

HOUSE OF REPRESENTATIVES THE TWENTY FIFTH
LEGISLATURE REGULAR SESSION OF 2010
COMMITTEE ON FINANCE

March 29, 2010

REP. Marcus R. Oshiro Chair
REP. Marilyn B. Lee Vice Chair

LATE TESTIMONY

Dear Representatives Oshiro and Lee,

I appear before you today as a private citizen and advocate for all of the needy residents of our State of Hawaii. I fully support SB2650 and urge you to pass this bill to the floor for a vote. I have previously provided testimony to the House and Senate Human Services Committees, against the Eligibility Processing Operations Division or EPOD which the Department of Human Services Director Lillian Koller is currently rushing into existence as of July 1 2010. This administrations plan to carve a new division into existence, a division that will be responsible to process applications and caseload maintenance for up to three hundred thousand recipients using a Call Center scheme that will require 50% less eligibility staff to do the work is absurd.

Other states have gone this way before, most recently Indiana, which had to cancel their own call center based benefit delivery plan in October 2009, because the Federal Government recommended the plan be halted as clients were waiting too long for benefits. In Hawaii's EPOD plan there would be two call centers one located in Hilo and the other somewhere on Oahu. The rest of the neighbor islands would see the community welfare offices close. Although clients can apply for benefits by phone, fax or e-mail, there will not be any qualified eligibility workers present to provide information about the application process or answer specific questions about the clients ongoing caseload benefits. By firing the 232 highly trained eligibility workers the State of Hawaii stands to save a little over nine million dollars in annual salary from these workers. The Human Services Director is rushing the EPOD plan into existence to save this money, who for and why now.? The Governor recently announced her new revitalization plan call Hawaii Premium Plus with a general fund price tag of ten million dollars. Is the DHS Director trying to save nine million dollars by firing these eligibility workers to help fund the Governors revitalization plan.?

Members of the Finance Committee I believe you all understand the consequences for Hawaii if the impending disaster called EPOD is allowed to continue. We know that costs need to be contained especially in the medical program, however limiting the clients ability to access these assistance programs by closing the community offices is not the way to go about it. Setting up a task force consisting of appropriate representatives from all stakeholders and providing a report to the next Legislature on the feasibility of doing a small scale EPOD pilot project is certainly preferable to the rush to implement that we have now. Efficiency and streamlining are catchy words for this administration, and no one disagrees that improvements can be made in assistance program policy, however we must never forget that we at the DHS are here to provide assistance to the sick, disabled, elderly, and homeless population that we serve, it's always nice to save money for the taxpayer, please don't save it on the poorest population in Hawaii. The DHS can't afford any more cuts and DHS can't afford the EPOD. Thank you for allowing me to share my thoughts on this extremely important issue.

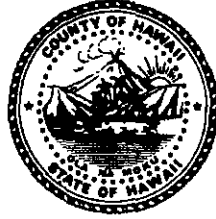
Sincerely



Carson E. Wilberts Jr.



J YOSHIMOTO
 Chair & Presiding Officer
 Council District 3



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 Email: jyoshimoto@co.hawaii.hi.us

HAWAI'I COUNTY COUNCIL

*County of Hawai'i
 Hawai'i County Building
 25 Aupuni Street, Suite 1402
 Hilo, Hawai'i 96720*

March 29, 2010

LATE TESTIMONY

The Honorable Marcus Oshiro, Chair and Members
 House Committee on Finance
 Twenty-Fifth Legislature
 State Capitol
 Honolulu, Hawaii 96813

RE: SB 2650, SD2, HD1 Relating to the Department of Human Services

Dear Chair Oshiro and Committee Members:

Thank you for the opportunity to testify in support of the Legislature's efforts to review and consider all avenues for revenue stabilization and enhancement, including SB 2650, SD2, HD1. I am testifying in my capacity as an individual Hawai'i County Council Member; the current County Council, as a body, has not taken any position on this matter.

Like the State, our County is suffering the consequences of a stalled economy. However, it does not seem prudent for the DHS administration to propose such a complicated overhaul of the Benefits, Employment and Support Services Division of the department during a time when our most needy are the most vulnerable. As with any big change, it would seem better to utilize the expertise of the stakeholders involved and make a concerted effort to judiciously effect changes rather than rushing into such a huge project.

I empathize with the State's financial plight and the magnitude of the State's financial challenges. Given these considerations, I believe it is important for the Legislature to continue to scrutinize and carefully consider SB 2650, SD2, HD1.

Sincerely,

J Yoshimoto, Council Chair
 Hawai'i County Council
 JY/so



LATE TESTIMONY

STOP THE CLOSURE OF HAWAII'S WELFARE & MEDQUEST OFFICES

Reconsider DHS Director, Lillian Koller's proposal to close Hawaii's welfare and MedQuest offices state-wide in favor of a processing center in Hilo and one in Honolulu. Restricting clients' communication to both processing centers to phones, emails, faxes and/or outreach offices creates undue hardship for specific clients and creates barriers to applying for and receiving public assistance.

