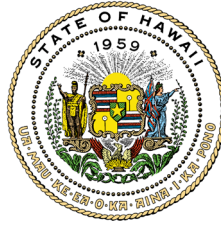


JOSH GREEN, M.D.
GOVERNOR OF HAWAII
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII'

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DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO
EXECUTIVE OFFICE ON AGING
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HONOLULU, HAWAII 96813-2831

Testimony COMMENTING on HB 652, HD2
Relating to Caregivers

COMMITTEE ON HEALTH AND HUMAN SERVICES
SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATOR HENRY J.C. AQUINO, VICE CHAIR

Testimony of Caroline Cadirao
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: March 17, 2023
1:00 PM

Room Number: 225
Via Videoconference

EOA's Position: The Executive Office on Aging (EOA), an attached agency to the Department of Health, offers comments on HB 652, HD2 Relating to Caregivers.

Fiscal Implications: This measure appropriates funds for fiscal years 2023-24 and 2024-25 to the Executive Office on Aging to establish a caregiver workforce support and development center that will develop and expand the State's long-term and home and community-based caregiver workforce.

Purpose and Justification:

This bill supports current caregivers, and non-clinical and para-professional staff working in home and community-based settings. The H.D. 2 provides that the Center may:

(1) In consultation with members of the education and health care industries, develop a comprehensive statewide recruitment and retention campaign to encourage more residents to enter the health care workforce;

- (2) In consultation with appropriate organizations, develop programs to educate and train informal caregivers, including familial caregivers, to best practice informal caregiving;
- (3) Provide professional development courses, including interviewing, management, and leadership courses, for current employers and employees; and
- (4) Develop an active aging strategy to keep kupuna and kupuna caregivers as healthy as possible.

EOA proposes the following amendments to H.D.2 to focus EOA's efforts. We request deleting Section 2, page 3, lines 1 – 21, and Section 3, page 4, lines 1- 13 and replacing those sections with the following language:

SECTION 2. There is established within the executive office on aging a workforce development and support center . The center may:

(1) Develop a workforce pilot project to:

(A) Identify existing resources and gaps in the system for paraprofessional workers and family caregivers;

(B) In consultation with members of the education and health care industries, develop a comprehensive statewide recruitment and retention campaign to encourage more residents to enter the health care workforce;

(C) Develop administrative and service standards for the non-clinical direct care workforce that provides long-term services and supports;

(2) Provide support to caregivers through education and training to include, but not limited to active aging programs and resources so that caregivers can effectively serve care recipients.

Recommendation: EOA respectfully requests that this initiative begin as a **pilot project**. EOA has designated ARPA funding to develop the workforce. EOA plans to use these funds to contract a project manager to oversee the deliverables of this bill. We request \$100,000 for fiscal year 2023-2024 and \$400,000 for fiscal year 2024-2025. Funds for fiscal year 2023-2024 would be used to develop professional standards of care and identify existing resources and gaps in the

system for paraprofessional workers and family caregivers. Funds for fiscal year 2024-2025 would be used to implement the statewide recruitment and retention marketing campaign.

EOA supports the recommended changes to HB 652, H.D.1 provided that its enactment does not reduce or replace priorities with the Administration's budget.

Thank you for the opportunity to testify.



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The State Legislature
Senate Committee on Health and Human Services
Friday, March 17, 2023
Conference Room 225, 1:00 p.m.

TO: The Honorable Joy San Buenaventura, Chair
RE: Support for H.B. 652, HD2 Relating to Caregiving

Aloha Chair San Buenaventura and Members of the Committee:

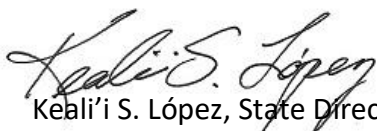
My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a nonpartisan, social mission organization that advocates for individuals age 50 and older. We have a membership of nearly 38 million nationwide and nearly 140,000 in Hawaii. We advocate at the state and federal level for the issues that matter most to older adults and their families.

AARP Supports H.B. 652, HD2 which establishes a caregiver workforce support and development center that will develop and expand the State's long-term and home and community-based caregiver workforce to effectively care for Hawaii's aging population.

