

REVISED

LATE

SCR200 – Requesting the auditor to conduct a financial and management audit of the Hawaii Centers for Independent Living
Hearing date: Tuesday, March 25, 2008
Hearing time: 4:30 p.m.

Dara Fukuhara
98-1951 A Kaahumanu Street
Aiea, Hawaii 96701

March 24, 2008

To the members of the Senate Committee on Human Services and Public Housing:

I'm writing as a concerned citizen of the community in support of SCR200 – Requesting the auditor to conduct a financial and management audit of the Hawaii Centers for Independent Living.

The audit will help identify corrected action to reverse the loss of staff, funding and services – not close the Center. I want to emphasize the need for a State audit by providing you the following:

- There has never been a federal RSA (Rehabilitation Services Administration) financial audit. RSA conducts only federal program reviews. RSA is unsure of their next review of the Center. The last review of the Center was conducted on September 14 - 21, 2004. RSA does not have a response from the Center regarding the findings of the review on file, nor does the Department of Human Services, Division on Vocational Rehabilitation and SILC.

Federal program reviews are only about the RSA funding and are insufficient for monitoring the overall program. Oversight of the State's \$1,177,267 funding is not part of the federal review. RSA also does not review all of its independent living (IL) grantees every year, but a representative sample. Federal RSA offices must monitor 250-plus IL centers and they just closed regional offices; therefore, oversight is nearly non-existent.

- There has never been a state audit on the Center. The agency only submits periodic reports to the State and many of those reports are missing. In the 704, Part II report from the Center, there is erroneous information. Statistical information reported by the Center in the report is stated that the numbers can't

be confirmed since there may have been a "glitch in their system." When a federal report contains such obvious omissions and incomplete reporting, one cannot but wonder about the validity of the other information presented.

- A state audit can determine whether or not the state investment of approximately \$1,177,267 is being spent appropriately. The Center's director has stated repeatedly that HCIL has lost monies and will seek additional monies from the Legislature to increase IL services. However, unless the state knows how the \$1,177,267 is already being spent, there can be no reason to justify additional monies from the legislature. Federal funds are not likely to increase, which will make the pressure on the state to augment funding in the future. If we are truly interested in increasing IL services, then we need justification beyond consumer demands.

With only ONE Center, the state essentially is faced with sole source procurement. Thus, we must ensure that our money is being appropriately spent and the disabled community is provided with a breadth of IL services.

In summation, I strongly support SCR200 and urge the members of this committee to do so as well.

Regards,

Dara Fukuhara

**ART FRANK
1509 PIIKEA ST
HONOLULU, HI 96818-1842
March 25, 2008**

LATE

TESTIMONY TO THE SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

SCR200 REQUESTING THE AUDITOR TO CONDUCT A FINANCIAL AND MANAGEMENT AUDIT OF THE HAWAII CENTER FOR INDEPENDENT LIVING

My name is Art Frank and I am a deaf quadriplegic who has been an advocate for the disabled with emphasis on deafness since 1981. In 1979-80 the State Vocational Rehabilitation Services was mandated by the federal government to set up an Independent Living Center in Hawaii. I was one of the disabled persons appointed to the committee to set up the Hawaii Center on Independent Living. Consequently HCIL has always been important to me although I've never had to use their service. In the early 80's I was a volunteer with the HCIL working with the first two Executive Directors. Consequently HCIL has always been important to me.

In the last few years I've heard so many negative comments about HCIL services in the disabled community, especially from the deaf. Whether its' true or not I have no idea. But I'm not surprised to see SCR200 being submitted to the legislature because there's too much dissatisfaction with the HCIL services in the community.

I am particularly concerned with the high staff turnover and exodus of board members within the past five years resulting in a lack of continuity of services as stated in SCR200. Furthermore if the state is responsible for managing the day to day operations and should be monitoring the grant and sub-grant supported activities to assure compliance with applicable federal requirements etc, I believe an audit is justified because we the community and the state does not know what's going on at HCIL.

Last years similar resolution which failed because of many opponents who stated there was no need of an audit because it would be redundant since the Rehabilitation Services Administrations conducted audits and was in fact conducting an audit last year. Opponents felt there was no need for the state to conduct an audit in 2007 when the RSA was conducting an audit too. I found out later when the Deaf Hard of Hearing Advisory Board met with the representative of the RSA in Hawaii that the audit they conducted did had nothing to do fiscally. In other words, at this point neither the state nor the feds know what's going on with public funding at HCIL. Maybe there's no problem fiscally at HCIL, but an audit is justified so the public and the state knows one way o the other how our taxes is being spent.

Thank you vey much for the opportunity to testify.

Art Frank

LATE

James D. Souza
PO Box 426
Honokaa, Hawaii
(808) 775-0444 (TTY)
souzaj029@hawaii.rr.com

March 24, 2008

Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Vice Chair
Committee on Human Service and Public Housing,
Hawaii State Capitol
Honolulu, Hawaii 96813
Re: SCR 200

Dear Senators Oakland and Ihara:

I am in support of SCR 200 requesting the auditor to conduct a financial and management audit of Hawaii Centers for Independent Living (HCIL).

