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SENATE COMMITTEE ON GOVERNMENT OPERATIONS  
The Honorable Sharon Y. Moriwaki, Chair  
The Honorable Donovan M. Dela Cruz, Vice Chair

**S.C.R. NO. 198 REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF THE  
DEPARTMENT OF HEALTH AND DEPARTMENT OF PUBLIC SAFETY'S  
IMPLEMENTATION OF THE HAWAII INFORMATION PORTAL**

**S.R. NO. 191 REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF THE  
DEPARTMENT OF HEALTH AND DEPARTMENT OF PUBLIC SAFETY'S  
IMPLEMENTATION OF THE HAWAII INFORMATION PORTAL**

Hearing: Thursday, March 24, 2022, 3:00 p.m.

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The Office of the Auditor appreciates the opportunity to testify on S.C.R. No. 198 and S.R. No. 191, requesting the auditor to conduct an audit of the Department of Health and Department of Public Safety's implementation of the Hawai'i Information Portal, 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 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.

Thank you for considering our testimony related to S.C.R. No. 198 and S.R. No. 191.



**HAWAII GOVERNMENT EMPLOYEES ASSOCIATION**  
AFSCME Local 152, AFL-CIO

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The Thirty First Legislature, State of Hawaii  
The Senate  
Committee on Government Operations

Testimony by  
Hawaii Government Employees Association  
March 24, 2022

**LATE**

S.C.R. 198/S.R. 191 – REQUESTING THE AUDITOR TO CONDUCT A  
PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH  
AND DEPARTMENT OF PUBLIC SAFETY’S IMPLEMENTATION  
OF THE HAWAII INFORMATION PORTAL

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO strongly supports the purpose and intent of S.C.R. 198 and S.R. 191 which requests that the Auditor conduct a performance audit of the Departments of Health and Public Safety’s implementation of the Hawaii Information Portal.

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. 198 and S.R. 191.

Respectfully submitted,

  
Randy Perreira  
Executive Director