

PUBLIC
INDIVIDUAL
TESTIMONY

January 10, 2007

The Honorable Senator Chun-Oakland
Human Service and Public Housing Committee
Hawai'i State Capitol, Room 226
Honolulu, HI 96813

Aloha e Senator Chun-Oakland,

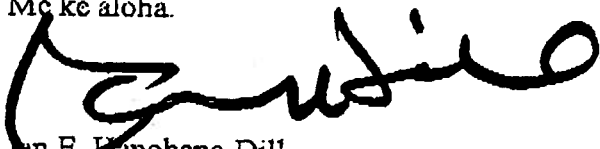
As a constituent, I want to take this opportunity to thank you for all the work you do to improve our community. We are blessed to have a committed public servant in the Senate representing our district.

I am also writing to ask your support for the reconfirmation of Lillian Koller as Director of the Hawai'i State Department of Human Services. It is my understanding that she will come before your committee in the near future.

Over the past few years I have had the opportunity of working in the areas of early childhood education and foster care in the Hawaiian community. I have been most impressed with Ms Koller's commitment to the Hawaiian community and to positive change in the way her department deals with the challenges of family education and the recruitment and support of foster parents, particularly Native Hawaiian foster parents. Her support of these issues has brought substantive change to the way the department works with foster families and families in crisis. This has allowed the development of a positive dialog between families in the foster system and the department that has been needed for some time. All of this has greatly benefited Hawai'i's families and our children.

Thank you again for your service to our community. I urge your support for Ms. Koller's confirmation.

Me ke aloha.



Jun E. Hanohano Dill
1 B Coelho Way
Honolulu, HI 96817

Cc: Senators Hanabusa, Ihara, Sakamoto and Hemmings

**Sandle Hoback,
Consultant**

P.O. Box 3730
Salem, OR 97302
(503) 580-6280

March 30, 2007

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

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

Dear Senator Chun Oakland:

I am writing in support of Senate reconfirmation for State Department of Human Services (DHS) Director Lillian Koller.

I lead a team of consultants sponsored by The American Institute for Full Employment (AIFE). We have been providing assistance to DHS since the fall of 2003. AIFE is a private non-profit, located in Oregon, which has provided its services to Hawai'i at no cost to the state. The mission of AIFE is to assist states and local jurisdictions to more effectively help people on public assistance move into and sustain employment.

Our team of three share a depth of knowledge and experience with regard to TANF policy and welfare reform implementation and management, as well as, welfare/food stamp programs eligibility and operations. Personally, I was the director of welfare for the state of Oregon from 1996-2001. This was the period in which Oregon became known as a progressive national leader in welfare reform. Between the three of us, we have provided our services to a multitude of states, counties, and cities across the country.

When we were invited to Hawai'i to review the welfare reform program, we found that it was lagging behind much of the nation in several ways. For example, for recipients fortunate enough to enter the Work First Program, it took several months to be invited. For those less fortunate, which was much of the caseload, they languished in what the welfare division called "pools." Essentially, Hawai'i had a large number of people not able to access employment and training services.

For those receiving Work First services, we found the employment placement rates to be low. Additionally, it was difficult to ascertain exactly where everyone was on the continuum of possible services because data collection was poor and/or nonexistent.

With Director Koller's leadership, we have not only seen Hawai'i catch up with the rest of the nation, but to become a national leader in several regards. DHS now offers employment services very quickly for most new applicants; has virtually eliminated the waiting "pools" for ongoing recipients; has created a private sector subsidized wage program, which has become a national model; and has created the most generous employment related financial incentives ("Make Work Pay Initiative") of anywhere in the country. In addition, Director Koller has made great strides in creating an effective performance management system.

At the same time as these remarkable strides were being made in Hawai'i's welfare-to-work strategies, Director Koller led the way in making innovative investments in promising prevention programs. While these types of strategies have been tried and proven effective in the other states, Hawai'i previously had lagged behind in making these prevention investments.

My experience in working with Director Koller is that she is very bright, innovative, and open to best practices from across the nation. Without her tenacious leadership, I do not believe all this incredible progress could have been made.

I would urge you and the committee to strongly recommend Director Koller for reconfirmation.

Sincerely,



Sandie Hoback

March 31, 2007

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

Re: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller.
Submitted to the Senate Human Services and Public Housing Committee.
Date and Time of Hearing: Tuesday, April 3, 2007, 1:15 p.m.

Dear Senator Chun Oakland, Chair, Committee on Human Services and Public Housing; Senator Les Ihara, Jr., Vice Chair, Committee on Human Services and Public Housing; and the other members of the Senate Committee on Human Services and Public Housing:

I am writing in support of Senate reconfirmation for State Department of Human Services (DHS) Director Lillian Koller.

My name is Jonathan R. Hobbs. Until November of 2006, I was the National Director of Welfare Initiatives for the American Institute for Full Employment, a non-profit research and education organization located in the state of Oregon. In this position, I directed numerous welfare reform assessments and implementation projects for states and local governments throughout the United States, including Hawaii, Alaska, Oregon, Idaho, Montana, California (Alameda and San Diego counties), New Mexico, Texas, Minnesota (Hennepin County), Tennessee, Mississippi, Georgia (Fulton County), Florida, Delaware, Pennsylvania, New York (New York City), Massachusetts, and Vermont. Under my direction, the Institute also participated in a project that evaluated the welfare reform initiatives of the 25 largest cities in the U.S. These cities accounted for over 80% of the national TANF caseload at the time of the study.

Through these projects, I had the opportunity to work closely with many state and local government human services officials as we have evaluated both policies and operations, assisted in the implementation of new programs, and monitored program outcomes. It is with this background that I can, without reservation, heartily recommend the reconfirmation of Director Lillian Koller.

Before Director Koller came to the Hawaii Department of Human Services (DHS), Hawaii lagged behind the rest of the nation in TANF performance. TANF caseload was increasing while the rest of the nation was experiencing significant decreases. Hawaii's work participation rates were well below the national average. But more importantly, Hawaii's TANF clients were not being served optimally. It was not unusual for TANF clients to be on assistance for up to 24 months before being assigned a work activity.

TAONF clients fared no better. Many TANF and TAONF clients were simply assigned to "pools" where they would linger—with inadequate effort made to move them from assistance to self-sufficiency.

When Director Koller took the reins at DHS, things began to change. She implemented a number of client-focused initiatives and programs, including:

- A full engagement policy where the Department strives to place all TANF clients in activities, commensurate with their capacities and abilities, and ones that will lead to a job, employment with career potential, and ultimately self-sufficiency.
- The enhancement of client work activities that focus on real jobs and activities directly related to employment.
- An up-front diversion program that diverts applicants to employment prior to coming on TANF. Thus, an applicant can often be quickly reattached to the job market.
- A subsidized wage program (SEE Hawaii Work) for clients not quite ready for unsubsidized work. This program offers clients "real job" experience with a real paycheck, and offers an employer a subsidy for working with and training some of the TANF clients that need a little extra employment assistance.
- A medical review team to evaluate medical exemptions and indicate which activities would be appropriate for currently medically exempt clients.
- The Reward Work Initiatives program, which provides incentives for entering and staying in the job market. This program features the most generous financial incentives for working in the country.

Second, Director Koller began to evaluate DHS' public assistance internal operations, and began implementing operational changes. These included co-locating TANF eligibility workers with work services workers, improving data gathering and reporting, improving management and performance measuring, reviewing and revising DHS service contracts, updating Hawaii's Food Stamp Program, and working to maximize and leverage federal funding for Hawaii's public assistance programs.

