

DAVID Y. IGE
GOVERNOR
STATE OF HAWAII

JOSH GREEN
LT. GOVERNOR
STATE OF HAWAII



WILLIAM J. AILA, JR.
CHAIRMAN
HAWAIIAN HOMES COMMISSION

TYLER I. GOMES
DEPUTY TO THE CHAIRMAN

**STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS**

P. O. BOX 1879
HONOLULU, HAWAII 96805

TESTIMONY OF WILLIAM J. AILA, JR, CHAIRMAN
HAWAIIAN HOMES COMMISSION
BEFORE THE HOUSE COMMITTEE ON HIGHER EDUCATION & TECHNOLOGY
HEARING ON FEBRUARY 3, 2021 AT 2:00PM VIA VIDEO CONFERENCE

HB 545 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT

February 3, 2021

Aloha Chair Takayama, Vice Chair DeCoite, and members of the Committee:

The Department of Hawaiian Home Lands (DHHL) submits comments on this bill that requires DHHL to digitize its applicant, beneficiary, and lessee records and create a usable digital database no later than 7/1/2022.

DHHL began implementing an electronic document imaging system in June 2013 that converted applicant and lessee records to digital media. Staff training began in 2019, and the neighbor island offices have access to DHHL's electronic record system. This significantly improved accessibility for DHHL's neighbor island offices. The primary purpose of the document management system is to easily store, access, track, and share documents from a secure and central location. The goal is to provide better customer service and create a more efficient use of staff time. It will also allow for the preservation of the original documents. This existing system can always be improved if additional resources are available as long as it doesn't affect the priorities identified in the Governor's Executive Budget request.

Thank you for your consideration of our testimony.

HB-545

Submitted on: 2/2/2021 9:49:55 AM

Testimony for HET on 2/3/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Tera Lyn Ha'aheoohonua Paleka	Hawaii Financial Services, LLC	Support	No

Comments:

As one of the few Hawaiian Home Loan Lenders I support this bill as it is extremely burdensome for my clients to have to wait months to obtain the Certificate of Eligibility and eventually receive the Consent to Mortgage. This has caused my clients/the leasee to spend hundreds more in fees for expired appraisals, loss of the best locked rate & terms with lender credits which assists in paying the closing costs for the purchase or refinance loan I am funding. All because of the archaic bureaucracy that has continued far too long. In this day and age it is a shame that the DHHL/SOH/DOH offices can't simply cross reference documents in a matter of minutes being automated. They should take a note from the SOH's Department of Taxation. Heck before you even have a chance to claim the income made in that quarter & write the check for taxes owed the Dpt of Taxation has already sent you a notice that you owe them and you receive a late notice the next day. That might be an exaggeration but the point I have here is that if the Tax office can cross reference information in such a quick manner than DHHL should be able to come up with a far better way of helping Hawaiians obtain what is rightfully their benefit of being a Homestead Leasee.

Mahalo Piha,

Tera L.H. Paleka

HB-545

Submitted on: 2/2/2021 12:15:29 PM

Testimony for HET on 2/3/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Danette Nakooka	Individual	Support	No

Comments:

I support HB545

LATE

HB-545

Submitted on: 2/2/2021 9:06:15 PM

Testimony for HET on 2/3/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Jo-Anne Aiwohi	Individual	Support	No

Comments:

Today's technology will simplify, organize, and provide more transparency.

Have more information readily for applicants, lessee's and beneficiaries - providing they can have access to their information.

Accept applications online, set up bill pay to pay water bills, loans or fee's online - this is the way of the future.