

LINDA LINGLE  
GOVERNOR OF HAWAII



MARIE C. LADERTA  
DIRECTOR

CINDY S. INOUE  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT  
235 S. BERETANIA STREET  
HONOLULU, HAWAII 96813-2437

April 2, 2007

The Honorable Suzanne Chun Oakland, Chair  
The Honorable Les Ihara, Jr., Vice Chair  
Senate Committee on Human Services  
and Public Housing  
State Capitol, Room 016  
Honolulu, Hawaii 96813

Re: **GM 275**

SUBMITTING FOR CONSIDERATION AND CONFIRMATION  
TO THE DIRECTOR OF THE DEPARTMENT OF HUMAN  
SERVICES, GUBERNATORIAL NOMINEE, **LILLIAN B. KOLLER**

Hearing Date: Tuesday, April 3, 2007  
Time: 1:15 p.m.  
Place: Conference Room 016

Dear Chair Chun Oakland and Vice Chair Ihara:

I am writing to express strong support of the confirmation of Lillian Koller as Director of Human Services for a second term.

In my 19 months as Director of Human Resources Development, I have had the opportunity to interact with Lillian. Based on my observations and dealings with her, she is the best choice for the job.

Lillian Koller's boundless energy and genuine good will for the public sector are evident in the many successes and good things that she has been able to bring to this state via the myriad of social services administered by her department.

I am sure this committee is aware of Lillian's accolades and accomplishments.

Lillian has been an innovative, energetic leader who has been able to secure increased Federal monies, some from previously untapped funds. For example, she secured over \$100 million in new Federal funds to cover the majority of healthcare costs for an additional 20,000 uninsured adults and 9,000 children.

In 2005, she launched SEE (Support Employment Empowerment) Hawai'i Work, a subsidized job training program. A partnership between DHS and approximately 400 employers, this program placed over 300 clients in the first year.

Lillian will also be receiving the 2007 Commissioner's Award from the Federal Administration on Children, Youth and Families for her effort in helping to prevent child abuse and neglect.

Lillian helped secure funding to help the Honolulu Boys' Choir stay alive. After I saw what Lillian did for the Honolulu Boys' Choir, a light bulb lit up in my head and I thought, "Wow, maybe Lillian can help the Symphony." I sit as a member of the Honolulu Symphony Board and in that capacity, I sought Lillian's assistance for funds for the Youth Music Education Program.

The Symphony was desperately in need of money to continue its Youth music educational program. The program's goal is aimed at stimulating and enriching childhood development to lead to a healthy, productive life. Compared to other cities in the United States, Hawaii is lean on cultural development. To continue such a cultural program, the Symphony was in dire need of additional sources of funding. Right or wrong, I immediately thought of Lillian as part of the solution and of course, she came through. I take full responsibility for directing the Symphony to Lillian's doorstep and if not for Lillian, the many children in Hawaii will be deprived of the opportunity to develop both the appreciation and skills for symphonic music.

It is difficult to discern at first blush what Lillian Koller is all about, but I actually **grew** to appreciate and respect her by understanding the decisions she made and her motivations for making them. In her enthusiasm to do what is best for people, Lillian refuses to be imprisoned by conventional thinking and often takes calculated risks, but she **will** take full responsibility for the results of her decisions. She is unafraid to make quantum leaps and unafraid to bear the results of those decisions. I also respect her because she is willing to be corrected and is open to considering alternate views.

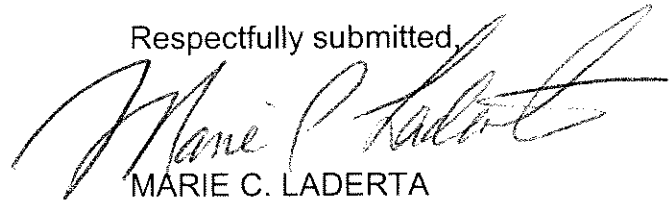
A descendant of Holocaust survivors, Lillian values the basic needs of society above all and recognizes the price of freedom and the precious stuff in life that sets this country apart from other societies.

Re: GM 275  
April 2, 2007  
Page 3

The Joan of Arc of our times, Lillian fearlessly takes on day-to-day challenges that many others would conveniently ignore. I learned to appreciate Lillian, and I took the time to see beneath the surface. In the same way, I urge this committee in its wisdom, to recognize the good things that Director Koller has done to help the many less fortunate people of the State of Hawaii.

I unequivocally support Lillian Koller for her confirmation to a second term. Her best work is yet to come!

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Marie C. Laderta". The signature is written in black ink and is positioned above the printed name.

MARIE C. LADERTA

cc: Colleen Hanabusa,  
Senate President

**HOUSE OF REPRESENTATIVES**

STATE OF HAWAII  
STATE CAPITOL  
HONOLULU, HAWAII 96813

Senate Committee on Human Services and Public Housing (HSP)  
Tuesday, April 3, 2007 – 1:15 PM – CR 016  
Testimony of Rep. Rida Cabanilla, 42<sup>nd</sup> District  
In Support of Gubernatorial Nominee, LILLIAN B. KOLLER

Honorable Senator Chun Oakland, Chair, Senator Les Ihara, Jr., Vice Chair and members of the HSP committee.

I sincerely hope you will advise and consent and support the nomination of Department of Human Services (DHS) Director Lillian Koller for another four-year term.

As you know, DHS is entrusted with helping Hawai'i's neediest populations, including abused and neglected children, at-risk youth, impoverished families, persons with disabilities and frail kupuna. Under Director Koller's strong and capable leadership, support services for these vulnerable individuals have increased dramatically.

One reason for this remarkable turnaround is Director Koller's effectiveness in pursuing Federal money the State would not have otherwise received. As I write this, she has secured about \$200 million in new Federal funding, thus freeing up State dollars for other important purposes and enabling DHS to expand or create programs for its clients.