As a person with disability, a member of Hawaii County Mayor's Committee on Persons with Disabilities, and, a resource person for Big Island Deaf Community, I am deeply concerned as to whether persons with disabilities are able to access and receive appropriate and adequate services as should be provided by HCIL.

For last two years, I have been aware of concerns raised by the deaf clients of HCIL and those seeking services from HCIL. The manager at East Hawaii Center for Independent Living (Hilo CIL) does not have all necessary skills to manage and provide the services. I have noticed many clients turning to other agencies or friends for the services that would otherwise be provided by HCIL and Hilo CIL. I also have noticed many clients were denied of the services or were driven away just because HCIL staff did not like them. These are just a few examples of what I believe is HCIL's and Hilo CIL's inability to carry out programs.

Hopefully SCR 200 will be passed to ensure that persons with disabilities receive appropriate services currently under contract to HCIL.

I thank you for the opportunity to provide testimony.

Sincerely,

James D. Souza

Elena Costales
P.O. Box 309
Lawai, HI 96765-0309

LATE

March 25, 2008

I am opposed to SCR 200.

Hawaii Centers for Independent Living has helped me achieve my Independent Living goals. I'm very satisfied with the services provided. HCIL is already audited by the federal government. I'd rather the money be used on accessible transportation and assistive technology. Thank you for your consideration.

Mahalo,
Elena Costales
Elena Costales

RITA MANRIQUEZ
P. O. BOX 1194
KAPAA, HI 96746

LATE

MARCH 25, 2008

I AM OPPOSED TO SCR 200, AND THIS IS WHY: AS A TRAUMATIC BRAIN INJURY SURVIVOR, KAUAI'S CENTER FOR INDEPENDENT LIVING HAS HELPED ME OUT SO MUCH WITH BECOMING INDEPENDENT. THEY HELP ME WITH PROPER GUIDANCE TO THE ASSISTANCE THAT I HAVE NEEDED THROUGH OUT THE YEARS.

WHEN I NEED AN ATTENTIVE EAR THEY ARE THERE, SINCE I DON'T DISCLOSE MY PRIVATE INFORMATION TO THE PUBLIC

I THANK YOU FOR READING MY OPPOSITION RE: THIS AUDIT.

SINCERELY,

Rita Manriquez

L. LATE

3/25/2008

Re: SCR 200

To Whom It May Concern:

I am not in support of SCR 200 – HCIL on Kauai has helped me by providing me with support for Independent Living. Rhoda, from HCIL on Kauai has given me active attention, resources and other help. HCIL on Kauai provides outstanding personal service to informational classes. With the help of HCIL I have gone from living with my parents to having my own place to live independently. With their help I have acquired ADA Paratransit services, which gives me the ability to move independently.

Thank You,

Debra Burson

Debra Burson

(808) 822-5625

5998 A Olohena Rd.

Kapaa, HI 96746

Mildred Garrett
Private Address
Honolulu, Hi 96818

LATE

Tuesday, March 25, 2008
4:30pm
Conference Room 016

Opposed the SCR200 bill

To the Honorable Senator Suzanne Chun Oakland, Chair
and Senator Les Ihara Jr, Vice Chair

I am from Honolulu, I am deaf and Born Hawaii. I am a consumer with the HCIL. A deaf staff, Cheryl Mizusawa. I Helping HCIL for Volunteer since from 2005 till now. HCIL wonderful helping me since. HCIL staff doing wonderful good jobs. I thanked to Cheryl Mizusawa for all her hard working and helped me everything she had done for me. And now, Cheryl Mizusawa is helping me.

Aloha,

Mildred Garrett

Mildred Garrett

LATE

State Capitol, Room 016, March 25, 2007

To the State Senators of the State of Hawaii Legislative; Committee on Human Service and Public Housing.

Whom it may concerns,

My name is Jacob Ching, I am Deaf consumer here for Hawaii Centers for Living and have known its service to many People with Disabilities.

I opposed to the SCR200 bill because I have supported Hawaii Centers for Independent Living because its staff have helped me and other consumers to find better living here. Hawaii Centers for Independent Living has referred me to go to find the housing, go to the hospital, helped me to get new glasses for me, and provides service for tax return volunteer to help me to filling out tax return form. HCIL also provides American Sign Language interpreter to communicate between them who are hearing people and me. I think the Audit is not necessary for HCIL because it has service which has already met my needs.

Thank you,

Jacob Ching

LATE

State Capitol, Conference Room 016 at 4:30 pm, March 25, 2007

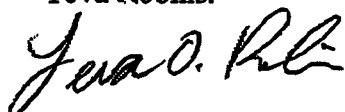
To the State Senators of the State of Hawaii Legislative; Committee on Human Service and Public Housing.

