

GM 650

DATE: Wednesday April 6, 2011
TIME: 3:00 p.m.

GM650 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, **ROMALA RADCLIFFE**, for a term to expire 6-30-2015

NEIL ABERCROMBIE
GOVERNOR OF HAWAII



LORETTA J. FUDDY, A.C.S.W., M.P.H.
DIRECTOR OF HEALTH

STATE OF HAWAII
DEPARTMENT OF HEALTH
P.O. Box 3378
HONOLULU, HAWAII 96801-3378

In reply, please refer to:
File:

COMMITTEE ON HEALTH

GM 644, SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE BOARD OF CERTIFICATION OF OPERATING PERSONNEL IN WASTEWATER TREATMENT PLANTS, GUBERNATORIAL NOMINEE, KEVIN NAKAMURA, FOR TERM TO EXPIRE 6-30-2015

Testimony of **Loretta J. Fuddy, A.C.S.W., M.P.H.**
Director of Health

April 6, 2011
3:00 p.m.

1 **Department's Position:** Strongly Support

2 **Fiscal Implications:** None

3 **Purpose and Justification:** The Department supports this message on the Governor's nominee,

4 **Kevin Nakamura**, to the Board of Certification of Operating Personnel in Wastewater Treatment Plants

5 (Board). Confirmation of Mr. Nakamura will allow the Board to continue to operate and perform its

6 duties as required under Hawaii Administrative Rules, Title 11, Chapter 61, "Mandatory Certification of

7 Wastewater Treatment Personnel in Wastewater Treatment Plants."

8 Mr. Nakamura holds a Grade 4 wastewater treatment plant operator certificate and is currently a

9 Wastewater Treatment Plant Operations Superintendent for Aqua Engineers, Inc. He has over 21 years

10 of wastewater treatment plant experience and formerly worked at the City and County of Honolulu as a

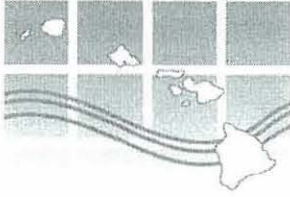
11 Wastewater Regional Superintendent. Mr. Nakamura also has a Bachelors of Arts degree from the

12 University of Hawaii and is a long standing member of the Hawaii Water Environment Association. In

13 1996, he received the association's William D. Hatfield award which is given to a wastewater treatment

1 plant operator who has shown outstanding performance and professionalism. Mr. Nakamura will serve
2 in the capacity of the representative from the Hawaii Water Environment Association on the Board.

3 Thank you for allowing us the opportunity to testify before your committee.



HAWAII WATER ENVIRONMENT
ASSOCIATION * SINCE 1962
P.O. Box 2422 • Honolulu, Hawaii 96804
www.hwca.org • e-mail: info@hwca.org



4 April 2011

Senator Josh Green
State Senate
State Capital
Room 222
415 South Beretania Street
Honolulu, HI 96813

Subject: Nomination of Mr. Kevin Nakamura for
The Board of Certification of Operating Personnel
in Wastewater Treatment Plants – GM 644

Dear Senator Green:

The Board of Directors of the Hawaii Water Environment Association would like to express its support for Kevin Nakamura's nomination to be a member of the Board of Certification of Operating Personnel in Wastewater Treatment Plants.

Mr. Nakamura is a certified Grade IV wastewater treatment plant operator. He has an exemplary reputation based on his prior work with the City and County of Honolulu and with his current employer, Aqua Engineers, Inc. Mr. Nakamura is a member in good standing of the Hawaii Water Environment Association (HWEA), and has been since 1994. He has also served as the HWEA Professional Wastewater Operators (PWO) representative from 2000 to 2001. His experience and demeanor will be assets to the Board of Certification of Operating Personnel in Wastewater Treatment Plants in their mission to protect public health, and conserve and protect the water resources of the State.

We sincerely hope that you will favorably consider Mr. Nakamura's nomination and that he will be approved by your committee.

HWEA is a member association of the Water Environment Federation (WEF), which is headquartered in Alexandria, Virginia. WEF is an international not-for-profit educational and technical organization of more than 40,000 water quality experts. WEF's mission is to preserve

Senator Josh Green
State Capital
4 April 2011
Page 2

and enhance the global water environment. The 400 members of HWEA include environmental and sanitary engineers, planners, wastewater treatment plant and collection system operators, chemists, microbiologists, ecologists, regulators, public health officials, scientists, researchers, educators, and concerned citizens.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Kyle Yukumoto".

Kyle Yukumoto, P.E., President
Hawaii Water Environment Association

green2 - Kealaonalehua

From: freddie leonor [promarkcorp@msn.com]
Sent: Tuesday, April 05, 2011 2:06 PM
To: green2 - Kealaonalehua
Subject: Re: Kevin Nakamura - Board of Certification Nomination

Gentlemen / Madam:

I have known Mr. Kevin Nakamura since his employment at the City and County of Honolulu Department of Environmental Services, Treatment and Disposal Division. Mr. Nakamura is very knowledgeable of his works and diligent on his duties. I have no doubt Mr. Nakamura will be an outstanding member of the Board of Certifications.

