

AGENCIES  
TESTIMONY

STATE OF HAWAII  
DEPARTMENT OF DEFENSE

TESTIMONY  
RELATING TO THE CONFIRMATION OF  
LILLIAN B. KOLLER  
AS DIRECTOR OF THE DEPARTMENT OF HUMAN SERVICES

PRESENTATION TO THE  
SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

BY

MAJOR GENERAL ROBERT G. F. LEE  
ADJUTANT GENERAL

April 3, 2007

Good Afternoon, Chair Chun Oakland, Vice-Chair Ihara and Committee Members:

I am Major General Robert G. F. Lee, State Adjutant General. I am testifying in strong support of Ms. Lillian B. Koller, the gubernatorial nominee as Director of the Department of Human Services.

I have known and worked closely with Ms. Koller for the past four years and can personally attest to her character, outstanding work ethic, her sense of fairness and respect, and her integrity.

Ms. Lillian Koller has a wealth of experience in the public and private sectors. Currently, she is the Director of the Department of Human Services and has aggressively supported the needs of our communities and the State of Hawaii. People oriented, she is very innovative and takes actions without delay, while being fair, compassionate, and respectful.

As the Director, Lillian has worked closely with the State Department of Defense in partnering with the Hawaii National Guard in total support of our Operation About Face programs. This partnership has resulted in turning many of our "At Risk" youths into becoming productive citizens of our communities. As the Director of State Civil Defense and Homeland Security, I truly appreciate her aggressive but fair leadership that gets the job done.

As a truly outstanding professional and citizen with experiences in the public and private sectors, I respectfully request your favorable consideration and confirmation of Lillian B. Koller as the Director of the Department of Human Services. Thank you.

LINDA LINGLE  
GOVERNOR



LILLIAN B. KOLLER, ESQ.  
DIRECTOR

HENRY OLIVA  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Social Services Division  
Child Welfare Services Branch  
Oahu Special Child Welfare Services Section  
420 Waiakamilo Road, Suite 300B  
Honolulu, Hawaii 96817

December 27, 2006

Senator Suzanne Chun Oakland  
Chairman of Human Services and Public Health Committee  
State Capitol Building, Room 226

Dear Senator Chun Oakland:

My name is Kayle M. Perez and I have been a social worker with the Department of Human Services (DHS) for the last 23 years. Of which, 22 of them have been focused on child protection. I am writing this letter today to convey my support for our Director, Lillian Koller. The past four years have been full of transition and change. They have not been easy. The Child and Family Services Review brought federal representatives into our home to look at our program and critique us using a tool that was foreign and different, but for once, we began to define clear, measurable outcomes that we agree, were the standards for best practices for Hawaii's children and families.

I will be the first to admit that I have not always agreed with the manner in which Director Koller tackles problems. I now believe without her tenacity, we would not be the improved CWS program we are today. Director Koller has fought to access funding to establish services for our children and families, such as our Differential Response System (DRS). DRS offers Family Strengthening Services and Voluntary Case Management Services for early intervention to guide families towards better opportunities for self-sufficiency and well-being. It also involves the community in helping families build a safety net for support. The DRS has also resulted in lower caseloads for our CWS workers, which in turn, allows the CWS workers to have more face-to-face contact with our children and their families.

On a personal note, Director Koller believed that those involved in protective services work, deserved their own class and supported the new classification for protective services workers. In May 2004, the Child/Adult Protection Specialist (C/APS) classification was established. In the process, the Section Administrators were denied this same recognition. Director Koller responded to our request to have the Department of Human Resources Development reconsider their earlier denial to include the Section Administrators in this classification. With her advocacy, the Section Administrators did

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Kayle M. Perez

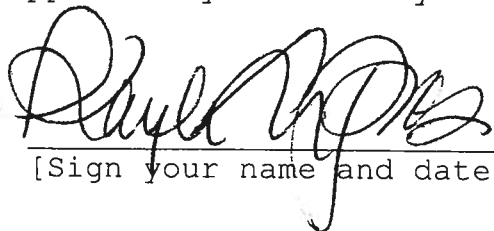
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Kayle M. Perez and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 27, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 03-16-07  
[Sign your name and date]

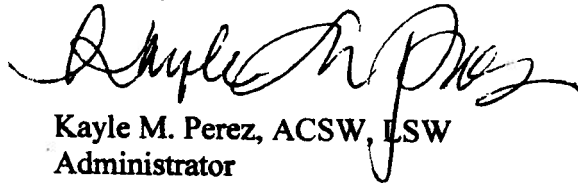
Senator Suzanne Chun Oakland  
Page 2  
December 27, 2006

not only receive the C/APS classification, but the C/APS classification was made retroactive to May 2004.

One of her more promising achievements is her push to have government agencies work collaboratively for the well-being of our children. Director Koller pushed to have the Divisions within DHS work collaboratively to maximize resources and remove silos to make it easier for our families to access services. Director Koller, along with Dr. Chiyomi Fukino, spearheaded an effort to have DHS and the Department of Health's, Child and Adolescent Mental Health Division work together to find children appropriate placements and services to maintain them in their home or community.

We must continue to move forward on our system reform and improvements. Director Koller has the vision and the energy to keep us moving towards improved child welfare services and best practices for our children and families. I ask for your support on Director Koller's re-confirmation.

Sincerely,

A handwritten signature in black ink, appearing to read "Kayle M. Perez". The signature is fluid and cursive, with a large initial "K" and "P".

Kayle M. Perez, ACSW, LSW  
Administrator  
Oahu Special Services Section

Council Chair  
G. Riki Hokama

Vice-Chair  
Danny A. Mateo

Council Members  
Michelle Anderson  
Gladys C. Baisa  
Jo Anne Johnson  
Bill Kauakea Medeiros  
Michael J. Molina  
Joseph Pontanilla  
Michael P. Victorino



Director of Council Services  
Ken Fukuoka

**COUNTY COUNCIL**  
COUNTY OF MAUI  
200 S. HIGH STREET  
WAILUKU, MAUI, HAWAII 96793  
[www.maui-county.gov/council](http://www.maui-county.gov/council)

April 2, 2007

TO: Honorable Chun Oakland, Chair  
Committee on Human Services and Public Housing

FROM: Jo Anne Johnson  
Maui County Council Member

DATE: April 2, 2007

SUBJECT: **Testimony in support of the Confirmation of Gubernatorial Nominee, Lillian Koller Esq. as the Director of the Department of Human Services for a term to expire 12-6-2010.**

Dear Senator Chun Oakland, Chair, and Honorable Committee Members,

I urge you to please confirm Ms. Koller as Director of the Department of Human Services. I had the distinct privilege of working with Ms. Koller while she was employed with Maui County. Her work with the Maui Drug Court was outstanding and the program received distinguished recognition with her assistance.

Lillian is a devoted mother, a dedicated public servant, a creative and innovative leader and a person of impeccable character. She deserves to be re-appointed to this position and is most worthy of your vote of confidence.

In her present position as Director of Human Services she has taken the Department in bold directions and challenged her department to seek the highest standards. Department employees are to be congratulated for their excellent work and for responding to the needs of their clients.

Lillian and those in her department have helped Hawaii's most vulnerable and needy and under her leadership they have brought much needed funding into the state to assist many of Maui's Human Service programs.

Memo To  
April 2, 2007  
Page 2

I am proud to support her nomination and I urge you to please allow her to continue to "lead by example" and to continue working toward the many worthy goals and objectives she has set for her department.

Sincerely,

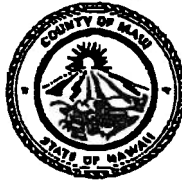


Jo Anne Johnson

cc: Honorable Senator Shan S. Tsutsui  
Honorable Senator J. Kalani English



**CHARMAINE TAVARES**  
MAYOR



200 South High Street  
Wailuku, Hawaii 96793-2155  
Telephone (808) 270-7855  
Fax (808) 270-7870  
E-mail: [mayors.office@mauicounty.gov](mailto:mayors.office@mauicounty.gov)

**OFFICE OF THE MAYOR**  
County of Maui

April 3, 2007

The Honorable Suzanne Chun Oakland, Chair  
and Members of the Senate Committee  
on Human Services and Public Housing  
Hawaii State Capitol  
415 South Beretania Street  
Honolulu, HI 96813

**RE: GM 275 – CONFIRMATION OF LILLIAN KOLLER AS THE DIRECTOR  
OF THE DEPARTMENT OF HUMAN SERVICES**

Dear Chair Chun Oakland and Members:

Thank you for the opportunity to provide testimony in support of the confirmation of Lillian Koller as the Director of the Department of Human Services. I respectfully request that you give her your full support and encourage your Senate colleagues to do likewise. Director Koller has done an outstanding job over the past four years and I am certain she would continue to do so during her second term.

I have had the pleasure of working with Director Koller in various capacities over the past decade, including the times I served as Director of the Maui County Department of Parks and Recreation, as a member of the Maui County Council, and now in my present position as Mayor of Maui County.

As you may know, Director Koller was formerly a deputy corporation counsel for the County of Maui. She later established and managed the Maui Drug Court program, which won County, State and Federal accolades for being innovative and highly effective.

I have always found Director Koller to be a hard-working and talented public servant who is proactive, fair, honest and trustworthy. Most of all, she is a very compassionate person who is dedicated to improving the lives of those in need.

The State of Hawaii is fortunate to have a leader of Director Koller's caliber at the Department of Human Services. I know she loves her job and wants to continue her important work for an additional four years. It is my hope that you will give her the opportunity to do so.

The Honorable Suzanne Chun Oakland, Chair  
Page 2  
April 3, 2007

Again, thank you for the opportunity to provide these comments and your favorable consideration of the appointment of Lillian Koller as the Director of the Department of Human Services.

Sincerely,

A handwritten signature in black ink, appearing to read "Charmaine Tavares", with a long, sweeping underline that extends to the right.

CHARMAINE TAVARES  
Mayor, County of Maui

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Colette Machado

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Colette Machado and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 11, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

Colette Y. Machado

[Sign your name and date]

PHONE (808) 594-1888

FAX (808) 594-1865



**STATE OF HAWAII**  
**OFFICE OF HAWAIIAN AFFAIRS**  
711 KAPI'OLANI BOULEVARD, SUITE 500  
HONOLULU, HAWAII 96813

January 11, 2007

The Honorable Suzanne Chun-Oakland  
Chair, Health and Human Services Committee  
State Capitol, Room 226  
Honolulu, Hawaii 96813

Dear Senator Chun-Oakland:

I am pleased to write this letter supporting the reconfirmation of Lillian B. Koller as the Director of the Department of Human Services (DHS) for the State of Hawaii. Lillian has achieved far reaching results, many which have recognized and positively impacted constituents in the Hawaiian community, on a new and unprecedented level.

Under Ms. Koller's leadership, DHS for the first time has squarely addressed the issues concerning Hawaiian children in the foster care system being placed in homes alien to their own culture. The Kokua 'Ohana pilot project to recruit, train, certify, and provide on-going support to Native Hawaiian foster parents was funded by the Administration of Native Americans (ANA) with the support of DHS. Based on the success of the pilot, DHS has funded the continuation of that project for another six years.

Lillian Koller implemented many changes in various policies and procedures that previously contributed to removing greater numbers of Hawaiian children and displacing them into culturally dissimilar homes. Ms. Koller has brought Child Welfare Services (CWS) from a past of obsolete practices that promoted the denigration of Hawaiian culture by separating children from their culture into line with best practices recognized across the nation and mandated by the U.S. Administration for Children and Families (ACF). In doing so, she has integrated previously fragmented services related to foster care to provide a more comprehensive approach providing individual cases with the attention they deserve. Hawaiian community-based organizations (CBO) have begun to participate in the management and delivery of these services on an unprecedented scale.

Ms. Koller has accessed more than \$40 million in federal funds that had previously gone unused. She has, furthermore, used those funds to expand the coverage of existing social services and many new and innovative programs that have benefited target populations that are frequently and predominantly Hawaiian.

In the arena of health care, Ms. Koller has expanded the Quest Medicaid waiver to provide an additional 9,000 children and 20,000 adults with medical coverage; secured \$24 million in federal aid to support hospital services for uninsured and other needy patients; and secured \$8 million to help adults with diabetes maintain their health.

In the area of public assistance, Ms. Koller streamlined the process for children and pregnant women to access public assistance, medical care, and employment services.

The Honorable Suzanne Chun-Oakland

Page 2

January 11, 2007

She has also developed new and innovative programs such as the SEE Hawaii Work Program and Upfront Universal Engagement that have placed many TANF recipients in meaningful employment opportunities; and implemented the "Reward Work" initiative that provides a genuine incentive to work by allowing welfare recipients to retain 100% of their benefits for the first two years they work.

Ms. Koller expanded early childhood education through the Preschool Open Doors (POD) program adding 600 additional preschool slots statewide, and she is currently targeting another \$20 million to fund preschool for another 3,000 three- and four-year-olds. She has provided funding for after-school programs, including locations at ten charter schools.

Under Ms. Koller's leadership, DHS has established programs to divert youth from being sent to the Hawaii Youth Correctional Facility (HYCF). These programs include the Ke Kama Pono safe house which provides caring rehabilitation for Big Island girls in Honokaa and the Hawaii Advocate Program which provides intensive in-home counseling for troubled youth.

In the past four years, DIIS developed the "Going Home Program" to support elderly persons being maintained in community care homes rather than institutions. Currently, funding is being provided to enable more community-based residential resources for the elderly.

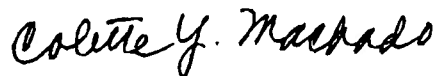
Ms. Koller has networked with trustees from the Office of Hawaiian Affairs with regard to sources of support like the ACF. DHS has worked with us to find ways with which OHA dollars supporting various social services can be augmented by claiming Title IV.E. and other federal sources of revenue.

