



EXECUTIVE CHAMBERS

HONOLULU

NEIL ABERCROMBIE  
GOVERNOR

Testimony on GM 509  
Confirmation of Patricia McManaman  
Director, Department of Human Services

Governor Neil Abercrombie

SENATE COMMITTEE ON HUMAN SERVICES

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

February 24, 2011  
1:15 p.m. Room 016

Chair Chun Oakland, Vice Chair Ihara and committee members, I respectfully ask for your favorable support of my nominee Patricia McManaman as the Director of the Department of Human Services.

Since being appointed on December 11, 2010, Ms. McManaman has shown tremendous leadership skills within the DHS. Her management abilities and skillset are exactly what is needed in the DHS to move the state forward. She has consistently advocated for people who are poor and underserved throughout her career. She also understands the challenges ahead for our state and that it will take all of us to make a difference.

Ms. McManaman is the right person to lead the DHS and I am proud to have her as a member of my team to ensure a New Day in Hawaii.

Thank you for your consideration to confirm this leader.

NEIL ABERCROMBIE  
GOVERNOR



DENISE M. WISE  
EXECUTIVE DIRECTOR

**STATE OF HAWAII**  
DEPARTMENT OF HUMAN SERVICES  
HAWAII PUBLIC HOUSING AUTHORITY  
1002 NORTH SCHOOL STREET  
Honolulu, Hawaii 96817

BARBARA E. ARASHIRO  
EXECUTIVE ASSISTANT

Statement of  
**Denise M. Wise**  
Hawaii Public Housing Authority  
Before the

**SENATE COMMITTEE ON HUMAN SERVICES**

February 24, 2011 1:15 P.M.  
Room 016, Hawaii State Capitol

In consideration of  
**G.M. 509**

**SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE DIRECTOR OF  
THE DEPARTMENT OF HUMAN SERVICES, GUBERNATORIAL NOMINEE,  
PATRICIA MCMANAMAN, FOR A TERM TO EXPIRE DECEMBER 1, 2014.**

Madam Chair and Members of the Senate Committee on Human Services, thank you for the opportunity to provide you with comments regarding Governor's Message 509, submitting for consideration and confirmation to the Director of the Department of Human Services, Gubernatorial Nominee, PATRICIA MCMANAMAN, for a term to expire December 1, 2014.

The Hawaii Public Housing Authority (HPHA) supports the confirmation of Interim Director McManaman as Director of the Department of Human Services. Since her initial appointment to the position, Interim Director McManaman has provided direction and guidance through the recent gubernatorial transition period. The HPHA is confident that under her direction, the Department of Human Services will be effectively and responsibly managed, and would appreciate the opportunity to continue working with her.

The HPHA appreciates the opportunity to provide the Senate Committee on Human Services with the agency's position regarding G.M. 509. We respectfully request the Committee confirm Interim Director McManaman as Director of the Department of Human Services.



# HAWAI'I CIVIL RIGHTS COMMISSION

830 PUNCHBOWL STREET, ROOM 411 HONOLULU, HI 96813 · PHONE: 586-8636 FAX: 586-8655 TDD: 568-8692

February 24, 2011  
Conference Room  
016  
1:15 p.m.

To: The Honorable Suzanne Chun Oakland, Chair  
Members of the Senate Committee on Human Services

From: William Hoshijo, Executive Director, Hawai'i Civil Rights Commission

Re: G.M. No. 509

Nomination of Patricia McManaman  
to the Director of Human Services

I strongly support the Nomination of Patricia McManaman to be the Director of Human Services.

I have served as the Executive Director of the Hawai'i Civil Rights Commission (HCRC) since 1997. The HCRC is the agency responsible for enforcing our state civil rights laws prohibiting discrimination in employment, housing, public accommodations, and state-funded services. I am very familiar with Patricia McManaman and have every confidence that her leadership, honesty and integrity, management and administrative skills, commitment to the public good, compassion, knowledge and experience will serve her and the people of the state well in her new position.

I first met Pat McManaman over twenty-five years ago. Her work over more than two decades as a public interest lawyer, nonprofit public interest law organization CEO, per diem judge, and HCRC Deputy Executive Director reflect a deep commitment to public service.

Just over twenty years ago, I had the opportunity to work with Ms. McManaman at Na Loio No Na Kanaka, a public interest law organization that provided legal services and advocacy for the immigrant poor. After that, for almost twelve years, she was the CEO of Na Loio – Immigrant Rights and Public Interest Legal Center. Of our contemporaries, I can think of no one who has a greater demonstrated commitment to the rights of immigrants and the poor in Hawai‘i over this period.

In October 2008, Ms. McManaman joined the HCRC as our Deputy Executive Director. The HCRC DED is a critical position, responsible for the success of our enforcement activities. The DED directs the day to day work of enforcement staff,. She is responsible for the overall supervision of investigations, working with investigator supervisors, as well as the supervision of staff attorneys. The DED works with the ED and the management team to plan and make program policy.

During Ms. McManaman’s tenure, the HCRC and other state agencies faced the impact of the economic recession, with our share of state budget cuts, furloughs, and reductions in force, and the cumulative negative impact on productivity and morale. Pat played a key role in an internal review and discussion of HCRC procedures and processes, a “moving forward” discussion that helped us to elicit staff ideas for improvements that could be implemented to make the HCRC more efficient and effective. The DED is also responsible for case review and works with the ED and attorneys on legal review, determinations, and conciliation. Pat developed an expertise in civil rights law, with strong legal analysis and keen insight into real world application of the law. The DED also takes the lead on administration of the HCRC’s worksharing agreement with the U.S. Department of Housing and Urban Development. Pat worked closely with her counterparts at HUD and HCRC staff to build a strong working relationship, with positive results.

Working closely with Patricia McManaman, I have come to appreciate the strengths and attributes that she brings to her work. She is a skilled litigator and a steadfast and effective advocate for justice. She has an excellent legal mind and can quickly pick up expertise in new areas. She has a good understanding of budgets and process. She is strong on policy, seeing the big picture and paying attention to detail. She is a team player, one who looks for positive solutions.

Ms. McManaman's best qualities are her character and integrity. She is principled and honest. She cares about the people she serves, about human needs and basic rights. She has the courage to stand up for what she thinks is right, no matter how unpopular.

These are all qualities that will make Ms. McManaman an excellent Director of Human Services. She is the right person for an impossibly difficult job. Without reservation, I recommend and support Patricia McManaman as the nominee to be the Director of Human Services and urge the Committee and the Senate to approve and confirm the nomination.

Thank you for your consideration.



# HAWAI'I CIVIL RIGHTS COMMISSION

830 PUNCHBOWL STREET, ROOM 411 HONOLULU, HI 96813 PHONE: 586-8636 FAX: 586-8655 TDD: 568-8692

February 24, 2011  
Conference Room 016  
1:15 p.m.

To: The Honorable Suzanne Chun Oakland, Chair  
Members of the Senate Committee on Human Services

From: Coral Wong Pietsch, Chair, Hawai'i Civil Rights Commission

Re: G.M. No. 509

Nomination of Patricia McManaman  
to the Director of Human Services

I support the nomination of Patricia McManaman to be the Director of Human Services.

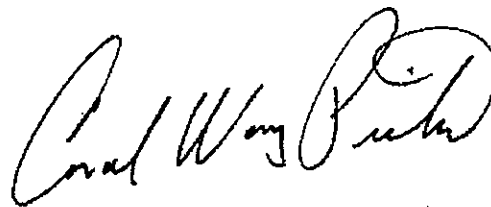
The Hawai'i Civil Rights Commission (HCRC) has enforcement jurisdiction over state laws prohibiting discrimination in employment, housing, public accommodations, and access to state and state-funded services. I have served as Chair of the HCRC since 2003.

Prior to her appointment as the Interim Director of Human Services in December 2010, Ms. McManaman served as the Deputy Executive Director of the HCRC from October 2008 through December 2010. During her tenure as DED, Ms. McManaman was a key member of the HCRC management team, responsible for supervision of the investigation and legal activities of the enforcement section. In addition to day to day management and supervision, Ms. McManaman contributed valuable input on policy issues and legislation.

Ms. McManaman reported to the Commissioners on a regular basis, going over production and caseload data at regular monthly Commission meeting. She was aware of the Commissioners' interest in timely and effective investigation of complaints, and through the worst of the state budget crisis, was successful in maintaining productivity and progress in this area, despite the negative impact of staffing freezes, reduction in force, and furloughs. Throughout, Ms. McManaman was frank and forthright in

discussing the impact of the cuts on staff, regarding productivity, stress, and morale. Rather than merely repeating the mantra of “do more with less,” Ms. McManaman was able to work with and manage staff to maintain productivity, while working with the management team to eliminate duplication and waste of time and resources.

In the Commission’s interactions with Deputy Executive Director McManaman, I found her to be committed to public service, knowledgeable, forthright, responsive, responsible, and engaged. Patricia McManaman will well serve the people of Hawai‘i as the Director of Human Services.

A handwritten signature in black ink, reading "Carol Wong". The signature is written in a cursive style with a large, stylized initial "C" and "W".

**Aloha United Way**

200 N. Vineyard Blvd., Suite 700  
Honolulu, Hawaii 96817-3938  
Telephone (808) 536-1951  
Fax (808) 543-2222  
auw.org



**Aloha United Way**

February 22, 2009

Senate Committee on Human Services  
Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Vice Chair  
Thursday, February 24, 2011 at 1:15 P.M.  
Conference Room 016

**GM 509: Confirmation to the Director of the Department of Human Services, Patricia  
McManaman – in Support**

Dear Chair Chun Oakland, Vice Chair Ihara and Committee Members:

Aloha United Way encourages your favorable consideration of GM 509 which confirms the Governor's appointment of Patricia McManaman to be the director of the Department of Human Services.

Ms. McManaman's extensive experience in the nonprofit community and her demonstrated willingness to work with the nonprofits will be critical as we navigate through the current budget difficulties and attempt to rebuild our community safety net.

Aloha United Way strongly encourages favorable consideration of Ms. McManaman's appointment.

Sincerely,



Susan Doyle  
President & Chief Professional Officer

**GIVE. ADVOCATE. VOLUNTEER. LIVE UNITED.**







CATHOLIC CHARITIES HAWAII

**TESTIMONY IN STRONG SUPPORT - GM 509**

**Confirmation hearing for the Director of the HMS Department of Human Services,  
Gubernatorial Nominee, Patricia McManaman, for a term to expire December 1, 2014.**

**HEARING**

**Thursday, February 24, 2011**

**1:15p.m.**

**Conference Room 016, State Capitol**

Chair, Senator Suzanne Chun Oakland and Vice Chair, Senator Les Ihara, Jr., and members of the Committee on Human Services:

I am Jerry Rauckhorst, President & Chief Executive Officer of Catholic Charities Hawaii and I strongly support the appointment of Ms. Patricia McManaman for the position of Director of Human Services.

Catholic Charities Hawaii has had a long standing commitment to assisting immigrants, refugees and the low-income community, and therefore, we have had a long association with Ms. McManaman in her position as the Chief Executive Officer of Na Loio, a rights and public interest legal center for immigrants, as well as during her time as deputy director of the Civil Rights Commission.

We greatly appreciate Ms. McManaman's commitment to justice for the disadvantage and recognize her as one of the key authors of the language access legislation for Limited English Proficiency persons in the state. She has also been very involved in advocating for the rights of victims of domestic violence as well as the necessary services needed to provide relief. She was also instrumental in successfully advocating for health services for immigrants and the poor.

Ms. McManaman is highly qualified and most suitable for the position of Director of Human Services given her compassion, legal skills and commitment to the low-income and disadvantaged in our community.

Please feel free to contact us regarding Ms. McManaman's appointment if we can be of any assistance. I can be reached through Sr. Earnest Chung, Social Policy Director, at (808) 527-4810.

Sincerely,

Jerry Rauckhorst  
President & Chief Executive Officer



91-1841 Fort Weaver Road  
Ewa Beach, Hawaii 96706  
Phone 808.681.3500  
Fax 808.681.5280  
Email [cls@cis-hawaii.org](mailto:cls@cis-hawaii.org)  
[www.childandfamily-service.org](http://www.childandfamily-service.org)



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Head Start Policy Council Liaison

JoAnn Freed  
Early Childhood Consultant

ACCREDITATION

Council on Accreditation

AFFILIATIONS

Alliance for Children  
and Families

Hawaii Island

United Way

Maui United Way

Kauai United Way



Aloha United Way

February 2, 2011

Senator Suzanne Chun Oakland, Chair, Human Services Committee,  
Hawaii State Capitol, Room 226  
Senator Les Ihara, Vice-Chair, Human Services Committee,  
Hawaii State Capitol, Room 220  
Honolulu, Hawaii 96813

Dear Senators Chun Oakland and Ihara and Committee Members

I am writing in strong support for the confirmation of Patricia McManaman as Director of Human Services for the State of Hawaii.

I did not know Ms. McManaman prior to meeting her as a candidate for the position. I was recently on the panel that interviewed candidates for Director and Deputy Director positions for the Departments of Health, Human Services, Labor, and Public Safety. In the interview I was impressed with the thoughtfulness of Ms. McManaman in terms of her understanding of human services and in response to the various questions from panel members. She had ideas and this is something I really find is critical in key leadership positions like the Director of Human Services for the state. She was respectful and also stayed focused on answering our questions. In addition to the way she handled herself in the interview, she clearly has a background that reflects both a concern for victims, their rights, and the services they should receive, but also a nonprofit leadership position with Na Loio, an organization devoted to serving immigrants and advocating for their rights. Ms. McManaman's legal background is also helpful in dealing with the various laws that one has to understand related to child welfare and other areas under the Human Services Department. The Governor, in my opinion, also chose well in appointing Pankaj Bhanot to the Deputy Director position. I think this appointment of someone who knows DHS very well from the inside and a leader who can direct this challenging department coming in from the outside is an excellent team.

I also want to add that in the short time since Pat's appointment I have been impressed with her openness to meeting with nonprofit providers and hearing their ideas and honestly sharing the realities she is facing. This accessibility is refreshing and I have seen Pankaj and Pat connecting to legislators at the Capitol which will set the right tone for strong collaboration between the executive and legislative branches.

For all of the above reasons, I ask you to confirm Ms. McManaman as Director of Human Services for the state of Hawaii, and I stand ready to support her in the important work ahead.