Sincerely,

Freddie Leonor
President
Promark Corporation
P.O. Box 700244, Kapolei, HI 96709 USA
Tel. (808)-488-0599 ; Fax (808)-4882909
Mobile No. (808)-221-7888 (USA)
Mobile No. (63-920)-585-7778 (Phils.)
Website: <http://www.promarkcorp.com>

green2 - Kealaonalehua

From: Mark Goodrowe [mark@usihawaii.biz]
Sent: Tuesday, April 05, 2011 9:07 AM
To: green2 - Kealaonalehua
Subject: GM 644

Dear Senator Green,

Please accept this testimony in support of the nomination of Kevin Nakamura for The Board of Operating Personnel in Wastewater Treatment Plants.

I have known Kevin on a professional level for over 10 years and I feel his experience and expertise would be an asset to the board.

Please feel free to contact me if you have any additional questions.

Aloha,

Mark Goodrowe
Underground Services, inc.
1918 Kahai Street
Honolulu, HI 96819
Tel: 808-545-4890
Fax: 808-545-4908
Cell: 808-292-6811

green2 - Kealaonalehua

From: Muirhead, Woodie [WMuirhead@BrwnCald.com]
Sent: Monday, April 04, 2011 4:43 PM
To: green2 - Kealaonalehua
Subject: GM 644 - Testimony for Kevin Nakamura's Nomination to the Board of Certification of Operating Personnel in Wastewater Treatment Plants

I am pleased to support Kevin Nakamura's Nomination to the Board of Certification of Operating Personnel in Wastewater Treatment Plants. I have known Kevin for 10 years. His liberal arts education coupled with his technical experience at multiple wastewater treatment plants will provide the Board of Certification with a fresh and valuable perspective. Changing environmental regulations will require more of wastewater treatment plant operators in the future. I think Kevin can help our profession with progressive thinking to keep pace with future requirements.

Sincerely,

Woodie Mark Muirhead

Woodie Muirhead
Brown and Caldwell
WMuirhead@brwncald.com
T 808.203.2659 | C 808.282.5148



Note: Woodie will begin working part-time on April 1, 2011. His scheduled workdays are Monday, Tuesday, and half-day Wednesday, which will be adjusted based on project requirements.

green2 - Kealaonalehua

From: Paul Au [paul.k.w.au@gmail.com]
Sent: Tuesday, April 05, 2011 3:26 PM
To: HTHTestimony
Subject: GM 644

Measure: GM 644
Date: April 6, 2011
Time: 3:00 p.m.

Please accept this testimony in strong support of the nomination of Mr. Kevin Nakamura to the Board of Certification of Operation Personnel in Wastewater Treatment Plants.

I have known Mr. Nakamura for over thirty years and can attest to his good character and strong work ethic. These traits, coupled with his extensive experience in the areas under the Board's jurisdiction, make Mr. Nakamura well qualified to serve on this Board. He will be a strong asset to the State of Hawaii and I urge this Committee to confirm the nomination.

Thank you for the opportunity to testify.

Paul K. W. Au

Monday April 4, 2011

Senator Josh Green, M.D., Chair

Senator Clarence K. Nishihara, Vice-Chair

Committee on Health

Subject: Nomination to the Board of Certification of Operating Personnel in Wastewater Treatment Plants (GM 644)

Honorable Senators,

I am proud to accept the nomination for the Board of Certification of Operating Personnel in Wastewater Treatment Plants. Throughout my career as a Wastewater Treatment Plant Operator, I have done my best to lead by example and share my knowledge with my fellow wastewater professionals in order to sustain the quality of Hawaii's wastewater treatment facilities. Throughout my 21 years of service, I have dedicated myself to continually learn and perform to the highest professional standards for wastewater treatment plant operators.

Nomination to the Board by my peers is an honor which means my associates recognize that I have the ability to extend my knowledge in maintaining a safe environment for our community as well as to build capacity for operator professionalism.

If confirmed as a member of the Board of Certification of Operating Personnel in Wastewater Treatment Plants, I am aware of the need for continual learning in order to perform the duties and responsibilities of the Board. I am willing to work hard and learn the policies and requirements to make fair and wise decisions on board actions to protect the public's health and environment.

I humbly request your vote in favor of my confirmation.

Respectfully,

A handwritten signature in black ink, appearing to read 'Kevin Nakamura', with a long horizontal flourish extending to the right.

Kevin Nakamura
Operations Superintendent
Schofield Barracks WWTP
Aqua Engineers, Inc

GM 649

DATE: Wednesday April 6, 2011
TIME: 3:00 p.m.