The results since implementing these new client initiatives and operational improvements have been impressive:

- Hawaii has experienced one of the nation's largest TANF caseload reductions in the last four years. Hawaii's TANF caseload has been reduced by 35% during this period while the nationwide TANF caseload has only dropped by 13%. Hawaii's "all families" work participation rate (those TANF clients engaged in countable work activities) is above the national average.
- The number of employed in Hawaii continues to grow impressively.
- Hawaii's poverty level continues to trend downward even as the nation's poverty rate inched upward (latest Census data is for 2004/05).
- Hawaii has received a letter from US Department of Health and Human Services

Assistant Secretary for Children and Families, Dr. Wade Horn, extolling Hawaii's TANF performance.

- Hawaii has received national recognition for its SEE Hawaii Work subsidized wage program.
- DHS has made significant improvements in its data collection and performance measurement capabilities.

In conclusion, Director Koller is an enthusiastic advocate for Hawaii's DHS clients. She believes in them and in their abilities to journey from dependence to increased self-sufficiency. And most have responded fantastically. No one is saying that moving off public assistance is easy. Far from it. But as I travel around the country, I am encouraged that so many public assistance clients have stepped up to the challenge and are working very hard to better their lives and the lives of their children.

I believe that Hawaii should be very proud of the job that Director Koller has done. She has been a true innovator, and has achieved very positive results. I have been honored to work with her and her dedicated staff. But, there is more work to do to assist Hawaii's TANF and TAONF clients achieve self-sufficiency. I hope you will join me in supporting Director Koller, and vote to reconfirm her as Director of the Hawaii Department of Human Services.

Thank you very much for your consideration.



Jonathan R. Hobbs

Mailing Address:

Jonathan R. Hobbs
JRH Consulting
27392 N. Poe Valley Road
Klamath Falls, OR 97603

Aloha from Maui,

I would like to give my Blessings on Lillians Kollers representation as Director of Human Services.

She is brilliant and has done a wonderful job.

Mahalo,

John F. Henry
1384 Hoolako St.
Wailuku, Hi. 96793

**Sandle Hoback,
Consultant**

P.O. Box 3730
Salem, OR 97302
(503) 580-6260

March 30, 2007

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

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

Dear Senator Chun Oakland:

I am writing in support of Senate reconfirmation for State Department of Human Services (DHS) Director Lillian Koller.

I lead a team of consultants sponsored by The American Institute for Full Employment (AIFE). We have been providing assistance to DHS since the fall of 2003. AIFE is a private non-profit, located in Oregon, which has provided its services to Hawai'i at no cost to the state. The mission of AIFE is to assist states and local jurisdictions to more effectively help people on public assistance move into and sustain employment.

Our team of three share a depth of knowledge and experience with regard to TANF policy and welfare reform implementation and management, as well as, welfare/food stamp programs eligibility and operations. Personally, I was the director of welfare for the state of Oregon from 1996-2001. This was the period in which Oregon became known as a progressive national leader in welfare reform. Between the three of us, we have provided our services to a multitude of states, counties, and cities across the country.

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For those receiving Work First services, we found the employment placement rates to be low. Additionally, it was difficult to ascertain exactly where everyone was on the continuum of possible services because data collection was poor and/or nonexistent.

With Director Koller's leadership, we have not only seen Hawai'i catch up with the rest of the nation, but to become a national leader in several regards. DHS now offers employment services very quickly for most new applicants; has virtually eliminated the waiting "pools" for ongoing recipients; has created a private sector subsidized wage program, which has become a national model; and has created the most generous employment related financial incentives ("Make Work Pay Initiative") of anywhere in the country. In addition, Director Koller has made great strides in creating an effective performance management system.

At the same time as these remarkable strides were being made in Hawai'i's welfare-to-work strategies, Director Koller led the way in making innovative investments in promising prevention programs. While these types of strategies have been tried and proven effective in the other states, Hawai'i previously had lagged behind in making these prevention investments.

My experience in working with Director Koller is that she is very bright, innovative, and open to best practices from across the nation. Without her tenacious leadership, I do not believe all this incredible progress could have been made.

I would urge you and the committee to strongly recommend Director Koller for reconfirmation.

Sincerely,


Sandie Hoback

TESTIMONY

March 15, 2007

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

FROM: Shawn A. Humphers

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

20 copies needed for submittal

My name is Shawn Humphers 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. My letter highlights the need for the work Lillian Kohler is initiating within the foster care system. I am counting on you to support her so she can continue her important work at DHS for another term.

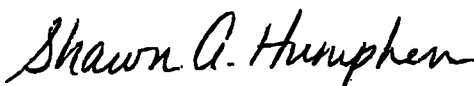
Thanks to her outstanding leadership, assistance for Hawai'i's most vulnerable populations has improved dramatically over the past four years. These efforts include: significantly expanding medical coverage for needy adults and children, reforming the troubled child welfare services, increasing programs for at-risk youth, and helping adults – including many single mothers – make the often difficult transition from government assistance to gainful employment.

Director Koller has also done a wonderful job of bringing in new sources of Federal funding, thus enabling DHS to expand a wide range of programs and launch new ones, while easing the burden on our State budget.

Please do all you can to ensure that Director Koller will continue helping Hawai'i's neediest individuals over the next four years. Your support is very much appreciated.

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.

Sincerely,



Shawn A. Humphers

Senator Suzanne Chun-Oakland, Chairperson
Human Services and Public Housing Committee
415 South Beretania Street, Rm.226
Honolulu, Hawaii 96813

January 16, 2007

Dear Senator Chun-Oakland,

Aloha my name is Shawn Humphers. I am the East Hawai'i Island Supervisor for Catholic Charities Hawai'i Statewide Resource Families program. I am also a former Foster Parent. My husband and I were special licensed foster parents with a permanent placement in 1988. Our foster daughter came to us when she was in the ninth grade and stayed until after she graduated. She had been severely abused, in all ways possible and yet was amicable and engaging, most times. We didn't receive any training that I recall and rarely had contact with her Social Worker although we knew how to get in touch with her. Unfortunately, we mainly felt intimidated (by the process) and alone!

We knew that our foster daughter had many problems but we didn't know how to help her. She joked about her therapist and refused to go regularly. I wish that we knew half the information I know now about developmentally delayed and abused children, about discipline and punishment, resources, support, training. We could have interacted with her in more positive, knowledgeable ways, ways that could have helped her understand her self and situation better.

We grew to love her as our own and muddled through as best we could. She went through a tough time after leaving us with long periods of silence yet she would always call to reconnect and let us know how she's doing. I suspect she never told the whole truth about her circumstances, not wanting to upset us. Instead, we would hear bits and pieces of her life from mutual friends and it wasn't always good. Again, I wish I had known more about how to have recognized symptoms, react to acting out behaviors, instill more confidence and self-esteem. Even though we couldn't have solved all her issues, we certainly could have been less reactive and much more understanding and nurturing. She is still a part of our family and we are considered as her children's grandparents. She asked if we would take care of her children if anything happened to her, which we agreed--we consider this to be the highest of compliments we could ever have.

I am very impressed and grateful that this program has come about as I believe it will make considerable difference in the foster parent's and children's lives. It validates what they know as parents, provides applicable information and useful solutions, connects them to other

foster parents and resources, and offers them a platform to be appreciated and heard. The collaboration between DHS, PIDF, Catholic Charities and community organizations is already bringing about much needed changes and services. In addition, our program's comprehensive assessment process and PRIDE training contributes education and awareness, all providing much of the support foster care needs to thrive! I truly wish this was available back when I was a foster parent, or even last year?!! Thank you for your time and efforts.