These initiatives include launching major welfare-to-work programs, providing health coverage for an additional 25,000 previously uninsured keiki and 20,000 adults, expanding early childhood education opportunities, and starting additional family and community strengthening programs.

I am also impressed with Director Koller's Going Home Project, which allows long-term care patients to transfer their Medicaid benefits from hospitals to residential care homes. This program gives people more choices, frees up much-needed hospital beds and saves the State about \$70,000 per patient each year.

In summary, Director Koller is doing an outstanding job of helping DHS clients lead better lives, and she deserves the opportunity to continue her work for another term. Please give her your support. Thank you for the opportunity to testify.

LATE

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

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Hearing Date: April 3, 2007

Time: 1:15pm

Room: Conference Room 016  
State Capitol

VIA EMAIL: [testimony@capitol.hawaii.gov](mailto:testimony@capitol.hawaii.gov)

VIA FAX: Senate Sergeant-At-Arms Office: (808) 586-6659

**Support to the Confirmation of Lillian B Koller as the Director for the Department  
of Human Services**

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Aloha Senator Suzie Chun-Oakland and members of the committee:

My name is Kanani Kaaiawahia Bulawan; I'm a resident, a foster parent, a volunteer guardian at litem, director of a non-profit service provider and most importantly a grandmother of a month old child. With all these hats I strongly and firmly support and seek your favor in the confirmation of Lillian Koller as the Director of the DHS.

I can speak on each position mentioned above and to do that I have had many experiences that would take up the entire time of this confirmation hearing. So with respect to other testifiers and your committee I will point out matters of importance to her ability in working and building relationships in the community which I believe is the essential component to any start of responsibility.

Let's look at her accomplishments:

1. Child Welfare Services:

Under her leadership the department has made significant changes within the system that once was private and excluded family from participating to openness and inclusive to family involvement which for the most part strengthens and preserves families. More importantly protects and gives accountability and responsibility to the care and safety of the children to the family and community. Kinship placement, Kupuna Tribunal, Conferencing, and culture care programs. Prior to this, we operated on a "Right to Privacy" rather than on the "Kuleana (Responsibility) to Know" and share in the "what to do". She has not been popular with this especially within her department staffing, this is to be expected and respected as no one likes change even if it would mean less work at the end and the family is strengthened. We like the idea of staying the same "status quo" because we are most familiar with what is expected and what is to be done. I speak nothing bad about the work all these dedicated workers have been doing, I speak that not all of them are doing what is right, they do what is popular so that no extra effort is necessary, meeting the status quo because there is so much work to be done. What if we helped the families and those most involved like the community to do the work and the

LATE

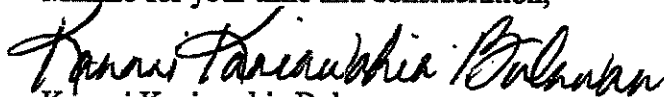
department workers were guiders in the process? Wouldn't it be easier and less work or better wouldn't it be shared work? Well things are changing and have changed. We need more building of partnerships and this is what Lillian has done within the department and the community.

## 2. Benefits to the Needy:

Under her leadership the department has made great changes and stride in developing programs that would otherwise keep people in despair and dependent of a failing system. It's not people who fail but a system that is consistently designed to fail. Welfare reform of 1996 cause great hardships to families, making most of them homeless, vulnerable to deeper poverty and encouraged family separation rather than preservation. What is Ohana if you cannot turn to them? Figures the department share in terms of success to getting people off the system are great; however, how many of them actually got off the system that could sustain meeting their basic needs. For the most of them that got cut off, they just settled for less. This caused another strain on families, communities and providers. Her leadership recognized this and partnered in developing what I call a wrap around program in which social services, education and housing all come together in supporting the family with obtaining, maintaining and sustaining self-sufficiency. Through programs that strengthens the family. TANF benefits used for Housing Placement Programs which allows for eligible families to secure housing, Medical coverage for the working parents that cannot afford coverage for their children, Educational services that target the most of our vulnerable citizens, our children. Early learning and traveling / mobile programs that enhance education through touch "hands-on" are most effective when bridging children with parents. Other programs that support wellness in the individual, the family and the community are reviewed with boldness in her attitude to trying something new.

In recap, Lillian has had many challenges when first coming on as the Director. She has been through many difficult issues that called her to be accountable and responsible for the decisions made in the past. Through this she has made changes that aren't all too favorable within her department staff; however, these changes continue to prove positive. Making people consider whether they are in it for the popularity or for the righteous no matter what the struggle would be. She has proven her commitment to developing partnerships in community to addressing the social issues and illnesses of our society. She is the recipient of the 2007 Administration on Children, Youth and Families Commissioner's Award for Hawaii, this speaks loudly of her role in our state and her dedication to the department of human services, more importantly, her commitment to making our society safe and healthy. She continues to be the protector of our children, youth and families in assuring services are delivered in a culturally sensitive and respective manner. I ask for your favor in supporting and confirming her as the Director of DHS.

Mahalo for your time and consideration,



Kanani Kaaiawahia Bulawan

Resident, Parent-Foster Parent, VGAL, Executive Director, Grandmother

LATE

## KAUA'I CHILD WELFARE SERVICES ADVISORY COMMITTEE

February 20, 2007

To: Senator Suzanne Chun-Oakland, Chair  
And Members of the Committee on Human Services and Public Housing

Testimony in Support of 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

The Kaua'i Child Welfare Services Advisory Committee supports the re-confirmation of Lillian Koller, Esq. as Director of Human Services, State of Hawai'i. Director Koller has aggressively pursued the Federal Government's directives relative to the corrective actions necessary for Hawai'i to improve the status of children as indicated on the Federal Child and Family Services Review, mandated of all states. Not only has the state begun a massive shift in service delivery, but Director Koller has brought millions in revenue to fund the changes utilizing TANF funding. While most other states had been maximizing their TANF resources, Hawai'i had not. With her leadership, the Department of Human Services has had the resources necessary to make the changes mandated by Congress.

