

AGENCIES  
TESTIMONY

University of Hawai'i

**MAUI COMMUNITY COLLEGE**

Hawaii Child Welfare Continuous Quality Improvement Project

January 16, 2007


The Honorable Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
415 S. Beretania Street  
Honolulu, Hawaii 96813

Dear Senator Chun Oakland:

Thank you for your support of various issues that are important to Maui County and the people of Hawaii. I am writing to ask for your support of the reconfirmation of Lillian Koller, Esq. as Director of the Department of Human Services. Ms. Koller has been an effective advocate for positive change within the Department of Human Services. She has successfully led the completion of the Federally mandated Program Improvement Plan for Child Welfare Services, and she has involved the community in such efforts through quality case reviews and the statewide continuous quality improvement council.

Ms. Koller has further sought to enhance the child welfare system by contracting with Maui Community College to automate child welfare safety assessment tools, provide training for front line personnel, and develop and implement an ongoing quality assurance program for the child welfare system. Perhaps no former Director has generated more community involvement or made better use of Federal funding. She continues to seek innovative and creative ways to improve the system and insure the safety, permanency, and well being of the children of Hawaii and their families. Please lend your support to her reconfirmation.

Sincerely,



Rick Kelley, MC/MFT, JD  
Project Manager  
Hawaii Child Welfare Continuous Quality Improvement Project

University of Hawai'i

**MAUI COMMUNITY COLLEGE**

Allied Health Unit / Career Ladder Nursing Program

March 17, 2007

MEMORANDUM:

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

FROM: Nancy Johnson, MSN, APRN, Allied Health Department Chair

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

I am writing in support of the reconfirmation of Lillian Koller, Esq. as Director of the Department of Human Services. Maui Community College and the residents of Maui have benefited from Lillian's creative thinking and resource generation. Her efforts to bring previously untapped Federal resources to Hawaii resulted in new initiatives for the homeless, mentally ill, abused, and those needing dental care.

I am most familiar with the oral health projects. She recognizes the link between dental disease and general health and well being. She understands the connection between poor oral health, poor personal appearance, and the impact on employability. She created with TANF (Temporary Assistance for Needy Families) Oral Health project that provided needed dental services (beyond emergency) for adults in families with children. The increased confidence these individual achieved resulted in return to school or work. This has reduced the need for financial assistance to these Hawaii residents.

Lillian recognizes that providing adequate access to oral health care will result in decreased Medicaid costs for medical care. I have attached recent research reports that link oral health to preterm labor, heart attack, stroke, diabetes, and pancreatic cancer. In addition to these catastrophic illnesses, dental patients with no access to care go to the emergency room. This is the most expensive care for a dental problem.

Through support from Department of Human services Maui Community College was able to obtain Federal Medicaid administrative funds to support the current dental assisting program and the future associate degree dental hygiene programs. The faculty and students in these programs provide significant community service and oral health education as a part of implementing the curriculum. The dental assisting students visit preschools, grade schools, high schools, health fairs, and other community activities sharing their new knowledge about the importance of oral health to the individuals' general physical condition. They encourage young students to consider careers in health care.

Lillian is assertive and innovative. My association with her inspires me. She sees Hawaii's most needy residents and she works tirelessly to help them create a better life for themselves. She implements the DHS mission statement- "empowering those who are the most vulnerable in our State to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life and personal dignity."

I ask you to allow Lillian Koller to continue her excellent work by reconfirming her appointment as Director of the Department of Human Services.

## Mom's gum disease ups risk of premature birth

Reuters Health *Monday, March 5, 2007*

NEW YORK (Reuters Health) - Pregnant women with periodontal (gum) disease are at increased risk for delivering their infants prematurely, according to a pooled analysis of 17 studies involving 7,151 women, 1,056 of whom delivered their infants preterm or at a low birth weight.

Drs. Jean-Noel Vergnes and Michel Sixou of the Dental School in Toulouse, France found that mom's gum disease increased the risk of early birth or having a low birth weight infant nearly threefold.

For preterm birth alone, periodontal disease increased risk 2.27-fold, while it more than quadrupled the risk of having a low birth weight infant.

While the current study supports a periodontal disease-prematurity link, the authors say, the strength of the association they found should be interpreted with care, given that the higher quality studies they analyzed tended to show a weaker link.

It remains unclear how periodontal disease might contribute to preterm or low birth weight delivery, Vergnes and Sixou also point out in the *American Journal of Obstetrics and Gynecology*.

In an editorial accompanying the study, Dr. David M. Stamilo of the University of Pennsylvania Health System in Philadelphia and colleagues caution that while the meta-analysis is "comprehensive and well-executed," it cannot prove that gum disease causes preterm birth.

Studies investigating whether treating periodontal disease in pregnant women prevents preterm delivery have yielded conflicting results, they note. "Dental interventions cannot be recommended as preventive therapy for preterm birth based on the research currently available," they conclude. Good oral hygiene will lead to healthier gums and teeth, however.

SOURCE: *American Journal of Obstetrics & Gynecology*, February 2007. Reuters Health

## Infected Gums Can Harm the Heart

Periodontal treatment improves blood flow, study finds

HealthDay *Wednesday, February 28, 2007*

WEDNESDAY, Feb. 28 (HealthDay News) -- In a study that strengthens the link between chronic gum infection and cardiovascular problems, researchers said treatment of severe periodontal disease was associated with improved blood flow and more elasticity of arteries.

The study, conducted with patients at the Eastman Dental Hospital in London, England, included 120 people with severe periodontitis, a chronic bacterial infection that affects the gums and bone supporting the teeth.

Interestingly, the immediate result was an increase in inflammation among the patients who received intensive treatment for the gum condition. There was no such reaction among patients whose condition was treated less vigorously.

"However, six months after therapy, the benefits in oral health were associated with improvement in endothelial function," the researchers reported.

The endothelium is the delicate inner lining of the blood vessels. The improvement was shown by expansion of blood vessels that allowed better blood flow and by molecular markers of endothelial health, the researchers said. For example, the researchers reported that the arteries of those getting intensive treatment were 2 percent wider six months later than those getting ordinary treatment, an improvement they described as "significant."

"The degree of improvement was associated with improvement in measures of periodontal disease," the study said. The findings are published in the March 1 issue of the *New England Journal of Medicine*.

"This study adds a lot to a growing database that there is some sort of link" between periodontal disease and cardiovascular risk, said Dr. Preston D. Miller Jr., president of the American Academy of Periodontology. The study "increases the link between local inflammation and inflammation of the coronary vessels that is extremely important," added Miller, clinical professor of dentistry at the University of Tennessee College of Dentistry. The study findings call for more research to determine the effects of specific periodontal treatments on blood vessel function, he said.

But Dr. Daniel Meyer, associate executive director of the American Dental Association's division of science, said there's an important element missing in this and other studies of the effect of periodontal disease on cardiovascular problems.

"What it does not demonstrate is the relative importance of different risk factors. Implications of such things as diet, exercise and general health are not being factored into it," Meyer said. "What it is looking at is one aspect of a very complex disease."

It's too early to know how important a role periodontal disease may play in the risk of heart attack, stroke and other cardiovascular conditions, Meyer said. "There are too many individual factors involved to say that it contributes a certain percentage of risk," he said.

That lack of precision doesn't mean people should neglect their dental health, Meyer said. "We would certainly advise people to floss, but not at the expense of other things that improve their health," he said. "Someone who

smokes, drinks and is obese should get their oral health taken care of, but should look at other health factors as well."