Whom it may concerns,

My name is Teva Robins, I am Deaf consumer here for Hawaii Centers for Independent Living. I supported HCIL because it has better service to me to find the affordable housing, helped me to get Social Security Income benefits for my needs, arranges me to have my family meeting here, provides me to get food stamp and financial assistance, and helped me to get better health care insurance. I opposed SCR200 bill because I think the Audit is not necessary for HCIL.

Thank you,

Teva Robins.

A handwritten signature in cursive script, appearing to read "Teva Robins".

LATE

State Capitol, Room 016, March 25, 2007

To the State Senators of the State of Hawaii Legislative; Committee on Human Service and Public Housing.

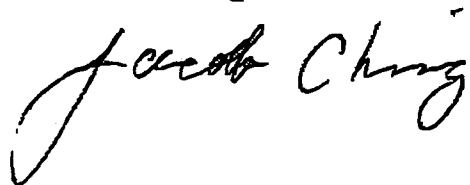
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Thank you,

Jacob Ching

A handwritten signature in cursive script that reads "Jacob Ching". The signature is written in black ink and is positioned below the typed name.

Members of the Committee on Human Services and Public Housing

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

LATE

Testimony in opposition to SCR 200

From Philip Ana Jr.

I wish to give testimony opposing SCR200 I come to you with mixed emotions with regards to as I am familiar with the individuals requesting this action. I know them as co-workers, many of whom I have trained and those whom I have collaborated with.

I have been employed at HCIL for over 25 years. I have served in the capacity as management staff and in services. The goals and mission of the Center have not changed. In fact, under the current direction of Ms. Lockwood, advocacy efforts have increased on a systems and individualized basis. I refer to our housing advocacy and creating equal access to all persons with disabilities, and building a strong advocacy network. Not only has the center increased in their efforts on a systems level, it has also provided advocacy on an individual level. I recall the many appeals for social security benefits and advocacy in the individualized education plan.

Approximately four years ago when I was offered the position of directing one of HCIL's outreach programs, I accepted the position because I wanted to make a difference in my own community. With Ms. Lockwood's help I was able to open an office in Hauula and have the necessary funding to operate it (including office/clerical staff). We were able to establish a presence in the community and provide valuable service to disabled individuals from Kahaluu up the windward coast to the north shore communities of Haleiwa and Waialua and the communities along the leeward coast. We have grown from providing services to 30 consumers in the first year up to 70 current consumers, with a total consumer base of 164 persons. Our Outreach program continues to go out into the community weekly to distribution sites serving homeless families providing valuable resources including independent living services. This outreach office continues to work with the High Schools providing transitional services from High school to independent living. We have also worked with disabled adults in a support group where group members are learning leadership skills, plan activities, and obtain knowledge that will benefit them in the future. Under this outreach program, Hawaiian students have participated in summer work programs, individuals have received job training and authentic mentoring of both the independent living model and independent living skills. In addition to skills training for staff, many social work interns from BYU-Hawaii have gained an understanding of the independent living philosophy through their internship with us.

HCIL, under the direction of Ms. Lockwood, is serving greater numbers of consumers on the Big Island than it had previously done. This has happened because more individuals are working from their homes to accommodate the wide geographical needs of disabled

persons living there. She has supported the cause of deaf individuals enabling them to have a voice in the community.

I urge you to look at the good work which HCIL has provided to disabled individuals in the community and not its management style. I liken this analogy to a football coach whose strategy may differ than the previous coach. Are we not all winners if we can achieve the same goal, that of independence for persons with disabilities.

Respectfully submitted by Philip Ana Jr., North Shore Outreach Director for Hawaii Centers for Independent Living.

LATE

Lymari Graciano

Testimony in regards to SCR 200 Request for Financial
and Management Audit of HCIL

March 25, 2008

1. Pat Lockwood issued Christmas bonuses with the approval of the board of directors. Christmas Bonuses are not allowed in government grants. Therefore, they are not given a budgetary line item. This will be recorded in the board of directors November 2005 monthly meeting CD and in the Ceridian Payroll records for December of 2005.
2. Unspent funds - Grant funds that remain unspent at the end of the grant period are to be refunded to the grantor. The state grants were not completely spent yet quarterly expenditure reports saying that they were spent completely to the penny were sent to Guy Tagamori. I refused to sign these bogus reports. Pat Lockwood's signature is found where the financial director should have signed. Federal funds were also drawdown monthly by Pat Lockwood. The amounts drawdown should equally represent money spent yet Pat Lockwood instead drewdown arbitrary numbers not representing actual expenditures as required. Drawdowns done with Pat Lockwood's password were done by her alone. She is the only one with access to her password. I have my own password and can verify the accuracy of those drawdowns done with my password.
3. Travel Expenses - Pat Lockwood routinely scheduled travel that she never went on yet still received her per diem monies. Monthly trips to our outer island offices were scheduled and paid for yet never attended between July 05 and November 05 and January 05 through February 05. The Business Leadership Network Conference in Philadelphia on October 30th 2005 was also scheduled and paid for yet never attended by Pat Lockwood. Will Koki attended this meeting alone. Pat Lockwood said she felt sick just after she arrived in California. She stayed with her daughter for 2 weeks. She never reimbursed HCIL for her travel expenses.
4. Car Expenses - The company van was used for personal reasons by Pat Lockwood. Although originally purchased on an old city and county grant to serve consumers, after Max Balbuena left the Oahu van was never used for consumers. Gasoline, Insurance and Repairs were charged

to the 50/25/25 government grants. There is no automobile budget in those grants. Any auto expenses on those grants are in violation.

