



GOV. MSG. NO. 277

EXECUTIVE CHAMBERS
HONOLULU

LINDA LINGLE
GOVERNOR

February 12, 2010

The Honorable Colleen Hanabusa, President
and Members of the Senate
Twenty-Fifth State Legislature
State Capitol, Room 409
Honolulu, Hawai'i 96813

Dear Sirs and Mesdames:

In accordance with the provisions of Article V, Section 6, of the Hawai'i State Constitution, I have the honor to submit herewith for your consideration and confirmation, the following nomination to the **Hawaii Teacher Standards Board**:

Voletta Noe Noe Tom

Term to Expire: 6/30/2013

Sincerely,



LINDA LINGLE



Noe Noe Tom

March 12, 2010

Honorable Senator Norman Sakamoto, Chair
Committee of Education and Housing

Thank you for your letter of February 24, 2010, regarding the scheduling of the public hearing on my nomination to the Hawaii Teacher Standards Board. As requested, responses are provided to the following questions that you posed to me:

- (a) Why do you wish to be a member of the Hawaii Teacher Standards Board?**
Response: As my nomination is for a public position on the Board, I hope to share my professional experience and expertise as it similarly relates to regulating and licensing of a profession. From a personal perspective, I have been a public servant for almost the entire extent of my adult life and I wish to continue giving back in whatever ways that I can if in some small way it can make a difference.
- (b) How do you perceive the role and responsibilities of a member of the Hawaii Teacher Standards Board?**
Response: The simple answer is to fulfill the mandates in the law relating to regulating and licensing teachers. The how to's to get there involve clearly understanding its regulatory mission, to make sound decisions towards that end, to know that the licensing program is being carried out correctly, consistently, effectively, and efficiently and to take correct action when it is not, and to communicate with its constituency and other affected stakeholders to improve the regulation and licensing of teachers.
- (c) Given your understanding of the role and responsibilities of a member of the Hawaii Teacher Standards Board, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise, or knowledge that would aid in your decision-making ability as a member of the Hawaii Teacher Standards Board.**
Response: Through my prior employment, I have had the pleasure of working cooperatively with regulatory licensing boards and commissions by being part of the support agency to ensure they were able to do their job and do it well. This required knowing what is expected of a board, providing them the tools to do their job, ensuring they made informed decisions and carried out their regulatory mission. While not members of the boards, we clearly had an appreciation for the entire regulatory process and how collectively we all had to do our part to make things function.
- (d) Name three qualities that best describe you and that would you make you stand out. How would these qualities benefit the Hawaii Teacher Standards Board?**
Response: Big picture/detailed oriented, can be counted on to facilitate and problem solve, diplomatic (and firm when needed)
- (e) Can you foresee any possible conflicts of interests that could arise during your service on the Hawaii Teacher Standards Board? How would you overcome any possible conflicts of interest?**

Noe Noe Tom

Response: I do not foresee any possible conflicts. However, if any might arise in the future, I will certainly remove myself from the situation to ensure there is no appearance of impropriety or violation of the State Ethics Law.

(f) What are three ways the Hawaii Teacher Standards Board should/must help meet the education needs in Hawaii?

Response: The HTSB is one component to addressing the education needs of Hawaii. For its part, it should (1) do its job and do it well, (2) match expectations with resources, and (3) improve communications (in print/web site, networking and outreach). I also believe the HTSB is an important aspect to the RTTT application and we should do our part.

(g) What goals should the Hawaii Teacher Standards Board set and how would you propose to measure them?

Response: In light of the Auditor's 2009 report and the Legislative Reference Bureau 2010 report, numerous goals have been identified to improve its regulatory charge and operations. Essentially like an action plan, it's delivering on the goals that the Board supports, that will be its measure of success.

(h) In your limited time with the Hawaii Teacher Standards Board, what do you see as the Hawaii Teacher Standards Board most pressing issues and what are your thoughts about how they can be resolved?

Response: Incorporate IT into its operational processes, review renewal standards and implement renewal of licenses, staffing the Board's office with sufficient resources to do the job needed, improve operational efficiency, and review initial licensing standards. The Board is already focusing its efforts in these areas as we have contracted with the State's internet portal vendor (HIC) for IT services that will benefit processing, have reviewed other states renewal standards and implementation processes (with a focus on the RTTT states) to improve our renewal process and will be rolling out the renewal process and ensuring adequate communication with licensees so they are informed and understand the process, we are very supportive of filling vacant positions in the HTSB Office and will be seeking the necessary approvals to fill, we will be executing operational improvements and continue to look for other ways for the HTSB to be more functional, user friendly, and streamlined including continuing to improve communications with the DOE for partnerships to avoid duplicity, and we will be undertaking a review of other states licensing standards and implementation processes. It's been a process where everyone has contributed to solutions.

