



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P. O. Box 339  
Honolulu, Hawaii 96809

February 2, 2010

MEMORANDUM

TO: Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services

FROM: Lillian B. Koller, Director

SUBJECT: S.B. 2288, RELATING TO HUMAN SERVICES

Hearing: February 2, 2010, Tuesday, 1:30 p.m.  
Conference Room 016, State Capitol

**PURPOSE:** The purpose of S.B. 2288 is to require the Department of Human Services to notify clients in writing of the transfer of the client from one caseworker to another.

**DEPARTMENT'S POSITION:** The Department of Human Services is not able to support this bill for the following reasons:

1. The Department already requires that clients are notified as soon as practicable of the transfer of their case between caseworkers. Whenever possible, clients are informed in person by caseworkers that their case will be transferred to another caseworker. Letters are also sent to clients to inform them that their case has been transferred whenever there is a change in caseworkers.

2. Notice by mail is not a guarantee that the client will receive the notice before the worker visits the home. Often the quickest and most practical way to inform clients of a change in caseworker is in person.

2. The bill requires the Department to provide an explanation for the change of caseworkers. This is not feasible because it may require the Department to reveal personal information that is confidential and protected by Federal and State laws.

Thank you for the opportunity to testify.