

**State of Hawaii**  
**Department of Labor and Industrial Relations**  
**Unemployment Insurance Division**  
**DISASTER UNEMPLOYMENT ASSISTANCE**  
**INFORMATION and ASSISTANCE RIGHTS**

**What is Disaster Unemployment Assistance (DUA)?**

Disaster Unemployment Assistance (DUA) provides temporary benefits to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster and who are not eligible for regular unemployment insurance (UI). Direct result means loss of employment or self-employment because of the major disaster itself and not the result of a longer chain of events caused or worsened by the disaster. The UI agency will check to see if individuals are eligible for regular UI benefits before finding them eligible for DUA. If individuals are eligible for regular UI benefits, they will receive those benefits instead of DUA.

The U.S. Department of Labor oversees the DUA program and coordinates with the Federal Emergency Management Agency (FEMA) of the Department of Homeland Security. DUA is administered by state UI agencies acting as agents of the Federal government whenever a disaster declaration for "individual assistance including DUA" is made.

**Major Disasters**

A "Major Disaster" means any natural catastrophe (such as a hurricane, tornado, earthquake, snowstorm flood, etc.) or other types of disasters (such as an explosion, natural gas leak, etc.) that result in a Presidential declaration of a disaster. A Presidential declaration is made when it is determined that governmental assistance is needed for communities and individuals directly affected by a disaster. DUA becomes available when the declaration is for "individual assistance including DUA."

**Triggering DUA**

Based upon the request of a state Governor or Tribal Governor/Chief, the President may declare a major disaster in the state. The declaration will define the areas affected by the disaster and may authorize DUA. Public announcements are made in the disaster area advising that DUA is available, providing information on how and when individuals can file for benefits.

**Qualifying for DUA**

One of the following conditions of unemployment must have occurred as a direct result of the disaster to qualify for DUA:

1. The individual has had a week of unemployment following the date the major disaster began;
2. The individual is unable to reach his/her place of employment;
3. The individual was scheduled to start work and the job no longer exists or the individual was unable to reach the job;
4. The individual became the breadwinner or major support because the head of the household died as a direct result of the disaster; or
5. The individual cannot work because of an injury caused as a direct result of the disaster.

**Eligibility Requirements**

In order to be eligible for DUA, individuals who meet one of the qualifying conditions above must also meet all the following eligibility requirements:

1. The individual is not eligible for regular UI;
2. The individual is unemployed as a direct result of the disaster;
3. The individual is able and available for work, unless injured as a direct result of the disaster;
4. The individual filed an application for DUA within 30 days of the date of the public announcement of the availability of DUA; and
5. The individual has not refused an offer of employment in a suitable position.

**When and Where to File for DUA**

Individuals may file a DUA claim online at <https://uiclaims.hawaii.gov>. If an individual is not able to file a claim online, they may contact the UI agency toll free at (833) 901-2272 or (833) 901-2275 or (808) 762-5751 or (808) 762-5752.

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Applications for DUA must be filed **within 30 days of the announcement of the availability of DUA** in the state.

**Continued Claim Certifications**

Individuals should go to <https://labor.hawaii.gov/ui/ui-forms> and download Form ETA 83 – Weekly Request for Assistance. Instructions on how to complete and submit form are also available online.

The claim forms must be submitted weekly for each week you are claiming DUA assistance. The period for the weekly claim always begins on Sunday and ends on the Saturday of the week you are filing for. The claim forms must be postmarked or received by the unemployment claims office within 7 days from the weekending date of the claim. The claim may be accepted beyond 7 days if you can show good cause for the late filing. Filing DUA weekly certifications by telephone or internet are not available at this time.

**Required Proof of Employment**

Individuals will need to provide proof (e.g., income tax return, bank statements) to document employment or self-employment or to document work that was to begin on or after the date of the disaster. If proof of employment cannot be provided at the time the claim is filed, individuals have 21 calendar days from the time the claim was filed to meet this requirement. Failure to submit this documentation within the 21 days will result in a denial of DUA, and any benefits already paid will be considered overpaid. Individuals are required to repay any benefits overpaid.

**The DUA Weekly Benefit Amount (WBA) Payable and Benefit Duration**

An individual's minimum WBA is for Hawaii DUA is \$283. An individual's WBA may be increased over the minimum WBA based on net earnings (income) from self-employment and/or gross wages from employment. The maximum weekly benefit amount is \$763 for 2023.

DUA benefits are generally paid for up to 26 weeks, beginning with the first week following the date the major disaster began, and ending with the 26th week following the date the major disaster is declared by the President.