There are improvements required by the Adoption and Safe Homes Act of 1995 that will take Hawai'i years to accomplish. Good initial progress has been made. Confirmation of Director Koller will continue the momentum required of Hawai'i.

Respectfully submitted:



LaVerne Bishop, Chair  
KCWSAC

Contact:  
c/o Hale `Opio Kauai  
2959 Umi St.  
Lihue, HI 96766  
245-2873

## TESTIMONY

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

FROM: Sudha Achar

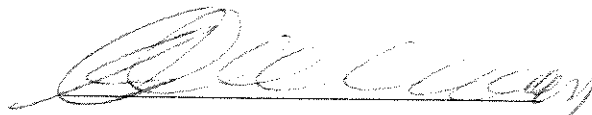
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

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

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

Thank you for this opportunity to testify.



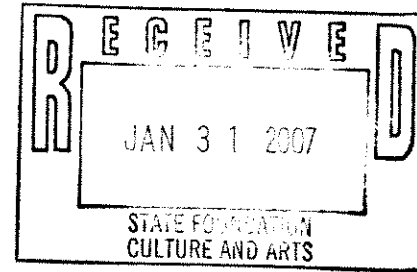
[Sign your name and date]



# East Hawaii Cultural Council

PO Box 1312, Hilo, HI 96721

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



January 29, 2007

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

Dear Senator Suzanne Chun-Oakland,

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

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

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

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


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

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

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

Aloha and mahalo.

Sincerely,

A handwritten signature in black ink, appearing to read "Sudha Achar", written in a cursive style.

Sudha Achar MD

Chair, Board of Directors of EHCC

## TESTIMONY

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

FROM: Ward D. Pirie

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 Ward D. Pirie 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 24, 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.

Ward D. Pirie 3/15/07

[Sign your name and date]

**Ward D. Pirie**

538 Kaumana Drive  
Hilo, HI 96720  
989-0517 (c)  
961-5049 (h)  
981-7290 (w)

January 24, 2007

**Senator Suzanne Chun Oakland**

**13th Senatorial District  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813**

Re: Lillian B. Koller, Reconfirmation.

Dear Senator Chun Oakland,

Director Koller has my full support. As a State employee for twenty years, I supervise Central Hilo Unit. Our responsibilities include the First-To-Work program, designed to assist welfare recipients achieve self-sufficiency. First-To-Work and the employees responsible for its administration are directly affected by Director Koller's dynamic leadership.

Prior to reauthorization of Temporary Assistance For Needy Families (TANF) last year, Director Koller was already working on initiatives to assist us meet the stringent requirements imposed by the Deficit Reduction Act of 2005.

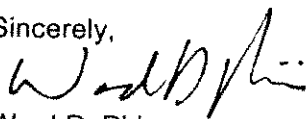
Programs Director Koller championed are assisting our most vulnerable populations become self-reliant, self-respecting members of our employed community.

Enhanced Earned Income Disregards, TANF Exit and Job Retention Bonuses, Oral Health Services For Adult TANF recipients, Supporting Employment Empowerment (SEE) subsidized employment program, Transitional Transportation services...these are just some our Director's initiatives that are good for our clientele, good for Hawaii.

Some of my staff may be intimidated by Director Koller's intense, "hands on" management style. And the pace of change under her leadership has been whirlwind. Resultant complaints seem limited to those staff surprised at being required to step up and do their jobs, to efficiently and effectively provide First-To-Work participants the services and benefits needed to move to self-sufficiency.

Please reconfirm Lillian Koller as Director of Department of Human Services so she can continue assisting us achieve our program goals. Do not hesitate to call me.

Sincerely,



Ward D. Pirie  
Central Hilo Unit Supervisor

# TESTIMONY

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

FROM: Colette Machado

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

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

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

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

Thank you for this opportunity to testify.

Colette Y. Machado

[Sign your name and date]

PHONE (808) 594-1888

FAX (808) 594-1865



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

January 11, 2007

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

Dear Senator Chun-Oakland:

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

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

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

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

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

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

The Honorable Suzanne Chun-Oakland

Page 2

January 11, 2007

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

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

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

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

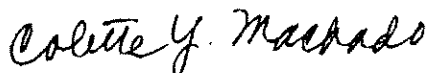
Ms. Koller has networked with trustees from the Office of Hawaiian Affairs with regard to sources of support like the ACF. DHS has worked with us to find ways with which OHA dollars supporting various social services can be augmented by claiming Title IV.E. and other federal sources of revenue.

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

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

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

Sincerely,



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

cm:lad/dn

cc Lillian B. Koller

## TESTIMONY

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

FROM: Deborah Gabe

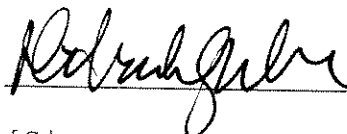
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

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

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

Thank you for this opportunity to testify.

 3/25/07

[Sign your name and date]



January 11, 2007

The Honorable State Senator Suzanne Chun-Oakland  
Chair Human Services and Public Housing Committee  
State Capital room 226  
Honolulu HI 96813

Re: Lillian Koller, Director of Human Services Confirmation

Dear Senator Chun-Oakland:

I am a blind woman. I recently graduated from the New Visions Adjustment to Blindness Program at Ho'opono's Services for the Blind. I work as an audiologist at Kapiolani Medical Center for Women and Children. I am a wife and mother, living in Kailua, Oahu. And, by the way, I vote in every election.

My training at the New Visions Program has taught me the skills to continue working as a competent, effective audiologist. I have learned new strategies to continue caring for my family as well as any sighted mother does. The New Visions Program has given me the skills to feel confident about traveling independently throughout the city, as well as to the Mainland. I owe all of this to Lillian Koller and her staff at the Vocational Rehabilitation Services for the Blind and the New Visions Program.

I strongly urge you to confirm Lillian Koller as the Director of Human Services. The citizens of Hawaii who are blind or have other disabilities need her support to continue improving vocational rehabilitation services.