Other employees that were approved by Pat Lockwood to use the van for personal reasons were «GreetingLine», Cecelia Manettas and Takea.

During my time at HCIL I never witnessed a consumer being helped by use of the van. Other company vehicles in Kauai and Hilo were also never used for consumers. The outer island vans were not used by anyone but have sat in parking lots unused.

5. High office turnover due directly to Pat Lockwood. Many employees were fired for complaining about Pat Lockwood to the Board of Directors. Others were forced to resign due to threats from Pat Lockwood. This list includes but is not limited to the following people (please forgive misspellings):

Will Koki, Roxanne Harris, Hiroko Koberi, Lessie Cooper, Laura Tabosa, Sam Nagasawa, Charlene Chaves, Humberto in Kauai, Henry in Kona, Merle Norman, Cecelia Manettas, Lymari Graciano, Terry Jasper, Rhonda Yoshikawa, Nadine Santiago, Max Balbuena, Dee Okasaki, Sharon Macabugao, Gordon in Kauai, Ken Mailo, Christina Kealoha, Craig the accounting clerk, Patrick Ho in accounting, Terry Conlan, and Rodney Priest.

6. My last paycheck shows a larger year to date income amount than my W2. Accuracy of the W2 amount is the responsibility of Pat Lockwood. Misrepresenting income amounts on federal tax forms is illegal.

LATE

Members of the Committee on Human Services and Public Housing

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

Testimony in opposition to SCR 200

From Philip Ana Jr.

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persons living there. She has supported the cause of deaf individuals enabling them to have a voice in the community.

I urge you to look at the good work which HCIL has provided to disabled individuals in the community and not its management style. I liken this analogy to a football coach whose strategy may differ than the previous coach. Are we not all winners if we can achieve the same goal, that of independence for persons with disabilities.

Respectfully submitted by Philip Ana Jr., North Shore Outreach Director for Hawaii Centers for Independent Living.

testimony

From: Access Aloha Travel [info@accessalohatravel.com]
Sent: Monday, March 24, 2008 3:04 PM
To: testimony@capitol.hawaii.gov
Subject: Testimony for SCR200 - HCIL - 25 March 2008 at 4:30PM

To whom it may concern,

Please consider this testimony for the hearing to be held on Tues. March 25th at 4:30pm. in regards to HCIL.

My company rented from HCIL for many years, beginning in 1995. My office was across the hall from the HCIL office and directly across from the reception desk and area where clients waited for appointments, and often gathered to converse. On about Feb. of 2002, new management took over the office and from that point forward, we noticed a slow, progressive decline in the satisfaction of the consumers. In particular, there seem to be a drastic dissatisfaction being voiced on a very regular basis the last year to 18 months that we were still renting office space in the building. This time period would be from approx. the end of 2005, until we vacated the premises in April of 2007. By the time we left the building, the only clients that seemed to be even coming to HCIL were from the deaf community and even they were showing great dissatisfaction with the services that they were receiving, or, better said, not receiving. Another aspect that seemed suspicious during the time frame after Mark Obatake retired was the large turnover of employees, including ones who were not only long term workers but also seemed to be very efficient and who, in turn moved on to good employment.

It is very sad for me (working with the disabled as I do) to say that HCIL seems to no longer meet the needs of the disabled communities in Hawaii and I feel that this audit is extremely important, as I feel your findings will conclude that monies now being appropriated to HCIL would be much better spent for other community projects.

Thank you and Aloha.

Respectfully submitted,

Judy Heller/President

Access Aloha Travel

A subsidiary of PassageWays Travel

Phone: 808-545-1143

Toll Free: 800-480-1143

Website: www.AccessAlohaTravel.com

E-mail: info@AccessAlohaTravel.com

LATE

LATE

March 24, 2008

Honorable Chair Suzanne Chun Oakland, Honorable Vice-Chair Les Ihara, and the members of the Department of Human Services and Public Housing Committee,

Aloha I am Bernadine Maio a twin sister to a consumer of HCIL. In late November of last year 2007 my sister Bernadette Maio was sent to Straub Hospital because she was not feeling well. We the family felt that she was being discriminated against because of her disability or the color of her skin. HCIL sent an IL Specialist named Roberta AuYoung to work with us. This woman helped us by teaching us how to advocate for our sister in the hospital. My sister walked into the hospital and came back to us a living vegetable. Though we were all still angry at the way the system treated our sister Ms. AuYoung helped us to keep things in perspective. We found that HCIL was a great asset to us because we learned so much about how we can help our sister be more independent. Bernadette was transferred over to Hale Makua on Maui where she is closer to us and we can see her daily. At one point the hospital was going to send her home and none of us have experience in nursing care. HCIL had taught us to advocate for both our sister and our own state of mind.