With Aloha,

Howard S. Garval, President & CEO

*Our Mission: Strengthening Families and Fostering the Healthy Development of Children*

91-1841 Fort Weaver Road  
Ewa Beach, Hawaii 96706  
Phone 808.681.3500  
Fax 808.681.5280  
Email cfs@cfs-hawaii.org  
[www.childandfamilyservice.org](http://www.childandfamilyservice.org)



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Lori Lum

Gayle Marumoto

Steve Metter

Terrí Motosue

Maurice Myers

Gina Pohllabel

Djuan Rivers

Michele Saito

Joanie Shibuya

Jonathan Steiner

Earl Stoner

Colleen Wong

PROGRAM RESOURCES

Justine Balauro

Head Start Policy Council Liaison

JoAnn Freed

Early Childhood Consultant

ACCREDITATION

Council on Accreditation

AFFILIATIONS

Alliance for Children  
and Families

Hawaii Island

United Way

Maui United Way

Kauai United Way



Aloha United Way

January 25, 2011

Senate Chair Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813

RE: Support for Patricia McManaman as Director of the Department of Human Services

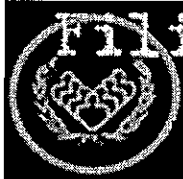
I am a Bilingual Case Manager with Child and Family Service and an ESL Teacher with Farrington Community School for Adults for over twenty years. I have been acquainted with Patricia since the late 90s and know her work very well since both Farrington's satellite school and Na Loio No Na Kanaka (currently known as the Hawaii Immigrant Justice Center, Legal Aid), of which Patricia served as an attorney and later CEO, are located in Palama Settlement. At Na Loio, Patricia handled a range of immigrant issues serving the indigent and low income population. In her role I know she always had the interest of the client and the larger community at heart.

There have been several instances in which I referred my students to Na Loio, and they have all expressed their satisfaction in the legal services provided them. In one particular case, I brought a Laotian student in my ESL class to Na Loio. She needed legal counsel for a child custody case that was being scheduled for an immediate court hearing. I recalled how open and professional Patricia behaved towards my student, who barely spoke any English. Patricia immediately conducted an interview and hooked her up with the appropriate attorney, who then took her case pro bono.

I believe the work that Patricia has done in the past 30 years—as an attorney, an advocate, a judge, and an educator—has always been in the interest of the people of Hawaii. Governor Abercrombie could not have chosen a more promising candidate for the position, who has extensive management and advocacy experience and who will fairly champion the causes of the working class, the poor, the immigrant, and the victims. I hope that you will support and confirm her appointment.

Sincerely,

Helen Lee  
Bilingual Case Manager



# Filipino Coalition for Solidarity

A HAWAII RIGHTS ADVOCACY GROUP • FOUNDED IN 1990

c/o 728 Nunu St. · Kailua, HI 96734 · <http://www.philippinesonline.org/thecoalition/>

## TESTIMONY IN STRONG SUPPORT OF GM 509

Senate Committee on Human Services

Feb. 24, 2011, 2:30 p.m. | Hawai'i State Legislature | Room 016

Report Title: Director of the Department of Human Services  
Description: Submitting for consideration and confirmation to the Director of the Department of Human Services, Gubernatorial Nominee, PATRICIA MCMANAMAN, for a term to expire December 1, 2014.

To: Honorable Sen. Suzanne Chun Oakland, Chair  
Honorable Sen. Les Ihara, Jr., Vice Chair  
Honorable Human Services Committee Members

From: Charlene Cuaresma, Past President, Filipino Coalition For Solidarity

My name is Charlene Cuaresma, past president of the Filipino Coalition for Solidarity. The Coalition strongly supports Gov. Neil Abercrombie's nomination of Patricia McManaman as Director of the Dept. of Human Services. Since its inception in 1990, the Coalition has represented more than 50 Filipino community leaders, whose aim is to work for social justice issues to empower Filipinos to make socially responsible contributions to Hawai'i and our global neighbors through education, advocacy, and social action. The Coalition is committed to an ongoing resolution to address health disparities as a social justice issue.

I strongly support Ms. McManaman because she has been a friend and resource to immigrants in Hawai'i. For many years, I served with her on the Inter-Agency Council for Immigrants and Refugees, and Unite Here! Local 5 Community Alliance Council.

Ms. McManaman had been key in fighting shoulder to shoulder with many to restore and retain funds for the Hawai'i Immigration Health Initiative, which enabled community health centers to serve low-income immigrants. She advocated side by side with civil rights advocates in the development and passage of Hawai'i's language access bill. She is not only a highly respected, humble and modest public servant, but she is also results-oriented, effective, trustworthy, and dedicated to supporting the leadership of minorities to work together with government and the private sector for the benefit of all.

Furthermore, Ms. McManaman and her staff, colleagues and community members have been guided by their values, highest regard for civil rights, combined experiences and knowledge of government agencies, state and federal law, and immigration policies to tackle some of the toughest hardship cases faced by our immigrant and refugee family members, friends, neighbors and co-workers in Hawai'i. Among these are domestic violence, human trafficking, discrimination, houselessness, access to health and human services, deportation, and more. She is smart. She listens. She is inclusive. She is even-tempered, but not afraid to disagree. She is kind. She is the right person to bring people together to serve the most vulnerable and strengthen our state's capacity for cooperation and goodwill during austere times. Thank you for this opportunity to testify on her behalf.

Respectfully,

Charlene Cuaresma



# OAHU FILIPINO COMMUNITY COUNCIL

P.O. Box 17531 · Honolulu · Hawaii 96817

## Unit Organizations

Alliance of Residential  
Carehome Administrators  
Aloha Saguihsib Cultural  
Foundation, Inc.  
Annac ti Bado iti Hawaii  
Annac ti Batac  
Annac ti Caoayan 2002  
Annac ti Kailokuan iti  
America  
Annac ti Sinait iti Hawaii  
Asingan Organization of  
Hawaii  
Badoc-Pinili Aid  
Association of Hawaii  
Banna Association of  
Hawaii  
Bannatiran Association of  
Hawaii  
Batangas Association of  
Hawaii  
Bulacan Circle of Hawaii  
Caballeros de Dimasalang  
Cabugao Sons & Daughters  
of Hawaii  
Candonians of Hawaii  
Caoayan ISAH  
Cavitenians of Hawaii  
Dingras Association of  
Hawaii  
Divine Word College  
Alumni Association  
FilAm Sports USA  
Fil American Citizens  
League  
Filipino Business Women's  
Club  
Filipino Nurses Organization  
of Hawaii  
Filipino Women's Civic  
Club  
GUMIL Hawaii  
GUMIL Oahu  
Hawaii Filipino Women's  
Club  
Hawaii Council of Bilingual  
Educators  
ILAH  
Ilocos Norteniens of  
America  
INCAT Alumni Association  
of Hawaii  
International Filipino  
Society of Hawaii  
Kalayaan Phil.-Hi. Int.  
La Union Circle of  
Hawaii  
Lingayen Gulf Club of  
Hawaii

## TESTIMONY IN STRONG SUPPORT OF GM 509

Senate Committee on Human Services

Feb. 24, 2011, 2:30 p.m.

Hawai'i State Capitol Room 016

**Report Title:** Director of the Department of Human  
Services

**Description:** Submitting for consideration and confirmation  
to the Director of the Department of Human Services,  
Gubernatorial Nominee, PATRICIA MCMANAMAN, for a term to  
expire December 1, 2014.

**To:** Honorable Sen. Suzanne Chun Oakland, Chair  
Honorable Sen. Les Ihara, Jr., Vice Chair  
Honorable Senate Human Services Committee

**From:** Maria Etrata, RN  
President, Oahu Filipino Community Council

Dear Sen. Chun Oakland, Sen. Les Ihara, and Senate Committee  
on Human Services Members,

My name is Maria Etrata, president of the Oahu Filipino  
Community Council. OFCC is an umbrella organization that  
represents a network of non-profit civic groups with a unified  
vision to improve the lives of our Filipino communities. I submit  
this testimony to strongly support the confirmation of Ms.  
Patricia McManaman to the Director of the Dept. of Human  
Services.

Ms. McManaman is a proven leader, who will work  
collaboratively with this administration, the legislature, and all  
stakeholders in the public and private sectors, as well as in the  
community. Thank you for hearing this bill and for the chance  
to submit this testimony.

Sincerely,

Maria Etrata, RN  
President  
Oahu Filipino Community Council

## Unit Organizations

Magsingal Association of  
Hawaii  
Narvacan/San Antonio Club of  
Hawaii  
Nueva Vizcaya Association of  
Hawaii  
Pasuquinos Association of  
Hawaii  
Philippine Cultural Foundation  
Philippine Nurses  
Association of Hawaii  
Piddig Association of Hawaii  
Sanchez Mira Association of  
Hawaii  
San Manuel Pangasinan  
Association of Hawaii  
San Nicolaneos USA  
San Nicolas Goodwill  
Foundation  
San Nicolas Teachers of  
Hawaii  
Santa Lucia Association of  
Hawaii  
Sarrat Association of Hawaii  
Sarrat International Inc.  
Sinait Nt. High School Alumni  
of Hawaii  
Solsona of Hawaii  
Tarlac Mutual Club of Hawaii  
TPCP  
Kalihi Ballroom, Inc.  
Sadiri ti San Nicolas iti Hawaii  
Samar Leyte Association of  
Hawaii  
Sampaguita/Sunflower Club of  
Hawaii  
San Juan Association of  
Hawaii  
San Nicolas Nat. High  
Santa Marians of Hawaii  
School Alumni  
Santa Nicolas Nat. High  
School Bingao Annex  
Tagalog Association of Oahu  
United Bacarreños of Hawaii  
United Group of Home  
Operators  
United Pangasinan of Hawaii  
United Urdaneta Club of  
Hawaii  
United Vintarinians of Hawaii  
Vigan Association of Hawaii

To: The Honorable Suzanne Chun-Oakland, Chair  
The Honorable Senator Les Ihara, Jr., Vice Chair  
Senate Human Services Committee

From: Laura Robertson, President/CEO  
Danielle Moskowitz, Vice President of Human Services  
Ann Boyd, Director of Workforce Development  
Edwina Minglana, Director of Employment Services  
Goodwill Industries of Hawaii, Inc.

Date: February 23, 2011

Re: **Letter in Support of the Nomination of Patricia McManaman as the Director of the Department of Human Services**

Goodwill Industries of Hawaii, Inc. (Goodwill) submits this testimony in full support of Patricia McManaman's nomination as the Director of the Department of Human Services. Ms. McManaman possesses exceptional professional, legal and legislative experience that will enable her to be a successful Director. Ms. McManaman's highly distinguished background of over thirty (30) years of public service, specifically including immigrant and civil rights expertise, clearly demonstrates her ongoing dedication and commitment to working to benefit Hawaii's citizens.

The State of Hawaii is facing dire economic times and the number of low-income economically vulnerable residents living in our community with significant employment and other barriers continues to increase. Ms. McManaman's in-depth understanding of legal and human services issues is crucial to developing thoughtful and innovative solutions and programs necessary to help low-income, at-risk and immigrant individuals and families overcome barriers and reach self-sufficiency. For example, current benefits and services available statewide are insufficient to meet the significant employment and training barriers and increasing needs of Hawaii's low-income immigrant population. The number of immigrants who speak English as a Second Language continues to increase and this population also experiences significant acculturation and employment barriers. Ms. McManaman's comprehensive understanding and appreciation of the unique barriers faced by the low-income immigrant population and her leadership in the immigrant rights community are an invaluable benefit to the Department of Human Services.

Goodwill is among the largest human service non-profit organizations in Hawaii. Our mission is to help people find and succeed in employment. Last year, we served over 13,000 people statewide and placed 1,667 people into jobs in our community. Goodwill has fifty (50) years of experience assisting people who have employment barriers find jobs and gain self-sufficiency. A significant percentage of the people we serve are low-income individuals and families receiving financial assistance -- Temporary Assistance for Needy Families (TANF) or Temporary Assistance for Other Needy Families (TAONF). Last year, we served over 9,100 adult program participants who were economically disadvantaged, including Welfare-To-Work and Food Stamp recipients; over 3,000 of the persons we served speak English as a Second Language.

Goodwill strongly urges you to confirm the appointment of an extremely experienced and highly qualified candidate such as Patricia McManaman to fill the vacancy of Director of the Department of Human Services.

Thank you for the opportunity to testify in support of Patricia McManaman's nomination.



SENATE COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair

Conference Room 016  
Feb. 24, 2011 at 1:15 p.m.

**Testimony in support of GM 509.**

My name is George W. Greene, President and CEO of the Healthcare Association of Hawaii (HAH), whose membership includes all of the acute care hospitals in Hawaii, two-thirds of the long term care beds, home care agencies and hospices, and other related provider organizations. HAH is committed to representing Hawaii's health care industry and advocating on its behalf to ensure the delivery of quality and affordable health care to the people of Hawaii. To that end, we are in full support of GM 509, which nominates Patricia McManaman as the Director of Human Services (DHS).

Since being nominated, Ms. McManaman has demonstrated a willingness to meet with providers and other key stakeholders on issues facing the future of our state's healthcare infrastructure. I personally have been impressed with her passion for public service and inclusive approach to policy development.

Ms. McManaman has dedicated her life to serving those in our society that often get overlooked. Prior to her nomination she served as the deputy executive director of the Hawaii Civil Rights Commission. Prior to that, she was the CEO for Na Loio – Immigrant Rights and Public Interest Legal Center. She has also held public interest legal positions with the Office of the Public Defender, the Office of Consumer Protection, and the Legal Aid Society of Hawaii. Ms. McManaman has practiced law in Hawaii since 1979.

DHS programs serve those who are most in need. As such, it deserves strong leadership that effectively utilizes all of its available resources. I believe that Ms. McManaman will provide that kind of leadership.

For the foregoing reasons, the Healthcare Association supports GM 509.



HAWAII FRIENDS OF CIVIL RIGHTS

February 24, 2011

3071 Felix St, Honolulu, Hi 96816

TO: Senate Chair Suzanne Chun Oakland,  
Senate Vice Chair Les Ihara  
Human Services Committee □Members

FROM: Faye Kennedy, Co-chair

RE: GM -509 - Testimony in Support of Patricia McManaman for  
Director, Department of Human Services

I am representing the Hawaii Friends of Civil Rights in support of Patricia McManaman for Director of the Department of Human Services. HF CR supports policies, programs and individuals who are committed to civil rights and equality. Ms. McManaman has a long track record of service to our state. She understands and appreciates diversity in our island state and the need to provide equal access to government services. The Department of Human Services is a very important agency that needs more resources. Ms. McManaman is a competent administrator with integrity. I respectfully urge you to support her nomination.



February 24, 2011



To: Chair Suzanne Chun Oakland and Members of the Senate Committee on Human Services

From: Bob Ogawa, President, Hawaii Long Term Care Association

Re: Confirmation of Department of Human Services Director-Designate, Patricia McManaman

The Hawaii Long Term Care Association (HLTCA) wholeheartedly supports the confirmation of Pat McManaman as Director of the Department of Human Services.

Ms. McManaman was nominated by Governor Abercrombie barely a few months ago. Yet, charged with heading one of the State's largest departments, the myriad functions and responsibilities of which are among the most complex of all agencies, she has demonstrated that she is a truly remarkable and rapid study. We have been impressed indeed by her ability not just to learn about and understand the vast array of programs and issues but to grasp their nuances, intricacies and histories.