Dr. Moise Desvarieux, associate professor of epidemiology at the Columbia University Mailman School of Public Health, said, "This study adds significantly to the body of evidence linking periodontitis to vascular disease through a strong design and rigorous analysis.

"It convincingly demonstrates the potential for reversibility, since treating periodontal disease improved endothelial function," he said. HealthDay Copyright (c) 2007 ScoutNews, LLC. All rights reserved.

## **Gum Disease, Pancreatic Cancer Link Seen**

**It's another reason to practice good dental care, experts say**

**HealthDay Tuesday, January 16, 2007**

TUESDAY, Jan. 16 (HealthDay News) -- Having periodontal or gum disease may boost the risk of getting pancreatic cancer, according to new research from Harvard Medical School involving more than 51,000 men.

"Men who had reported periodontal disease had a 64 percent higher risk of pancreatic cancer [or were 1.6 times more likely to get it] compared to those who didn't have periodontal disease," said the study's lead author, Dominique S. Michaud.

The study provides the first strong evidence that gum disease may increase pancreatic cancer risk, added Michaud, an assistant professor of epidemiology at the Harvard School of Public Health in Boston.

Her team published the findings in the Jan. 17 issue of the *Journal of the National Cancer Institute*.

Two previous studies have uncovered a link between tooth loss or gum inflammation and pancreatic cancer, Michaud said. But one included all smokers and the other did not control for smoking, known to boost the risk of pancreatic cancer, in the analysis.

The pancreas, a gland behind the stomach, makes pancreatic juice, which helps break down fats and proteins in foods. The gland also produces the hormone insulin, which helps regulate blood sugar.

In their 16-year study, Michaud and her colleagues followed 51,529 men who participated in the Health Professional Follow-Up Study, which began in 1986. The researchers controlled for the effects of smoking.

"Our study was a prospective study of health professionals," Michaud said. "Not MDs, but dentists, podiatrists, veterinarians."

They also calculated the risk of pancreatic cancer among smokers and nonsmokers.

"Among men who never smoked, having periodontal disease led to them being twice as likely to get pancreatic cancer," Michaud said. That helped convince the researchers that periodontal disease and pancreatic cancer were linked.

The mechanism behind the link isn't known, Michaud said. And while her team found an association, it is not a proven cause-and-effect relationship.

One possible explanation is that inflammation from gum disease may somehow promote pancreatic cancer.

"People with periodontal disease have higher levels of blood levels of C-reactive protein, an inflammatory marker that has been associated with heart disease," Michaud said. "Periodontal disease is also linked to heart disease in some studies." The inflammation may somehow contribute to the promotion of cancer cells, she added.

The men in the study had severe gum disease, the type that can lead to tooth loss, she noted.

Dr. Eva Schernhammer, an assistant professor of medicine at Harvard Medical School who was not involved in the study, said the results were intriguing.

"Pancreatic cancer is one of those diseases we don't know much about," she said. "Once you get it, the survival is very low."

This research "confirms that inflammation may play an important role in pancreatic cancer," she said.

According to Michaud, the findings should also "give consumers one more reason to really take care of their teeth and their oral health. I think that's really the message, even though we aren't sure this is a causal association."

Even so, she added, "people with severe periodontal disease shouldn't be worrying they are going to get pancreatic cancer. It is a horrible disease, but it is rare."

According to the American Cancer Society, 33,730 Americans got pancreatic cancer in 2006 and more than 32,000 died from it.

## **Diabetes and Periodontal Disease From NIH**

### **Higher Risk**

If you have diabetes, you know the disease can harm your eyes, nerves, kidneys, heart and other important systems in the body. Did you know it can also cause problems in your mouth? People with diabetes have a higher than normal risk of periodontal diseases.

Periodontal diseases are infections of the gum and bone that hold the teeth in place. In advanced stages, they lead to painful chewing problems and even tooth loss. Like any infection, gum disease can make it hard to keep your blood sugar under control.

### **What is the Link Between Diabetes and Periodontal Disease?**

### **Diabetic Control.**

Like other complications of diabetes, gum disease is linked to diabetic control. People with poor blood sugar control get gum disease more often and more severely, and they lose more teeth than do persons with good control. In fact, people whose diabetes is well controlled have no more periodontal disease than persons without diabetes. Children with IDDM (insulin-dependent diabetes mellitus) are also at risk for gum problems. Good diabetic control is the best protection against periodontal disease.

Studies show that controlling blood sugar levels lowers the risk of some complications of diabetes, such as eye and heart disease and nerve damage. Scientists believe many complications, including gum disease, can be prevented with good diabetic control.

**Blood Vessel Changes.** Thickening of blood vessels is a complication of diabetes that may increase risk for gum disease. Blood vessels deliver oxygen and nourishment to body tissues, including the mouth, and carry away the tissues' waste products. Diabetes causes blood vessels to thicken, which slows the flow of nutrients and the removal of harmful wastes. This can weaken the resistance of gum and bone tissue to infection.

**Bacteria.** Many kinds of bacteria (germs) thrive on sugars, including glucose -- the sugar linked to diabetes. When diabetes is poorly controlled, high glucose levels in mouth fluids may help germs grow and set the stage for gum disease.

**Smoking.** The harmful effects of smoking, particularly heart disease and cancer, are well known. Studies show that smoking also increases the chances of developing gum disease. In fact, smokers are five times more likely than nonsmokers to have gum disease. For smokers with diabetes, the risk is even greater. If you are a smoker with diabetes, age 45 or older, you are 20 times more likely than a person without these risk factors to get severe gum disease.

Periodontal diseases are infections of the gum and bone that hold the teeth in place. In advanced stages, they lead to painful chewing problems and even tooth loss. Like any infection, gum disease can make it hard to keep your blood sugar under control.

#### **How Does Periodontal Disease Develop?**

**Gingivitis.** Poor brushing and flossing habits allow dental plaque -- a sticky film of germs -- to build up on teeth. Some of these germs cause gum disease. The gums can become red and swollen and may bleed during toothbrushing or flossing. This is called gingivitis, the first stage of periodontal disease.

Gingivitis can usually be reversed with daily brushing and flossing and regular cleanings by the dentist. If it is not stopped, gingivitis could lead to a more serious type of gum disease called periodontitis.

**Periodontitis.** Periodontitis is an infection of the tissues that hold the teeth in place. In periodontitis, plaque builds and hardens under the gums. The gums pull away from the teeth, forming "pockets" of infection. The infection leads to loss of the bone that holds the tooth in its socket and might lead to tooth loss.

There are often no warning signs of early periodontitis. Pain, abscess, and loosening of the teeth do not occur until the disease is advanced. Since periodontitis affects more than just the gums, it cannot be controlled with regular brushing and flossing. Periodontitis should be treated by a periodontist (a gum disease specialist) or by a general dentist who has special training in treating gum diseases.

#### **How Is Periodontal Disease Treated?**

**Plaque Removal.** Treatment of periodontitis depends on how much damage the disease has caused. In the early stages, the dentist or periodontist will use deep cleaning to remove hardened plaque and infected tissue under the gum and smooth the damaged root surfaces of teeth. This allows the gum to re-attach to the teeth. A special mouthrinse or an antibiotic might also be prescribed to help control the infection.

Deep cleaning is successful only if the patient regularly brushes and flosses to keep the plaque from building up again.

**Periodontal Surgery.** Gum surgery is needed when periodontitis is very advanced and tissues that hold a tooth in place are destroyed. The dentist or periodontist will clean out the infected area under the gum, then reshape or replace the damaged tooth-supporting tissues. These treatments increase the chances of saving the tooth.

