



**LATE**

## *Meals From the Heart = Food For the Soul*

23 March 2018

### **Our Mission**

Hawaii 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.

Hawaii Meals on Wheels, Inc. P.O.  
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www.hmow.org

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## **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

**Michelle Cordero-Lee**  
Chief Executive Officer



Building Independence for Challenged Lives

PRESIDENT & CEO  
Marian E. Tsuji

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LATE

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