My family and I oppose SCR 200 audit for HCIL. You all need to better the health care system so that primary care is given to all patients instead of substandard care. Maybe the money that is used on this Bill can go towards better health care for our cancer patients.

Bernadine Maio

Sister and POA of Bernadette Maio HCIL Maui Consumer

LATE

March 24, 2008

Honorable Chair Suzanne Chun Oakland, Honorable Vice-Chair Les Ihara,
and the members of the Department of Human Services and Public Housing
Committee,

I am a client of HCIL and I live in Molokai. My name is Kealoha. Last year I had some problems with my DVR Counselor and I asked Pat Lockwood if HCIL could help me. She sent an IL Specialist named Roberta to me in Molokai. Roberta met with me and helped me to stand up for my rights. I have a disability which affects my learning process and since I am a student at the Molokai Satellite of MCC I needed certain accommodations that weren't being provided. Roberta helped me to understand the ADA and from there I hit the ground running. Roberta went as far as speaking to Joe Cordova on my behalf to see what could be done and how we could work together in getting these accommodations in place. I recently receive my certificate of completion for all of the criminology courses I took. Without HCIL's help I don't think I would have made it. I oppose SCR 200 because HCIL provides the kind of services that should be provided from the agencies that give people the run around. HCIL helps people like me understand my rights according to the law (ADA). I will sign a release if you would like to contact me directly after reading testimony.

Currently I have a new IL Specialist named Charlene who is helping me with my Financial situation and housing. So please don't pass SCR 200.

Kealoha Lae'moa

March 24, 2008

LATE

BETTINA COSTO
HCIL/MAUI Consumer
I am opposed to Bill SCR200

I am opposed to Bill SCR200 and I am in favor of keeping HCIL/Maui open to service consumers with disabilities because they are a very valuable resource with a wealth of information for consumers to access in their time of need. I have been helped with the aspect of peer counseling about various situations I have faced and the HCIL/Maui staff has helped me a lot to be there when no other agency was there, they were there for me.

There are many people who need the help of this agency HCIL/Maui and we know that there is a need for more funding to build housing units to help the homeless and to have more transportation for the disabled and to have assistive devices to make their lives easier to manage so why not use the funds for a worthy cause rather than to waste money in this Bill SCR200 passing. I am definitely opposed to this bill.

Sincerely,
Bettina Costo
HCIL Maui Consumer

March 24, 2008

LATE

KAIMANA NACUA
HCIL/MAUI CONSUMER
I AM OPPOSED TO BILL SCR200

I am definitely in favor of keeping HCIL/Maui open to service us, the disabled consumers of Maui County. They have helped me directly in information and referral services, helped me to stay independent , gave me peer counseling to guide me to do what I needed to live independent outside of institution and also with assistive devices that helped me to do things despite my disability.

HCIL/Maui has definitely been a help to many of us in Maui to make it in life.

Sincerely,
Kaimana Nacua
HCIL Maui Consumer

March 24, 2008

KAREN O'NEILL
HCIL/Maui Consumer
I am opposed to Bill SCR200

LATE

I am a new client and I am definitely in favor of keeping HCIL/Maui agency open to help us to apply for benefits that are there for our situations of disability needs. Yes, I have been helped by the staff at HCIL/Maui who keeps me informed and advocates for my situation to be accepted by the various housing agencies. The HCIL/Maui staff keeps informed of new rules and places that are subsidized so we can apply for a place to live . The peer counseling is very helpful to help us make right decisions on what to do next in our situations.

Instead of wasting time and money trying to find fault why not use those monies to build affordable housing units, provide accessible transportation and provide for assistive devices to help people with disabilities to maintain or achieve their independent lifestyle.

Respectfully submitted,
Karen O'Neill
HCIL Maui Consumer\

March 24, 2008

LATE

Honorable Chair Suzanne Chun Oakland, Honorable Vice-Chair Les Ihara, and the members of the Department of Human Services and Public Housing Committee,

My name is BRANDEE KAILIEHU and I am a resident of Maui as well as a consumer of Hawaii Centers for Independent Living/Maui. HCIL has helped me to achieve an independent lifestyle and guided me step by step to move out on my own from my parents, learn how to budget my wages and to learn how to get my own transportation with the subsidized transportation. I also moved into subsidized housing and learned how to relate to a roommate and organize my meals and lifestyle with a schedule to keep. Although I have a learning disability I have achieved independent living through the skills training from my IL specialist and I was even asked to share at a Support Group Meeting recently of how I lost 26 lbs. by eating right and exercising by walking. HCIL/Maui is planning to have a Support Group with young adults and I have been asked to be one to plan the meetings once a month. I definitely want HCIL/Maui to continue to help our generation to achieve an independent lifestyle despite any disabilities we may have.