#### **Periodontal Treatment and Other Oral Diseases**

- It's important for you to know how well your diabetes is controlled and to tell your dentist this information at each visit.  
See your doctor before scheduling treatment for periodontal disease. Ask your doctor to talk to the dentist or periodontist about your overall medical condition before treatment begins.  
You may need to change your meal schedule and the timing and dosage of your insulin if oral surgery is planned.
- Postpone non-emergency dental procedures if your blood sugar is not in good control. However, acute infections, such as abscesses, should be treated right away.

For the person with controlled diabetes, periodontal or oral surgery can usually be done in the dentist's office. Because of diabetes, healing may take more time. But with good medical and dental care, problems after surgery are no more likely than for someone without diabetes.



**MW Group, Ltd.**  
Real Estate Development

January 16, 2007

Senator Suzanne Chun Oakland  
13<sup>th</sup> District (Kalihi, Nu'uauu)  
Chair Human Services  
Public Housing Commissions  
State Capitol, Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland:

I have been involved in working as a volunteer and Board Member in agencies dealing with Hawaii's children from broken homes (I was one myself). In 1964 I was one of the original Big Brothers of Hawaii, and served on the Board of Directors for 18 years. Recently I have been serving as a Board Member of Foster Family Programs.

I am a partner in MW Group, Ltd., a Commercial Real Estate Development Company. I had the opportunity to meet Lillian Koller when my company developed The Plaza at Punchbowl; a 138 unit rental assisted living and memory care facility. Lillian was the keynote speaker at the grand opening. Since meeting her 3 years ago, I have become aware of her commitment to Human Services and I support her many programs directed at improving the lives of our disadvantaged population of all ages.

Recently, my wife and I have found ourselves in a position to fulfill a long time dream; that of building and providing the operating funds for a 20+/- bed Transition House for children at risk; that is those children that have been removed from an abusive family situation or waiting to be evaluated and assigned to a Foster Home. This Transition Home will provide temporary care including counseling, schooling, social activities, and evaluations for up to 500 children per year (with an average stay of two weeks).

Lillian has been extremely helpful in bringing my wife Joanne, son Greg and I in contact with the various agencies that will be involved in this project from the acquisition of land (in Waianae) to the actual operation of the facility. We have budgeted \$1,000,000 toward the building and \$450,000/year toward the operation.

We are counting on Lillian being reconfirmed as Director of Human Services, not only for the good of the state but to maintain the continuation for her many critical Human

Services projects including my Transition House (it will have a better name). Personally, I would hate to be starting over without her assistance.

If appropriate, I would be happy to meet with you personally to discuss my support of her reconfirmation. I have enclosed my business card and my phone number is 533-7468. Mahalo for your consideration.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael B. Wood".

Michael B. Wood

cc: Lillian Koller



## TESTIMONY

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

FROM: Michael B. Wood

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 B. Wood 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.

 3/26/07

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[Sign your name and date]

# TESTIMONY

March 30, 2007

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

FROM: Lee Y. Stein, MSW, CSAC Asst. Professor Maui  
Community College  
[Print your name]

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 Lee Stein and I strongly support the  
[print your name]

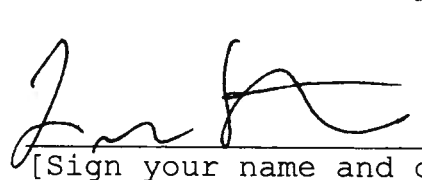
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Attached is a copy of my previous letter dated

January 16, 2007  
[write date of your 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.

 3/14/07  
[Sign your name and date]

University of Hawai'i

**MAUI COMMUNITY COLLEGE**  
Human Services & Social Services

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

Dear Senator Chun-Oakland,

January 16, 2007

I am writing to ask your support in the reconfirmation of Lillian Koller as the Director of the Department of Human Services. I have worked as a social worker on Maui for 25 years and have worked very closely with DHS in a variety of capacities throughout that time. I am aware of significant challenges the Department faces on many levels and have witnessed the difficulty of previous Directors in bringing much needed qualitative changes to both the Child Welfare and BESSD services provided to our most needy and troubled families.

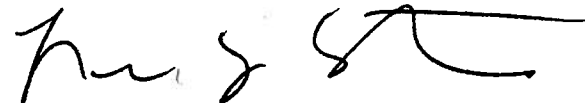
In my current role as a teacher of Human Services at Maui Community College and Social Work for UH Manoa, I am thrilled with the direction that Director Koller is taking the Department. For example, for more than a decade research has supported a change from deficit focused helping strategies to those that support client strengths and resources. Prior DHS administrators and workers have largely ignored these evidence-based-practices. Through an impressive staff-training program Lillian Koller is attempting to change the "culture" of DHS in very important and much needed ways – a monumental undertaking.

Additionally, Director Koller has accessed and focused significant fiscal resources in Child Welfare Services on prevention and early intervention services that are now widely available on all islands. The benefit to our communities whenever a family is helped *before* the investigation of child abuse is required is obvious and dramatic. The prevention of human suffering and consequent financial savings are incalculable. Director Koller is the first in her position to move toward prevention services with such vision and commitment.

The problems facing our communities are complex and growing. Many of our most needy community members receive services from the Department of Human Services. In order to meet the needs of these families in permanent ways we must provide timely services that are supported by research as effective. In the past four years Lillian Koller has done an incredible job of moving the Department toward efficiency and effectiveness. In my experience Director Koller is both visionary and pragmatic.

Please support the reconfirmation of Lillian Koller so that she can continue the important task of bringing the Department of Human Services into the Twenty-First Century.

Sincerely,



Lee Y. Stein, MSW, CSAC  
Assistant Professor, CC

## TESTIMONY

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

FROM: Carol S. White, MS, RN

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 Carol S. White 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 17, 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.

Carol S White MS, RN, C  
03/16/07  
[Sign your name and date]

University of Hawai'i

**MAUI COMMUNITY COLLEGE**

Allied Health Unit / Career Ladder Nursing Program

January 17, 2007

The Honorable Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
415 S. Beretania Street  
Honolulu, Hawaii 96813

Dear Senator Chun- Oakland:

This letter is written in support of the re-confirmation of Lillian Koller, Esq. as Director of the Department of Human Services. Maui Community College's Allied Health Department and the residents of Maui have benefited from Lillian's creative thinking and resource generation. Her efforts to bring previously untapped Federal resources to Hawaii resulted in new initiatives for the homeless, mentally ill, abused, and those needing dental care. Overall, these initiatives increased access to medical services for all of the Hawaii's neediest citizens.

Additionally, she was tasked with marshalling resources to tackle the Administration for Children and Families mandate to improve CPS services for the most vulnerable of our citizens. Lillian is assertive and innovative. She sought and received a grant from RDP to re-configure and computerize the intake process; my colleagues here at Maui's RDP offices worked long and hard with the department to accomplish this goal. Goals of the initial PIP have been met and exceeded. However, the standards remain under scrutiny by the Administration for Children and Families. We need her to remain at her post for the duration of PIP work plan and beyond to ensure that standards continue to be met going forward.

I ask you to re-confirm Lillian Koller's appointment as Director of the Department of Human Services.

