-19 Labor Market Activity that includes the Rudder as an exhibit to project the economic impact that COVID-19 will have on the State and the **Department of Labor and Industrial Relations'** operations. See Attachment Four. In addition, the **Disability Compensation Division and Unemployment Insurance Division** have developed FAQs sheets for anticipated questions that state workers may have. See Attachment Five. This work will be updated as needed.

The **Administrators** of the **Disability Compensation Division, Unemployment Insurance Division, Workforce Development Division, and Wage Standards Division** provided the **Deputy Director** their estimated amount of overtime hours, employees, and appropriations to various funds needed in case of a pandemic COVID-19.

The **Director** will share that information as appropriate and work together with the **Governor** in obtaining funding.

I. RECONSTITUTION

Reconstitution is the process whereby an organization has regained the capability and physical resources necessary to return to normal (pre-disaster) operations. The objective during reconstitution is to effectively manage, control, and, with safety in mind, expedite the return to normal operations. The **Department of Labor and Industrial Relations** will develop reconstitution plans and procedures, in conjunction with directives from the **Governor and/or the Department of Health**, to ensure that employees and its facilities are safe to return. The **Director** understands that the reconstitution will include the possibility that not all employees may be able to return to work at one time, and that some employees may need to continue to telework.

X. CONCLUSION

Maintaining the **Department of Labor and Industrial Relations** essential functions and services in the event of pandemic COVID-19 requires additional considerations beyond traditional continuity planning. Unlike other hazards that necessitate the relocation of staff performing essential functions to an alternate operating facility, a COVID-19 pandemic will not directly affect the physical infrastructure. However, a pandemic outbreak threatens an organization's human resources by removing essential employees from the workplace for extended periods of time. Accordingly, the **Department of Labor and Industrial Relations'** continuity plan addresses the threat of a pandemic COVID-19 outbreak and will be modified to include new information.

DLIR COVID-19 Weekly Meeting Agenda

March 6, 2020

I. Introduction by the Director and Deputy Director

II. Updates to be provided by each division and attached agency

A. Employee attendance including Neighbor Island and non-Keelikolani Building location(s): this should have been sent to the Deputy Director on Monday for the prior week

B. Essential employees for continuity of operations

C. Employees that have remote access to email and/or server

D. Employees that would need remote access to email and/or server

1. Equipment needed to provide employees with remote access

E. Any other COVID-19 related issues

III. Director's Office updates

IV. Discussion

A. Division and attached agency comments or questions

B. Potential follow-up items

V. Conclusion



GENERAL TELEWORKING GUIDELINES: STATE EMPLOYEES

General
Workspace is away from noise, distractions, and is devoted to your work needs?
Workspace accommodates workstation, equipment, and related material?
Temperature, ventilation, and lighting are adequate?
Floors are clear and free from tripping hazards (cords, cables, boxes, storage, etc.)?
File drawers and bookshelves are not top-heavy? File drawers do not open into walkways?
Phone lines and electrical cords are run in non-traffic areas, not run under rugs, and are not nailed or stapled in place?
Phone lines and electrical cords are secured under a desk or along wall, and away from heat sources?
Carpets are well secured to the floor and free of frayed or worn seams?
Fire Safety
There is a working smoke detector in the workspace area?
A home multi-use fire extinguisher, which you know how to use, is readily available?
Walkways, aisles, and doorways are unobstructed?
Workspace is kept free of trash, clutter, and flammable liquids?
There is more than one exit from the work area? You have an evacuation plan, so you know what to do in the event of a fire?
Electrical Safety
Electrical system is adequate to handle office equipment?
Adequate number of grounded outlets are available for safely powering office equipment?
Branch circuits are not overloaded?
All electrical plugs, cords, outlets, and panels are in good condition? No exposed/damaged wiring?
Electrical enclosures (switches, outlets, receptacles, and junction boxes) have tight-fitting covers or plates?
Unused openings in circuit breaker panels and junction boxes are effectively closed?
Computer equipment is connected to a surge protector?
Power strips/surge protectors are not daisy chained or series connected?

Equipment is placed close to electrical outlets to eliminate the use of extension cords?

Equipment is turned off when not in use?

Computer Workstation

Chair casters (wheels) are secure and the rungs and legs of the chair are sturdy?

Chair is adjustable?

Your back is adequately supported by a backrest?

Your feet are on the floor or adequately supported by a footrest?

You have enough leg room at your desk?

There is sufficient light for reading?

The computer screen is free from noticeable glare?

The top of the screen is at eye level?

The keyboard and mouse are positioned so that your forearms are parallel with the floor, and your wrists and hands are in a neutral position when typing or using a mouse?

There is space to rest the arms while not keying?

Other Safety/Security Measures

Access to company computer network is via secured path (VPN or secured log in)?