Thank you all for taking the time for reading my testimony.

Sincerely,
Brandee Kailiehu
HCIL/Maui Consumer

March 24, 2008

LATE

Leonilda Cabral
HCIL/Maui consumer
Testimony on behalf of HCIL/Maui
I OPPOSE SCR 200

Leonilda feels that we help people in the community and she is definitely satisfied with our services. We have helped her with eating correctly, exercising, therapy and peer counseling. She gives us permission to use her name for this testimony for the bill.

SINCERELY,
LEONILDA(Linda) CABRAL
HCIL/MAUI Consumer

March 24, 2008

LATE

ARNOLD PRATT
HCIL/MAUI CONSUMER
TESTIMONY ON BEHALF OF HCIL/MAUI
I OPPOSE SCR 200

Yes, I am satisfied with HCIL/Maui services and I feel the agency does help people with disabilities in the community to be aware through information and referral to find out what is available for help for their needs as far as peer counseling, housing, medical references, transportation, information and referral. I want the HCIL/Agency to remain open and service us in Maui County.

SINCERELY,
ARNOLD PRATT
HCIL/MAUI CONSUMER

March 24, 2008

LATE

Richard Beideman
HCIL/MAUI Testimony
~~I~~ OPPOSE SCR 200

I am definitely satisfied with HCIL/Maui and its services and I definitely want the agency to remain open for services because they have helped me with research for affordable housing and applying for subsidized housing.

ALOHA,
RICHARD BEIDEMAN
HCIL/CONSUMER ON MAUI

March 24, 2008

LATE

Dennis Hague
HCIL/Maui consumer
Testimony on behalf of HCIL/Maui
I OPPOSE SCR 200

Dennis states that yes, he has been satisfied with our services and he feels that we do help people in the community and we have helped him in his time of need. Clytie helped to refer and set up his appt. for cataract surgery when he thought he was going blind.

**ALOHA,
DENNIS HAGUE
HCIL/MAUI Consumer**

March 24, 2008

LATE

Michael Arakawa
Maui consumer for HCIL
TESTIMONY FOR HCIL/MAUI
I OPPOSE SCR200

Testimony: "Upon receiving services through Clytie and agency for services provided and the help I received and the items that I have received to become more independent have been extremely outstanding and without their services I would not have the quality in life that I have today in being more independent. "

"I believe that the loss of the services they provided could be detrimental to the community and I look forward to future services provided. "

Respectfully Submitted
Michael Arakawa
HCIL/Maui Consumer

March 24, 2008

LATE

Carolyn Gautusa
HCIL/Maui consumer
Testimony on behalf of HCIL/Maui c. 1. 1. SCR200
I OPPOSE SCR200

Carolyn states that she is very satisfied with our services and she feels that we do help people in the community. She has been helped by application for assistive devices and referrals to DVR and other resources for help for her need to be employed again and for Assistive devices needed now that she is permanently disabled.

Sincerely
Carolyn Gautusa
HCIL/Maui Consumer

MARCH 24, 2008

LATE

**BOBBI JO VIDA
HCIL/MAUI CONSUMER
TESTIMONY ON BEHALF OF HCIL/MAUI
I OPPOSE SCR 200**

BOBBI JO VIDA stated that she is very satisfied with our services and she want us to stay open to service her and others in the community. She said we have helped her to achieve her goals which was to volunteer for our agency since she became permanently disabled and wanted to mingle with more people. She has learned a lot about our agency and peer counseling and how to apply for assistive devices and received a computer from a resource that we referred to her.

**SINCERELY,
BOBBI JO VIDA
HCIL/MAUI Consumer and volunteer**

March 24, 2008

LATE

RONALD HOLIEN
HCIL/MAUI CONSUMER
Testimony for SCR200 bill in favor of HCIL/Maui

Ronald said that he definitely is in favor of keeping HCIL/Maui open for the many services that they have provided for him when he became disabled and applied for help. He said he received in many ways: counseling, encouragement, helpful advice, information and referral for contacts where he could go to ask for help in various other areas. HCIL/Maui has helped to track contacts for housing affordable as he waits for the subsidized housing to become available for him and his 3yr. old son, Nicky.

SINCERELY,
RONALD HOLIEN
HCIL/MAUI Consumer

March 24, 2008

Karleen Stillman
HCIL/Maui consumer
Testimony on behalf of HCIL/Maui/ I oppose SCR200.

LATE

Karleen called and stated that definitely she is satisfied with HCIL/Maui and that the HCIL/Maui agency does help people on Maui with needs. In fact she said that we encouraged her to continue on with Challenge Maui, a Support Group Karleen started when she was our client and she said we helped her with materials, info and referrals so that they have listed our agency here on Maui on their website for clients to call for help in housing, peer counseling, etc.

