



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

In reply, please refer to:
File: EPO/SB2858

SENATE COMMITTEE ON WAYS AND MEANS

S.B. 2858, RELATING TO THE ESTABLISHMENT OF AN ENVIRONMENTAL
INFORMATION MANAGEMENT OFFICE

Additional Comments to Follow Up on the Testimony of Gary Gill
Deputy Director, Environmental Health Administration

February 27, 2014

Intent of the Bill:

- The intent of this measure is to sustain and continue the outstanding work that has created the e-Permitting Portal, Environmental Health Warehouse, and other systems that have made environmental information more publicly-accessible and streamlined permitting.
- This work has been done:
 - Over the past 5 years;
 - Spanning 2 administrations;
 - By 2 individuals that are currently on exempt project status.
- All of the progress that they have made is in jeopardy because of declining federal grant money that has funded the operations in the past.

This measure does not expand state programs, it merely adds permanence to these positions to sustain their existing work.

The vital data management projects include:

- e-Permitting Portal:
 - Since the Portal became operational in January 2012:
 - **1,074** permits have been submitted through the e-Permitting Portal, **980** of which are Clean Water Branch permits;
 - **\$93,215** in permit application fees have been paid online;
- Due to e-Permitting, the Clean Water Branch has saved:

- ~**980** hours of time (an average of 1 hour per permit) because it no longer has to manually enter permit application data;
 - ~**2,940 days** (an average of 3 days per permit) because the Portal allows for online communication between the applicant and permit reviewer, which alleviates the repetitive rounds of reviewing, commenting, inquiring, revising, and re-submitting;
 - ~**1,960 hours** (an average of 2 hours per permit) because permit documents can be issued online or through email.
- The Office of Environmental Quality Control's (OEQC) role is not new and has never been to design electronic permitting or data management for environmental programs in the Department's Environmental Management Division (EMD) or Environmental Health Services Division (EHSD).
 - However, the progress that has been made on OEQC's electronic database and document organization process was done by the existing staff we are trying to retain.
 - Attached is the Department's budget submittal that would fund 1 of the 2 positions in the existing office, the Senior Information Technology Specialist, who assists the Manager.
 - To retain our staff and to support the level of expertise necessary to develop and maintain electronic data systems, we are asking that the Manager of Environmental Information position be exempt. However, we need the office regardless of whether the position is designated exempt or civil service.

**FY 15 SUPPLEMENTAL BUDGET
OPERATING BUDGET ADJUSTMENT REQUEST
DEPARTMENT OF HEALTH**

Department Priority 0-20

Program ID/Org. Code: HTH 849/FA
Program Title: Environmental Health Administration/Deputy Director

Department Contact and Phone Number: Nancy Bartter, 586-7567 / Andy Matsumoto, 586-4641

Request Category:

- FC Fixed Cost/Medicaid _____
- HS H & S, court order/fed. mandate _____
- PA PA/COFA/TANF/School bus trans _____
- TR Trade Off/Transfer (+) _____ (-) _____
- AP Administration's Program Initiatives _____
- O Other X

TITLE OF REQUEST: Add position and funds to sustain data management systems activities for Environmental Health Administration programs

Description of Request: Provide funding and position one (1.0) Information Technology Specialist V to manage, coordinate, and sustain all new and ongoing information technology activities for Environmental Health Administration programs. (biennium budget request dept priority 2-13; Seq # 93-001, which was not approved)

II. OPERATING COST SUMMARY

	FY 15 Request			FY 16	FY 17	FY 18	FY 19
	FTE (P)	FTE (T)	(\$)	(\$ thous)	(\$ thous)	(\$ thous)	(\$ thous)
A. Personal Services	1.00	0.00	25,656	51	51	51	51
B. Other Current Expenses			134,300	134	134	134	134
C. Equipment			2,000	0	0	0	0
L. Current Lease Payments			0	0	0	0	0
M. Motor Vehicles			0	0	0	0	0
TOTAL REQUEST	1.00	0.00	161,956	185	185	185	185