Finally, Ms. Koller has enhanced benefits to employees in many roles within DIIS. She has reduced case loads enabling child welfare workers to work more intensively with the families most in need by establishing diversion programs diverting over 600 families from the active case load into voluntary services targeted to the needs of the families. Similar case load reductions were achieved in TANF assistance through new innovative programs that placed people in employment, taking approximately 900 cases off the list of those needing assistance.

The many achievements listed here are only a sampling of what Lillian Koller has brought to DHS. Her commitment and energy for supporting the children and families of Hawaii, particularly the Hawaiian community, is undeniable. We can only benefit further under her inspiring leadership.

My colleagues at the Office of Hawaiian Affairs join me in asking for your support of Lillian Koller.

Sincerely,



Colette Machado  
Trustee, Moloka'i and Lana'i  
Chairperson, Committee on Beneficiary Advocacy and Empowerment

cm:lad/dn

cc Lillian B. Koller



# State Rehabilitation Council

Vocational Rehabilitation and Services for the Blind Division  
601 Kamokila Boulevard, Room 515  
Kapolei, Hawaii 96707

Voice: (808) 692-7711  
TTY: (808) 692-7711  
FAX: (808) 692-7721

DATE: January 5, 2007

TO: Senator Suzanne Chun Oakland and members of the Senate Committee on Human Services

SUBJECT: Confirmation hearing for Lillian Koller as the Director, Department of Human Services

Thank you for the opportunity to testify in support of the nomination of Lillian Koller as the Director of the State Department of Human Services.

The Hawaii State Rehabilitation Council (SRC) is a federally mandated council that works in partnership with the Division of the Vocational Rehabilitation and Services to the Blind which is a division of the Department of Human Services (DHS). As Chair of the SRC I work in coordination with the DHS Director's Office and therefore come in contact with Lillian Koller on a regular basis. I have the highest regard for her ability and leadership in running the department.

Currently I am working with Lillian Koller and the legislature for the passage of important legislation that would create employment opportunities for those most under represented in the workforce, persons with disabilities and TANF recipients.

As a Human Services and housing professional with over 36 years of experience working with Hawaii's non-profits, I have come in contact with ever Human Services Director since Myron Thomson headed what was then called the Department of Housing and Human Services. Obviously I feel this is a key position in our State government that serves Hawaii's most needy and vulnerable citizens. I know Lillian Koller to be a bright, dedicated professional who brings a 'can do' perceptiveness to this position.

I strongly recommend the reconfirmation of Lillian Koller as the Director of the Department of Human Services.

Sincerely,

Rene Berthiaume,  
Chair, Hawaii State Rehabilitation Council

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Rene Berthiaume

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Rene Berthiaume and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 05, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

Rene Berthiaume 3/20/07  
[Sign your name and date]

THE  
STATE  
FOUNDATION  
ON  
CULTURE  
AND  
THE ARTS

January 12, 2006



LINDA LINGLE  
Governor

RUSS K. SAITO  
Comptroller

GAE BERGQUIST TROMMALD  
Chairperson

Commissioners:

SANDRA ALBANO  
MARY BEGIER  
BINA CHUN  
MARIA JO FARINA  
DAVID E. HELDER  
PETER ROSEGG  
GEORJA SKINNER  
LORI VOGEL THOMAS

RONALD K. YAMAKAWA  
Executive Director

The Honorable Suzanne Chun-Oakland  
State Senator and Chair, Human Services  
and Public Housing Committee  
State Capitol Building, Room 226  
Honolulu, HI 96813


Dear Senator Chun-Oakland:

For the past three years, the State Foundation on Culture and the Arts (SFCA) has had the opportunity to partner with the Department of Human Services (DHS) in support of assisting needy families and at-risk youth through statewide arts and cultural programming. During each of these three years, DHS has provided funding in the amount of \$625,000 from the Temporary Assistance for Needy Families federal grant to the SFCA Biennium Grants Program.

Last year, we reached more than 250,000 young people with TANF funds through activities in communities that included Ka'u, Honaunau, Makawao, Kalihi-Palama, Kahalu'u, and Hilo. Most of the funds supported arts education activities in a variety of community settings that helped to prevent teen pregnancies and build the infrastructure of two-parent families. This year, TANF funds are making possible programs of 31 nonprofit organizations statewide.

It has been my privilege and pleasure to work with Lillian Koller during this period on behalf of our respective agencies and the constituents we serve. She has been fully supportive of our programs and has shown a keen interest in the role of arts and culture in complimenting human services goals and objectives. We look forward to continuing to work with her in strengthening our communities, encouraging individual creativity and self-esteem, and enriching the quality of life of Hawaii's people through culture and the arts.

Sincerely,

  
Ronald K. Yamakawa  
Executive Director

c: Russ K. Saito  
Gae Bergquist Trommald

No. 1 Capitol District Building  
250 South Hotel Street, 2nd Floor  
Honolulu, Hawaii 96813  
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Art in Public Places: (808) 586-0304  
Contracts: (808) 586-0302  
FAX: (808) 586-0308  
TT: (808) 586-0740  
E-mail: [sfca@sfca.state.hi.us](mailto:sfca@sfca.state.hi.us)  
Web Page: [www.hawaii.gov/sfca](http://www.hawaii.gov/sfca)



## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Ronald K. Yamakawa

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Ronald K. Yamakawa and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 12, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.



for Ronald K. Yamakawa

[Sign your name and date]

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Stan Young

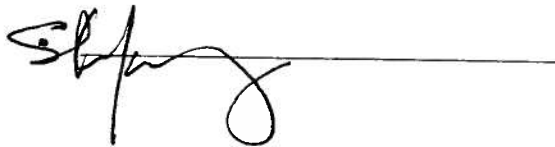
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Stan Young and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 08, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

A handwritten signature in black ink, appearing to read "Stan Young", followed by a horizontal line extending to the right.



# **Blind InSights**

POP - A Personal Opinion & Perspective Jan 08, 2007  
Stan Young P O Box 3203 Honolulu HI 96801 (808) 221-5656

**An Open Letter**

## **Let's Continue the Progress**

Stan Young, Blind Vendor, Matsunaga VA Clinic at Tripler Medical Center  
Board member, National Federation of the Blind of Hawaii  
President, National Association of Blind Merchants of Hawaii

Senator Suzanne Chun Oakland  
Chairperson, Senate DHS Committee

Dear Senator Chun Oakland,

Thank you for your efforts to spark changes and improvements in the Department of Human Services. In the past, I know that we have not been on the same side on some issues. However, with the passage of time, your persistence in allowing open communications, we have, I believe, achieved an era of cooperation with DHS clients and the Administration. We ask you to help in continuing the improvements at DHS by re-confirming Lillian Koller as Director of the Department of Human Services.

One of the major accomplishments of the Koller administration was to recruit Mr. Joe Cordova. As you probably know, Mr. Cordova has extensive experience in administrating VR programs at state, regional, and national levels. Although he has been on board only a relatively short time, I can see many changes that are coming down the line that will improve the lives of the clients.

As a constituent, I humbly ask you, the members of your committee, and the Senate to re-confirm Lillian Koller as Director of the Department of Human Services. Again, thank you for your continuing support.

Mahalo,

Stan



1500 S. Beretania St. Ste 314  
Honolulu, HI 96826  
808.952-0488 Phone  
808.952-0487 Fax  
admin@blueprintforchange.org

*Blueprint for Change develops and supports family centered, community-driven service delivery models that assure the safety and well-being of children who have been identified as at risk for abuse and or neglect*

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**Neighborhood Places**

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Mary Hyslop  
Serving Puna  
(808) 965-5550

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Venus Rosete-Hill  
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Hana  
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**O'ahu**

Christina Simmons  
Serving Central  
O'ahu  
(808) 841-6177

Barbie-Lei Burgess  
Serving Waianae  
(808) 696-4598

March 30, 2007

To: Senate Committee Members  
Human Services and Public Housing  
Sen. Suzanne Chun Oakland, Chair  
Sen. Les Ihara, Jr., Vice Chair

From: Vicki Higgins, Executive Director  
Blueprint for Change

TESTIMONY IN SUPPORT OF LILLIAN B. KOLLER,  
DIRECTOR, DEPARTMENT OF HUMAN SERVICES

On behalf of Blueprint for Change, I am pleased to offer this letter of support for the reappointment of Lillian Koller as Director of the State of Hawaii Department of Human Services (DHS).

We have appreciated Ms. Koller's profound commitment to Hawaii's *keiki*, particularly in regard to issues involving child welfare. Ms. Koller's understanding of the causal factors of child abuse has led to effective action to influence system reform and practical allocation of resources.

Ms. Koller's ongoing support of our Neighborhood Places on Oahu and the Neighbor Islands has served to help Blueprint for Change continue its work as an intermediary promoting innovative community based, culturally responsive practices in the prevention of child abuse and neglect.

I trust that this letter and other letters of support will demonstrate Ms. Koller's positive and far-reaching impact on some of the most vulnerable families in our state.

If I can be of any assistance, please do not hesitate to contact me at 952-0488.

Mahalo.

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Filo Tu

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Filo Tu and I strongly support the  
confirmation of Lillian B. Koller as Director of the  
Department of Human Services for a second term.

Attached is a copy of my previous letter dated  
January 04, 2007 that I sent to you. I am now submitting  
my letter to you again as my official testimony in strong  
support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date] MAR 28 2007

# **BLIND VENDORS OHANA, INC.**

300 Rodgers Blvd. #56  
Honolulu, Hawaii 96819

Phone (808) 861-1300  
Fax (808) 861-1308

January 4, 2007

---

Honorable Suzanne Chun-Oakland  
Chair  
Senate Committee on Human Services  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813

Dear Chairman Chun-Oakland:

I am President and Chief Executive Officer of Blind Vendors Ohana, Inc., the group of blind vendors operating stores at Honolulu International Airport. As you know, our company provides funding for many worthy causes, including donations to the Hawaii Foundation for the Blind. We are also very interested in hiring people with disabilities, and have taken a number of steps over recent years to increase employment of disabled people.

The reason for my writing to you is this. I know the name of Lillian Koller is before your Committee as the Governor's nominee to continue her position as Director of the Department of Human Services. With my partners and employees at Blind Vendors Ohana, I want to express full support for Ms. Koller's nomination. We have worked closely with her in our program to hire disabled employees, and we know how committed she is to improving the lives of blind people and others with disabilities. Her hiring of Mr. Joseph Cordova to be Administrator of Vocational Rehabilitation Services for the Blind has resulted in substantial improvements in our programs for the blind, including the Ho'opono business enterprise program, which I have been very involved with.

Please let the Senate Committee on Human Services know that we warmly and fully support Lillian Koller to be Director of the Department. Please let me know if I can provide further help or information.

Sincerely,

  
Filo Tu  
President

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Michael P. Kahikina


SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Michael P. Kahikina and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 16, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

January 16, 2007

Senator Suzie Chun-Oakland, Chair Committee on Human Services & Housing  
And Members of the Committee  
Senator Coleen Hanabusa, President

Re: Letter of Support to Re-affirm Director of Human Services Lillian Kollier.

I am writing in support to reaffirm Director Lillian Kollier to the Department of Human Services. As a former Chairman for Human Services and Housing, Director Kollier has helped those who need help the most! The courage and leadership she provided has set a very high standard for her self, her staff and Department of Human Services. She believes public servants should focus on serving the public and not making life easier for themselves by resisting reforms. She is not afraid to make major changes in bureaucracy, when necessary. This kind of honest leadership will always meet resistance and complaints! But that's what you look for in a great leader! No difference in why your constituents voted you into office?

But beside the point, I can list numerous achievements Director Kollier accomplished with her staff and department, and with the support of the legislature. Such as helping families and individuals break from poverty by increasing their skills and self-sufficiency. She shared more information with the legislature and public on the Peter Boy Kema missing case, making the system more transparent but more so, trying to avoid the same mistake in the future. She secured more funding for services to the needy and expanded the use of untapped federal funds to the State of Hawaii.

Her achievements are too long to list for four years of her leadership. The compelling reason why I write this letter of support for Lillian Kollier is because of her dedication and commitment to serve the people of Hawaii. She is a fighter for the people and does whatever it takes to accomplish the job. Please consider the facts and the reasons for confirmation is to prove the reliance of service to the public and Lillian Kollier has demonstrated that quality in her tenure. Please reaffirm her as Director for the sake of the public and you can count on her to work with both sides of both House and Senate, for the people, of the State of Hawaii. I thank you for your time and consideration and can be reached at 291-5244 if you have any questions. Peace and God bless in your decision!

Mahalo,



Michael P. Kahikina  
Clubhouse Director



**BOYS & GIRLS CLUB**  
OF HAWAII

**Administrative Office**  
1523 Kalakaua Ave.  
Suite #202  
Honolulu, HI 96826  
Tel 808-949-4203  
Fax 808-955-4496  
www.bgch.com

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## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Sheri Majewski

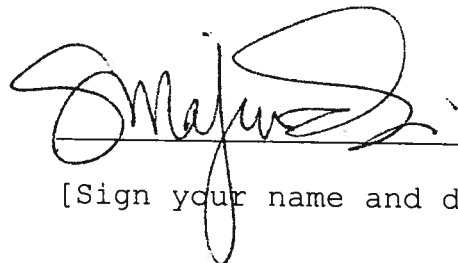
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Sheri Majewski and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 29, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3/19/07  
[Sign your name and date]



Calvary Episcopal  
Preschool

January 17, 2007

Senator Suzanne Chun Oakland  
Human Services and Public Housing Chair  
State Capitol  
Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland,

I am writing to convey my support for the re-appointment of Ms. Lillian Koller as the Director of Human Services. Under Director Koller, the Department of Human Services has been responsive to the growing difficulty in finding teacher-qualified early childhood education staff and has initiated a program to support efforts of individual providers, such as myself, to obtain qualified teachers.

In addition, in an effort to enable private, non-profit programs to continue to pursue quality Director Koller instituted an innovative program to support quality incentives for preschools that serve children receiving state tuition subsidies. This program enables our preschools to begin to work to improve the quality of the education we deliver to the young children that we serve.