(i) The Hawaii Teacher Standards Board has rapidly undertaken major changes in the past year precipitated by a scathing auditor's report. How should HTSB function differently than it did in the past to avoid the creation of the situation that led to the audit?

Response: I can only speak to what I've experienced since my recent interim appointment to the Board, from which I've worked with committed board members and an interim Executive Director who are very accountable and where business as usual is not acceptable.



STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF THE SUPERINTENDENT

March 4, 2010

Senate Committee on Education and Housing
Hearing for Monday March 22 at 1:15 p.m. Conf Room 225

RE GM0277 Nomination of Noe Noe Tom to the Hawaii Teachers Standards Board

Dear Chair Sakamoto and Members of the Committee:

I am pleased to submit this letter in strong support of Noe Noe Tom to the Hawaii Teachers Standards Board.

As you may know, Ms. Tom was the division chief for the Professional Vocational Licensing Division at the Department of Commerce and Consumer Affairs for many years. I was fortunate to have served as director of the Department for eight years, and so I am very familiar with Ms. Tom's work.

Ms. Tom is an acknowledged expert in licensing professions and vocations, as her branch handled 28 or more boards, commissions and licenses. She is one of the most competent and efficient people I have ever worked with. She is also extremely conscientious, and worked very long hours to ensure that the work was done, done well and done on time. Among her accomplishments: on-line licensing for many of the licensing areas, myriad administrative rules developed and modified (many involved multiple constituencies and boards), streamlining licensing procedures, fair and effective handling of licensing disputes (some through administrative hearings), fiscally sound operations, excellent management of the resources available to the division (including working with her staff on many of the issues we faced during some difficult fiscal times.)

I was also extremely fortunate to be able to have Ms. Tom as my deputy at the department for two years. I relied on her experience and expertise daily, and she always came through for me, for the department and for the consumers and licensees we served.

I am also extremely fortunate to have Ms. Tom as a personal friend, whose integrity and character is beyond question.

As you can tell, I have no reservations about her nomination. The Hawaii Teachers Standards Board will be fortunate to have someone of her caliber. If you have any questions, please feel free to contact me.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Kathryn S. Matayoshi".

Kathryn S. Matayoshi
Interim Superintendent



UNIVERSITY OF HAWAII SYSTEM

Legislative Testimony

Testimony presented before the
Senate Committee on Education and Housing
March 22, 2010 at 1:15 p.m.

By Linda K. Johnsrud
Vice President for Academic Planning and Policy, University of Hawai'i

GM 277: Submitting for consideration and confirmation to the Hawai'i Teacher Standards Board, Gubernatorial Nominee, VOLETTA NOE NOE TOM, for a term to expire 6-30-2013.

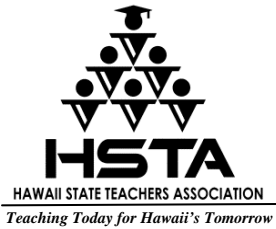
Chair Sakamoto, Vice Chair Kidani, and members of the Senate Committee on Education and Housing:

This testimony supports the confirmation of Voletta Noe Noe Tom to the Hawai'i Teacher Standards Board.

Ms. Tom has had more than 25 years of experience in the State of Hawai'i Department of Commerce and Consumer Affairs (DCCA). Her professional accomplishments include the improvement of services to licensees and the efficiency of department operations, as evidenced by her recognition as DCCA's Employee of the Year in 1992, Manager of the Year in 2000, and the Lieutenant Governor's Slice Waste and Tape Award (SWAT) in 2000. She served longest and most recently as Licensing Administrator for DCCA's Professional and Vocational Licensing Division, directing examinations and licensing activities in 47 different licensing areas. She worked with policies, laws, and administrative rules to strengthen consistency in regulatory processes, and also initiated improvements in licensing and renewal through online and electronic systems.

Ms. Tom's insight and knowledge of licensing would bring a valuable dimension to HTSB, and would add to the expertise of the teachers and educators on the board. We strongly support and recommend your confirmation of Voletta Noe Noe Tom to the Hawai'i Teacher Standards Board.

Thank you for the opportunity to testify.



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Wil Okabe
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Karolyn Mossman
Vice President

Joan Kamila Lewis
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Jim Williams
Interim Executive Director

**TESTIMONY BEFORE THE SENATE COMMITTEE ON
EDUCATION AND HOUSING**

**RE: GM 277 – VOLETTA NOE NOE TOM
HAWAII TEACHER STANDARDS BOARD**

Monday, March 22, 2010

**WIL OKABE, PRESIDENT
HAWAII STATE TEACHERS ASSOCIATION**

Chair Sakamoto and Members of the Committee:

The Hawaii State Teachers Association is pleased to support the appointment of Voletta Noe Noe Tom to the Hawaii Teacher Standards Board. Ms. Tom has been serving on the board as an interim appointment since November 2009. She has brought to the board her expertise about professional licensing.