Sincerely,

*Carol S. White, MS, RN, C*

Carol S. White, MS, RN, C  
RDP LTC/Simulation Coord.  
Nursing Department

## TESTIMONY

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

FROM: Maggie Costigan

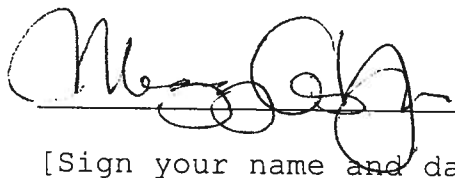
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My name is Maggie Costigan and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated February 07, 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]

# Maui Dance Council

PO Box 180 Makawao, HI 96768

808.579-9059

February 7, 2007

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

Dear Senator Chun-Oakland,

I am writing with regard to the Temporary Assistance for Needy Families (TANF) funds that our organization is currently receiving from the State of Hawaii. The Maui Dance Council (MDC) was founded in 1978 with the mission to promote dance, movement arts and theater in Maui County through education and performance. With funding from TANF, MDC is able to provide Standards Based Arts Education to over 5,000 Maui County school students annually through the Chance To Dance program.

Since 1989, Maui Dance Council has been providing professional Arts Education residencies to Maui County Schools with its Chance To Dance (CTD) program. Through CTD FY07, the Maui Dance Council will provide 1,200 hours of Standards Based Arts Education, taught by professionally trained Teaching Artists, to Kindergarten - 8<sup>th</sup> grade youth, in 15 Maui County Schools, including six schools in the remote locations of Molokai, Lanai and Hana. Each CTD residency is designed to facilitate student achievement of the *DOE Content and Performance Standards* in Fine Arts, while also addressing Standards in Reading, Math, Social Studies, Health and Science. Chance To Dance helps children develop critical thinking and problem-solving skills, while self-expression and creativity are encouraged and fostered at a critical age.

Chance To Dance is the only program of its kind operating in Maui County. While participating schools are typically able to fund a portion of their Chance To Dance programming, the Maui Dance Council depends heavily upon other funding sources to make the program accessible to as many schools as possible. It is our hope that State support, through TANF funds, will continue to be available to organizations such as ours, so that the needs of our families and communities of Hawaii will continue to be met.

Thank you for your consideration on this matter.

Sincerely,



Maggie Costigan  
MDC Managing Director

## TESTIMONY

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Senate Committee on Human Services and Public  
Housing

FROM: Michael B. Wood

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Michael B. Wood 3/26/07

[Sign your name and date]





**MW Group, Ltd.**  
Real Estate Development

January 16, 2007

Senator Suzanne Chun Oakland  
13<sup>th</sup> District (Kalihi, Nu'uauu)  
Chair Human Services  
Public Housing Commissions  
State Capitol, Room 226  
Honolulu, HI 96813

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We are counting on Lillian being reconfirmed as Director of Human Services, not only for the good of the state but to maintain the continuation for her many critical Human

**Pioneer Plaza**

Services projects including my Transition House (it will have a better name). Personally, I would hate to be starting over without her assistance.

If appropriate, I would be happy to meet with you personally to discuss my support of her reconfirmation. I have enclosed my business card and my phone number is 533-7468. Mahalo for your consideration.

Sincerely,



Michael B. Wood

cc: Lillian Koller

## TESTIMONY

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

FROM: V. Ka'iulani Pahi'o

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 V. Ka'iulani Pahi'o 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.

*V. Ka'iulani Pahi'o*

[Sign your name and date]

*March 20, 2007*

# NĀ LEI NA'AUAO

## Native Hawaiian Charter School Alliance

Hakipu'u Learning Center  
Kāne'ohe, HI

Hālau Kū Māna  
Honolulu, HI

Hālau Lōkahi  
Honolulu, HI

Kanu I Ka Pono  
Anahola, HI

Kanu o ka 'Āina  
Kamuela, HI

Ka 'Umeke Kā'eo  
Hilo, HI

Ka Waihona o ka Na'auao  
Wai'anae, HI

Ke Kula 'o Samuel M. Kamakau  
Kāne'ohe, HI

Ke Kula Ni'ihau 'o Kekaha  
Kekaha, HI

Kua o Ka Lā  
Pahoa, HI

Kula Aupuni Ni'ihau A  
Kahelelani Aloha  
Makaweli, HI

POB 6511  
Kamuela, HI  
96743

808-887-1117 office  
808-887-0030 fax

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

To Senator Suzanne Chun-Oakland,

The mission of Nā Lei Na'auao - Native Hawaiian Charter School Alliance (NLN) is to establish models of education throughout the Hawaiian Islands, which are community-designed and controlled and reflect, respect and embrace Hawaiian cultural values, philosophies and ideologies.

The various activities provided by the Department of Human Services - Temporary Assistance for Needy Families, have made an outstanding impact on the NLN communities on Kaua'i, O'ahu and Hawai'i island. The After-school and Intercession Cultural and Enrichment programs have not only touched, but changed many youth and families living in destitute areas on these islands.

Because of the tremendous support that NLN have received from DHS Director Lillian Koller and her helpful staff, we are able to better serve these rural areas through our cultural learning.

Mahalo nui loa for reconfirming DHS Director Lillian Koller to her current position!

Sincerely,

V. Ka'iulani Pahi'ō

## TESTIMONY

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

FROM: Junell Aliviado

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 Junell Aliviado 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.



[Sign your name and date]



January 11, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

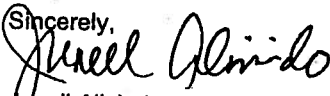
Dear Senator Chun,

My name is Junell Aliviado, First of all I would like to thank Northstar for giving me the opportunity to start a new career that gave me a chance to get my life back on track. My experience here has a great impact in my life. When I started here I was very eager to learn everything they had to offer me. The training was great and very informative. I learned a lot on how to get a loan to owning a home and much more.

The classes we had were interesting and fun. I learned a lot in customer service, how to present yourself and be a professional at what ever you do. What I learned from these classes will help me today and in the future.

Currently I'm in the Finance Department as a Finance Assistant. I honestly can say that I love my job. When I was hired by Tammy to be her assistant I was excited to begin my new career in finance even though I didn't know much about it. She took time teaching and guiding me. Now I'm comfortable with my work and I'm still learning more in Finance and the Mortgage Industry. I hope to grow and learn here at NorthStar Alliance.

I would like to especially acknowledge and thank a few women who helped me be what I am today. NorthStar for participating in the SEE program and giving people a chance to better themselves and their lives, also Sheryl for giving me encouraging words, to read her books that she has on self help, and of course Tammy, for giving me the opportunity in the Finance Department to work with her and learn. You ladies are the best.

Sincerely,  
  
Junell Aliviado  
Finance Assistant  
NorthStar

## TESTIMONY

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

FROM: Catrina M. Brogan

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

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

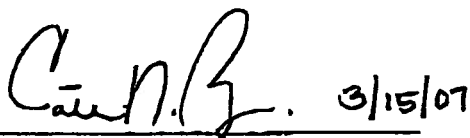
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My name is Catrina M. Brogan and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated February 2, 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]



February 2, 2007

Suzanne N. J. Chun Oakland  
State Senator, 13<sup>th</sup> District  
State Capitol  
Honolulu, Hawaii 96813

Dear Senator Oakland,

I wanted to thank you for recognizing the accomplishments of the participants of the NorthStar University program. The program participants that wrote to you have developed a very strong sense of loyalty and feelings of attachment not only to the NorthStar University but also to the Department of Human Services as well as the State of Hawaii.

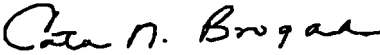
The NorthStar University program was designed to provide specialized training to low-income families so that they will develop a skill set allowing them to become employed.

Lillian Koller has proven to be a true friend of the people by providing guidance in the development of the program as well as seeing the value of a program that provides individuals the needed skills in order to succeed.

In the beginning stages of the development of the program it was always the thought of Ms. Koller to offer training in an industry like mortgage banking and financial services that would be unique providing the much need advantage.

I again want to thank you for your time and interest you expressed in this very special program.

