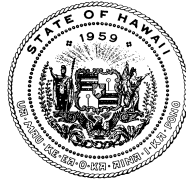


DAVID Y. IGE  
GOVERNOR OF HAWAII



TERRI BYERS  
DIRECTOR

VIRGINIA PRESSLER, M.D.  
DIRECTOR OF HEALTH

**STATE OF HAWAII**  
**EXECUTIVE OFFICE ON AGING**  
NO. 1 CAPITOL DISTRICT  
250 SOUTH HOTEL STREET, SUITE 406  
HONOLULU, HAWAII 96813-2831  
eoa@doh.hawaii.gov

**Testimony in SUPPORT of HCR0139**  
**Requesting the Executive Office on Aging to Encourage Transparency Relating to Compliance with the Older Americans Act and the Services and Supports Provided to Older Adults Through the County Area Agencies on Aging and Contracted Service Providers**

COMMITTEE ON HEALTH AND HUMAN SERVICES  
REPRESENTATIVE JOHN H. MIZUNO, CHAIR  
REPRESENTATIVE BERTRAND KOBAYASHI, VICE CHAIR

Testimony of Terri Byers  
Director, Executive Office on Aging  
Attached Agency to the Department of Health

Hearing Date: March 21, 2018 Room Number: 329  
8:30 a.m.

- 1 **EOA's Position:** The Executive Office on Aging (EOA), an attached agency to the Department
- 2 of Health, supports this measure.
- 3 **Purpose and Justification:** To improve the transparency of the Aging network, HCR0139
- 4 requests the Executive Office on Aging to post the agenda and minutes of county area agencies
- 5 on aging advisory council meetings on the State Aging and Disability Resource Center website.
- 6 It also calls for improving the transparency of the aging network partnerships between the EOA,
- 7 county agencies on aging, and the contract service providers, specifically targeting the
- 8 contracting process involving the movement of State and federal funds. Finally, the resolution
- 9 requests new reporting measures for inclusion in the 2019 annual report to the Legislature.
- 10 Mahalo for working with EOA to address this important matter. We stand ready to work with
- 11 our partners to improve transparency as we fulfill requirements of the Older Americans Act.
- 12 Thank you for this opportunity to testify on this measure.



## CATHOLIC CHARITIES HAWAII

**TO:** Representative John M. Mizuno, Chair  
Representative Bertrand Kobayashi, Vice Chair  
Committee on Health & Human Services

**FROM:** Terrence L. Walsh, Jr., President and Chief Executive Officer

**DATE:** Wednesday, March 21, 2018 (8:30 a.m., Room 329)

**RE:** **HCR139/HR125, Requesting the Executive Office on Aging to Encourage Transparency Relating to Compliance with the Older Americans Act and the Services and Supports Provided to Older Adults through the County Area Agencies on Aging and Contracted Service Providers**

Catholic Charities Hawai'i (CCH) is a tax exempt, non-profit agency that has been providing supportive home and community based services to elders since 1973 and currently serves over 4,000 older persons each year. CCH is an aging network service provider that provides:

- State funded Kupuna Care Transportation Services and Senior Center District II Services (Lanakila Multi-Purpose Senior Center); and
- Federal funded Transportation Services, Housing Assistance (housing counseling for at risk and homeless elders), and Paraprofessional Services (escort).

All of these funds are channeled through the State Executive Office on Aging (EOA) to the City & County Elderly Affairs Division (C&C EAD). CCH contracts with the C&C EAD to provide these services.

CCH supports the following section of the resolution:

BE IT FURTHER RESOLVED that the Executive Office on Aging is further requested to take actions to streamline and improve the transparency of the Aging Network partnerships among the Executive Office on Aging, county area agencies on aging, and contracted service providers, specifically targeting:

- (1) The contracting process involving the movement of federal and state funds between the Executive Office on Aging and the county area agencies on aging; and
- (2) The payment timelines to service providers by the area agencies on aging

The following are just some of the challenges and barriers that are faced by nonprofits that provide services for elders through government contracts:

- **Delays in contracting** – We have recently experienced bids issued by the C&C after the start of the fiscal year with less than 20 calendar days to respond.
- **Gaps between contracts** – As a result of the above, providers of some Title III (Federal funded) services recently experienced a gap in contract periods– e.g. FY2017 contracts ended



in September 2017 and new contracts were not issued until January 2018. While most providers continued to provide services to elders, they were not compensated for doing so.

- **Changing rules without prior notification** – Despite having executed contracts and Notice to Proceed (NTP) dates, we were belatedly informed by the C&C that they would not honor the NTP date for billing, which was news to us. It took much discussion and negotiation before the C&C would agree to allow us to bill back to the NTP dates.
- **Delayed payments** –The C&C has a process of issuing Delivery Orders to put incremental amounts of funding into a contract. Unfortunately, Delivery Orders often do not keep pace with the delivery of services. Once a provider has billed up to the Delivery Order amount, the provider must wait for a new Delivery Order in order to bill. This results in delayed payments. While the time period between the invoice date and payment date may seem reasonable the time period between the actual delivery of service and the payment date could be several months beyond a normal 30 day period.

**Some of the above issues appear to be related to the transfer and commitment of funds between the State and the City & County. Therefore, the assistance of EOA to address these issues would be appreciated.**

For more information or questions, please feel free to email Diane Terada, Division Administrator, at [diane.terada@catholiccharitieshawaii.org](mailto:diane.terada@catholiccharitieshawaii.org) or call her via phone at 527-4702.

Thank you for this opportunity to provide testimony.

**HCR-139**

Submitted on: 3/21/2018 12:03:10 AM

Testimony for HHS on 3/21/2018 8:30:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Melodie Aduja	Oahu County Committee on Legislative Priorities of the Democratic Party of Hawai'i	Support	No

Comments: