

HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES, & HOMELESSNESS
The Honorable Ryan I. Yamane, Chair
The Honorable Adrian K. Tam, Vice Chair

**H.C.R. NO. 38 REQUESTING THE AUDITOR TO CONDUCT A
PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH,
HAWAII STATE HOSPITAL, AND HAWAII INFORMATION PORTAL**

**H.R. NO. 33 REQUESTING THE AUDITOR TO CONDUCT A
PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH,
HAWAII STATE HOSPITAL, AND HAWAII INFORMATION PORTAL**

Hearing: Tuesday, March 29, 2022, 10:00 a.m.

The Office of the Auditor appreciates the opportunity to testify on H.C.R. No. 38 and H.R. No. 33, requesting the auditor to conduct a performance audit of the Hawaii Information Portal, including an analysis of the Hawaii Information Portal and an assessment of relevant Department of Health and Hawaii State Hospital procedures relating to the Hawaii Information Portal. We offer the following comments.

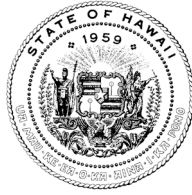
First, we strongly suggest that the committee identify the specific programs or activities that it wants assessed to ensure that our report covers the issues that the Legislature is most interested in having us examine. We conduct performance audits in accordance with generally accepted government auditing standards. Those standards require us to properly plan, document, and carry out work necessary to address “audit objectives” that we identify during the planning phase of our audit work. Without more specific direction we may develop audit objectives that may be different from those envisioned by the Legislature, and for that reason, the report may offer less value to the Legislature.

We would also note that the HIP system modernization project was only recently completed in January 2019 and that an audit this soon may be premature. We regularly conduct follow-up reviews of our audit recommendations from prior years and have found that it often can take time for an agency to plan for new software, consult with the attorney general or Department of Human Resources Development on changes in policy, and to train employees on improvements or upgrades. If a performance audit is conducted prematurely, we risk examining a program or process that has not yet been implemented or is only partially implemented during our fieldwork.

We are additionally concerned we do not have the capacity to perform, internally, the audits and other types of assessments that we currently are statutorily mandated to do, the audits and other studies that the Legislature requests each legislative session, and the audit required by the resolutions.

Thank you for considering our testimony related to H.C.R. No. 38 and H.R. No. 33.

DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

HOUSE COMMITTEE HEALTH, HUMAN SERVICES, & HOMELESS
Tuesday, March 29, 2022

HOUSE CONCURRENT RESOLUTION 38
HOUSE RESOLUTION 33

Dear Chair Yamane, Vice Chair Tam, and members of the committee,

The Office of the Enterprise Technology Services (ETS) supports this measure, which requests the auditor to conduct a performance audit of the Department of Health, Hawaii State Hospital, and Hawaii Information Portal.

Thank you for allowing us to provide testimony.



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION
AFSCME Local 152, AFL-CIO

RANDY PERREIRA, Executive Director • Tel: 808.543.0011 • Fax: 808.528.0922

The Thirty-First Legislature, State of Hawaii
House of Representatives
Committee on Health, Human Services, and Homelessness
Testimony by
Hawaii Government Employees Association

March 29, 2022

H.C.R. 38/H.R. 33– REQUESTING THE AUDITOR TO CONDUCT A
PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH,
HAWAII STATE HOSPITAL, AND HAWAII INFORMATION PORTAL

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO strongly supports the purpose and intent of H.C.R. 38 and H.R. 33 which requests that the Auditor conduct a performance audit of the Hawaii Information Portal (HIP), Department of Health, and the Hawaii State Hospital.

Since the transition to the new HIP payroll system, we have received a plethora of complaints from our members that run the gamut of underpayments, overpayments and subsequent inaccurate corrections over the course of several pay periods to recapture then repay wages, missing and incomplete hourly differential payments, and erroneous vacation and sick leave balances. As these issues arise and compound paycheck over paycheck, employees must manually calculate the discrepancies and file numerous claims to fix their payment issues. This disproportionately shifts the responsibility of recordkeeping upon the employee to constantly check and recalculate their wages and accumulated leaves, which defeats entirely the purpose of having an expensive electronic payroll system. Some miscalculations span several pay periods and remain unresolved for months. In the most egregious cases, some employees work the full pay period with hourly differentials yet are only paid the differentials and not their actual salary, or an employee has accumulated hundreds of hours of leave, only to see it all vanish in a moment.

This is absolutely unacceptable and quite frankly, our members are better off returning to calculating their timesheets individually by paper. Swift action must be taken to fix the HIP system and immediately resolve all outstanding payment issues.

Thank you for the opportunity to testify in strong support of H.C.R. 38 and H.R. 33.

Respectfully submitted,



Randy Perreira
Executive Director

The Thirty-First Legislature, State of Hawaii
Senate
Committee on Ways and Means

Senator Donovan Dela Cruz, Chair
Senator Gilbert Keith-Agaran, Vice-Chair

H.C.R. 38

Thank you for the opportunity to testify in support of H.C.R. 38.

I am a Registered Nurse at Hawaii State Hospital.

Since the implementation of HIP my pay has been inaccurate. Despite numerous attempts to clarify and correct my wages I am still in arrears of pay due to me. I have an open grievance with personnel and have still not received an explanation of the errors in my pay.

It is unacceptable to work without proper compensation, to have emails and phone calls ignored, and be treated so unprofessionally. I do not have a single peer who can say that their pay has not been incorrect, confusing, and frustrating to try and correct.

The last two years have been extremely stressful and demanding with most of our acute forensic psychiatric patients quarantined. We have worked long hours and our employer is telling us to be quiet and accept whatever pay we get.

Please lend your support to H.C.R. 38.

Katherine Kamealoha
Registered Nurse
Hawaii State Hospital
Hawaii State Department of Health

HCR-38

Submitted on: 3/24/2022 8:53:51 PM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Jojo Kawana	Individual	Support	Written Testimony Only

Comments:

The Thirty-First Legislature, State of Hawaii

House of Representatives

Committee on Health, Human Services, and Homelessness

March 29, 2022

Representative Ryan Yamane, Chair

Representative Adrian Tam, Vice-Chair

H.C.R. 38: Requesting the Auditor to Conduct a Performance Audit of the Department of Health, Hawaii State Hospital, and Hawaii Information Portal.

I am a Registered Nurse at Hawaii State Hospital for 27 years and I am in strong support of H.C.R 38 which requests the Auditor to conduct a performance audit of the Department of Health, Hawaii State Hospital and Hawaii Information Portal. Since the implementation of the Hawaii Information Portal by the Department of Health my paychecks are confusing with random deductions, missing differentials and overtimes and incorrect earned leaves. There are “other” categories with multiple entries with no explanations what the compensations are for. All my attempts to correct the situation with Hawaii State Hospital and Department of Health have been in vain. The problems with my paychecks and the Hawaii Information Portal remains to this day.

I have a right to understand my pay statements and to be paid in a timely manner. I should not need someone to explain my paychecks or make guesses what I am being paid for. I believe I am not being paid correctly and dread paydays due to the on-going errors with my paychecks. Will there be more random deductions, will I be paid correctly?

Thank you for the opportunity to provide testimony in strong support of H.C.R. 38.

Best Regards,

Josette Kawana, RN-BC

Hawaii State Hospital

HCR-38

Submitted on: 3/25/2022 6:44:36 AM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
FREDDIE SANCHEZ	Individual	Support	Written Testimony Only

Comments:

Senator Dela Cruz

Chair of Ways and Means

Resolution Number: HCR38

Day & Time Hearing: March 29, 2022

Time & Place Hearing: 10:00 room 329 and videoconference

In SUPPORT

Introduction: My name is Freddie Sanchez, I am a Registered Nurse at Hawaii State Hospital (HSH) employed with the state since 1996. I am testifying in support of Senate Bill HCR38.

Content: Since the implementation of Hawaii Informational Portal (HIP) at HSH my paychecks have been a mess. There are several payments and reverse payments [deductions] I have no idea what they are for. I do not understand what my overtime compensation rate is. There are categories "other" with no explanation what the compensation is for and what time periods. I have asked the HSH HR on multiple occasions for help with understanding my pay statements. HSH HR has not replied with my concern, the problem with HIP continues to this day.

Closing: I believe it is my right to understand my pay statements. To understand why and what the random deductions are for. Each payday is a dread, will there be more random deductions, will I be paid my regular pay, differentials, and overtime. I support Senate Resolution HCR38.

Freddie Sanchez

Hawaii State Hospital

AM REQUESTING THE AUDITOR TO CONDUCT A PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH, HAWAII STATE HOSPITAL, AND HAWAII INFORMATION PORTAL DUE TO NON-PAYMENT OF OVERTIME AND CHARGE NURSE DIFFERENTIALS SECONDARY TO TIMEKEEPER'S REFERENCE NOT UP TO DATE AND NOT DOUBLE CHECKING OVERTIMES and WORK RELATED DIFFERENTIALS. HSH HAS POOR MANAGEMENT SYSTEM (scattered documentation of overtime and scheduled work times) that needs to be addressed and resolved immediately as workers are financially suffering for not getting paid correctly.