	NAME	ADDRESS	PHONE	SIGNATURE
1	TEVIN	KANES	867-7700	[Signature]
2	Sherridan	92-1825 Makahala	672-9761	[Signature]
3	TEX	Flores		
4	Jammi	Cannon	840-9646	[Signature]
5	L. ROETH	EWA BEA		[Signature]
6	NATASHA THUNA	987-502 Farrington Hwy	none	[Signature]
7	Rose P. Ceriza	89-1028	6686504	[Signature]
8	Charles K. Ahuna	87-502 Farrington		[Signature]
9	Robert, Abala	94-1162 Hinanae st	979-4330	[Signature]
10	Preslar, Ronalyn		777-5676	[Signature]
11	Soa, Mantu	91-020 Hailipo St.	689-4095	[Signature]
12	Sharon Hasegawa	87-162 Lipolo St		[Signature]
13	Carlene Fernandez	87-162 Lipolo St		[Signature]
14	Corya Fernandez	87-162 Lipolo St		[Signature]
15	Carie [Signature]	91-1079 Paalouulu Wy Kapolei	96797	[Signature]
16	Michael D Tyle	94		[Signature]
17	Makima Joseph			[Signature]
18	Cynthia Hasegawa	87-126 Heleluu St. D-2004		[Signature]
19	Shawn Kissel	6 ulupano		[Signature]
20	Ronalynn Kido	89-170 nanihianihi Waianda	409-5900	[Signature]

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NAME	ADDRESS	PHONE	SIGNATURE	
1	Rachael M. Fernandez	87-130 Kulaoupi St.	861-6628	Rachael M. Fernandez
2	NIMAY COMPROPI	47158 KULUO AVU	668-2592	Nimay Compropi
3	JOANNE DALLESTEROS	P.O. Box 694	668-8142	Joanne M. Belle
4	RALVINA K. AGRBIN	85-1273 KANEIHO STREET	96792	Ralvina K. Agrbin
5	NOALANI HAYTER-WENDELHOFFEN	89-1001 PIKAOLENA ST.	96792	Noalani Hayter-Wendelhoffen
6	Chanel Pakela-Fatehi	P.O. Box 971623 Waipahu, HI 96797	450-0659	Chanel Pakela-Fatehi
7	Patrick-Jordan Whitman	87-162 Lopololo St. Waianae, HI 96792	696-2862	Patrick J. Whitman
8	Eric Kaano	91-405 Pupua St	864-7265	Eric Kaano
9	Destiny ANEAU	84718 AIO MAHIKU ST.	348-5904	Destiny Aneau
10	Mercy Kaeo	89-588 Farrington Hwy.	268-7707	Mercy Kaeo
11	ARIEL MARIE BONZATEL	411051 KAHUNOBU ST. Ewa Beach HI 96706	(626) 235-5035	Ariel Marie Bonzatel
12	VIMMERSON ALIVEN	SAME ADDRESS	(744-6273)	Vimmerson Aliven
13	JONELLE KAUKAHO. SALCEDO	6430 101ST. ENA BEACH HI 96706	670-1023	Jonelle Kaukaho. Salcedo
14	Diana Beaman	P.O. Box 700711	672-4274	Diana Beaman
15	William Sheehan	92-1025 MAKAKILO DR.	672-9761	William Sheehan
16	Reyna Huakawa	85-650 Farr Hwy # 701		Reyna Huakawa
17	CORINA TUISALOU	Corina Tuisalou		Corina Tuisalou
18	CONCHITA RIVERA	94301 KAHUANANI ST. WAIPAHU HI 96797		Conchita Rivera
19	YANUZHIE K SCHWEIDER	87220 ANYANG HILSTED RD	668-7034	Yanuzhie K. Schweider
20	Keoni Kalepa	89-1131 Pohakupalena St	858-252-0315	Keoni Kalepa