Sincerely,

  
Catrina M. Brogan  
Chairman  
Chief Executive Officer



## TESTIMONY

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

FROM: Aloha Eckert

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 Aloha Eckert 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.

Aloha Eckert 3/14/07

[Sign your name and date]



January 11, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

I am writing this letter to share with you the Awesome experience i have had here at NorthStar Alliance.

I came to NorthStar in May 2006 as a SEE/ACE employee not knowing anything about business etiquette let alone the mortgage industry. I was a little hesitant at first, thinking I was totally out of my league, but everyone here at NorthStar made me feel welcome and so very comfortable.

They trained us in everything from how to write proper emails and dress professional to how to put a loan through from beginning to end. By July 2006 I was placed in my position as a Production Assistant and had already gained so much from the whole experience.

The SEE Program has helped me in so many ways. I have gained so much confidence, I feel great about myself and where my life is heading. I can provide for my son and am someone he can look up to, both as a mother and a mentor. I wanted a professional long term position with so much room for growth and opportunity and that is what I have found in NorthStar. I have been here with NorthStar for about 8 months now and am so grateful for all the knowledge I have gained and the mentors that I have personally run into throughout this whole experience who have taught me so much. For someone who knew nothing about the mortgage industry, I am now involved with the loans from beginning to end. I love my job and love where my life is going. I would love to see more ACES feel the same sense of achievement and pride and join our family here at NorthStar.

Sincerely,

Aloha Eckart  
Production Assistant  
NorthStar Alliance

## TESTIMONY

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

FROM: Elizabeth Hennessey

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 Elizabeth Hennessey 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.

 3/15/07

[Sign your name and date]

January 11, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator Chun,

This letter is to share with you about the great experience I am having here at the NORTHSTAR.

I am currently in the second phase of the ten week training program at NORTHSTAR and so far it has been a chance of a life time for me personally. Where else can you actually get training in so many different computer programs and mortgage banking skills? I have been down many different avenues in the working field and have always had some draw back because of my lack in computer and business office skills. NORTHSTAR is giving me the confidence for my future and we have such great support here with our great supportive Human Resource administrative assistant Mona Cablay and our great Assistant Vice President/Program administrator who gives us lots of projects to help build our skills in the business arena.

We have had some outstanding professional teachers come in like Xia Dong Qiao whom teaches accounting and general business math from Heald and Hawaii Pacific University. Along with Christine Cuthrell whom taught Nutrition and fitness. We have also had the pleasure of meeting with Pam Chambers a Motivational speaker and Lucy Jokeil a very talented Life Coach. Last but definitely not least we have the pleasure of being trained through an ACE graduate who really knows computer applications like a wiz and that would be Marj Borja. I am very enthused to be here and want to continue to improve my office and business skills.

I can't elaborate enough on how this program is helping me in my journey to make a better life for my family. I look forward to seeing more women have the chance to better their lives by being offered this fabulous opportunity!

Thank you for letting me share my experience with you.

Sincerely,



Elizabeth Hennessey  
Mortgage Banking Trainee  
NorthStar

**TESTIMONY**

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

FROM: Sherri Johns

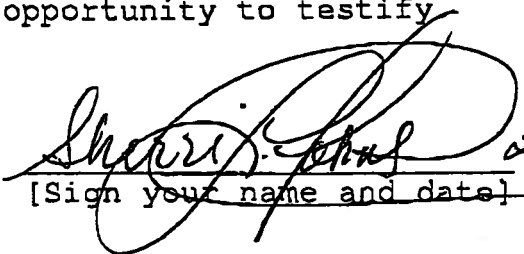
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010.

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

My name is Sherri Johns 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]

20 MAR 07



January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator Chun,

The reason for this letter is to talk to you about my experience at NorthStar as a recent NorthStar graduate.

A NorthStar A.C.E.S. Experience

I am a recent NorthStar University graduate and let me just say "Wow". My experience here at NorthStar has been more than what I expected and then some. NorthStar University has provided me and other A.C.E.S. with extensive training in the Mortgage Banking field; from basic mortgage banking to Bank Transactions to Loan Origination to Networking to Marketing even basic computer skills. NorthStar provided us with expert trainers that specializes in there much respected field such as Pam Chambers, Sam Shenkus, HPD Detectives, and Lucy Jokeil just to name a few. Not to mention their own employees who went through the S.E.E. Program and were apart of the Mortgage Banking training that has now been in their positions for years and well knowledgeable to train us.

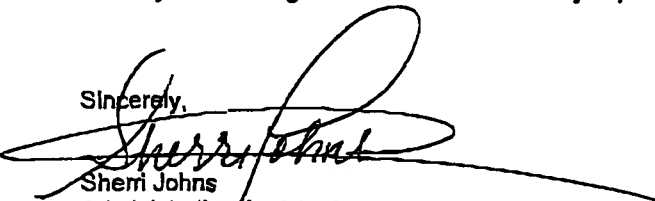
What has NorthStar and the S.E.E. Program done for me? If it wasn't NorthStar to integrate with the S.E.E. Program I believe I would have picked up a dead end job or moved back to the east coast. I have never known a company to do what NorthStar has done and that is providing this kind of training that most if not all other companies wouldn't do even for their own employees to gain and enhance their skills. This is extraordinary to me I have gained a lot of knowledge through the training program that I didn't know before coming here and to be able to refresh on some of the things that I did know was even better. What is also amazing is that NorthStar continues to train you in the Mortgage Banking even after graduation. I couldn't ask for more.

How has this opportunity helped me? Where do I begin? I took something back home with me and taught it to my 12yr old daughter and that is time management and attitude. We are still in working progress but it's what I learned here at NorthStar that helped me and helped me to instill the same to my daughter. I can't tell you everything because there is so much; although what I can tell you is that I am in a place in my life where I feel like I am actually moving not only in life but in my career as well.

I would like to see more A.C.E.S. come through NorthStar to receive the benefits that NorthStar has to offer.

Thank you for taking the time to read about my experience.

Sincerely,



Sherri Johns  
Administrative Assistant  
NorthStar Alliance

## TESTIMONY

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

FROM: Derrick Jones

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 Derrick Jones 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.

 3/13/07

[Sign your name and date]

# NORTHSTAR

*Helping You Find Your Way Home*

January 12, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

The reason for this letter is to talk to you about my experience at NorthStar as a recent NorthStar graduate.

#### A NorthStar A.C.E.S. Experience

I am a recent NorthStar University graduate and i am very grateful for this opportunity that i was given to start over win i was down and out and regain my self esteem. My experience here at NorthStar has been excellent and i have met some very motivating and inspirational people that have made me regain my focus and i am finally starting to get my life back for me and my children. NorthStar University has provided me and other A.C.E.S. with extensive training in the Mortgage Banking field; from basic mortgage banking to Bank Transactions to Loan Origination to Networking to Marketing even basic computer skills. The expert trainers such as Pam Chambers, Sam Shenkus, HPD Detectives, and Lucy Jokeil were very instrumental to me finding myself and the person that i used to be. Former S.E.E. program members who are now NorthStar Alliance employees were and still are very helpful and encouraging.

For a while i was starting to think that walking away from the military where i was a sergeant with 5 soldiers working under me and heading to Officer Candidate School to become a Lieutenant was a mistake. Well turns out that it wasn't and i am doing well and i refuse to be defeated. My children are counting on me and can't let them down, they are the reason that i get out of bed every morning. I have to show them that i am still a winner because i constantly tell them that losers and quitters make excuses but winners make it happen. I thank you and i say "Tropic Lightning"!