Sincerely,

Shawn A. Humphers

Shawn A. Humphers

March 23, 2007

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

FROM: Kaleo Iwasaki

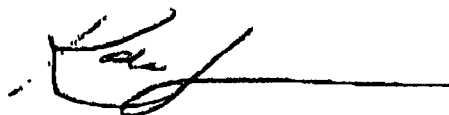
SUBJECT: GM 275, Confirmation of Lillian B. Koller as
Director of the Department of Human Services for a
Term to expire 12-6-2010

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

My name is Kaleo Iwasaki 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.



KALEO IWASAKI
Recruitor, Tech Together Program
Partners in Development Foundation

Attachment

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

JAN 12 2007

Dear Senator Chun Oakland:

This letter is to support Ms. Lillian Koller as Director of the Department of Human Services. Ms. Koller has led the Department of Human Services well and has done much to increase the number of educational programs available to Hawaiian students.

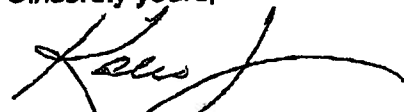
As the Program Manager of the "Tech Together Program," a program that introduces basic electronic knowledge to sixth grade students, I have been witness to many Hawaiian students beginning to show an interest in electronics. In partnership with the "Invention Factory," a program for middle and high school students, these students are provided an avenue to learn more about electronics and to strive toward a better educational life direction.

~~These programs provide a continuum of services to these students. Should they decide to pursue electronics as an educational career, they will be provided assistance to achieve their college goals, as these programs are a part of a collaboration effort with the University of Hawaii at Manoa's College of Engineering.~~

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

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

Sincerely yours,



Kaleo Iwasaki, Program Manager
Tech Together Program
Partners in Development Foundation

TESTIMONY

To: Senator Suzanne Chun Oakland
Chair, Human Services Committee

From: Patty Johnson, Administrator of the Adult and Community Care Services Branch (ACCSB), Social Services Division, Department of Human Services- testifying as a private citizen

Date: April 3, 2007

RE: GM275 Confirmation as Director of the Department of Human Services, Gubernatorial Nominee, Lillian B. Koller, for a term to expire 12-6-2010

I strongly encourage the Committee on Human Services and Public Housing to support the reconfirmation of Lillian Koller as the Director of the Department of Human Services (DHS). For three years I have worked closely with Director Koller. I find her to be a woman of vision and of action. She is tenacious in her efforts to improve both the quality and quantity of services for the poor and the disadvantaged. She is open to ideas from staff to improve services for our clients and improve efficiency in our operations. It is an honor to work with her in these important endeavors.

Lillian has clearly recognized the imminent crisis that we face with our system of care for the elderly for which State government is not yet fully prepared. We must have vibrant and multi-faceted approaches to deal with the coming retirement of the baby boom generation. To achieve these ends, Lillian has insisted that I, as a manager pursue a strategy that is collaborative with other departments of State government and the Legislature and yet challenges us to really prepare for the future. With my 4 years of experience in State Government, first with Child and Adolescent Mental Health Division of the Department of Health and now at DHS, I can tell you that this level of collaboration is not the norm in State government. It would be easy enough to give up or say it cannot be achieved, except that this is not an answer that Lillian would readily support. Therefore, I and my staff continue to pursue that true collaboration and partnership which will lead to genuine and effective change.

Lillian insists that we not only partner within the Department and with other Departments, but also with the community. I have spent countless hours working with our community partners preparing for managed care. Currently the ACCSB is engaged in a process to bring the community partners together to carry out the directive of the SCR 67. I am meeting regularly with the Case Management Council, the Adult Foster Home Association, and the health plans interested in providing managed care for the Aged, Blind, and Disabled. This process allows these significant stakeholders the opportunity to be heard and negotiate to come up with solutions that will meet the needs of all parties on important issues that affect our most vulnerable clients. I believe the amount of consultation we have engaged in with the community is unprecedented in the Department of Human Services.

I find that Lillian is open to hearing suggestions that I have regarding future planning. Prior to Hurricane Katrina, which changed the way people thought about civil defense, I met with both Lillian and Henry Oliva, Deputy Director of DHS, about my concerns that we were not adequately prepared to assist our frail elderly and clients with disabilities in a civil defense emergency. They encouraged me to develop a proposal to address the needs of our clients, which I did.

After Hurricane Katrina, the State as a whole gave higher priority to the role of State Government in planning for and providing relief to citizens with disabling conditions. Two trends emerged which I found very troubling. One was the lack of energy in planning and preparing Special Needs Shelters. The other was that the Department of Health and the County governments had stopped keeping lists of people who may need help in a disaster due to liability concerns and the lack of staff to keep lists current. These Departments and Counties were concerned that if people expected government to help and we did not, that we may be sued. They proposed a strategy that placed emphasis on helping the community recognize their individual responsibility to prepare. Although there may be merit to this strategy for a county-wide or state-wide approach, I strongly disagreed that this was appropriate for clients who we knew were vulnerable and were without support to survive a disaster. I prepared what I hope was an objective presentation that laid out both the pros and the cons of us developing a specific program for our Adult and Community Care Services Branch Clients. I strongly recommended that we develop an intervention strategy that did rely on our staff and volunteers to meet the needs of specific clients who would have difficulty coping in a civil defense emergency. Both Lillian and Henry supported this plan as the right thing to do. I repeatedly find that "the right thing to do" is the standard that Lillian uses, not what is politically expedient or most acceptable to the most people.

My staff was very resistant to identifying clients who would be most in need. They did not feel they had the time to devote to this task that might never be needed and they did not want the liability of failing to identify someone who may need help. However, when the dam in Kauai broke and we were able to use our planning to contact our most vulnerable clients and deal with the breakdown in some of our provider systems effectively, many staff more fully embraced our preparations. On the morning of our recent earthquake, Big Island ACCSB staff had already been to the office and contacted all of our most vulnerable clients and made arrangements so their services would continue before I could get through to anyone by phone. Once again, our emergency planning and partnership with our staff and providers lead to effective interventions for our clients in a disaster.

We now have an impressive database and 10 civil defense laptops spread through out the State, so that in a disaster, in each county we have at least 3 people prepared to take the leadership and direct the staff to intervene with our most vulnerable clients. The data that we have gathered on our frail clients is the most extensive in the State and can be used to make projections to help the re-energized interagency efforts of the Department of Health, State Civil Defense, and the Red Cross in setting up its special need shelters, a

key component of helping the most vulnerable. I want to point out that if Lillian Koller had taken the safe, expedient, easy approach, my staff would not have been prepared for the two civil defense disasters that we have faced, and we would not be well on the way to having a more sophisticated intervention strategy capable of providing aide in a more extensive disaster.

I know there are people who disagree with Lillian Koller and do not like her approach to issues. To them I would say, we face very challenging times where the comfortable way we have done things in the past will not work for the future. Across the country, Medicaid spending for long term care is crippling state budgets; child welfare agencies are being told that they are failing the children in their care and that things must be done differently; the United States Congress has declared that the work of welfare agencies must be transformed to be programs to assist people in getting jobs to get out of poverty, not to be maintained on inadequate stipends that keep them poor and without hope; and people with disabilities want to play a major role in defining the programs through which they receive services. Lillian has proposed projects and works tirelessly to address all these areas.