Files and data are secure?

If applicable, do you use up-to-date anti-virus software, keep virus definitions up-to-date, and run regular scans?

Materials and equipment are in a secure place that can be protected from damage and misuse?

You have an inventory of all equipment in the office including serial numbers?

PROXY FOR MODELING COVID-19
LABOR MARKET ACTIVITY



March 12, 2020

Contents

Proxy Introduction	1
2001-02 Labor Market Dynamics	1
12-Month Activity July 2001—June 2002	2
Unemployment Projections	3
Unemployment Administration Cost Estimates	3
Unemployment Benefits Estimates	4
Disability Compensation Division Estimates	5
Special Compensation Fund	5
Trust Fund for Disability Benefits	6
Premium Supplementation Trust Fund	7
Disability Compensation Administrative Estimates	7
Disability Compensation Benefits Estimates	8
Level of Confidence in Projections	9
Monitoring for Economic Deceleration	10
Reducing Unemployment Disruption & Driving Economic Regeneration	11
Background	11
Proxy Modeling State Workforce Activities	12
Workforce Mitigation	13
Transitioning Incumbent Workers	14

Proxy for Modeling COVID-19 Labor Market Activity

The Department of Labor and Industrial Relations (DLIR) has used the economic impact following September 11, 2001 to simulate the anticipated impact on Hawaii's labor force for the COVID-19 outbreak. We selected **9/11** as it triggered an economic downturn of critical business activity due to the sudden reduction in airline travel to Hawaii.

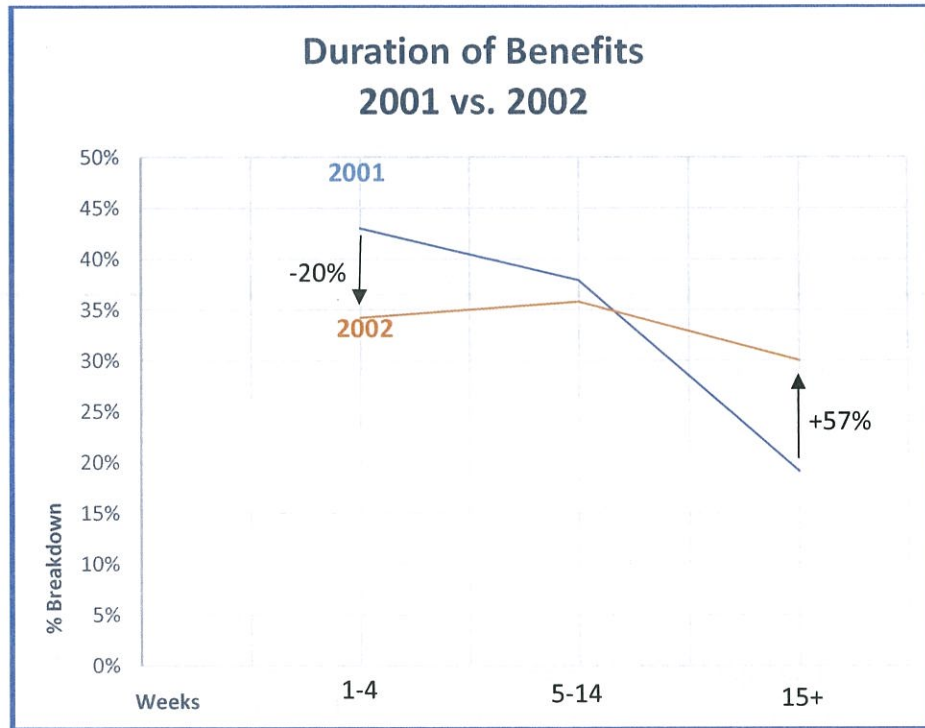
2001—2002 Labor Market Dynamics: Year to Year Comparison – Reported on a Calendar Year Basis

In 2001, Hawaii's civilian labor force was approximately 591,400—564,200 were employed and 27,150 were unemployed, which resulted in an unemployment rate of 4.6%. Following the events of **9/11** in 2002, Hawaii's civilian labor was 582,000—557,450 were employed and 24,750 were unemployed resulting in an unemployment rate of 4.2%. 9,150 residents dropped out of the Hawaii's labor force between 2001 and 2002. Adding in the 24,750 unemployed residents for 2002, results in a total of 33,900 residents who were out of work.

In 2001, the Accommodations and Food Service industry reported the highest percentage of workers unemployed followed by the Construction Industry.

It's also important to note that in 2001, of the total benefits paid to claimants:

- 43% of the benefits were paid for a duration of 1 to 4 weeks (less than equal to 1 month),
- 38% of the benefits were for a period of 5 to 14 weeks (great than 1 month but less than 3.5 months), and
- 19% of the benefits were for 15 weeks and over (over 3.5 months).