Sincerely,



Derrick Jones  
Mortgage Loan Prospector  
NorthStar Alliance



# TESTIMONY

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

FROM: Victoria Kamealoha


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 Victoria Kamealoha 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.

 03/20/07

[Sign your name and date]



January 11, 2007

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

Re: NorthStar A.C.E.S

Dear Senator,

The reason I am writing this letter is to tell you about my experience through the S.E.E. Program.

My name is Victoria Kamealoha. I am a mother of two beautiful children named Julien and Sarah. The first time I have ever heard about this program is through my "First to Work" worker. When I met with my S.E.E. worker he had then told me about NorthStar, in the beginning I was a little hesitant due to the fact that the company itself is a Mortgage Bank. I am not the strongest person in math, but he had told me that the company will train me for 10 weeks. I have rarely heard of a company that I will have paid training. I was instantly excited I really wanted to get the position. In less than a week I was scheduled for an interview. The day of my interview I was so nervous. When I walked into the office I was just so amazed at the way the office looked and how the receptionist was so warm and friendly. That just tells a lot about the company as a whole. When I found out that I gotten the position I was so relieved at that instant I felt like I was in control again of my life. I am proud to say that I graduated from group 9 in December and I am currently an Administrative Assistant.

NorthStar has been so wonderful in all the extensive training that had put all the A.C.E.S through. I honestly thought that all the training was going to be about the Mortgage Banking Industry and all the other aspects like Appraisals and Real Estate. But, in actuality there has been so much more, from well known speakers like Pam Chambers and Lucy Jokiel they had came in and taught the class proper business etiquettes, personal grooming and the best class "How to Handle Difficult People". We also had Healthy Living classes where Kristen gave the class tips on how to make fast and healthy foods for ourselves and our children.

Being here at the company has been so wonderful and positive. I could not ask for anything more than what I have now. Everyone here at the company from upper management to co-workers is so pleasant to work with. No one treats you any differently. I have finally came to appoint in my life that I can look at my children in their eyes and be their role models and have them be proud of their mommy. I can not express all the gratitude that I have inside for the company and the S.E.E program for giving me a chance to excel in life and that I can be whatever I want to be as long as I put my mind to it.

Sincerely,

A handwritten signature in black ink, appearing to read "Victoria Kamealoha", written over a circular stamp or mark.

Victoria Kamealoha  
Administrative Assistant  
NorthStar

## TESTIMONY

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

FROM: Tehani Ladzenski

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 Tehani Ladzenski 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.

*Tehani Ladzenski 3/16/07*

[Sign your name and date]

January 12, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

The reason I am writing you this letter is to tell you about my experience here at NorthStar as a recent graduate of the NorthStar University.

I just want to start off by saying I am only nineteen years old and this opportunity I was offered is awesome. I wanted to start off my career early and NorthStar gave me that chance.

My Experience here at NorthStar is phenomenal. I never expected to be learning so much! They treat us as if we are one of them even though we are actually just trainees. NorthStar treats us with respect but at the same time they guide us in the right direction. They always teach us on how to be professional and at the same time they also teach us about Mortgage Banking. They also teach us to be proficient at what we do. I believe that NorthStar is a blessing in my life. They gave me the opportunity, in so many ways to future my career. NorthStar is such a wonderful opportunity. I believe that if anyone was offered this that they should jump at the sound of being trained and getting paid at the same time. I also believed that we all furthered our careers and became more professional. I believe I am a testimonial about what this company can do. I change so much professional thanks to NorthStar.

The main thing that I have to say about NorthStar is that they are wonderful and if I had the chance to change anything about them I wouldn't change one thing. They are perfect already in everyway.

Sincerely,



Tehani Ladzenski  
Prospector Trainee  
NorthStar

## TESTIMONY

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

FROM: Lance Lee

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 Lance Lee 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.

 03/16/07

[Sign your name and date]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Aloha Senator,

The reason for this letter is to talk to you about my experience in the NorthStar program.

A NorthStar A.C.E.S Experience:

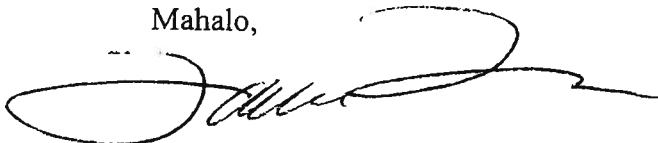
I am currently in the NorthStar University and let me say "it is so terrific". My experience so far has been a great learning advancement for my future. I am really proud to be in this program. I love how they bring in guest speakers to teach us about being positive about ourselves. Just to name a few. Sam Shekis, Pam Chambers, and Sheryl Ann-Wong.

What has NorthStar and the S.E.E. Program done for me? It has given me a lot of basic computer knowledge, and shows that I have a very positive future ahead, and to be a single father and support my family.

I am so happy NorthStar has given me a chance to make it possible to have a chance in the world of mortgage business. For myself and other A.C.E.S., when you are a single parent and have children, it is almost impossible to make this happen. When you are trying as a single parent it is so hard to make something of yourself. Now there is a very bright future for me and my family.

Thank you for taking the time to read about my experience as a NorthStar Alliance Student (A.C.E.)

Mahalo,



Lance Lee  
Mortgage Banker Trainer  
NorthStar

## TESTIMONY

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

FROM: Mitzi McArthur

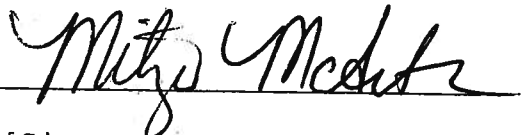
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

My name is Mitzi McArthur 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 cursive script that reads "Mitzi McArthur". The signature is written in black ink and is positioned above a horizontal line.

[Sign your name and date]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

The reason for this letter is to talk to you about my experience at NorthStar as a NorthStar graduate.

There are many ironies in life and this happens to be one of them. I went to Heald College to get a degree in Computer Business Administration with an emphasis in Sales & Marketing. I wanted to further my education and the school had promised job placement after graduation. Meanwhile I was getting help from the state and completing the First-To-Work requirements which were going to school and getting a part-time job. The irony is that it was First-To-Work who got me the job placement here, and I ended up getting offered the position of marketing assistant. It's funny how things work out.

The good thing about going to Heald though was the fact that it trained me in several computer programs, but coming to NorthStar was what helped me utilize that knowledge. It's one thing to be learned, it's another to actually put that knowledge to use. I know that since I've been here, I've been able to show the potential that I felt I had inside and the instructors were the ones who helped bring that part of me out. Initially I was a little apprehensive when I first showed up for training, walking into uncharted territory, but I have to admit that everyone was friendly and the classes were diverse and informative. I also liked the fact that I was treated like an equal, never did I feel that I was inadequate or that any questions I asked were "stupid", instead they were answered clearly. Another factor that I enjoyed about NorthStar Alliance was that from the first day, I was being measured to see what department was suitable for me as well as vice versa. Now that I am the marketing assistant I am once again utilizing skills that were untapped, getting to learn as I go, making my mark in the company. I am now in the process of "branding" the company trying to get us the exposure that we deserve. It is proving to be a challenge, but it is teaching me to learn from different situations and having a mentor such as Sam Shenkus has helped immeasurably. As for my future plans I want to further entrench myself in the inner workings of mortgage banking, and work my way up to secondary or perhaps head my own division. I've always been a firm believer that you can never learn enough.