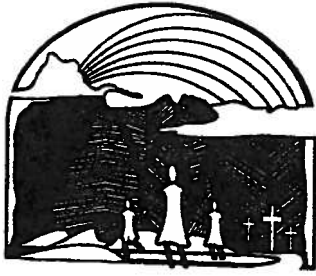
We are hopeful that Director Koller will be re-appointed to continue to provide leadership for the Department of Human Services with more new and innovative solutions to address issues of workforce development and program quality in early education for the next four years.

Sincerely,

A handwritten signature in black ink that reads "Christina O'Dell". The signature is written in a cursive, flowing style.

Christina O'Dell  
Director

cc: Lucille Caba  
Department of Human Services



Calvary Episcopal  
Preschool

January 17, 2007

Senator Suzanne Chun Oakland  
Human Services and Public Housing Chair  
State Capitol  
Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland,

I am writing to convey my support for the re-appointment of Ms. Lillian Koller as the Director of Human Services. Under Director Koller, the Department of Human Services has been responsive to the growing difficulty in finding teacher-qualified early childhood education staff and has initiated a program to support efforts of individual providers, such as myself, to obtain qualified teachers.

In addition, in an effort to enable private, non-profit programs to continue to pursue quality Director Koller instituted an innovative program to support quality incentives for preschools that serve children receiving state tuition subsidies. This program enables our preschools to begin to work to improve the quality of the education we deliver to the young children that we serve.

We are hopeful that Director Koller will be re-appointed to continue to provide leadership for the Department of Human Services with more new and innovative solutions to address issues of workforce development and program quality in early education for the next four years.

Sincerely,

A handwritten signature in cursive script that reads "Christina O'Dell".

Christina O'Dell  
Director

cc: Lucille Caba  
Department of Human Services

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Richard Kim Ph.D.

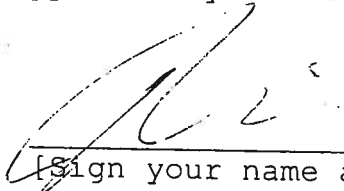
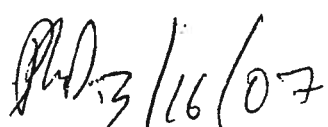
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Richard Kim Ph,D. and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

   
[Sign your name and date]



THE  
C A T A L Y S T  
GROUP

Senator Suzanne Chun-Oakland  
Chair, Human Services and Public Housing Committee  
State Capitol Building, Room 226  
Honolulu, HI 96813

Dear Senator Chun-Oakland,

My name is Dr. Richard Kim, and I am the president of a research and consulting firm called The Catalyst Group, LLC that is based in Honolulu. I am writing this letter in support of Ms. Lillian Koller to be reconfirmed as the Director of State of Hawaii, Department of Human Services.

We are currently providing program evaluation services for a project that was conceived by Ms. Koller and her staff at DHS called Hawaii Advocate Program to address dire needs of our youth and families. Hale Kipa, Inc., under contract with DHS is providing statewide services to prevent and reduce youth out-of-home placements, and we are evaluating their efforts, including conducting outcomes research.

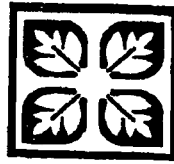
As the evaluator of Hale Kipa's Hawaii Advocate Program (HAP), I know first hand of how it benefits our youth and diverts them from the need to be placed in custody outside of their home. In the last two years of working with Hale Kipa and DHS for this very important effort, our findings are showing significant impact on our State's youth.

The children who are served in the program experienced significant improvements in school grades, self efficacy, problem solving, coping skills, school bonding, and school attendance. Parents of these youth reported significant improvements in family bonding, parental attitudes, family management, family interaction, and social support upon completion of the program. Furthermore, the program was successful across number of impact outcomes measured, including preventing youth and family problems in the areas of abuse/neglect, out-of-home placements, arrests, out-of-wedlock pregnancies, and improving engagement with education and/or employment. Over 500 youth and families were served during the 2 year period.

I know that Ms. Koller has worked to develop many new programs and services benefiting our youth in addition to the HAP program. Consequently, I support her to be reconfirmed in her position so she can continue providing funding of programs benefiting the people of Hawaii.

Sincerely,

Richard Kim, Ph.D.



**CATHOLIC CHARITIES HAWAII**  
Statewide Resource Families Program

March 12, 2007

The Honorable Suzanne Chun Oakland  
Chair, Human Services and Public Housing Committee  
Hawai'i State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813

**Re: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller  
Tuesday, April 3; 1:15 pm, Conference Room 016**

Dear Senator Chun Oakland:

I am writing in support of the reconfirmation of Lillian Koller, Director of the State Department of Human Services.

I had the great opportunity to work directly with Lillian on the TANF Five-Year plan, through which I observed first-hand her outstanding leadership and dedication. The assistance for Hawai'i's most vulnerable populations has improved *dramatically* over the past four years under Lillian's direction and perseverance. These efforts include: significantly expanding medical coverage for needy adults and children, reforming the troubled child welfare services, increasing programs for at-risk youth, and helping adults – including many single mothers – make the often difficult transition from government assistance to gainful employment.

Lillian has also been instrumental in bringing new sources of Federal funding, thus enabling DHS to expand a wide range of services and launch new programs, while easing the burden on our State budget.

I would appreciate your assistance to ensure Lillian Koller will continue to help Hawai'i's neediest individuals for another four years. Your support is greatly appreciated!

Respectfully Submitted,

Patricia Fleck, MS  
Recruitment and Training Specialist  
Statewide Resource Families Program  
Catholic Charities Hawaii  
Kailua-Kona, HI 96740

## TESTIMONY

March 13, 2007

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Linda A. Santos, President/CEO  
Foster Family Programs of Hawai'i

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Linda A. Santos and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 11, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

*Linda A Santos*  
*March 13, 2007*



1705 WOODMAN DRIVE, MCLEAN, VIRGINIA 22101

March 26, 2007

To: The Honorable Suzanne Chun Oakland  
Chair, Human Services and Public Housing Committee  
Hawai'i State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813

Re: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller

Dear Senator Chun Oakland:

I am greatly interested in the Senate reconfirmation process for State Department of Human Services Director Lillian Koller, and am counting on you to support her so she can continue her important work at DHS for another term.

I am the former Director of Policy and Research in the federal agency that operates the TANF program. As a consultant with a national reputation in the area of welfare reform, I have worked with human service directors in more than half the states. I have found Ms. Koller's grasp of issues facing the TANF and other welfare programs to be among the best in the U.S. In addition, she has an outstanding ability to develop and implement solutions. During her term, Hawaii has had one of the highest declines in TANF usage of any state, while Hawaii's poverty rate has also declined. Hawaii has done much under her leadership to assist adults to transition from dependence on government assistance to self sufficiency. At the same time, she has expanded services to prevent poverty and dependence of future generations, a noble endeavor.

I hope that you will work to ensure that Director Koller is confirmed, giving her another four years to build Hawaii's outstanding human service programs.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Chassman".

Deborah Chassman, President  
Chassman Consulting  
1705 Woodman Drive  
McLean, VA 22101

DC@CHASSMAN@AOL.COM  
VOICE: (703) 532-8242 & FAX: (703) 532-8243





# CHILDCARE BUSINESS COALITION

Committed to Quality Education

January 16, 2007

Calvary Episcopal  
Church Preschool  
The Cole Academy  
Hanalani Schools  
KCAA Preschools  
of Hawaii  
Kama'aina Kids  
Rainbow Schools  
Seagull Schools  
St. Timothy's  
Children's Center  
Waianae Coast Early  
Childhood Services  
Waikiki Community  
Center

Senator Suzanne Chun Oakland  
Human Services and Public Housing Chair  
State Capitol  
Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland:

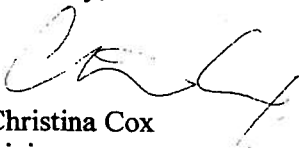
RE: Letter of Support for Director Koller

Under Ms. Koller's direction, the Department of Human Services has instituted a number of positive changes in the area of preschool licensing. Director Koller has been responsive to the growing difficulty in finding teacher-qualified staff and has initiated a program to support efforts of individual providers to obtain teacher qualifications with the creation of a special licensing waiver. This creative approach has worked to ensure that these new teachers are enrolled in on-going educational, credit-bearing programs.

In addition, in an effort to enable private, non-profit programs to continue to pursue quality, Ms. Koller instituted an innovative program to support quality incentives for preschools that serve children receiving state tuition subsidies. This program enables our preschools to begin to work to improve the quality of the education we deliver to the young children that we serve. It has also enabled us to serve a number of additional children who otherwise might not have had the opportunity to attend one of our preschools.

We are hopeful that Ms. Koller will be re-appointed to enable her to continue to provide leadership for the Department of Human Services with more new and innovative solutions to address issues of workforce development and program quality in early education for the next four years. Thank you for your consideration.

Sincerely,

  
Christina Cox  
Liaison

Liaison:  
Christina Cox  
(808) 941-9414

cc: Lucille Caba

156C Hamakua Drive Kailua, Hawaii 96734



## Coalition for a Tobacco Free Hawai'i

1500 S Beretania Street, Suite 309  
Honolulu, HI 96826  
Tel: (808) 946-6851  
Fax: (808) 946-6197  
www.tobaccofreehawaii.org

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Kalih'i Palama Health Center

Hali Robineti, MPH  
Cancer Information Services  
Pacific Region

Letimomi Shearer  
Hui Malama Ola Na 'Ohiwi

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American Cancer Society

Stacy Evensen  
Hawai'i Medical Service  
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Assistant Director

George S. Massengale, JD  
Policy & Advocacy Director

Diane Lobre  
Project Specialist

Natalie Silva  
Administrative Assistant

FAX: 586-6659

TO: Senate Sergeant-at-Arms

Committee on Human Services & Public Housing

Senator Suzanne Chun-Oakland, Chair, Senator Les Ihara, Jr., Vice Chair

Tuesday, April 3, 2007; 1:15 PM, Conference Room 016

COPIES: 20 Copies Needed. Thank you for your help.

**Re: Testimony Strongly Supporting Confirmation of Lillian Koller.**

Chair Chun-Oakland and Vice Chair Ihara, and members of the Committee on Human Services & Public Housing

My name is George Massengale and I am the Policy Director for the Coalition for a Tobacco-Free Hawaii. Thank you for the opportunity to submit testimony in strong support of the reappointment of Ms. Lillian Koller, as Director of the Department of Human Services.

In the past I've had the opportunity work with several DHS Divisions including; Med-Quest, Vocational Rehabilitation, and Social Services. I would like this committee to note that I have noticed marked improvements with regards to staff responsiveness and system navigation in each of these divisions. I can only attribute this improvement to Ms. Koller's leadership. **Personally, it is refreshing to deal with individuals who view themselves as agents of proactive change, and not managers of inertia.**

In the past too many of Hawaii's governmental agencies, not only those housed in the Department of Human Services, have come under the aegis of federal oversight. Ms. Koller as the director of Human Services provides much needed creditability and assurance that Federal issues of concern within DHS will be addressed in a timely manner.

Because of the role that the Department of Human Services plays in addressing



**Coalition for a  
Tobacco Free  
Hawai'i**

1500 S Beretania Street, Suite 309  
Honolulu, HI 96826  
Tel: (808) 946-6851  
Fax: (808) 946-6197  
www.tobaccofreehawaii.org

**Governing Board**

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Hawai'i Medical Service  
Association*

*Hye-ryeon Lee, Ph.D, Chair-Elect  
University of Hawai'i*

*Senator Rosalyn Baker  
Hawai'i State Senator*

*Pedro Haro-Arvizu  
University of Hawai'i*

*Marilyn Gagen, CPA LLC*

*Cynthia Goto, M.D.  
American College of Obstetricians  
& Gynecologists Hawaii Section*

*John Hunt, MPA  
Tobacco-Free Kauai Coalition*

*Ana Jimenez McMillan, MPH  
Kalihi Palama Health Center*

*Hali Robinett, MPH  
Cancer Information Services  
Pacific Region*

*Leimomi Shearer  
Hui Malama Ola Na 'Oiwai*

*Heidi Smith  
American Cancer Society*

*Stacy Evensen  
Hawai'i Medical Service  
Association*

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Assistant Director*

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Policy & Advocacy Director*

*Diane Lobre  
Project Specialist*

*Natalie Silva  
Administrative Assistant*

human service needs, there needs to be an individual in charge who will ensure that crucial services and entitlements are delivered appropriately to Hawaii's most needy and vulnerable. Ms. Koller is exactly the right person to due this.

Please confirm Ms. Koller's reappointment as Director of Human Services.

Thank you for allowing me to testify today.

Sincerely,

George S. Massengale, JD  
Policy & Advocacy Director

**TESTIMONY**

March 28, 2007

**TO:** The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public Housing

**FROM:** Christina Cox  
Childcare Business Coalition

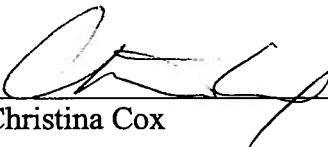
**SUBJECT:** GM 275, CONFIRMATION OF LILLIAN KOLLER  
Director of the Department of Human Services for a term to expire  
12/6/2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.**  
**Conference Room 016, State Capitol**

My name is Christina Cox and on behalf of the Childcare Business Coalition, we strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of our previous letter dated January 16, 2007 that we sent to you. We are now submitting our letter to you again as our official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for the opportunity to submit our letter of support.