Obviously, our relationship with her has been chronologically short in duration, but our interactions have been frequent and substantial. She has shown herself to be both energetic and energizing, a refreshingly "can-do" individual. She is open-minded but sharply analytical. She is receptive to new ideas and different approaches but not one who seeks change merely for the sake of change. She is unafraid of "rattling cages" but thoughtful and deliberate in her actions. She knows what she knows but is critically objective enough to know what she does not know -- which she then sets about quickly learning.

The HLTCA is fully confident that Director McManaman will bring invigorating, dynamic, collaborative and innovative leadership to the Department of Human Services, and we ask that this committee and the full Senate support her confirmation.



## Hawai'i Primary Care Association

345 Queen Street | Suite 601 | Honolulu, HI 96813-4718 | Tel: 808.536.8442 | Fax: 808.524.0347  
www.hawaiipca.net

**Senate Committee on Human Services**  
The Hon. Suzanne Chun Oakland, Chair  
The Hon. Les Ihara, Jr., Vice Chair

**Testimony on Governor's Message 509**  
**Comments on Nominee, Patricia McManaman**  
**Submitted by Beth Giesting, Chief Executive Officer**  
**February 24, 2011, 1:15 p.m., Room 016**

The Hawai'i Primary Care Association believes that Ms. Patricia McManaman brings much potential to the position as Director of the Department of Human Services. Ms. McManaman has been a committed supporter of the disadvantaged and disenfranchised throughout her professional career, key experience for leadership at DHS.

Our members do note a concern with the future direction of the Department's Med-QUEST Division and programs. The communities and individuals that community health centers care for are the vulnerable people likely to be dependent on Med-QUEST for their health care. Our community health centers are vital partners with Med-QUEST as providers highly attuned to the needs of enrollees; they are also greatly affected by program cuts that could increase the ranks of the uninsured and make already complex service needs impossible to address.

Accordingly, we urge a critical assessment and thoughtful redirection of Med-QUEST policy and programs to begin innovations that can provide more effective care and reduce the long-term financial burden on our health care system. These improvements focus on primary and preventive services, emphasize outcomes, and reform the payment system. Given the state's financial condition and the impending changes called for by the Affordable Care Act, the process for getting there must begin now, and be truly inclusive, open, and transparent.

We hope the spirit that has guided Ms. McManaman's professional career to date will continue into this new capacity of running the Department of Human Services, and bring a different attitude to the work of its people. We hope to work effectively with Ms. McManaman and her leadership team to transform Medicaid into an affordable, effective, and sustainable program that makes a real difference in the lives of Hawai'i's people.

# hscadv.org HAWAII STATE COALITION AGAINST DOMESTIC VIOLENCE

To: The Honorable Suzanne Chun Oakland  
The Honorable Les Ihara  
SENATE COMMITTEE ON HUMAN SERVICES

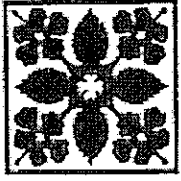
From: Veronika Geronimo, Interim Executive Director  
Hawaii State Coalition Against Domestic Violence

Re: GM -509 - Testimony in Support

Senator Chun Oakland, Vice Chair Ihara and Members of the Committee, it is with great pleasure that I offer this testimony in support of Pat McManaman as Director of the Department of Human Services. Our statewide partnership of domestic violence programs and shelters have had the privilege of working directly with Ms. McManaman in her role as Chief Executive Officer at Na Loio – Immigrant Rights and Public Interest Legal Center and as members of the Violence Against Women State Planning Committee, Department of Attorney General, State of Hawai'i.

Ms. McManaman has dedicated her career to pursuing justice on behalf of the working class, low income, and immigrant communities. Her experience in criminal and civil proceedings and Family Court juvenile and adult criminal cases, divorce, paternity, custody and guardianship matters has earned her the respect of many in the domestic violence and social justice arena. Her commitment to Hawaii's most vulnerable residents, combined with her understanding of the social service community makes her an excellent candidate for this position.

Thank you for your consideration. If I can offer further clarification, please do not hesitate to contact me.



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A State Chapter of the  
National Women's  
Political Caucus

February 24, 2011

TO: Senate Chair Suzanne Chun Oakland,  
Senate Vice Chair Les Ihara  
Members of the Human Services Committee ☐

FROM: Amy Agbayani

RE: GM -509 - Testimony in Support of Patricia  
McManaman for Director, Department of Human Services

I am speaking on behalf of the Hawaii Women's Political Caucus (HWPC), a chapter of the National Women's Political Caucus. Our organization seeks to increase the number of qualified elected and appointed women public officials. We are very pleased to support Pat McManaman's nomination as the Director of the Department of Human Services. Pat has excellent training, experience and is dedicated to social justice. We are confident she will serve our community well as the leader this department.

HWPC board members are very familiar with her years of outstanding leadership in our community as director of Na Loio, deputy director of the Civil Rights Commission and active participation in issues addressing poverty, equity and social justice. Ms. McManaman's knowledge of the non-profit social service sector, state and federal agencies allows her to work effectively and in partnership with stake holders.

Thank you for this opportunity to express our strong support for



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State of Hawaii  
SENATE  
THE TWENTY-SIXTH LEGISLATURE  
REGULAR SESSION OF 2011

COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair

Thursday, February 24, 2-11, 1:15 p.m.  
Conference Room 016

RE: GM 509 Director of Department of Human Services, Patricia McManaman

Good afternoon Chair Chun Oakland, Vice Chair Ihara, and members of the committee. Thank you for this opportunity to testify in support of Ms. Patricia McManaman. Her background and passion seem to make her a great fit for the Director of Human Services.

As you all know, DHS is in desperate need of leadership that will redirect the department back to its mission of empowering those most vulnerable in our state. This will not be an easy task especially in light of the state's economic challenges. It will take a leader who is tough yet compassionate, and knowledgeable about government processes, yet creative in approaching our escalating needs. It will take a leader who can work in collaboration with the other department directors, the non-profit community and business partners to create safety nets for our at-risk populations, and to ensure systems are in place to put people and families back on track.

Pat's experience running a non-profit, working with marginalized populations, and working within a government agency will provide her with the multiple perspectives she will have to juggle to lead DHS back to credibility.

Please support Ms. McManaman's nomination.

Respectfully submitted,

Marian E. Tsuji, President/CEO  
Lanakila Pacific

# UNITE HERE!

## LOCAL 5 HAWAII

*Eric Gill, Financial Secretary-Treasurer*

*Hernando Ramos Tan, President*

*Godfrey Maeshiro, Senior Vice-President*

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Tuesday, February 22, 2011

The Honorable Suzanne Chun Oakland, Chair  
and Members  
Hawaii State Legislature  
Senate Committee on Human Services  
State Capitol  
415 S. Beretania Street

Chair Chun Oakland, Vice-Chair Ihara, and members of the Senate Committee on Human Services:

On behalf of UNITE HERE Local 5, a local labor organization representing nearly 11,000 hotel, health care and food service workers employed throughout our State, I hereby register our organization's strong support of GM 509 and the confirmation of Ms. Patricia McManaman as Director of the Department of Human Services.

In the last several years our organization has had the good fortune of working closely with Ms. McManaman and it that time, we have observed first-hand her steadfast commitment towards defending the public's interest.

Since 2009, Ms. McManaman has participated and served as a member of Local 5's Community Committee – an alliance of 17 community leaders representing an array of interests and constituent groups brought together to support the efforts of hotel, health care and food service workers.

We know Ms. McManaman to be an outstanding member of our community with a distinguished record of community service. She has dedicated countless hours advocating for fairness and equality in our community. As a community leader, chief executive of a non-profit, and deputy executive director of the Hawaii Civil Rights Commission, Ms. McManaman possesses a unique set of skills and perspectives needed to lead the Department of Human Services. We are confident that Ms. McManaman, if confirmed, will continue to serve in our community's best interest.

We stand in strong support of GM 509 and humbly ask for your Committee's support of Ms. McManaman's nomination.

Sincerely,

Cade Watanabe  
Community/Political Organizer



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February 18, 2011

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**TO:** Senate Chair Suzanne Chun Oakland, Senate Vice Chair  
Les Ihara and Members of the Committee  
**FROM:** Tracey S. Wiltgen  
**RE:** GM -509 - Testimony in Support

Dear Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara  
and members of the Committee,

I urge you to support the confirmation of Patricia "Pat" McManaman as  
the Director of the Department of Human Services. Pat is an outstanding  
leader who is committed to supporting the needs and rights of Hawaii's  
underserved, abused and neglected children and adults.

For more than 30 years, Pat has dedicated herself to helping working  
class, low income, and immigrant communities in Hawai'i. I had the  
pleasure of working with her in her capacity as CEO of Na Loio, Deputy  
Director of the Hawai'i Civil Rights Commission and as a Commissioner  
and advocate for Access to Justice. Through those experiences, I learned  
that Pat has superior legal skills, a strong understanding of non profits and  
endless compassion for helping Hawaii's vulnerable populations.  
Together, these qualities make her the perfect leader for the Department  
of Human Services.

Hawai'i deserves a strong, committed leader to be the Director of the  
Department of Human Services. Therefore, I encourage you to support  
the confirmation of Patricia McManaman to be that Director.

Sincerely,

Tracey S. Wiltgen  
Executive Director



DATE: February 22, 2011

TO: Senate Chair Suzanne Chun Oakland,  
Senate Vice Chair Les Ihara  
and Members of the Committee

FROM: Stacey Moniz, Executive Director

RE: GM -509 - Testimony in Support of Patricia McManaman's  
Confirmation as Director of the State of Hawaii Department of Human Services

It is with great enthusiasm and confidence that I offer my support for Patricia McManaman. I believe she is an outstanding candidate for the Director of the Department of Human Services I am most familiar with her work in her capacity as the Executive Director at the Hawaii Immigrant Justice Center, formerly known as Na Loio.

She has worked with many of the neediest people in our community, working in the Kalihi Palama Settlement has given her a well rounded wealth of knowledge about the challenges facing the people of Hawaii and the resources available to them.

Additionally, her extensive work with the Hawaii Civil Rights Commission as well as her work on the statewide Violence Against Women State Planning Committees are of particular interest to me. Her understanding of domestic violence, sexual assault, human trafficking, stalking and other forms of violence against women is extensive and will be very helpful in her position.

I strongly encourage the State Senate to confirm Patricia McManaman as the Director of the State Department of Human Services. She has a breadth of knowledge and depth of experience and skills that are needed during this time. Our community really needs someone as brilliant and capable as Ms. McManaman.

Please feel free to contact me at 242-6600 x20 should you have any questions or need more information. My email is [director@whwmaui.net](mailto:director@whwmaui.net). I am happy to speak with you regarding my support.

Peace be the journey,

Stacey Moniz  
Executive Director

1935 Main Street  
Suite 202  
Wailuku, HI 96793



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Senator Suzanne Chun Oakland  
Chair, Human Services Committee  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813

Re: GM-509-Testimony in support, Confirmation of Patricia McManaman

February 11, 2011

**WRITTEN TESTIMONY ONLY**

Dear Senator Chun Oakland:

I write in strong support of the confirmation of Ms. Patricia McManaman as Director of the Department of Human Services (DHS). I have known Pat for more than 20 years and I am confident she has the professional experience and personal attributes needed to be an outstanding Director of DHS.

Pat has the substantive background to lead DHS. For more than 30 years she represented the interests of our most marginalized--the low income and the immigrant communities, some of the very people that DHS is intended to serve. Pat has a deep appreciation of the needs of DHS's constituents and the experience and skills to do the job. In short, she has devoted her life to the less fortunate in our community.

Although Pat's professional experience is impressive, I am equally impressed with her personal attributes. Pat is bright, a quick study, hard working, ethical, humble, and perhaps most significant, culturally sensitive and compassionate.

Knowing that Pat McManaman is heading DHS brings me comfort because I am confident that with accountability and competence also will come sensitivity and compassion.

Pat has my strongest and unequivocal support, and I urge this Committee to recommend her confirmation to the full Senate.

Sincerely,

Michael F. Broderick  
President & CEO

TESTIMONY

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

**FROM:** Christopher Akamine

**SUBJECT:** GM 509

**HEARING:** Thursday, February 24, 2011; 1:30 p.m.  
Conference Room 016, State Capitol

**PURPOSE:** Confirmation of Interim Director of Human Services, Patricia McManaman

My name is Christopher H. Akamine. I am the blind vendor in the Liliuokalani Building. I am in support of Patricia McManaman to become the director of the Department of Human Services.

I feel she will do well for the State of Hawaii. I feel from the day I first met her in December 2010 that she is a down to earth person and is easy to talk to. She told at our meeting, "If you forget my name, you can call me, "Hey You". She has been a great support to the Blind Business Enterprise Program, and I'm sure she will be good for all.

Thank you for this opportunity to voice my support for Patricia McManaman.

Sincerely,

A handwritten signature in cursive script that reads "Chris Akamine".

Christopher H. Akamine

## ChunOakland2 - Tyrell

---

**From:** Nancy Aleck [NAleck@hawaii.rr.com]  
**Sent:** Sunday, February 20, 2011 8:36 AM  
**To:** HMS Testimony  
**Subject:** GM 509-Hrg Feb 24

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara and Members of the Senate Human Services Committee  
FROM: Nancy Aleck  
RE: GM -509 - Testimony in Support  
Thursday, February 24, 2011 1:15 p.m.  
Confirmation Hearing

Aloha Senate Human Services Committee,

In years when I had the luxury of time, I spent a lot of it in these chambers advocating for economic justice, equality and civil rights. I had the opportunity to interact with the Department of Human Services and its leadership on a regular basis.

So, I am not unfamiliar with the workings and needs in this arena and I stand in solid support of the nominated and interim Director of DHS, Patricia McManaman.

I know that Ms. McManaman will be fair and honest. She will work tirelessly and without any personal agenda. She not only has many legislative, legal and agency connections, but she has worked with the community for many, many years. Pat will be open to the best thinking of diverse constituents to work with a strained budget to provide the most comprehensive safety net possible.

I encourage you to confirm the appointment of Pat McManaman as Director of Human Services.

Thank you,  
Nancy Aleck, Community Member  
PO Box 61212  
Honolulu, HI 96839

January 29, 2011

**TO:** Senate Chair Suzanne Chun Oakland,  
Senate Vice Chair Les Ihara, and Members  
of the Senate Human Services Committee

**FROM:** Esther Kwon Arinaga  
Attorney (Retired)

**RE:** GM-509 Testimony in Support of the Confirmation of  
Patricia McManaman as Director of the State  
Department of Human Services

Thank you for the opportunity to offer testimony in support of the confirmation of Patricia McManaman, who is currently Interim Director of the Department of Human Services.

I have known Ms. McManaman for more than twenty-three years; first as a law colleague in a public interest law firm and then over two decades, as a fellow community organizer and close personal friend. From these vantage points I have had the privilege of observing the exceptional personal qualities and leadership skills that Ms. McManaman offers as Director of the Department of Human Services.