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	NAME	ADDRESS	PHONE	SIGNATURE
1	Michelle Brown	94-508 Waikeolu	617-4442	<i>[Signature]</i>
2	Kell	91-1295 Renton Rd	636-8754	<i>[Signature]</i>
3	Pofoga	94 121 pupukulu st c		<i>[Signature]</i>
4	Jammy Steu	87-174 mahukula last	226-1106	Jammy Steu
5	Raenisha Courtney	85-373 Plantation Rd	Waianae, HI 96792	Raenisha E. Courtney
6	BESSIE Rasmusen	"	"#3	<i>[Signature]</i>
7	William Kalikoa II	"	"#3	William Kalikoa II
8	Marianna Canizares	94-356 Ikiyama St	257-0360	Marianna Canizares
9	Eric Kaanao	91-405 Pupukulu	864-7265	Eric Kaanao
10	MAATI JOSL	M.P.B		<i>[Signature]</i>
11	Jamlynn Figueroa	86-363 Hale'olu St	753-0911	Jamlynn Figueroa
12	Jordan C. Camante	6707A 107th Ct, FNG	808-675-1879	Jordan Camante
13	VAN MARKHAM	91-1132 HADUA ST.	861-7460	Van Markham
14	CHARITY K. KEPAA	87-2135 HELEUA ST	WAIANAE HI 96792	Charity K. Keppa
15	Francis A. Smith	89-588 Farrington Hwy	Waianae HI 96792	Francis A. Smith
16	Michelle Detol	84-104A Hana St	Waianae HI 96792	Michelle Detol
17	Malila Flores	92-120 Keweenaw PL	KAPOLEI HI 96707	541-7042 Malila Flores
18	Christine Corrallo	94-219 paiaa pl	F205 waipahu HI 96797	<i>[Signature]</i>
19	Harold VIEK	85-1048 Kepanaluani St	96792 WAIANAE HI	<i>[Signature]</i>
20	Roberta H. Silva	B7-2042 Farrington Hwy	96792	258563 Roberta H. Silva

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	NAME	ADDRESS	PHONE	SIGNATURE
1	Drew Clarke	87-173 Maliana	699-7498	Drew Clarke
2	Kimberly Fleisher	92-948 Panama St.	672-9064	Kimberly Fleisher
3	Rochelle Loa	85-933 Bayview St.	699-3473	Rochelle Loa
4	Maile Rideout	91-1138 Kihuna St.		Maile Rideout
5	Richard Bawn	89-209 Ualapahua P.	853-7962	Richard Bawn
6	Ernie Perreira			
7	Ernie Perreira		354-3664	Ernie Perreira
8	Unises Miranda	92-612 Maunaloa Loop	954-1186	Unises Miranda
9	Keila Hauki	27A Lakeview Circle	223-7370	Keila Hauki
10	Serial Akana	95 1108 Kepauiki Pl.	725-5444	Serial Akana
11	Lourdes Labrador	87-227 Maia St.	888-3840	Lourdes Labrador
12	D. Naomi Hayes	91-814 Al Pohakupuna rd.	358-1980	D. Naomi Hayes
13	Barak Kaku	87-1648 G. Farrington Hwy.	668-2628	Barak Kaku
14	LEFINEALI TANUKA	91-1295 HOOPIO ST.	253-1844	LeFINEALI TANUKA
15	Cherishann K. Kaii	87-190 B-31 Maliana St.	699-5192	Cherishann K. Kaii
16	Josephine	91-947 Ikaika St.	689-8041	Josephine
17	Hayley L. Kaii-Perreira	87-190 B-31 Maliana St.	699-5192	Hayley L. Kaii-Perreira
18	Maile Wood-Graham		851-9909	Maile Wood-Graham
19	Theresa Ani	87-190 Maliana St. A-12 Maliana	916792	Theresa Ani
20	Katherine Oliveira	91-1525 Pih. St.	808-962-1111	Katherine Oliveira

5: Mother

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NAME	ADDRESS	PHONE	SIGNATURE
1 Sandy	P.O. Box 75289	682-4673	Sandy Johnson
2 RICHARD E LOSIA	P.O. Box 75289	682-4673	Richard Losia
3 EMITA LOSIA	P.O. Box 75289	682-4673	Emita Losia
4 RICHART LOSIA	P.O. Box 75289	682-4673	Richard Losia
5 JABANALYNN LOSIA	P.O. Box 75289	682-4673	Jabanalynn Losia
6 PAULSON LOSIA	P.O. Box 75289	682-4673	Paulson Losia
7 MAIE LOSIA	P.O. Box 75289	682-4673	Maie Losia
8 FULAMEI LOSIA	P.O. Box 75289	682-4673	Fulamei Losia
9 Jackie Lomu	% Hope for a New Beginning		Jackie Lomu
10 Tasha Oyabu-Moka	P.O. Box 75289 (808) 852-7055	682-4673	Tasha Oyabu
11 Desiree Nakamori	% Hope For A New Beginning		Desiree Nakamori
12 Kemi Faunuiina	% Hope for a New Beginning	682-4673	Kemi Faunuiina
13 KAMATA'O SPENCER		368-1865	Kamata'o Spencer
14 Walik Stubbs			Walik Stubbs
15 Thomas Haines	PO Box 75286 Kapolei HI 96707		Thomas Haines
16 Lei Salawa	PO Box 75286 Kapolei HI 96707		Lei Salawa
17 Jady Kamalani-Quitog	P.O. Box 75286 Hope for New Beginning	(852-1012)	Jady Kamalani-Quitog
18 Gilbert Rivera III	P.O. Box 75286 Kapolei HI 96707		Hope for New Beginning
19 Blair Davis	P.O. Box 75289 Kapolei HI 96707		" " "