A G E N D A

GM 649 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, **ROMALA RADCLIFFE**, for a term to expire 6-30-2011



STATE OF HAWAII
DEPARTMENT OF HEALTH
P.O. Box 3378
HONOLULU, HAWAII 96801-3378

In reply, please refer to:
File:

Senate Committee on Health

G.M. 649 and G.M. 650 Gubernatorial Nomination of ROMALA RADCLIFFE for Director of the State Health Planning and Development Agency

Testimony of Loretta J. Fuddy, A.C.S.W., M.P.H.

Director of Health

April 6, 2011

1 The Department of Health strongly supports the nomination of Ms. Romala Radcliffe as Director
2 of the State Health Planning and Development Agency (SHPDA). SHPDA is a partnership of Hawaii's
3 health care industry and communities statewide planning for Hawaii's health care future. Its focus is
4 facilities and services development that achieves access to quality health care.

5 The nomination of Ms. Romala Radcliffe as Director of SHPDA represents a distinctive
6 opportunity to reset this agency on its path in the ongoing improvements of our State's health care
7 delivery system. Ms. Radcliffe's back ground in health care administration, evidenced by her work as a
8 Director of Volunteer Services at the University of Miami Hospital and the Sylvester Comprehensive
9 Cancer Center, provides her with the critical foundation necessary to understand the elements of
10 mandated services and facility planning. Ms. Radcliffe's more recent, progressively responsible roles in
11 Hawaii's Kahala Nui Senior Living Center as the Director of Education, then Nursing Home
12 Administrator, and as their Chief Administrator of Health Care demonstrates Ms. Radcliffe's capacity to
13 not just professionally embrace challenges but to endure and thrive are critical, necessary skills for this
14 appointment.

1 The Department of Health appreciates Ms. Radcliffe's willingness to serve the State of Hawaii.
2 We urge the committee to support her nomination and we look forward to the opportunity to work with
3 Ms. Radcliffe in the near future.

4 Thank you for this opportunity to provide testimony.
5
6

Hawaii Long Term Care Association

April 6, 2011

To: Chair Josh Green and Members of the Senate Committee on Health

From: Bob Ogawa, President

Re: Confirmation of Romala Radcliffe as Director of the State Health Planning and Development Agency

The Hawaii Long Term Care Association (HLTCA) wholeheartedly supports the confirmation of Romala (Sue, as we know her) Radcliffe as Director of the State Health Planning and Development Agency

Sue was an active and significantly contributory member of the HLTCA Ohana during her years as education coordinator, then Hi'olani Care Center Administrator at Kahala Nui. She has an extensive background in health care, non-profit administration and public relations. She is bright, thoughtful, conscientious and resourceful. Without question, Sue will not only be a capable leader in pursuing and accomplishing SHPDA's day-to-day mission, but even more importantly, we believe she will guide it to the achievement of the broader, big-picture goals that form the agency's core purpose.

We ask that this committee recommend and the full Senate confirm Ms. Romala Sue Radcliffe as Director of the State Health Planning and Development Agency.

Senator Josh Green
Chairman Senate Health Committee
Hawaii State Capitol # 222
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Senator Green:

As the **Director of Activities** I worked with Ms. Radcliffe for five years at Kahala Nui, a senior housing/ health care community. There I watched her administrative talents grow as she was promoted into the nursing home administrator position in 2007 and then into the position as the Administrator for Hi'olani Care Center in 2009.

As the administrator she was responsible for the organization's day-to-day operations and she was held accountable for all of the actions that the facility staff made under the assisted living and the nursing home licenses. She was efficient and effective as the administrator.

Romala's way of managing community relations was to deal tactfully with residents, family members, visitors, government agencies and the general public. She worked diligently to create a compassionate home-like residence for the patients and a supportive workplace for the employees.

Knowing her as I do, she will be able to successfully manage the State Health Planning and Development Agency. I support her endorsement for this appointed position and know you will too.

Should additional testimony be needed, you can contact me at 218-7000.

Aloha,

A handwritten signature in cursive script that reads "Laurie Chivers".

Laurie Chivers

Lisha Collier
99-943 Halawa Heights Road
Aiea, Hawaii 96701

Senator Josh Green
Hawaii State Capitol Room 222
415 South Beretania Street
Honolulu, Hawaii 96813

March 30, 2011

Dear Senator Green:

This is letter of support for Romala Radcliffe's appointment to serve as the Administrator of the State Health Planning and Development Agency. I believe Ms. Radcliffe is highly qualified to serve as the administrator. She is a skilled and effective nursing home administrator.

She is intelligent, diligent, and possesses an excellent temperament. She is highly regarded by other students in the University of Hawaii College of Education Special Education Co-Hort community for her professional and personal qualities. I am confident that she will serve the State Health Planning and Development Agency with excellence.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Lisha Collier', with a long horizontal flourish extending to the right.

