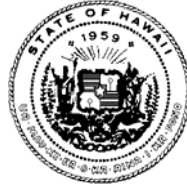


JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

February 12, 2023

TO: The Honorable Representative Kyle T. Yamashita, Chair
House Committee on Finance

FROM: Cathy Betts, Director

SUBJECT: [HB 339 HD2](#) – EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE
DEPARTMENT OF HUMAN SERVICES.

Hearing: February 24, 2023, 11:30 a.m.
Conference Room 308 & Via Videoconference, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) strongly supports this measure to bring needed professional positions to the Director's Office and Social Services Division.

PURPOSE: This measure permanently exempts nine positions in the Department of Human Services from civil service. Effective 6/30/3000. (HD2)

DHS appreciates the amendments of the Committee on Human Services that:

- (1) Exempts a second Deputy Director and a private secretary to the second Deputy Director from civil service requirements;
- (2) Changed the effective date to June 30, 3000, to encourage further discussion; and
- (3) Made technical, nonsubstantive amendments for the purposes of clarity, consistency, and style.

The Committee on Labor & Government Operations further amended the measure by

- (1) Deleting the private secretary to the second deputy director from the proposed civil service exemption because the position is already exempted by section 76-16(b)(9), Hawaii Revised Statutes; and
- (2) Making a technical, nonsubstantive amendment for the purposes of clarity, consistency, and style.

DHS provides benefits and services to Hawaii residents who need financial assistance, food assistance, health care coverage, child care subsidies, rental assistance, vocational rehabilitation services, homeless services, and protective services. DHS oversees nearly \$4B in funds, more than 80 offices statewide, and a staff of nearly 2,000 positions. DHS also provides administrative services to attached agencies, including the Hawaii Public Housing Authority, the Office of Youth Services (OYS), which includes the Hawaii Youth Correctional Facility and the Kawaihoa Youth & Family Wellness Center, the State Rehabilitation Council, and the new State Office on Homelessness and Housing Solutions that includes the Hawaii Interagency Council on Homelessness. DHS also administratively supports the following Commissions: the Commission on the Status of Women, the Commission on Fatherhood, the Youth Commission (established within OYS), and the new Lesbian, Gay, Bisexual, Transgender, Queer, Plus Commission.

The Director's office has one Director and one Deputy Director, and it only has two permanent positions: the Administrative Assistant and the Public Information Officer. Especially in years of significant events that impact low-income residents, such as the COVID-19 pandemic and economic recessions, DHS needs continuity of leadership with the knowledge and experience working with the complexity of the safety net programs.

While much of the State government is transitioning to learning how to live with COVID-19 in a "steady state," in the next year, DHS will pivot again to meet the challenges of the end of federal pandemic programs and program waivers. Known as the "unwinding" of the public health emergency (PHE), the "unwinding" will require significant strategic planning, communications, internal re-training, outreach to the community, and collaboration with partner agencies. In addition, with high vacancy rates, we must maximize our partnerships to minimize the disruptions to residents' access to benefits and services.

If these executive-level positions are not made permanent and exempt, the Director must rely on temporary measures to carry on and collaborate on initiatives and projects, seek

out and participate in grant opportunities, and attend to the numerous legislative work groups and other cross-sector innovations or public-private partnerships.

As noted above, the Department has only one Deputy Director. Act 223, Session Laws of Hawaii 1994, deleted the Second Deputy Director position, prompted by the State's poor economy. The diversity and magnitude of DHS programs are complex and evolving, each governed by its distinct state and federal laws, rules, and regulations. As a result, the required breadth of knowledge and experience necessary for effective leadership and management of all the programs is extensive and challenging to develop and meet the Department's needs. The restoration of the Second Deputy Director will assist the Director's Office in responding effectively to the needs of Hawaii's people and the Department's organizational demands. The Director's Office needs additional executive leadership to oversee the Department's human resources, technology resources, fiscal, procurement, and administrative operations, internal and external communications, support unstaffed and unfunded commissions, lead or attend task forces and workgroups, lead or participate in cross-sector collaboration, and emergency management responsibilities.

The Special Assistant, Community Development Director, Policy Director positions, and the Limited English Proficiency Program Manager position are essential to support the Director in the operations of DHS. For example, these positions lead, facilitate, and collaborate on cross-sector and interdepartmental initiatives such as data sharing, data governance, public outreach and training, grant proposals and grant-funded projects, public-private opportunities, and congressional and State legislative inquiries, and provide comments to federal proposed legislation. The Director's office staff conducts training on drafting MOU, internal procurement processes, administrative rules, and legislative processes. In addition, all Director's Office staff receives and facilitates response to complaints.