There is an acute shortage of health care workers in Hawaii. According to the Healthcare Association of Hawaii's Healthcare Workforce Initiative 2022 Report, "there were 3,873 vacancies across Hawaii's direct care health workers, a 76% increase over the 2,200 unfilled positions reported in 2019."¹ Exacerbated by the COVID-19 pandemic, the overall health care industry continues to face mounting challenges with the growing demand for care. However, the worker shortage is even more acute with the increasing number of kūpuna needing long term care whether in an institutional setting or in the home. Home health agencies, for example, continue to have the highest percentage (39%) of vacancies as they compete with wages and benefits with larger health care employers.² There is an urgent need to recruit and train more workers in long term care while reinvesting and enhancing the skills of the current health care workforce. Establishing a caregiver workforce support and development center that can coordinate and work with the health care industry, academic, community and government partners will help Hawai'i address this workforce crisis statewide.

Thank you very much for the opportunity to testify in strong support for **H.B 652, HD2**.

Sincerely,


Keali'i S. López, State Director

¹HealthCare Association of Hawaii, Hawaii Healthcare Workforce Initiative 2022 Report

²Ibid



Testimony to the Senate Committee on Health and Human Services
Friday, March 17, 2023
1:00 p. m.
State Capitol Conference Room 225 and via videoconference

Re: HB 652 HD 2 Relating to Caregivers

Dear Chair San Buenaventura, Vice Chair Aquino, and Honorable Members of the Senate Committee on Health and Human Services.

My name is Savina Makalena, and I am the CEO and Founder of Gimme A Break whose mission is to care for caregivers by giving an emotional and physical break as well as resources for continued well-being. Gimme a Break is based on caring for the caregivers to provide support, resources, and community!

Gimme A Break strongly supports HB 652 HD 2, which requires the Executive Office on Aging to establish a caregiver workforce support and development center appropriates funds for the center's establishment.

The current shortage of health care workers that exists in Hawai'i affects all caregivers and their families. With the current statistic of caregivers that pass before their Caree is 30%, all caregivers which includes health care workers are at risk and need our support. My own Father passed from Caregiver Burnout related complications and was part of this statistic. The COVID-19 pandemic exacerbated the shortage. The overall health care industry continues to face mounting challenges with the growing demand for care. An increasing number of kūpuna need long term care in institutional settings and in their homes.

Recruitment and training of workers in long term care and investment in and enhancement of the skills of the current health care workforce are urgently needed. The establishment of a caregiver workforce support and development center which will coordinate and work with the healthcare industry, academia, community, and government partners will help Hawai'i address this workforce crisis statewide.

The need for education, support and awareness defines the passion to our mission. Therefore, We urge you to support HB 652 HD 2, and we urge you to recommend its passage.

Mahalo for the opportunity to testify!

Most sincerely,

Savina Makalena

Savina Makalena



Email savy@gab808.org

Cell (808)594-9801



March 17, 2023 at 1:00 pm
Conference Room 225

Senate Committee on Health and Human Services

To: Chair Joy A. San Buenaventura
Vice Chair Henry J.C. Aquino

From: Robert Choy, MPH
Director, Post-Acute Care
Healthcare Association of Hawaii

Re: Support
HB 652 HD2, Relating to Caregivers

The Healthcare Association of Hawaii (HAH), established in 1939, serves as the leading voice of healthcare on behalf of 170 member organizations who represent almost every aspect of the healthcare continuum in Hawaii. Members include acute care hospitals, skilled nursing facilities, home health agencies, hospices, assisted living facilities and durable medical equipment suppliers. In addition to providing access to appropriate, affordable, high-quality care to all of Hawaii's residents, our members contribute significantly to Hawaii's economy by employing more than 30,000 people statewide.

Thank you for the opportunity to provide **support** for this measure which, among other things, would help to support a recruitment campaign to fill critical shortages in our healthcare workforce. In our 2022 Report on the Hawaii Healthcare Workforce Initiative, we found that there are nearly 3,900 open positions among 89 patient-facing professions. This represents a 76% increase in the number of positions open in our last survey done in 2019. We found that nearly 20% of all positions remained unfilled at the healthcare organizations surveyed in 2022, compared to 10% of all positions unfilled in 2019. The greatest need is for nurses, with 999 openings for RNs and 744 openings for certified nurse aides.