The move of the Aged, Blind, and Disabled into managed care is the most effective strategy to manage Medicaid spending while improving, not cutting back on the quality and quantity of services. Lillian continues to lead the effort to knock down barriers to implement this plan. Lillian knows there must be a rebalancing of care from institutions to home and community-based solutions. She reviews every recommendation I present to her in the light of, "is this going to increase capacity and quality of home and community based services." This summer when I felt that SCR 144 had done all that was expected of them, she challenged me to try to address the concerns of providers more quickly. It is because of Lillian's persistence that we have already chosen two private contractors to push the work of SCR 144 forward more quickly.

The Program Improvement Plan of the Child Welfare Branch has received acclaim from the Federal Government for the measurable positive impact that it has had on the lives of children in the child welfare system. These significant changes met considerable resistance at every step of the way from some staff, but many staff and much of the community have embraced this needed change and seen the favorable results. I was a private sector provider for child welfare services for over five years in Hawai'i and I can tell you, these changes were long overdue.

The Department, under Lillian's leadership, has been recognized several times for its forward thinking work in welfare reform. The time is ripe while our economy is healthy to continue these efforts of helping people learn the skills to get and maintain jobs that will move them out of poverty.

The wait for Joe Cordova to join the Department Staff as the Division Administrator of Vocational Rehabilitation was long, but worthwhile. I have already learned much from him that has assisted me in better understanding the importance of consumer input on all processes that my Branch undertakes. Lillian Koller recruited Joe and both she and

Henry Oliva have supported him in transforming the vision of who Vocational Rehabilitation should be serving and how.


I love my job working for the Department of Human Services. However, as a Catholic Sister of St. Joseph, I do not need the money or the security that comes with a civil service position. I am only interested in working for the Department because of my commitment to its mission. I believe in the leadership that Lillian provides. I value how she challenges me to do more with the resources available, to address the critical issues of our times, and to really make a difference. I believe that we need the continuity of leadership that Lillian will provide for the next four years.

On January 14th when the Honolulu Advertiser reported that Lillian might not be confirmed, I wrote an editorial that stated, "The momentum for positive improvement is dramatic across all divisions of DHS. However, this momentum could easily stop without Lillian's dynamic leadership. It will take a full decade to rekindle this kind of momentum, dedication, and enthusiasm among the middle management and line staff who have taken risks and invested their talent to bring about system transformation. Many will not be willing to take the risk again if they believe that anyone who challenges the status quo and strives for dramatic quality improvement will be put aside." Please do not put Lillian Koller aside. I strongly urge you to reconfirm her and allow her to continue the important work that she has started.

Although I work for the Department of Human Services as the Administrator for the Adult and Community Care Services Branch of the Social Services Division, I composed this testimony on my own time and in my own words and have taken time off to come here and testify.

Thank you for this opportunity to testify.

Submitted by:


Patty Johnson

To Whom It May Concern,

The following attached testimony is in support of Lillian B. Koller's conformation hearing before the Committee on Human Services and Public Housing, Tuesday April 3, 2007, 1:15 p.m., Conference Room 016.

March 31, 2007

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

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

Dear Senator Chun Oakland:

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

Thanks to her outstanding leadership, assistance for Hawai'i's most vulnerable populations has improved dramatically over the past four years. These efforts include: significantly expanding medical coverage for needy adults and children, reforming the troubled child welfare services, increasing programs for at-risk youth, and helping adults - including many single mothers - make the often difficult transition from government assistance to gainful employment.

Director Koller has also done a wonderful job of bringing in new sources of Federal funding, thus enabling DHS to expand a wide range of programs and launch new ones, while easing the burden on our State budget.

Please do all you can to ensure that Director Koller will continue helping Hawai'i's neediest individuals over the next four years. Your support is very much appreciated.

Sincerely,

Quentin K. Kawananakoa

March 23, 2007

The Honorable Senator Suzanne Chun Oakland

Hawaii State Senate

Hawaii State Capitol, Room 226

Honolulu, Hawaii 96813

I am supporting Lillian Koller to be reappointed as the Director of Human Services for the following reasons:

1. As Deputy Corporation Counsel for the County of Maui, Ms. Koller recognized that the EPA fined the County of Maui for violations that had no link to sewage spills, so with the concurrence of Mayor Lingle, they challenged EPA, EPA backed off.

2. Lillian Koller initiated the Drug Court Program together with Judge Raffetto and today, the Drug Court just completed their 17th Graduating Class. This program has helped so many individuals who became involved with drugs to straighten out their lives.

3. As Director of Human Services she has managed to secure Federal Funds for hospitals totaling \$40 million.

4. She has helped the indigent to have their teeth pulled with Federal Funds and went a step further by acquiring Federal Funds to provide partials and dentures for the same patients. These people can now smile for the camera.

I have known Lillian for 15 years and she is like a Saint to these people. Helping so many, many people.

Please set aside politics. Let Lillian continue her work as Director. The people of Hawaii deserve the best. Ms. Koller can help them achieve that.

George Kaya

1890 Makahala Place

Wailuku, Hawaii 96793

TESTIMONY

March 8, 2007

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

FROM: Lynne H. Kazama

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 Lynne H. Kazama and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 26, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

Lynne H. Kazama 3/8/07

December 26, 2006

Strong
support

Senator Suzanne Chun Oakland
Chair of Human Services and Public Health Committee
State Capitol Building Room 226
Honolulu, Hawaii 96813

Re: Reconfirmation of Director Lillian Koller

Dear Senator Oakland and members of the Committee:

I am a current staff member of the Child Welfare Services Branch. I was formerly with Casey Family Programs and Hale Kipa. I am writing to strongly recommend reconfirmation of Lillian Koller as Director of the Department of Human Services.

Under Director Koller's administration, there has been amazing system change and garnering of resources and services for our consumers/stakeholders---like NEVER before. There has been collaboration and integration between Departments, Divisions, and with staff, communities, providers, and stakeholders. Just a few of the important examples are detailed below:

Partners In Development Foundation-Kokua Ohana: For example, Director Koller and her administration have begun to build a strong, trusting and collaborative relationship with the Hawaiian community. Director Koller is very aware of the plight and disproportionality of the Hawaiian families, children and youth in the foster care system. Over 50% of the foster youth are Native Hawaiian. This is also an issue noted in the Federal Child and Family Services Review. The Director and her administration worked with the Hawaiian community to secure a grant from the Administration of Native Americans. This grant funded Kokua Ohana, a project of Partners In Development Foundation (PIDF). This is targeted recruitment for Hawaiian foster families and support/retention for the foster families through community and faith-based hui. This strategy addressed some of the Federal Program Improvement Plan (PIP) issues on recruitment and disproportionality. This collaboration with the Hawaiian communities is extraordinary. PIDF and its leaders such as Jan Dill are very respected in the Hawaiian community. PIDF shares the passion of the Director and her administration in helping birth families, relative caregivers, and the Hawaiian children and communities--PIDF truly feels that the Director has come forth to help their Hawaiian community and Ohana, like no other predecessor.

Partners In Development Foundation-Hui Ho'omalau: Another exciting and major collaborative initiative is PIDF-Hui Ho'omalau. The Hui is a collaboration of Core partner agencies to provide a seamless, integrated approach to recruitment, licensing, training, and support/retention services for foster/adoptive/resource families. PIDF is the master contractor for the Hui. Although Hui members collaborate and share resources, they do have their primary parts in the Hui. PIDF also does the General Licensing work. Catholic Charities Hawaii does the Child Specific Licensing work. Foster Family Programs of Hawaii does the support/retention services. The Hui also works with Kokua Ohana and other community partners and stakeholders.