The Director's office also participates in numerous legislative task forces, councils, advisory boards, workgroups, commissions, and initiatives to improve government services, processes, new programs, cross-sector collaborative efforts, grant proposals, grant management, emergency management response, and outreach efforts.

The Director's office staff also drafts and shepherds memoranda of understanding (MOU) to allow and improve interagency collaborations, including data sharing and governance

initiatives. These initiatives require knowledgeable staff with decision-making authority or understanding of the DHS decision-making processes.

The Director's office led the Department through a significant pivot to a telework environment that addressed the exponential increase in residents' need for health care coverage, cash assistance, and Supplemental Nutrition Assistance Benefits (SNAP). In addition, the pivot emphasized the health and safety of the human services workforce, our contracted providers, and our client base. For example, the Director's office assisted with executing Pandemic-EBT agreements to ensure children and their families received additional food assistance during school closures, drafted contract agreements to distribute more than \$71M in child care provider grants to stabilize child care, and ensured procurement of PPE for DHS offices statewide and distribution to providers. Director's office staff and other program staff also facilitate and attend to emergency management support functions as part of the State's emergency response efforts.

DHS previously and currently relies upon contracted project-based IT professionals to lead many IT-related projects. However, this strategy is not efficient or sustainable to support the necessary and lengthy project design, procurement, and multi-step approval processes, development, and implementation of new systems while maintaining the existing systems.

The information technology implementation manager is a project manager and provides leadership, coordination, and support to DHS's IT modernization efforts. This position coordinates and collaborates with consultants, contractors, DHS technical and business leads, and project managers of critical projects that include Med-QUEST Division's KOLEA integrated eligibility and integrated health and human services technical platform, the Benefit, Employment and Support Services Division's Benefit Eligibility Solution (BES), and the Social Services Division's Comprehensive Child Welfare and Adult Services Modernization and Legacy Replacement Project.

The position requires extensive knowledge of procurement, fiscal resources, program management, cross-project management, and coordination involving multiple technologies and functions; project management methodologies and practices; knowledge of information systems principles, methodologies, and assumptions; and principles and practices of

supervision, budgeting, planning, and human and organizational behavior. Knowledge of the public sector or human services business domain is preferred.

The assistant information technology implementation manager serves as an assistant project manager who coordinates and supports the DHS IT modernization project. This position assists in developing the overall schedules and work plans, focusing on integrating and coordinating critical projects to maximize efficiencies, ensure synergies, minimize risks, and prevent barriers to any single project and the overall project.

The resource manager provides technical assistance and oversight of the DHS IT resources assigned to the various IT modernization and other IT-related initiatives. In addition, this position works with Department divisions and staff office personnel, consultants, and contractors to implement solutions that allow the integration of multiple platforms, operating systems, and applications across DHS and the State. Notably, the resource manager coordinates federal and State funding for IT projects and identifies the best approach to maximize federal funding from various sources. This position requires a bachelor's or master's degree in computer science, information systems, accounting, finance, or other related fields.

The positions in the Director's office require a high level of professional experience and expertise that do not currently exist within the civil service. Notably, in the past eight years, the Director's office initiatives to modernize DHS systems and processes have improved working conditions for the civil service workforce and were fundamental to pivoting to the pandemic's demands. In addition, program innovation and professional development initiatives have provided a pathway for civil service and exempt staff to gain new skills and apply for leadership positions. The modernization efforts, including the child welfare services IT system, are ongoing and will create a modern IT environment that will make the civil service work more manageable and less frustrating. Significantly, a concern of federal funders for the child welfare services IT development is whether the State has the requisite staff to oversee the project.

Given the number of new programmatic and novel proposals and additional task forces and workgroups that the Legislature is considering this session, DHS needs these additional positions to become permanent leadership positions.

Thank you for the opportunity to provide additional comments.



STATE OF HAWAII
Executive Office on Early Learning
2759 South King Street
HONOLULU, HAWAII 96826

February 22, 2023

TO: Representative Kyle T. Yamashita, Chair
Representative Lisa Kitagawa, Vice Chair
House Committee on Finance

FROM: Yuuko Arikawa-Cross, Director
Executive Office on Early Learning

SUBJECT: Measure: H.B. No. 339 H.D. 2 – RELATING TO EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE DEPT. OF HUMAN SERVICES
Hearing Date: Friday, February 24, 2023
Time: 11:30 am
Location: Conference Room 308

EXECUTIVE OFFICE ON EARLY LEARNING'S POSITION: Support

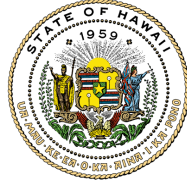
EOEL supports H.B. No. 339 H.D. 2 and defers to the Department of Human Services.