These attributes go beyond Ms. McMnanaman's *vita* in defining what your Committee, indeed our citizenry, can expect during her administration of the Department. They include:

- (1) Her excellent administrative skills; she knows how to run an organization and administer personnel, budget, and policy issues in conjunction with other executive departments and cooperating agencies.
- (2) Her extensive experience working with the executive, legislative and judicial branches of state government and her knowledge of federal, state, and county rules and statutes; her familiarity with the legislative process gives her a jump start on policy and budget matters relating to her department.
- (3) Her ability to identify barriers and to work collegially *within* the system to bring about needed change; her modus operandi is always inclusive, as she strives to work together with affected or related parties to achieve a desired or needed result.
- (4) Her creativity in finding human, workable solutions to difficult problems; her long held vision of a just society continually inspires her to move forward;

**Senate Chair Suzanne Chun Oakland  
Testimony in support of Patricia McManaman  
January 30, 2011  
Page Two**

(5) Her life experiences as daughter, wife, mother, and caregiver; these experiences have given her a broad perspective of today's social and familial issues; even as a full time employee, she has been a caregiver for her elderly parents in her own home.

(6) Her life long passion to help those in our community who need assistance; hers is a disciplined passion, however, for she believes that it is only through measured and careful steps and open discourse that government and nonprofit agencies and the community at large can work together to help those in our society who need our *attention* as well as our assistance.

The Department of Human Services is recognized as a vast and complex department with a broad mandate to assist the needy. In Pat McManaman's own words, "It is a big Department with a big mission and a big heart."

I urge your Committee to confirm the appointment of Patricia McManaman, as Director of the State Department of Human Services.

Thank you.

---

**Esther Kwon Arinaga  
725 Kapiolani Blvd., #1701  
Honolulu, Hawaii 96813-6604  
(808) 591-6662**



Attorney at Law

**DAPHNE E. BARBEE**

**ATTORNEY AT LAW**

**1188 BISHOP STREET, SUITE 1909, HONOLULU, HAWAII 96813**

**TELEPHONE (808) 533-0275**

February 18, 2011

Senate Chair Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813  
Email: [senchunoakland@Capitol.hawaii.gov](mailto:senchunoakland@Capitol.hawaii.gov)

FAX: 586-6131

RE: Testimony in Strong Support of Patricia McManaman as Director of the Department of Human Services.  
Hearing Date: 2-24-11 at 1:15 pm.

Dear Senator Chun-Oakland and Honorable Senate Members:

I am an attorney in private practice for over 30 years and practice in the area of civil rights. I am writing in strong support of Patricia McManaman's nomination and recommend she be confirmed as Director of the Department of Human Services. I worked with Ms. McManaman as a State Public Defender for 3 years. I recently had the pleasure of being on a Civil Rights Panel in 2010 at the Blaisdell Center with Ms. McManaman as a speaker. Her topic was on the interesting emerging topic of electronic mail, facebook use in sex discrimination claims. She was very knowledgeable and received compliments. She is a dedicated caring responsible attorney who has committed her self to helping others less fortunate. She was the former head of No Loio No Na Kanaka, an immigrant legal rights office. There she assisted immigrant families in obtaining health care, and equal access to a variety of services.

She was Deputy Hawaii Civil Rights Director in 2010. She made sure the fair housing laws were enforced.

As long as I have known her, she has always worked hard with compassion and a sense of justice for people. I was extremely pleased at Governor Abercrombie's selection of her for Director of the Department of Human Services. Please confirm her as she is a hard worker, compassionate and well suited for this position. Thank you.

  
Daphne Barbee-Wooten

To: The Honorable Suzanne Chun-Oakland  
Chair, Senate Committee on Human Services  
State Capitol, Room 016  
Honolulu, HI 96813

From: Pankaj Bhanot

Date: February 24, 2011

Time: 1:15 PM

Subject: Governor's Message No: 509 Nomination of Director of the  
Department of Human Services for a term to expire  
December 1, 2014

Good Afternoon Chair Chun-Oakland, Vice Chair Ihara, and members of the committee. My name is Pankaj Bhanot and I am the deputy director of the Department of Human Services. However, I am appearing as a private citizen before this Committee to testify on Governor's Message No: 509.

I strongly support the confirmation of Ms. Patricia McManaman as the Director of the State of Hawai'i Department of Human Services.

The Department of Human Services' mission is to provide timely, efficient and effective programs, services and benefits, for the purpose of achieving the outcome of empowering those who are the most vulnerable to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity. DHS is a big Department with a big mission, and a big heart.

I have been with the Department for 12 years in different staff and leadership positions. Over the last few years, the Department has faced and is continuing to face a lot challenges in the form of severe budget cuts, termination and/or reduction of services, furloughs, reduction-in-force, vacancy freezes, low morale among its work force and, at the same time, the Department has experienced a steep increase in demand for financial assistance, supplemental nutrition assistance (formerly food stamps), child care and medical care; and Department's child

welfare and adult community care and protective services are under severe stress. In other words, the Department of Human Services' capacity to fulfill its core mission is at-risk.

Given the significance of the Department's mission and the challenges it is facing, the question in everyone's mind is: Do we have a leader to guide the Department of Human Services through the current challenges it is facing and move forward to fulfill the Department's mission to provide timely, efficient and effective programs, services and benefits, for the purpose of achieving the outcome of empowering those who are the most vulnerable to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity.

In my humble opinion, Pat is the right person to lead the Department through these challenging times. Pat has called Hawaii home since birth and she understands the socio-economic and ethno-cultural fabric of our State. Pat brings to the Department 30 years of public service for Hawaii's working class, low income, and immigrant communities, her understanding of the non-profit community, commitment to civil rights and experience as an attorney. Pat began her professional career as Supervising Attorney with the Legal Aid Society of Hawaii and went on to serve as Deputy Public Defender, and attorney with local law firms practicing in the areas of family, labor, landlord-tenant, probate, consumer protection, immigration and deportation, juvenile, divorce, paternity, custody and guardianship, housing, employment and social security law. Pat also served as a per-diem judge of the District and Family Courts of First Circuit for 17 years, CEO of No Loio for 11 years, representing clients in immigration, welfare and civil rights proceeding. She also served as the Deputy Executive Director of the State of Hawaii Civil Rights Commission for 2 years. Her professional journey and achievements are testament to her ability to address the needs and concerns of the most vulnerable individuals and families in our State.

Pat is a true public servant with the intelligence, compassion, character, and integrity to lead DHS in these challenging times. She understands that government cannot do this alone, and she has the credibility and skill to bring everyone together and forge solutions that will meet the needs of our families. She is also fair, patient, and a great listener--the qualities a successful leader must have to lead any organization.



On December 21, 2010, I began working with Pat at the Director's office and I find her to be fully committed to the Department of Human Services' mission and the people it serves. Just two months into her Interim Director position, Pat was able to meet with many community organizations, DHS service providers, DHS division administrators, staff office managers, executive directors and managers of the attached agencies, program administrators and front line staff and spearheaded the discussions on fiscal, administrative and program policy matters. Pat has engaged the Department staff in identifying the critical needs at different levels of the organizational structure.

Pat has personally indicated to me that, among other priorities, she wants to restore functions of the Department beginning with the most basic public needs; identify the most broken parts of the Department that are most critical to serving the people of Hawaii; restore key positions and reorganize the Department to make the best use of limited resources; rebuild the morale of our workforce, reprioritize our needs so that we can fulfill the Department of Human Services' core mission; and create a vision that is based on our values and priorities and sustainable.

Pat is the right person and leader to navigate our canoe through the troubled waters and ensure that the canoe does not tip over and we reach the calm shores as quickly as possible.

I strongly urge the Senate to confirm Patricia McManaman as the Director of the State of Hawaii Department of Human Services.

Thank you for the opportunity to testify.

Senator Suzanne Chun-Oakland, Chair

Senator Les Ihara, Vice-Chair

Human Services Committee

Hearing on February 24, 2011 at 1:15 p.m.

Testimony by Josephine Chang

In Support

Of the Nomination of Patricia McManaman as Director of the Department of Human Services

I am in strong support of the Governor's nomination of Ms. Patricia McManaman as Director of the Department of Human Services. I have served the state as a deputy attorney general and as a planning, training and community outreach administrator for the Office of Community Services. I have known Ms. McManaman for more than a decade. I have observed and experienced Ms. McManaman as a highly capable and zealous advocate as the Director of Na Loio, in the provision of legal services to low income immigrants. She consistently displayed great compassion and deep concern for those in need, especially minorities and the poor who could not advocate for themselves. She was an effective and knowledgeable communicator and a collaborative and strong community partner. Ms. McManaman also demonstrated very effective administrative skills in managing staff and functions of Na Loio. She worked tirelessly on behalf of her constituency. Then as Deputy Director of the Hawaii Civil Rights Commission, Ms. McManaman gained invaluable experience from the "inside" of state government. She understands the complexities of state administration.

As head of the Department of Human Services, I believe that Ms. McManaman would bring an advocate's vision and deep commitment to finding new approaches to assist those in poverty in Hawaii, and also bring an effective administrator's practical experience in working with limited funding to the task before her of maximizing federal and state funding to maintain the safety net for Hawaii's needy population. She has long been a community partner and will bring a collaborative thrust that is sorely needed in these hard times to help maintain the very necessary programs of the state's partners in the private non-profit sector, to the extent possible.

Her collective skills and capabilities will serve her well as Director of Human Services especially in these difficult times.

February 22, 2011

To: The Honorable Suzanne Chun Oakland  
The Honorable Les Ihara  
SENATE COMMITTEE ON HUMAN SERVICES

From: Calleen J. Ching

Re: GM 509 - Testimony in Support  
Written Testimony

I am writing to *support* the nomination of Pat McManaman as Director of the Department of Human Services. I have known Ms. McManaman as a colleague and friend for over 20 years. In our first professional meeting, she was a housing attorney at the Legal Aid Society of Hawaii where I was in the family law unit, more than two decades ago. Most recently I have known Pat as the Executive Director of the Na Loio Immigrant Rights and Public Interest Legal Center (“Na Loio”), where I was the Senior Staff Attorney. Over the years I have admired her hardworking dedication to our community, including those who are the underserved and unrepresented voices in our State. As the Executive Director of Na Loio, she was an unwavering and devoted advocate for immigrants and their issues, including immigration, health care and language access. Not only was she motivated to assist this vulnerable population with their legal problems, she was innovative and inventive in addressing their other needs. For instance, with another colleague, she spearheaded training for interpreters on domestic violence and sexual assault, as well as overseeing a bilingual glossary of terms commonly used to serve immigrant victims of domestic violence and sexual assault.

I have found that Ms. McManaman has always sought to be truthful and honest in her communications and dealings. She gave community issues and concerns her thoughtful deliberation and addressed them in a straightforward manner with candor, even though she may “agree to disagree.”

In sum, Ms. McManaman is a person of resourcefulness, integrity and compassion. With her experience and commitment, I am certain she is the right leader for the Department of Human Services.

If you have any questions about this I can be reached at 536-8826 during the day. Thank you for your consideration.

STATE OF HAWAI'I  
THE SENATE  
TWENTY-SIXTH LEGISLATURE  
REGULAR SESSION OF 2011

**COMMITTEE ON HUMAN SERVICES**

Sen. Suzanne Chun Oakland, Chair

Sen. Les Ihara, Jr., Vice Chair

Hearing: Thursday, February 24, 2011

Time: 1:15 p.m.

Conference Room: 016

**RE: GOVERNOR'S MESSAGE 509,  
CONFIRMATION OF PATRICIA McMANAMAN AS DIRECTOR,  
DEPARTMENT OF HUMAN SERVICES, STATE OF HAWAI'I  
(TESTIMONY IN FAVOR OF CONFIRMATION)**

Chairman Chun Oakland, Vice Chair Ihara, Members of the Committee:

Thank you for the opportunity to present testimony regarding Governor's Message 509. I am pleased to offer testimony in support of the confirmation of Patricia McManaman as the Director of the Department of Human Services, State of Hawai'i.

My name is Lowell Chun-Hoon. I am a practicing union lawyer, and for the past twenty-eight years, I have served on the board of directors of the Hawaii Immigrant Justice Center at Legal Aid Society of Hawaii and its predecessor, Na Loio: Immigration Rights and Public Interest Law Center, as well as the Pacific Survivor Center, the Ah Quon McElrath Fund for Economic and Social Justice, and the Kuan Yin Buddhist Temple. In the past, I have also worked with the Hawaii Justice Foundation and People Against Chinatown Eviction to promote legal services for the indigent and housing opportunities for low income persons.

I am personally familiar with the nominee because we have worked together directly for some fifteen years when she was employed as a staff attorney and Executive Director of Na Loio: Immigrant Rights and Public Interest Law Center. At one time, we also practiced together in the same private law firm. In the early 1980's, Pat guided me through my first criminal jury trial in Circuit Court before Judge Ronald Greig and the successful defense of an adult corrections guard wrongly accused of beating an inmate. At the time, she was an exacting, but supportive mentor, who encouraged aggressive advocacy, but demanded high ethical standards and principles. These same values of no-nonsense professionalism, service, and integrity have been the hallmarks of her remarkable subsequent career in public and private service.

The task of serving as the Director of the Department of Human Services and furnishing social services in a debilitated economy to those most in need is daunting at

best and impossible at worst. Ms. McManaman is absolutely the right person for this critical mission. She is relentless in her pursuit of justice, pragmatic and tough-minded, but visionary enough to reform a department that is tasked with solving intractable social problems and is also sometimes profoundly inefficient. Though she is highly compassionate, as a personality type she does not suffer fools easily, and the public may confidently anticipate that she will run her department with a sensitive heart, an open mind, and a firm hand.

Ms. McManaman is neither an ivory tower academic, nor a glad-handing bureaucrat. She has been "in the trenches" working with the raw suffering and unfiltered pain of those in need. As a public defender early in her career, she witnessed the best and the worst of the criminal justice system. She has also been a supervising attorney for the Legal Aid Society of Hawaii, and has a lifelong commitment to furnishing legal assistance to the indigent in our community. She practiced criminal law with Eric Seitz and Michael Weight, two of the State's ablest criminal defense lawyers, and civil law with what was then King, Nakamura, Nakamura & Takahashi, where she was engaged in a labor law practice that included a significant sprinkling of general civil litigation, family law cases, and worker's compensation and social security disability problems.

More recently, as the Deputy Director of the Hawaii Civil Rights Commission, she has been immersed in the struggle to achieve justice for those imperiled by the deprivation of civil rights and the victims of discrimination based on race, sex, national origin, and physical and mental handicaps. I offer these details not to belabor a point, but to demonstrate precisely how rich and varied her background is in the delivery of hands-on legal and social services. The emotional trauma of divorce, the heart rending decisions regarding child custody, the brutality of incarceration, the difficulties of vocational rehabilitation, the ambiguities of physical disability, and the complexities and nuances of medical care delivery systems are all issues she has had to wrestle with and to be accountable for in the real world, on a day-to-day basis. She has often seen tears shed by her clients and faced the cruel realities of representing the least powerful elements in society and striving to transcend these limitations. One of the trademarks of Pat's personal and broader organizational success has always been her ability to develop meaningful collaboration among the professions of medicine, law, social work, psychology, and business and to transcend the traditional boundaries of these disciplines to help real people solve immediate and tangible real problems.

