

DAVID Y. IGE  
GOVERNOR

JOSH GREEN  
LIEUTENANT GOVERNOR



ANNE PERREIRA-EUSTAQUIO  
DIRECTOR

JOANN A. VIDINHAR  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
830 PUNCHBOWL STREET, ROOM 321  
HONOLULU, HAWAII 96813  
[www.labor.hawaii.gov](http://www.labor.hawaii.gov)

February 22, 2021

Rev. Sam Domingo  
Mr. John Witeck  
Hawaii Workers Center  
[Hawaiiworkerscenter.org](http://Hawaiiworkerscenter.org)

SUBJECT: Letter dated February 13, 2021 Regarding Meeting Request

Dear Reverend Domingo and Mr. Witeck,

Thank you for your advocacy for Hawai'i's workers. I assure you that the Department of Labor and Industrial Relations (DLIR) is working tirelessly in alignment with our mission to assist and advocate for Hawai'i's workforce. I must decline your offer to meet in person but know that providing the best possible service to our community is of utmost importance.

I respectfully disagree with your characterization of the DLIR's efforts during the unprecedented crisis that has resulted from the COVID-19 Pandemic. I am extremely proud of the Department's workers, including those volunteers outside of the UI Division, who have persistently toiled long hours - often seven days a week and on holidays - to meet the needs of our community. I would be remiss to neglect to mention my tremendous gratitude for our volunteers from our sister departments, the Legislature, the Hawai'i State Libraries, the Hawai'i State Bar Association, UI retirees, the Unions, and the private sector and non-profit partners that have resolutely strove to address workers' rightful benefits to provide a greater level of relief as soon as feasible.

As you may recall, our online benefits portal degraded to the point of essentially eliminating access to most applicants in mid-March. To address this situation, the DLIR began by implementing a benefits web application form to take traffic off the mainframe and process those applications during overnight batch processing. Subsequently, numerous measures were undertaken. These include making a new claims status check available 24/7, adding 15 front end web servers to intake initial and weekly claims, creating a replicated database to divert traffic from the mainframe, tuning of mainframe to optimize performance, installing Amazon Cloud Front to remove bots and improve the ability to manage the front end and installing an Amazon Web Application Firewall to protect the web applications from cyber-attacks and enhance security.

The Department - with the help of our partners - installed phone centers internally, at the Entrepreneurs Sandbox and subsequently at the Hawai'i Convention Center, procured a vendor to help with a call and adjudication center, and recently implemented our own call and adjudication center at the Hawai'i Convention Center staffed with local Hawai'i residents.

In closing, I will continue to focus my efforts on managing the Department to the best of my abilities and restate my steadfast commitment to all involved – our claimants and their families, our workers, partners, and volunteers who are all working together to help us provide service to the greatest number of individuals in an efficient, timely and safe manner.

Mahalo,

A handwritten signature in black ink, appearing to read "Anne Perreira-Eustaquio". The signature is fluid and cursive, with a prominent flourish at the end.

Anne Perreira-Eustaquio  
Director of Labor and Industrial Relations