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	NAME	ADDRESS	PHONE	SIGNATURE
1	MALIA MALUFAN	92-1144 DANKNA ST. KAPOLEI, HI	96707-6000	841-7812 M. Maluf
2	Meli-Lu K. Reguilman	85-1360 Kanae St.	306-9475	Meli-Lu K. Reguilman
3	Dystinee Clark	86-313 HOKUPAA ST	275-7834	Dystinee Clark
4	Dino Mendy	91-846 A Kahaue St		Dino Mendy
5	JUDIE BLUE	94-495 PILIMAI ST.	# 6761-7397	Judie Blue
6	Tiche L. Yamaji	91-1008 Anela St. Kapolei HI	96707 770-7103	Tiche L. Yamaji
7	Carla Masani	87-1550 Farrington Hwy #03	Waianae HI	920-9624 Carla Masani
8	Sandy Lono	P.O. Box 1912	Waianae HI 96792	Sandy Lono
9	Tina Gouveia	91-651 Kulioloa Pl.	# HI 548-9632	Tina Gouveia
10	Starlene Ngata	Uleawā's Beach		489-8874 BN.
11	Maria Boya	87-1618 Uleawa Rd.		Maria Boya
12	Marahila	91-1127 Kaunolu St	Ewa Beach	M. Palani
13	Darlene May Olavan	92-1076 Palahia St.	# M-201	Darlene May Olavan
14	Violet Hootuli	87-1980 Mohihi St.	Waianae	223-8986 Violet Hootuli
15	SHARI A. Saludanes	91-2053 KAI'OLI ST	EWA BEACH HI	# 3806
16	Cheryl Sparks	1110 Belknap Woods #103	Kapolei, HI 96707	Cheryl Sparks
17	Patrick: Martha: P.O. Box 19035		N/A	Martha Patrick
18	Billidani Pooloa	P.O. Box 1645	Waianae HI	96792
19	Richard Portin	87-189 Kulaupurist	Waianae HI	96792
20	Avida Sarngosa	84-924 Hama St. #13	Waianae HI	96792 #861-6935

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NAME	ADDRESS	PHONE	SIGNATURE
1	Maria Greenwood 94121 Merikua St.	957-2475	Maria Greenwood
2	Rose P. Conner 89622 Polakopua St	686384	Rose P. Conner
3	Brian K Callen Civic Center		
4	Sheena-Mari Lind 91-1009 Owakalani St.	2555417	Sheena Lind
5	Destiny Tolentino 86-111 Hakuikali St.	793-2867	Destiny Tolentino
6	Jaren Kaw Bldg 50 Bellman Woods	8529468	Jaren Kaw
7	Munir Samuseva 91-711 Kilipae St		Munir Samuseva
8	Norman Munkira 84-718 Alamaiki St		Norman Munkira
9	Celestine Townsend 84-265 Farrington Hwy	604	Celestine Townsend
10	Alfred Barrozo 89-168 Mano Ave	366-3220	Alfred Barrozo
11	Alex		
12	Blaine Akiona 91-820 Haiamu St	242-4152	Blaine Akiona
13	Deborah Almeida 91-1259 Puanaeole St.	298	Deborah Almeida
14	Marisabel Borilla 91-1466 Renton Rd. u. 1 - E. B.	#196106	Marisabel Borilla
15	Doana L. Hagmo 87-142 Laikua St. Waianae, HI	96792	Doana L. Hagmo
16	Tiana Grancel 91-030 MuuMuu St. Ewa Beach	967	Tiana Grancel
17	Caron Hill		
18	Dall, Cheryl 95743 Waikalani Pl. #402 Mililani, HI	96789	Dall, Cheryl
19	Trevor Heron 84-805 Haukei St. Waianae 96792	861-4087	Trevor Heron
20	Allan Joseph		

