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BRENNA H. HASHIMOTO
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STATE OF HAWAII | KA MOKU'ĀINA O HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
KA 'OIHANA HO'OMŌHALA LIMAHANA
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

Statement of
BRENNA H. HASHIMOTO
Director, Department of Human Resources Development

Before the
HOUSE COMMITTEE ON LABOR & GOVERNMENT OPERATIONS
Tuesday, March 14, 2023
9:30 AM
State Capitol, Conference Room 309

In consideration of
SB725 SD2 RELATING TO TELEWORKING

Chair Matayoshi, Vice Chair Garrett, and the members of the committee.

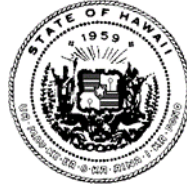
The Department of Human Resources Development (DHRD) is in **support** of SB725 SD2.

The purposes of this bill are to: (1) require the Department of Human Resources Development to submit an annual report to the Legislature on the telework policies of the executive branch; and (2) appropriate funds.

DHRD understands the importance of having measures and metrics in place to help assess the effectiveness of the newly agreed upon Executive Branch Telework Program Guidelines. We appreciate the request for appropriations for a proposed 1.0 FTE to ensure that this annual report could be submitted and to establish and implement a telework monitoring system to assess the productivity of teleworking employees.

Thank you for the opportunity to provide testimony on this measure.

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
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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

March 13, 2023

TO: The Honorable Representative Scot Z. Matayoshi, Chair
House Committee on Labor & Government Operations

FROM: Cathy Betts, Director

SUBJECT: [SB 725 SD2](#) – RELATING TO TELEWORKING.

Hearing: March 14, 2023, 9:30 a.m.
Conference Room & Via Videoconference, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) supports the intent of this measure, provides comments, and defers to the Department of Human Resources Development and the State Procurement Office.

DHS suggests a technical amendment clarifying the reference to the National Association of State Procurement Officials (NASPO) in section 4. NASPO is a nonprofit organization that, amongst other things, assists public procurement leaders by promoting best practices and facilitates multi-state cooperative purchasing. DHS suggests deleting the term "cloud" (page 4, line 13) and replacing it with a more generic term "contract," as NASPO has several products that may meet the State's telework needs, including "cloud contract" services.

PURPOSE: The bill requires and appropriates moneys for the Department of Human Resources Development to submit an annual report to the Legislature on the telework policies of the executive branch. Establishes requirements and appropriates moneys for a telework monitoring system to assess the productivity of telework employees. Effective 1/1/2050. (SD2)

The SD1 amended the measure by:

- (1) Adding language that requires DHRD to include in its annual report metrics on the productivity of telework employees by each department of the executive branch;
- (2) Inserting an effective date of January 1, 2050, to encourage further discussion; and
- (3) Making technical, nonsubstantive amendments for the purposes of clarity and consistency.

The SD2 amended the measure by:

- (1) Establishing requirements and appropriating an unspecified amount for a telework monitoring system to assess the productivity of telework employees; and
- (2) Making technical nonsubstantive amendments for purposes of clarity, consistency, and style.

DHS supports modernizing the State's telework policies to improve human services delivery and to support and attract our workforce. Before the pandemic, Margaret Weigher, the federal Acting Director of the Office of Personnel Management (OPM), said, “[w]hen implemented as a strategic management tool, robust and well-practiced telework programs improve staff performance and engagement, and maximize organizational mission productivity, efficiency, and government stewardship.¹”

The department's successful pivot to a hybrid telework environment at the pandemic's start allowed DHS to provide continuous access to benefits and services while keeping residents and the workforce safe. In addition, DHS will continue to build upon the investments in technology and knowledge gained in the last three years to improve our services.

Thank you for the opportunity to provide comments on this measure.

¹ See the 2019 Report, [US Office of Personnel Management, Status of Telework In the Federal Government, Report to Congress, Fiscal Year 2017](#).

OFFICE OF INFORMATION PRACTICES

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HONOLULU, HAWAII 96813
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To: House Committee on Labor & Government Operations

From: Cheryl Kakazu Park, Director

Date: March 14, 2023, 9:30 a.m.
State Capitol, Conference Room

Re: Testimony on S.B. No. 725, S.D. 2
Relating to Teleworking

Thank you for the opportunity to submit testimony on this bill, which would require and appropriate funds for the Department of Human Resource Development (DHRD) to submit an annual report to the Legislature on the telework policies of the executive branch. The Office of Information Practices (OIP) submits comments on this bill.