We are working closely with our education and community partners to build the workforce pipeline to fill these positions. We believe that healthcare is a steady industry that will allow our residents to stay in the state and work in jobs that provide a living wage. In fact, HAH is part of an innovative initiative, Good Jobs Hawaii, which brings together a coalition of educators, businesses, and community partners to help people in Hawaii get high quality jobs and careers. The UH Community Colleges are leading the effort, and HAH services as the healthcare sector lead. This initiative is one of only 32 workforce proposals awarded with federal funding to develop innovative approaches to workforce development, and will bring in around \$30 million to the state.

We believe that a recruitment campaign will help us to maximize the federal dollars coming into the state by ensuring that we have enough interested individuals participating in this landmark initiative. We are also appreciative of other funding in this measure to support caregivers more broadly—all caregivers, formal and informal, need more support to manage the aging population.

We appreciate the opportunity to provide support for this measure.



Testimony to the Senate Committee on Health and Human Services
Friday, March 17, 2023
1:00 p. m.
State Capitol Conference Room 225 and via videoconference

Re: HB 652 HD 2 Relating to Caregivers

Dear Chair San Buenaventura, Vice Chair Aquino, and Honorable Members of the Senate Committee on Health and Human Services.

I am Gary Simon, a member of the board of the Hawaii Family Caregiver Coalition, whose mission is to improve the quality of life of those who give and receive care by increasing community awareness of caregiver issues through continuing advocacy, education, and training.

The Hawaii Family Caregiver Coalition strongly supports HB 652 HD 2, which requires the Executive Office on Aging to establish a caregiver workforce support and development center appropriates funds for the center's establishment.

An acute shortage of health care workers exists in Hawai'i. The COVID-19 pandemic exacerbated the shortage. The overall health care industry continues to face mounting challenges with the growing demand for care. An increasing number of kūpuna need long term care in institutional settings and in their homes. Recruitment and training of workers in long term care and investment in and enhancement of the skills of the current health care workforce are urgently needed. The establishment of a caregiver workforce support and development center which will coordinate and work with the healthcare industry, academia, community, and government partners will help Hawai'i address this workforce crisis statewide.

We urge you to support HB 652 HD 2, and we urge you to recommend its passage.

We thank you for seriously considering the bill.

Very sincerely,

A handwritten signature in black ink that reads "Gary Simon".

Gary Simon



Email gsimon@aarp.org

Hawaii State Legislature: Committee on Health and Human Services

The Honorable Joy A. San Buenaventura, Chair
The Honorable Henry J.C. Aquino, Vice Chair
Members Committee on Health and Human Services

H.B. No. 652 H.D 2: RELATING TO CAREGIVERS

Friday, March 17, 2023, at 1:00pm
State Capitol Conference Room 225 & Videoconference

IN SUPPORT of H.B. No 652 H.D 2

Dear Chair San Buenaventura, Vice Chair Henry Aquino, and Members of the Committee:

Thank you for this opportunity to provide testimony in **strong support of H.B. 652, Relating to Caregivers**. The views expressed in this testimony are my own personal thoughts and do not represent the views and opinions of any organization I am affiliated with.

I am a Master of Social Work student with the Myron B. Thompson School of Social Work and Public Health at the University of Hawai‘i at Mānoa. As part of my degree requirements, I am currently completing a practicum experience with a behavioral mental health agency that serves rural and medically underserved populations living throughout the Hawai‘i Islands. As part of my duties, I provide mental health services to local kūpuna and their caregivers located all over O‘ahu through telephonic audio-only calls. This experience has allowed me to discuss with kūpuna and caregivers their struggles with lack of support and access to medical care and other needed services. A main barrier to care has been a shortage of physicians in all areas of medicine, especially in geriatric primary care.