  
\_\_\_\_\_  
Christina Cox

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Sudha Achar

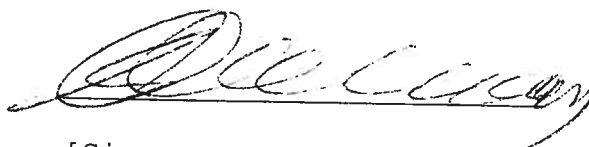
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Sudha Achar and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 29, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

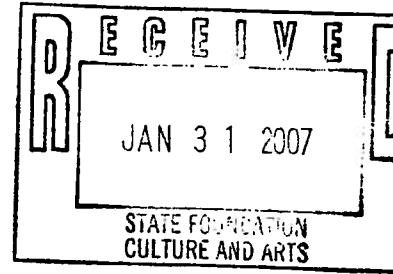


[Sign your name and date]

# East Hawaii Cultural Council

PO Box 1312, Hilo, HI 96721

Website: [www.ehcc.org](http://www.ehcc.org)



January 29, 2007

Senator Suzanne Chun-Oakland  
Chair, Human Services and Public Housing Committee  
State Capital, Room 226  
Honolulu, HI 96813

Dear Senator Suzanne Chun-Oakland,

I write on behalf of the members and the board of Hilo's East Hawaii Cultural Council and our community, in appreciation of your support through Temporary Assistance for Needy Families (TANF) grant to the Hawaii State Foundation on Culture and the Arts (HSFCA) Biennium Grant Funding program.

The East Hawaii Cultural Council (EHCC) is a 40 year old arts and cultural institution located in downtown Hilo. As a non-profit organization eking out survival on a shoestring, our organization enriches the community by offering a variety of quality art classes, visual art exhibitions, performing arts and cultural events.

Situated in a low/mid income area and in the vicinity of localities with low/mid income families and several local schools, senior centers and assisted living accommodations, the EHCC has extended its services to youth and families who are at high risk with help from TANF funds. Collaborating with area associations, rural school and libraries, the EHCC has provided art and cultural events that have offered instructions in utilizing leisure time in a meaningful way for youth and families at risk in their own localities. We have been able to offer instruction free of charge, offer partial tuition scholarships, free art supplies and other awards as incentives to several youth and families in these communities. We have been able to offer specialized services to seniors and individuals with disabilities.

In the early 1990's, we were the beneficiaries of substantial support from the State Foundation on Culture and the Arts. Since then, due to funding cuts to HSFCA, the support was drastically reduced, making it difficult for us to offer affordable services to needy members of our community. TANF funds have helped us in our work to extend our services and they are well utilized, judging by the attendance rates and the evaluations, verbal as well as written, we receive.

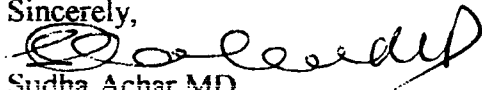
It is our strong belief culture and the arts education and enrichment should not only be for those who can personally afford them! Benefit to the needy families from such enrichment is well documented by controlled studies and research. (Reference: Benefit from arts and culture in delinquency prevention; Clawson, Heather and Colbaugh. Kathleen)

We will gladly provide any supporting documents that validate the work EHCC does in our community.

Please continue to support our programs by providing TANF funding to the Hawaii State Foundation on Culture and the Arts.

Aloha and mahalo.

Sincerely,

A handwritten signature in black ink, appearing to read "Sudha Achar MD". The signature is written in a cursive style with a large initial "S" and a long, sweeping underline.

Sudha Achar MD

Chair, Board of Directors of EHCC

# TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Arlyнна Howell Livingston

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Arlyнна Howell Livingston and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

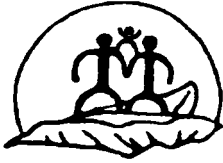
Attached is a copy of my previous letter dated January 29, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

A handwritten signature in black ink, appearing to read 'Arlyнна Howell', with a large, stylized flourish extending to the right.

[Sign your name and date]





EPIC, Inc.  
OHANA CONFERENCEING

3049 VALENA STREET, SUITE 412 • HONOLULU, HAWAII 96819-1946  
PHONE: (808) 838-7752 • TOLL FREE: (866) 636-1644 • FAX: (808) 838-1653

Monday, January 29, 2007

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MERVINA CASH-KAEO  
Vice President

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PATRICK K.S.L YIM

ARLYNNA HOWELL  
LIVINGSTON  
Executive Director

The Honorable Suzanne Chun-Oakland  
Chair, Human Services and Public Housing  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, Hawaii 96813

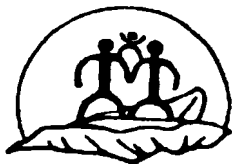
Dear Senator Chun-Oakland,

On behalf of EPIC, Inc. Ohana Conferencing, I would like to take this opportunity to tell you how appreciative we are of Director Lillian B. Koller's tireless work in the interest of Hawaii's at risk children. Director Koller has guided Hawaii's Child Welfare Program successfully through the Federal Child and Family Services Review. She and her staff have developed and implemented a successful Program Improvement Plan that is a major paradigm shift in Child Welfare.

Director Lillian Koller is a passionate advocate for responsible, transparent, evidence-based practice that supports and respects Hawaii's families. **It is our hope that Lillian Koller will be reappointed as Director of the Department of Human Services.**

The Department of Human Services is a complex agency with vast responsibilities. It manages over a billion dollars in state and federal funds, has over 2,000 employees; is responsible for providing welfare and food stamps to needy families; oversees Medicaid and QUEST, vocational rehabilitation services to disabled and blind persons, child care licenses and Child and Adult Protective Services. It serves Hawaii's most vulnerable people. I have been impressed with Ms. Koller's ability to implement many aspects of reform in the area of child welfare services across the state of Hawaii.

For example, DHS has successfully navigated federal child welfare scrutiny and the Child and Family Audit and cleared up many long-standing deficiencies. **Ms. Koller has worked diligently to redress the over-representation of native Hawaiian children in the foster care system by increasing kinship placements and adoptions; increasing the number of special foster care licenses for relatives and recruiting more native Hawaiian foster families.**



**EPIC, Inc.**

**‘OHANA CONFERENCING**

3049 VALENA STREET, SUITE 412 ● HONOLULU, HAWAII 96819-1946  
PHONE: (808) 838-7752 ● TOLL FREE: (866) 636-1644 ● FAX: (808) 838-1653

The Department has increased its use of federal money and spent significantly more money on private sector contracts and has collaborated extensively with social service agencies, faith-based organizations and with the University of Hawaii.

Of particular importance to me, Ms. Koller has become a strong supporter of ‘Ohana Conferencing and has continued to focus on community partnerships and family involvement in decision-making processes involving children. She has expanded the services to youth over 16 leaving the system and now all such children are eligible for a youth circle to help them access the services and networks they need to thrive.

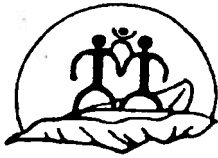
DHS has spent a significant amount of federal "IV-E" money on training and consultation to the middle management at Child Welfare services. There are now several new training and research projects funded through the U.H. School of Social Work and a new U.H. Law School program to support newly graduated attorneys in Family Court.

I understand that leading a huge bureaucracy is not easy. The agency must deal with difficult problems every day. Having only one deputy director for such a large organization makes communication with the employees, the community and legislators challenging. Ms. Koller is already working over 60 hours a week and on the weekends!

I would like to commend the administration for its continuous and constant support of abused and neglected children and their families; the support for the many private sector agencies that partner with DHS to further their goals and missions; and hope that you will support Ms. Koller for another four years.

Respectfully yours,

Arlynn Howell Livingston  
Executive Director,  
EPIC, Inc. ‘Ohana Conferencing



EPIC, Inc.

‘OHANA CONFERENCING

3049 UALENA STREET, SUITE 412 • HONOLULU, HI 96819-1946  
PHONE: (808) 838-7752 • TOLL FREE: (866) 636-1644 • FAX: (808) 838-1653

March 30, 2007

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LIVINGSTON  
Executive Director

The Honorable Suzanne Chun-Oakland  
Chair, Committee on Human Services and Public Housing  
Hawai'i State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813

RE: GM 275, Confirmation of Lillian B. Koller as Director of the Department of Human Services for a term to expire 12-6-2010

Dear Senator Chun-Oakland:

As the program manager for the EPIC, Inc. E Makua Ana Youth Circle program, I have had much interaction with current and former foster youth who were served by the Department of Human Services. The Youth Circle program facilitates transitional planning for current and former foster youth ages sixteen to twenty-five. On behalf of the Youth Circle program, I would like to offer our support for Director Lillian Koller and her leadership of the Department.

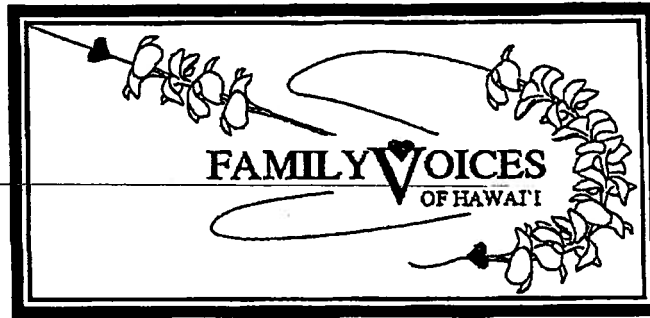
Under the Director's guidance, DHS has become very committed to ensuring that foster youth who age-out of the system have the best chance of success. DHS has been supportive of collaborative efforts among multiple agencies to support foster teens as they prepare for emancipation. Programs such as the E Makua Ana Youth Circle, Independent Living, and Higher Education payments provide assistance to foster youth even after they age-out of care.

I have been blessed by the continued support and expansion of the Youth Circle program which works collaboratively with social workers, guardians ad litem, Independent Living Program providers and other agencies to ensure that foster youth make informed decisions and have a plan and support for their transition from foster care to emancipation. I have been impressed by the commitment of the Department's social workers and administration to provide safe, nurturing, and supportive environments and programs to the foster youth in their care.

Thank you for the opportunity to testify. It is my hope that you will support Director Koller for another term.

Sincerely,

Randy Shiraishi  
Program Manager  
EPIC, Inc., E Makua Ana Youth Circle Program



DATE: March 29, 2007  
TO: Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Vice Chair  
FR: Leolinda Parlin, State Coordinator – Family Voices of Hawai'i  
RE: GM 275 confirmation as Director of the Department of Human Services, Gubernatorial Nominee, LILLIAN B. KOLLER – Strong Support

---

On behalf of Family Voices of Hawai'i, I **Strongly Support** the Confirmation of Lillian Koller as the Director for the Department of Human Services (DHS) for the State of Hawai'i.

---

Family Voices is part of a national grassroots organization of families and friends of children with special health care needs. I came to Family Voices as a parent of a child with special health care needs and a health care advocate. For nineteen years I have been involved in the health care industry, primarily working with Medicaid and related programs in four states. I have worked to support these programs directly, as well as working for fiscal intermediaries as well as supporting the needs of providers. My role as a family advocate rounds out my experiences to have participated in each facet and or role of service delivery. I sit on the national boards for the National Technical Assistance Centers for Family Professional Partnerships as well as the Family to Family Health Information Centers. It is through these experiences that I am able to share with you my conviction that Hawai'i is extremely fortunate to have Lillian Koller as our Director of DHS and I wholeheartedly endorse her confirmation for the next four years.

On a regular and frequent basis I have had the opportunity to discuss with other states the operations of their social service programs that serve families. No other state currently has an administrator at Lillian's level that has made him or herself available to the advocacy community as much as Lillian (let alone given out her cell phone number in front of large groups of people). Lillian is the "24x7" Director, which in my experience is unprecedented. She has not only demonstrated her accessibility but her willingness to take the information from the community and integrate it into public policy.

When Lillian presented the plan to implement the final phase of QUEST, we approached her about convening an Advisory Council to provide the "voice" of the community and guidance for this significant implementation. She took our words to heart and earnestly organized the QExA Advisory Council. The work of the Council prompted the very first study of its kind focusing on the information and delivery of information to Medicaid participants to be transitioned into managed care. Not only were the findings of the study published in the *Hawai'i Medical Journal* this past February, it has set the standard by which the Department seeks consumer input. We were able to implement the same feedback loop for the QUEST Positive Enrollment implementation, again, engaging the individuals whom the Department serves. This is truly exciting, not because consumer input is being gathered, but because the input is being applied! This is the apex of the demonstration of family professional partnership and the continued evidence of this interaction is beginning to gain national attention. The study was cited in the Health

Resource Service Administration Title V Block Grant Review as a strength of Hawai'i. Notice, this is HRSA, not CMS who acknowledged the significance of this collaboration.

From the stakeholder's perspective, I've witnessed the initiation and momentum of transformational culture change within DHS. DHS is shifting from the understaffed, fire-fighting, gate-keeping behemoth, towards a consumer-focused; outcomes-driven organization. We owe it to our people to allow Lillian the time to complete the change. To end her tenure would be a step backwards and devolution of the momentum and positive changes thus far.

To her credit, Lillian has led the implementation of the abbreviated Medicaid application form for children and pregnant women. She conceptualized and led the Hawai'i Rx Plus Program. During her tenure she took the Enhanced Healthy Start program from a pilot in East Hawai'i to a permanent statewide program. The expediency of which is not typical of government. And let us not forget, the release of Peter Boy Kema's records to the public for all of us to take away our individual lessons, to strive to make our system better for all.

Lillian time and again has demonstrated her commitment to do the "right thing" for the Department's beneficiaries and hasn't waited for the Federal Government or Congress to do so. For example, Hawai'i was the first state to increase its S-CHIP eligibility up to 300% without the need for Congress to pass the Family Opportunity Act (FOA). Many states have resisted the increase in spending and are now begrudgingly and slowly moving in this direction. Family advocates worked very hard to pass the FOA, because states had failed to consider expanding Medicaid buy-in for children. Within two years of her term, Lillian began the expansion of our S-CHIP eligibility process and over the next year and a half, was able to receive federal approval as well as secure the necessary state appropriation with your support to provide this coverage for our families. It is with pride I report back to the other 49 states in Family Voices that the state we are ahead.