EPIC-Ohana Conferencing, Youth Circles, Family Finding: There is also the expansion of EPIC-Ohana conferencing to engage families in the process and the development of Youth Circles to help prepare youth for interdependent living. Ohana Conferencing has been such an integral part of the system changes. We are currently in discussion with EPIC to also pursue the Family Finding initiative. It is a nationally acclaimed approach to finding long-term family/significant connections for the foster youth for their well-being as well as for permanency. The Department is also working on this Family Finding initiative in collaboration with the Judiciary, Hawaii Foster Youth Coalition, Heart Gallery Hawaii, HOPE, Hui Ho'omalau, etc. The foster youth and the Hawaiian community agencies and families (birth, relative, foster) have continued to come forth during the 2006 legislative session and in these ongoing initiatives to embrace their desires and needs to maintain birth family and sibling ties, and in permanency if at all possible.

Recruitment & Retention initiatives-Hui, Kokua Ohana, Heart Gallery HI, HOPE, EPIC: In addition to Kokua Ohana and Hui Ho'omalau, there are other creative and exciting approaches for recruitment and retention of foster/resource families. Heart Gallery Hawaii (HGH) utilizes volunteer photographers to capture amazing, beautiful pictures of children waiting for adoption. These youth are older, teens, and with special needs. HGH has brought attention and hope for permanency for these long-waiting youth. HOPE INC, Inc. is a Christian faith-based agency that also focuses on finding permanent families for this group of waiting children. EPIC helps to identify relatives for placement, as well as facilitating the process through Ohana Conferencing. As mentioned, they will be key in the Family Finding initiative. All these agencies also work collaboratively in the recruitment and retention efforts.

Differential Response System—Family Strengthening Services, Voluntary Case Mgt.: Although people still have reservations about this approach, it has been proven successful in many states and currently in Hawaii. Also, it does not unnecessarily bring families and children into the system while still providing them helpful community-based services and assurance of safety. The Department remains connected with the cases until successful closure by the community provider. If there is a safety issue that warrants coming into CPS, the case will come into the system. Families do not have to be unnecessarily branded, and they are exposed to helpful support services in the community. Caseloads are lowering so that the DHS staff can provide the necessary, more intensive services for these higher end cases.

Inter and Intra Departmental collaboration and sharing of resources:

There has been much collaborative work within the Department ---with BESSD, MQD and CWS---not always easy or willing, but the Director has given the mantra of “sharing resources and working together for the benefit of all of our clients, children and families, and communities”. There also has been a strong collaboration between CWS and DOH-CAMHD to maximize mental health services for our children and families and to increase the access.

In closing, there are many, many more initiatives, projects, programs that Director Koller and her administration have brought to fruition---not just talking or planning, but actually making things happen. One may not always agree with her or her fearless style, but there has been no other Director to come forth to bring about such tremendous and exciting system change. I hope that you will not succumb to fearing her fearless style as some have. I hope you will honor her courage to “always do the right thing for the people, especially the most vulnerable”--by reconfirming her. Hawaii’s children and families need you, the legislators to be courageous to do the right thing.

Sincerely,



Lynne H. Kazama, LSW, ACSW
Child Welfare Services-Program Development
Assistant Program Administrator
586-5698

March 27, 2007

MEMORANDUM:

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

FROM: Lenore Knobel
Maui Community College Allied Health/Nursing/Maui Oral Health Center
Secretary

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

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

Thanks to her outstanding leadership, assistance for Hawai'i's most vulnerable populations has improved dramatically over the past four years. These efforts include: significantly expanding medical coverage for needy adults and children, reforming the troubled child welfare services, increasing programs for at-risk youth, and helping adults – including many single mothers – make the often difficult transition from government assistance to gainful employment.

Director Koller has also done a wonderful job of bringing in new sources of Federal funding, thus enabling DHS to expand a wide range of programs and launch new ones, while easing the burden on our State budget.

Please do all you can to ensure that Director Koller will continue helping Hawai'i's neediest individuals over the next four years. Your support is very much appreciated.

TESTIMONY

March 30, 2007

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

FROM: Joy Lacanienta
[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 Joy Lacanienta and I strongly support the
[print your name]

confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

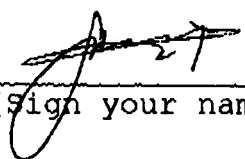
Attached is a copy of my previous letter dated

Jan. 16, '07

[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.

 **3-31-07**
[Sign your name and date]

January 16, 2007

Senator Suzanne Chun-Oakland, Chairperson
Human Services and Public Housing Committee
415 South Beretania Street, Rm.226
Honolulu, Hawaii 96813

Dear Senator Chun-Oakland,

First and foremost, I want to state my support to Director Lillian Koller and the efforts she has made on behalf of the Department of Human Services and the community.

I have seen the many changes in our community through various experiences. In the past, I have been blessed to be part of innovative projects working with Federal Government projects, Disability Service Agencies, community and faith-based organizations. My first experience working with the Department of Human Services is working with Vocational Rehabilitation and Services for the Blind Division. The task was to create and establish a System's Change project that can be used as a model for youth with disabilities who are transitioning to employment and or post-secondary education. Though many projects were experiencing late start-ups, Director Koller believed in the vision of the project and have taken the time to encourage VRSBD to pursue this vision at all cost. As a result, the Imua Project was recognized by the Dept of Labor as a national model and with the collaboration with the Department of Education, Special Education Section, we were able to establish the first credited Self Advocacy and Leadership Training curriculum in the State of Hawai'i. Moreover, these efforts paved the way to inspire another System's Change project that was extended to DLIR. Director Lillian Koller did not hesitate to partner with another Department if the community will benefit in anyway, shape or form. For three years, DHS through the leadership of VRSBD, worked tirelessly to advocate for the rights of persons with disabilities in the workplace by creating an intensive Disability Awareness Training for DLIR employees and ensuring that Assistive Technology exists in each One Stop Center in the State of Hawai'i. This grand vision, though hard to believe became a reality.

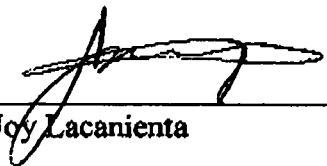
Now I'm back with my roots as a community organizer for a non-profit organization, Catholic Charities Hawai'i. I have the unique privilege and honor to work on an even larger System's Change Project, working with Child Specific foster/resource families. However, this task is close to my heart. Working with youth with disabilities opened my eyes to an alarming issue and the need to improve our foster care system. What is amazing about this project is not just revamping the system, but Director Koller wanted to accomplish this task as a community collaboration. DHS has been in full partnership and working side by side with community-based agencies. This collaboration is not on a superficial level, this type of collaboration mandates each partner to work in the trenches together. I am here to testify that it is not the easiest route for systems change, but it is definitely the most rewarding. At the end the day, if we take away the non-profit organizations, advocacy groups, state agencies, and other partners; we are left with

community workers who would stop at nothing to give that child a voice and protect their rights. Indeed, this is a grand vision that is taking place as we speak.

I firmly believe that to establish an effective System's Change project, strong leadership with great heart is required. In order to move the community in the right path, hard decisions are made but the message is delivered with great care and compassion. Simply put, Director Lillian Koller exemplifies this type of leadership.