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NAME	ADDRESS	PHONE	SIGNATURE
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1	Pilar Henry	94132 Pupuahi St #5	953-0240	Pilar Henry
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2	Pereneeta, Faye	91-285 Fort Weaver	689-7804	Faye
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3	CARDON, Hill	91-1075	306-5462	Cardon
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4	Jamie DeLaPena	1300 N. Cone St	90786 450-0354	Jamie DeLaPena
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5	George Hente For Daniel Pereira			George Hente
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6	Inde Dang		548-1941	Inde Dang
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7	Vernica	94239 Ami Ahi	450-4957	Vernica
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8	Lehan Powell			Lehan Powell
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9	Diane Brown	P.O. Box 705711	228-5565	Diane Brown
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10	Jonah Peters	94-132 Pupuahi St	861-3025	Jonah Peters
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11	Leona K. Faulkner	91-847A Monaha Pl. Ewa Beach HI		Leona Faulkner
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12	Losalia Falealili	87-178 Helaiva St #2	Waianae HI 96792	Losalia Falealili
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13	Moses Keola	89-251 Lepoka Ave	Waianae HI 96792	Moses Keola
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14	Kelly Ann Keola	89-251 Lepoka Ave	Waianae HI 96792	Kelly Ann Keola
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15	Rose P. Ouyang	89-1028 Pohakapala St	HI 96792	Rose P. Ouyang
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16	Penny Yi Simpson	91-1024 Kaikala St.	96706	Penny Yi Simpson
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17	Darrell J. Souza	87-105 Palani St.	Waianae 9679	Darrell J. Souza
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18	MATTHEW M. ADAMS	86-012 ANAHIPO ST	WAIANAE 9679	MATTHEW M. ADAMS
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March 28, 2010

LATE TESTIMONY

TO: The Honorable Marcus Oshiro
Chair of Finance Committee

FROM: Mike Gleason, President and Chief Executive Officer
The Arc of Hilo

SUBJECT: SB2650 SD2 HD1—RELATING TO THE DEPARTMENT OF HUMAN SERVICES

The Arc of Hilo submits testimony with strong support of SB 2650 SD2 HD1—Relating to the Department of Human Services (DHS).

The Arc of Hilo provides a variety of services to improve the quality of life for developmentally disabled people and their families on Hawaii Island.

Services include:

- Adult Day Health;
- Personal Assistance;
- Medicaid Waiver Services;
- LASR (Long-term Adult Support and Resources);
- Employment Training Services; and,
- Disability Services Advocacy.

We support SB 2650 SD2 HD1 and oppose the proposed Eligibility Processing Operations Division (EPOD), which would close 31 of 33 eligibility offices: resulting in the loss of 50 eligibility and public assistance units. The EPOD would significantly and adversely affect the developmentally disabled as well as the elderly, physically disabled, mentally disabled, homeless, and indigent populations. Without the current offices, many will not be able to access, and at times, lose their DHS benefits. They will suffer undue hardship, and often, premature death as a direct result of these closures.

We support the preservation and maintenance of the DHS's Eligibility and Public Assistance Units statewide. The state should not close these offices.

It is unacceptable to close these offices at the expense of the lives of these disadvantaged members of our society.

The Twenty-Fifth Legislature, State of Hawaii
House of Representatives

LATE TESTIMONY

COMMITTEE ON FINANCE

Rep. Marcus R. Oshiro, Chair
Rep. Marilyn B. Lee, Vice Chair

Rep. Henry J.C. Aquino
Rep. Karen Leinani Awana
Rep. Tom Brower
Rep. Isaac W. Choy
Rep. Denny Coffman
Rep. Sharon E. Har
Rep. Gilbert S.C. Keith-Agaran
Rep. Chris Lee

Rep. Scott Y. Nishimoto
Rep. Roland D. Sagum, III
Rep. James Kunane Tokioka
Rep. Jessica Wooley
Rep. Kyle T. Yamashita
Rep. Lynn Finnegan
Rep. Gene Ward

Monday, March 29, 2010
2:30 PM, Conference Room 308, State Capitol, 415 South Beretania Street

Testimony by
Priscilla Badua, BESSD Employee

My name is Priscilla Badua. I have been a state employee for the Department of Human Services for 39 years, of which the last 35 years as a supervisor for the West Kauai Income Maintenance Unit located in Eleele.

I am testifying in support of SB2650, SD2, HD1:

- 1. Which would prohibit the use of private contracts and vendor for intake and eligibility of DHS welfare and public assistance services.** The Department's eligibility worker (EW) is an integrated worker who possesses extensive knowledge and performs initial and ongoing eligibility determination for financial assistance, medical assistance, food stamps, and information and referral services. The EW is supported by a complex infrastructure: An example is, the 'Hawaii Automated Welfare Information System' (HAWI) which is the computerized information system for financial, medical and food stamp programs; and Electronic Benefit Transfer (EBT) used to issue food stamp, financial and child care benefit by transferring benefits to a debit card.

Your BESSD EWs are dedicated and have a 'can do' attitude. My experience with private contracts is that they serve a target group. An example, in 2004 when the child care contract with Maximus was terminated the BESSD EW was assigned the child care program. For the EW, this meant learning another information system the 'Hawaii Automated Network of Assistance', new policies, dealing with a different type of clientele, and working with the HAWI and HANA information system. Therefore, from 2004 to 2009 the EW was tasked with the food stamps, financial, medical and child care programs. The child care program after four years was then awarded to Arbor, another private contractor.