Karleen is the founder of Challenge Maui and they have put out a booklet to name the places that are accessible for wheel chair bound people to visit as tourists or just here on the island.

Respectfully Submitted,
Karleen Stillman
HCIL/Maui Consumer

MARCH 24, 2008

LATE

CANDENCE AKRE

(Her husband Ron spoke on her behalf, he is her POA since her stroke)

HCIL/MAUI CONSUMER

TESTIMONY ON BEHALF OF HCIL/MAUI ~~SCR 200~~

I OPPOSE SCR 200

She is very satisfied with the agencies services because we have helped with information and referral for a stroke victim and who the contacts are to ask for help in certain areas. HCIL/Maui has helped her with application for assistive devices and how to apply for Financial assistance from various grants and resources for their need. She feels that it is very important our agency remain open to service the people of Maui County.

ALOHA,

CANDENCE AKRE

HCIL/Maui Consumer

LATE

March 24, 2008

Honorable Chair Suzanne Chun Oakland, Honorable Vice-Chair Les Ihara,
and the members of the Department of Human Services and Public Housing
Committee,

My name is Honor Ipelena and I am a resident of Maui as well as a consumer of Hawaii Centers for Independent Living Maui. HCIL has helped me to live life more independently by assisting me with applications for Public Housing and Affordable Housing. HCIL has given me resources for financial assistance and many other services due to my disability. When I had gone to other agencies for help especially if I didn't understand the forms I had before me I received no help but when I went to see Clytie Nishihara at HCIL Maui, she helped me to understand the forms and I was able to fill those forms out properly. Therefore, HCIL is a very much needed service for people with disabilities.

I am strongly oppose SCR 200 because it is a waste of time an money to call an audit on a program like HCIL. I would like to suggest that these monies be put to better use like creating more affordable housing units since our Islands have so much homeless and on our island Maui as well as Molokai and Lanai these monies can help with accessable transportation and providing equipment and devices to help people with disabilities to become more independent.

Thank you all for taking the time to read my testimony.

Sincerely
Honor Ipelena
HCIL Maui Consumer

LATE

MARCH 24, 2008

Honorable Chair Suzanne Chun Oakland, Honorable Vice-Chair Les Ihara, and the members of the Department of Human Services and Public Housing Committee,

**MICHIYE KAWAMURA
HCIL/MAUI CONSUMER
TESTIMONY I Oppose Bill SCR 200**

I am satisfied with the services for HCIL/Maui and believe that they have helped me in a tremendous way in becoming more independent in my lifestyle now that I am in the elderly bracket. Clytie has provided peer counseling about health issues and has been very helpful in promoting independent living to keep me out of the institutional places.

**Respectfully Submitted,
Michiye Kawamura
HCIL/Maui Consumer**

LATE

HCIL

A non-profit organization run by and for persons with disabilities.

Hawaii Centers for Independent Living
418 Kuwili St., Suite 102
Honolulu, Hawaii 96817

Phone: (808) 522-5400
Fax: (808) 522-5427
TTY/TDD: (808) 536-3739
Website: <http://www.hcil.org>

Honorable Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Jr., Vice-chair
Committee on Human Services and Public Housing
Hawaii Centers for Independent Living.

Tuesday, March 25, 2008, 4:30 p.m.

My name is Roberta K. Au Young. I am an Independent Living Specialist with HCIL. I have been employed there since January 2, 2007. I work at HCIL's Maui office in Wailuku, which serves Maui County including Maui, Moloka'i, & Lana'i. Some of the major problems facing Maui County include limited housing, transportation, and employment services.

The main reason I **oppose SCR 200** is that the money used for this audit could be better spent to develop a program to increase those services throughout Maui County.

If an investigation needs to be put forth against HCIL or any other non-profit organization, it should follow proper protocol. This resolution is not the correct forum.

Thank you for giving me an opportunity to testify.

Roberta K Au Young, IL Specialist
HCIL Maui Office.

testimony

From: Lessie Jane Cooper [lcooper469@yahoo.com]
Sent: Thursday, April 03, 2008 7:23 PM
To: testimony
Subject: In Support of HCIL Financial & Management Audit
Attachments: Public Hearing Testimony.wps

Aloha, my name is Lessie Jane Cooper. I am a former employee at the Hawaii Centers for Independent Living. I am in support of HCIL's audit and am submitting my testimony. Please feel free to contact me anytime should you need further information and/or testimony.

Lessie Cooper
258-8891
PO BOX 325
Hauula, Hawaii 96717

You rock. That's why Blockbuster's offering you one month of Blockbuster Total Access, No Cost.

