

JAN 18 2008

S.B. NO. 2664

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# A BILL FOR AN ACT

RELATING TO EDUCATION.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. Chapter 302A, Hawaii Revised Statutes, is  
2 amended by adding a new section to be appropriately designated  
3 and to read as follows:

4           "§302A- Ombudsman; established. (a) The department  
5 shall establish seven permanent civil service exempt full-time  
6 equivalent ombudsman positions; provided that one ombudsman  
7 shall be assigned to each school district.

8           (b) Each ombudsman shall be responsible for the following:

9           (1) Assuring the delivery of quality services by the  
10           department of education;

11           (2) Addressing questions, issues, and concerns of  
12           stakeholders and other interested parties with regard  
13           to the delivery of services by the department and  
14           providing timely responses thereto;

15           (3) Investigating complaints from stakeholders or other  
16           members of the public against the department;



- 1       (4) Working to resolve individual issues through problem
- 2           solving with stakeholders;
- 3       (5) Helping to identify issues or policies within the
- 4           system and develop solutions for implementation within
- 5           the department;
- 6       (6) Preparing and submitting quarterly reports on the
- 7           ombudsman's functions to the board of education; and
- 8       (7) Preparing and submitting annual reports on the
- 9           ombudsman's functions to the legislature no later than
- 10          twenty days prior to the convening of each regular
- 11          session."

12       SECTION 2. There is appropriated out of the general  
13 revenues of the State of Hawaii the sum of \$                    or so  
14 much thereof as may be necessary for fiscal year 2008-2009 for  
15 7.0 (FTE) ombudsman positions within the department of education  
16 as provided in this Act.

17       The sum appropriated shall be expended by the department of  
18 education for the purposes of this Act.

19       SECTION 3. New statutory material is underscored.

20       SECTION 4. This Act shall take effect upon its approval;



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1 provided that section 2 shall take effect on July 1, 2008.

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INTRODUCED BY:

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Jay L. Auer

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**Report Title:**

DOE; District Ombudsman; Appropriation

**Description:**

Establishes an ombudsman for each school district to address questions and concerns of interested parties. Appropriates funds for the new positions.