It would be irresponsible to utilize private contracts when the BESSD EW receives extensive training in policy (financial, food stamps and medical), system and other related subject areas. Because the EW receives training in three programs; the EW is a valuable resource and asset to the client and to the division in achieving its goals and objectives.

2. Convene a task force to determine the feasibility of the Department of Human Services proposed reorganization.

BESSD was organized in 1997 with the involvement of various offices and staff. This should be the case when a reorganization of this magnitude is proposed. Convening a task force for this purpose will also provide an opportunity to raise issues and improve our service delivery.

INTERNAL COMMUNICATION FORM HUMAN SERVICES DEPARTMENT OF SOCIAL SERVICES AND HOUSING	Suspense
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Subject: HAWI CONVERSION	Originator: J. Nakano/5901
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To: OBA, HBA, MBA, From: PWA Date: 9/6/88 Memo No. 1
 KBA, ASO, ISO, EVO, PLNG,
 PERS, PD-IM, HCAD, SRQ-

MAHALO AND CONGRATULATIONS!

The statewide implementation of HAWI and the conversion of federally financed income maintenance cases - AF, FS, MN - has been completed. Thank you all for the hard work, the cooperation, and the patience.

HAWI has been approximately 5 years in planning, development, and implementation. To most of us we wondered whether it would ever materialize since it took soooo long. The time and process it took to get the final product is typical of the time that most large systems take. At this time, HAWI is the largest computer project ever undertaken by the state of Hawaii.

The going in the last few months has been difficult for everyone. A year ago very few believed that the system could be implemented within the timetable that had been established. The cooperation that was displayed, especially by those who volunteered to help other units, offices, and branches helped us to achieve our goal. Without this team effort the job could not have been accomplished on schedule.

There are a number of enhancements to the system that have already been identified that will help staff to do their jobs better and to facilitate the flow of work. There are features to the system that could not be implemented as planned, such as the extension of the medical deadline for changes and the use of the warrant cancellation screen. Work is continuing in these and other areas.

Implementation was indeed a team effort. Branch staff did most of the work to prepare the cases and to convert the cases. Staff offices were involved also. PERS assisted with the processing and filling of the exempt clerical positions. ASO staff were involved in planning and testing of the system as well as taking on new responsibilities such as mailing out notices. PLNG staff assisted in planning and budgeting matters, and one member assisted with the conversion of cases. ISO staff were crucial to implementation. EVO staff assisted by providing staff to help PD-IM and also assigned one person full time to the project. PD-IM and HCAD staff assisted as help desk and assistant trainers.

Subject: HAWI CONVERSION

Originator: J. Nakano/590

To: OBA, HBA, MB
From: PWA, KBA, ASO, ISO, EVO, PLNG,
PERS, PD-IM, HCAD, SRO

Date: 9/6/88

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Everyone played a role. At this time, I would like to however single out a few individuals who played major roles in developing the HAWI system as full time staff of the project. These individuals were virtually plucked from their responsibilities and assigned to HAWI with very little notification, knowledge of what was to be expected of them and with very little knowledge of HAWI. Without their dedication and willingness to learn and to put in the extra effort, the project would not have succeeded on a timely basis. These individuals, their positions/office, and their primary areas of responsibilities are:

- Karen Arakaki - EVO/QC Reviewer (Co-developer and provider of pre-HAWI orientation and resource staff development, assistant trainer, implementation help desk)
- Sharllene Asato-Yamamoto - PD-IM (Coordinated security development and implementation, Acceptance Test Team, SRO staff)
- Priscilla Badua - KB IM Supervisor (KB HAWI Coordinator, Acceptance Team Member, Lead Trainer)
- Arleen Fujimoto - OB IM QMW (Assistant Trainer, implementation help desk)
- Linda Fukunaga - MB IM Supervisor (MB HAWI Coordinator, Acceptance Team Member, Lead Trainer)
- Doreen Harada - OB IM QMW (Acceptance Test Team, Lead Trainer)
- Melvin Honda - HB IM Supervisor (HB HAWI Coordinator, Acceptance Team Member, Lead Trainer)
- Estralita Hoover - OB QMW (Co-developer and provider of pre-HAWI orientation and resource staff development, assistant trainer, implementation help desk)
- Raymond Ikeda - PD-IM (Help Desk and Acceptance Test Team Coordinator, System's Test Team Member, SRO Team leader)
- Barbara Kawano - HCAD (Co-developer of HAWI Training Manual and coordinator for HAWI User Manual Updates, SRO staff)
- Pearl Kapanui - OB IM Supervisor (OB HAWI Coordinator)
- Gail Kohagura - OB Secretary (Secretary to Project Manager, girl Friday to everyone)
- Emma Koshiro - OB IM Supervisor (HAWI Conversion Coordinator, HAWI certification, SRO staff)
- Veronica Lane - OB clerk typist (Acceptance Test Team Member, State Help Desk and Security support, Assistant Clerical Trainer, SRO staff)
- Sandra Matsumoto - OB QMW (Acceptance Test Team Member, OB Help Desk, SRO staff)