According to the University of Hawaii’s John A. Burns School of Medicine, the COVID-19 pandemic intensified the already growing physician shortage to 1,015 open positions. In addition, according to research, physician shortages have intensified due to:

- An aging workforce
- High rates of burnout
- High cost of living causing many to move off island

While legislative efforts have been made to recruit new professionals, little has been done to retain the already existing workforce. H.B. 652 will address this lack of attention toward retention of existing formal caregivers by providing existing employers and employees with opportunities for professional development. In addition, by creating a caregiver workforce support and development center within the executive office on aging, efforts can be made to help support and educate family members to more effectively care and advocate for their aging family members.

In conclusion, **I strongly support the passing of H.B. 652**. Thank you for this opportunity to testify.

Sincerely,
Rachel Draper

TO: Senator San Buenaventura, Chair
Senator Aquino, Vice Chair
Senate Committee on Health and Human Services

RE: HB 652, HD2 Relating to Caregivers
Hearing date: March 17, 2023 at 1:00pm

Aloha Chair Buenaventura, Vice Chair Aquino, and HHS Senate Committee Members Moriwaki, Shimabukuro, and Awa:

I strongly support HB 652. My name is Trish Tolentino and I am the primary caregiver of my 79-year old mother. I previously worked with the UH system as an educator and am currently an MSW candidate at the UHM Thompson School of Social Work and Public Health.

According to a Dec 2021 State of Hawai'i DBEDT report on Hawai'i's older adult population:

- **Almost 1 in 5 persons are 65 or older**
- **In 2019, 39.2% of households had at least one person 65 or older**
- **A rapid increase in the older adult population is projected between 2020 and 2030 due to the aging of the baby boomer generation**

The above data shows that in Hawai'i, **the size of our kūpuna or older adult population is significant, and will only continue to grow.**

Who is providing care for our aging family members? Care for seniors, whether it is through a day facility, nursing home, or in-home health is **extremely expensive**. Many hard working working-class folks did not have the financial privilege or know-how to purchase expensive private long-term care insurance. For these folks, their care is patchy at best: a patchwork of whatever services they can find or be eligible for. Eligibility is often determined by level of care, which is based on how many activities of daily living (ADLs) the older individual needs assistance with; it is also determined by income and assets, such as in the case of Medicaid long term care (LTC). As a caregiver of an older adult, I can tell you that navigating available services, and the eligibility process for services are hurdles in themselves.

Eldercare is provided by families, and as Diane Terada, Catholic Charities administrator of community and senior services said, "quantifying the demand for senior care is difficult because much of it is hidden." That is, many families have dutifully absorbed the cost and labor of caring for their elders, because that is what families do. To give further context, these families are often their adult children who are already caring for children or grandchildren, have full-time jobs and financial responsibilities and whose time and energy are at maximum capacity. It is unfortunate that eldercare and supporting our kupuna in the last stages of their lives is **almost an afterthought in our society/economic system.**

Kūpuna should in return receive the abundant support they have lovingly provided, as the backbone of our society and economy. Getting care for kūpuna should be a straightforward process and not one that is convoluted, and rife with difficulties. Both my parents worked forty years at their jobs in Hawai'i—one for a hotel, and one for a cement company. I helped my dad navigate his illness and care until his death last year. Less than a year later, my mom was diagnosed with an illness that requires full-time care/supervision, and I care for her as I am finishing up my last year as an MSW student and while also caring for my three children ages 8 to 3. Since my dad's death, my sister and I split the care of my mom, who stays between Waipahu and Kane'ohe. This is not the best setup for her condition, but it's the best we can manage. **As elder caregivers, we can tell you first hand that navigating the accessibility of services/eligibility, home care, doctors and other health providers, and costs is time consuming and challenging.**

Supporting HB 652, and establishing a caregiver workforce support and development center to expand the state's long-term, home, and community based caregiver workforce **is an excellent start to addressing the huge gaps that need to be filled due to the healthcare workforce shortage and a lack of appropriate hard and soft infrastructure to support our aging population, their families, and their caregivers— whether family or professional.** Investment in programs to support existing caregiving professionals and to recruit and train new ones, is crucial. Also, unpaid family caregivers need support to care for our loved ones who wish to age at home, in the community for as long as possible. Like our children, kūpuna are valuable not just to our families and communities, but to society. Our elders should be well-taken care of.