Sincerely,



Deborah Gabe  
180 Noke Street, #3  
Kailua, HI 96734  
(808) 254-3186

## TESTIMONY

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

FROM: Rene Berthiaume

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

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

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

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

Thank you for this opportunity to testify.

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



# State Rehabilitation Council

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

Voice: (808) 692-7715  
TTY: (808) 692-7715  
FAX: (808) 692-7727

DATE: January 5, 2007

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

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

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

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

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

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

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

Sincerely,

Rene Berthiaume,  
Chair, Hawaii State Rehabilitation Council

## TESTIMONY

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

FROM: Michael B. Wood

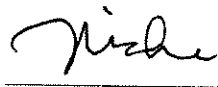
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

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

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

Thank you for this opportunity to testify.

 3/26/07

---

[Sign your name and date]



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

January 16, 2007

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

Dear Senator Chun Oakland:

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

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

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

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

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael B. Wood". The signature is written in a cursive style with a large initial "M".

Michael B. Wood

cc: Lillian Koller

## TESTIMONY

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

FROM: Matthew Gabe

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 Matthew Gabe 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.

Matthew J. Gabe 3/25/07

[Sign your name and date]

January 12, 2007

The Honorable State Senator Suzanne Chun-Oakland  
Chair Human Services and Public Housing Committee  
State Capital room 226  
Honolulu HI 96813

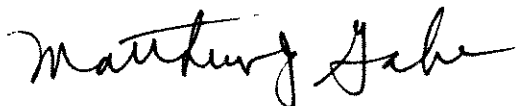
Re: Lillian Koller, Director of Human Services Confirmation

Dear Senator Chun-Oakland

I am married to a blind woman who has recently graduated from the New Visions Program of the Vocational Rehabilitation Services for the Blind at Ho'opono. The philosophies, techniques, and skills that my wife learned at Ho'opono have made a tremendous difference in our lives. Gone are her feelings of helplessness, fear, and depression about her progressive vision loss over the past 25 years. These attitudes have been replaced by a new-found confidence and independence to do whatever she puts her mind to, in her work, in caring for our family, and in her involvement in the community. We owe all of this to Lillian Koller and her staff at the New Visions Program at Ho'opono.

I strongly urge you to confirm Lillian Koller as the Director of Human Services. The citizens of Hawaii who are blind or have other disabilities need her support to continue improving vocational rehabilitation services.

Sincerely,

A handwritten signature in cursive script that reads "Matthew Gabe".

Matthew Gabe  
180 Noke Street, #3  
Kailua, HI 96734  
(808) 254-3186



# PAKEN

March 28, 2007

MEMORANDUM:

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

FROM: Pamela Ellison, Senior Training Manager - Hawaii  
The Paxen Group, Inc., Hawaii Division  
400 Ala Makani Street, Suite 203  
Kahului, HI 96732  
808-216-0382

SUBJECT: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller – Tuesday, April 3, 2007

As Director of the Department of Human Services, Lillian Koller has displayed outstanding leadership and vision for the citizens of the State of Hawaii and this leadership role should continue. I have seen this leadership and vision in my position as the Senior Training Manager for The Paxen Group, Inc., Hawaii Division, the sub-contractor providing the on-the-ground delivery of the "About Face Family of Programs" for the Hawaii National Guard. Our Programs; About Face, Forward March, Community All-Stars, and Jump Start, are programs that can make a positive difference in the lives of those who participate, now and well into their future.

Through Director Koller's support and vision to facilitate these types of programs, citizens of Hawaii, from middle school age through adulthood, can choose to become involved in a life skills and employment skills training program that can arm them to be better prepared and more likely to be self-sufficient as they progress into the future with a skill set that they don't receive through any other means. These programs educate its participants on the difference between a job, which there are many to choose from here in Hawaii, and a career, which may require an entirely different skill set and will be much more competitive to obtain.

Director Koller has facilitated great opportunities for the citizens of Hawaii to have hope for a bright future, please reconfirm Lillian Koller as Director of the Department of Human Services to allow this to much needed work to continue – her leadership can make a difference to Hawaii.

Sincerely,



Pamela Ellison

Senior Training Manager – Hawaii  
The Paxen Group, Inc.

# LATE TESTIMONY



*Heart Gallery Hawaii*

See their faces,  
Know their Hearts.

March 30, 2007

## MEMORANDUM:

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

FROM: David Louis  
Executive Director, Heart Gallery Hawaii

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

Aloha Honorable Suzanne Chun Oakland and Human Services and Public Housing Committee,

I respectfully submit this testimony on behalf of Heart Gallery Hawaii, a non-profit Organization with more than 200 volunteers statewide servicing children in foster care in **support** of the reconfirmation of Lillian B. Koller ESQ, for the position of Director for the Department of Human Services.

Our volunteer organization was mobilized **directly** by Director Koller to engage youth in foster care who are "legal orphans" to participate in our recruitment program that utilizes professional portraits to inspire permanent families to step forward.

Of significant note is that in years past many lettered people, including PHD's, MSW's, Clinical Director's and probably more, have suggested a similar program to previous Directors and other Child Welfare Services authorities and have been denied. In fact, there are more than 60 Heart Galleries in 45 states, but not Hawaii. In November of 2005, I, David Louis, a former foster youth, presented the idea to Director Koller and the CWS Social Worker Supervisors and Administrators statewide at a meeting put together by the Director. At the urging of Director Koller, a consensus was reached that it was in the best interest of the state, and especially the children in permanent care, that a Heart Gallery be formed for Hawaii.

Director Koller immediately responded to the idea of using volunteer professional photographers to personalize youth in permanent state care and then offered full support including technical support and guidance. Literally involved in every first step, Director Koller offered her personal cell number and took time to follow through with making sure that the Heart Gallery Hawaii would become a reality for our foster children.

She ordered that the participation was to be voluntary by the youth. She asked social service staff to team with former foster youth in re-approaching current foster children who had expressed reluctance in revisiting permanency goals, including adoption.