~~Thank you for your time and the opportunity to be heard as a member of our community.~~

Sincerely,



Joy Lacanienta

TESTIMONY

March 24, 2007

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

FROM: BEVERLY LARM
[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 BEVERLY LARM and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Beverly Larm 3-24-07
[Sign your name and date]

2115 KAULAWAHINE ST.
[Address]
KAHULUI, HI 96732

TESTIMONY

March 24, 2007

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

FROM: Brenda M Lau
[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 Brenda M Lau and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Brenda M Lau 3/24/07
[Sign your name and date]

2204 D Kalauiwa Way 16
[Address]

Hon. Hd 96819-2708

Wally Lau
73-1251 Ka`iminani Drive
Kailua-Kona, Hawaii 96740

April 1, 2007

MEMORANDUM

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

Fr: Wally Lau

Re: GM 275 – Submitting for Consideration and Confirmation as Director of the Department of Human Services, Gubernatorial Nominee, Lillian B. Koller for a term to expire 12-6-2010.

Aloha Senator Chun Oakland and Ihara,

I am writing in support of the confirmation of Lillian B. Koller as Director of the Department of Human Services. I am writing as a community stakeholder from Kona and NOT as the Executive Director of the Neighborhood Place of Kona. I have been associated with Department of Human Service Child Welfare Service since 1998. Not since Ms. Koller leadership have I seen significant forward movement in the Child Welfare Service system. Changing and tweaking a system such as Child Welfare, with all its moving parts is a challenging and time consuming tasks. Ms. Koller has assembled a team that has done a very commendable job during the past 4 years in implementing the Program Improvement Plan. Although I have had concerns regarding Ms. Koller approach and timing in information and engaging community, I truly believe CWS service is moving in the right direction and with Ms. Koller at the helm for the next four years, I envision services to children and family only improve.

Mahalo Nui Loa for considering my testimony.

TESTIMONY

March 24, 2007

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

FROM: Sister Angela Lorenzo
[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 Sister Angela Lorenzo and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sister Angela Lorenzo
[Sign your name and date]

211 Kaulawahine St. Kalaheo, HI
[Address]

96732

TESTIMONY

Hearing: April 3, 2007

Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller

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

Dear Senator Chun Oakland:

I will be out of the country on April 3rd and am requesting that Amy Tsark read the testimony below on my behalf.

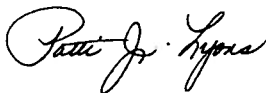
For forty years, I have been dealing with DHS Directors. It has been a challenging and formidable task, as you might expect, since many times, as an advocate for abused and neglected children, I have found myself in an adversarial position.

Lillian Koller is of a different ilk. She fights for the children and families DHS is supposed to serve – sometimes at her peril because employees of the Department often define the issues differently.

While I don't agree with everything Director Koller does or says, I believe that she is a "breath of fresh air" for the Department. She brings transparency, openness, and frankness to the position. She takes risks and goes beyond the call of duty for the clients the Department serves.

From my long years as a not-for-profit Executive, my studied opinion is that Lillian Koller should be confirmed for a second term.

Aloha,



TESTIMONY

March 30, 2007

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

FROM: Shannon Macey
[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 Shannon Macey and I strongly support the
[print your name]

confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Attached is a copy of my previous letter dated
December 12, 2006
[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.

 3/30/07
[Sign your name and date]

December 26, 2006

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

Dear Senator Chun-Oakland,

I'm writing this letter in support of Lillian Koller, as the Director of the Department of Human Services (DHS) and her recent nomination for reappointment by Governor Linda Lingle.

I am currently employed with Hale Kipa as a Program Coordinator for the Hawaii Advocate Program (HAP), which was initiated during this administration. My experience while working in this program has been filled with tremendous rewards, tangible results and the opportunity to see numerous families strengthened and connected or reconnected to their communities. I believe that because of this program, Hale Kipa has been able to support many youth and families facing some of the most difficult and challenging times in their lives. The Hawaii Advocate Program utilizes a strength-based approach in partnering with the youth and assists them in identifying and recognizing their own strengths, needs and goals. The success rate of our youths who are graduating from high school, improving their grade point averages, developing valuable employment skills, obtaining employment, improving their communication and conflict resolution skills, and becoming valuable, compassionate community members is remarkable.

Many of our youth and family members share with us their feelings of accomplishment prior to discharging from our program. They further state that they have increased their self-confidence, inner-strength, pride and determination for continued success in life. Families have also shared with me their gratitude for being involved with an agency that provides support to them through partnership and equality, and they feel much more capable of coping with stressful situations, have been able to identify positive support systems and feel a stronger sense of connection to their communities.

I feel very fortunate for the opportunity that the current DHS administration has provided to Hale Kipa to work in this capacity. I am very proud to work for such an organization and hope that with the continued support from Director Lillian Koller, DHS will continue to provide Hale Kipa the opportunity to work with the amazing youth and families in our communities. Thank you so much for your time and consideration. If I could be of any further assistance, please do not hesitate to contact me at shannon@halekipa.org or (808) 589-1829 ext. 231.

Mahalo,


Shannon Macey

Program Coordinator, Hawaii Advocate Program
Hale Kipa, Inc.

TESTIMONY

March 24, 2007

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

FROM: Rose Damien Malabon
[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 Rose Damien Malabon and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Rose Damien Malabon
[Sign your name and date] #112
730 Captain Cook Ave.
Honolulu, HI 96813
[Address]

03-27-2007 13:58

PAGE1

TESTIMONY

March 30, 2007

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

FROM: Lynette Manosa
[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 Lynette Manosa and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Attached is a copy of my previous letter dated
December 28, 2006
[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.

Lynette M. Manosa
[Sign your name and date]

3/27/07

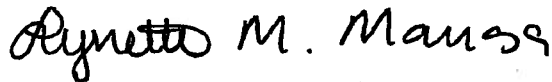
December 28, 2006

Senator Suzanne Chun-Oakland, Human Services Chair
State Capitol, Room 226
Honolulu, Hawaii 96813

Dear Senator,

I am an Administrative Assistant at Hale Kipa, Inc. I'd like to support the current DHS Administration. I work for a program, the Hawaii Advocate Program, which has been funded by DHS during the last two years. During this time the Hawaii Advocate Program has made a difference in the lives of some of Hawaii's youth and families. Although I do not provide direct services on a daily basis, I am fortunate to see the progress in each youth and family as I am responsible for completing baseline, discharge, and follow up surveys with each youth and family. The Hawaii Advocate Program has been able to preserve families and reduce CWS and Family Court involvement. This reduction in "systems" is this Administrations focus and that is something I would like to support.

Thank you,



Lynette Manosa
Administrative Assistant
Hale Kipa, Inc.

TESTIMONY

March 24, 2007

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

FROM: GIOVANNA M. MARCOCCIA, CSJ
[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 GIOVANNA M. MARCOCCIA^{CSJ} and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Giovanna M. Marcoccia, CSJ 3/25/07
[Sign your name and date]

712 N. School St.
[Address]

Hon., Hi. 96817

TESTIMONY

March 24, 2007

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

FROM: Tomaso Marcos
[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 Tomaso Marcos and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Tomaso Marcos 3/24/07
[Sign your name and date]

6590 Hawaiki Kai Lane
[Address]

Hon. HI 96825

TESTIMONY

March 30, 2007

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

FROM: AMANDA MASUYAMA
[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

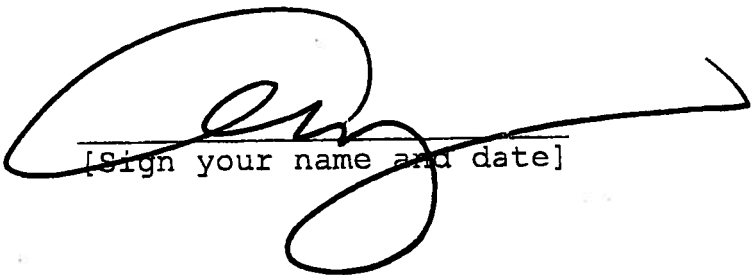
My name is Amanda Masuyama and I strongly support the
[print your name]

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
3/24/06
[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.