Thank you very much for your time and consideration, and for the work that you all do.

Please support this measure.

Very respectfully yours,
Tricia L Tolentino

SENATE COMMITTEE ON HEALTH & HUMAN SERVICES
Senator Joy A. San Buenaventura, Chair
Senator Henry J.C. Aquino, Vice Chair

House Bill 652 – House Draft 2 – RELATING TO CAREGIVERS
Friday, March 17, 2023 at 1:00pm
State Capitol Conference Room 225 & Video Conference

IN SUPPORT of HB 652 HD2

Aloha Chair Buenaventura & Vice Chair Aquino Keith-Agaran,

I am Nana Clemons and **I support HB 652 HD2** to establish a caregiver workforce support and development center to develop and expand the State's long-term and home- and community-based caregiver workforce to effectively care for Hawaii's aging population. I am a graduate student of the MSW Program at UH Mānoa's Thompson School of Social Work and Public Health and am testifying as an individual. My views do not represent that of my institution or field site.

‘Ōlelo No‘eau #2769: Ua ‘ai au i kana loa‘a. Translation: I have eaten of his gain. Interpretation: Said with pride and affection by a parent or grandparent who is being cared for by the child he reared. All of our kūpuna deserve to be well taken-cared of. They should not just be satisfied with the care they receive but should be happy and joyful about the care. If caregivers are feeling ill-equipped, unprepared, burnt out or underappreciated, there is no way for them to provide a continuous, high-level quality of care.

As part of my field experience, I make monthly phone calls to kūpuna and caregivers through the Ōlinolino program. Since I have been making these calls as of August last year, I have noticed the zest and zeal of a few caregivers on my call list diminish over the past 8 months. Caregiving is difficult to sustain especially without support. Too often, the weight of caregiving falls on the shoulders of just one (and sometimes the only remaining) family member. Establishing a formalized Caregiver Workforce Support & Development Center would help provide many current caregivers with much-needed opportunities for respite. It would adequately prepare future caregivers as our kūpuna population increases over the next two decades. And it would assist our kūpuna in getting the quality care they deserve.

I thank the committee for the opportunity to testify.

Mahalo,
Nana Clemons

Testimony to the Senate Committee on Health and Human Services
Friday, March 17, 2023
1:00 p. m.

State Capitol Conference Room 225 and via Videoconference

Re: HB 652 Relating to Caregivers

Dear Chair Joy A. San Buenaventura, Vice Chair Henry J.C. Aquino and Honorable Members of the Committee:

An unpaid primary family caregiver of my mother for over 10 years, and now a visitor to my mom at a nursing facility, I strongly support SB 902 SD 1, which requires the Executive Office on Aging to establish a workforce development and support center and appropriate funds for the center's establishment.

When mom lived with us, she had excellent care and it didn't cost the state or federal government one penny. The day came that she no longer could live with us because we were not able to safely care for her anymore. We were untrained. Now we are at the mercy of an ever-changing staff of dubious training and experience, no fault of the facility, which goes above and beyond for my mom. We all know that recruitment and training of workers in long term care is critical for Hawaii's people. Investment in supporting family caregivers such as myself and hundreds of others throughout the state who still care for their loved ones at home is urgently needed. The establishment of a caregiver workforce support and development center which will coordinate and work with the healthcare industry, academia, community, and government partners will help Hawai'i address this workforce crisis statewide.

We urge you to support HB 652. Please recommend its passage. Thank you for trying to help folks like me.

Sincerely,



S. Sanae Tokumura, ACFRE, APR
Email: solidconcepts@hawaii.rr.com

HB-652-HD-2

Submitted on: 3/15/2023 8:31:07 AM

Testimony for HHS on 3/17/2023 1:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Will Caron	Individual	Support	Written Testimony Only

Comments:

The percent of Hawai‘i’s population aged 75 years old and above is expected to double by 2045, from 8% to 15%. Supporting and retaining existing formal and informal caregivers will be more important than ever as Hawai‘i’s population continues to age. Yet several factors, including burnout, an aging workforce and population, rising costs of living, and greater demand for both institutional and at-home patient care, have increased pressure and strain on spread-thin paid and unpaid caregivers.