**Disqualification and Termination of DUA**

An individual can be disqualified for DUA benefits or DUA benefits can be terminated if any of the following occur:

1. The individual becomes employed and the earnings exceed the weekly benefit amount allowed under the state's law;
2. The individual refuses to accept suitable employment without good cause;
3. The individual refuses to accept a referral to suitable employment without good cause;
4. The individual is not able or available for work (unless the inability is due to an injury caused as a direct result of the disaster);
5. The individual is not available for work, unless the unavailability is due to the individual's preparations to resume self-employment; or
6. The individual is no longer unemployed as a direct result of the disaster.

**Appeals**

Any denial of DUA benefits may be appealed. Individuals must file the appeal within 60 days of the date the determination was issued.

**Funding of DUA Claims**

FEMA provides the funding for DUA benefit payments and the costs for states to administer the program. DUA payments are made by state UI agencies to eligible individuals unemployed as a direct result of the disaster.

**Federal Taxes**

DUA benefits are subject to Federal income tax. Individuals may elect to have Federal withholding deducted from their DUA payments. Individuals will receive Form 1099-G to file with their income tax return.

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**Child Support Deductions**

Child support payments are deductible from your DUA benefits. If you have any question regarding the deductions made to your check, please contact the appropriate Child Support Enforcement Agency office in your area.

**Local Claim Office Information**

For contact information for your local claims office, visit <https://labor.hawaii.gov/ui/contact>.

**Legal Authority**

Sections 410 and 423, Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) (42 USC 5177); Title 20, Chapter V, Part 625, Code of Federal Regulations (20 CFR Part 625), as amended.

**ENGLISH: Important!** This document has important information about your unemployment compensation rights, responsibilities, and/or benefits. It is essential that you understand the information in this document. **If you need help (free of charge) in understanding this document in your language,** please call (833) 901-2272 or (808) 762-5751 and (833) 901-2275 or (808) 762-5752; or go to [\[https://labor.hawaii.gov/ui\]](https://labor.hawaii.gov/ui). You can also contact the local offices listed below for assistance.

**CHINESE (Simplified): 重要!** 本文件包含有关您的失业补偿权利、责任和/或福利的重要信息。理解本文档中的信息非常关键。如果您需要帮助（免费）以您的语言理解本文档，请致电 (833) 901-2272 或 (808) 762-5751 和 (833) 901-2275 或 (808) 762-5752；或前往 [\[https://labor.hawaii.gov/ui/lep-chi\]](https://labor.hawaii.gov/ui/lep-chi)。您也可以联系下列当地办事处寻求帮助。

**JAPANESE: 重要!** この文書には、失業補償の権利、責任、および/または給付に関する重要な情報が含まれています。この文書の情報をしっかり理解することが大事です。この文書を理解する上で、あなたの言語で無料サービスを必要とされる場合は、(833) 901-2272 または (808) 762-5751 および (833) 901-2275 または (808) 762-5752 までお電話ください。または [\[https://labor.hawaii.gov/ui/lep-jpn\]](https://labor.hawaii.gov/ui/lep-jpn) にアクセスして下さい。下記の地域事務所も支援を受け付けておりますので、お問い合わせください

**TAGALOG: Mahalaga!** May mahalagang impormasyon ang (mga) dokumentong ito tungkol sa iyong mga karapatan sa kompensasyon sa kawalan ng trabaho, mga responsibilidad, at/o mga benepisyo. Mahalagang maintindihan mo ang impormasyon sa dokumentong ito. **Kung kailangan mo ng (libreng) tulong para maintindihan ang dokumentong ito sa iyong wika,** tumawag sa (833) 901-2272 o (808) 762-5751 at (833) 901-2275 o (808) 762-5752; o pumunta sa [\[https://labor.hawaii.gov/ui/lep-tag\]](https://labor.hawaii.gov/ui/lep-tag). Maaari ka ring makipag-ugnayan sa mga lokal na tanggapan na nakalista sa ibaba para sa tulong.

**ILOCANO: Nasken!** Addaan nasken a damag daytoy nga dokumento maipanggep dagiti rebbeng a bayad para iti pannakaawan iti trabaho, responsibilidad, ken/wenno pagimbagan. Nasken a maawatam iti damag ditoy a dokumento. **No masapolmo iti (libre a) tulong tapno maawatam daytoy a dokumento iti lengguahem,** awagam iti (808) 762-5751 wenno (833) 901-2272 ken (833) 901-2275 wenno (808) 762-5752; wenno mapan iti [\[https://labor.hawaii.gov/ui/lep-ilo\]](https://labor.hawaii.gov/ui/lep-ilo). Mabalainmo pay a sarungkaran dagiti lokal nga opisina a nailista iti baba para iti tulong.