In the post 9/11 period, of the total benefits paid to claimants:

- 34% were paid for a duration of 1 to 14 weeks,
- 36% of the benefits were for a period of 5 to 14 weeks, and
- 30% of the benefits were for a period of over 15 weeks.

In 2002, claimants received benefits for a much longer period of time.

12-Month Activity between July 2001 to June 2002

The Bureau of Labor Statistics (BLS) report on the Number of Private Sector Establishments by Direction of Employment Change, seasonally adjusted for Hawaii between July 1, 2001 through June 30, 2002, allowed us to examine the impact of the **9/11** terrorist attack on a quarterly basis for the 12-month period:

- 4,913 business closures that resulted in 21,574 jobs lost, and
- 6,478 establishments each quarter experienced some level of business contraction impacting approximately 22,831 jobs.

Projections for COVID-19 for Unemployment Insurance (UI)

There are two major funding components to the Federal Unemployment Insurance program:

- 1) Federal Administrative funding that comes from the U.S. DOL's Employment and Training Administration (ETA). The state's allotment of funding is calculated using a 2-year moving formula that accounts for (among other factors) the current unemployment rate.
- 2) The Unemployment Compensation Trust Fund is the financial reserve that provides funding to pay income replacement benefits to eligible claimants. These funds are held in reserve by the United States Treasury.

Cost Estimate to Administer UI Benefits to Mitigate Economic Deceleration from COVID-19

Our first question as a Department was:

“Do we have enough people to administer benefits to Hawaii’s claimants should the economic deceleration from COVID-19 replicate the 12-month post 9/11 period?”

The simple answer was a resounding “No”. Below is the DLIR’s estimate of additional staff and associated cost estimates anticipated from the economic deceleration triggered by COVID-19.

Our comparative assessment between our UI Division’s current staffing and funding levels, and the funding and staffing levels in the post 9/11 period, suggests that the UI Division will require funding for 28 additional persons, fringe benefits, equipment, and other operating and administrative costs totaling \$4,265,826. This amount does not include the \$4,000,000 in administrative cost requested in the 2020 budget request and does not afford the UI division to pay out additional benefits should this be necessitated due to an increase in the length of time that benefits are paid.

Description	FTE
2001 UI Staffing Level (FTE in 2001)	228
Modernization Impact (assumes a 40% gain in efficiency)	-91
Staffing needed 2020	137
Current UI Staffing Level (FTE 2020)	109
Additional FTE to meet the projected increase in UI Claims	<u>28</u>

COVID-19 UI Supplemental Funding Request (to Administer the UI Program)				
Description	Quantity	Unit Cost	Subtotal	Total
Salaries and Wages				\$1,530,385
Claims Examiner	8	\$65,556	\$524,445	
Customer Service Rep	15	\$45,432	\$681,473	
Auditors	5	\$64,893	\$324,468	
Fringe Benefits				\$964,140
Claims Examiner	8	\$41,300	\$330,400	
Customer Service Rep	15	\$28,622	\$429,328	
Auditors	5	\$40,883	\$204,415	
Administrative, Staff & Technical				\$523,851
Staffing Overtime				\$631,498
Materials and Supplies				\$70,400
Xerox & Postage				\$165,300
Equipment and Phone Service				\$51,250
ETS				\$329,000
Total COVID-19 Supplemental Funding Request				\$4,265,826

UI Benefits to be Paid to Claimants to Mitigate Economic Deceleration from COVID-19

Our second question as a Department was:

“Given the conditions of question 1, do we have enough funding to cover the replacements for eligible claimants?”

COVID-19 Benefits	
Description	Amounts
2001 UI Trust Balance (7/1/01)	\$321.4 M
Post 9/11 - State Additional Benefit (11/01-4/02)	\$11.8 M
Post 9/11 - Federal Additional Benefits (4/02-10-03)	\$55.5 M
Total Post 9/11 Benefits Available	\$299.5 M
Current 2020 UI Trust Balance	\$594.6 M
COVID-19 Benefits	0

Projections for COVID-19 for the Disability Compensation Division

Unlike the events of **9/11**, COVID 19 is a public health issue that we believe will have implications on Hawaii’s Workers’ Compensation, Temporary Disability and Prepaid Health Care Programs. These three worker protection programs fall under DLIR’s Disability Compensation Division (DCD). The DCD manages three (3) trust funds that have the capability to pay out benefits to qualified claimants.

The lack of actual historical information of the impacts of a modern-day pandemic on Workers’ Compensation, TDI and Prepaid Health Care premiums impedes our ability to develop a logic model with a high degree of confidence. This section identifies the specific trust funds, their current balances and applicable uses within DLIR’s administration that can provide worker protection and possible business relief.