Supporting caregivers in both home and long-term care settings will ensure that Hawai‘i’s aging population, as well as others who require care, receive it in an appropriate, timely manner. While there has been strong investment in training new employees, there must also be an investment in the existing workforce. It is imperative that new candidates who believe in the mission of providing care, and especially in providing services for older adults in post-acute care settings, are recruited and retained.

The state should establish a caregiver workforce support and development center to preserve and expand our long-term and home- and community-based caregiver workforce to effectively care for Hawai‘i’s aging population. Please support HB652 HD2.

SENATE COMMITTEE ON HEALTH AND HUMAN SERVICES
Senator Joy A. San Buenaventura, Chair
Senator Henry J.C. Aquino, Vice Chair

DATE: Friday, March 17, 2023, 1:00 PM

Re: HB652, HD2 - RELATING TO CAREGIVERS

Aloha Chair San Buenaventura and Committee Members.

My name is Linda Dorset, a resident of Wailuku, Maui. I thank you for the opportunity to submit written testimony regarding the above referenced legislation. I strongly support HB652 that will establish a Caregiver Workforce Support and Development Center to develop and expand the State's long-term and home— and community-based caregiver workforce to effectively care for Hawaii's aging population. Family caregivers are stressed to the max; and it is getting more difficult to find help due to the shortage of healthcare workers. I believe one home healthcare agency on Maui had to close because it couldn't find enough caregivers to employ.

Because there is an acute shortage of health care workers in Hawaii especially in long term care and home and community based services, there is an urgent need to recruit and train more workers in long term care and to further build the skills of the current health care workforce. Therefore, please establish this caregiver workforce support and development center that will coordinate and work with the health care industry, academic, community and government partners.

Linda Dorset
Wailuku Resident

HB-652-HD-2

Submitted on: 3/15/2023 1:44:50 PM

Testimony for HHS on 3/17/2023 1:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Raelene Tenno	Individual	Support	Written Testimony Only

Comments:

Strongly Support.

I was unexpectedly thrown into care giving for my Uncle and Aunty. Totally unprepared and the amount of time spent making phone calls or searching for information could have been better spent on care giving in a more relaxed vs stressed out.

Most of my friends are going through the same issue and we have had to exchange notes but often with a "?" on "about this" scenario or issue.

Having a ONE "go to" source would be extremely helpful for all families now and into the future.

Thanking the committee for this opportunity to provide testimony.

HB-652-HD-2

Submitted on: 3/16/2023 9:26:28 AM

Testimony for HHS on 3/17/2023 1:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Dan Gardner	Individual	Support	Written Testimony Only

Comments:

Dear Health and Human Services Committee Chair and Members - I am asking for your strong support of this legislation establishing a Caregiver Workforce Support and Development Center and the appropriation of \$1,000,000 toward its creation. Our community of aging seniors is rapidly growing while at the same time our caregiver workforce is decreasing at an alarming rate. We cannot decrease the growing Kapuna numbers, but we must work hard to ensure our qualified caregiver workforce is expanded. Passage of this initiative will greatly help us to address this key challenge. This effort requires a full court press integrating the health care industry, academia, and Statewide government resources. Thank you for your support of this critical legislation.

Establishing a caregiver workforce support and development center that can coordinate and work with the health care industry, academic, community and government partners will help Hawai'i address this workforce crisis statewide.

Hearing Date: March 17
Submitted by Dolores Foley
HB 652 HD 2 Relating to Caregivers

Dolores Foley supports HB652, investment in programs that support existing 5 professional caregivers is needed. Support for unpaid 6 caregivers, such as family and friends, whose caregiving enables 7 people to live at home, is also needed. Supporting and 15 retaining existing formal and informal caregivers will be more 16 important than ever as Hawaii's population continues to age.

Mahalo for the opportunity to testify

A handwritten signature in black ink that reads "Dolores Foley". The signature is written in a cursive, flowing style.

Dolores Foley