In what is one of Heart Galleries crowning achievements, and coincidentally a natural consequence of such a program, Director Koller asked workers to seek out, organize and report how many children were in the state that needed a permanency solution, where they were, their age, and then supported a team approach in recruitment efforts. Over the last year and a half, we saw the number of legal orphans in the state identified dramatically increase from a number in the thirties up to today where it is now numbered around 220. This is so key, as we can't help the children if we don't know about them, which is also a Heart Gallery Motto. This was a direct result of Director Koller's persistence in getting an accurate count of children in permanency.

Director Koller's passion to help these children is truly a highlight of her service to the State and the impact is immeasurable. To help one child go from orphan to being part of a family is a true miracle. But the Heart Gallery has helped dozens of children find adoptive homes, legal guardianships, college scholarships, jobs including apprenticeships for a trade, gain much needed clothing as well as provide positive recreational activities that these young people desperately need. Our youth have met with Mayors, council members, State Senators and Representatives as well as the Lt. Governor several times. They have enjoyed days with police officers and social workers- all of which has had a dramatic impact on the often negative perception of these public servants by the foster children.

Another wonderful result that has emerged is that children that may have been lost in the system under the paperwork and red tape and have been unseen by their social worker or have basic needs that haven't been met on a timely basis have gained access to administrators directly and services have been brought to date. This is so exciting- as the children are finding that they have a voice and that they are important to our social service staff. There is not to be a scientific study to follow this, but I can very well imagine that the impact of this will be seen in how foster youth view themselves and conduct themselves into their adult life- which could result in less homelessness, arrests and dependency on state resources once they leave foster care.

The Heart Gallery and all those serviced by our volunteers would benefit greatly by the confirmation of Director Koller.

Thank your for your kind consideration.

# TESTIMONY

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

FROM: Aviam Soifer AS

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 Aviam Soifer and I write in support of 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. I now resubmit my letter as my official testimony explaining my experience with Lillian B. Koller and supporting her reconfirmation.

Thank you for this opportunity to testify.

  
Aviam Soifer  
March 27, 2007

**U N I V E R S I T Y   O F   H A W A I I   A T   M A N O A**

The William S. Richardson School of Law  
Office of the Dean

January 16, 2007

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

Dear Senator Chun Oakland:

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

This is to request your favorable consideration of the reconfirmation of Lillian Koller as Director of the Department of Human Services.

Ms. Koller's leadership and support has allowed the William S. Richardson School of Law, the Department of Human Services, and the Judiciary to significantly improve the situation of families involved in judicial proceedings that result in or may result in children being placed in foster care. In particular, Ms. Koller has been instrumental in helping to establish and fund a program that trains graduate assistants and law students from the School of Law to work with families involved in child protective court cases (Chapter 587, Hawaii Revised Statutes).

Recent Law School graduates and students have participated, for example, in the development and implementation of training strategies for alternative dispute resolution and alternatives to out-of-home placement and drafted material to inform foster children of their legal rights and available community resources. They are evaluating the quality of legal representation provided to parties in a child protective case, and developing performance measures to assist family court judges manage their caseloads and to facilitate timely reunification and other permanency decisions for foster children. They also are preparing an orientation video for parents new to the child welfare judicial system, researching how to expedite appellate decisions in child welfare cases, and they are developing informational materials for parents about the termination of parental rights and the appeals process.

In addition--and again with Ms. Koller's crucial support--the School of Law will embark this month on a cutting-edge clinical program with child welfare at its core. In this innovative program that is likely to become a national model, professional school students in law, social work, nursing, and education will study and work collaboratively across disciplines to address the special needs of at-risk youth in our community.

To be sure, much more remains to be done, but Ms. Koller is to be commended for her leadership and her ongoing efforts to improve the lives of the thousands of children in Hawaii's foster care system. Based on the Law School's experience in working with Lillian Kohler, I urge you to reconfirm her as Director of the Department of Human Services and thereby to support continuation of the vitally important work she has begun.

Sincerely yours,



Aviam Soifer  
Dean and Professor of Law

# TESTIMONY

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

FROM: Jessica Lani Rich

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 Jessica Lani Rich and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

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

Thank you for this opportunity to testify.

*Jessica Lani Rich*  
[Sign your name and date]



# VISITOR ALOHA SOCIETY OF HAWAII

*"O KE ALOHA KE KULEANA O KAHU MALIHINI"*

*(Love is the Host in Strange Lands)*

## BOARD OF DIRECTORS

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 Functional Freedom Therapy Center  
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 Erwin, Cabrinha, & Au, LLP

January 9, 2007

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

Re: Testimonial letter on behalf of Director Lillian B. Koller

Dear Senator Chun Oakland,

I would like to commend Department of Human Services Director (DHS) Lillian B. Koller for her outstanding work in the community. In the past several years, we have contacted her office to assist with visitors who decided to become residents.

## DIRECTORS

Alvin Adams  
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 Lee D. Donohue  
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 Attorney, Marr, Hipp, Jones & Wang  
 Tom Wogan  
 District Sales Manager, Delta Air Lines

Director Koller's staff contacted the Visitor Aloha Society of Hawaii to offer support for an assault victim. DHS did everything to ensure that the victim, a new resident, obtained prompt assistance in terms of food stamps and medical care. In another case, involving a morbidly obese man who came to Hawaii to live, and who was stranded in a wheelchair at Aloha Tower Marketplace, her office quickly went into action and did everything it could to take care of this man. They replaced his broken wheelchair and found him temporary shelter. Every human being is treated with dignity.

I hope that Director Koller continues to serve in her current capacity, for she is a caring administrator who has helped so many people in need. She has done more for the state of Hawaii by turning the Department of Human Services into a client-friendly agency and it is a pleasure to deal with her department.