Special Compensation Fund – Workers’ Compensation Payments Exclusively

The Special Compensation Fund currently has a balance of \$8,800,000. This fund is specific to paying Workers’ Compensation claims and incurs a monthly average expenditure of \$1,200,000. Under statute, the fund cannot fall below an amount determined to be insufficient (\$4.5 M).

We anticipate COVID-19 will increase the average monthly expenditure to the Special Compensation Fund in the following ways:

1. Increase in workers' compensation claims from workers who became infected by COVID-19 and believe that COVID-19 was directly attributed to their jobs.
2. Survivor benefits for beneficiaries of workers who passed from COVID-19 contracted while on the job (determined to be directly attributed to their jobs).
3. Currently there are 4,000 employers who are non-compliant. We anticipate an increase in employers who will become non-compliant due to financial hardships (cannot afford to pay for health insurance) due to the economic deceleration because of COVID-19.
4. Delays in prompt payment from carriers to employees due to financial hardships associated with an economic deceleration due to COVID-19.

Trust Fund for Disability Benefits – Nonoccupational Sickness or Injury

The Trust Fund for Disability Benefits pays for benefits to workers injured for reasons outside of employment. Hawaii's TDI program is privatized. The initial start up of the TDI program in Hawaii was accompanied by a levy on businesses. However, since the initial levy in 1969, no further assessments have been levied.

The TDI Trust Fund has a current balance of \$2,500,000 and is used to pay benefits under any of the following conditions:

1. Non-compliant employers,
2. Delinquent employers, or
3. Unemployed not receiving UI benefits.

We anticipate an increase in expenditures from the TDI fund due to both a projected number of workers who become infected with COVID-19 but did not contract it from work, and the impact of the slowing economy. The slowing economy is anticipated to result in increases in the number of Hawaii's businesses not having TDI coverage, increases in filing of bankruptcies, or from businesses allowing their insurance to lapse due to financial hardship. Currently, approximately 9,000 businesses a year are non-compliant or delinquent.

Premium Supplementation Trust Fund – Health Care Benefits & Health Care Premiums for Hawaii’s Small Employers

The Premium Supplementation Trust Fund has a current balance of \$30,293. This trust fund supplements health care premiums for very small employers (8 employees or less) as well as pays for medical benefits for employees whose employers are not in compliance or are bankrupt.

The anticipated economic slowdown due to COVID-19 will increase the number small businesses meeting the statutory employee threshold for premium relief, and an increase in benefit payments for delinquent or non-compliant employers.

Cost Estimate to Administer DCD Benefits to Mitigate Economic Deceleration from COVID-19

Our first question as a Department was:

“Do we have enough people to administer benefits to Hawaii’s claimants should the economic deceleration from COVID-19 replicate the 12-month post 9/11 period?”

The simple answer was a “No”. Following the great recession, the Disability Compensation Division experience a reduction in force from a high of 144 in 1995 to a current FTE of 101. Our estimates suggest that that in order to meet projected increases in DCD claims, additional staffing of 42 FTEs will be required.

Description	FTE
1995 (WC reform) Staffing Level (FTE)	144
Staffing needed 2020	143
Current DCD Staffing Level (FTE 2020)	-101
Additional FTE to meet the projected increase in DCD Claims	<u>42</u>

COVID-19 DCD Supplemental Funding Request (to Administer the DCD Programs)				
Description	Quantity	Unit Cost	Subtotal	Total
Salaries and Wages (WC, TDI, PHC)				\$2,522,538
Hearings Officer (SR-26)	3	\$97,488	\$292,464	
Claims (SR-10)	30	\$50,304	\$1,509,120	
Auditors/Spec (SR-22)	9	\$80,106	\$720,954	
Fringe Benefits (WC, TDI, PHC)*				\$1,589,214
Hearings Officer	3	\$61,418	\$184,253	
Claims (SR-10)	30	\$31,692	\$950,760	
Auditors/Spec (SR-22)	9	\$50,467	\$454,201	
*Costs associated with DAGS				
Administrative Services				\$927,232
Materials, Supplies, & Equipment				\$231,000
Total COVID-19 Supplemental Funding Request				\$5,266,984

DCD Estimate of Benefits to be Paid to Claimants to Mitigate Economic Deceleration from COVID-19

Claim Count for COVID-19								
Base	1 Month	2 Months	3 Months	6 Months	9 Months	12 Months	18 Months	Up to 5 Years
Non-Compliant Employer	13,426	14,050	15,415	28,100	28,900	4,226	4,226	4,226
Claim Count	134.26	702.50	3,083	8,430	2,890	211.3	84.52	84.52
	1%	5%	20%	30%	10%	5%	2%	2%
					TDI – 26 weeks	WC forward		