Her reasoned and practical approach to issues is an asset to the board. Having served as DCCA deputy director and director, she is well versed on the issues and process of licensure.

We urge this committee to confirm Voletta Noe Noe Tom.

Thank you for the opportunity to testify.



Senate Committee on Education and Housing
March 22, 2010 at 1:15 pm
by
Tammi Oyadomari-Chun
Hawai'i P-20 Partnerships for Education

GM 277: Submitting for consideration and confirmation to the Hawaii Teacher Standards Board, Gubernatorial Nominee, VOLETTA NOE NOE TOM, for a term to expire 6-30-2013.

Chair Sakamoto, Vice Chair Kidani and members of the Senate Committee on Education and Housing:

This letter supports the confirmation of Noe Noe Tom to the Hawai'i Teacher Standards Board. Tom is an outstanding candidate for the HTSB. On behalf of the Hawai'i P-20 Council, I am pleased to give Tom our highest recommendation.

Tom is a veteran licensing administrator. Tom served as the Licensing Administrator for the State Department of Commerce and Consumer Affairs (DCCA) for 23 years, retiring as of December 31, 2009. As Licensing Administrator, Tom was responsible for administering regulatory functions of the Licensing Division, directing and coordinating boards, commissions and professional licensing programs, and directing licensing and examination activities for 47 licensing areas. She also streamlined procedures to enhance customer services and consumer protection such as implementing e-technology on-line services, digitizing over 3 million documents of licensing files, and creating a licensing model which brought about consistency among the 47 professional and licensing vocational areas. Additionally, Tom's 31 year public service career included service as DCCA Director (2002), and Deputy Director (2000-02).

Tom exhibited excellence in her work at DCCA. The State Office of the Auditor recognized Tom for increased levels of efficiency and professionalism. DCCA named Tom as Employee and Manager of the Year (1992 and 2002, respectively), and the Lieutenant Governor honored Tom as the first recipient of the Slice Waste and Tape (SWAT) Award (2002).

Tom brings extensive licensing experience and knowledge to the Hawai'i Teacher Standards Board. She will be an excellent addition to the board, complementing the education professionals who make up the majority of the 15-member board.

Hawai'i P-20 is pleased to be able to assist in identifying such a high quality candidate for HTSB. We give Tom our strong support and ask that the Senate confirm Tom for membership on the HTSB.

Thank you for the opportunity to testify.

Hawai'i P-20

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March 18, 2010

The Honorable Norman Sakamoto, Chair
Senate Committee on Education and Housing

Via Facsimile: 586-6659

**RE: BM 227 Nomination of Voletta Noe Noe Tom to the
Hawaii Teacher Standards Board**
HEARING: Monday, March 22, 2010 at 1:15 p.m.

Chair Sakamoto and Members of the Committee on Education and Housing:

On behalf of the Hawaii State Bar Association (the HSBA) and the HSBA MCLE (Mandatory Continuing Legal Education) Board, we are pleased to submit testimony in strong support of the governor's nomination of **VOLETTA NOE NOE TOM** to serve on the Hawaii Teacher Standards Board.

Since October of 2009, Ms. Tom has served as a non-lawyer member of the HSBA MCLE Board, which was newly formed in the fall of 2009 to develop regulations and policies to implement the mandatory continuing legal education requirement for all active lawyers effective in 2010. Ms. Tom's experience at the Department of Commerce and Consumer Affairs (DCCA) in overseeing mandatory education programs for all other licensed professionals in Hawaii, and her professional demeanor, have contributed greatly to the work of the Board. She has been punctual and prepared for every meeting, as we rushed to develop regulations before the rule became effective in January. She has been extremely patient with the "wrangling" over fine points, which lawyers are likely to do, and has added a voice of experience and insight to the workings of the Board. All this in the last few months before her retirement at the end of the year. After announcing her retirement, she graciously agreed to continue service on our Board.

Our experience with Ms. Tom has been that of a thoughtful, prepared, dedicated professional, who is also congenial and respectful of others. Any Board she agrees to serve would be lucky to have her as a member.

We strongly endorse her nomination.

A handwritten signature in black ink that reads "Lyn Flanigan".

Lyn Flanigan, Esq.
Executive Director

A handwritten signature in black ink that reads "Jodie Hagerman".

Jodie Hagerman, Esq.
MCLE Administrator



Testimony to the Senate Committee on Education and Housing

Monday March 22, 2010

1:15 p.m.