We measure leadership by outcomes. Many of which I have presented. We also measure leadership and character by the people who are a part of the team. I collaborate on a frequent basis with members of the Department and am highly encouraged by the appointment of Patty Johnson, who reflects Lillian's 24x7, consumer-focused orientation, and is a constant reminder that DHS is there to serve not to hinder. The recent inclusion of Joe Cordova as the Administrator for Vocational Rehabilitation Division brings the knowledge and experience needed to lead the Division to get the much needed services out to their participants, and is an excellent role model and reminder for what people with disabilities can-do. Wes Mun is a welcome addition to the team as he brings his integrity and commitment to Med-QUEST Division to help achieve the goals that QUEST was designed to meet 13 years ago. And last but not least, the latest addition, Patty Bazin brings energy, enthusiasm, and a wealth of knowledge to move QExA forward as the Long Term Care Assistance Program Officer.

Lillian and her team have the right stuff to do the right thing, let's keep the momentum going right away. Thank you for this opportunity to testify on behalf of Lillian in support of GM 275.



FOSTER FAMILY PROGRAMS  
OF HAWAII

January 11, 2007

Senator Suzanne Chun-Oakland  
State Capital Room 226  
Honolulu, Hawaii 96813

Dear Senator Chun-Oakland,

I would like to take this opportunity to tell you how much Foster Family Programs of Hawai'i supports the work that has been done in the Department of Human Services Child Welfare in the last several years. The Department took very seriously the recommendations from the Federal Child and Family Service review. Under Lillian Koller's leadership, major changes have been under way to better serve the children and families involved in the Child Welfare System. The emphasis has shifted from child protection to child welfare which is much more encompassing. The Department has been able to secure funding in creative ways to support a number of new programs geared to strengthening families. This process has not been easy as change is very difficult.

Our agency, Foster Family Programs of Hawai'i has been able to participate with the Department in the development of two new programs: Voluntary Case Management and, as a member of Hui Ho'omalu, Statewide Recruitment, Screening, Training and Ongoing Support and Retention of Foster Families. In addition to bringing creative new services to the families, these programs are based on a level of partnership and collaboration never seen before in this state.

We believe it is imperative that the change that has begun continues. We would like to acknowledge and support the reappointment of Lillian Koller as the Director of Human Services. Thank you for giving me this opportunity to share this information.

Sincerely,

A handwritten signature in cursive script that reads "Linda A. Santos".

Linda A. Santos, LSW, ACSW  
President & CEO

LAS:ss



March 30, 2007

To: The Honorable Suzanne Chun Oakland  
Chair, Human Services and Public Housing Committee  
Hawai'i State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813

Re: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller

Dear Senator Chun Oakland:

I am writing in support of Director Koller's re-confirmation as Director of the Department of Human Services.

In past four years that Director Koller has been leading the Department of Human Services, she has demonstrated strong leadership and a commitment to innovation. This has included her substantial efforts in maximizing the use of Federal TANF funds. This has provided additional resources for program innovations that have expanded the support to families receiving public assistance.

Director Koller has worked closely with the DHS BESSD Division to develop and implement the innovative Supporting Employment Empowerment (SEE) program. The SEE program provides subsidized employment opportunities for TANF and TAONF recipients who are having a difficult time finding meaningful employment. With this short-term subsidy, clients are provided employment opportunities that would be challenging to attain without support, opening up new employment possibilities.

Other innovations from BESSD include:

- Exit and Retention bonuses for clients to support the transition from public assistance to self-sufficiency.
- Earned Income Disregard Reimbursement initiative that reduces the disincentive to working while receiving public assistance.
- Rental assistance and expansion of child care supports to include licensed infant care centers.
- Vehicle down payment supports and Transitional Support Services to further support families transitioning off welfare.

These innovations in BESSD has helped families receiving TANF and TAONF to reduce their dependence on government assistance by supporting the transition to self-sufficiency, reducing the disincentive to work while receiving public assistance, and improving the dignity and confidence of the families that employment and a paycheck brings. Suffice it to say that these innovations have affected many lives positively and not just the lives of those who are recipients, but also their families and the communities in which they reside.

Your support is very much appreciated.

Sincerely,

Dan E. Buron  
Chief Operating Officer/VP of Human Services

*Goodwill Industries of Hawaii, Inc.*

*www.higoodwill.org*

**Administrative Office**

2610 Kilihan Street

Honolulu, HI 96819-2020

Business: (808) 836-0313

Facsimile: (808) 833-4943

**East Hawaii Division**

500 Kalaniana'ole Avenue

Hilo, HI 96720

Business: (808) 961-0307

Facsimile: (808) 969-3861

**Island Career Center**

1085 Beretania Street

Honolulu, HI 96814

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Steven G. Pavao

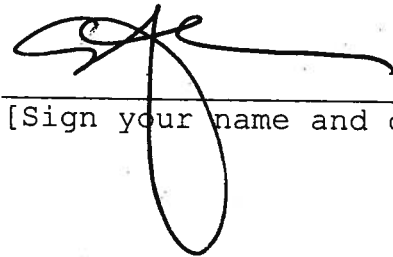
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Steven G. Pavao and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 03, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3-19-07

[Sign your name and date]





## Hale Kipa

615 Pi'ikoi Street, Suite 203  
Honolulu, Hawaii 96814-3139

T 808 589-1829  
F 808 589-2610  
E info@halekipa.org

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Resources and Training*

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**Luke W.T. Yeh**

**Andy Levin**  
*Neighbor Island Board  
Liaison*

January 3, 2007

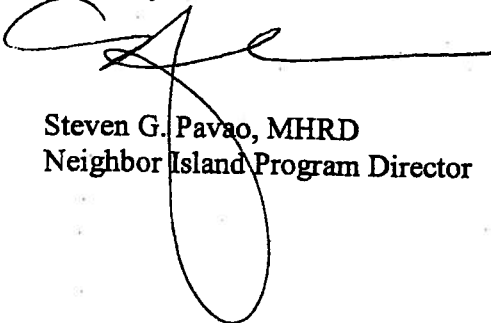
Senator Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, Hawaii 96813

Dear Senator Chun Oakland,

Please accept the following correspondence as a letter of support for the re-appointment of Lillian Koller as the Director of the Department of Human Services. Ms. Koller has tirelessly advocated for meaningful and needed change within the Department almost from the onset of her initial appointment. She has been a staunch supporter for cutting edge prevention programs for children and youth statewide. She has made great efforts to identify the needed funds to implement these novel programs.

In closing please accept my gratitude for your dedicated efforts to support Hawaii's challenged youth and families.

Sincerely



Steven G. Pavao, MHRD  
Neighbor Island Program Director

# Hawai'i Coalition for Dads

Promoting involved, nurturing, responsible fatherhood

March 29, 2007

**TO:** Senator Suzanne Chun Oakland, Chair  
Human Services and Public Housing Committee

**FROM:** Greg Farstrup, Coordinator  
Hawai'i Coalition for Dads

**SUBJECT:** **Testimony for GM 275:**  
**SUPPORTING Confirmation of DHS Director Lillian Koller**

Sgt.-At-Arms (fax: 586-6659)  
Please deliver 20 copies  
To Clerk in Rm. 226 for  
Senate HSP Committee  
Hearing: April 3, 2006  
1:15 p.m., Conf. Rm. 016

The Hawai'i Coalition for Dads (HCD) supports the confirmation of Lillian Koller as Director of the State Department of Human Services (DHS).

As HCD's representative on the State Commission on Fatherhood (SCF), I have served as SCF Chair since it began meeting in December, 2004.

With Lillian Koller's leadership and encouragement, DHS has provided valuable administrative support for the State Commission on Fatherhood (SCF). Director Koller supported the placement of SCF in DHS for administrative purposes, and has given supportive testimony on legislative bills seeking to provide state funding for SCF.

With Lillian Koller's support, Henry Oliva, HHS Deputy Director, has been a steadfast participant in the Fatherhood Commission's monthly meetings. Mr. Oliva and DHS staff have been an invaluable liaison between SCF and DHS as DHS assisted the Commission's efforts to develop and carry out its unfunded activities, which include:

1. Holding monthly Fatherhood Commission meetings;
2. A SCF Strategic Plan;
3. A Statewide Fatherhood Conference, April 2007;
4. Participating in Children and Youth Month activities each October;
5. Coordinating the Legislature's Annual Outstanding Parent Friendly Business Awards;
6. Coordinating 8-10 statewide Father Strengthening Small Purchase Grants using TANF funds totaling \$45,000;
7. Preparing, posting SCF minutes, and maintaining a Programs and Services list and SCF's web site as part of DHS's internet web site ([www.hawaii.gov/dhs/fatherhood/fatherhood/](http://www.hawaii.gov/dhs/fatherhood/fatherhood/)); and
8. Participating in Fathers Month proclamations and events each June.

The Hawai'i Coalition for Dads supports the confirmation Lillian Koller as Director of the State Department of Human Services.

*c/o Parents And Children Together, Hana Like Home Visitor Program, 1485 Linapuni St. #105; Honolulu, HI 98619  
Phone: 841-2245; Fax: 842-9604; HawaiiDads@pacthawaii.org*

*Friends and Supporters: ALU LIKE; EVENTIONS Inc.; Family Support Services of West Hawai'i; Good Beginnings Alliance; Hawai'i Children's Trust Fund; HCAP Head Start; Healthy Mothers/Healthy Babies; Kamehameha School; Mediation Center of Molokai; MathersCare; Parents And Children Together; PARENTS; Navy Fleet and Family Support Center; Prevent Child Abuse Hawai'i; The Institute For Family Enrichment; The State Legislature*



## Hawai'i Covering Kids

Advocating Health Insurance for All Keiki and 'Ōpio

To Senate Committee on Human Services and Public Housing  
The Hon. Suzanne Chun Oakland, Chair  
The Hon. Les Ihara, Jr., Vice Chair

Testimony in Support of GM 275  
Lillian Koller's Confirmation as Hawai'i State Department of Human Services Director  
Submitted By Barbara Luksch, Project Director  
April 3, 2007, 1:15 PM

I am writing to inform you about work done by Ms. Lillian Koller to help Hawai'i's children and youths. Hawai'i Covering Kids works to find, enroll, and retain eligible children and youths in health insurance programs. We collaborate with federal, state, and community agencies to conduct outreach activities and help Med-QUEST simplify its processes. Our project has partnered very closely with Ms. Koller the past four years to transform a bureaucracy which viewed itself as a gatekeeper that should prevent eligible people from receiving Medicaid benefits, to a customer-service oriented agency focused on helping people who need health insurance. Highlights of Ms. Koller's implementation strategies to assist our children and youths include:

- ✿ June 2003-October 2007: Accessed federal funds for outreach activities to promote public health insurance for children and youths.
- ✿ February 2004-present: Accessed federal funds to place over 30 additional outreach workers in communities throughout the state. They assist eligible people with Med-QUEST's application and renewal processes at locations and times convenient for customers.
- ✿ January 2004: Published a separate Med-QUEST application for households applying only for children and/or pregnant women. This eliminated absent parent and asset questions that were barriers for parents and guardians to apply for their eligible children.
- ✿ June 2004: Implemented a passive renewal process for Med-QUEST cases with children using computer-generated prepopulated forms. This eliminated the annual churning of approximately 10,000 eligible children and youth who were disenrolled and forced to reapply.
- ✿ March 2006: Partnered with federal, state, and community organizations to help overcome Congressional barriers for Med-QUEST recipients and applicants.
- ✿ October 2006: Increased household income limits to 250% FPL for free public health insurance and 300% FPL for low-cost public health insurance for Hawai'i's children.

The result of these initiatives is over 17,500 additional children and youth enrolled in QUEST and Medicaid Fee-for-Service programs. We would like to continue this positive trend and hope Ms. Koller will be reconfirmed as the Hawai'i State Department of Human Services director.

Thank you for the opportunity to testify.



P.O. Box 11260  
Honolulu, HI 96828  
808-255-8365  
[hawaiiyouth@yahoo.com](mailto:hawaiiyouth@yahoo.com)  
[www.hawaiiyouth.net](http://www.hawaiiyouth.net)

January 4, 2007

Senator Suzanne Chun Oakland  
Chair of Human Services and Public Housing Committee  
State Capitol Building, Room 226  
Honolulu, HI 96823

Dear Senator Chun Oakland,

As chair of the Child Welfare Services State Advisory Council, member of the Child Welfare Services Continuous Quality Improvement Council, Executive Director and Founder of Kids hurt too, and Project Director for the Hawaii Foster Youth Coalition, I have been encouraged by Director Koller's leadership, seen her make major improvements in the system, and found hope in the funding she has identified for services to children in Hawaii. Please keep our State moving forward by supporting her in being reconfirmed as Director of the Department of Human Services.

Director Koller is a visionary. She has demonstrated clarity about the potential of Hawaii to access funding, improve services, and partner with the community. I believe it would seriously harm the State's progress if she were not reconfirmed as Director. The relationships that she has developed with the Federal Government and community organizations are essential to a quality program and secure funding.

Ms. Koller has worked hard to help the department overcome many challenges and make improvements. She has fearlessly confronted the system to change, overcoming resistance to make the Department of Human Services fulfill its promise to Hawaii's families and children. Change is never easy and often leads to hard feelings. Yet, it was needed; especially for foster youth. Lillian Koller has been supportive of foster youth, maintaining an open door policy with a clear willingness to listen to their issues and look for resources and solutions.

Again, please support Lillian Koller in being reconfirmed as Director of DHS. We need her positive, innovative, and courageous spirit.

Sincerely yours,

Cynthia White, M.A.

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Laara Allbrett


SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Laara Allbrett and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 05, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

Jan 05 07 05:07p

Halau Lokahi PCS

8088429800

P.2



401 Waiakamilo Road Unit 1 A  
Honolulu, Hawai'i  
Tel. 832-33594 Fax: 842-9800

January 5, 2007

Senator Suzeanne Chun-Oakland  
Hawaii State Capitol # 226  
Honolulu, Hawai'i

RE: Reappointment of Lillian Koller to Director of DHS

Aloha Senator,

Mahalo for your support in reappointing Lillian Koller to the position she currently occupies.