It is of course in the field of immigration and human rights that Ms. McManaman is best and most justly known for her accomplishments. Enhancing the path-blazing work of Na Loio's founder, Bill Hoshijo, she built the organization into the State's preeminent legal advocate for immigration rights, and a thriving, dynamic multi-disciplinary force for social change with a \$1 million annual operating budget, before the economic recession began in 2009 and ravaged many of Hawaii's non-profit organizations. This achievement is significant to her confirmation because it demonstrates that she not only has grassroots experience and technical expertise, but also entrepreneurial talent and managerial acumen. Although she transitioned from Na Loio to the Hawaii Civil Rights Commission before the budgetary crisis struck, it is significant

that the foundation she built was sufficiently stable that it withstood the unforeseen and inescapable loss of more than a third of its revenue. Now named the Hawaii Immigrant Justice Center at the Legal Aid Society of Hawaii, it has affiliated with the LASH, where it continues to flourish and grow.

As the organization's Executive Director, Ms. McManaman not only astutely navigated the administrative details of her position, but she provided the kind of inspirational leadership that attracted law students, young lawyers, established business persons, social workers, government and non-profit organization employees, immigrants, and ordinary citizens and harnessed them into a collaborative effort for the betterment of all. Although the budget of the Department Human Services dwarfs the spending of any single non-profit organization or even other governmental programs, by multiples of hundreds or thousands, any successful leader of DHS must possess qualities of discipline, courage, imagination, persistence, and heart that Ms. McManaman has demonstrated she possesses in abundance through her proven record of the past three decades. If pressed to analyze the basis of her past success, I would say she possesses the ineffable ability to inspire others by presenting ideas that lead to tangible solutions of real problems.

Her resume will chronicle the awards she garnered in recognition of her work, but let me simply observe that the Office of Language Access and the state language access statute is the result of her work, determination, and advocacy. She has also been especially sensitive and instrumental in expanding the rights of American citizen children of immigrants to health care in our State. The cases she has nurtured or directly advocated at Na Loio also have prevented the wrongful deportations of innocent refugees, granted political asylum to honest activists persecuted for pursuing human rights in their countries of origin, furnished medical and psychiatric care and irreplaceable basic financial support to men and women who were savagely trafficked in sexual servitude or debt bondage, and protected due process in legal procedure for all seeking elemental fairness in our federal courts and the Immigration and Customs Enforcement agency.

In the final analysis, no thoughtful and reasonable person can claim with confidence that Hawaii will adequately meet the enormous social service needs of our community in these times of financial instability and duress. However, no thoughtful or reasonable person should question that Patricia McManaman is as able and courageous a person as we are likely to have as a leader of the Department of Human Services for this mission. As a state, we should embrace the Governor's appointment of her to this position. I, therefore, respectfully urge that the Committee on Human Services endorse her confirmation.

## ChunOakland2 - Tyrell

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**From:** Sen. Suzanne Chun Oakland  
**Sent:** Thursday, February 17, 2011 3:26 PM  
**To:** HMS Testimony  
**Subject:** FW: GM-509 Testimony in support of Pat McManaman

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**From:** Deanna Espinas [<mailto:espihawaii@juno.com>]  
**Sent:** Wednesday, January 26, 2011 9:47 AM  
**To:** Sen. Suzanne Chun Oakland  
**Cc:** [patriciam@hawaii.rr.com](mailto:patriciam@hawaii.rr.com)  
**Subject:** GM-509 Testimony in support of Pat McManaman

Senate Chair Suzanne Chun Oakland,

It is an honor to submit my testimony in support of Pat McManaman for Director of the Department of Human Services.

Pat has been such a viable part of the community for many, many years. I have worked with Pat as part of a community alliance group in support of Local 5's efforts to address concerns of hotel workers and other issues affecting the working class. She was also responsible for the success of Na Loio in advocating for immigration, welfare and related civil rights.

Her career is evidence that she is a person fully committed to the needs of all members of our community. But she also does not hesitate to take up the fight for those who are marginalized in society, for those who are unable or afraid to speak of their needs and their right to justice. Pat is indeed a professional who displays confidence, humility, patience, and a willingness to listen to other voices.

The State of Hawaii needs individuals like Pat to remind us and show us how to care for the world in which we live by being fair, loving and just.

Thank you for allowing me this opportunity to provide testimony in support of Pat MacManaman.

Deanna Espinas,

2103 Palolo Avenue

Honolulu, HI 96816

From: Peter Esser <peteresser@mac.com>  
Date: February 16, 2011 8:01:31 PM AKST  
To: HMSTestimony@Capitol.hawaii.gov  
Subject: Confirmation of Patricia McManaman.

Hon. Suzanne Chun-Oakland, Chair  
Committee on Human Services  
Hawaii Legislature  
State Capitol  
415 South Beretania Street  
Honolulu, HI 96813

Re: Confirmation of Patricia McManaman for Director of Human Services.

Dear Chairperson Chun-Oakland:

I am a Hawaii lawyer with 27 years experience in Hawaii's courts as a deputy prosecutor, a per diem district court judge, and a private practitioner representing clients in state and federal courts. I write in strong support of the confirmation of Patricia McManaman as Director of Human Services for the State of Hawaii.

I rarely comment on Senate confirmations, and do so now only because of the superb qualifications of this outstanding woman to serve in this position.

I have known Pat for 20 years, first working with her as a private practitioner in federal litigation representing a Hawaii doctor before the Ninth Circuit Court of Appeals. She instantly impressed me as smart, dependable and a fine writer, and helped me win a reversal in that court that saved our client's career.

Several years later I was appointed by Chief Justice Moon as a per diem district court judge in the First Circuit, where I served with Pat for nine years as a judge in Oahu's country courts and downtown. Pat, who had already worked for years as a judge, took me under her wing and taught me how to use firmness, justice and sensitivity with the thousands of litigants that appear each week before Oahu's district courts. She inspired me to care about every person who came before me, to keep abreast of the law, and to treat litigants and lawyers as human beings deserving of understanding and compassion. She is one of my heros.

I also worked with Pat during her years at Na Loio, when she worked with poor families encountering immigration problems, including some of my former clients. I attended her fund raisers and watched her write the grants and generate the support that turned that respected social service agency into a community success.

Finally, Pat and her family have been friends for many years. I have watched her care for her elderly parents, and raise two wonderful daughters with husband Mike Tanigawa,



also a friend and District Court Judge. Pat, Mike, the kids and her parents are a classic three-generation Hawaii family that has stayed together and built a wonderful life. Pat and her kids camped out one year with me and my family at Malekahana, and she was as attentive and sweet to my kids as she is to her own. She also knows how to find the best crabs.

In every way, Pat has exhibited the sensitivity, judgment and integrity that will make her a first class choice to serve as Hawaii's Director of Human Resources.

Sincerely,

Peter Van Name Esser

**Phil Fong**  
2155 Pauole Place  
Honolulu, Hawai'i 96821  
(808) 373-3945  
Email: pfonghnl@aol.com

**February 18, 2011**

Senate Chair Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
Honolulu, Hawai'i 96813  
Email: [senchunoakland@Capitol.hawaii.gov](mailto:senchunoakland@Capitol.hawaii.gov)

**VIA EMAIL**

Senate Vice-Chair Les Ihara  
Hawaii State Capitol, Room 220  
Honolulu, Hawai'i 96813  
Email: [senihara@Capitol.hawaii.gov](mailto:senihara@Capitol.hawaii.gov)

**VIA EMAIL**

Subject: GM-509 – Testimony in Support of Ms. Patricia McManaman, Interim Director of the Department of Human Services

Dear Senator Oakland and Senator Ihara:

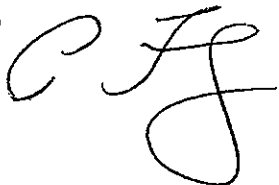
I am pleased to provide a reference for Ms. Patricia (Pat) McManaman. I have known Pat for over 25 years. In 1998, I had the privilege of serving on the Board of Directors of Nā Loio – Immigrant Rights and Public Interest Legal Center. Pat was Chief Executive Officer of Nā Loio from 1997-2008.

During my tenure (on a volunteer basis) as a Director and Treasurer of Nā Loio, I got to know Pat's professional, legal, and management skills. Pat excelled in all areas of leading and managing Nā Loio. As CEO, Pat was effective in managing day-to-day operations, community outreach and partnership, client advocacy, grant-writing and administration, strategic planning, budgeting, and fund-raising. Pat also was excellent in mentoring and supporting the Nā Loio staff to foster teamwork. In addition to her diverse management responsibilities, Pat also managed an active caseload representing clients in immigration, welfare, and related civil rights proceedings. Pat led by example to set and manage high standards for Nā Loio.

During 2007-2008, Nā Loio, like many non-profit organizations, experienced significant funding reductions due to the economic downturn. Pat successfully managed Nā Loio through this challenging period to continue to support Nā Loio's clients as efficiently as possible. Throughout her employment at Nā Loio, Pat worked effectively, tirelessly and compassionately in the best interests of Nā Loio's clients: indigent immigrants including families and children.

I enjoyed working with Pat at Nā Loio. Based on her outstanding management and leadership of Nā Loio, I highly recommend Patricia McManaman for the position of Director of the Department of Human Services.

Sincerely,



Phil Fong

**ChunOakland3 - Serena**

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**From:** Marya Grambs [Marya@mentalhealth-hi.org]  
**Sent:** Wednesday, February 23, 2011 9:26 AM  
**To:** HMS Testimony  
**Subject:** Senate Hum Svces Hearing 2/24, 1:15 pm

COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair

**TO:** Chair, Vice Chair, and Members, Senate Committee on Human Services  
**RE:** Confirmation of Gubernatorial Nominee, Patricia McManaman, as Director of Department of Human Services  
**FOR:** Committee Hearing, 2/24/11, @ 1:15 pm  
**TESTIMONY IN STRONG SUPPORT**

I – Marya Grambs, Executive Director – and Mary Pat Waterhouse, President, Board of Directors, of Mental Health America of Hawai'i, urge you to confirm Ms. Patricia McManaman as Director of the Department of Human Services.

Ms. McManaman has had an exemplary professional life of public service, as I'm sure you know, including working for the legal rights of immigrants, human rights, consumer protection, and public defender and Legal Aid clients. As her career demonstrates, she has always been committed to ensuring the rights of the most vulnerable members of our society, which speaks to the appropriateness of her as leader for the Department of Human Services. She leads with compassion, courage, and conviction. She is an able manager who will respect the rights and needs of employees. She is dedicated to developing the most effective and efficient ways to operate. She upholds the highest ethical standards.

There is no better person to hold the position as Director of the Department of Human Services, and we hope you will speedily confirm her.

Thank you for the opportunity to submit this testimony.

With Aloha,

Marya Grambs, Executive Director  
Mental Health America of Hawai'i  
*...Helping Hawai'i Live Life Well*  
1124 Fort Street Mall, Suite 205  
Honolulu, HI 96813  
Phone: 808-521-1846  
Fax: 808-533-6995  
email: [marya@mentalhealth-hi.org](mailto:marya@mentalhealth-hi.org)  
website: [www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)

**Note: Please let me know by emailing me if it's not okay with you to be added to our email list to receive occasional emails from us (invitations to our mental health seminars and our May luncheon, job announcements, etc.).**

## **ChunOakland3 - Serena**

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**From:** Monisha Das Gupta [dasguptafirst@gmail.com]  
**Sent:** Tuesday, February 22, 2011 9:30 PM  
**To:** HMS Testimony  
**Subject:** Letter in Support of Pat McManaman's Confirmation

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara, and Members of the Committee  
FROM: Monisha Das Gupta, Associate Professor, University of Hawai'i at Mānoa

RE: GM -509 - Testimony in Support of Department of Human Services Interim Director, **Patricia McManaman**

Date and Time of Hearing: Thursday, Feb 24, 2011, Conference Room 016, State Capitol

I am writing in full support of confirming the appointment of the Department of Human Services Interim Director, Pat McManaman. I got to know Pat soon after I arrived on the islands in 2002 to teach at the University of Hawai'i at Manoa. As a scholar who specializes in U.S. immigration and vulnerable immigrant groups, my colleagues in Ethnic Studies introduced me to her work at Nā Loio, at that time an immigrant rights and public interest center, the dual purpose of which was advocacy on behalf of the low-income residents of Hawai'i, in particular immigrants, and provision of a range of quality and affordable legal services. When I met Pat, I was immediately struck by the combination of her passion for social justice and her clear-sighted analysis of law. Over the years, I have been fortunate to work with Pat as part of UNITE HERE! Local 5's community board, and my respect for her as fierce advocate of the working people of Hawai'i has only deepened.

The Department of Human Services is key to the wellbeing of the residents of our state – especially those belonging to groups that tend to fall through the cracks in times of economic crisis. The department needs the leadership that Pat is uniquely placed to provide because of her more than 30 years of experience in this state of working with the neediest groups in Hawai'i, and defending their right to access services and the judicial system. Her work on language access for immigrants in our community, particular those who are faced with domestic violence, provides a model for advocates of immigrants across the nation. Pat's knowledge of the law as well as her institutional memory about the impact of state and federal legislation on Hawai'i's resident is without parallel. I want a person like Pat to be at the helm of the affairs of this department because I can think of no better person than her who will be able to make responsible decisions about resource allocation, program development, accountability, and efficiency in ways that will best serve the neediest of your constituents.

In closing, I want to emphasize that throughout her career, Pat has been embedded in the community. That is how I became acquainted with her work. Her professional demands have never kept her away from listening to the concerns of Hawai'i's people, and we depend on her guidance when we think of how best to address such concerns. I have been associated with a number of community-based groups here in Hawai'i and on the continent, and I can vouch for the fact that Pat belongs to the rare group of lawyers that takes the responsibility of advocacy to heart, and takes the time to share legal expertise with the non-legal community.

Thank you for soliciting comments on this important appointment. I look forward to a revitalized Department of Human Services under the sage and dynamic leadership of Pat Mcmanaman. If you have any questions, please contact me at 956-2914.

Sincerely,

Monisha Das Gupta

306 George Hall  
2560 Campus Road  
Honolulu, HI 96822  
<http://www2.hawaii.edu/~dasgupta/>  
Phone: 808-956-2914  
Fax: 808-956-9494

**ChunOakland3 - Serena**

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**From:** masato hagino [masa1no@yahoo.com]  
**Sent:** Wednesday, February 23, 2011 3:59 PM  
**To:** HMS Testimony  
**Cc:** Patricia McManaman  
**Subject:** Confirmatin Hearing for Patricai McManaman

Senator Suzanne Chun Oakland  
Chair, Senate Human Services Committee  
Senator Les Ihara  
Vice-Chair

Re: Confirmation Hearing  
Patricia McManaman for Director  
Dept. of Human Services  
Hearing date: 2/24/11 at 1:15 pm

Dear Chair, Vice-Chair and Members of the Committee

I strongly support the confirmation of Ms. McManaman for Director. In my past sixteen years of legislative service, including a chairmanship of the House Human Services Committee, I have had the opportunity to work with many directors in all of the executive departments. With this background, I can say without the slightest hesitation that Pat will be one of the best directors this state government has ever had. I say that having known directors going as far back as the Burns administration since I worked with many of them as then Senator Nadao Yoshinaga's aide.