State Fund Cost Estimates for COVID-19 Claims

Base	1 Month	2 Months	3 Months	6 Months
PHC	\$155,070	\$811,387	\$3,560,865	\$9,736,650
WC/TDI Indemnity	\$87,269	\$456,625	\$2,003,950	\$5,479,500
TOTALS	\$242,339	\$1,268,012	\$5,564,815	\$15,216,150

Base	9 Months	12 Months	18 Months	Up to 5 Years	TOTALS
PHC	\$3,337,950	\$244,051	\$97,620	\$97,620	\$18,041,215
WC/TDI Indemnity	\$2,053,500	\$195,452	\$78,181	\$390,905	\$10,745,382
TOTALS	\$5,391,450	\$439,504	\$175,801	\$488,525	\$28,786,598

Level of Confidence in Projections

We have a moderately high level of uncertainty to our projections. Although we're confident in the logic model for UI of the application of the post 9/11 economic deceleration to COVID-19, comparative labor market analysis between 2001 and 2020 and our FTE and financial projections, we are highly uncertain about the duration of any economic downturn as well as the impacts on Hawaii's health care market. These two (2) unknowns create greater uncertainty for our DCD model. The following three (3) issues further increase our uncertainty in both the UI and DCD projects.

1. COVID-19 is a public health issues and we lack historical data and experience of the health and wellness implications on Hawaii's residents, economy, and its workforce.
2. As of the date of our planning, the contagion rate of COVID-19 is unknown.

In addition to the uncertainty associated with the duration of a COVID-19 induced economic downturn and the implications on Hawaii's health care market, we also have uncertainty around the ability of other industries in Hawaii to absorb the dislocation of workers from the economic cluster of tourism.

Given the high level of uncertainty, our best defense is to remain vigilant in our monitoring of Hawaii's economy and the flexible in our analysis and administration of our programs. The next section identifies how DLIR is monitoring available data, and in particular, leading indicators that would suggest the possible deceleration of Hawaii's economy.

Monitoring for Economic Deceleration

This section of the report utilizes the State of Hawaii Department of Business Economic Development and Tourism (DBEDT) report on Daily Passenger Counts that can be assessed at the following URL.

<https://dbedt.hawaii.gov/visitor/daily-passenger-counts/>.

The Department has applied 5-day and 10-day moving averages of international visitor arrivals to Hawaii. We focused monitoring on International visitors as the COVID-19 outbreak started in China and has resulted in government travel restrictions from international points of origin. COVID-19 and the subsequent travel restrictions have resulted in declining international travel market behavior which is alarming to our Department. Our monitoring includes and will intensify around domestic travel, but as of this initial report, domestic travel advisories have not been issued.

Our Department is monitoring the change in daily scheduled passenger arrivals to Hawaii from Japan and other international locations as this allows us to understand and accumulated loss in sales for airlines serving Hawaii. We identified an alarming trend of consistent declines in travel visitors from Japan beginning on February 25, 2020. This suggested that we examine more closely, the recent changes for the 10-day period beginning February 24, 2020.

Daily Change in International Visitor Arrivals

Average Daily Change from January	-60	-35	-25
Average Daily Change for January	-17	-23	7
Average Daily Change for February	-93	-56	-36
Average Daily Change for March	-143	36	-179
5 Day Average	-146	-129	-18
10 Day Average	-266	-43	-158

Assumptions:

1. The average daily decline remains constant and is linear,
2. Forecast period of 30 days, and

3. Average cost of airfare to Hawaii from international destinations was \$1,000.00 per seat.

The 10-Day Moving Average – Daily Decline in Visitors (-266)

A daily decline of 266 visitors per day over the next 30 days would result in a total decline of 7,980 visitors and an estimated \$7,980,000 in lost airlines revenue. Should the change in daily international visitor arrivals continue to decline along the lines of the assumptions above, our Department anticipates an increase of 57 claims.

Reducing Unemployment Disruption & Driving Economic Regeneration (RUDDER)

Background

The Wagner-Peyser Act of 1933 established the U.S.' public workforce development system. A federal, state and local partnership, the system provides support for the ever-evolving needs of the nation and prepares our workforce for success. The latest iteration of the federal workforce system was enacted as the Workforce Innovation and Opportunity Act (WIOA), which serves as the primary federal workforce development program to bring about increased coordination among federal workforce development and related programs.

Title I of WIOA authorizes programs to provide job search, education, and training activities for individuals seeking to gain or improve their employment prospects, and changed the One-Stop delivery system into the American Job Centers (AJCs). One of the characteristics of the WIOA is the establishment of a central point of service (AJCs) for those seeking employment, training, and related services. To this end, WIOA requires that certain partner programs provide access to career services in the AJCs.

In addition, Title I of WIOA establishes the governing structure and the performance

accountability for all programs authorized under WIOA. The Workforce Development Council (WDC) serves as the State Workforce Investment Board and is responsible for preparing and overseeing the comprehensive state plan for workforce development.