By MOF:

A	1.00	0.00	161,956	185	185	185	185
B	0.00	0.00	0	0	0	0	0
N	0.00	0.00	0	0	0	0	0
P	0.00	0.00	0	0	0	0	0
U	0.00	0.00	0	0	0	0	0
W	0.00	0.00	0	0	0	0	0

VI. OPERATING COST DETAILS

A. Personal Services (List all positions)
 Information Technology Specialist V, SR-24 (#95506H)
 (full year salary = \$51,312)

Subtotal Personal Service Costs
 By MOF

B. Other Current Expenses (List by line item)
 3200 Office supplies, phone, etc.
 7200 Other misc current exp (software licenses & upgrades)
 7100 Other Non-State employee services on a fee basis
 3500 Dues
 7200 Training Costs and Registration Fees

Subtotal Other Current Expenses
 By MOF

C. Equipment (List by line item)
 7190 Computer

Subtotal Equipment
 By MOF

TOTAL REQUEST

MOF	FY 15 Request			FY 16	FY 17	FY 18	FY 19
	FTE (P)	FTE (T)	(\$)	(\$ thous)	(\$ thous)	(\$ thous)	(\$ thous)
A	1.00		25,656	51	51	51	51
Subtotal Personal Service Costs				51	51	51	51
By MOF							
A	1.00	0.00	25,656	51	51	51	51
B	0.00	0.00	0	0	0	0	0
N	0.00	0.00	0	0	0	0	0
P	0.00	0.00	0	0	0	0	0
U	0.00	0.00	0	0	0	0	0
W	0.00	0.00	0	0	0	0	0
A			2,000	2	2	2	2
A			14,000	14	14	14	14
A			108,000	108	108	108	108
A			300	0	0	0	0
A			10,000	10	10	10	10
Subtotal Other Current Expenses				134	134	134	134
By MOF							
A			134,300	134	134	134	134
B			0	0	0	0	0
N			0	0	0	0	0
P			0	0	0	0	0
U			0	0	0	0	0
W			0	0	0	0	0
A			2,000				
Subtotal Equipment				0	0	0	0
By MOF							
A			2,000	0	0	0	0
B			0	0	0	0	0
N			0	0	0	0	0
P			0	0	0	0	0
U			0	0	0	0	0
W			0	0	0	0	0
TOTAL REQUEST				185	185	185	185

IV. JUSTIFICATION OF REQUEST

The current position is a temporary unbudgeted position which has relied on the federal Exchange Network grant for funding, but this is an unstable source of funds. This grant is a competitive grant among all 50 states, tribes, and territories and it is not guaranteed that Hawaii will receive an award, and if awarded, how much we will be awarded. The Environmental Health Administration (EHA) applies annually for the Exchange Network grant, but Hawaii did not receive an award for the budget period starting 10/1/2013. We have successfully worked with the United States Environmental Protection Agency (U.S. EPA) to adjust the categories of funding in two of the prior Exchange Network grant awards that have budget periods that end 9/30/14, so that we can continue to fund this position for one more year with those remaining grant funds. This adjustment was approved on 9/26/13. However, that is the limit of those funds.

Annual position extensions and questionable position funding gravely affect the continuity of all EHA project initiatives that were completed or in progress. EHA relies very heavily on data management assistance and without this position, EHA's information management efforts will definitely be in jeopardy as many useful and innovative solutions have been accomplished and are currently in progress. In addition, the dissemination of innovative solutions such as e-permitting to other State of Hawaii agencies will be thwarted. The grant awards that the various EHA programs receive are being reduced, so we are having a difficult time to cover the positions that are currently funded by those grants. It is not feasible to fund this EHA-wide data management position out of any other federal grants. In addition, this is a core function that should be covered by general funds. The requested position and funding allows for the conversion from the current exempt Senior Information Technology Specialist position to this civil service, Information Technology Specialist V position.