Subject: HAWI CONVERSION

Originator: J. Nakano/5901

To: OBA, HBA, MBA, KBA, ASO, ISO, PERS, PD-IM, HCAD, SRO
From: PWA, PLNG, EVO

Date: 9/6/88

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Marie Mattson - OB QMW (Acceptance Test Team Member, Lead Trainer)
Lillian Murakami - OB QMW (Acceptance Test Team Member, OB Help Desk)
Gwen Murashige - OB QMW (System's Test Team Member, Acceptance Test Team Member, Lead Trainer, OB Help Desk)
Judy Nakano - PD-IM (HAWI Implementation Coordinator)
Charlene Santee - HCAD (Co-developer of HAWI Training Manual, HAWI Training Coordinator, IM Training Coordinator)
Fred Shimabukuro - OBA (HAWI Project Manager)
Susanne Shimabukuro - OB QMW (Co-developer and provider of pre-HAWI orientation and resource staff development, assistant trainer, implementation help desk)
Mary Tokuhama - OB QMW (Acceptance Test Team Member, Lead Trainer)
Pearl Tsuji - OB QMW (Acceptance Test Team Member, Lead Trainer)
Lorie Young - PD-IM (Assistant Trainer, implementation help desk)

There were many others who assisted in the implementation of HAWI, although they were not full time members of the Project. We would like to acknowledge these individuals also. They are:

Ernesto Acopan - PD-IM (Assistant Trainer, implementation help desk)
Harry Akamine - PD-IM (Assistant Trainer, implementation help desk)
Wayne Akizaki - PD-IM (Assistant Trainer, implementation help desk)
Mark Aragaki - HB IM Supervisor (Assistant Trainer, implementation help desk)
Kris Foster - PD-IM (Assistant trainer, implementation help desk)
Linda Harada - OB IM Supervisor (Assistant Trainer)
Thompson Kauhi - HB IM Supervisor (Assistant Trainer, implementation help desk)
Carol Luna - OB IM Supervisor (Assistant Trainer)
Steve Kawada - HCAD (Assistant Trainer, implementation help desk)
Joanne Kim - OB IM Supervisor (Assistant Trainer)
Lynn Matsui - MB IM Supervisor (Assistant Trainer, implementation help desk)

Subject: HAWI CONVERSION

Originator: J. Nakano/5901

To: OBA, HBA, MB, KBA, ASO, ISO, EVO, PLNG, PERS, PD-IM, HCAD, SRO

Date: 9/6/88

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Sandra Morishige - PD-IM (Assistant trainer, implementation help desk, co-developer and provider of pre-HAWI orientation and resource staff development)

Marie Mueller - OB IM Supervisor (Assistant Trainer)

Patricia Murakami - PD-IM (Assistant Trainer, implementation help desk)

Wayne Nishi - KB IM Supervisor (Assistant Trainer, implementation help desk)

Yumi Roberts - OB IM Supervisor (Assistant Trainer)

Patricia Williams - PD-IM (Assistant Trainer, implementation help desk)

Mike Imai - ASO/BP (Acceptance Test Team)

Geraldine Migita - EVO/QC (Acceptance Test Team)

Others who assisted in the earlier stages of development are:

Winifred Odo - HCAD

Ann Tam Sing - OB

Thank you and a special note must be made to the staff who volunteered to help with conversion preparation and conversion in other units and branches. HB staff made an additional effort to help MB because of their staffing problems. New friendships and an appreciation for joint efforts developed from those experiences.

Thank you all for a job well done !!!


PWA

cc: DIR, DIR/AS
2 per unit
I&RS

7/18/02 cc staff

**INTERNAL
COMMUNICATION FORM**

WU 444

Suspense

JUL 16 2
SA

DEPARTMENT OF HUMAN SERVICES

2002 JUL 18 A 7:27

Subject: BESSD REORGANIZATION

**Originator: P. Murakami
586-5230**

**To: OBA, NIBA, SO
ATTN: All Units**

From: BESSDA

Date: 7/15/02

Memo No. 1

This is to inform you of the status of the BESSD reorganization plans.

Since the BESSD was organized in 1997, one of our goals was to create a customer service orientation/environment in service delivery. Our long-range plans included consideration of various approaches or strategies that would enable us to improve our customer service, establish a work environment that would support our service delivery, and maximize staff resources. From the outset, the Neighbor Island Sections were integrated and the Oahu Sections were not integrated. After a few years, we determined the Neighbor Island Branch organization was a better organizational design for the Division to achieve this goal.