I am also certain that there will be many supporting letters and much testimony that will reflect my high opinion of Ms. McManaman. My support comes from knowing her in many capacities and relationships. We were associate lawyers together at King, Nakamura, and Takahashi. Even though she had just started with the firm, after several years at the Public Defender's Office, most of the lawyers in the firm conceded that she was already the best litigator in the firm and this was from the successor law firm to Bouslog and Symonds, one of the famed law firms in Hawaii's history.

Later when she wanted to try new endeavors she was even an employee of mine for one legislative session as my office manager. She was great.

But mostly I know Pat as a personal friend, a family friend, and a cohort in many endeavors since we share much of the same values and have often fought for the same causes. She will always be on the side of those who have

been left out of the banquet table and in fact are so far away they are left stranded in some alley way.

Compassion is not enough and intelligence alone is insufficient to run a department whose reach is as vast as human services. There is no end to what comes under that rubric. You need someone with executive leadership, who has that administrative ability to run a big department. Anyone can row a boat; only a few can captain an ocean liner. Pat can. She has always impressed me as an executive. She knows how to inspire people and she can make decisions. The best directors need both talents. Pat has both and in abundance.

Please confirm her.

David Hagino



**HIROTA & ASSOCIATES**  
A Limited Liability Law Company

Maile M. Hirota

735 Bishop Street, Suite 402  
Honolulu, HI 96813  
Telephone (808) 587.9600  
Facsimile (808) 587.9603  
[maile.hirota@gmail.com](mailto:maile.hirota@gmail.com)

Victor T. Nevada

February 23, 2011

Senate Chair Suzanne Chun Oakland  
Senate Vice Chair Les Ihara and  
Members of the Committee

Via Email: [HMSTestimony@Capitol.hawaii.gov](mailto:HMSTestimony@Capitol.hawaii.gov)

RE: GM -509 - Testimony in Support of Patricia McManaman  
Hearing on February 24, 2011

Dear Senate Chairwoman Chun Oakland:

I am writing to support the nomination of Pat McManaman as the Director of the Department of Human Services by Governor Abercrombie. I regret that I will not be able to testify in person at her hearing tomorrow as I have a removal trial scheduled in the US Immigration Court.

I have practiced immigration law in the State of Hawaii since October 1997. In my role as an attorney, including as the former Hawaii Chapter Chair of the American Immigration Lawyers Association, I had the privilege of working closely with Pat on a variety of cases and outreach efforts to assist the immigrant community in Hawaii. Pat is committed to helping the underserved working class, low income and immigrant communities in our State. It would be a great gain to the State to confirm Pat as the Director of the Department of Human Services.

Thank you for taking my testimony into consideration.

Aloha,



Maile M. Hirota

Cc: Pat McManaman (via email: [patriciam@hawaii.rr.com](mailto:patriciam@hawaii.rr.com))

## Law Offices of Joyce K. Matsumori-Hoshijo

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4 Waterfront Plaza  
500 Ala Moana Blvd., Ste. 480  
Honolulu, HI 96813  
Phone: (808) 591-9597

TO: Senate Chair Suzanne Chun Oakland  
Senate Vice Chair Les Ihara  
Members of the Senate Committee on Human Services

FR: Joyce Matsumori-Hoshijo  
Attorney at Law

RE: GM 509—Testimony in Support of the Nomination of Patricia McManaman  
as Director of the Department of Human Services  
Hearing date and time: February 24, 2011 @ 1:15 p.m.

I am writing to express my enthusiastic support for the nomination of Patricia McManaman as Director of the Department of Human Services. I am an attorney in private practice.

I have known Ms. McManaman since 1987 when she was a staff attorney at Na Loio No Na Kanaka, a nonprofit public interest law organization. At that time, I served on the Board of Directors for this organization. During her tenure at Na Loio, both as a staff attorney and later as the Executive Director, I came to admire Ms. McManaman as a tireless advocate for her clients and for broader social justice issues.

Through our many interactions over the past two decades, both professionally and socially, I truly believe that Ms. McManaman is a leader. She is at her best when she is at the helm of any endeavor. She has excellent administrative skills, the ability to work collaboratively with her staff and a clear vision of what is necessary to lead an organization in a successful, productive direction. She does not flinch in the face of controversy and displays the utmost courage and strength in carrying out her responsibilities.

Perhaps most importantly, I have always known Ms. McManaman to be a person of the highest moral integrity. She is one of the most ethical and hard-working persons I know. By her conduct, she sets an excellent example for her staff and for the credibility of the organization. I have every confidence that she will be an outstanding director for the Department of Human Services.

Thank you for your time and attention to this letter of support. Should you have any questions, please feel free to contact me at 591-9597.

# KIM COCO IWAMOTO, ESQ.

P.O.Box 235191  
Honolulu, HI 96823  
kimcoco.com

Senate Committee on Human Services  
Senator Suzanne Chun-Oakland, Chair  
Senator Les Ihara, Jr., Vice-Chair

Hearing on Thursday, February 22, 2011  
1:15 p.m., Conference Room 016

Testimony in Strong Support of GM509  
Gubernatorial Nominee, PATRICIA MCMANAMAN for appointment as  
Director of Department of Human Services

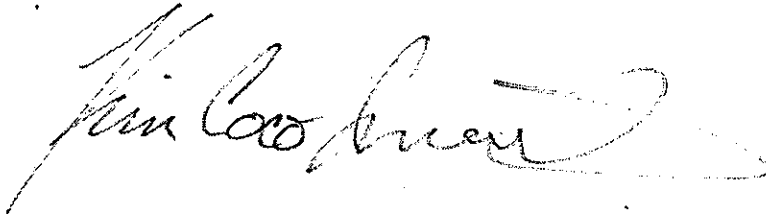
Dear Chair Chun-Oakland, Vice-Chair Ihara and Members of the Committee:

I have known Pat McManaman for approximately 7 years. Her career of service to Hawaii's diverse, and often marginalized, communities has set the standard for many public interest attorneys, such as myself. I am so grateful to have had the opportunity to collaborate with Pat, whether at a HUD meeting to ensure equal access to government assisted housing, or through informal conversations about how the DOE could take a more active role in addressing bullying in schools.

If there were one word I would use to describe the common thread that runs through her career and service to community, it would be: COMPASSION. Often in Pat's career, compassion began with untangling the social, legal and administrative constraints that further oppressed already at-risk individuals and classes of people. Today, Pat has the opportunity to direct the delivery of services to our State's most vulnerable residents, and to do so with the utmost compassion.

As we enter an increasingly challenging time for the Department of Human Services, with demand increasing and funding decreasing, I am certain Pat McManaman will direct the administration of the State's Human Services with great compassion and foresight. For all the reasons state above, I urge this Committee to affirm gubernatorial nominee Patricia McManaman for the position of Director of Human Services. Thank you for your time and consideration.

Yours truly,



Testimony of Ronette M. Kawakami  
To the Senate Committee on Human Services

To: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara and Members of the Committee

From: Ronette M. Kawakami

RE: GM-509-Testimony in Support

I am writing to the committee to give my enthusiastic and unequivocal support for the appointment and confirmation of Patricia McManaman as the Director of the Department of Human Services for the State of Hawaii.

I am a Deputy Public Defender with the Office of the Public Defender since 1987, and have known the Nominee since 1985.

As you know, the Department of Human Services provides for the citizens of Hawaii who have the most need in many areas, many of whom are vulnerable women, children, elderly and disabled. Few people are as qualified to lead this department with the necessary experience, compassion and expertise as Ms. McManaman.

Administrative experience:

Ms. McManaman's background and experience is particularly suited to leading such an important department during these difficult times. As the CEO for Na Loio No Na Kanaka, she brings a wealth of experience in doing so much with very little. The organization thrived under her leadership in both the services provided and the way in which it raised money for the tiny non-profit. She expanded services by reaching out and assisting immigrant victims of domestic violence, and thereby filled a previous void in the legal community. Ms. McManaman expanded the annual fundraiser by making it bigger, better and involved more of the community and members of the Bar. Making connections with people to help others takes a person who is good with people, and who brings people together. And that's what Pat McManaman can do.

Legal experience:

Ms. McManaman's experiences as an attorney exemplifies her dedication to helping those less fortunate, the sectors of our communities where people are most vulnerable and therefore need our help the most. Starting with the Office of the Public Defender where she represented indigent clients accused of crimes, to the immigrant population at Na Loio, some of whom were victims of domestic abuse, Ms. McManaman showed her compassion for others and her passion to ensure that everyone, no matter what their circumstances or position in life, were afforded good, fair representation. Moreover, because both these positions require that you deal with many state agencies connected to the Department of Human Services, Ms. McManaman brings a built-in familiarity with many of the sections within the department.

Judicial Experience

Not surprisingly, she brought that sense of fairness to the bench, as a per diem district and family court judge. At the Office of the Public Defender, the attorneys gave Judge McManaman consistent, excellent evaluations for her fairness, demeanor and legal knowledge throughout her tenure. Fairness and good demeanor are assets to any state department director in dealing with day to day functions of a department, and for weighing the bigger decisions she will face.

Finally, on a personal note, during all the years that I've known Ms. McManaman, she has been a pillar of the non-profit community, with irreproachable integrity, intelligence and commitment to helping those less fortunate. She's always friendly and even-keeled, despite the pressure of her high-stressed jobs, and never too busy to offer encouragement.

Ms. McManaman would be an asset to the State of Hawaii and I strongly recommend that she be confirmed as the Director of Human Services.

Thank you for the opportunity to testify on this matter.

Sincerely

Ronette M. Kawakami

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

FROM: Lynne Kazama, DHS Child Welfare Services Branch employee

DATE: Submitted February 17, 2011

SUBJECT: **GM 509 - RELATING TO CONFIRMATION OF DHS DIRECTOR**

Hearing: Thursday, February 24, 2011; 1:15 p.m.  
Conference Room 016, State Capitol

I am a current employee in DHS-Child Welfare Services Branch (CWSB). I am in strong support of the confirmation of Patricia McManaman as the Director of the Department of Human Services. Ms. McManaman brings to the Department a wealth of experience as the former Director of Na Loio, a per diem judge and public defender, an administrator in the Hawaii Civil Rights Commission, etc. She is highly respected by those she has worked with and for.

As Interim Director, she has engaged staff, communities, providers, stakeholders, etc. She draws on the strengths of the Department and models collaboration and sharing of resources to benefit our clients, children and families, and communities. She supports Child Welfare to regain staffing structure, to sustain as many resources as possible, and to maintain our collaborative partnerships in order to continue the exemplary system changes as highlighted by the Federal Child & Family Service Reviews (CFSR).

Ms. McManaman has also had to make some very difficult decisions during the continuing fiscal crisis. She dealt with the providers and communities with compassion, honesty and forthright conversations.

I believe that we need the strength of her leadership and vision to carry us forward. She embodies the human spirit that inspires us to great service for the people. Thank you for the opportunity to testify.

## ChunOakland3 - Serena

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**From:** Gayle.F.Lovinger@hawaii.gov  
**Sent:** Wednesday, February 23, 2011 10:05 AM  
**To:** HMS Testimony  
**Subject:** Patricia McManaman - Support for Senate Confirmation of Appointment for Director DHS

Dear Senators:

Aloha!

It is my pleasure to highly recommend Patricia McManaman, J.D., for the challenging position of Director for the State of Hawai'i, Department of Human Services.

Ms. McManaman is completely qualified for this position of leadership, as she possesses the integrity and diverse skill sets necessary to meet the goals of the department.

Ms. McManaman is a gifted professional who offers relevant experience, compassion, honesty, leadership, and commitment.

From 2008 to early 2011, I worked with Ms. McManaman during her tenure as Executive Deputy Director for the Hawai'i Civil Rights Commission.

As an Investigator for the Commission, I valued Ms. McManaman's respectful leadership, teamwork, technical guidance, and profound wisdom.

During this time, I observed Ms. McManaman's intelligence, humor, proficiency, and compassion, all qualities transferable to her new position.

In summary, Ms. McManaman truly merits her appointment by the Governor, to lead the Department of Human Services.

Ms. McManaman is the right person to lead and guide DHS in addressing the infinite challenges of the department on behalf of the people of Hawai'i.

Without reservation, I proudly and enthusiastically support the Senate's confirmation of Ms. McManaman for the position of Director for the Department of Human Services.

Sincerely...

G. F. Robie Lovinger, M.S., PHR.

G.F. Robie Lovinger  
808-722-0746-personal cell

G.F. Robie Lovinger  
Investigator IV  
Hawaii Civil Rights Commission  
830 Punchbowl Street, #411  
Honolulu, Hawaii 96813  
808-586-8636-voice  
808-586-8655-fax



TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara and Members of the Senate Human Services Committee

□FROM: Ann E. Miller

□RE: GM -509 - Testimony in Support of the Appointment of Pat McManaman as Director of the Department of Human Services (DHS)

Thank you for the opportunity to support without reservation the appointment of Ms. Pat McManaman as Director of the Department of Human Services (DHS). She is highly competent, eminently qualified by experience and character for this position, and unflagging in her dedication to justice for the most disadvantaged in our society.

When she was CEO of Na Loio (now known as Hawaii Immigrant Justice Center at Legal Aid Society of Hawaii), a non-profit organization serving immigrants and the public interest, I was able to observe her work from my position at that time as Executive Director of Aloha Medical Mission. As tenants of Palama Settlement, our agencies cooperated with each other and participated in collaborative efforts. Pat worked effectively with other organizations as well, such as in co-locating with several non-profits serving children in the newly established Children's Justice Center. She was well-respected by her board and staff, as evidenced by her dozen years of service there. It was typical of her selflessness that the agency's fundraisers featured other local heroes of justice rather than its own deeds. From this job history alone, not counting her other work, she brings the perspective of working hands-on in the field in a way that few leaders have. Because she has walked in the shoes of non-profit leadership, she knows what government-funded service providers contend with, from both government bureaucracy and the needs of underprivileged low-income clients. She has walked alongside those in need as a guide to overcome barriers, emerge from hardship and abuse, and fulfill their potential.

It would be redundant to recount here Ms. McManaman's qualifications. Her performance record demonstrates the "knowledge, skills and abilities" to achieve what is called for. Her legal experience and advocacy for clients are invaluable assets. So here it is more important to attest that she has the strength of character and willpower appropriate to the DHS mission. She has the indignation and courage to come to the rescue of a person being "discharged" by a hospital at curbside to homelessness--which she has done. She understands the gaps between what society provides for welfare and legal protections and what happens in the real lives of the poverty-stricken and those unable to access their rights. She is a remarkable humanitarian and we are fortunate to have her commit to the challenges at DHS.

