

1 WHEREAS, individuals have reported an estimated average for wait times of over
2 an hour when filing claims or reaching the HiRE Help Desk by phone; and

3 WHEREAS, approximately twenty-five percent of Louisiana households do not have
4 access to broadband internet in their homes and therefore cannot easily file unemployment
5 claims or weekly certifications online; and

6 WHEREAS, since these Louisiana households do not have access to broadband
7 internet, claimants must call in to file unemployment claims or weekly certifications and
8 should not be further burdened by having to suffer long wait times in order to file such
9 claims and weekly certifications.

10 THEREFORE, BE IT RESOLVED that the House of Representatives of the
11 Legislature of Louisiana does hereby urge and request the Louisiana Workforce Commission
12 to study and identify solutions for promoting access to the unemployment insurance benefits,
13 such as improving wait times for filing.

14 BE IT FURTHER RESOLVED that a copy of this Resolution be transmitted to the
15 secretary of the Louisiana Workforce Commission.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HR 46 Engrossed

2020 First Extraordinary Session

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Requests the Louisiana Workforce Commission to study and identify solutions for promoting access to the unemployment insurance benefits, such as improving wait times for filing.