Meeting the EPA goal of integrated electronic data transactions for its delegated enforcement programs in Hawaii has been impeded by unstable funding and temporary staffing to lead, manage, and leverage resources for critical developments such as electronic permitting, data warehousing, and data functions pursuant to EPA requirements. The requested position would assure expertise and capabilities to establish and maintain electronic permitting transactions that especially benefit the construction industry, an environmental data warehouse that promotes data access and transparency, and methodologies and tools that integrate EPA's data requirements for diverse air, water, drinking water, and solid waste management laws.

EHA has made dramatic progress over the last few years in creating information management systems solutions that reduce the burden of regulatory processes and increase efficiencies in data reporting and accessibility, thereby reducing the burdens borne by regulated and permitted entities. Improvements in the collection and sharing of data by and between programs, and with other agencies and the general public, have enabled increases in efficiency and transparency and more informed decision-making. This position and the funds requested are crucial to the sustainability of the systems developed and continued progress.

Moneys requested for operational costs cover shared infrastructure and services including software development and implementation projects, maintenance and support services, cloud hosting services, and software licenses, all of which benefit the environmental programs within EHA. Coordination and consolidation of software and hardware purchases and usage is less costly and ensures no duplication. This consolidated and shared services model ensures that applications are operating optimally for reliability and performance while keeping overall costs low.

The software licenses and upgrades line item is for Economic and Social Research Institute (ESRI) licenses (\$12,000) and software upgrades (\$2,000) for geographic information system (GIS) software. Contract costs (other non-State employee services on a fee basis) consist of \$100,000 for data management maintenance and support (e.g. e-permitting, environmental health warehouse, mobile applications, etc.) and \$8,000 for cloud hosting services (annual sustainability). Dues for professional meetings and memberships are \$300. Training costs and registration fees consist of \$5,000 for training (project management, GIS, network, structured query language (SQL) server, security, etc.) and \$5,000 for conferences (annual ESRI, and with data management consulting services vendor).

The Information Technology Specialist (ITS) position being requested works in close cooperation with the Environmental Information Manager (EIM) on all matters relating to EHA's information management and technology activities. While the EIM focuses on the administration and management of EHA program data systems initiatives, vendor management, and federal funding, the ITS is responsible for managing, coordinating, and facilitating the technical tasks for all EHA data management projects between EHA's environmental IT vendor and each program's business management and staff. The EIM and ITS are very important complements to each other. The ITS is also the Department of Health's Node Administrator for Hawaii's Exchange Network Node, which is the medium used for mandatory reporting and sharing of environmental data with the EPA and all the states, tribes, and territories, which are part of this network.

The position requires a "Jack of all trades" type of person with high-caliber skills and qualification and at least 10 years of experience in the information management profession. Software development, network and database management systems knowledge and experience, coupled with project management skills and excellent people, verbal, and written skills are just some of the qualifications the ITS must have. The ITS requires excellent environmental knowledge of each of the various EHA program's business functionality in order to assist the programs in project design, business workflow processes, systems and user acceptance testing as well as content management guidance for their websites. Troubleshooting web applications and determining if it is an application or network problem are also important skills the ITS must have. The coordination and facilitating of all EHA systems testing with the program management and staff have proven to be critical to a project and system's success.

Lower level Information Specialists at the program level do not have the broad qualifications the ITS requires to be effective in this position. Conducting efficient meetings, doing demonstrations and presentations, and writing technical and user procedures are a regular part of the ITS weekly tasks. Without the ITS V, no individual program or IT Specialist within the EHA has the responsibility, knowledge, skills, and authority to work with all programs within the EHA. In addition, although many environmental programs have an IT Specialist assigned to their program, the majority of these positions are federally funded, which restricts the ability for the IT Specialist to support programs other than the program that funds it.

This request is consistent with Governor Abercrombie's New Day initiative to transform State government into an efficient and effective enterprise. As mentioned in FM 13-08, "State government must be able to service its customer, the public, in the most proficient manner. Our ongoing task is to make over State government operations to best manage our resources."