HCR-38

Submitted on: 3/28/2022 8:16:36 AM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
CHRISTINE PASION	Individual	Support	Written Testimony Only

Comments:

This testimony is written by this writer in support of bill HCR 38, to request the auditor to conduct a performance audit of DOH- HSH current HIP payroll system. Since its launch out back in Aug. 2021 the system has been affecting staff's pay and causes an inconvenience to all. I have experience short pay and delay in pay. Also overtime pay is either missing or paid later. At this current time, it is difficult to understand the paystub, how can staff know if we are paid correctly or in correctly. Please support this burden.

HCR-38

Submitted on: 3/28/2022 4:59:41 PM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Christina Dungey	Hawaii State Hospital	Support	Written Testimony Only

Comments:

I've worked at the Hawaii State Hospital as an RN for 13+ years and the inaccuracies of HSH's inefficient payroll system has negatively effected me over the years. For over a year, I was not correctly paid my salary, and had to request an audit. This audit required multiple requests, and over 6 months to complete. I was owed over \$7,000, and when I was finally paid, there was no explanation and I had to inquire further for a breakdown.

The information, or lack thereof, on our paychecks are part of the problem. For example, the "pay period" listed on my paychecks have been inaccurate for years, and the breakdown of pay is vague. I will sometimes get a portion of pay that wasn't paid from a previous pay period that has no dates, pay period or explanation attached to it (will only state "other"), making it very difficult to keep track of my pay.

In 2021, the State Hospital launched the HIP system of time/leave keeping. Months in advance, we were prompted to take multiple online in-services to learn and familiarize ourselves with the system, which included inputting our time, requesting leave, checking our balances, etc. From my first paycheck since the launch of the HIP system, til now, all my paychecks have been inaccurate, and I've been paid less than what is owed me. Despite multiple attempts to contact our time-keeper, I have received no response regarding any of my pay shortages. I have however, in a group email, received a curt warning to NOT INPUT YOUR TIME into the HIP program!!! This is confusing because we were instructed in the in-services to put in our own time?? It appears the State Hospital is not following the intended use of the HIP program, and whomever is inputting my hours is doing so with great inaccuracies and my paychecks are less than they should be.

The affects of this broken system has caused me much stress, and left me with very little confidence in getting paid my rightful earnings. I feel I have a right to get paid what is owed me, and that our paystubs should clearly state what we are getting paid for, with clear accuracy and transparency.

HCR-38

Submitted on: 3/28/2022 6:43:02 PM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Willa Aaron	Individual	Support	Written Testimony Only

Comments:

Hello Chair and members of the Committee on Health, Human Services, & Homelessness,

I fully support HCR38 as it will provide a way to figure out solutions to the unending problems I have been experiencing with my paychecks and leave hours since the implementation of the new HIP payroll system at Hawaii State Hospital. I am one of the many RNs at HSH who have been frustrated and more stressed out since the time HIP payroll system started managing our wages and leave hours. I am now spending more time than before trying to figure out the reasons my working hours and leave hours are not accurate. Instead of spending time to recuperate from my already stressful job, I am spending it on calculating and recalculating my wages and leave hours. This new HIP payroll system has negatively affected my livelihood and needs to stop. HCR38 has given me hope for solutions to this problematic payroll system at HSH, and I am very grateful to the people who have been instrumental in creating HCR38. Thank you again for giving me this opportunity to voice my strong support for HCR38.

Respectfully,

Willa Y Aaron

HCR-38

Submitted on: 3/28/2022 7:02:24 PM

Testimony for HHH on 3/29/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Krissy Calvey	Individual	Support	Written Testimony Only

Comments:

Aloha, my name is Krissy Calvey, I am a nurse at the Hawaii State Hospital. Since the implementation of the HIP payment system at the hospital, employees have been plagued with delayed payments, missing overtime hours, being charged LWOP when numerous leave/sick hours are available, and difficult to understand pay statements. There was little to no training with the implementation of this new pay system. No clear communication, and HR department is unable to answer the questions that we have. I am a single mother of 4 children. I depend on these paychecks to ensure that my children are taken care of. On numerous occasions I am simply told "it will be on the next check". I have had to pull from my limited resources to make it "til the next pay check" to have to be told again to wait until the next check. The cycle repeats. I miss pay, have to decipher a paystub to guess what is missing, and then have to track down a timekeeper EVERY SINGLE PAY PERIOD. This is very exhausting, stressful and has caused me to break down in tears at work, even having to leave work on one occasion. We work hard in an already stressful work environment, payday should not be stressful. Please help us to fix these issues. We deserve better. Thank you for your time and consideration.