Our students have grown thanks to the help made available to them via the TANF non-curricular program and we anticipate continued success with Ms. Koller's guidance of the department. Please see that the consistency and continuity that is so essential to the programs will continue by her reappointment.

We can assure you that children are benefiting from the assortment of activities that have been made available to them, such as hula auana, Tahitian, music, sewing, sports, photography, art, Hawaiian crafts and wood working to name a few. They have also proudly demonstrated and shown their finished products to the community where they received positive accolades and many times, a rousing applause!

Thank you for encouraging this reappointment of Ms. Koller.,

Laara Allbrett  
Director

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Jill K. Hakuole

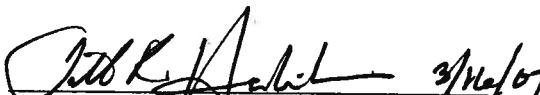
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Jill K. Hakuole and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 05, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]



January 5, 2005

To: Senator Suzanne Chun Oakland  
From: Jill K. Hakuole TANF Coordinator  
RE: Reappointment of Lillian Koller to Director of DHS

Aloha mai. I am a staff member of Halau Lokahi Public Charter School and work closely with students who participate in the TANF programs. These programs are very beneficial as our students look forward to attending them regularly. This is to support the Reappointment of Lillian Koller to Director of DHS.

Mahalo,  
Jill K. Hakuole



## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Tony Krieg

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Tony Krieg and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated March 02, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

Tony Krieg C.E.O.  
[Sign your name and date]

*HALLE MARK*

# Hale Makua

Compassion. Commitment. Community.

472 Kaulana Street Kahului, HI 95732

March 2, 2007

The Honorable Suzanne Chun Oakland  
Hawaii State Capitol  
415 S. Beretania Street  
Honolulu, HI 96813

Dear Senator Chun Oakland:

As CEO of Hale Makua and a member of the Healthcare Association of Hawaii, I would like to express my support for the appointment of Lillian Koller as Director of Human Services.

I have been impressed with Ms. Koller's success in securing tens of millions of dollars in federal funds to provide financial support for Hawaii's hospitals and long-term care facilities. In view of the bleak financial environment healthcare facilities are facing, these funds are very much needed.

In her usual style, Ms. Koller approached the challenge of drawing down more federal funds enthusiastically, and through "outside the box" thinking, determination, and persistence, she was ultimately successful.

Ms. Koller worked with the financial managers of several organizations in order to gather evidence to substantiate and justify the federal drawdowns. In fact, she has been very accessible on a variety of different issues affecting healthcare providers.

Ms. Koller has been a strong, positive force in supporting healthcare in Hawaii, and I urge you to support her appointment.

Sincerely,

Tony Krieg  
CEO



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March 20, 2007

**The Honorable Suzanne Chun Oakland, Chair**  
Senate Committee on Human Services and Public Housing  
**The Honorable Brian Taniguchi, Chair**  
Senate Committee on Commerce, Consumer Protection, and Affordable Housing  
**The Honorable Russell S. Kokubun, Chair**  
Senate Committee on Water, Land, Agriculture, and Hawaiian Affairs  
State Capitol, Room 016  
Honolulu, Hawaii 96813

**RE: HB 150, HD2 Relating to Housing**

Aloha Chair Chun Oakland, Chair Taniguchi, Chair Kokubun, and Members of the Committees:

~~On behalf of our 10,000 members in Hawaii, the Hawaii Association of REALTORS® (HAR) supports HB 150, HD2 – increasing the share of the conveyance tax dedicated to the Rental Housing Trust Fund.~~

Smart Growth is our road map to sustaining and enhancing the quality of life in our communities and we believe that this bill aligns with our core principle of **providing housing opportunities**.

HAR supports mechanisms to help increase the supply of low and moderate income affordable housing such as the Rental Housing Trust Fund Program which can help integrate the use of mixed-income and mixed-use projects, special purpose revenue bonds, low-interest loans, block grants, low-income housing tax credit programs and deferred loan programs to provide rental housing opportunities.

HAR looks forward to working with our state lawmakers in building better communities by supporting quality growth, seeking sustainable economies and housing opportunities, embracing the cultural and environmental qualities we cherish, and protecting the rights of property owners.

Mahalo for the opportunity to testify.

Sincerely,

Riley Hakoda, Chair  
Subcommittee on Housing  
HAR Legislative Committee

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## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Mona Abadir

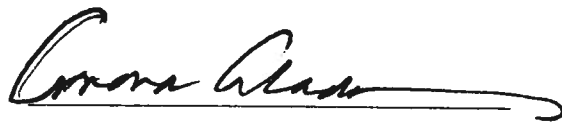
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Mona Abadir and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 16, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3/15/07

[Sign your name and date]

January 16, 2007

Senator Suzanne Chun-Oakland  
13<sup>th</sup> Senatorial District  
Hawaii State Capitol, Rm. 226  
415 South Beretania Street  
Honolulu, HI 96813

Aloha Senator Chun-Oakland,

I would like to offer my support for the reappointment of Lillian Koller to the position of Director for the State Department of Human Services. During my tenure as Commissioner and Chairperson for the Hawai'i State Foundation on Culture and the Arts (HSFCA) I had the pleasure to work with Ms. Koller on initiatives which directly serve those in need in our state.

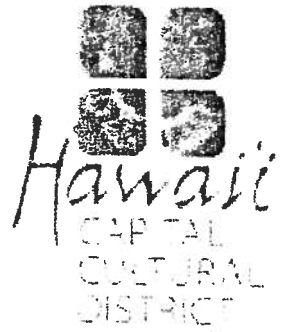
Ms. Koller has exemplary dedication, understanding, and commitment to the people of Hawai'i. It is rare to find such an individual whose dynamic work is fueled by personal experience, coupled with ability, energy and determination to do the job well. Under her leadership, DHS, through Temporary Assistance for Needy Families (TANF), have developed and offer critical, instrumental preventative cultural and arts programs for the state's many at-risk youth, economically depressed communities, students on federally-assisted lunch programs; in general, families in need.

These 36 hands-on, educational arts and social service programs have been pivotal in the unique blending of arts and culture with health and human services in our state's most vulnerable communities. Another important initiative has been for DHS, HSFCA and UH to work together to increase access to those with disabilities through creative economic development programs and incubator models.

In both cases, over the last several years I participated firsthand in meetings, with visits to many nonprofits and communities, listening to the recipients of these efforts on all of our islands. It is heartbreaking to see the need and heartwarming to be able to help and make a difference. I hope both of these important initiatives continue, with increased funds to help communities and specifically families and individuals- disadvantaged children, young adults, single parents, seniors, those with disabilities and health issues- all of our disenfranchised with equal access, hope, care and tools to improve their lives.

As chair of HSFCA, we held our board meetings in our underserved communities in order for commissioners and staff to hear from our grantees firsthand and see the communities like Waianae, Molokai, Lanai and others on Maui and Big Island. I had the opportunity to represent Hawai'i on the National Assembly of State Art Agencies, travel to other states for conferences and board meetings, make many visits to Washington DC to learn about programs available to us, as well as sit on panels for National Endowment for the Arts to evaluate other state's art agencies.

Over the years, I have witnessed many programs other states carry out through TANF with their arts agencies, and other movements in setting high, improved accessibility standards. There are models Ms. Koller and her staff used to guide the partnership between DHS and HSFCA'. And additional models we can learn from and customize to fit our needs at a local level. As you know, one of the important national goals of U.S. Department of Health is preventive action- these TANF funds and grants speak directly to this national and state priority.



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Today's highly accelerated pace of life creates opportunities for building relationships of a collaborative nature in order to maximize human resources and fully leverage federal, state and private sector dollars. With the wonderful work you do personally Senator, I have noticed remarkable heightened awareness and progress over the last several years. Our human and health services are merging, in a natural way, with ways to strengthen cultural identity and offer preventative, restorative care with a hand up. Studies and research, throughout the world, validate that through the arts and deepening cultural understanding we improve all aspects of the human condition.

I hope your efforts, together with Ms. Koller, her staff and other state agencies and nonprofits will continue to work together for the betterment of our people less fortunate than ourselves. My continued public service efforts through Hawai'i Capital Cultural District's nonprofit and my other community work on our islands remains committed to this holistic approach. I believe by working together we can help provide the needed tools, environment and support to improve the lives of our people.

I look forward to working with you in the future and feel confident Ms. Koller will continue to make important contributions to aid our state in meaningful ways.

I am very appreciative of your on-going solid work and thankful for your support during my tenure at HSFC. You have always stood out as one of the dedicated, sincerely caring legislators in our state.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Mona Abadir', with a stylized flourish at the end.

Mona Abadir

# Hawai'i Coalition for Dads

Promoting involved, nurturing, responsible fatherhood

March 29, 2007

TO: Senator Suzanne Chun Oakland, Chair  
Human Services and Public Housing Committee

FROM: Greg Farstrup, Coordinator  
Hawai'i Coalition for Dads

SUBJECT: **Testimony for GM 275:  
SUPPORTING Confirmation of DHS Director Lillian Koller**

Sgt.-At-Arms (fax: 586-6659)  
Please deliver 20 copies  
To Clerk in Rm. 226 for  
Senate HSP Committee  
Hearing: April 3, 2006  
1:15 p.m., Conf. Rm. 016

The Hawai'i Coalition for Dads (HCD) supports the confirmation of Lillian Koller as Director of the State Department of Human Services (DHS).

As HCD's representative on the State Commission on Fatherhood (SCF), I have served as SCF Chair since it began meeting in December, 2004.

With Lillian Koller's leadership and encouragement, DHS has provided valuable administrative supportive for the State Commission on Fatherhood (SCF). Director Koller supported the placement of SCF in DHS for administrative purposes, and has given supportive testimony on legislative bills seeking to provide state funding for SCF.

With Lillian Koller's support, Henry Oliva, HHS Deputy Director, has been a steadfast participant in the Fatherhood Commission's monthly meetings. Mr. Oliva and DHS staff have been an invaluable liaison between SCF and DHS as DHS assisted the Commission's efforts to develop and carry out its unfunded activities, which include:

1. Holding monthly Fatherhood Commission meetings;
2. A SCF Strategic Plan;
3. A Statewide Fatherhood Conference, April 2007;
4. Participating in Children and Youth Month activities each October;
5. Coordinating the Legislature's Annual Outstanding Parent Friendly Business Awards;
6. Coordinating 8-10 statewide Father Strengthening Small Purchase Grants using TANF funds totaling \$45,000;
7. Preparing, posting SCF minutes, and maintaining a Programs and Services list and SCF's web site as part of DHS's internet web site ([www.hawaii.gov/dhs/fatherhood/fatherhood/](http://www.hawaii.gov/dhs/fatherhood/fatherhood/)); and
8. Participating in Fathers Month proclamations and events each June.

The Hawai'i Coalition for Dads supports the confirmation of Lillian Koller as Director of the State Department of Human Services.

*c/o Parents And Children Together, Hana Like Home Visitor Program, 1485 Linapuni St. #105; Honolulu, HI 98619  
Phone: 841-2245; Fax: 842-9604; HawaiiDads@pacthawaii.org*

*Friends and Supporters: ALU LIKE; EVENTIONS Inc.; Family Support Services of West Hawai'i; Good Beginnings Alliance; Hawai'i Children's Trust Fund; HCAP Head Start; Healthy Mothers/Healthy Babies; Kamehameha School; Mediation Center of Molokai; MothersCare; Parents And Children Together; PARENTS; Navy Fleet and Family Support Center; Prevent Child Abuse Hawai'i; The Institute For Family Enrichment; The State Legislature*

March 29, 2007

The Honorable Suzanne Chun Oakland, Chair  
Senate House and Human Services Committee  
State Capitol, Room 226  
Honolulu, Hawai'i 96813

Dear Senator Chun Oakland,     **Re: GM 275 Lillian Koller Reconfirmation**

I am writing in firm support of Ms. Lillian Koller as Director for the Department of Human Services. I feel that Ms. Koller has led the Department of Human Services well and has done much to increase services to educate children and nurture families of Hawai'i.

As the Outreach Coordinator of the "Ka Pa'alana Program," a nine month pilot program that provides preschool education and basic needs for houseless children and their families on the Wai'anae Coast, I have been witness to the many lives that are being touched and this would not be possible without the funding provided by the Department of Human Services as led by Ms. Koller. In partnership with other non-profits and service providers such as the Wai'anae Community Outreach, we've had the opportunity to take our preschool to Ma'ili Beach to service 10 keiki, 15 parents, and transition 22 families off of the beach and into the Wai'anae Civic Center shelter since starting our nine month pilot program in January.

I applaud the efforts of Ms. Koller and her subordinates in wanting to make a difference with our present system by increasing the number of programs available for homeless families.

Mahalo for giving me this opportunity to share my testimony of support for Ms. Koller.

Respectfully,



Errol Lee  
Outreach Coordinator, Ka Pa'alana Project  
Partners in Development Foundation



**Hawaii Coalition of Care Home Administrators**

**820 Millani Street, Suite 810 ♦Honolulu, Hawaii 96813-2938**

**Telephone (808) 537-4308 ♦Fax (808) 533-2739**

**April 3, 2007**

**Testimony To: Senate Committtee on Human Services and Public Housing  
Senator Suzanne Chun Oakland, Chair**

**Presented By: Tim Lyons, Legislative Liaison**

**Subject: G.M. 275 – NOMINATING LILLIAN B. KOLLER, DIRECTOR OF THE  
DEPARTMENT OF HUMAN SERVICES.**

**Chair Chun Oakland and Members of the Committee:**

**I am Tim Lyons, Legislative Liaison for the Coalition of Care Home Administrators and we are in support of this nomination.**

**The Coalition has been very impressed with Director Koller's ability to work around obstacles that arise in delivering the services that are necessary to the community. We speak with particular experience with the rules and regulations as it relates to care home administrators and we have found Director Koller to be extremely balanced, fair and forthright in her approach of the delivery and regulation of these kinds of services.**

**It is without hesitation that we can highly recommend to this Committee that you confirm the nomination of Lillian B. Koller.**

**Thank you.**



SENATE COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair

Conference Room 016  
Tuesday, April 3, 2007 at 1:15 p.m.