Sincerely,

Jessica Lani Rich  
 President & Executive Director

**PRESIDENT &  
 EXECUTIVE DIRECTOR**  
 Jessica Lani Rich

## TESTIMONY

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

FROM: David Asato

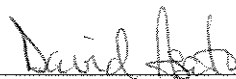
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

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

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

Thank you for this opportunity to testify.



[Sign your name and date]





# VSA Arts of Hawaii-Pacific

2201 Waimano Home Road, Hale C Pearl City, Hawaii 96706

Telephone/Fax: (808) 455-6002

**VSA ARTS OF HAWAII-  
PACIFIC**

**BOARD OF DIRECTORS**

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Native Hawaiian  
Artist-Educator

**Jim Mihalke**  
Executive  
Director NAMI

**David Asato**  
Executive  
Director

To: Honorable Hawaii State Sen. Suzanne Chun-Oakland  
Chair, Hawaii State Health and Human Services Committee  
Fr: David Asato, Executive Director, VSA arts of Hawaii-Pacific *DA*  
Re: Endorsement of Lillian Koller as the Director of Hawaii DHS  
Date: January 5, 2007

On behalf of VSA arts of Hawaii-Pacific, I wish to extend my strong endorsement for re-appointing Lillian Koller as Director of the Hawaii Department of Human Services.

VSA arts of Hawaii-Pacific is a statewide agency that serves nearly 3,000 adults and youth in the communities, and in public schools in becoming adept at art-making, that promotes more, financial literacy, self-determination and independence daily life. We promote creative and cultural arts solutions in employment opportunities for people who have been and are chronically under and/or unemployment.

During the last four years of re-establishing VSA arts in Hawaii statewide, Ms. Koller has been open and enthusiasm in her support of VSA's mission to serve Hawaii's at-risk youth and adults who are poor and disenfranchised.

It has been refreshing important for VSA arts to work closely with DD/MR Waiver Association and the Department of Health, and the DD Council in the planning of the Hawaii direct service worker training institute. Ms. Koller has given VSA arts and the University of Hawaii Center on Disability Studies' Medicaid Infrastructure Grant team the approval and the latitude to work jointly on behalf of people with disabilities to make workplace personal assistance services an integral component of a healthy and happy lifestyle.

We need more leaders like her. Thank you for the important work the committee does regarding matters of health and human services in Hawaii.

**TESTIMONY**

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

**FROM:** Erika Teska


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

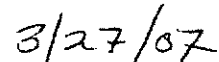
**Hearing:** Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Erika Teska 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 letter. I am now submitting my letter to you as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
\_\_\_\_\_  
Erika Teska

  
\_\_\_\_\_  
Date



## Women In Need

85-979 Farrington Hwy D, Wai'anae, HI 96792 · Telephone 696-1996 · Fax 696-1919

---

March 27, 2007

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

In the summer of 1997, I moved to Hawaii with my 4-year-old daughter, and the father of my unborn child. I was seven months pregnant. We moved from Fresno, California because there is a lot of gang activity in Fresno. I believed Hawaii was the perfect place to raise a family away from violence.

However, after a while my boyfriend started coming home after work drunk. He would say abusive things. I would try to avoid him. But things got worse. Until one night he came home very drunk and wouldn't leave me alone. I was lying on the bed and he was yelling at me and then he started to jump up and down on the bed and me. My daughter ran and hid to one side of the room. I yelled for help- for someone to call the police. Finally a neighbor came by and my boyfriend told me to leave. However, it was the middle of the night and pouring down rain. The next day I packed.

I was isolated up Pupukea Road; so I had to walk down to use the phone. I called 911. They gave me the number for Hale Ole. I was afraid to stay and afraid to leave. But I left. I lived at the shelter for 2 1/2 months, while I was there my son was born. And the healing began.

While at the shelter, I attended the classes given by Women In Need (WIN). and used those tools I learned to create a safe and peaceful life for my children. The staff at WIN helped me to succeed. Without WIN's help and support, I would have gone back to my abuser. I had no where else to go. My children are happy now and good-natured. My daughter was involved with the Peer Mediation; she helps resolve conflicts at school. My son lives in a home without violence.

I feel very fortunate for the services I received. Now almost 10 years later, I work at WIN. I am teaching Life Skills at the same shelter to support other women leaving abusive relationships or in transition. I currently am a student at HPU working towards my Bachelors in Computer Science. I am here because of WIN and the support they receive from Department of Human Services. Funding for these types of organizations is imperative. Lillian Koller understands that and she is proactive in enforcing services that strengthen and empower families.

# Hawai'i Coalition for Dads

Promoting involved, nurturing, responsible fatherhood

March 29, 2007

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

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

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

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

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

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

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

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

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

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

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

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



OFFICE OF HAWAIIAN AFFAIRS  
Legislative Testimony

**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.**  
Senate Committee on Human Services and Public Housing

April 3, 2007

1:15 pm

Room 016

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Aloha No, Chairperson Chun Oakland and members of the Committee on Human Services and Public Housing,

I am Colette Y. Machado, OHA Trustee representing the islands of Molokai and Lanai and Chairperson of the Beneficiary Advocacy and Empowerment Committee.

The Office of Hawaiian Affairs **supports the confirmation of Lillian Koller as Director of the Department of Human Services.** Lillian Koller has taken the State Department of Human Services through a difficult transition since receiving a critical audit that called for greater assurances to the public about the safety of children under its supervision, and federal agents identified deficiencies in the child welfare system. In implementing changes, there have been numerous examples of Ms. Koller's willingness to advocate for the state's neediest and most vulnerable citizens. Ms. Koller has sought to introduce new ideas to child welfare services, as well as responded boldly to the federal review of child welfare services in developing a comprehensive performance improvement plan.

For example, she and her staff developed a simplified Med-QUEST form, called the "pinkie," which helped enroll an additional 11,000 children and youth in health insurance, as well as creating a specialty form for pregnant women and children that sought to lessen delays in the applications process.