EOEL is committed to working with diverse stakeholders to increase access to early learning opportunities for families and children from prenatal to age 5. DHS is a critical partner in our work to coordinate a high-quality early learning system and provides substantial support to Hawaii residents, including our youngest children and their families, in a variety of ways.

These positions in this bill allow the DHS to be responsive to the needs of our communities and to continue its work in collaborating across stakeholders to implement effective and efficient programs, services, and systems of support.

Thank you for the opportunity to testify on this bill.

JOSH GREEN
GOVERNOR
KE KIA'ĀINA



KENNETH S. HARA
MAJOR GENERAL
ADJUTANT GENERAL
KA 'AKUKANA KENELALA

STEPHEN F. LOGAN
BRIGADIER GENERAL
DEPUTY ADJUTANT GENERAL
KA HOPE 'AKUKANA KENELALA

STATE OF HAWAII
DEPARTMENT OF DEFENSE
KA 'OIHANA PILI KAUA
OFFICE OF THE ADJUTANT GENERAL
3949 DIAMOND HEAD ROAD
HONOLULU, HAWAI'I 96816-4495

STATE OF HAWAI'I
DEPARTMENT OF DEFENSE

TESTIMONY ON HOUSE BILL 399, HD2
RELATED TO EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE
DEPARTMENT OF HUMAN SERVICES

PRESENTATION TO THE
COMMITTEE ON FINANCE

BY

PATRICIA KICKLAND
PROGRAM MANAGER
HAWAI'I STATE FUSION CENTER

FEBRUARY 24, 2023

Aloha Chair Representative Kyle T. Yamashita and Vice Chair Representative Lisa Kitagawa and members of the Finance Committee. I am Patricia Kickland, Program Manager, Hawai'i State Fusion Center (HSFC). The HSFC **SUPPORTS** this Bill provided that its passage does not replace or adversely impact priorities indicated in the Executive Budget.

The state department of human services (DHS) leads Emergency Support Function – 6, which supports Mass Care, Emergency Assistance, Housing & Human Services under the state of Hawaii's Emergency Operations Plan. DHS's leadership is central to the state's ability to respond to events such as mass violence or natural disasters. Representatives from DHS have participated in HSFC working groups and provided training to HSFC partners to raise situational awareness of available social services. DHS also plays an important role in violence prevention. The HSFC's targeted violence and terrorism prevention program promotes a whole-of-community approach to violence prevention. DHS is an integral resource for violence prevention because it helps to reduce stressors on individuals and communities that face challenges in housing, food, health care, mental wellness, and other basic necessities. By strengthening resilience at the individual and community level, DHS and the work of 'Ohana Nui help to make our state safer.

Thank you for allowing me to testify in SUPPORT of HB339, HD2.

Patricia Kickland, Program Manager, patricia.kickland@hawaii.gov



**Parents And
Children Together**

BUILDING THE RELATIONSHIPS THAT MATTER MOST

TO: Chair Yamashita, Vice Chair Kitagawa, and Members of the House Committee on Finance

FROM: Ryan Kusumoto, President & CEO of Parents And Children Together (PACT)

DATE/LOCATION: February 24, 2023; 11:30am, Conference Room 308

RE: TESTIMONY IN SUPPORT OF HB 339 HD2 – RELATING TO EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE DEPARTMENT OF HUMAN SERVICES

We ask you to support HB 339 HD2 which will create permanent positions critically needed in the Department of Human Services (DHS). In a time when families, keiki, and individuals need support to survive and thrive, these positions provide the necessary infrastructure for DHS to effectively serve our community and fulfill the responsibilities of government. DHS is a key partner with us in fulfilling our mission.

Founded in 1968, Parents And Children Together (PACT) is one of Hawaii's not-for-profit organizations providing a wide array of innovative and educational social services to families in need. Assisting more than 15,000 people across the state annually, PACT helps families identify, address, and successfully resolve challenges through its 20 programs. Among its services are early education programs, domestic violence prevention and intervention programs, child abuse prevention and intervention programs, childhood sexual abuse supportive group services, child and adolescent behavioral health programs, sex trafficking intervention, poverty prevention and community building programs.