Hawaii State Capitol, Room 225

GM 277: Appointment of Voletta Noe Noe Tom to the Hawaii Teacher Standards Board (HTSB)

Chair Sakamoto, Vice Chair Kidani and Members of the Committee on Education and Housing.

My name is Gary Kai and I am the Executive Director of the Hawaii Business Roundtable. It gives me great pleasure to submit this letter in support of the confirmation of Noe Noe Tom to the Hawaii Teacher Standards Board. Tom is an outstanding candidate for the HTSB.

Tom is a veteran licensing administrator. Tom served as the Licensing Administrator for the State Department of Commerce and Consumer Affairs (DCCA) for 23 years retiring as of December 31, 2009. As Licensing Administrator, Tom was responsible for administering regulatory functions of the Licensing Division, directing and coordinating boards, commissions and professional licensing programs, and directing licensing and examination activities for 47 licensing areas. She streamlined procedures to enhance customer services and consumer protection. Additionally, Tom's 31 year public service career included service as DCCA Director (2002), Deputy Director (2000-02).

Tom's extensive licensing experience and knowledge will be very beneficial to the Hawaii Teacher Standards Board. At a time when streamlining and making do with less is so important, we believe that she will be able to make substantial contributions to the Board. She will be an excellent addition to the board, complementing the education professionals who make up the majority of the 15-member board.

We give Tom our strong support and ask that the Senate confirm Tom for membership on the HTSB.

Thank you for the opportunity to submit this letter of support.

sakamoto2 - Erin

From: jmgillentine@hawaii.rr.com
Sent: Friday, March 19, 2010 9:26 AM
To: EDH Testimony
Subject: support for nomination of Ms. NoeNoe Tom

Dear Senator Sakamoto,

I am writing in support of Governor Lingle's nomination of NoeNoe Tom to Hawaii Teacher Standards Board. Ms. Tom has been serving on an interim basis for several months and her service has been invaluable in assisting the board during this time of transition concerning license renewal. Her knowledge in licensure has been very helpful for us in clarifying instructions and processes.

I wholeheartedly support her nomination and ask you to give her consideration. Thank you for this opportunity to offer my testimony.

Aloha, Jonathan Gillentine

Testimony Presented Before the
Senate Committee on Education and Housing
Monday, March 22, 2010 at 1:15 p.m.
Conference Room 225

Written Personal Testimony

By

Christine Sorensen
Dean, College of Education

**GM 277: Nomination of VOLETTA NOE NOE TOM for Hawaii Teacher
Standards Board (HTSB)**

Chair Sakamoto, Vice Chair Kidani and Members of the Committee:

I would like to submit this testimony in support of the confirmation of Voletta Noe Noe Tom to the Hawaii Teacher Standards Board (HTSB).

Noe Noe Tom participated in the working group established by the legislature last year to review specific topics and make recommendations to the legislature regarding the HTSB. I was responsible for chairing that committee and providing the report to the legislature. Noe Noe Tom was an active contributor to the group and her insights were invaluable in crafting our recommendations. I found her to be thoughtful, articulate, and very knowledgeable about licensing standards in other fields.

Over the past few months I also have had the honor of working with Noe Noe as a member of the HTSB. The strengths she brought to the working group are evident in our monthly meetings of the HTSB. Her opinions are valued greatly. She has been able to provide concrete examples to the Board from other professions in terms of how various licensing rules function. Her participation, I believe, has contributed to a number of recent positive changes at the HTSB.

I am certain that Noe Noe will continue to be an active and effective member of the HTSB if given the opportunity. I strongly support her confirmation.

Thank you for this opportunity to provide testimony.

TESTIMONY FOR GOVERNOR'S MESSAGE 277
Confirmation Hearing for Noe Noe Tom
Nominee to the Hawaii Teacher Standards Board

The Honorable Norman Sakamoto, Chair, and
The Honorable Michelle Kidani, Vice Chair,
and Members of the Committee on Education and Housing:

My name is Celia Suzuki and this testimony is submitted in strong support of Noe Noe Tom's nomination to the Hawaii Teacher Standards Board (HTSB).

I have known Noe Noe for many years and in the past seven, have had the privilege of working directly with her at the Department of Commerce and Consumer Affairs. She was the Licensing Administrator for the Professional and Vocational Licensing Division until her retirement last December 2009.

Noe Noe possesses qualities that make her a most competent nominee for the HTSB. She has been serving as an interim appointee since November 2009 and has been actively participating in Board meetings and other Board related duties as needed. Her demonstrated intelligence, diligence, organizational skills, and no nonsense attitude are essential elements of an effective Board member, and therefore, it is without reservation that I urge this Committee to recommend confirmation of Ms. Tom's nomination. Thank you for allowing me the opportunity to present testimony.

Submitted by:

Celia C. Suzuki
775 Kinalau Place, #209
Honolulu, Hawaii 96813