

DAVID Y. IGE
GOVERNOR

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LIEUTENANT GOVERNOR



STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
www.labor.hawaii.gov

ANNE PERREIRA-EUSTAQUIO
DIRECTOR

JOANN A. VIDINHAR
DEPUTY DIRECTOR

April 14, 2022

To: The Honorable Richard H.K. Onishi, Chair,
The Honorable Jackson D. Sayama, Vice Chair, and
Members of the House Committee on Labor and Tourism

Date: Thursday, April 14, 2022

Time: 10:00 a.m.

Place: Conference Room 312, State Capitol

From: Anne Perreira-Eustaquio, Director
Department of Labor and Industrial Relations (DLIR)

Re: S.C.R. 27 SD1 REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A STATEWIDE INTERAGENCY SYSTEM FOR FILING AND MAINTAINING DOCUMENTS REQUIRED OF INDIVIDUALS AND ORGANIZATIONS ACCESSING GOVERNMENT SERVICES ONLINE

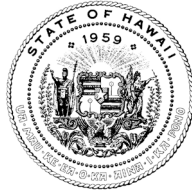
Chair Onishi, Vice Sayama, and Members of the Committee,

The DLIR supports the intent of this resolution and defers the Office of Enterprise Technology Services on its implementation, provided that it does not require the DLIR to share data and information that it maintains as a part of the Federal-State Unemployment Compensation program.

The U.S. Department of Labor has long interpreted that the methods of administration to require the confidentiality of the Unemployment Insurance (UI) information and to follow the Congressional mandate that UI information can only be used for the purpose for which is directed. Disclosure of information in the course of administering the UI program shall be held confidential and shall not be disclosed, unless authorized requesting agencies have entered into a written agreement with the department. All expenses associated with providing the data must be reimbursed by the requesting agency.

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

DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

HOUSE COMMITTEE ON LABOR & TOURISM
Thursday, April 14, 2022

SENATE CONCURRENT RESOLUTION 27, SD1

Dear Chair Onishi, Vice Chair Sayama, and members of the committee,

The Office of the Enterprise Technology Services (ETS) supports this measure, which requests ETS to conduct a feasibility study on the development of a statewide interagency system for filing and maintaining documents required of individuals and organizations accessing government services online.

Thank you for allowing us to provide testimony.

DAVID Y. IGE
GOVERNOR



CATHY BETTS
DIRECTOR

JOSEPH CAMPOS II
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
Honolulu, Hawaii 96809-0339

April 13, 2022

TO: The Honorable Representative Richard H.K. Onishi, Chair
House Committee on Labor & Tourism

FROM: Cathy Betts, Director

SUBJECT: **SCR 27 SD1 - REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A STATEWIDE INTERAGENCY SYSTEM FOR FILING AND MAINTAINING DOCUMENTS REQUIRED OF INDIVIDUALS AND ORGANIZATIONS ACCESSING GOVERNMENT SERVICES ONLINE.**

Hearing: April 14, 2022, 10:00 a.m.
Via Videoconference and in Conference Room 312
State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) appreciates the resolution's intent, defers to the Office of Enterprise Technology Services, and provides comments.

PURPOSE: This resolution requests the Office of Enterprise Technology conduct a feasibility study on developing a statewide interagency system for filing and maintaining documents required of individuals and organizations accessing government services online.

A standard and secure process for residents to upload personal information to access government services is a good step to ease access to government services and improve government efficiencies. Accessible, efficient, and responsive government services lead to increased civic engagement that improves the quality of life of communities.

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



**Testimony to the House Committee on Labor & Tourism
Representative Richard Onishi, Chair
Representative Jackson Sayama, Vice-Chair
Thursday, April 14, 2022, 10:00 a.m.
Via Videoconference; Room 312**

SCR 27, SD1, Requesting the Office of Enterprise Technology Services to Conduct a Feasibility Study on the Development of a Statewide Interagency System for Filing and Maintaining Documents Required of Individuals and Organizations Accessing Government Services Online

Dear Chair Onishi, Vice-Chair Sayama, and members of the LAT Committee:

On behalf of the Hawai'i Alliance of Nonprofit Organizations, I would like to provide our testimony in support of SCR 27, SD1.

Hawai'i Alliance of Nonprofit Organizations (HANO) is a statewide, sector-wide professional association of nonprofits. Our mission is to unite and strengthen the nonprofit sector as a collective force to improve the quality of life in Hawai'i. Our member organizations provide essential services to every community in the state.

HANO strongly supports the development of a coordinated interagency system for the filing and maintenance of required documents for procurement and contracting processes. Nonprofit service providers are often contracted by multiple State and county agencies and must oftentimes file a variety of the same documents that are standard to the procurement and contracting processes for all government agencies. Such documents may include an organization's bylaws, IRS 501(c)(3) determination letter, compliance certificates, 990 tax forms, audited financial statements, annual reports, and other similar documents. HANO would like to see a universal system, a common documents repository in which all providers would be able to file once annually the required documents that all State – and perhaps, county – agencies could readily access. A simplified online system that eliminates unnecessary redundant practices and reporting complexities would save time and effort for nonprofits and reduce costs to taxpayers.

This language includes document submission by individuals for what we assume to be things like State benefits. We think these processes are much more involved and variable in nature – department to department – and might challenge privacy issues. We respectfully request to narrow this study to just procurement and contracting documentation.

Mahalo for the opportunity to provide written testimony.