COVID-19 highlighted the issues in the community. The symptoms of homelessness/houselessness, mental illness, the many forms of abuse and violence, lack of health, and poverty are persistent issues that our residents face. DHS supports and provides a critical safety net key to the health of Hawaii. Every sector and industry will benefit from this support. With much of the federal support for COVID-19 ending, we need to be proactive and ensure DHS is properly resourced.

Thank you for the opportunity to testify, please contact me at (808) 847-3285 or rkusumoto@pacthawaii.org if you have any questions.



Hawai'i Children's Action Network Speaks! is a nonpartisan 501c4 nonprofit committed to advocating for children and their families. Our core issues are safety, health, and education.

To: Representative Yamashita, Chair
Representative Kitagawa, Vice Chair
House Committee on Finance

Re: HB339 HD2, relating to exemptions from civil service for positions in the Department of Human Services
11:30 a.m., Feb. 24, 2023

Aloha Chair Yamashita, Vice Chair Kitagawa and committee members:

On behalf of Hawai'i Children's Action Network (HCAN) Speaks!, mahalo for the opportunity to **testify in SUPPORT of House Bill 339 HD2, relating to exemptions from civil service for positions in the Department of Human Services.**

The Department of Human Services (DHS) provides essential supports and services for Hawai'i. At any given moment, they are serving **at least 1 in 4 Hawai'i residents and half of Hawai'i's keiki**. Their programs and services also cover the lifespan—from prenatal supports for pregnant people to protecting our eldest kūpuna from abuse and neglect. DHS provides these supports through nearly 2,000 employees across more than 80 offices statewide and with nearly \$4 billion in federal and state funds.

DHS leadership stewards this enormous impact with what seems like a skeleton crew in the Director's Office. Currently, the office only has two permanently established positions to oversee, direct and liaise for an enormous department. All others are temporary or appointed. **Other departments with similar levels of work, budget and staffing operate with a significantly larger director's offices, including multiple deputies and additional positions**, many of which are permanent positions.

The public health emergency is winding down, which means programs and supports that DHS provides will be going through significant transitions. As DHS moves through this transition and into the future, the department—and Hawai'i's residents—deserve to have sustained capacity. Without this, DHS will need to rely on temporary measures, which would lead to significant disruptions for people who need them the most.

HCAN Speaks! has witnessed first-hand **the great work that can be done when DHS has the capacity to lead, innovate and collaborate**. We have seen how the Director's Office's temporary staff included in this bill have led conversations across state departments, including their efforts in building family resource centers across the islands. The Director's Office has also



Hawai'i Children's Action Network Speaks! is a nonpartisan 501c4 nonprofit committed to advocating for children and their families. Our core issues are safety, health, and education.

been integral in hearing community concerns within the early childhood care and education sector. They have sacrificed limited time to listen and problem-solve, working toward innovations to better support child care workers, families and young children. With even greater and sustained capacity, we believe they can do *even more* Hawai'i's keiki and 'ohana.

Please support HB339 HD2 and build the capacity that DHS—and Hawai'i's children and families—deserves.

Ke'ōpū Reelitz
Director of Early Learning and Health Policy



**Testimony in Support of HB 339 HD2
RELATING TO EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE DEPARTMENT OF
HUMAN SERVICES**

Hawai'i State Capitol, Room 308 and Videoconference, 11:30 AM

TO: House Committee on Labor & Government Operations

Chair Matayoshi, Vice Chair Garrett and Members of the Committee,

On behalf of the Hawaii Data Collaborative, I am writing in support of HB 339 HD2 relating to exemptions from civil service for positions in the Department of Human Services. The COVID-19 public health emergency further emphasized the important services provided by DHS, which will be strengthened by additional permanent established positions.

This bill ensures the necessary infrastructure for DHS to continue serve our community will be in place. These positions are vital towards the successful execution of DHS services to respond to and support Hawai'i's families and moving DHS towards data-informed policy making.

Thank you for the opportunity to testify in support of HB 339.

Respectfully submitted,

Thomas Lee, PhD, MPH
Lead of Strategic Partnerships
Hawai'i Data Collaborative



CATHOLIC CHARITIES HAWAII

TESTIMONY IN SUPPORT OF HB 339 HD 2: RELATING TO EXEMPTIONS FROM CIVIL SERVICE FOR POSITIONS IN THE DEPARTMENT OF HUMAN SERVICES

TO: House Committee on Finance

FROM: Rob Van Tassell, President and CEO, Catholic Charities Hawaii

Hearing: Friday, 2/24/2023; 11:30 AM; via videoconference

Chair Yamashita, Vice Chair Kitagawa, and Members, Committee on Finance:

Thank you for the opportunity to provide testimony **in Support of HB 339 HD2**, which will create much needed permanent exempt positions in the Department of Human Services. DHS provides critical services to the people of Hawaii and needs the staffing infrastructure to meet the needs of the people in a timely and effective manner. I am Rob Van Tassell, with Catholic Charities Hawaii.