The above passages were written by me a little over a year ago, when I first started with NorthStar. So where am I at now? Well, I am happy to say that I am still employed at NorthStar, no longer as a First-To-Work individual, but as a person who is qualified to head the Marketing Division. I have since been promoted to Marketing Executive and have several assistants that are ACES as well. I have been with NorthStar for over a year now, and am proud to see that the Marketing Division is growing by leaps and bounds. I have had the pleasure of meeting a variety of wonderful people, from different fields of business and diverse backgrounds. I have made friends with many associates and the knowledge that I've gained since being here had been phenomenal. Everyday is a busy, productive day and I am thankful that I get to be part of it, and more often than not, the reason behind it as well.

I hope one day I can repay NorthStar Alliance for the opportunity that has been given to me, and for which I am very thankful for. I appreciate you for taking the time to read about my experience.

Sincerely,



Mitzi McArthur  
Marketing Executive



## TESTIMONY

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

FROM: Rogina McKeague

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 Rogina McKeague 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]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator Oakland-Chun,

I have been asked to write a brief letter of my experience in having to become a NorthStar graduate through the ACES program.

With the demands in the world today, you can hardly ever see a company that will bend over backwards for their employees. Fortunately for NorthStar, they have done just that, even more. NorthStar University provides ACES with a wide-spread of training that relates towards the Mortgage Banking field that includes: General computer skills, Marketing, Real Estate, Appraisals, Loan Origination Processing, AUS underwriting, Escrow, and Focusing on Fraud. NorthStar even extends their trainings further by using licensed trainers/speakers that specialize in certain fields such as Professional Grooming, Handling Difficult people, Networking, and even Credit Card Fraud .

I have learned so much from within NorthStar University. It has made me a more positive person and I have gained a greater aspect for the mortgage bank area. Without this opportunity that has been given to me, I'm sure I would still be struggling to make ends meet and unable to have time with my children, as I do now. NorthStar has played a big part in achieving success towards my future as well as my family. If I were to do this all over again, I wouldn't hesitate to do so. I only wish I knew about this earlier.

This program that the state has provided for the clients of First to Work is a phenomenal idea and I am glad to be one of the many who has graduated from it. In years to come, I hope it will open up doors to other companies and expand the success of other job opportunities.

Sincerely,



Rogina McKeague  
NorthStar Enterprises  
Appraisal Receptions Assistant

## TESTIMONY

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

FROM: Candi Miguel

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 Candi Miguel 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.

Candi Miguel 3/16/07

[Sign your name and date]

January 11, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

This letter is to talk to you about my experience at NorthStar as an A.C.E.S. graduate.

I am an A.C.E.S. graduate from class #8. My experience here at NorthStar has been a memorable one. Meeting new people and getting hands on training. The A.C.E.S. program is a very good opportunity to get the training and experience needed in the mortgage banking industry. Some of the training we had were: Appraisal/TMK with George Brogan, Wintotal with Suzette Chai, computer skills with Marj Borja, Real Estate with Sheryl Wong, Marketing with Sam Shenkus, Networking with Pam Chambers and Escrow with Tammy Namihira. Suzette Chai is the first A.C.E.S. graduate and has been at NorthStar for almost 3 years. She is currently awaiting her test date to get her appraisal license. I'm very fortunate to be working with Suzette and George, for their knowledge and guidance will help me to get to where they are one day.

What has NorthStar and the S.E.E. Program done for me?

The S.E.E. program has provided me with training from a company like NorthStar to gain experience and learn at the same time. I am grateful that Mrs. Cathy Brogan took a risk decided to go with the S.E.E. program. If she didn't do it, I wouldn't be here gaining experience and learning from so many talented people. I'm very happy to be in the S.E.E. program, working at NorthStar in the appraisal division because I will greatly benefit the knowledge that will someday lead me to do something greater like becoming an appraiser. I've heard that so many great people started at NorthStar/Summit Lending and now they have their own company or moved on to somewhere else with the knowledge and skills gained from NorthStar.

How has this opportunity helped me? Where do I begin?

In the beginning I was very interested in the appraisal division and real estate but I was placed in the call center. Being in the call center was great but it wasn't what I wanted to do. When I was placed in the appraisal division, I was very excited. I like researching the property we're doing the appraisal on..seeing the history of the house and how big it is and how nice it is. I'm very grateful for being placed in this division and being mentored by George and a former A.C.E.S. graduate, Suzette. With all this experience and knowledge I'm learning, I may also get my appraisal license. Before working at NorthStar, I worked at a call center for Pizza Hut and that was the only work experience I've ever had. We are still in working progress but it's what I learned here at NorthStar that helped me a

Thank you for taking the time to read about my experience.

Sincerely,



Candi Miguel  
Appraisal Assistant  
NorthStar Enterprises

# TESTIMONY

March 16, 2007

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

FROM: Chantell B. Miller  
Mortgage Banker Trainee  
Nothstar

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 Chantell B. Miller 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 February 2, 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.

Chantell B. Miller



January 11, 2007

Senator Suzanne Chun Oakland  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813  
RE: GM 275

Dear Senator Suzanne Chun Oakland:

I'm just one of the students here at NorthStar University in my group 10. Being in the SEE program has just been extraordinary rewarding for me. The SEE program is just without a doubt the best program. I'm currently in level 2 it's just such an honor to be able to have the chance to finally participate as one of the A.C.E.S. It's just out of this world for me to have this kind of opportunity considering I'm one of the families that are on assistance. The opportunity to go through the Mortgage Banking Training at NorthStar Alliance. As a mortgage banking trainee I'm just so grateful.

Everyone here at NorthStar is just so supportive, friendly, all of their encouragements that we all get everyday. I thank everyone here they are just amazing to me. I'm so fortunate I would have to pinch myself every morning no hurricane, earthquake, or anything else would keep me from not being here with my enjoyable friends while learning computer skills.

I've learned to be able to work on a computer by using internet explorer, Microsoft Office Excel, Power Point, Word, Outlook, and Calyx Point Software. Just to be sitting here in front of this computer and be able to write this and not feel intimidating because of my knowledge that I've been taught. Special thanks to Miss. Marj S. Borja for my training and being there for all of us. The devotional that she's got really reflects on all of us because she's loves training and that's why she's one of the best Project Coordinator Instructors. All of the speakers that came here at NorthStar to speak to us have just been one fornaminal after another. Thanks to Lillian B. Koller the Director of the Department of Human Services and every employee. All of the training her at NorthStar have been one fornaminal after another. The Department of Human Services and NorthStar created the program. That's why I give over 100% of my attention and all of my gratitude.

Thank you,

A handwritten signature in cursive script that reads "Chantell B. Miller".

Chantell B. Miller  
Mortgage Loan Prospector

# TESTIMONY

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

FROM: Brandi Naki


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 Brandi Naki 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]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813


Re: NorthStar A.C.E.S.

Dear Senator,

This letter is about my experience as a Northstar University student. I've been with Northstar for about 6 weeks now and I've learned a lot of basic computer skills. I've learned Microsoft Word, Excel, Power Point, Outlook and a little bit of Calyx. I've also met new people who are very helpful, in helping me get through this program, Knowing that most of us came to Northstar with no knowledge of Mortgage Banking. As we continue our training I start to pick more and more info about this company and what it does.

Thanks to the S.E.E program for giving me the opportunity to learn something new. Especially because it's a paid training program, And I am able to pick up new skills and also take care of my personal bills. I enjoy this program, it gives me weekends and holidays to spend with my 3 children. I also like the guest speakers and trainers that make time to come to Northstar to share there experiences and their knowledge. It thought me how to have a business life, be proficient and more professional.