OIP has reviewed the telework policies and procedures that were distributed by DHRD earlier this month, which seem more applicable to non-executive level or non-professional employees and were presumably developed with this bill in mind. OIP has the following questions about this bill:

1. Whether the department or agency head responsible for administering the teleworking program for a department or agency should also be expected to follow the same policies, procedures, and productivity monitoring and metrics as lower level employees with completely different job duties and who do not usually work outside of regular State business hours from 7:45 a.m. to 4:30 p.m. on weekdays only.

2. Whether OIP's independence as an agency administratively attached to a department will be compromised by having the department head evaluate the performance of the OIP Director, who is directly appointed by the Governor.
3. Whether the additional telework monitoring requirements proposed in this bill should properly be the subject of collective bargaining with affected unions.
4. Whether the employee productivity surveillance proposed by this bill would be counterproductive to recruiting and retaining State employees, particularly for higher level jobs in technology, legal and other professions, and other areas where the private sector is increasingly providing remote working opportunities and better pay.

Thank you for considering OIP's testimony.



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

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

The Thirty-Second Legislature, State of Hawaii
The House of Representatives
Committee on Labor and Government Operations

Testimony by
Hawaii Government Employees Association

March 14, 2023

S.B. 725, S.D. 2 — RELATING TO TELEWORK

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO opposes the concept of S.B. 725, S.D. 2 which establishes requirements and appropriates moneys for a telework monitoring system to assess the productivity of telework employees.

Telework and alternative work schedules are innovative solutions that ensure workplace flexibility, and we fully recognize the many benefits they can have on employees, the employer, and the public, including a better work-life balance, increased productivity, and possible cost-savings from reduced energy and office space use. Workplace flexibility can also be utilized as a tool to help the employer recruit and retain the best and brightest employees, where government salary and benefits alone may not compete with what's offered in the private sector.

As the Exclusive Representative of most employees who are eligible to participate in the state's telework program, we respectfully oppose the proposed appropriation of the development and implementation of a telework monitoring system. Taxpayer dollars can better be spent on attracting and retaining qualified employees to address the state's enormous vacancy rate which has led to a reduction, in both quantity and quality, of vital services to the public. Additionally, we must stress that any changes to an included bargaining unit employee's wages, hours, and terms and conditions of work are constitutionally protected and must be negotiated and mutually agreed upon prior to implementation. Therefore, regardless of any legislative directives to update the current telework program guidelines and establish policies and procedures to monitor the productivity of teleworking state employees, the Employer and the Exclusive Representative must mutually agree upon the provisions of any telework or alternative work week agreement set forth in this measure.

Thank you for the opportunity to testify in opposition to S.B. 725, S.D. 2.

Respectfully submitted,

Randy Perreira
Executive Director



TIME/DATE: 9:30 a.m., March 14, 2023
PLACE: State Capitol Conference Room 309 & Videoconference
COMMITTEE: House Labor and Government Operations
BILL: SB 725, SD2, Relating to Teleworking
POSITION: Support

Aloha Chair Matayoshi, Vice Chair Garrett, and members of the committee!

My name is Christine Maii Sakuda and I serve as the executive director of Transform Hawai'i Government (THG), a nonprofit organization that advocates for a more accessible and responsive state government that leverages technology to help citizens, communities, and businesses throughout Hawai'i thrive. In collaboration with state government partners, we strive to keep modernization a top priority. We are writing in **support** of SB 725, SD2, relating to teleworking. This measure requires the Department of Human Resources Development to submit an annual report to the Legislature on the telework policies of the executive branch and appropriates funds for it to do so.

Successfully delivering government services to Hawai'i residents requires investments in people, processes, and technology. Not only can governmental agencies save money on office space, energy use, and related purchases by having employees telework, we believe that teleworking is a necessary adaptation that can effectively promote excellent work and attract top talent to government positions. Facilitating telework for some positions and at least some of the time would benefit government employees by reducing the need for commuting, saving time and reducing traffic. Among the well documented benefits for employees are the savings on fuel, vehicle maintenance and parking costs. There are also societal benefits to reducing commutes, including a reduction in the consumption of petroleum products, reduced risk of traffic accidents, and increased time that people can spend with families. We support government implementation of telework strategies.

Please continue to call upon Transform Hawai'i Government as a resource on government modernization. Through research, data, and in-depth policy recommendations, and resources we wish to support your efforts to make Hawai'i a better place and look forward to working closely with you.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Christine Sakuda', is written over a light blue circular graphic element.

Christine Sakuda
Executive Director
Transform Hawai'i Government
email: csakuda@TransformHawaiiGov.org | phone: (808) 321-2811
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