Catholic Charities Hawaii (CCH) is a tax exempt, non-profit agency that has been providing social services in Hawaii for 75 years. CCH has programs serving elders, children, families, homeless, and immigrants. Our mission is to provide services and advocacy for the most vulnerable in Hawaii.

The Department of Human Services provides life sustaining services to the people of Hawaii, including financial and food assistance, health care coverage, child care subsidies, vocational rehabilitation, homeless services, and protective services. The Department oversees nearly \$4 billion in funds, with more than 80 offices statewide and a staff of nearly 2,000. Yet the Department has only one director, one deputy director and 2 permanent positions that are exempt from civil service. The Department oversees many complex safety net programs that are critical for Hawaii residents. Their services require leadership and continuity to avoid disruption of services and to manage changes as we emerge from the COVID pandemic.

The bill will strengthen the structure of the department's workforce by providing increased leadership and permanency, which ultimately supports and serves the people of Hawaii.

We urge assistance in passing this bill to support the Department of Human Services for the overall health and well-being of the people and community.

Please contact our Director of Advocacy and Community Relations, Shellie Niles at (808) 527-4813 or shellie.niles@catholiccharitieshawaii.org if you have any questions.

HB-339-HD-2

Submitted on: 2/23/2023 4:39:19 PM

Testimony for FIN on 2/24/2023 11:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Kathleen O'Dell	Individual	Support	Written Testimony Only

Comments:

I am writing in support of HB 399.

Kathleen O'Dell, PhD

drkatodell@gmail.com

HB-339-HD-2

Submitted on: 2/23/2023 8:34:20 PM

Testimony for FIN on 2/24/2023 11:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Rachael Wong	Individual	Support	Written Testimony Only

Comments:

Chair Yamashita, Vice Chair Kitagawa, and the House Committee on Finance members:

I am writing in strong support of HB 339 HD1 as a private citizen and former director of the Department of Human Services (DHS). As you know, DHS offers services that catalyze well-being for nearly one-third of Hawai‘i residents across the islands. We requested legislative support in 2016 to create some of the positions identified in this bill because the Department lacked internal capacity to transform from a state of reaction to one that leads with proactive approaches to ending intergenerational poverty and promoting equity and access.

At the time, the Department struggled to get ahead: A second deputy director position had been eliminated a few years prior, federal mandates accelerated the build and implementation of new technologies, and there was no realistic way for the department to do more. The office included some of the same dedicated, hard-working individuals who are there today and were pulled in multiple directions beyond their roles. To be clear, it was not that there was a short bench—there was no bench. This deficit in this vital department ultimately impacted people in our communities.

The addition of these key positions provides much-needed and high-level capacity for DHS to better serve local families, keiki, kupuna, and individuals. The people in these positions joined teams of dedicated state professionals, and the impact is evident.

When the pandemic hit three years ago, DHS was ready: the ‘Ohana Nui multigenerational framework focused programs; community networks had been nurtured; information technology systems were supported; access to services was prioritized through policy and practice, especially for those with limited or no English proficiency; and the director’s office finally had the capacity to lead the state through an accelerated, resident-centered process of getting resources and support to where they were crucially needed. We did not hear about major gaps in DHS-led services in our state because the team, infrastructure, and systems were ready. They were ready and supported because of the added capacity that rippled through the department and community.

We (voters and the Legislature) charge the executive branch with doing so much with very little, and we often don’t see what might not be easily evident: when there is support to those who offer

support (i.e., these permanent, exempted positions), DHS can directly and collectively catalyze our communities' well-being. Adding stability to the department will accelerate forward movement with already-started work in child welfare and other programs.

Thank you for your concern and care for local residents and those who serve them.

HB-339-HD-2

Submitted on: 2/24/2023 10:49:52 AM

Testimony for FIN on 2/24/2023 11:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Malia Daraban	Hawaii Families As Allies	Support	Written Testimony Only

Comments:

Aloha,

Hawaii Families As Allies is in strong support of HB 339, as it promotes system of care collaboration and positive change for that directly individuals and families to help families help themselves to be healthy and resilient.

Mahalo Nui!