Title III of WIOA amends the Wagner-Peyser Act of 1933, which authorizes the Employment Service, to make the Employment Services an integral part of the AJCs. In Hawaii, the Unemployment Insurance Division (UID) and Workforce Development Division (WDD) constitutes Employment Services.

State components of workforce development have largely been federally funded through Wagner-Peyser and currently the WIOA. Major State components supported by general funds include the State Apprenticeship Program, the Employment & Training Fund (ETF) activities, and State Workforce Advisory Boards that target specific sectors (Ag, Healthcare, STEM) to promote the expansion and development of those industries in the State.

Proxy for Modeling Covid-19 State Workforce Activities

The American Recovery and Reinvestment Act of 2009 (ARRA) had the primary objective of saving existing jobs and creating new ones as soon as possible. The ARRA's rationale was based on the Keynesian economic theory that, during recessions, the government should offset the decrease in private spending with an increase in public spending in order to save jobs and stop further economic deterioration. Surveys of economists show overwhelming agreement that the ARRA reduced unemployment.

The workforce component of the ARRA included \$82 B to aid low-income workers, the existing Employment Services Programs (largely through extended unemployment benefits), and support rapid diffusion of the then current federal workforce program through the Workforce Investment Act.

Proposal for Workforce Mitigation in the COVID-19 Response.

Similar to the ARRA, to arrest further economic deterioration and generate economic regeneration, the Department is proposing to use the pre-existing ETF and apprenticeship programs. The ETF program gives the Department the authority to "...contract for employment, education, and training services from public and private agencies and nonprofit corporations... exempt from chapter 103F so funds for these services may be expended in a timely manner to effectuate the purposes of this section."

The post **9/11** economy showed an interesting labor market dynamic. Between 2001 and 2002, Hawaii's air transportation and leisure and hospitality sectors reported sharp declines in jobs. However, during the same period, there were increases in jobs reported in the education, health services and government sectors.

Given the nature of COVID-19, it's safe to assume that Hawaii's health care industry will see a significant increase in the need for workers. In a recent study conducted by the Healthcare Association of Hawaii of its members, "between the last quarter of 2018 and the first quarter of 2019, there were 2,200 open non-physician healthcare positions in Hawaii". The study reported that were jobs were for 76 patient facing professions.

The Healthcare Association of Hawaii further reported:

- 1) Overall, the Hawaii healthcare organizations survey have 10% of their positions unfilled,
- 2) On average, open positions are taking between 6 to 12 months to fill, and
- 3) There is a very clear need for workers in the following professions:
 - a. Medical Assistant
 - b. Nurse Aides
 - c. Registered Specialty Nurses
 - d. Patient Services Representatives
 - e. Phlebotomists

This allows us to focus on developing an efficient means of transferring current workers from jobs in air transportation and leisure and hospitality to employment opportunities in health care. This transfer would reduce the impact of Hawaii's economic deceleration while simultaneously improving our state's ability to address the health care issues related to COVID-19. In short, our state could reduce our economic vulnerability while increase our COVID-19 preparedness.

Modern labor market analytics tools allow us the capability to identify the compatibility based on knowledge, skills, and abilities between occupations. This affords us the opportunity to facilitate a more efficient exchange in Hawaii's labor market.

Transitioning Incumbent Workers - Workforce Development Division

Exhibit A identifies the workforce programs currently under the jurisdiction of the Department of Labor and Industrial Relations as well as the jurisdiction of the Workforce Development Council. Exhibit A illustrates the status of employment served, current funding amounts, sources of funds, jurisdiction, solutions and actions that been take towards a timely mitigation of the economic deceleration from COVID-19.

The workforce development programs in this table have been prioritized based on the program's ability to:

1. Preserve employment and thereby maximizing our ability to stabilize Hawaii's economy,
2. Simultaneously offer employment and training,
3. Offer short-term training that results in returning Hawaii's unemployed claimants to gainful employment in the shortest amount of time, and
4. Flexible program based on jurisdiction and statutory requirements.

RUDDER - Reducing Unemployment Disruption and Driving Employment Regeneration
A Workforce Development and Training Initiative to mitigate the Economic Impacts of COVID-19