Lisha Collier

March 25, 2011

Ms. Terry Peacock
7220 Kipu Place
Honolulu, Hawaii 96825

Senator Josh Green
Chair Senate Health Committee
Hawaii State Capitol Room # 222
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Senator Green:


This letter is to endorse Romala Radcliffe with her endeavor to serve as the State Health Planning and Development Agency Administrator as Governor Abercrombie's appointee.

We worked together for three years at Kahala Nui Senior Living Community where I served as the Director of Marketing. I know that Romala is accustomed to being assigned to projects where deadlines are a priority and handling multiple jobs is the norm. We worked on many team projects together as we implemented new processes, procedures, and activities for the new senior living community. She was supportive, a good team player, and proficient with her interpersonal and business communication skills. She maintained a highly professional approach at all times in a fast-paced environment where "change" was the word of the day. She was always willing to do what was necessary, even outside her area, to get the job done.

She evaluated the systems of care used at Kahala Nui to enhance residents and patient care through training programs and establishing efficient processes. By using her wide range of valuable experiences, she quickly produced significant results for the organization. To date, she served in the position as Administrator of Hi'olani Care Center for the longest duration of time since the community opened.

You may contact me if you require additional support for Ms. Radcliffe's appointment.

Mahalo,



Terry Peacock
Life & Health Insurance Representative
(808) 372-7297

Senator Josh Green, Chair
Senate Health Committee
Hawaii State Capitol # 222
415 South Beretania Street
Honolulu, Hawaii 96813

March 25, 2011

Dear Senator Green,

The purpose of this letter is to introduce and endorse Ms. Romala Radcliffe. It is a personal pleasure to write this letter of reference for Romala. I have known her both in her capacity as a Director for Kahala Nui as well as during the years she worked at the University of Miami Hospital and Clinics on the medical campus.

Romala has developed a comprehensive understanding of the health care industry while working in the field for twenty years. She understands the complexities and challenges faced in the delivery of health care in both rural and city environments. Locally, Romala has worked with health care executives and physicians on projects designed to improve service and quantity standards of care.

I would gladly recommend Romala Radcliffe's appointment as the administrator of the State Health Planning and Development Agency.

Sincerely,

A handwritten signature in cursive script that reads "Sally Harper".

Sally Harper

**Senator Josh Green
Chairman of the Health Committee
415 South Beretania Street Rm. # 222
Honolulu, Hawaii 96813**

March 28, 2011

Dear Senator Green:

I strongly support the Governor's recommendation for Romala Radcliffe to be appointed to serve as the next State Health Planning and Development Agency (SHPDA) Administrator.

We met at the University of Hawaii (UH) in July of 2010 while attending a course on technology. There Romala expressed her desire to work with Hawaii's youngest and neediest. I too share that desire and we have continued to take UH courses to earn our Post Bac's in special education.

While presenting multiple mandatory reports to fulfill our licensing requirements, I have noticed that Ms. Radcliffe has presented her reports on educational issues that are related to pre-school children and their families' health care concerns.

Knowing her broad breadth experience in health care I feel she will be a proficient administrator for SHPDA

Sincerely,

A handwritten signature in black ink, appearing to be 'June Kawaguchi', with a long, flowing tail.

**June Kawaguchi
junekk@hawaii.edu**

March 28, 2011

Senator Josh Green
Chairman of the Health Committee
415 South Beretania Street Rm. # 222
Honolulu, Hawaii 96813

Greetings Senator Green:

I strongly support Romala Radcliffe's nomination for the State Health Planning and Development Agency (SHPDA) Administrator.

We met in 2010 while attended a community meeting about Hawaii's health issues. Since then, Romala has become my go-to person when it comes to anything related to health care. I remember the conversations that Romala and I shared about the difference individual people can make through changing the public's awareness.

I've come to appreciate her practical approach to solving problems. She does not lose perspective on what is important and she has made balanced realistic evaluations of circumstances. With her professional demeanor and her use of appropriate humor she will make an excellent administrator for SHPDA. Romala's solid foundation in delivering health care services and her ability to locate resources makes her the best choice to lead SHPDA.

I'd be pleased to answer any other questions you have about Romala Radcliffe's ability to serve as administrator.

Sincerely,

A handwritten signature in blue ink that reads "Kathy King MA". The signature is fluid and cursive, with the letters "K", "K", and "M" being particularly prominent.

Kathy King, MA
808-450-1841

Senator Josh Green
Chairman of the Health Committee
415 South Beretania St. Room. 222
Honolulu, Hawaii 96813

Dear Senator Green:

I am in favor of Governor Abercrombie's suggestion that Ms. Romala Sue Radcliffe become the Administrator for the State Health Planning and Development Agency (SHPDA) Administrator.

We have been attending courses together at the University of Hawaii's College of Education. Romala's personal effort's to keep other student's in our program working at their highest level has been exemplary. By networking and updating many of us, she has been personally supportive of our commitment to obtain second careers as teachers in Hawaii's Department of Education special education programs.