[Sign your name and date]

AMANDA C. MASUYAMA

813 Ainako Avenue Hilo, Hawaii 96720
(808) 989-1803 amandacm@hawaii.edu

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

Aloha Senator Chun-Oakland;

I am writing to inform you of the impact and benefit the Kokua 'Ohana program offers to the Department of Human Services. Over three years ago, Ms. Lillian Koller cast a vision to increase the number of Native Hawaiian foster families to bring cultural balance to our child welfare system and meet the needs of our Native Hawaiian children in foster care. She sought a firm partnership with the Partners In Development Foundation, a non-profit organization which focuses on the care of Native Hawaiian communities statewide. I was hired to lead the Kokua 'Ohana project during its first two years of development and had the opportunity to work personally with Lillian Koller.

Ms. Koller personally met families in the community, attended events that engaged community based organizations and churches to participate in the child welfare system, and spent time listening to the concerns and desires of new and existing foster families.

Because of her devotion and advocacy for families, communities were more likely to partner again with a system which had often left them feeling hurt or betrayed in the past.

Ms. Koller has made a tremendous difference in the lives of Native Hawaiian families who are involved with foster care. She has enabled projects like Kokua 'Ohana to support and improve the lives of families throughout the state of Hawaii. I hope that Ms. Koller will be reconfirmed in her position so she can continue providing funding for new and innovative programs.

Sincerely,



Amanda C. Masuyama, MS

Former Program Director for the Kokua 'Ohana project

TESTIMONY TO THE COMMITTEE ON HUMAN SERVICES AND PUBLIC
HOUSING
REGARDING GM 275
SUPPORT FOR CONFIRMATION OF LILLIAN B. KOLLER AS DIRECTOR OF
THE DEPARTMENT OF HUMAN SERVICES

Tuesday, April 3, 2007
1:15 pm, Conference Room 016

Chairperson Chun Oakland and Members of the Committee on Human Services and Public Housing,

I am Jon K. Matsuoka, Dean of the University of Hawai`i, School of Social Work. I have been the dean since 2000 and at the University for 22 years.

I am writing in support of Ms. Lillian Koller, Director of the Hawai`i State Department of Human Services, who is being considered for a second-term confirmation for this position. I have known Ms. Koller from the beginning of her last appointment. We have had a long-standing Child Welfare Training Project at the School that basically relies on federal monies that are channeled through DHS to train our graduate students in child welfare. These students receive financial support and specialized training and upon graduating from our program, are required to work for DHS for two years.

My strong support of her is drawn from several years of developing collaborative arrangements between DHS and the UH School of Social Work. In addition to the Child Welfare Training Project, she has personally been responsible for helping us develop our Distance Education Program that provides graduate level educational opportunities for residents on every neighbor island; our Title-IVE Training Academy, otherwise known at the Center for Training and Evaluation Research of the Pacific; and several other projects related to developing a larger core of professionally trained social workers to address the critical social worker shortage in Hawai`i.

We have worked very closely with a number of national experts that she has retained who specialize in obtaining federal funds to support developing and expanding local programs. With the guidance of these consultants we have been able to obtain close to \$2,000,000 in extramural grants for training, educational, and research programs.

I have found Ms. Koller to be highly energetic, innovative, accessible, collaborative, and a delight to work with. She stirs things up and is a risk-taker. I unequivocally support her re-confirmation as Director of the Department of Human Services.

TESTIMONY

March 14, 2007

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

FROM: Owen McCabe

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 Owen McCabe 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 31, 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.

Owen McCabe
3/14/07

January 31, 2007

The Honorable Suzanne Chun Oakland
Chair, Senate Committee on Human Services
Hawai'i State Capitol, Room 226
415 S. Beretania St.
Honolulu, HI 96813

Aloha, Senator Chun Oakland:

The purpose of this letter is to respectfully request your support for Department of Human Services Director Lillian Koller during her Senate reconfirmation hearing. She has done an outstanding job over the past four years in improving the level of service at DHS, and deserves the opportunity to continue her vital work for another term.

I know firsthand how dedicated Director Koller is to meeting the needs of DHS clients and staff. She created my position of Complaints Liaison, in fact, so people with questions, concerns or suggestions about Department matters can speak directly to her office and receive the accurate, timely and unbiased answers they need.

Through my ombudsman role, I have helped Director Koller achieve justice for a wide variety of individuals, including parents whose children were unfairly taken away and welfare recipients who were wrongly denied benefits. We have also helped employees cut through bureaucratic red tape that limited their ability to do a good job.

As you are probably aware, a small but vocal number of DHS workers are orchestrating resistance to Director Koller's reconfirmation. They want to reverse much-needed reforms instituted at DHS over the past four years, which would be a terrible setback for our clients. Please do not let this happen.

Mahalo for reading this letter, and I truly hope you will reconfirm Director Koller for another four-year term. Do not hesitate to call me at 586-4994 if you have any questions.

Owen McCabe



DHS Complaints Liaison

HAMILTON Ii MCCUBBIN Ph.D.
94-542 Lumiauau St H101
Waipahu, HI 96797

March 25, 2007

TO: COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING
Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Jr., Vice Chair

DATE:

Tuesday, April 3, 2007

TIME:

1:15 p.m.

PLACE:

Conference Room O16
State Capitol
415 South Beretania Street

20 Copies

Dear Senator Suzanne Chun Oakland, Chair, Senator Les Ihara, Jr.
Vice Chair and members of the Committee on Human Services and
Public Housing:

I am Hamilton Ii McCubbin, Professor and Director of Research, in
the School of Social Work, University of Hawaii of Manoa and am
here to provide testimony regarding consideration and confirmation
as Director of the Department of Human Services, the Gubernatorial
Nominee, LILLIAN B. KOLLER, for a term to expire 12-6-2010.

From the outset of her appointment as the Director of the
Department of Human Services, Ms Koller has faced and addressed
the formidable challenges of poverty, homelessness, foster care, child
abuse, social security, substance abuse, and health care, to name a
few. Undaunted by the size and scope of these challenge, the
Director Ms Koller has been firm and resolute in mobilizing the

government to recast its vision to be inclusive of both prevention and treatment.

Of importance to the School of Social Work, one cannot help but take special note of the standards she has set for the government's delivery and impact on the people they are intended to serve. Under her leadership, evaluation and the demand for public accountability of taxpayers' investments and programs has resonated throughout the human services system. She has asked for and expected results. She has raised the standards of accountability seeking not only positive outcomes but an increase in knowledge to improve upon the programs. Continuous improvement is vital to the ultimate success of programs designed to serve people. No program is ever perfect. To be effective both public and privately funded programs require continuous assessment, refinement and tailoring to meet the diverse needs of our multi-ethnic society.

Ms Koller, serving as Director of the Department of Human Services, has made a difference: a vision of programs with meaning and impact; a standard of accountability is now entrenched; a commitment to the people of Hawaii is affirmed. With these perspectives in mind, continuity in leadership becomes both vital and a necessity for sustained success. It is in this context and with evidence of commitment and progress before the Committee, I take this opportunity to affirm the appointment of Lillian B. Koller as Director of the Department of Human Services.

Respectfully,

Hamilton I. McCubbin Ph.D.