In 1999, we began planning how to reorganize the Oahu Branch into integrated Sections similar in design to the Neighbor Island Branch organizational structure, e.g., Income Maintenance Units and First To Work Units that provided First to Work, child care, and social services within an integrated Section. In February 2000, the idea of integrating the units and staffing the units with "blended" workers assuming responsibilities for both the First to Work and Income Maintenance programs was presented as a possible organizational design. We accepted this proposal, as we believed this approach would best meet our needs. Subsequently, many ideas were presented and various offices within and outside of the Department raised issues. From the outset, we realized integrating both employment and income maintenance services into one worker's position was a totally new concept and it would not be an easy process. There would be many challenges but we believed there would also be opportunities for us to improve our service delivery. The net effect was a number of proposals were developed which caused a delay in our finalizing our proposed reorganization. In December 2001, we believed we had developed a proposal for Oahu Branch that would be acceptable to the Director. Therefore, Oahu Branch staff was provided with an overview of the proposal to allow staff the opportunity to decide whether they wanted to be considered for the blended worker positions.

The Neighbor Island Branch staff was also impacted due to the decision to blend both the unit operations and staff responsibilities. They were progressive in implementing the use of a limited number of "blended" workers in the First To Work Unit. We are appreciative of the innovative approach taken by the Neighbor Island Branch as we have learned much from your experience.

Between 1999 and June 2002, extensive work was done by staff throughout the Division to establish position descriptions, workload and caseload plans, operational plans, training plans, and transition plans. Finally, in June 2002, we believed we had developed a proposed organizational design that addressed all the issues. I am very appreciative of the staff who participated in planning and designing the reorganization. You devoted countless hours, never lost sight of the vision and goal, met each challenge, and perhaps, like some of us, lost some sleep over this.

After reviewing the Department's priorities and the upcoming changes in the federal food stamps and TANF programs with the Director and the BESSD administrators, it was agreed we would pursue a more moderate approach to integrating services. For the Oahu Branch, we will pursue establishing a fourth

Subject: BESSD REORGANIZATION

Originator: P. Murakami
586-5230

To: OBA, NIBA, SO
ATTN: All Units

From: BESSDA

Date: 7/15/02

Memo No. 1

section, integrating the Sections, and establishing an Assistant Oahu Branch Administrator. This means we will not integrate the Units' and the EW or SSSS workers' functions into a "blended" worker at this time. Our focus will be to streamline and improve the efficiency of the Administration and enhance the effectiveness of the programs by decreasing the current span of control for the Section Administrators and integrating the Sections to better coordinate the IM and FTW services within geographical areas. For the Neighbor Island Branch, integration efforts will continue as allowed under their current approved Organization. As a Division, we will continue to work on the infrastructure issues to allow integration of services when and where deemed appropriate, e.g., staff development, supervision, office environment, workload, integrated worker within an IM Unit to support the Neighbor Island Branch plan, etc.

Some of you may question why the proposed reorganization is impacted by the Department's priorities. We need to remember BESSD is part of a Department with responsibilities for a wide array of human services. We need to ensure the BESSD's organizational structure, partnership with other Divisions, and how we deliver services facilitates or supports the Department's mission. Unfortunately, there are times the working environment causes us to lose sight of this as we are busily pursuing excellence in our own programs and are frustrated by the lack of adequate resources throughout the Department. Finally, there will be a new administration taking office in December 2002 and we do not know what their priorities will be. However, we believe having both the Oahu Branch and Neighbor Island Branch organized in a similar manner will allow us to better address the next administration's priorities.

Others will wonder what impact the federal changes to the food stamp and TANF programs will have on the BESSD. We do not have all the answers as reauthorization of the TANF program is currently being debated in Congress. From all indications, we envision the participation rate requirement will increase, number of hours an individual must participate in a work activity to be considered meeting the participation requirement will increase, caseload reduction credit will be eliminated, and state waivers will be terminated. These four issues are of concern as we are currently just meeting our participation rate requirement with the help of the caseload reduction credit and the waivers. These changes may require a different and possibly, a more aggressive approach to how we deliver services to ensure we avoid fiscal penalties. For the Food Stamp program, there will be a change in how States qualify for enhanced funding, States will continue to be held accountable for their accuracy rate, and States will be allowed to align several features of the Food Stamp program with the TANF program. The impact these changes will have on the staff's workload and caseload is still being evaluated.

This overview and the reasons behind our decision are being provided to ensure all staff receives the same information. I continue to believe the integration of services is a good approach for both staff and those we serve. However, there are many paths to reaching this goal and your continued support and assistance as we better define and move toward this goal is very much appreciated. If you have any questions or concerns, please feel free to contact me.



BESSDA