February 23, 2011

To: The Honorable Suzanne Chun Oakland, Chair  
Committee on Human Services

From: Scott Nakasone

Subject: GM 509 - Consideration and confirmation to the Director of the Department of Human Services,  
Gubernatorial Nominee, PATRICIA MCMANAMAN

Position: In strong support

I am writing in strong support for the consideration and confirmation of Patricia McManaman to the Director of the Department of Human Services. Ms. McManaman has been forthcoming regarding the current condition of the Department and has been proactive in attempting to address its fiscal issues. She has been willing to offer up and stand by making the hard decisions, even when it may not be palatable for those involved. She has been willing to listen, rather than lecture, and has promoted among her staff the concept that it is okay to discuss and express ideas with others, and to engage in discussion to the issues at hand. I am confident under her leadership that the Department will be able to provide the level of service to its customers that this legislature, and the general public, believes it should.

January 25, 2011

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara and Members  
of the Committee

FROM: Pepi Nieva  
1126 A Wainiha St., Honolulu, Hawaii 96825  
pepinieva@hotmail.com  
(808) 225-1219

RE: GM -509 Testimony in Support

I am writing in support of Pat McManaman as the Governor's appointee for director of the Department of Human Services.

I cannot think of a better person, qualified by experience, dedication, and heartfelt concern for the most vulnerable among us, than Pat McManaman. I have worked with Pat while serving on the Board of Na Loio (now Hawaii Immigrant Justice Center), when she was its executive director. Her untiring commitment and genuine desire to lift up those who need it most have been truly inspiring. At the same time, she is pragmatic, results oriented, and capable of bringing out the best in the people she works with.

Please confirm Pat McManaman as the State director of the Department of Human Services.

Mahalo nui loa,

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara, and Members of the Senate Human Services Committee

FR: Professor Calvin Pang, William S. Richardson School of Law, University of Hawai'i at Mānoa

RE: GM-509; Testimony in Support of Patricia McManaman

DATE: February 18, 2011

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It is my pleasure to add my support to the nomination of Patricia McManaman to become the Director of the Hawai'i State Department of Human Services.

I have known Ms. McManaman for many years. In the course of our legal careers, our paths have crossed numerous times as we worked together on the behalf of indigent individuals and communities in Hawai'i.

Most recently, I partnered with Ms. McManaman on the Access to Justice Hui, which sought to increase legal assistance to low and moderate income persons, and on the State's Access to Justice Commission's Committee on Language and Cultural Barriers to Access to Justice. In both groups, Ms. McManaman consistently brought a critically principled approach to issues and proposals. Driven by a blend of broad ideals and clear-eyed pragmatism, she offered both targets and ways to get there. While tough in defending core values, she was creative and flexible in identifying ways to achieve agreed-to objectives.

Her record of service to poor and disenfranchised groups is unassailable. Her long tenure as chief executive officer of Na Loio – Immigrant Rights and Public Interest Legal Center was particularly impressive in how she kept the organization thriving for so long. In a period of growing anti-immigrant sentiment, she ensured strong and persistent advocacy for otherwise voiceless clients.

I respectfully urge the committee to approve Ms. McManaman's nomination. She will come first and foremost from the impulse of taking care of those who cannot fend for themselves.

*Melissa T. Pavlicek*  
*c/o 841 Bishop Street, Suite 2100*  
*Honolulu, Hawaii 96813*  
*(808) 447-1840*

February 24, 2011

Chair, Senator Suzanne Chun Oakland  
Vice-Chair, Senator Les Ihara, Jr.  
Members of the Senate Committee on Human Services

**Re: GM 509: Submitting for consideration and confirmation to the Director of the Department of Human Services, Gubernatorial Nominee, PATRICIA MCMANAMAN, for a term to expire December 1, 2014.**

Dear Ladies and Gentlemen,

My name is Melissa Pavlicek. I am an attorney and the co-owner of a small business and I reside in Honolulu. I have known Patricia McManaman for more than 15 years, beginning when she served as the executive director of the immigrant legal services organization Na Loio.

I have personally observed Pat's commitment to the Hawaii community as a whole, members of the immigrant community and those who are least able to advocate for themselves. She is an inspiring and tireless leader and possesses the ability to work collaboratively with people of all walks of life, all abilities and education levels. Pat has the highest degree of diligence and integrity. She works quietly and by building consensus and support and through her good works is a role model and leader for lawyers, for women, for all members of our island community.

Please confirm Patricia McManaman's appointment as the director of the Department of Human Services.

**TO: The Honorable Suzanne Chun Oakland, Chair**

**FROM: Kayle M. Perez, Child Welfare Services Branch Administrator**

**DATE: February 22, 2011**

**SUBJECT: GM 509 – RELATING TO CONFIRMATION OF DHS DIRECTOR**

**Hearing: Thursday, February 24, 2011, 1:15 p.m.  
Conference Room 016, State Capitol**

I am currently the Child Welfare Services Branch Administrator and have had the opportunity to work with our Interim DHS director, Patricia McManaman over the past two months and I strongly support her confirmation. Ms. McManaman brings with her a wealth of knowledge and experience in the field of human services as the former deputy Director of the Hawaii Civil Rights Commission, former Chief Executive Officer of Na Loio - Immigrant Rights and Public Interest Legal Center, her work with the Public Defender's Office, Legal Aid Society of Hawaii, Office of Consumer Protection and a per diem judge with the District Court of the First Circuit. She understands the plight of our disadvantaged population.

I have had the opportunity to witness first hand, Ms. McManaman's compassion for people, her integrity to do the right thing, her ability to listen, learn and open, honest style of communication in the short time she has been with DHS. Ms. McManaman has had to make tough decisions and it is what she has done with these decisions that define her character. With the shortage in the Temporary Assistance to Needy Families Block Grant, funding cuts were evident

and she called a meeting with the affected programs to inform them in person and fielded questions.

Ms McManaman's past positions demonstrates her knowledge and abilities to run an agency. Her leadership qualities emulate collaboration, partnership and engagement of communities, stakeholders, providers and DHS staff. She is committed to supporting the Child Welfare Services Branch and is currently working with us in our efforts to ensure the safety of our vulnerable children and strengthen families. She has already connected with the Children's Bureau staff on the Federal Level and understands Hawaii's requirements to come into compliance with federal mandates.

I am confident Ms. McManaman can provide us the leadership and vision to move our program forward and I humbly ask for your support to confirm her appointment as the Director of the Department of Human Services.

Thank you for the opportunity to testify.

February 5, 2011

Honorable Suzanne Chun Oakland  
Chair, Senate Committee on Human Services  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813

Honorable Les Ihara Jr.  
Vice Chair, Senate Committee on Human Services  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813

RE: **GM -509 Letter of Support for Pat McManaman**  
**Director of the Department of Human Services**

Chair Oakland, Vice Chair Ihara Jr., and Members of the Committee,

Thank you for the opportunity to submit this letter of support of Pat McManaman's consideration as the Director of the Department of Human Services, State of Hawaii. I have known Pat since I was a first-year law student at the William S. Richardson School of Law in 2004. I appreciated her commitment to giving back to the community through her visits to the law school and have witnessed, with pride, the time and effort she has spent with students. From my first interaction with Pat, I found her to be a role model.

As a law clerk working at Na Loio Immigrant Rights and Public Interest Law Center (nka Hawaii Immigrant Justice Center at Legal Aid Society of Hawaii), I was able to witness Pat's professionalism first-hand. She treated the both staff and clients with the utmost respect and displayed a mature and dignified persona in her interactions. Pat epitomizes the meaning of being a public servant and through my observations, has served the community with distinction and dedication.

As a Deputy Prosecuting Attorney in the Misdemeanor/Traffic Division of the Honolulu Prosecutor's Office from September 2008 to April 2010, I learned that Pat's most convincing qualities are her fairness and compassion. Me appearances before Judge McManaman allowed me to observe her excellent temperament and consistency in demonstrating integrity, fairness, judgment, and common sense.

Now in the private sector, I find myself aspiring to possess the same leadership qualities that Pat personifies. She taught me that there is more to being a good leader than intelligence, hard work, and commitment – there is a need for humility, teamwork, trust, and respect.

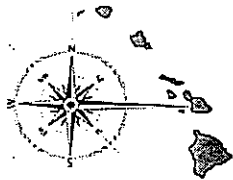


On a personal note, Pat taught me that tirelessly working towards a goal that I was passionate about was imperative to finding success. I believe she is a testament to what patience and hard work can achieve.

Without any hesitation or reservations, I firmly believe that Pat is an excellent nominee for the position of Director to lead the Department of Human Services and I humbly ask that you give her confirmation. I am confident she will surpass all expectations and truly believe that the people of the State of Hawaii will benefit greatly from a person of such integrity. Thank you again for this opportunity to comment on the appointment of Pat McManaman.

Respectfully,

Nam H. Phan



MigrationCounsel.com

January 27, 2011

Senate Chair Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
Honolulu, HI 96813

Senate Vice Chair Les Ihara  
Hawaii State Capitol, Room 220  
Honolulu, HI 96813

Re: GM-509 – Testimony in Support  
From: John Robert Egan, Esq.

Ms. Chun Oakland, Mr. Ihara:

I write in support of the nomination of Patricia McManaman to the position of Director, Department of Human Services, for the State of Hawai'i. My name is John Robert Egan, I am an attorney based in Honolulu, and I have known Ms. McManaman for just over ten years. We have collaborated on many projects in the area of community services for immigrants, and have worked together in facilitating experiential learning opportunities for students at the William S. Richardson School of Law, where we have both served on the adjunct faculty.

In the course of developing our working relationship over this extended series of collaborations, I have had the opportunity to observe a number of Ms. McManaman's personal traits and have come to recognize the depth of her character. She is deeply committed to serving the underserved in our community; she has an extraordinarily high sense of personal and professional ethics; and she has a strong work ethic based on highly effective organizational skills and old-fashioned hard work. I cannot imagine a better set of qualifications for the difficult job to which she has been nominated.

It is a common observation that people serving the less-privileged segments of our community will, after a time, suffer from the condition known as "burn out" and will retreat from the day-to-day struggle. Not so with Pat McManaman, who has found her way from service position to service position consistently over a period of more than thirty years. In the private sector, in the nonprofit sector and in government service, she has expressed her deep commitment to delivering human services to those in need. She has developed a deep and broad body of experience in how our community works, and has consistently put that knowledge to work for those in need.

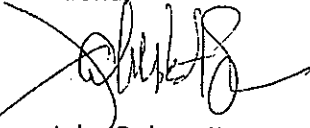
Pat is also one of the most unfalteringly scrupulous public servants I have met. In this current era, where government services of all kinds, but particularly those aimed at the underprivileged, have come under intense scrutiny and challenge, it will be critical to have a person of high moral and ethical stature in the position of Director, Human Services. Responsibility for the management of a large budget derived from taxpayer dollars demands no less, and it is with complete confidence that I can state that Pat McManaman knows and adheres to standards of fiscal rectitude and ethical propriety that are far above the average.

In most of Pat McManaman's recent positions, she has had simultaneous responsibility for managing the work of others, directing the administrative activities of complex organizations, and directing financial functions such as fundraising, grantwriting, budgeting and reporting. On top of these duties, she has typically maintained a caseload as a direct service provider as well. These multiple burdens can defeat the unorganized, demoralize the inefficient, and daunt those who would shrink from a difficult task. Instead, Pat has risen from position to position, challenge after challenge, and is now poised to take on a job to match her hard-earned skills.

I have no reservations whatsoever in recommending Patricia McManaman for this very demanding position. In light of the ever-increasing demand for the Department's services and the grim financial condition of the State, I cannot say that I envy her in facing the challenges ahead. But I can honestly say that Governor Abercrombie could not have picked a more able or committed person to do the job.

Please feel free to contact me if there is any additional information I can offer in support of this nomination.

Aloha,



John Robert Egan

February 19, 2011

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair Les Ihara and Members of the Committee  
FROM: Alexander Silvert  
RE: GM -509 - Testimony in Support  
Confirmation Hearing Set for Thursday, February 24, 2011 at 1:15 p.m.

RE: Nomination of Patricia McManaman  
Department of Human Services

Dear Senator Suzanne Chun Oakland:

I write in whole-hearted support of Patricia McManaman for Director of the Department of Human Services. I am an attorney and I have known Ms. McManaman for approximately 20 years, both in a professional capacity and as a family friend. As an attorney representing indigent defendants in federal court, I often consulted with Ms. McManaman on immigration matters and then later on civil rights concerns for prisoners. We later became friends because my wife and Ms. McManaman were both judges in Family Court and worked together, and as a result I came to know Ms. McManaman and her family on a personal level.

I do not often write letters in support but feel compelled to do so in this instance due to Ms. McManaman's high-level of personal integrity and qualifications for the position. I believe she would make a very effective Director and is perfect for the position, particularly given the state's dire economic straights. I have found Ms. McManaman to be a straight shooter who get things done in a timely manner and is not afraid to make hard choices. She sees problems clearly and addresses them head on. But if this were Ms. McManaman's only quality, I would not write this letter in support. I write this letter because Ms. McManaman is compassionate, understanding, and has always fought for those in need. It is the combination of these two qualities, her effectiveness and keen insight into a problem, coupled with her strong desire to reach a solution that is mindful and respectful of the needs of the clients she serves, that has compelled me to submit this letter on her behalf.

I am sure that Ms. McManaman will have to make hard decisions in the times ahead to stream line the Department of Human Services due to Hawaii's economy, but I am certain that all of her decisions will be tempered with a full understanding that the mission of the Department must be maintained and fulfilled for those in need. In short, Ms. McManaman is the right candidate for the position at the right time. Mahalo.

Alexander Silvert  
241 Ilihu Street  
Kailua, Hawaii 96734

February 22, 2011

Dear Chair Oakland, Vice Chair Ihara, and Honorable Members of the Committee,

I am writing in **STRONG SUPPORT** of the confirmation of Patricia McManaman, nominated by Governor Neil Abercrombie as the director of the Department of Human Services.

I worked under Ms. McManaman as a law clerk for Nā Loio Immigrant Rights & Public Interest Legal Center, where I personally witnessed her dedication to defending the rights and interests of the most vulnerable members of our indigent immigrant population. Through her countless long nights and weekends, her development of groundbreaking programs and initiatives, and her tireless advocacy for our clients and their communities, Pat's commitment to the agency and its mission was a true source of inspiration; one which has led me to find my own calling in meeting the needs of Hawai'i's disenfranchised residents. Within the perpetually tumultuous and financially uncertain world of nonprofit social service providers, Pat also guided Nā Loio through over a decade of continuous service, a feat that demonstrates her fiscal ingenuity and efficiency that we so desperately need in these trying economic times.