**KOREAN: 중요!** 본 문서(들)는 실업 보상 권리, 책임 및/또는 혜택에 관한 중요한 정보를 포함하고 있습니다. 이 문서에 포함된 정보를 이해하는 것이 중요합니다. 문서를 모국어로 이해할 수 있도록 도움(무료)이 필요하시다면, (833) 901-2272 또는 (808) 762-5751, (833) 901-2275 또는 (808) 762-5752 로 연락해주시십시오; 또는 [\[https://labor.hawaii.gov/ui/lep-kor\]](https://labor.hawaii.gov/ui/lep-kor) 으روی동합니다. 또한 아래의 현지 사무소에 연락해 도움을 받을 수 있습니다.

**VIETNAMESE: Quan trọng!** (Các) tài liệu này chứa thông tin quan trọng về quyền được bồi thường thất nghiệp, trách nhiệm và / hoặc quyền lợi của bạn. Điều quan trọng là bạn phải hiểu thông tin trong tài liệu này. **Nếu bạn cần trợ giúp (miễn phí) để hiểu tài liệu này bằng ngôn ngữ của bạn,** vui lòng gọi (833) 901-2272 hoặc (808) 762-5751 và (833) 901-2275 hoặc (808) 762-5752; hoặc truy cập [\[https://labor.hawaii.gov/ui/lep-vie\]](https://labor.hawaii.gov/ui/lep-vie). Quý vị cũng có thể liên lạc với các văn phòng địa phương được liệt kê dưới đây để được trợ giúp.

**SPANISH: ¡Importante!** Este(s) documento(s) contiene(n) información importante sobre sus derechos, responsabilidades y/o beneficios de compensación por desempleo. Es fundamental que comprenda la información de este documento. **Si necesita ayuda (sin cargo) para comprender este documento en su idioma,** llame al (833) 901-2272 o (808) 762-5751 y (833) 901-2275 o (808) 762-5752; o vaya a [<https://labor.hawaii.gov/ui/lep-spa>]. También puede ponerse en contacto con las oficinas locales que se indican a continuación para obtener ayuda.

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**CHUUKESE: Aueha!** Ei taropwe a kan wor poraus aueha non usun eomuwe pung ren momon ese wor angang kena, met kopwe fofori, me/ika aninis kena. Mi fakkun namoteoch pwe en kopwe weweiti ewe poraus non ei taropwe. **Ika pwe en ka kan mochen aninis (ese wor momon) non weweitin ei taropwe non fosun fonuwom,** kose mochen korikich non (833) 901-2272 ika (808) 762-5751 me pwan (833) 901-2275 ika (808) 762-5752; ika kopwe ne no ngeni [<https://labor.hawaii.gov/ui/lep-chk>]. En kopwe kan pwan tongeni kori ewe ofes non nenieom mi maaketiw me fan ren aninis.

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**MARSHALLESE: Aurok!** Ewōr melele aurok ilo peba in/kein kin maron, eddo, im/ak jibañ ko am ikijen kolla eo an bōjrak jermal. Aurok am melele naan ko kobban peba in. **Ñe kwōj aikuj jibañ (ejellok wonnen) ñan am melele naan ko kobban peba kein ilo kajin eo am,** jouj im kall ae tōk kim ilo (833) 901-2272 ak (808) 762-5751 im (833) 901-2275 ak (808) 762-5752; ak loʻok [<https://labor.hawaii.gov/ui/lep-mah>]. Kwōmaron bar kebaak opij ko ilo jukjukinbed eo im emōj laajrak ijin lal ñan aer jibañ kwe.

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## UNEMPLOYMENT INSURANCE CLAIMS OFFICES

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### Oahu Claims Office

830 Punchbowl Street, Room 110, Honolulu, HI 96813-5080  
Phone: (808) 586-8970

### Hilo Claims Office

1990 Kinoole Street, Room 101, Hilo, HI 96720-5293  
Phone: (808) 974-4086

### Kona Claims Office

Ashikawa Building, 81-990 Halekii Street, Room 2090  
P.O. Box 167, Kealekekua, HI 96750-0167  
Phone: (808) 322-4822

### Maui Claims Office

54 South High Street, Room 201, Wailuku, HI 96793-2198  
Phone: (808) 984-8400

### Kauai Claims Office

4370 Kukui Grove Street, Suite 3-214, Lihue, HI 96766-2001  
Phone: (808) 274-3043

### Liable Interstate Unit

830 Punchbowl Street, Room 110, Honolulu, HI 96813-5080  
Phone: (808) 586-8970