EHA and the DOH departmental IT chief work closely together so that EHA is in alignment with the DOH's IT and the State OIMT's vision and direction on all EHA IT initiatives and projects. In addition, oversight by the DOH Health Information Systems Office Chief assures that there is no duplication of efforts occurring on systems or projects that are already in place or in progress at the department or State level.

The State Chief Information Officer, Sonny Bhagowalia, who oversees OIMT, testified at the Committee on Energy and Environmental Protection in support of HB 911, HD 1, relating to establishing an Environmental Information and Technology Office, which would be the entity of the EIM and the requested ITS position. The State Chief Information Officer supports the data systems work of the EHA as a model for the rest of the State.

Two examples of environmental systems developed and implemented by EHA that benefit all environmental programs, its regulated community, the public, and other State agencies are the e-Permitting Portal and the Environmental Health Warehouse (EHW).

The e-Permitting Portal and the Environmental Health Warehouse are huge systems resulting from months of collaboration among all environmental programs. The e-Permitting Portal was also designed and developed so it can improve the efficiency of other State agencies. For example, the Department of Land and Natural Resources is interested in utilizing EHA's e-Permitting Portal as a means to streamline its permitting process. The Department of Business, Economic Development, and Tourism supported the development of e-Permitting, as it will enable quicker permitting for clean energy projects.

A tremendous amount of knowledge, trust, and relationship building has been invested to build these information management solutions. It would be a devastating setback to have these systems go unsupported and force programs to revert back to old systems without any capacity for cross-program integration.

LIST OF PAST, PRESENT AND FUTURE ENVIRONMENTAL SYSTEMS & PROJECTS - 01/2009 – 03/2013

- Environmental Health Warehouse (EHW) 11/2009. Public Announcement: 02/2013
- Environmental Health Warehouse (EHW) Upgrades – LUST 09/2011
- OpenNode2 Implementation 09/2009
- Water Quality Data (WQD) Viewer 05/2010
- Beach Notification Data Flow Implementation 04/2012
- Water Pollution Control (WPC) System 03/2011
- CWB Mobile Field Inspection Pilot 09/2012
- ICIS-NPDES Data Flow Implementation Target: 03/2013
- Safe Drinking Water Information System (SDWIS) Viewer 03/2010
- Safe Drinking Water Information System (SDWIS) Viewer Lite - 11/2010
- Air Quality System (AQS) Data Flow Implementation 03/2012
- Sample Analysis Tracking System – SATS 02/2012
- Sample Collection and Reservations System (SCRS) Implementation Target: 05/2013
- HEER Content Management Application and Website Upgrade 11/2012
- Hazard Evaluation and Emergency Response (HEER) "iHEER" System Development 11/2012
- Homeland Emergency Response Exchange (HERE) Application 11/2012
- Clean Air Branch Integrated System Design (CAB System) Target: 3/2013
- e-Permitting Portal Soft-Launch: 02/2012. Public Announcement: 02/2013
- OEQC Web Application Assessment 09/2012
- Environmental Health Administration (EHA) Portal Design Target: 06/2013

V. RELATIONSHIP OF THE REQUEST TO STATE PLAN OR FUNCTIONAL PLAN

VI. ELECTRONIC DATA PROCESSING

VII. IMPACT ON OTHER STATE PROGRAMS/AGENCIES

VIII. IMPACT ON FACILITY REQUIREMENTS (R&M, CIP)

IX. EXTERNAL CONFORMANCE REQUIREMENTS

X. OTHER COMMENTS

Software Upgrades	2,000
ESRI Licenses	12,000
IT Maintenance & Support (e.g. e-Permitting, EHW, Mobile Apps, etc.)	100,000
Cloud Hosting Services (Annual Sustainability)	8,000
Professional Meetings/Membership Dues	300
Conference (Annual ESRI, IT Vendor)	5,000
Training (PMI, GIS, Network, SQL Server, Security, etc.)	5,000