

SCR136

Measure Title: 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.

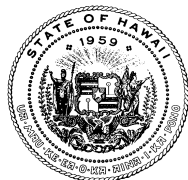
Report Title: Executive Office on Aging; Area Agency on Aging; Aging and Disability Resource Center; Transparency

Package: None

Current Referral: CPH, WAM

Introducer(s): BAKER, TOKUDA, S. Chang, English, Espero, Gabbard, Galuteria, Green, K. Kahele, Keith-Agaran, Ruderman, L. Thielen, Wakai

DAVID Y. IGE
GOVERNOR OF HAWAII



TERRI BYERS
DIRECTOR

VIRGINIA PRESSLER, M.D.
DIRECTOR OF HEALTH

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EXECUTIVE OFFICE ON AGING
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Testimony in SUPPORT of SCR0136
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 COMMERCE, CONSUMER PROTECTION, AND HEALTH
SENATOR ROSALYN H. BAKER, CHAIR
SENATOR JILL N. TOKUDA, VICE CHAIR

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

Hearing Date: March 23, 2018 Room Number: 229
9:00 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, SCR0136
- 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.

SCR-136

Submitted on: 3/21/2018 6:42:07 PM

Testimony for CPH on 3/23/2018 9:00:00 AM

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

Comments:



CATHOLIC CHARITIES HAWAI'I

TO: Senator Rosalyn H. Baker, Chair
Senator Jill N. Tokuda, Vice Chair
Committee on Commerce, Consumer Protection, and Health

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

DATE: Friday, March 23, 2018 (9:00 a.m., Room 229)

RE: **SCR136, 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 or call her via phone at 527-4702.

Thank you for this opportunity to provide testimony.

SCR-136

Submitted on: 3/19/2018 6:39:44 PM

Testimony for CPH on 3/23/2018 9:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Javier Mendez-Alvarez	Individual	Support	No

Comments:



Meals From the Heart = Food For the Soul

23 March 2018

Our Mission

Hawai'i Meals on Wheels, Inc., a private, not-for-profit 501(c)3 organization, is dedicated to helping O'ahu's elders and individuals with disabilities preserve their independence at home. We do this by providing hot, nutritious meals and regular, personal interaction with those we serve.

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(808) 988-6747
www.hmow.org

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Michelle Cordero-Lee
Chief Executive Officer

Comments Re SCR136 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

Aloha Chair Baker, Vice Chair Tokuda, and the Committee,

Hawaii Meals on Wheels delivers over 105,000 hot meals annually to Oahu's homebound seniors. We are always in support of better communication, better collaboration and more transparency in the work we do with our government, non-profit and private partners. It is only in the best interest of the seniors that we work together, work with more transparency to better serve the ever-increasing need of senior services.

Increased transparency on both the government and non-governmental partners will go a long way toward avoiding mistakes, redundancy, inefficiency in service referrals and service delivery. Your attention to these issues is much appreciated.

Mahalo for your public service.

Sincerely,

/s/ Michelle Cordero-Lee
CEO, Hawaii Meals on Wheels



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PACIFIC**

Building Independence for Challenged Lives

PRESIDENT & CEO

Marian E. Tsuji

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The Senate
Committee on Commerce, Consumer Protection, and
Health

Senator Rosalyn H. Baker, Chair
Senator Jill N. Tokuda, Vice Chair
Friday, March 23, 2018, 9:00 AM
Conference Room 229

RE: SCR136

Good Morning Chair Baker, Vice Chair Tokuda and members of the Commerce, Consumer Protection, and Health Committee.

Lanakila Pacific is a local non-profit that has been providing home delivered meals to seniors and work training and employment to individuals with disabilities for 79 years. We support the Senate Concurrent Resolution requesting the Executive Office on Aging (EOA) 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.

Through the Lanakila Meals on Wheels program (LMOW) we provide meals to nearly 2,500 seniors each year – for many of Oahu's seniors, their time with the staff and volunteers is their only face-to-face interaction for the day. LMOW delivers meals island-wide through a dedicated network of volunteers and staff. Our Lanakila Kitchen, prepares all the meals, while providing food training service for people with disabilities.

As a longstanding provider of services to vulnerable seniors, we strongly support the Senate's efforts to ensure excellent services for these members of our community. We laud the simple step of encouraging the EOA to be transparent in the development of the Hawaii State Plan on Aging and operations conducted under the plan through county partners.

Getting clarity on issues around procurement, payment, and compensation has been an ongoing struggle for service providers. Understanding the direction and intent of the EOA would give service providers a level of comfort to plan and ultimately provide better or increased services to the senior population. Operating without knowing when

contracts will be issued or when payment will be received places providers in a difficult situation that can unnecessarily affect the seniors.

We hope that clarity and transparency will foster better relationships between the EOA, County Area Agencies on Aging, and service providers and will streamline efforts to meet the growing need in our community. Working together is the only way we will be able to address the often complex needs of the growing population of seniors.

Thank you for the opportunity to testify.

Marian Tsuji
President and CEO

Rona Fukumoto
Vice President of Programs