Sincerely,

  
Brandi Naki  
Mortgage Banking Trainee  
Northstar



# TESTIMONY

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

FROM: Steven G. Pavao

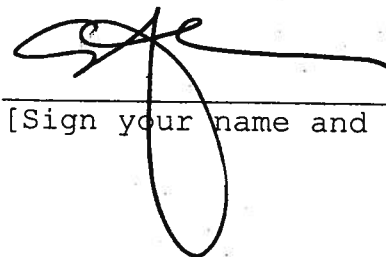
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

January 3, 2007

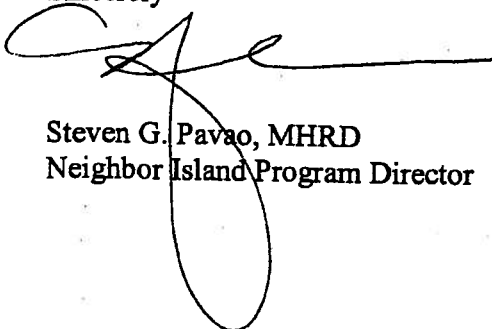
Senator Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, Hawaii 96813

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



# TESTIMONY

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

FROM: Dana Rabacal

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 Dana Rabacal 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.

*Dana M Rabacal 3/26/07*

[Sign your name and date]



January 12, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

The reason for this letter today is to share with you, my experience with the ace program here at NorthStar. As a recent graduate of the ace program i have learned a few new things as far as computer skills as well as some things about the mortgage banking industry, I'm still not at the level I thought I would be at, by this stage in the game but I keep striving to learn more, and they are starting to restructure things so we can learn more which is great, I am grateful for all the training they have provided for me.

Sincerely,

A handwritten signature in cursive script that reads "Dana m. Rabacal".

Dana Rabacal  
Mortgage Banker Trainee  
NorthStar

# TESTIMONY

March 16, 2007

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

FROM: Valene Santiago  
Mortgage Banker Trainee  
Nothstar

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 Valene Santiago 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 February 2, 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.



January 11, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,

The reason for this letter is to talk to you about my experience at NorthStar as a recent NorthStar graduate.

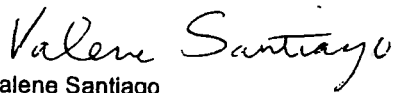
#### A NorthStar A.C.E.S. Experience

I am currently a NorthStar University student. My experience here at NorthStar has been one of great anticipation that NorthStar has more than lived up to. The computer applications skills taught by former A.C.E.S. student, Marj Borja, has allowed me to better my computer skills to a level that I myself did not think I could attain. The training we have received in Mortgage Banking has opened up a field of interest to me that I was not previously aware of but plan to continue with it in the future. The experts we have had the privilege to train with are amazing, it is not every day that you have the opportunity to meet people with such vast life experiences who are willing to share it with you.

NorthStar has given me back the confidence to know that I can do more with my life and that I am worth more. My fellow workers here, both in the program and out have made this journey that much more pleasurable. I feel as though I have made some lifelong friends here as well. There is a certain "can do" attitude of thinking that seems to come from being in the NorthStar environment that you yourself can't help adopting. I have never felt anything like it. The environment paired with the training provided will lead us to a straight path to success, both in our personal and professional lives. I look forward to the day when I can help someone the way NorthStar has helped me. I encourage anyone given this opportunity to take it. It will definitely be a chance of a life time.

I would like to see more A.C.E.S. come through NorthStar to receive the benefits that NorthStar has to offer. Thank you for taking the time to read about my experience.

Sincerely,



Valene Santiago  
Mortgage Banking Trainee  
NorthStar Alliance

# TESTIMONY

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

**FROM:** Iolina Tautalatasi

**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 Iolina Tautalatasi 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.

*Iolina Tautalatasi* 4/207  
[Sign your name and date]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator,


The reason for this letter is to tell you about my experience at NorthStar Alliance.

I am a recent NorthStar University student and it's been a thrill to be here. My experience here at NorthStar has been more than what I expected and then some. NorthStar University has provided me and other A.C.E.S. with extensive training in basic computer skills, Mortgage Banking field, Marketing, Loan Origination. NorthStar provided us with expert trainers that specializes in there much respected field such as Pam Chambers, Xiadong Qiao , Lucy Jokeil just to name a few.

What has NorthStar and the S.E.E. Program done for me? If it wasn't NorthStar to integrate with the S.E.E. Program I believe I would have ended up with a dead end job. I have never known a company to do what NorthStar has done and that is providing this kind of training that most if not all other companies wouldn't do even for their own employees to gain and enhance their skills. This has been a great opportunity for me and the other A.C.E. S. It's so amazing , now that I have some experience in computers ,and I feel that I have achieve something and much more. I want to keep on learning even after graduation. I couldn't ask for more.

NorthStar has given me more confidence, and I can be somebody, to better myself for the sake of my family.

I would like to see more A.C.E.S. come through NorthStar to receive the benefits that NorthStar has to offer. Thank you for taking the time to read about my experience at NorthStar Alliance.

Sincerely,  
  
Iolina Tautalatasi  
Mortgage Banking Trainee  
NorthStar



# TESTIMONY

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

FROM: Lindsay Villarreal

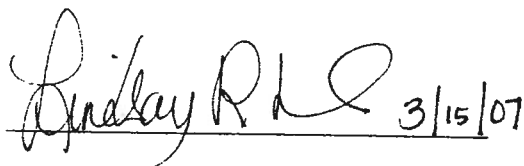
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

My name is Lindsay Villarreal 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.

 3/15/07

[Sign your name and date]

January 8<sup>th</sup>, 2007

Senator Suzanne Chun  
State Capital  
415 South Beretania Street Room 226  
Honolulu, HI 96813

Re: NorthStar A.C.E.S.

Dear Senator Chun,

The reason for this letter is to talk to you about my experience at NorthStar.

A NorthStar A.C.E.S. Experience:

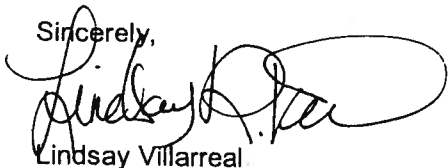
My name is Lindsay Villarreal, I am a graduated A.C.E. from the 4<sup>th</sup> S.E.E. class. I started working for NorthStar in July of 2005. Currently to date, I have been employed here for a year and a half, and I can't express enough how thankful I am to have had the opportunity to work here.

The people at NorthStar are very friendly and always providing help without complaint. In my case this made working and learning a lot easier for me. They work at a pace that you are comfortable with to make sure that you understand the material that you are learning. Their willingness to teach the students that come through this program by providing excellent training classes so that they can learn a sense of the mortgage banking industry, makes me proud to say that I work for this company.

When I started working at NorthStar, just like every other S.E.E. student, I was put through what I would consider very educational training classes from people like Pam Chambers, Sam Shenkus, and Sheryl Wong. I was placed into an administrative assistant position, and my duties included, answering phones, greeting customers, ordering supplies for the office and doing various projects for the Chairman and C.E.O of the company. After about 6 months of being employed at NorthStar, they started grooming me into an Executive Assistant position. The Chairman and C.E.O of the company took me under her wings and introduced me to a whole different environment. A year later, I am now the Executive Assistant to the Chairman and C.E.O. of NorthStar. What an experience it has been. I see a totally different person in myself than I seen a year and a half ago. My professionalism, my grammar, my writing and speech have all improved greatly. NorthStar and the S.E.E. program have given me the opportunity to start a career in my life at such a young age. I couldn't be more thankful for what has so freely been given to me and I am anxious to return that education to the upcoming classes.

Thank you for taking the time to read my experience at NorthStar.

Sincerely,



Lindsay Villarreal  
Executive Assistant to Catrina M. Brogan  
Northstar Alliance