Testimony of Lessie Jane L. Cooper

My name is Lessie Jane Cooper and I was employed with Hawaii Centers for Independent Living from December 1987 to October 2005. During my 18 years of working at HCIL, I've been promoted several times as well as changes in my duties and responsibilities. Some of my positions include; secretary/receptionist, data entry clerk, program assistant, reader/writer aide (for visually impaired specialist), coordinator of the San Diego State University Training Program, Youth Program Assistant and Independent Living specialist. The scope of my duties were to run the front desk area, 25 switchboard operator as well as operation of the telephone device for the deaf, coordinate training opportunities for staff and community rehabilitation specialists, quarterly, monthly and annual reporting for continued funding of programs as well as employee salaries, organize and start pilot programs for youth with disabilities and provide housing & employment referrals, assist consumers in applying and understanding their rights in obtaining public assistance, advocacy assistance & services, provide assistive technology support & training as well as budget recording & reports for programs.

I believe in 2003, I had the opportunity to be part of a pilot program funded by the Dept. of Education. This grant provided 1.2 million in funds to provide youths with disabilities the opportunity to experience recreational activities. The grant entailed choosing 10 youths with disabilities from Hawaii to go to Alaska for the experience and 10 youths from Alaska to experience Hawaii. All of the extracurricular activities in Hawaii and Alaska required the organization of staffing, dispensing medication, therapist & nursing staff on hand and other organization of assistive devices. After the 12 day trip to Alaska, Ms. Patricia Lockwood called me into her office and explained to me that she was forced to ask me to either resign or be let go due to the fact that I had experienced a medical emergency and was taken to the hospital. She proceeded to tell me that she heard from another staff person (who worked at HCIL) that I was a poor example on the trip and I didn't deserve to go. I apologized to Ms. Lockwood and asked for another chance. I was dismissed from her office while she made a phone call; later that day I was called into her office and informed that she decided to give me another chance and was placed me on leave without pay for a week for my actions (which I was confused about).

Later in 2003 or early 2004, I was out on vacation when I received a phone call from Nadine Santiago informing me that my desk was under investigation by Ms. Lockwood and was in the process of being searched on the assumption that I was selling drugs from the office. This was never proven and was a poor attempt to further embarrass me.

In 2003 & 2004, HCIL's Honolulu office was subject to approximately 2 investigations requested by Ms. Lockwood and services provided by a male whom she called Uncle Roger. Uncle Roger is Mr. Roger Lau. All staff were informed by Ms. Lockwood that we are expected to fully cooperate as there is a thief amongst us. Employees were only informed that files and video tapes were missing from the office and full cooperation was expected or we would face possible termination.

One by one Mr. Roger Lau proceeded to take each staff person into the Deputy Directors office and interrogated. I was never informed, on both occasions, of my rights. I was talked down to by Mr. Lau and was told that I either answer his questions or he'll report to Ms. Lockwood that I was uncooperative. Most of my answers were, "I don't know". This was because there was no way for me to tell him where those tapes and/or files went to. During this time, Ms. Lockwood informed Rhonda Yoshikawa (her assistant) that I was a stealer and I couldn't be trusted.

In April 2004, I moved to Maui. Ms. Lockwood transferred me from the Honolulu office as Independent Living Specialist to the Maui office as office coordinator/secretary. Upon my arrival, the staff informed me that they were there to support me as Ms. Lockwood told them I was a "troubled employee".

Ms. Lockwood would continually watch our every move with her spying cameras above our desks. Every move that the staff made was watched through those lenses.

Ms. Lockwood would continually make racial remarks to certain staff persons. Ms. Lockwood told me that she wanted to be my friend because she heard the Hawaiians were like the people of Guam, cannibalistic.

Ms. Lockwood remarked that at any time if the staff didn't like her rules, the door was close by and she had NO problems firing anyone that wasn't in subjection of the rules and changes.

I've made repeated requests to consult with a Board member as we were warned not to by pass protocol. All concerns/problems were to go through the immediate supervisor, then to Ms. Lockwood and if still not satisfied to the board of directors. However, everyone that raised a concern/problem, it never made it past Ms. Lockwood.

As each staff person was fired or resigned under the administration of Ms. Lockwood, the remaining staff were instructed not to have any conversation and/or relation with those terminated. And if a relationship was kept we were warned of possible termination.

Walking into the office everyday was extremely stressful. It was the inevitable of not knowing what to expect when you went to work that overwhelming stressful and it hurt to walk into the office. Alliances were built around gossip and butt-kissing and as long as you agreed with Ms. Lockwood, you were good to go.

Finally, I was a witness during my time at HCIL of Ms. Lockwood utilizing the companies van for her own private use. Her family came into town in 2004 and stayed for approximately 5 days and they had access to the company's van during their time in Hawaii.

I am in full support of the financial and management audit of the Hawaii Centers for Independent Living. Please give back to the valued consumers of Honolulu, Hawaii the unique services they so deserve and that I miss providing to them. This is our time to stand as one, united in our efforts to better provide services to our consumers and respect the state and financial funding that has kept this agency alive through all these years.