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

**S.C.R. NO. 82 REQUESTING THE AUDITOR TO CONDUCT A PERFORMANCE  
AUDIT OF THE DEPARTMENT OF HEALTH, HAWAII STATE HOSPITAL, AND  
HAWAII INFORMATION PORTAL**

Hearing: Thursday, April 14, 2022, 9:00 a.m.

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The Office of the Auditor appreciates the opportunity to testify on S.C.R. No. 82, requesting the auditor to conduct a performance audit of the Department of Health, Hawai'i State Hospital, and Hawai'i Information Portal (HIP), and offers 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 DHRD 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.

Thank you for considering our testimony related to S.C.R. No. 82.



## 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  
April 14, 2022

### S.C.R. 82 – 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 S.C.R. 82 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 S.C.R. 82.

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

S.C.R. 82

Thank you for the opportunity to testify in support of S.C.R. 82. 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 S.C.R. 82

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

The Thirty-First Legislature, State of Hawaii

Senate

Committee on Ways and Means

Date

Time:

Place:

Senator Donovan Dela Cruz, Chair

Senator Gilbert Keith-Agaran, Vice-Chair

S.C.R. \_\_\_\_\_

I am a Registered Nurse at Hawaii State Hospital (HSH) for 27 years and I am in support of S.C.R.\_\_\_\_\_. Since, the implementation of the Hawaii Informational Portal (HIP) by the Department of Health (DOH) my paychecks are confusing with random deductions, missing differentials and overtimes. There are "other" categories with no explanations what the compensations are for and the time periods. All my attempts to correct the situation with HSH and DOH have been in vain. The problems with my paychecks and HIP remain to this day.

I have a right to understand my pay statements. I believe I am not being paid correctly and dread paydays due to the on-going errors with my checks. Will there be more random deductions, will I be paid correctly?

Thank you for the opportunity to provide testimony in support of S.C.R.\_\_\_\_\_

*Josette Kawana*

Josette Kawana, RN-BC

Hawaii State Hospital

**SCR-82**

Submitted on: 4/12/2022 5:04:03 PM

Testimony for HHH on 4/14/2022 9:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Gerard Silva	Individual	Comments	Written Testimony Only

Comments:

Shute down the Dept of Health they are responsible for all the Deaths caused by the Vaxcine and the people who die in the Hospital form the Death protacaols that the Hospital Cared out under there Rule!!