In another example, her department took advantage of federal monies available to the state, a one-time grant of \$3 million that could be used for out-reach and IT improvements, and with \$2 million of that money and entered into a contract with Hawaii Primary Care Association to hire 33 outreach workers. These outreach workers were placed in community clinics, and in the Hawaii Healthcare System network, and within less than a year there were 11,000 children enrolled and getting health insurance.

Through the SEE Hawaii Work, a job placement program which operates like a private employment agency, employers can interview clients, and if hired, are reimbursed wages at \$6.25 an hour for up to 40 hours a week, and an additional 14 percent in reimbursements for unemployment insurance, Workers Compensation, FICA, etc.

In the area of Native Hawaiian affairs, Ms. Koller helped initiate State efforts to address problems relating to placement of Native Hawaiian children in the State foster care system. She and her staff, for example, have been very supportive of Kokua Ohana, a program of the Partners in Development Foundation and an OHA grantee, to recruit and train Native Hawaiian foster parents in communities throughout the State and to build support networks for these foster parents within the communities. Ms. Koller and her staff have been active participants in quarterly meetings of the Governor's Advisory Committee on Native Hawaiian Foster Parents and have been instrumental in expanding Kokua Ohana's network and capacity.

These programs are only sampling of the DHS programs that Ms. Koller and her staff have established, and she has built new alliances to move forward the mission to provide the neglected, abused and low-income residents of Hawaii the assistance and opportunities they need to become more self-sufficient.

Mahalo nui loa for the opportunity to present testimony.



**"A New Beginning to Independence!"**

MEMORANDUM:

DATE: March 30, 2007

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

FROM: Raenette Anela Marino  
Site Manager

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

As the Site Manager for Paxen's Forward March program on the Big Island of Hawai'i, I am testifying in support of reconfirming Lillian Koller as the Director for the Department of Human Services.

It is through her support, Paxen and the Hawai'i National Guard have been able to bring their programs to the communities here on the Big Island of Hawai'i, where one in four native Hawaiian children lives below the federal poverty level. One such program that Director Koller has supported is the Forward March program. A job readiness and training program for adults, Forward March has been able to positively impact families.

For example, last month we were able to offer our program to the Kihei Pua Emergency Shelter in Hilo. Within a month of graduating from Forward March, two of our participants from the Shelter—both single mothers—graduated, obtained employment, moved out of the Shelter, and are in the ongoing process of providing a better life for their children.

Thus it is without reservation I humbly ask for your vote in reconfirming Director Lillian Koller. Thank you.

P.O. Box 256 16-512 Volcano Highway Kea'au, Hawai'i 96749  
Tel: (808) 982-7959 Fax: (808) 982-7960 Cell: (808) 333-4399



**Native Hawaiian Chamber of Commerce**  
P.O. Box 597  
Honolulu, Hawai'i 96809-0597

**(808) 531-3744**

[www.NativeHawaiian.cc](http://www.NativeHawaiian.cc)

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Kamano Mills  
Kaulana Park  
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**TESTIMONY OF THE  
NATIVE HAWAIIAN CHAMBER OF COMMERCE  
ON**

**THE CONFIRMATION OF THE APPOINTMENT OF  
LILLIAN KOLLER**

**AS DIRECTOR OF THE DEPARTMENT OF HUMAN SERVICES**

Aloha Senator Chun Oakland, Chair, and members of the Senate Committee on Human Services and Public Housing, aloha kākou;

I am H.K. Bruss Keppeler, Chair of the Government Relations Committee of the Native Hawaiian Chamber of Commerce.

Founded in 1974, the Native Hawaiian Chamber of Commerce (NHCC) strives to encourage and promote the interests of Native Hawaiians engaged in commerce, services and the professions. NHCC members participate in a variety of economic, social and public affairs.

**Mission Statement – To strengthen Native Hawaiian business and professions by building on a foundation of relationships, resources, and Hawaiian values.**

In keeping with our mission, NHCC: Provides opportunities for networking among members, the people of Hawai'i and those engaged in business and industry, serves as a means to organize the Hawaiian business community into a viable economic and social voice and provides the necessary facilities for members' educational advancement in subject areas relevant to business, industry and commerce.

The Native Hawaiian Chamber of Commerce is in favor of the confirmation of the appointment of Ms. Lillian Koller as Director of the Department of Human Services..

Ms. Koller has served in the position to which her reappointment is sought in an exemplary manner and should be confirmed so that programs and projects she instigated can continue and grow.

Some examples of how Ms. Koller has helped, with an emphasis on help to the Hawaiian People, are as follows:

Hawaiian Values and Principles of Conduct for NHCC Members: ALOHA Love, kindness, affection • MĀLAMA Preserve & nurture • HO'OKIPA Hospitality • LAULIMA Work together • 'IMI 'IKE Seek knowledge • LOKOMAIKA'I Generosity & kindness • PONO Morally righteous & fair • HO'OMAU Perseverance • HA'ĀHA'A Humility • LŌKAHI Unity

### **Kokua `Ohana Foster Care Program**

Under Director Lillian Koller's leadership, the State Department of Human Services (DHS) for the first time squarely addressed the issue of Native Hawaiian foster care children being placed in homes outside their own culture. This is a critical issue, given that more than 50 percent of the State's foster children are of Hawaiian ancestry.

In November 2004, DHS helped the Partners-In-Development Foundation (PIDF) social service agency obtain a \$715,000 grant to recruit Hawaiian foster parents statewide and provide them with training, certification and ongoing support. The grant came from the U.S. Department of Health and Human Services, Administration for Native Americans.

Based on the success of the pilot program, PIDF continues to carry out the Kokua `Ohana program under a six-year contract with DHS.

### **Support for Hanai Foster Parents**

In keeping with a Resolution of the Association of Hawaiian Civic Clubs and widespread support among the Hawaiian community, DHS lobbied the State Legislature to endorse the concept of placing foster children with their hanai families when appropriate.