One needs only to review Pat Mcmanaman's long history of serving our communities here, to understand that she not only has the compassion and energy necessary to truly defend the mission of the department, but also has the demonstrated professional experience, creativity, and financial responsibility that will be of utmost importance in our new era of executive leadership.

I can think of no one else better suited for the job.

Thank you very much for taking the time to consider my testimony today.

Mahalo nui loa,

Wayne Tanaka  
2221 Booth Rd.  
Honolulu, HI 96813

## ChunOakland2 - Tyrell

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**From:** Noe Tanigawa [ntanigawa@hawaiipublicradio.org]  
**Sent:** Sunday, February 20, 2011 9:41 PM  
**To:** HMS Testimony  
**Subject:** GM-509 Regarding Patricia McManaman as Human Services Director

Aloha esteemed Senators,

I've known Pat McManaman for nearly thirty years, first as my sister-in-law and subsequently as a fierce advocate for justice.

I mean fierce in the best sense: unwavering, and unafraid. As a long-time supporter of Na Loio, a non-profit legal service provider, I observed Pat's approach to management when she became Executive Director. She brought the organization into focus. She deepened the reach and relevance of Na Loio's work. Pat also ran a tight ship internally. Na Loio grew to receive national recognition and awards for immigration and civil rights work.

After Pat left for a position with the Civil Rights Commissions, there was a mission change and a name change at Na Loio. About a year ago, Pat called a few of us together to look at unmet needs as a result of these changes. With her leadership, we have begun to develop a new program and direction. Her motivation for this was, and is, an intimate knowledge of the lives of some of the most vulnerable in our community.

Pat McManaman will never forget these people.

Pat is an exacting, humorous, tenacious, and practical worker. Her management style is inclusive, respectful, and effective. There is no one I would trust more to balance the needs and resources of my community for the best interests of my community.

I hope you will support Pat for the position of Director of Human Services.  
Mahalo for your time and consideration.

Sincerely,

Noe Tanigawa

GM-509 Regarding Patricia McManaman as Human Services Director  
Hearing: February 24th, 1:15pm, Capitol room 016



THE LAW OFFICE OF  
**TONY TRAN**  
A LIMITED LIABILITY LAW CO.

1888 KALAKAUA AVE SUITE 312  
HONOLULU, HI 96815  
BY APPOINTMENT ONLY  
TELEPHONE: (808) 395-5691  
FACSIMILE: (808) 395-5694  
EMAIL: [INFO@HONOLULUIMMIGRATION.COM](mailto:INFO@HONOLULUIMMIGRATION.COM)

February 19, 2011

Senate Chair Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
Honolulu, Hawaii 96813

**VIA EMAIL:**  
[hmstestimony@capitol.hawaii.gov](mailto:hmstestimony@capitol.hawaii.gov)

**Re: GM-509 Testimony in Support**

Dear: Senate Chair Suzanne Chun Oakland,  
Senate Vice Chair Les Ihara, and  
Members of the Committee

My name is Tony Tran and I am a licensed attorney in good standing in the State of Hawai'i. I have been a resident of Hawai'i since 2004, and I am a graduate of the William S. Richardson School of Law at the University of Hawai'i. Currently, I reside in the Hawai'i Kai district where my wife was born and raised. I am a self-employed attorney and my wife is an optometrist working in a private practice.

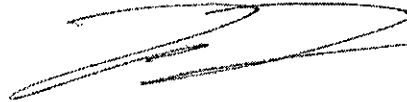
The purpose of my letter is to provide wholehearted support for the confirmation of Patricia McManaman as the Director of the Department of Human Services. I have had the privilege of knowing Mrs. McManaman on a professional basis and as a close friend for about five (5) years. I first met Mrs. McManaman in 2006 as a law clerk working at Na Loio, Immigrant Rights and Public Interest Legal Center. At that time, the non-profit organization was the only one of its kind to provide comprehensive immigrant services to low income and underserved populations in Hawai'i. Mrs. McManaman served as the organization's Chief Executive Officer and she was the lifeblood of the organization. Mrs. McManaman managed and juggled business fundraising, advocacy and outreach, and the practice of law with a passion and love for her work. Her conviction and attitude was an inspiration throughout the organization, and her ability to seemingly always have the time was something to envy. When I think back to those days of working as a law clerk, I still remember Mrs. McManaman taking the time to call me into her office to talk about cases and what it was like to be a lawyer. She is a natural leader and one of the best mentors I have had in my legal career.

Based on my first hand personal knowledge of Mrs. McManaman and her professional abilities, I strongly believe that she will be an asset to this state as the Director of the Department of Human Services in terms of leadership, management, and strengthening Hawai'i's communities. I once again provide my complete support for this nomination.

Senate Chair Suzanne Chun Oakland  
February 19, 2011  
Page 2 of 2

Please contact me if there are any questions regarding my statement. I will be more than happy to assist in any way that I can. Thank you.

Very truly yours,  
**The Law Office of Tony Tran, LLLC**

A handwritten signature in black ink, appearing to be 'Tony Tran', written in a cursive style.

Tony Tran



GM 509

NOMINATION OF PATRICIA MCMANAMAN AS DIRECTOR, DEPARTMENT OF  
HUMAN SERVICES

TESTIMONY OF LES UEOKA

SENATE COMMITTEE ON COMMITTEE ON HUMAN SERVICES

February 24, 2011, 1:15 PM, Conference Room 016

Chair Chun Oakland, Vice Chair Ihara and members of the Senate Committee on Human Services, I write to support the nomination of Patricia McManaman as Director, Department of Human Services.

I came to know Pat when she became the Deputy Executive Director of the Hawaii Civil Rights Commission (HCRC) in October, 2008. I serve as an HCRC commissioner, and Pat came on board at a time of great stress. The global economic downturn had severely impacted the State, and furloughs and layoffs became a reality for those who serve the public, including the HCRC. During that time, Pat demonstrated leadership, guiding the staff through difficult times with great thoughtfulness and compassion. Pat's 10-year experience as the CEO of Na Loio – Immigrant Rights and Public Interest Legal Center, combined with her previous vast experience in advocating for those less fortunate and in serving the public were a great asset to the HCRC.

Pat has that rare ability to see both the big and small pictures and to determine, often under stressful conditions, what the primary issues are and how they can best be resolved. She is both an idealist and a realist. Pat has strong principles, which she advocates passionately, while listening to all sides of an issue. At the end of the day, Pat understands when external forces make compromise the best alternative, but in so doing, she never compromises her principles. On a day-to-day basis, Pat has worked well with the commissioners and has improved the monthly statistical reports that the commissioners review. She responds to inquiries and always follows up on her commitments.

When I learned that Pat had been asked to lead the Department of Human Services, I knew that the HCRC was losing a committed, compassionate and capable leader, and for that I was disappointed. However, I know that the State will gain a demonstrated leader who has shown in both thoughts and deeds a true commitment to serve the public, especially those in need. The State will be well served with Pat as Director of Human Services, and I respectfully urge the committee, and the Senate, to confirm her nomination. Thank you.

To: The Honorable Suzanne Chun-Oakland  
Chair, Senate Committee on Human Services  
State Capitol, Room 016  
Honolulu, HI 96813

From: John Walters

Date: February 24, 2011

Time: 1:15 PM

Subject: Governor's Message No: 509 Nomination of Director of the  
Department of Human Services for a term to expire December 1, 2014

Good Afternoon Chair Chun-Oakland, Vice Chair Ihara, and members of the committee. My name is John Walters. I am the Program Development Administrator for Child Protective Services of the Department of Human Services. However, I am appearing as a private citizen today before this Committee to testify on Governor's Message NO: 509.

I strongly support the confirmation of Ms. Patricia McManaman as the Director of the State of Hawai'i Department of Human Services.

I have been employed by the Department for over 24 years in different positions and served with three directors. These last few years have presented the most challenging times I have experienced in my time with the Department. We have had to deal with budget cuts and lack of funding, furloughs, reductions-in-force, retirements, vacancy freezes, higher caseloads, decreased services and poor morale among our staff.

The Department of Human Services, Child Protective Services mission is to ensure the safety, permanency and well being of children who have been abused or neglected. Given the critical significance of our mission and the challenges we are facing we need a Director who is willing and able to recognize and accept the challenges facing the Department, work with Department staff to develop strategies and solutions, and who has the character and courage to make the hard decisions that will be necessary as we move forward.

We know the next few years will be difficult and we will need strong and able leadership to ensure the Department is able to accomplish our mission and goals. I believe that Pat McManaman can provide the leadership we need in these challenging time.

I strongly urge you to confirm Patricia McManaman as the Director of the State of Hawaii Department of Human Services.

Thank you for the opportunity to testify.

February 22, 2011

TO: Senate Chair Suzanne Chun Oakland  
Senate Vice Chair Les Ihara  
Members of the Committee

FROM: Diana L. Warrington

RE: GM -509 - Testimony in Support of Patricia McManaman  
Confirmation Hearing Set for Thursday, February 24, 2011 at 1:15 p.m.  
Nomination of Patricia McManaman for Director, Department of Human Services

Dear Senators Suzanne Chun Oakland and Les Ihara:

I write in support of Patricia McManaman for Director of the Department of Human Services. I met Pat McManaman approximately 20 years ago when we were judges in the Family Court and have continued to know her all these years both in her professional capacity and personal capacity as a close, respected, and trusted friend.

As my colleague in Family Court she held the highest of standards for her self and for those who appeared before her. If there was ever a question of ethics or any possible appearance of impropriety, Pat was the first to raise it. She treated those who appeared in her courtroom equally with respect and dignity regardless of their title or station in life.

In her 12 years at Na Loio, as Executive Director, Pat was valiant in her effort to fight for those in need. She not only revitalized this organization and made it economically secure, but she utilized every resource she had to gain community support through education and understanding of the true plight of those she represented. She was tireless in fundraising and annually recognized others in the community who were true "keepers of the flame", through an award and recognition given to those who were vigilant protectors of the rights of others less fortunate.

As a parent and daughter to aging parents Pat is no stranger to the challenges and responsibilities life can present. Watching Pat all these years, one thing is clear, she lives her life with humility, grace, and compassion. And, it is precisely these qualities that she will bring to the Department of Human Services. With all the challenges the Department will face I have no doubt that Pat will meet them and find the best solutions.

I whole heartedly support Pat McManaman for the position of Director of the Department of Human Services. She is a person of high personal and professional integrity and given her life's work she is perfect for the job.

Mahalo for your consideration,  
Diana L. Warrington, Judge (ret.)  
dianawarrington@hawaii.rr.com

To: The Honorable Suzanne Chun Oakland  
The Honorable Les Ihara  
SENATE COMMITTEE ON HUMAN SERVICES

From: Anthony Wong

Re: GM -509 - Testimony in Support

Senator Chun Oakland, Vice Chair Ihara and Members of the Committee,  
I would like to offer this testimony in support of Pat McManaman as Director of the Department of Human Services. As a retired Planning Specialist with the Department of the Attorney General for over 15 years, I have had the privilege of working directly with Ms. McManaman in her role as Chief Executive Officer at Na Loio – Immigrant Rights and Public Interest Legal Center and as a member of the Violence Against Women State Planning Committee, under the Department of Attorney General, State of Hawai`i.

Ms. McManaman exhibits a strong work ethic and moral temperament that suit her well for the challenges of this position of Director of the DHS. She is committed to working with Hawaii's most vulnerable residents, and her experience with the working class, low income, and immigrant communities combined with her understanding of the social service community, makes her an excellent candidate for this position. She is well respected by many of the service providers with whom she will need to interact in her role as the primary social services "czar" for the State of Hawai`i.

Thank you for your consideration. If I can offer further clarification, please do not hesitate to contact me.

TO: Senate Chair Suzanne Chun Oakland, Senate Vice Chair  
Les Ihara and Members of the Committee on Human  
Services

FROM: Laureen Wong

RE: GM -509 - Testimony in Support of Patricia McManaman for  
Director of the Department of Human Services

Hearing Date: February 24, 2011, 1:15 p.m.

I am testifying as an individual in strong support of Patricia McManaman for Director of the Department of Human Services.

I have known Ms. McManaman professionally and personally for more than 20 years, and I have always been impressed with her intelligence, strong leadership abilities, integrity and compassion. I believe that Pat is well-suited to lead the Department of Human Services.

Pat and I both worked at Legal Aid when we were new attorneys, and then later we both worked collaboratively on legal problems for the same clients when Pat was an attorney for Na Loio No Na Kanaka and I was Deputy Director at LASH. Years later I was a member of the Board of Directors for Na Loio when Pat became its Chief Executive Officer. Pat provided strong, effective leadership not only to Na Loio but also to the immigrant and non-profit community organizations. She earned respect from many different groups for her legal skills, dedication, and drive to improve the circumstances facing working and low income families and immigrant communities.

I have always respected Pat for her work ethic, professionalism and compassion and believe that she will make an excellent Director of the Department of Human Services.

Thank you for the opportunity to testify in support of Patricia McManaman.

**TESTIMONY IN SUPPORT OF NOMINATION PATRICIA McMANAMAN AS  
DIRECTOR OF THE DEPARTMENT OF HUMAN SERVICES**

TO: Senator Suzanne Chun Oakland, Vice Chair Les Ihara and Members of the  
Committee on Human Services  
FROM: Robin Wurtzel  
DATE: February 2, 2011  
RE: **GM-509 - Testimony in Support of appointment of Patricia McManaman as  
Director of Human Services, State of Hawai'i**

I highly recommend confirmation of Patricia McManaman as Director of Human Services for the State of Hawai'i. I am testifying as an individual.

I am an enforcement attorney at the Hawai'i Civil Rights Commission, and have had the good fortune to work with Pat McManaman when she was Deputy Director at this agency, as well as when she was Chief Executive officer of Nā Loio, now Hawai'i Immigrant Justice Center at Legal Aid Society of Hawai'i. In both positions, I loved my work, in great part due to Ms. McManaman's excellent management.

Working with Ms. McManaman is a pleasure. She treats her co-workers as colleagues, rather than as their supervisor, and values the opinions of those with whom she works. She actively seeks input from others, and listens. Ms. McManaman is an outstanding manager and supports her staff.

Ms. McManaman has integrity and is unfailingly honest. She has compassion for those less fortunate, and has worked unflinchingly to obtain equal justice for all. The Director of Human Services must make difficult decisions, as well as provide positive services, and Pat can make those decisions. Her pragmatism is as fundamental as her integrity and serves her in making decisions. Ms. McManaman has been a judge, a lawyer, a chief executive officer, as well as other roles. She is creative, and solves problems. She is also extremely hard-working, well organized, always meets deadlines and finishes work on schedule. Her experience in various aspects of the legal system is extensive, and has prepared her to serve in this position as Director.

Personally, I learned a lot from Pat, and value her as a friend, a co-worker and a mentor. She combines her sense of humor with her work, and makes working with her a great experience.

She is greatly missed at the Civil Rights Commission, yet we are lucky, as citizens of Hawai'i, to have Patricia McManaman at the helm of Human Services. She is an asset wherever she works, and I cannot recommend her more highly. I urge you to confirm her nomination.