Her scholastic efforts have been focused on addressing the health care issues of the pre-school children attending Kuhio Park Terrace public housing PACT school where she was assigned to observe the classroom. Healthcare is her main career commitment.

Having a family member who once served as a state health administrator for Hawaii's hospitals, I know what is expected of a Department of Health administrator. Romala is the right person to select for this service assignment. She has the ability to create effective teams and she will use her skills to guide the efforts of SHPDA to continue to plan to provide for Hawaii's healthcare needs and services.

Aloha,

A handwritten signature in cursive script that reads "Noni Thompson".

Noni Thompson
ngt4@hawaii.edu

Senator Josh Green
Chairman Senate Health Committee
Hawaii State Capitol Room 222
415 South Beretania Street
Honolulu, Hawaii 96813

March 28, 2011

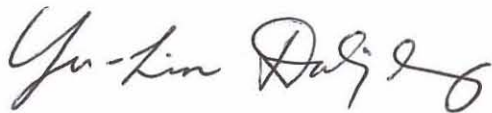
Dear Chairman Green,

I am a licensed practical nurse and I worked for two years under Ms. Radcliffe's administration at Hi'olani Care Center at Kahala Nui. I am writing to you in support of R. Sue Radcliffe's appointment as the State Health Planning and Development Agency Administrator (SHPDA).

In this position as SHPDA Administrator, Ms. Radcliffe will be able to assist you, Director Fuddy, and Governor Abercrombie in addressing a wide range of issues that will affect Hawaii's future health care planning. As a Waianae resident I am concerned about the accessibility of future services on the Leeward coast.

Ms. Radcliffe's 26-year health care career has afforded her extensive experience in planning, administering, and providing programs in health care facilities. Knowing that Ms. Radcliffe is able to complete projects on-time and within budgetary guidelines, I feel strongly that she is the right person to effectively manage this governmental agency.

Sincerely,

A handwritten signature in cursive script that reads "Yu-Lin Daligdig".

Yu-Lin Daligdig, L.P.N.
lin96792@yahoo.com

green2 - Kealaonalehua

From: mailinglist@capitol.hawaii.gov
Sent: Saturday, April 02, 2011 12:19 PM
To: HTHTestimony
Cc: cdaeuffer@lava.net
Subject: Testimony for GM649 on 4/6/2011 3:00:00 PM

Testimony for HTH 4/6/2011 3:00:00 PM GM649

Conference room: 229
Testifier position: support
Testifier will be present: No
Submitted by: Dr. Carl J. Daeuffer
Organization: Individual
Address:
Phone:
E-mail: cdaeuffer@lava.net
Submitted on: 4/2/2011

Comments:

My name is Carl J. Daeuffer and I am testifying as an individual and resident of Kahala Nui Senior Living Community (KSLC) in strong support of confirmation of Romala "Sue" Radcliffe as the Director of the State Health Planning and Development Agency. I urge your committee to recommend confirmation to the full Senate.

I have known Sue Radcliffe and on several occasions have worked closely with her during her tenure (February 2005 to February 2010) at KSLC, first as Director of Education and later as the Administrator of our Health Care Center referred to as the Hi'olani Care Center (HCC). Specifically, I worked closely with Sue in support of the establishment of a volunteer program here at KSLC for seniors helping seniors and in securing medical equipment for use by medical practitioners in treating HCC residents and KSLC independent living residents.

As an independent living resident here at KSLC I found Sue especially effective in identifying the needs of Kahala Nui residents and working untiringly to fulfill those needs. Through the employment of collaborative leadership skills and the application of constructive engagement by Sue and as one of the consumers here at Kahala Nui who benefitted from Sue's work I strongly urge your committee to recommend confirmation of Romala Sue Radcliffe to the full Senate.

Thank you for the opportunity to testify.

Dr. Carl J. Daeuffer, retired emeritus Professor of Education UH Manoa
4389 Malia Street Apt 260
Honolulu, HI 96821

Patrick McCain
2118 Date St. #206
Honolulu HI 96826
(808) 744-6751
stlpatmccain@yahoo.com

April 4, 2011

The Honorable Josh Green, M.D., Chair
The Honorable Clarence K. Nishihara, Vice Chair
Senate Committee on Health
State Capitol, Room 229
Honolulu Hawaii 96813

RE: GM649 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, ROMALA RADCLIFFE, for a term to expire 6-30-2011.

GM650 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, ROMALA RADCLIFFE, for a term to expire 6-30-2015.

Dear Chair Green, Vice Chair Nishihara and Members of the Committee:

My name is Patrick McCain and I support Governor's Messages 649 and 650. I have known Romy Radcliffe for over twenty five years and can attest that she is a pillar of our community and we are fortunate that she is willing to serve as the Director of the State Health Planning and Development Agency.