**Testimony in support of GM 275.**

I am Rich Meiers, President and CEO of the Healthcare Association of Hawaii, which represents the entire spectrum of health care, including acute care hospitals, two-thirds of the long term care beds in Hawaii, as well as home care and hospice providers. Thank you for this opportunity to testify in support of GM 275, which nominates Lillian Koller as the Director of Human Services.

The members of the Healthcare Association have been particularly impressed with Ms. Koller because of her success in drawing down tens of millions of dollars in federal funds to provide financial support for Hawaii's hospitals and long term care facilities. In view of the bleak financial environment in which providers find themselves, these funds have been warmly received.

The leadership shown by Ms. Koller has been a significant change from the past. In her usual style, Ms. Koller approached the challenge of increasing federal funding for Hawaii enthusiastically. Through "outside the box" thinking, determination, and persistence, she was ultimately successful.

Ms. Koller worked with the financial managers of several organizations that belong to the Healthcare Association to gather evidence to substantiate and justify the federal drawdowns. In fact, she has been very accessible to all of our members on a variety of different issues affecting hospitals, nursing homes, and home care and hospice providers.

For the foregoing reasons, the Healthcare Association supports GM 275.



# HAWAII HEALTH SYSTEMS CORPORATION

"Touching Lives Every Day"

**Senate Committee on Human Services and Public Housing**  
**Senator Suzanne Chun Oakland, Chair**  
**Senator Les Ihara, Jr., Vice Chair**

Tuesday, April 3, 2007, 1:15 PM  
 Conference Room 016  
 Hawaii State Capitol

## TESTIMONY SUPPORTING G.M. 275

*Consideration and confirmation as Director of the Department of Human Services,  
 Gubernatorial Nominee LILLIAN B. KOLLER for a term to expire 12-06-2010*

**Thomas M. Driskill, Jr.**  
 President and Chief Executive Officer  
 Hawaii Health Systems Corporation

I appreciate this opportunity to testify in strong support of confirmation of Gubernatorial Nominee Lillian B. Koller as Director of the Department of Human Services. Ms. Koller's integrated expertise in healthcare and legal practice including private and public service have certainly served the State of Hawaii's Department of Human Services to effectively respond to the complex health, social and economic needs of Hawaii's citizens.

As a healthcare system, HHSC embraces Ms. Koller's philosophy of improving the quality of life in all communities by helping people in need get back on their feet, rebuilding their lives, restoring self-esteem and dignity, and increasing their self-sufficiency. Her idealism truly underscores the State's human services mission and HHSC appreciates Ms. Koller's leadership in addressing growing concerns that overlap with healthcare issues. With her leadership the State Department of Human Services secured over \$60 million in federal aid over the past several years.. HHSC was able to receive a total of \$20 million of this federal funds to help defray the unreimbursed cost of providing medical services for the Medicaid beneficiary during FY 2006 & 2007

As past chairman of the Healthcare Association of Hawaii Board of Directors, I am confident that the other hospitals in Hawaii also welcome Ms. Koller's expertise and commitment, particularly in her continuing actions to improve healthcare for Hawaii's most vulnerable and needy populations.

We look forward to continue working with Ms. Koller and her staff in the years ahead. HHSC strongly supports confirmation of Gubernatorial Nominee Lillian B. Koller to serve Hawaii and its citizens as the Director of the Department of Human Services. Thank you.

Testimony Supporting GM 275 Consideration and confirmation as Director of the Department of Human Services, Gubernatorial Nominee, Lillian B. Koller, for a term to expire 12-6-2010.

Testimony to:  
Senate Committee on Human Services and Public Housing  
Committee Clerk, Room 226, State Capitol

20 copies

From:  
Thomas M. Driskill, Jr.  
President and Chief Executive Officer  
Hawaii Health Systems Corporation  
3675 Kilauea Avenue  
Honolulu, HI 96816  
(808) 733-4020



April 3, 2007

To: Chair Suzanne Chun Oakland and Members of the Senate  
Committee on Human Services and Public Housing

From: Bob Ogawa, President, Hawaii Long Term Care Association

Re: Confirmation of Lillian Koller as the Director of the Department  
of Human Services

The Hawaii Long Term Care Association (HLTCA) unequivocally supports the confirmation of Lillian Koller as Director of the Department of Human Services.

Over the past four years, Director Koller has proven herself to be both singularly energetic and energizing, a refreshingly "can-do" individual. She is open-minded but sharply analytical. She is receptive to new ideas and different approaches but not one who seeks change merely for the sake of change. She is unafraid of "rattling cages" but thoughtful and deliberate in her actions. She has brought invigorating, dynamic and innovative leadership to the Department of Human Services (DIIS).

Director Koller's achievements across the vast scope of her Department's kuleana are myriad. However, those have been, and will be, enumerated many times over by others more knowledgeable about them than me. I will, nonetheless, point to one outstanding example with which I am eminently familiar, as is the Chair, because it was her initiative: The Medicaid Reimbursement Equity Act of 1998 or Act 294. Many outside of the industry may have no idea of its importance, but it was probably the most positively significant nursing home legislation in memory -- not just in bringing fairness and logic to reimbursement but in its consequent impact on quality of care for our kupuna and medically-fragile children. The law contained a mandated five-year phase-in period for implementation. It languished for nearly that long. Actually, it did not just languish; it was, in essence, pointedly disregarded.

Director Koller assumed her position as DIIS Director just about six months before Act 294 was supposed to be 100% in effect. Basically, nothing had been done. Not only did she address the crisis head-on, she fashioned an interim transition solution -- a sort of phase-in to the phase-in, as it were -- and set into motion all the processes required for putting the new system into place. We are *finally* poised to achieve full implementation on July 1 of 2007.

The caregivers of the HLTCA's 27 member facilities -- representing over 3,200 nursing home, assisted living, Type II Adult Residential Care Home and continuing care retirement community beds -- minister to the needs of the most frail and dependent in our community. It is a mission that is incredibly difficult and demanding and, at the same time, immensely gratifying. As such, these dedicated people know commitment, strength, purpose and, certainly, compassion when they see it, and they see it and applaud it in Lillian Koller. On their behalf, on behalf of the Hawaii Long Term Care Association, I extend our heartfelt thanks to and support of Director Koller and ask that the Committee endorse her confirmation. Thank you.



**HAWAII MEDICAL ASSOCIATION**

1360 SOUTH BERETANIA STREET, HONOLULU, HAWAII 96814  
TELEPHONE (808) 536-7702 • FAX (808) 528-2376

April 3, 2007

To: Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair  
Committee on Human Services and Public Housing

**SEN SGT-AT-ARMS  
PLEASE DELIVER  
20 copies to:**

SEN HSP Committee  
Tuesday, 4/03/07  
1:15 pm  
Conference Room 016

From: Linda Rasmussen, M.D., President  
Philip Hellreich, M.D., Legislative Chair  
Paula Arcena Executive Director  
Michael H. Perez, MBA, Government Affairs  
~~Dick Botti, Government Relations~~

Re: GM 275, Gubernatorial Nominee LILLIAN B. KOLLER, Director, Human Services

The Hawaii Medical Association appreciates this opportunity to strongly support the confirmation of Lillian B. Koller as Director of Human Services.

As you know, the HMA is highly concerned about issues that affect the ability for Hawaii's residents to access to healthcare. Ms. Koller has done an admirable job of addressing the many challenges of increasing access to healthcare by increasing insurance coverage for uninsured adults and children.

Ms. Koller has accomplished many improvements on behalf of the people of Hawaii during her tenure:

- QUEST waiver -- Increased federal funding available to cover healthcare costs of uninsured adults and children from families whose income are amongst the lowest in the State. This expands eligibility by 50%, allowing families who make up to 250% of the federal poverty level receive free health insurance for their children.
- Hospital Funding -- Obtained \$24,438,000 in federal funds in October 2006 to help underwrite the cost of treating uninsured and other needy patients at Hawaii public and private hospitals. Earlier in September 2005 the DHS secured \$16.1 million in federal aid to help public and private hospitals bear the burden of treating uninsured and other needy patients. This was the first time since 1994 that Hawaii public and private hospitals received federal funds for charity care.

- **Chronic Disease** – In October 2006, obtained a three-year, \$7.9 million CMS federal grant to help adults with diabetes better maintain their health so they can continue working 40 hours or more per month.
- **Prescription Drugs** -- DHS opened enrollment in December 2005 for the new State Pharmacy Assistance Program (SPAP) to help low-income seniors and disabled individuals with their co-payments for prescription drugs.
- **Pregnant Women and Children** – Since January 2004, has made changes to help more pregnant women and children obtain Medicaid health insurance through outreach efforts, a simplified medical assistance application and common sense solutions.
- **Elderly** – Since July 2003, DHS' "Going Home" program has relocated elderly and disabled individuals from acute hospitals statewide to community-based alternative residential care in foster family homes. The program is cost-effective, provides more choices for individuals and frees up long-term care beds.

Thank you for the opportunity to testify on this matter.

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Judith F. Clark

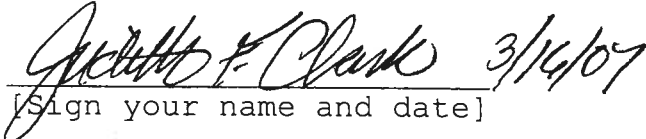
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Judith F. Clark and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 27, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]



# HAWAII YOUTH SERVICES NETWORK

677 Ala Moana Boulevard, Suite 702 Honolulu, Hawaii 96813

Phone: (808) 531-2198 Fax: (808) 534-1199

Web site: <http://www.hysn.org> E-mail: [info@hysn.org](mailto:info@hysn.org)

Joseph Fichter, President

Judith F. Clark, Executive Director

Adolescent Services Program, Kaiser  
Permanente Medical Care System

American Civil Liberties Union of Hawaii

Bay Clinic, Inc.

Big Brothers Big Sisters of Honolulu

Big Island Substance Abuse Council

Blueprint for Change

Bobby Benson Center

Boys and Girls Club of the Big Island

Catholic Charities Hawaii

Child and Family Service

Coalition for a Drug Free Hawaii

Domestic Violence Clearinghouse  
and Legal Hotline

EPIC, Inc.

Family Support Services of West Hawaii

Foster Family Programs of Hawaii

Hale Kipa, Inc.

Hale 'Opio Kauai, Inc.

Hawaii Behavioral Health

Hawaii Island YWCA

Hawaii Foster Parent Association

Healthy Mothers Healthy Babies Coalition

Hina Mauka Teen Care

John Howard Association

Kahi Mohala Hospital

Kahuku United Methodist Church

Kama'aina Kids, Inc.

Kids Behavioral Health

Kids Hurt Too

KMC Teen Intervention Program

Life Foundation

Marimed Foundation

The Maui Farm, Inc.

Maui Youth and Family Services

Palama Settlement

Parents and Children Together (PACT)

Queen's Medical Center, Family  
Treatment Center

Rainbow House

Salvation Army Family Intervention Services

Salvation Army Family Treatment Services

Sex Abuse Treatment Center

Sisters Offering Support

Susannah Wesley Community Center

Surfing the Nations

The Center

Turning Point for Families

Waikiki Health Center

Women Helping Women

World Healing Institute

YWCA of Kauai

December 27, 2006

Senator Suzanne Chun Oakland  
Chair, Committee on Human Services  
State Capitol Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland:

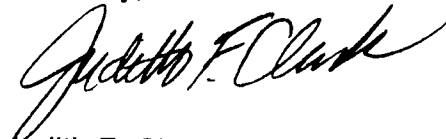
Hawaii Youth Services Network, a statewide coalition of more than 50 youth serving organizations, supports the appointment of Lillian Koller as Director of the Department of Human Services.

Ms. Koller has spearheaded the intensive effort to reach federal benchmarks for Child Welfare Services. This has resulted in improved services to children that are abused and neglected and their families and a reduction in the number of children placed in foster care.

Ms. Koller has also utilized a substantial amount of TANF funds for programs designed to prevent teen pregnancies and provide positive options for Hawaii's youth.

We hope that she will be able to continue her efforts on behalf of Hawaii's families.

Sincerely,



Judith F. Clark, MPH  
Executive Director

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: The Honolulu Symphony


SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

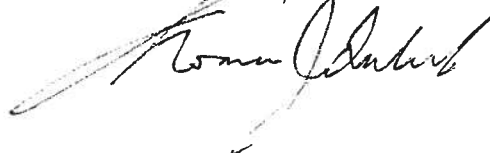
**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

We are The Honolulu Symphony and we strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of our previous letter dated January 26, 2007 that we sent to you. We are now submitting our letter to you again as our official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

 3/20/07



# HONOLULU SYMPHONY

The Dole Cannery • 630 Iwilei Road, Suite 202 • Honolulu, HI 96817 • Tel (808) 524-0815 • Fax (808) 524-1507

January 26, 2007

Senator Suzanne Chun-Oakland  
Chair, Human Services and Public Housing Committee  
State Capitol, Room 226  
Honolulu, HI 96813

Dear Senator Chun-Oakland:

We would like to thank the State of Hawaii for encouraging the Honolulu Symphony to seek funding from the Temporary Assistance for Needy Families (TANF) program in support of our 2006-07 Youth Music Education Program. This funding is essential in helping the Symphony to fulfill our mission of presenting exceptional symphonic musical experiences for the families and children of Hawaii.

No place in the United States loves and celebrates music as does Hawaii. From Hawaiian chant to high school marching bands and orchestras to the classical compositions performed by our 106-year-old orchestra, music is human expression at the highest level that communicates across the generations, cultures and geographic locations.

