



**Testimony to the Senate Committee on Government Operations
Thursday, March 24, 2022, at 3:00 P.M.
Conference Room 016 & Videoconference**

RE: SCR27/SR21

Chair Moriwaki, Vice Chair Dela Cruz, and Members of the Committee:

The Chamber of Commerce Hawaii ("The Chamber") **supports** SCR27/SR21, which requests 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.

The Chamber is Hawaii's leading statewide business advocacy organization, representing about 2,000+ businesses. Approximately 80% of our members are small businesses with less than 20 employees. As the "Voice of Business" in Hawaii, the organization works on behalf of members and the entire business community to improve the state's economic climate and to foster positive action on issues of common concern.

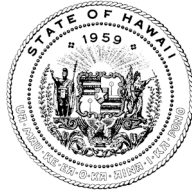
The Chamber supports the development and funding of sector-driven collaboratives to address Hawaii's talent pipeline and spearhead workforce development solutions. Sector Partnerships and apprenticeships provide a forum for employers, educators, community partners and public sector leaders to collaborate on opportunities to strengthen and grow their sector. We believe that convening and facilitating a shared space for employers and educators is instrumental to preparing Hawaii residents for in-demand jobs and helping employers find skilled workers.

Due to the COVID-19 pandemic, many state government reporting and programs provided to businesses are reliant on an online method of delivery. Oftentimes, the same information and documentation must be uploaded multiple times to make sure the government agency received it. The redundancy and complicated system can waste business owners time, and cause unnecessary frustration or stress if a business misses a deadline.

A statewide interagency system for the filing of documents for organizations or businesses would improve efficiency and alleviate the added stress of managing government reporting.

Thank you for the opportunity to testify.

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

SENATE COMMITTEE ON GOVERNMENT OPERATIONS
Thursday, March 24, 2022

SENATE CONCURRENT RESOLUTION 27
SENATE RESOLUTION 21

Dear Chair Moriwaki, Vice Chair Dela Cruz, 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.



TESTIMONY IN SUPPORT OF SCR 27 / SR 21

TO: Chair Moriwaki, Vice Chair Dela Cruz, & Members – Senate Committee on Government Operations
FROM: Trisha Kajimura
Deputy Director - Community
DATE: March 24, 2022 at 3:00 PM

Hawai'i Health & Harm Reduction Center (HHRC) **supports** SCR 27 / SR 21. This resolution requests 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.

HHRC's mission is to serve Hawai'i communities by reducing the harm and fighting the stigma of HIV, hepatitis, homelessness, substance use, mental illness, and poverty in our community. We focus our efforts on those disproportionately affected by social determinants of health, including but not limited to: people living with and/or affected by HIV, hepatitis, substance use, and the transgender, LGBTQ and the Native Hawaiian communities. We foster health, wellness, and systemic change in Hawai'i and the Pacific through care services, advocacy, training, prevention, education and capacity building.

HHRC's interest in this resolution is two-fold. Firstly, many of the individuals we provide services to access government services online. We offer case management services in a variety of contexts and help people in need apply for government assistance. It can be difficult for individuals living in poverty and/or homelessness to safely store essential documents. Implementation of an electronic filing system could be very helpful and increase efficiencies. Secondly, HHRC partners with state government as a contracted provider of several different services related to our mission. Increasing the state's capacity to process and store required documents online could also increase efficiencies for both parties.

Thank you for the opportunity to testify in support of this resolution.



**Testimony to the Senate Committee on Government Operations
Senator Sharon Moriwaki, Chair
Senator Donovan Dela Cruz, Vice-Chair
Thursday, March 24, 2022, 3:00 p.m.
Via Videoconference; Room 016**

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 Services Online

Dear Chair Moriwaki, Vice-Chair Dela Cruz and members of the GVO Committee:

On behalf of the Hawai`i Alliance of Nonprofit Organizations, I would like to provide our testimony in support of SCR 27/SR 21.

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: Senate Committee on Government Operations

Re: **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 Services Online**

Hawai'i State Capitol, Conference Room 225 & Videoconference

March 24, 2022, 3:00 PM

Dear Chair Moriwaki, Vice Chair Dela Cruz, and Committee Members,

On behalf of Hawai'i Children's Action Network Speaks!, I am writing in SUPPORT of SCR 27 / SR 21. 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.

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.

Similarly, individuals who receive government services are often involved with multiple state agencies. However, 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

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/>



March 24, 2022

Senator Sharon Moriwaki, Chair
Senator Donovan Dela Cruz, Vice-Chair
HOUSE COMMITTEE ON GOVERNMENT OPERATIONS
In-Person at the State Capitol and Via Videoconference

RE: SUPPORT FOR SCR27 / SR21: 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 Moriwaki, Vice Chair Dela Cruz, 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 SCR 27 and 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 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. Please support it.

Thank you for the opportunity to offer this testimony in support of SCR 27 and SR 21.

Respectfully submitted,

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

SCR-27

Submitted on: 3/21/2022 2:05:49 PM

Testimony for GVO on 3/24/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Christy MacPherson	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Moriwaki, Vice Chair Dela Cruz and members of the Senate Committee on Government Operations,

I am in strong support of SCR27. As someone who worked for many years at social service agencies receiving government contracts, I can empathize with anyone who's ever had to deal with very outdated governmental data and information systems! The work that organizations do is challenging enough- let's make things more efficient for everyone and save people precious time that they could be using to attend to more critical matters. The same goes for individuals.

Mahalo for your consideration.

TO: Member of the Committee on Government Operations

FROM: Natalie Iwasa, CPA, CFE
808-395-3233

HEARING: 3 p.m. Thursday, March 24, 2022

SUBJECT: SCR 27, Study for Online Filing System Government Services –
AMENDMENT REQUESTED

Aloha Chair Moriwaki and Committee Members,

Thank you for allowing the opportunity to provide testimony on SCR 27, which requests the Dept. of Enterprise Technology to conduct a study regarding the development of an interagency system for filing and maintaining documents required of individuals and organizations accessing government services online.

This sounds like it would be a great idea for organizations applying for grants in aid or using other online services. For individuals, however, anytime personal, private information is maintained online, e.g., social security numbers, concerns arise regarding the security of that information. Therefore, please include that the study address this issue.

SCR-27

Submitted on: 3/21/2022 2:00:04 PM

Testimony for GVO on 3/24/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Gerard Silva	Individual	Oppose	Written Testimony Only

Comments:

Why are you plaining to SPY on the People of Hawaii!!



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facebook.com/AARPHawaii

The State Legislature
The Senate Committee on Government Relations
Thursday, March 23, 2022
3:00 p.m.

LATE

TO: The Honorable Sharon Moriwaki, Chair and Members of the Committee:

RE: SCR 27/SR21 REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A STATEWIDE INTERAGENCY SYSTEM

Aloha Chair Moriwaki and Members of the Committee:

My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a membership organization of people age fifty and over, with over 140,000 members in Hawai'i. **AARP supports the intent of SCR 27/SR21** which requests 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.

The recent pandemic has significantly increased the demand and use of broadband for communication and accessing information and documents online. Many government-related applications and documents require similar personal information which oftentimes must be uploaded numerous times to access the online services at different times or to access different services. Having these online documents streamlined would make it easier for folks to access critical information, allow public agencies to better coordinate their services, and help make the enrollment processes more efficient. AARP supports efforts that expand digital equity and ease of access to ensure that all individuals and communities have access to information and modern communication technologies.

Thank you very much for the opportunity to testify on **SCR 27/SR 21**.

Sincerely,

A handwritten signature in black ink that reads "Keali'i S. Lopez".

Keali'i S. López, State Director