As you know public health issues can be very complex and finding the right person with the right experience can be challenging. Romy's education and background make her an excellent choice for this critical position. I urge your favorable consideration to this appointment. Mahalo nui loa.

Sincerely

Patrick McCain

Elaine Fukuhara
313 Ohaa St.
Kahului, Hawaii 96732

Senator Josh Green
Hawaii State Capitol Room 222
415 South Beretania Street
Honolulu, Hawaii 96813

March 30, 2011

Dear Senator Green:

This is letter of support for Romala Radcliffe's appointment to serve as the Administrator of the State Health Planning and Development Agency. I believe Ms. Radcliffe is a person who is focused, dependable, conscientious, and honorable. As a friend, she is someone I trust to be there for me in good times and bad.

We worked together for the Department of Health for four years. As a co-worker she was always a team player and a dedicated worker.

Romala was also involved in the political process on Maui. She was a volunteer for many of Maui's non-profit health agencies. With each endeavor that she tackles, she puts all of her energy and focus into doing the best job possible; this is one of many reasons why I hold Romala in high regard.

I know that she will serve the agency with professionalism and will create a positive, productive working environment for her staff and volunteer board members.

Sincerely,



Elaine Fukuhara
SPED Teacher
Pukalani Elementary School
(808) 281-7095

G.A. MORRIS, INC.

222 South Vineyard Street, Suite 401, Honolulu, HI 96813-2453 Phone (808) 531-4551 Fax (808) 533-4601

April 4, 2011

The Honorable Josh Green, M.D., Chair
The Honorable Clarence K. Nishihara, Vice Chair
Senate Committee on Health
State Capitol, Room 229
Honolulu Hawaii 96813

RE: GM649 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, ROMALA RADCLIFFE, for a term to expire 6-30-2011.

GM650 Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, ROMALA RADCLIFFE, for a term to expire 6-30-2015.

Dear Chair Green, Vice Chair Nishihara and Members of the Committee:

I would like to support the nomination of Romala Radcliffe to be the Director of the State Health Planning and Development Agency.

Having known her for a number of years, her background in the health care industry along with her dedication and work ethic will be a credit to the state.

Without a doubt the energy she brings to this position will be unmatched. If you want the job done and done right Romy is the right choice.

Mahalo for your support of her confirmation.

Respectfully Submitted,

G.A. "Red" Morris
President

ALISON POWERS
1061 Kahili Place
Kailua, HI 96734

April 5, 2011

Senator Josh Green, M.D., Chair
Senator Clarence K. Nishihara, Vice Chair
Members of the Senate Committee on Health

RE: GM 649 and GM 650; Testimony in Support of the Confirmation of Romala Radcliffe as the Director of the State Health Planning and Development Agency

Dear Chair Green, Vice Chair Nishihara, and Members of the Committee:

I am very pleased to submit this letter in support of GM 649 and GM 650 and the confirmation of Romala (Romy) Radcliffe as the Director of the State Health Planning and Development Agency (SHPDA). I have known Romy for at least ten years through my personal and working relationship with her father, John Radcliffe. Through the years, I have gotten to know John's wife Diane and daughter Romy well.

Romy is a thoughtful and conscientious woman. She is mature and positive in her attitude and outlook on life. In particular, I know that when she was at Kahala Nui, she accepted the challenges of working with residents who needed various levels of care in addition to working well with their families and health caregivers. Balancing the needs of all involved in elder care requires empathy, motivational skills as well as team building, all of which Romy possesses.

I believe Romy to be of the highest character and believe she will do well as the Director of SHPDA.

Very truly yours,



Alison Powers

Suzanne Machbitz
President Diamond Head/Hawaii Kai AAUW
1489 Honokahua Street
Honolulu, Hi 96825
suzannemachbitz@aol.com

Senator Josh Green
Senate Chairman of the Health Committee
Hawaii State Capitol Rm. 222
Honolulu, Hi 96813

March 28, 2011

Dear Senator Green,

This is an endorsement for Romala Radcliffe to become appointed as the State Health Planning and Development Agency (SHPDA) administrator:

As the current president of the Diamond Head/Hawaii Kai chapter of American Association of University Women (AAUW) I appreciate Sue Radcliffe's administrative efforts to serve as a former president. Sue served as our chapter president and event coordinator in 2006-07. She originated some interest groups and arranged for many inspiring and educational programs.

With her educational background and administrative experience in the health field, I feel she is an excellent candidate for the State Health Planning and Development Agency (SHPDA) administrator.

Sincerely,



Suzanne Machbitz

LINDA LAINE
520 LUNALILO HOME ROAD #261
HONOLULU, HAWAII 96825
808-228-1858

March 29, 2011

Senator Josh Green
Hawaii State Capitol Room 222
415 south Beretania Street
Honolulu, Hawaii 96813

Dear Senator Green:

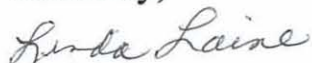
It is a pleasure to write this letter of support for Romala Radcliffe for appointment to serve as the Administrator of the State Health Planning and Development Agency.