### **Hui Ho`omalu**

To provide a nurturing and safe environment for Hawaiian foster children, DHS started the Hui Ho`omalu statewide initiative by bringing together PIDF, Catholic Charities of Hawai'i and the Foster Family Programs. This initiative recruits, trains and provides ongoing support to resource families, focusing on kinship care and maintaining family connections.

### **Child Welfare Services Reforms**

Director Koller instituted widespread reforms of the troubled Child Welfare Services (CWS) Branch, which was removing children from their family homes at four times the national rate. Through these reforms, Director Koller brought CWS into conformance with best practices recognized across the nation and mandated by the U.S. Administration for Children and Families.

The overhaul included doing away with obsolete practices that denigrated Hawaiians by separating children from their culture. Today, Hawaiian community-based organizations are participating in the management and delivery of child welfare programs on an unprecedented scale.

### **Locating Missing Children**

To help locate missing children or assist DHS in investigating a child's case, Director Koller created new confidentiality rules allowing Child Welfare Services to release private records under certain circumstances to the media, law enforcement, prosecutors and other agencies, as well as to physicians caring for children suspected of being victims of abuse or neglect.

Another way DHS helps protect keiki and youth is through a Web site dedicated to finding children missing from the foster care system. Launched in 2005, the site contains photos and pertinent information about the children, as well as instructions about what community members should do if they know the whereabouts of a missing child.



### **`Ohana Conferencing**

In keeping with the traditional Hawaiian practice of "putting things right," DHS provides funding for the `Ohana Conferencing program to enhance the safety of keiki in the Child Protective Services system. This program greatly expands the State's use of a family mediation approach to locate relatives, transition foster youth to independent living and help heal missing children once they are found.

### **Na Kupuna Tribunal**

Under a partnership with the DHS Child Welfare Services Branch, the Na Kupuna Tribunal is helping place foster children with their family members by locating kin through the use of genealogy and computer searches.

### **Kanu o ka `Aina Learning `Ohana**

To help youth make healthy choices, DHS provides funding for the Kanu o ka `Aina Learning `Ohana (KALO) after-school program at ten Native Hawaiian charter schools. The program focuses on developing self-esteem and life skills, as well as cultural activities designed to prevent teen pregnancy, substance abuse and other risky behaviors.

### **Malama Mobile**

To help homeless people living on the beach in the Waianae area of O`ahu, DHS recently partnered with Kamehameha Schools to fund the Malama Mobile. This outreach effort brings social services to homeless adults and children, such as a traveling preschool and a family literacy program.

### **Diverting Troubled Youth from Correctional Facility**

Under Director Koller's leadership, DHS established programs to divert youth from being sent to the Hawai'i Youth Correctional Facility (HYCF). These programs include the Ke Kama Pono safe house that provides caring rehabilitation for Big Island girls in Honoka`a, and the Hawai'i Advocate Program that provides intensive in-home counseling for troubled youth.

### **Support for Office of Hawaiian Affairs**

Director Koller has assisted Trustees of the Office of Hawaiian Affairs (OHA) in identifying additional Federal sources of financial support. This effort included finding ways for OHA dollars supporting social service programs to be augmented with Federal revenue.

### **Securing New Federal Funding**

During her four-year tenure, Director Koller has secured about \$200 million in previously untapped Federal funding to expand existing social services and launch many innovative programs benefiting needy populations, which are often predominantly Hawaiian. This additional money also helps ease the burden on the State budget.

### **Expanding Healthcare Services**

In the area of healthcare, Director Koller has expanded the Quest Medicaid waiver to provide an addition 9,000 children and 20,000 adults with medical coverage. She also secured \$24 million in Federal aid to

support hospital services for uninsured and other needy patients, and secured \$8 million to help adults with diabetes maintain their health.

### **Transitioning from Welfare to Work**

To help clients gain the skills and experience needed for the workplace, DHS launched SEE Hawai'i Work in February 2005. This program places welfare recipients in company job training programs statewide, and many of these clients are eventually hired by the companies that trained them. A video on SEE is posted on the DHS Internet home page: [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs).

Also, in anticipation of heightened work requirements under revised federal regulations for welfare recipients, DHS in 2006 began offering new financial incentives that encourage clients to seek and maintain employment. This "Reward Work" initiative allows recipients to retain 100 percent of their welfare grants while they work during the first two years of assistance. The program also offers two years of progressive cash bonuses of up to \$8,250 for people who voluntarily exit welfare for employment, plus two months of rent payments to stabilize housing.

### **Awards Received by Director Koller**

The Women in Need (WIN) nonprofit organization honored Director Koller with the "Woman of the Year Award" for 2005 for empowering women and families across the State. In presenting the award, WIN highlighted Director Koller's initiatives to improve child welfare services and to provide healthcare coverage to tens of thousands of uninsured adults and children.

The Big Island Press Club presented Director Koller with the "Torch of Light Award" for 2006 in recognition of her courage in making government more transparent and accountable by allowing the release of confidential documents to help locate missing children. These new rules enabled DHS to release more than 2,000 pages of documents regarding the 1997 disappearance of "Peter Boy" Kema, Jr. on the Big Island.

Mahalo



## CHILDCARE BUSINESS COALITION

Committed to Quality Education

January 16, 2007

Calvary Episcopal  
Church Preschool

The Cole Academy

Hanalani Schools

KCAA Preschools  
of Hawaii

Kama'aina Kids

Rainbow Schools

Seagull Schools

St. Timothy's  
Children's Center

Waiānae Coast Early  
Childhood Services

Waikiki Community  
Center

Liaison:  
Christina Cox  
(808) 941-9414

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

Dear Senator Chun Oakland:

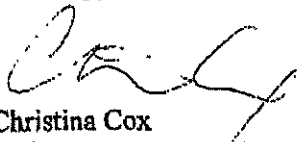
RE: Letter of Support for Director Koller

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

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

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

Sincerely,

  
Christina Cox  
Liaison

cc: Lucille Caba

156C Hamakua Drive Kailua, Hawaii 96734