

MICHAEL P. VICTORINO
Mayor

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March 22, 2020

The Honorable David Y. Ige, Governor
State of Hawaii
State Capitol
415 South Beretania Street
Honolulu, HI 96813

Dear Governor Ige:

SUBJECT: UNEMPLOYMENT CLAIMS

We realize as a result of the mandatory shelter in place actions being taken to save lives within this County, in the State and around the nation, many people are being laid off from their jobs and need to file an unemployment claim. Typically, when there is a downturn in the economy joblessness rises over a period of months, however this situation is very different. The extremely large spike in jobless claims over a period of days is crashing filing systems around the nation and Hawaii is no exception.

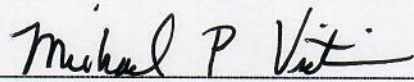
May I please request that you and your supporting departments address the challenges to the unemployment system and provide more comprehensive guidance to the public, which may include communicating what the State is currently doing to solve the issues.

Residents in Maui County have reported spending hours and even days online trying to file an unemployment claim only to be repeatedly kicked-off the system or directed to call phone numbers that are not being answered. We can appreciate the system was not designed to handle this volume of claims, and that State employees are asked to work from home. But in this very uncertain time, our people are asking for more information about what to do.

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I would also request that you allow all applicants to back date their applications to the date of lay off. Since hundreds have been attempting to file their claim in a timely fashion, but have been prevented due to the system issues, that would seem to be an equitable solution.

We appreciate all the work of the State and the Governor's office and hope we can continue to partner to serve the people of Maui County in this challenging time.

A handwritten signature in black ink, reading "Michael P. Victorino". The signature is written in a cursive style and is positioned above a horizontal line.

Michael P. Victorino
Mayor, County of Maui