Priority Level	Program		Claimant Served	Funding Amount	Funding Source	Jurisdiction	Solution	Plan of Action	Funding Needs
1	Employment & Training Fund (ETF)		Incumbent	\$4,000,000	B-Special	DLIR	Increase Training in recession-proof industries	Micro - Online training with currently contracted vendors for incumbent worker who are likely to become unemployed (ie. Travel, hospitality, food service).	
			Unemployed					Macro - Contract with new training providers to assist residents who do not qualify for federal or state job training programs to obtain industry-specific training where there are critical skill shortage in high growth occupational or industry areas and overcome employment barriers.	
	Apprenticeship Grant	State Apprenticeship Expansion (SAE)	Incumbent (once in program)	\$400,000	Federal - Competitive	DLIR	1) Refocus resources into recession-proof industries. 2) Make priority for re-employment services (paid on the job while training).	1) Move \$400,000 from culinary to healthcare training. 2) Revise apprenticeship standards to a combination of competency based on reduced apprenticeship hours from current requirement of 2,000-2,200.	
		American Apprenticeship Initiative (AAI)		\$164,000				Award Dev League's AAI grant balance of \$53,000 to PCATT to bring PCATT's current contract amount to \$164,000.	
3	Workforce Boards		No statutory restrictions	\$460,000	State G-Fund	DLIR	Focus on incumbent worker training and short-term re-training.	Reallocating \$100,000 in unassigned funds toward recession-proof industry training.	
4	Reemployment Services & Eligibility Assessment (RESEA)		Unemployed (no direct benefit)	\$1,000,000	Federal	DLIR	Conduct Re-employment planning sessions remotely.	Provide re-employment services remotely through mechanisms such as conference calls, GoToWebinar, and Skype.	
5	Workforce Investment Opportunity Act (WIOA)		Adult (income-based)	\$2,108,605	Federal	WDC, 41-Member Board, County Admin	Recommend Federal WIOA rules to be more flexible and accessible.	Working with Congressional Office to make WIOA more flexible and accessible.	
			Dislocated Worker	\$1,605,251					
			Youth	\$2,219,198					
			Rapid Response	??					



COVID-19 ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT WORKERS' COMPENSATION AND TEMPORARY DISABILITY INSURANCE: STATE EMPLOYEES

1. Question: Can I receive Workers' Compensation (WC) benefits if I contract coronavirus at work?

Answer: Only if the contraction is **directly attributable** to your employment duties. For example, a healthcare worker or first responder that contracts coronavirus because they cared for a patient with coronavirus would be eligible to receive WC benefits.

2. Question: Can I receive Temporary Disability Insurance (TDI) benefits if I contract or self-quarantine for coronavirus?

Answer: No, state employees do not receive TDI benefits because the state's sick leave benefits are more generous than those provided by the TDI law. Rather, state employees are required to use their sick or vacation leave.

3. Question: Can I receive WC or TDI benefits if the State closes its offices or requires me to be quarantined due to the spread of the coronavirus?

Answer: No, state employees need to use their sick or vacation leave.

4. Question: If due to coronavirus I am hospitalized or otherwise prevented by illness from work, will the State continue to contribute to my healthcare premiums?

Answer: The law provides that the employer shall continue to cover the employee's premiums for up to a period of three months following the month during which the employee became **hospitalized or disabled from working due to sickness**. After the three months, the employee is responsible to pay their share of the healthcare premiums.

5. Question: Will I continue to receive healthcare benefits if I am on leave-without-pay (due to insufficient leave balance) and required to be off work due to coronavirus for reasons other than sickness or disability from sickness?

Answer: Yes, if you pay your monthly healthcare premiums to the Employer-Union Health Benefits Trust Fund (EUTF).

6. Question: Will I need a doctor's note if I self-quarantine due to coronavirus?

Answer: Yes, per the collective bargaining agreement, a physician's note is required after being absent from work for 5 consecutive days.

7. Question: Who can I contact if I have more questions about WC or TDI benefits?

Answer: You may contact the Disability Compensation Division of the Department of Labor and Industrial Relations at 808-586-9151.



COVID-19 ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT UNEMPLOYMENT INSURANCE BENEFITS: STATE EMPLOYEES

A. Workplace Affected by the Coronavirus.

1. Question: Am I eligible for Unemployment Insurance Benefits (UIB) if I am unable to report for work due to a federal isolation or a quarantine order?

Answer: No. If you are unable to report for work under these circumstances, you do not meet the "able" to work eligibility requirement under the unemployment law.

2. Question: Am I eligible for UIB if the state temporarily lays me off due to the workplace being placed in quarantine status?

Answer: Yes. If the state temporarily or permanently lays you off or reduces your hours of work due to the effects of the coronavirus, you should file your initial claim for UIB the week in which the layoff or reduction in hours begins.

3. Question: Can I file for UIB if my hours of work are reduced by my employer due to a lack of business?

Answer: Yes. If you are still attached to your regular employer, worked less than your full-time hours, and earned less than your weekly benefit amount during a week, you may be eligible for partial unemployment benefits.

If you are working on-call, part-time, or on an intermittent basis while seeking full-time work, you may be eligible for part-total UIB. You must be registered for work with the State Workforce Development Division (WDD) or eligible for job placement thru a referring labor union, be able and available for work, and make work search contacts for each week you claim benefits

4. Question: Would I be eligible for UIB if I am furloughed?

Answer: Furlough days are considered non-workdays. Eligibility for UIB during a week of less than full-time employment depends on the wages you earn for services performed on the days you actually worked.