Lisa Maruyama
President and CEO



Hawaii
Children's Action Network Speaks!
Building a unified voice for Hawaii's children

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: House Committee on Labor & Tourism

Re: **SCR 27, SD1 – Requesting the Office of Enterprise Technology Services to Conduct a Feasibility Study on the Development of a Statewide Interagency System for Filing and Maintaining Documents Required of Individuals and Organizations Accessing Government Services Online**
Hawai'i State Capitol, Via Videoconference, Conference Room 312
April 14, 2022, 10:00 AM

Dear Chair Onishi, Vice Chair Sayama, and Committee Members,

On behalf of Hawai'i Children's Action Network Speaks!, I am writing in SUPPORT of SCR 27, SD1. These resolutions request the Office of Enterprise Technology Services to conduct a feasibility study on the development of a statewide interagency system for filing and maintaining documents required of individuals and organizations accessing government services online.

Individuals who receive government services are often involved with multiple state agencies, but these programs are subject to laws that protect the privacy and confidentiality of their clients. Instead of an interagency filing system for individuals, it may be more appropriate for the Office of Enterprise Technology to assess what is needed to facilitate statewide interagency data sharing, in order to reduce bureaucratic burdens and ensure that families have access to all the government services that they qualify for.

For example, 27 states are piloting data matching between Medicaid and school meals.¹ In 2020 and 2021, the Hawai'i Department of Education and Department of Human Services shared data in order to provide over 100,000 keiki and their families in Hawai'i with nearly \$200 million in Pandemic EBT food purchasing benefits.²

For social service providers and other organizations that contract with the state, an interagency filing system would increase efficiency and reduce administrative burdens for both organizations and state agencies. It would eliminate the duplication of effort involved in having to provide the same documents to multiple departments for the different contracts that they hold.

With recent technological advances, it makes sense for Hawai'i to explore ways to improve interagency data sharing in order to reduce bureaucracy and improve services, while also keeping information private and secure. Mahalo for the opportunity to provide this testimony.

Thank you,
Nicole Woo, Director of Research and Economic Policy

¹ <https://www.fns.usda.gov/cn/direct-certification-medicare-demonstration-project>

² <https://humanservices.hawaii.gov/blog/summer-p-ebt-benefits-begin-to-roll-out-in-july-2021/>



TO: Chair Onishi, Vice Chair Tam, and Members of the House Committee on Labor and Tourism

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

DATE/LOCATION: April 13, 2022; 10:00 a.m., Conference Room 312/Video Conference

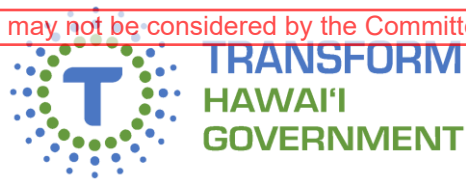
RE: TESTIMONY IN SUPPORT OF SCR 27/SR 21

We support SCR 27/SR 21 requesting the Office of Enterprise Technology Services to conduct a feasibility study on the development of a statewide interagency system for filing and maintaining documents required of individuals and organizations accessing government service online.

Streamlining this process for organizations who regularly work with government agencies, especially in regards to procurement and contract monitoring, would increase efficiency, significantly reduce the redundancy of document submissions, save time, and allow organizations to put more time into quality service delivery for our clients and community. We are a committed partner who seeks to continue to work with State agencies to create sustainable systems that will minimize duplicative efforts and maximize efficiency.

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 under-resourced families. Assisting more than 17,000 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 strengthening programs.

Thank you for the opportunity to testify regarding **SCR 27/SR 21**, please contact me at (808) 847-3285 or rkusumoto@pacthawaii.org if you have any questions.



April 14, 2022

Representative Richard Onishi, Chair
Representative Jackson Sayama, Vice-Chair
HOUSE COMMITTEE ON LABOR & TOURISM
Room 312 Hawai'i State Capitol and Via Videoconference

RE: SUPPORT FOR SCR27 SD1: REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A STATEWIDE INTERAGENCY SYSTEM FOR FILING AND MAINTAINING DOCUMENTS REQUIRED OF INDIVIDUALS AND ORGANIZATIONS ACCESSING GOVERNMENT SERVICES ONLINE.

Aloha Chair Onishi, Vice Chair Sayama, and committee members:

My name is Christine Sakuda and I serve as the executive director of Transform Hawai'i Government (THG), a coalition of organizations and individuals who advocate for an accessible, accountable and responsive state government that leverages technology to help citizens, communities, and businesses throughout Hawai'i to thrive. We provide a consistent and persistent voice to keep modernization a top priority of state government.

THG supports SCR27 SD1, requesting the Office of Enterprise Technology Services to conduct a feasibility study on the development of a statewide interagency system for filing and maintaining documents required of individuals and organizations accessing government services online. Technology is strengthening the capabilities of state agencies. A feasibility study such as the one proposed to be initiated in these resolutions would contribute to promoting and enhancing the accessibility of government services online. The feasibility study will help government be a better, more efficient and effective partner with the community contractors that provide services to citizens on behalf of government. Please support it.

Thank you for the opportunity to offer this testimony in support of SCR27 SD1.

Respectfully submitted,

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

SCR-27-SD-1

Submitted on: 4/11/2022 6:14:44 PM

Testimony for LAT on 4/14/2022 10:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Samuel M Mitchell	Individual	Support	Written Testimony Only

Comments:

I support SCR27 SD1