The Symphony's programs successfully translate music's universal appeal into healthy and positive activities for families and young people to share. These performances engage and inspire audiences by teaching music through experiences that honor and strengthen Hawaii's historical, cultural, and ethnical diversity.

The Honolulu Symphony's live concert performances and education programs on Oahu are expected to serve more than 70,000 residents and visitors this year from September 2006 through May 2007. More than 25,000 of this target population will be elementary school children, supported in part by the State of Hawaii with TANF funds.

The Honolulu Symphony employs professional, highly skilled musicians, educators, and administrative staff to provide age-appropriate education services to Hawaii's students from preschoolers to young adults.

Our seven-point education program includes 1) Youth Concerts; 2) In-School Ensemble performances; 3) Resource Teachers and Resource Residency; 4) Carnegie Hall's Weill Music Institute Communities LinkUP! Program; 5) Youth Concerto Competition; 6) UH Student Composition Reading; and 7) Master Classes.



Halekulani

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FINANCIAL SERVICES

The Honolulu Advertiser

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, .Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Maile Zsupnik

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

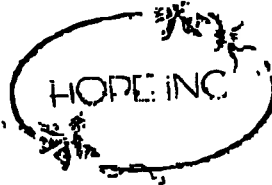
My name is Maile Zsupnik and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

*Maile Zsupnik 3/17/2007*  
[Sign your name and date]

Fax to: Senate Sgt At Arms @ 586-6659  
 Regarding: Senate Committee on HSP hearing  
 Hearing on: April 3, 2007 @ 1:15 p.m. in room 016  
 Copies Needed: 20



People of compassion giving HOPE IN THE NAME OF CHRIST to the children, youth & families of Hawaii

Senator Suzanne Chun Oakland  
 State Capitol  
 Honolulu

Jan. 4, 2007

Dear Senator,

I am writing to express my gratitude toward DHS Director Lillian Koller for her implementation of a child welfare, faith-based program called Families for Waiting Keiki. Under the FWK program, DHS has contracted with HOPE In the Name of Christ (INC) Inc., adoption agency to find forever adoptive families for Hawaii's legal orphans trapped in foster care with no permanency in their lives. These are the most difficult to place children who are somewhat older and usually have special needs.

Prior to this project HOPE INC did not have a platform from which to recruit and train families to adopt children who were stuck in the foster care system. Occasionally a foster family might adopt one of the children but other than those few cases long term foster care or Legal Guardianship was the rule of thumb. In the past year HOPE INC has been able to see twelve of these children secured in adoptive homes. Tomorrow twelve-year-old twins will move "home" to their forever adoptive family. Their heartfelt expressed desire is to not be foster children any longer so they can cease the moving from home to home.

The biggest challenge the Families for Waiting Keiki Project has faced in the past year has been the mindset of the CWS social workers who think Legal Guardianship for these waiting keiki is an option equal to adoption. We appreciate the fact that when Lillian Koller learned this recently that she agreed that adoption should always be the first and foremost goal, the rule rather than the exception. She has agreed to launch a statewide training program in 2007 to help CWS social workers understand the benefits of adoption versus long term foster care and Legal Guardianship and why all avenues for adoption should be exhausted before Legal Guardianship is considered.

Thank you for the opportunity to express my gratitude for Director Koller's implementation of the Families for Waiting Keiki project. The future of many children are being secured through this project.

Most Sincerely

*Kelly Rosati*  
 Kelly Rosati HOPEINC Board President  
*Deanna Marie Wallace*  
 Deanna Marie Wallace HOPE INC Founder  
 And Supervising Director

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Ku Kahakalau, Ph.D.

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

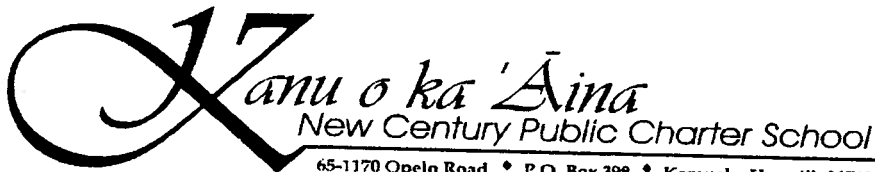
My name is Ku Kahakalau, Ph.D. and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 09, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3/23/07

[Sign your name and date]



65-1170 Opelo Road ♦ P.O. Box 398 ♦ Kamuela, Hawai'i 96743  
Phone: (808) 887-8144 ♦ fax: (808) 887-8146 ♦ e-mail kukahaka@gte.net ♦ www.kalo.org

January 9, 2007

Senator Suzanne Chun-Oakland  
State Capital #226  
Honolulu, HI 96813

Aloha Senator Chun-Oakland

This letter is in strong support for Lillian Koller's reconfirmation as Department of Human Services Director. Since her appointment as Director of DHS, Lillian Koller has done her utmost at assuring that available Targeted Assistance for Need Families (TANF) funds reach the community level. This in turn has directly impacted hundreds of needy Hawaiian families on three islands.

Here in Waimea, Hawai'i Island, as well as nearby Waipi'o Valley, TANF funds continue to provide viable extra-curricular opportunities and experiences for students attending Kanu o ka 'Āina New Century Public Charter School. Through a variety of after-school, weekend and intersession programs, all of which include leadership training, indigent students are acquiring healthy attitudes, behavior and life skills, which in turn provide them with sense of empowerment to respect and help not just themselves but also other people.

As a result of these activities, our youth are beginning to feel a sense of personal control, an increase in self-esteem, and most importantly a positive view for their personal future. As these youth begin to develop their own identity, we also see an increase in willingness to take on responsibility for their own learning and an overall increased sense of purpose. By providing a supportive environment, we are able to teach our youth how to value diversity and how to develop a caring climate within their own family, with other adult role models, with their friends, schoolmates, neighbors and the people in their community.

Almost all Hawaiian-focused charter schools are located in areas with high concentrations of native Hawaiians, which are also the State's most destitute areas. Thanks to Lillian Koller's efforts, these communities are provided with viable opportunities to support positive youth development, increase protective factors for youth and deter the onset and or increase of non-constructive, delinquent, and dangerous behaviors.

Lillian Koller is a champion, fighting to empower Hawai'i's needy families. Please reconfirm her as Director of Human Services.

Me ke aloha pumehana,

Kū Kahakalau, Ph.D.  
Director



# KALO

**KANU O KA 'ĀINA LEARNING 'OHANA**

*Natives of the land from generations back*

**President**

*Ku Kahakua Ph.D.*

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**Trustee**

*Guy Kaulukukui Ph.D*

**Senator Suzanne Chun-Oakland**

**State Capital #226**

**Honolulu, HI 96813**

**To Senator Suzanne Chun-Oakland,**

**Through the Department of Human Services – Temporary Assistance for Needy Families program (TANF), Kanu o ka 'Āina Learning 'Ohana (KALO) have provided much needed activities for all youth and families living in rural communities.**

The past support that we have received from DHS-Director Lillian Koller and her hardworking staff has enabled KALO's mission to grow womb-to-tomb models of education that advance Hawaiian culture for a sustainable Hawai'i. It is through partnerships such as these, that organizations like KALO can advance the lifeskills and opportunities for the youth and families that we continually serve. The TANF Afterschool and Intercession Cultural and Enrichment programs have increased school attendance and school grade progression while assisting to decrease teen pregnancy and drug and alcohol use in our communities. By nurturing the needs of our families, together we will build a better and healthy community.

**We encourage the reconfirmation of Lillian Koller to DHS-Director.**

**Sincerely,**

*Maile Zsupnik*  
**Maile Zsupnik**

P.O. Box 6511  
Kamuela, Hawaii 96743

Phone: 808.887.1117  
Fax: 808.887.0030



# TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Sheri Majewski

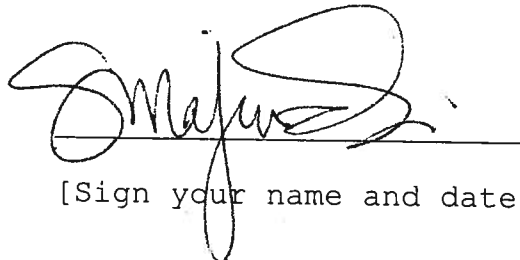
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Sheri Majewski and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

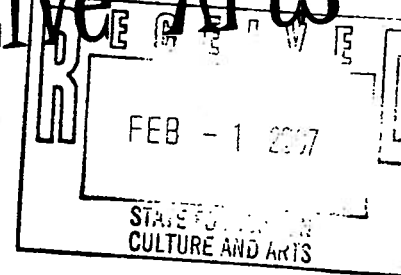
Attached is a copy of my previous letter dated January 29, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3/19/07

[Sign your name and date]

# Kaua'i Academy Of Creative Arts



Mailing Address  
Post Office Box 481  
Lihu'e, Hawai'i 96766  
  
Telephone: 808-346-7586

Senator Suzanne Chun-Oakland  
Chair, Human Services and Public Housing Committee  
State Capitol, room 226  
Honolulu, Hi 96813

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January 29, 2007

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Sue Macklin  
Director

Sheri Majewski  
Program Director

Nancy J. Budd, Esq.  
Of Counsel

Dear Senator Chun-Oakland,

This letter is in support of project funding from the TANF grant, through the Biennium Grants Program, of which the Kaua'i Academy of Creative Arts is a recipient.

The value of this funding source to programs such as ours is noteworthy and important to families at all levels in our community. These funds currently are used to help sustain our children's program, which benefit the community at large and in particular, young people aged 5 to 14. The Kaua'i Academy of Creative Arts provides these youth with an opportunity to study a wide variety of visual and performance arts in classes taught by professional artist/educators at little or no cost to families.

Exposure to the arts is limited or not available in the regular school curricula for children on the island of Kaua'i. Research proves that involvement in the arts helps to develop cognitive skills and problem solving abilities. 'At-risk' youth, especially those who have difficulty in traditional school settings, gain tremendously by exploring their creativity through art. In our program, the overall social conduct and skill building of these students consistently shows progress in areas such as self discipline, confidence, and communication.

The Kaua'i Academy of Creative Arts has operated for 30 years on Kaua'i and has influenced thousands of children. Continued funding and support is imperative to this youth program and other programs that seek to improve the condition of our communities. Thank you for your continued support.

Sincerely,

Sheri Majewski,  
K.A.C.A. Program Director

# TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Vailima Watson

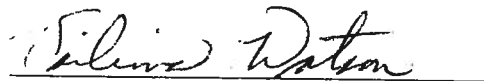
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Vailima Watson and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 08, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.



[Sign your name and date]

JAN-8-2007 03:15P FROM:

TO:5864890

P.2



**Kokua Kalihi Valley** *Comprehensive Family Service / Youth Services*

2243 Kalaunu Street  
Honolulu, Hawaii 96819

Phone : 848-0585

Fax: 845-3630

January 8, 2007

MEMO

**TO: SENATOR SUZANNE CHUN-OAKLAND**  
**FROM: VAILIMA WATSON-COORDINATOR/KKV YOUTH SERVICES**  
**REG: LILLIAN KOLLER**

**Dear Senator Suzanne Chun-Oakland:**

**This letter is to reconfirm our support of sustaining Ms. Lillian Koller to her current position. Ms. Koller has been very supportive of KKV Youth Services with our funding needs.**

**Thank you very much.**

Sincerely,

**Vailima Watson**  
**KKV/Coordinator of Youth Services**

# TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Greg Cohen

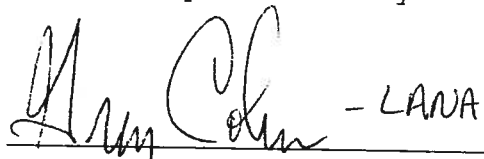
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Greg Cohen and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 25, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
\_\_\_\_\_

[Sign your name and date]

3/14/07

- LANAI ART CENTER  
EXEC. DIR



Lana'i Art & Culture Center dba Lana'i Art Center  
P.O. BOX 630701 • LANA'I CITY, HI 96762-0701  
• PHONE (808) 565-7503 • FAX (808) 565-9654  
email - lap@wave.hicv.net  
web - www.lanaiart.org

January 25, 2007

To: Senator Suzanne Chun-Oakland  
Chair, Human Services and Public Housing Committee  
State Capitol, Room 226  
Honolulu, HI 96813

re: TANF grant through HSFCA Biennium Grants Program

Dear Senator Chun-Oakland,

Our non-profit organization received partial funding in FY 2005/2006 under TANF funds and I'm writing to express our appreciation. The Lana'i Arts & Culture Center provides public access to arts and cultural experiences for all residents and visitors on Lana'i through ongoing classes, workshops, presentations, studio access, our gallery and exhibitions. These arts and cultural experiences include the fine arts such as drawing and painting; practical arts and crafts such as jewelry making, quilting, fiber and fabric arts; children's arts and craft instruction; writing, photography, woodworking, glass arts, ceramics, pottery and traditional Hawaiian crafts.

Our primary focus is art for youth, as there is no school funding for art education until Lana'i youth reach high school. We run a series of art classes for K-6th graders that services over 120 youngsters weekly, 60% of which would be able to attend these low-cost workshops without financial assistance. The TANF funding covers a large chunk of the materials needed for these classes, enabling us to make the classes available to children of Needy Families. Participants learn the basics of sketching, drawing, painting, Hawaiian arts and ceramics, while gaining self-confidence and personal esteem as well as learning to work with others in a cooperative atmosphere. Our program is the only one of its kind on the island and would not be possible without TANF funding.

On behalf of my board, our local instructors and the families and children who benefit from this, thank you for your support of this funding and anything you can do to continue it in future years will mean very much here in our little corner of the world.

Sincerely,

Greg Cohen, Executive Director

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John Wullbrandt

**Executive Director**

Greg Cohen

## TESTIMONY

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services and Public  
Housing

FROM: Rick Kelley

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Rick Kelley and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 16, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

*Rick Kelley* 3-15-07

[Sign your name and date]