You would not be eligible for UIB if your gross earnings for a week is equal to or exceeds your UI weekly benefit amount (UI WBA). However, if your gross earnings are less than your weekly benefit amount, any wages in excess of \$150 are deductible.

(The **weekly benefit amount** is 1/21 of the highest quarter wages earned in the base period. The **base period** is the first four of the last five completed quarters prior to filing a UI claim.)

Payment of UIB is determined on a case by case basis. The higher your salary, the fewer number of hours it will take to exceed your UI WBA. As a general rule, anyone who works at least 25 hours or more per week or (15 hours of furlough) will not be eligible for UIB.

5. Question: What if I work part-time in addition to my full-time State job, how does that affect my UIB?

Answer: All gross earnings for a week from all sources of employment are deductible for UI purposes. Your gross earnings from both jobs must be less than your UI WBA in order to receive UIB.

B. Applying for UIB.

1. Question: How do I apply for UIB?

Answer: Apply online at uiclaims.hawaii.gov and click on “**Claimant Services Login/Create Account.**” This service is available from Monday to Friday between the hours of 6:30 a.m. to 11:00 p.m. On weekends and state holidays, the service is available from 9:00 a.m. to 11:00 p.m. All times are Hawaii Standard Time.

If you are ill or suspect you may have encountered someone who has contracted the coronavirus you should not report to the office in person. If you need further assistance, please contact your local claims office (<http://labor.hawaii.gov/ui/contact/>).

2. Question: What will I need to apply for UIB?

Answer: You should be prepared to provide the following information:

1. Social Security number; and
2. All employment information, including:
 - a. Employer's name and address.
 - b. Your dates of employment for the past 18 months, including part-time work?
 - c. The reason(s) for separation.
 - d. Your bank information for direct deposit, include the routing and account number.

C. Work Search and Eligibility Requirements

1. Question: Will I be eligible for UIB if I contract the coronavirus and am unable to work?

Answer: You may not be eligible for UIB if you do not meet the able to work eligibility requirement under the law.

2. Question: Do I have to look for work if I am temporarily laid off due to the coronavirus?

Answer: If you were hired as a full-time employee and meet the conditions of a partial unemployment claim, you are not required to look for work. However, you must be able and available to accept all work offered by your employer.

If you do not meet the conditions of a partial unemployment claim, you are required to meet the state work search requirements.

3. Question: What are the state work search requirements?

Answer: You must register for work with the State Workforce Development Division (WDD) and post your resume in HireNet Hawaii within seven calendar days after you applied for UIB. Go to <http://www.hirenethawaii.com> or sign up on the job referral list with your referring labor union within 7 calendar days of filing your claim. You must make a minimum of 3 job contacts per week, unless otherwise advised, and must keep a record of your job contacts.

D. Monetary Eligibility

1. Question: Have I worked long enough to qualify for UIB?

Answer: Monetary eligibility is not determined by the length of your employment. Your claim will be based on wages paid to you in your base period. To establish a Hawaii claim:

1. You must have been paid wages in at least two quarters of your base period; and
2. You must have been paid wages of at least 26 times your weekly benefit amount.

Your claim is good for a one-year period called the benefit year. However, you can be paid only for 26 weeks of total unemployment during the one-year period that your claim is effective.

2. Question: How much do I qualify for?

Answer: The weekly benefit amount is determined by state law and based on the gross wages paid to you in your base period. In Hawaii, your weekly benefit amount is equal to 1/21 of the highest quarter wages in your base period with a maximum limit of \$648 for claims filed in 2020. The total amount of benefits payable during the benefit year is 26 times your weekly benefit amount.

3. Question: I just filed a claim for the first week of UIB, when can I expect my first benefit payment?

Answer: Benefits are payable for the first week in which you meet the eligibility requirements. You must file a claim certification for the waiting period week even though no benefits will be paid to you. Benefits are payable for any subsequent weeks that you meet all eligibility requirements.

BASE PERIOD: Every state uses a base period to determine what quarters will be used to establish your claim. In Hawaii, the standard base period is the first 4 of the last 5 completed calendar quarters. If you do not qualify using the standard base period, an alternate base period (the last 4 completed calendar quarters) may be used.

Use the online Benefit Estimator at uiclaims.hawaii.gov to calculate your weekly benefit amount.

E. General Questions

1. Question: Who can I contact if I have more questions about UIB?

Answer: You may contact your local Claims Office of the Unemployment Insurance Division of the Department of Labor and Industrial Relations. You can find your local Claims Office's contact information at labor.hawaii.gov/ui/contact.