I have know Ms. Radcliffe since 2006 when she served as President of the Diamond Head Branch of the American Association of University Women. That year as a result of changes in the club's composition she served not only as president but also as program chair. In that capacity she provided six interesting events for the membership

More recently she contacted me because I am a lecturer in the Mathematics Department at Honolulu Community College. I assisted Ms. Radcliffe as she worked diligently to prepare for the Praxis examination, which she passed. In working with her, I had an opportunity to observe her creative approach to problem solving even with complex mathematical problems.

Her years of experience in the field of health care, her enthusiasm for mastering new subjects as an active lifelong learner, and her commitment to assist others, make her the right person to serve as Governor Abercrombie's appointee as the department's administrator.

Sincerely,



Linda Laine



The Senate Committee on Health
Wednesday, April 6, 2011
3:00 p.m.

GM 650, Submitting for consideration and confirmation as the Director of the State Health Planning and Development Agency, Gubernatorial Nominee, ROMALA RADCLIFFE, for a term to expire 6-30-2015.

Dear Chairperson Green and Committee Members:

I wish to speak in support of the confirmation of Romala Radcliffe as the Director of the State Health Planning and Development Agency through June 30, 2015. I have known Romy for thirty years and watched her professional career develop. She has been a strong and determined individual in pursuit of her goals, beginning with her education and moving towards her career in health services. Romy is a compassionate woman, giving of herself through her work as the Director of Volunteer Services for the University of Miami Hospital. Never failing to follow through with her desire to return to her home in these islands, she became a key member of the administrative staff of Kahala Nui Residence, moving up to be the Administrator of its Hi'olani Care Center, a one hundred plus bed nursing home. Romy also demonstrated her commitment to human services and health by returning to the University of Hawaii to pursue graduate studies in Social Work.

I believe that Romy's experiences, work ethic, ability to organize and lead work groups, interactions with individuals on a personal level, and continually striving for excellence in all that she does, provide the necessary qualifications and attributes for her to successfully meet the responsibilities as the Director of the State Health Planning and Development Agency.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'J.N. Musto'.

J.N. Musto, Ph.D.
Executive Director

UNIVERSITY OF HAWAII
PROFESSIONAL ASSEMBLY

1017 Palm Drive • Honolulu, Hawaii 96814-1928
Telephone: (808) 593-2157 • Facsimile: (808) 593-2160
Web Page: <http://www.uhpa.org>

TESTIMONY OF
ROMALA S. RADCLIFFE
TO THE SENATE COMMITTEE ON HEALTH
THE TWENTY-SIXTH LEGISLATURE
REGULAR SESSION 2011

Wednesday, April 6, 2011

3:00 p.m.

Conference Room 229

Chairman Green, Vice Chair Nishihara, and members of the committee, thank you for giving me the opportunity to appear before you today.

I am honored and humbled to be considered to serve as the Administrator for Hawaii's State Health Planning and Development Agency. I'd like to thank Governor Abercrombie for nominating me and for giving me this opportunity to be considered by the Senate.

I came to Hawaii with my parents 36 years ago, in 1976, and as soon as we arrived we knew Hawaii was our home.

There are many people who have supported me and I'd like to acknowledge some of them today. My mother Diane, a retired DOE school teacher, and my father, John are both here. They have provided me with guidance and compassion and taught me to tend to the needs of others. I am very grateful for their support.

I am also grateful to the members of the American Association of University Women Hawaii Kai Diamond Head Branch, University of Hawaii College of Education students, and former associates from previous employers who have also been very supportive.

At an early age, I became interested in government service, and I clearly remember going door to door, in 1978, when I was 15 years old, campaigning for Con Con, and I have been active in politics and service to others ever since. I am proud to say that I worked one Session at the Hawaii State Legislature as a Senate Committee Clerk for Senator Randy Iwase.

In 1983, I moved to Maui County and became a Volunteer in Service to America. Working with Mediation Service of Maui I helped to establish a conflict resolution program for the students at Maui High. Later on, in 1994, life took me to Miami, Florida where I was fortunate to be associated with the University of Miami Cancer Center where I established their Chemo Care and Visual Arts/ Artist Program which were

recognized nationally for their support of cancer patients. In 2005 I returned to Hawaii as a part of the team that built the Kahala Nui Senior Living Center where I worked in successively senior positions until last year, when I went back to the University for more training.

To assist you making your decision here is a quick listing of my qualifications:

- I am a Licensed Nursing Home Administrator.
- As the Administrator of the nursing care arm of Kahala Nui's nursing home, I prepared an annual eleven million dollar operating budget. I understand how to run large health related organizations.
- While there I established service contracts with medical providers while building and leading customer-focused teams of staff.
- I also have a license as a Resident Producer of Accident and Health or Sickness and Life insurance, and while these are not specifically requirements for this position, you may consider them as part of a good background education and expertise.
- My M.A. is in professional studies from the University of Miami, Miami Florida, and my B.A. from the University of Hawaii, Honolulu, Hawaii, is in Public Administration.