TESTIMONY

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

FROM: Wes Mun

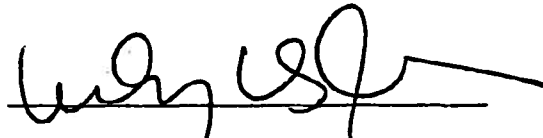
SUBJECT: GM 275, Confirmation of Lillian B. Koller as
Director of the Department of Human Services for
a term to expire 12-6-2010

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

My name is Wes Mun 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 15, 2007 that I sent to you. I am now submitting
my letter to you again as my official testimony in strong
support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.



[Sign your name and date]

3/14/07

TESTIMONY

March 24, 2007

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

FROM: EVELYN L. MESINA
[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 EVELYN L. MESINA and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Evelyn L. Mesina 3/24/07
[Sign your name and date]

828 ANAHO ST. WAIHEHU, HI 96793
[Address]

TESTIMONY

March 24, 2007

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

FROM: Rosemarie Montoya
[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 Rosemarie Montoya and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

A Rosemarie Montoya 24 March, 2007
[Sign your name and date]

206 Kailua Rd.
[Address] Kailua, HI
96734

TESTIMONY

March 30, 2007

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

FROM: CAROL MORIMOTO
[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 CAROL MORIMOTO and I strongly support the
[print your name]

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 10, 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.

Carol Morimoto March 30, 2007
[Sign your name and date]

January 10, 2007

To: Senator Suzanne Chun-Oakland
Chair, Human Service and Public Housing Committee
Hawaii State Capitol, Room 226
415 South Beretania Street
Honolulu, HI 96813

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

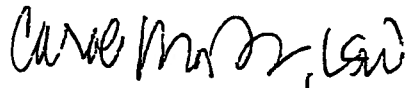
Dear Senator Chun-Oakland,

I would like to take this opportunity to ask for your support in the reconfirmation of Lillian Koller as Director for the State of Hawaii Department of Human Services.

As a licensed social worker in the State of Hawaii, I have had the chance to see how Ms. Koller's dedication and innovative strategies have positively impacted the people and communities of Hawaii. Throughout my career, I have witnessed the difficulties and challenges that some of our children and families are faced with, oftentimes due to the lack of available resources, programs and services. Ms. Koller has made great strides in addressing these issues as the Director of DHS. For example, working with aged and disabled individuals, I saw firsthand how the statewide community-based alternative residential care foster home program was beneficial to the State. Not only was this program cost-effective for the State, it also provided individuals with more alternatives so they may have the best quality of life. Currently working with foster/resource families and children who are under the care of DHS, I am impressed and grateful for her commitment to support programs that are aimed at strengthening our foster/adoptive system of care.

Thank you for allowing me this opportunity to share my thoughts. In closing, I urge your support for the confirmation of Lillian Koller.

Sincerely,



Carol Morimoto, LSW
Honolulu, Hawaii

Susan J. Moss

64 - 5176 Kamamalu Road
Kamuela, Hawaii 96743

Phone: (808) 885-5587
Fax: (808) 885-5512
Cell: (808) 640-5538
Email: sue@trans-pacificdesign.com

March 31, 2007

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

Re: Testimony for GM275 supporting reconfirmation of DHS director Lillian Koller

Dear Senator Chun:

~~The reappointment of Lillian Koller to DHS director has direct impact on the welfare of children and families of Waimea (Kamuela), where I live.~~

Let me give you a little history of my family's involvement with Child Welfare Services. My grandchildren were taken into CPS custody in 2003 and it took two years of legal action to release them back into our family.

Because of this experience, I saw the total power this organization has over families. I also saw how poorly managed and trained the workers were on the West side of the Big Island. Our family learned a lot about the 'system' through our experience and because of this, other families in the community were referred to us for help on how to get their children or grandchildren 'out of the system'.

I immediately saw the limitations of my effectiveness in helping families on my own so formed a group of professionals who work with Child Welfare Services. Our little group is made up of two social workers from support organizations, a retired child psychologist, a retired prosecuting attorney, a family court attorney, a foster parent, and an administrator of a health and wellness organization, and me, a former licensed foster parent and grandparent of children formerly in CWS custody.

Through the eyes of this group, I was able to see just how dysfunctional our West Side CWS was. But it was also through this group that I saw how effective it could be. About six to eight months ago, we had the newly appointed head of CWS, on the Big Island, join our group. She was brought onto the island by Lillian Koller to make our West Hawaii offices function better.

In just a few months, I have seen dramatic changes in how CWS behaves with our families. I saw immediate intervention by this administrator to circumvent ingrained behavior that was ripping our families apart instead of keeping them together. She

intervened in a case that actually kept the family together and had CWS work with the family as a unit, instead of pulling the kids out, which has to create long term emotional problems for the children.

It is a requirement of the Project Improvement Plan (PIP) set up by the federal government, to keep the families together at a greater percentage than was happening in Hawaii. This hasn't been happening on our island.

In our family, our grandchildren were kept away from their family for two years! For one this was from age 5-7 for the other age 7-9. These are formative years for these kids, and they were bounced between several foster families. These are years that parents and extended family members should be teaching them what they need for the rest of their lives. I worry about the emotional problems our grandchildren do have and will have as a result of being yanked from their family unit; the only security they knew.

If the social worker on our case had had more training (we were her first case) and closer supervision (her supervisor was one hour away by car), she would have known more about family dynamics and realized that the parents were in the middle of a custody decision with the courts. In fact, the then West Side chief administrator told me on the phone that she thought this was a custody battle and the kids should have never been taken. (She is no longer employed by CWS.)

The rearranging of the West Side CWS offices, to have effective leaders, accountability of the workers, better and closer supervision of the workers is a direct mandate from Ms. Koller. As a resident of the West Side, I have only accolades for what she has begun to do here and fear that it won't be completed if she is not reinstated to continue the work she and her associates have begun.

Please, for the sake of our families on the West Side of the island of Hawaii, reconfirm Ms. Koller so that she can continue the excellent changes she has started.

Regards,



Susan J. Moss

TESTIMONY

March 24, 2007

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

FROM: Sr. Marian Therese Muehlbauer
[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 Sr. M. Muehlbauer and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sr. Marian Therese Muehlbauer 3/24/07
[Sign your name and date]
712 N. School St.
Hon., HI 96817
[Address]

TESTIMONY

March 24, 2007

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

FROM: Mary Jerome Mulligan
[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 Mary Jerome Mulligan and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Aita Mary Jerome Mulligan 3/24/07
[Sign your name and date]

712 N. School St. Home. 96817
[Address]

February 15, 2007

Honorable Suzanne Chun Oakland, Chair
House Committee on Human Services and Housing

Dear Senator Chun Oakland:

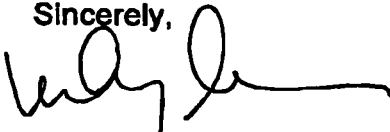
I would like to take this opportunity to render my support in favor of Lillian Koller's confirmation as the Director of the Department of Human Services.

As an employee of the Department and a direct report of Ms. Koller, I have never been threatened or forced to act against my beliefs and will. Ms. Koller has always treated me with respect and dignity befitting her and my positions.

One of the primary reasons I accepted the position as the Acting MedQUEST Division Administrator was a belief in her passion and vision to do more for the Medicaid client population. Her belief to "maximize coverage" is clearly the message and objective that the Department has adopted. Ms. Koller is constantly pushing the envelope to maximize coverage and in acquiring additional Federal matching funds to further leverage State funds.

In my opinion, Ms. Koller's visionary leadership has provided and if she is confirmed will continue to provide innovation in the State of Hawaii's Medicaid benefits management programs.

Sincerely,



Wesley Mun