The position of Administrator for SHPDA is one that I feel that I have been training for my whole life, and to be given this opportunity is a dream come true. You can expect that I will be very respectful and supportive of your policy making prerogatives and that I will do my utmost to carry out Governor Abercrombie's policy directives which include ensuring that all people have access to quality health care, expand community health centers, address the physician shortage, expand the use of information technology in healthcare, and rebuild Hawaii's public health infrastructure with a focus on both children and Hawaii's rapidly aging population. The Governor's agenda is both expansive and extensive, and it will challenge all of us to do our best. All I can promise is that I will work as hard as I can to do my best.

In closing, I'd like to express my appreciation to everyone who submitted testimony or who took time out of their busy schedules to join us today. And thank you Mr. Chairman and the members of the Committee for giving me the opportunity to appear before you this afternoon and for your considering my nomination.

ROMALA SUE RADCLIFFE

(808) 271-5976 (808) 227-5780

Email: romala@yahoo.com

- Licensed human service healthcare manager with 17+ years of experience in healthcare and human service settings. Masters degree. Hawaii licensed nursing home administrator.
- Consistently achieved record-high customer satisfaction rankings and, through the use of empowerment, made improvements to the organization.
- Respected builder and leader of customer-focused teams; instilled a shared, enthusiastic commitment to customer service as a key driver of the non-profit's goal attainment.
- Drafted policies and procedures, marketing materials, and program manuals.

AREAS OF EXPERTISE:

Complaint Handling & Resolution
Volunteer Utilization
Operations Management

Teambuilding & Training
Cost-Reduction Strategies
Staff Retention

PROFESSIONAL BACKGROUND & POSITIONS:

Sue's Safety Services, CPR, First Aid Instructions, Hawaii
Owner 02/10

Kahala Nui Hi'olani Care Center, Hawaii 02/05 - 02/10

- Administrator of Hi'olani Care Center, (04/09 to 02/10)
- Licensed Nursing Home Administrator, (12/07 to 04/09)
- Director of Education, (02/05 to 12/07)

Advanced into increasingly responsible positions, culminating in a leadership role with authority over the healthcare facility. Promoted twice into positions that recruited, trained and supervised 105 medical professionals. Fostered an environment in which residents enjoyed high levels of service and employees were motivated to deliver top performance. Maintained high standards in sanitation and safety and complied with regulatory guidelines. Ensured friendly and efficient transactions.

Selected Contributions:

- Won two diamonds "Service Excellence Award" for record-high occupancy.
- Reduced staff turnover by 15% in 2008, 22% in 2009 benchmarking a record-setting improvement in staff retention.
- Introduced a training program that enhanced employee performance and development.
- Instilled motivation into the workplace of 105 members.

- Elevated resident-satisfaction scores from 86% to 92% within two years.
- Ensured swift resolution of consumer issues to preserve consumer loyalty while complying with the organizations policies.
- Served on special taskforce with CEO and Executive Director that contributed to significant improvements in resident care.
- Reduced workplace injuries by 75%.

University of Miami Hospital, Florida

03/96 to 02/05

Director of Volunteers

- Directed the efforts of 250 volunteers. Taught customer service skills to 1,000 employees.

Selected Contributions:

- Established volunteer program operations.
- Won national award for volunteer program in 1999.
- Created art intervention program and art store.
- Raised \$100,000 for United Way by administering employee drive for six years.

PROFESSIONAL AND COMMUNITY AFFILIATIONS

- Hawaii Pacific Gerontological Society of Hawaii 2008-present
- American Association of University Women, President 2006, member 2011
- Kokua Mau, a hospice non-profit consortium, Board Member, 2007
- Aloha Toastmasters, Secretary 2005-2006
- South Florida Directors of Volunteers in Healthcare, President 1999 and 2003

COMMUNITY SERVICE

- American Cancer Society, Florida Legislative Advocate, 2003
- Women Helping Women, Board Member, 1993
- Public Safety/Fire Commissioner for the County of Maui, 1993-1994
- Maui Sexual Assault Crisis Center, Counselor, 1986

EDUCATIONAL BACKGROUND, PUBLICATIONS AND PRESENTATIONS

Post Bac University of Hawaii, Honolulu, Hawaii, 2011: Special Education

M.A. University of Miami, Miami Florida, Master's Degree with the concentration in professional studies

B.A. University of Hawaii W.O.C., Honolulu, Hawaii, Bachelor's Degree in Public Administration

2007 Oncology Nursing Forum, Pilot Study to Test the Effects of Art-Making Classes for Family Caregivers of Patients with Cancer

2005 International Arts in Healthcare Conference, Edmonton, Canada