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STATE OF HAWAII | KA MOKU'ĀINA O HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
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Statement of
BRENNA H. HASHIMOTO
Director, Department of Human Resources Development

Before the
HOUSE COMMITTEE ON FINANCE
Wednesday, April 5, 2023
2:00 p.m.
State Capitol, Conference Room 308

In consideration of
SB725 SD2, HD1, RELATING TO TELEWORKING

Chair Yamashita, Vice Chair Kitagawa, and the members of the committee.

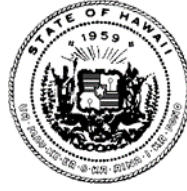
The Department of Human Resources Development (DHRD) is in **support** of SB725 SD2, HD1.

The purposes of this bill are to (1) require the Department of Human Resources Development to submit an annual report to the Legislature on the telework policies of the executive branch and various metrics on the adoption, usage, and productivity of teleworking by each executive department; purchase and implement a pilot telework monitoring system within up to three state departments to assess the productivity of teleworking and in-office employees; and (2) appropriate funds.

DHRD understands the importance of having measures and metrics in place to help assess the effectiveness of the newly agreed upon Executive Branch Telework Program Guidelines. We appreciate the request for appropriations and for the proposed 1.0 FTE to manage a pilot telework monitoring system that will assess the productivity of employees and gather information needed for the annual report. As DHRD's staff resources are limited the proposed 1.0 FTE is needed to conduct research; procure; implement an appropriate application; and consult/negotiate with the affected exclusive representatives and employees.

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

JOSH GREEN, M.D.
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STATE OF HAWAII
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April 5, 2023

TO: The Honorable Representative Kyle T. Yamashita, Chair
House Committee on Finance

FROM: Cathy Betts, Director

SUBJECT: [SB 725 SD2 HD1](#) – RELATING TO TELEWORKING.

Hearing: April 5, 2023, 2:00 p.m.
Conference Room 308 & Via Videoconference, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) supports the intent of this measure, suggests an amendment, and defers to the Department of Human Resources Development and the State Procurement Office.

DHS suggests a technical amendment clarifying the reference to the National Association of State Procurement Officials (NASPO) in section 3. NASPO is a nonprofit organization that, amongst other things, assists public procurement leaders by promoting best practices and facilitates multi-state cooperative purchasing. In addition, DHS suggests deleting the term "cloud" (page 5, lines 1-3) and replacing it with a more generic term "contract," as NASPO has several products that may meet the State's telework needs, including "cloud contract" services.

PURPOSE: The bill requires and appropriates moneys for the Department of Human Resources Development to submit an annual report to the legislature on the telework policies of the executive branch. Establishes requirements for a pilot telework monitoring system to assess the productivity of telework employees. Appropriates funds for the annual report, pilot

telework monitoring system, one position to manage the pilot telework monitoring system, and manager training. Effective 1/1/2050. (HD1)

The SD1 amended the measure by:

- (1) Adding language that requires DHRD to include in its annual report metrics on the productivity of telework employees by each department of the executive branch;
- (2) Inserting an effective date of January 1, 2050, to encourage further discussion; and
- (3) Making technical, nonsubstantive amendments for the purposes of clarity and consistency.

The SD2 amended the measure by:

- (1) Establishing requirements and appropriating an unspecified amount for a telework monitoring system to assess the productivity of telework employees; and
- (2) Making technical nonsubstantive amendments for purposes of clarity, consistency, and style.

The HD1 amended the measure by:

- (1) Adding or amending certain other metrics to be included in the annual report;
- (2) Requiring the Department of Human Resources Development to purchase and implement a pilot telework monitoring system to assess the productivity of telework employees within up to three state departments, or portions of departments, and specifying certain features to be included in the telework monitoring system;
- (3) Deleting the full-time equivalent position in the Department of Human Resources Development to support preparation of the annual report;
- (4) Adding a full-time equivalent position in the Department of Human Resources Development to manage the pilot telework monitoring system;
- (5) Adding an appropriation for the Department of Human Resources Development to train managers to effectively manage teleworking and hybrid employees' progress and performance on tasks; and
- (6) Making technical, nonsubstantive amendments for the purposes of clarity, consistency, and style.

DHS supports modernizing the State's telework policies to improve human services delivery and to support and attract our workforce. Before the pandemic, Margaret Weigher, the federal Acting Director of the Office of Personnel Management (OPM), said, “[w]hen implemented as a strategic management tool, robust and well-practiced telework programs

improve staff performance and engagement, and maximize organizational mission productivity, efficiency, and government stewardship.¹

The department's successful pivot to a hybrid telework environment at the pandemic's start allowed DHS to provide continuous access to benefits and services while keeping residents and the workforce safe. In addition, DHS will continue to build upon the investments in technology and knowledge gained in the last three years to improve our services.

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

¹ See the 2019 Report, [US Office of Personnel Management, Status of Telework In the Federal Government, Report to Congress, Fiscal Year 2017](#).



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

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The Thirty-Second Legislature, State of Hawaii
The House of Representatives
Committee on Finance

Testimony by
Hawaii Government Employees Association

April 5, 2023

S.B. 725, S.D. 2, H.D. 1 — RELATING TO TELEWORK

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO opposes the concept of S.B. 725, S.D. 2, H.D. 1 which establishes requirements for a pilot telework monitoring system to assess the productivity of telework employees.

Telework and alternative work schedules are innovative solutions that ensure workplace flexibility, and we fully recognize the many benefits they can have on employees, the employer, and the public, including a better work-life balance, increased productivity, and possible cost-savings from reduced energy and office space use. Workplace flexibility can also be utilized as a tool to help the employer recruit and retain the best and brightest employees, where government salary and benefits alone may not compete with what's offered in the private sector.

As the Exclusive Representative of most employees who are eligible to participate in the state's telework program, we respectfully oppose the proposed appropriation of the development and implementation of a telework monitoring system. Taxpayer dollars can better be spent on attracting and retaining qualified employees to address the state's enormous vacancy rate which has led to a reduction, in both quantity and quality, of vital services to the public. Additionally, we must stress that any changes to an included bargaining unit employee's wages, hours, and terms and conditions of work are constitutionally protected and must be negotiated and mutually agreed upon prior to implementation. Therefore, regardless of any legislative directives to update the current telework program guidelines and establish policies and procedures to monitor the productivity of teleworking state employees, the Employer and the Exclusive Representative must mutually agree upon the provisions of any telework or alternative work week agreement set forth in this measure.

Thank you for the opportunity to testify in opposition to S.B. 725, S.D. 2, H.D. 1.

Respectfully submitted,

Randy Perreira
Executive Director

SB-725-HD-1

Submitted on: 4/4/2023 8:05:58 AM

Testimony for FIN on 4/5/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Patrick Karjala	Individual	Oppose	Written Testimony Only

Comments:

While I support Telework and the flexibility it offers employees and the cost savings it offers employers in terms of infrastructure and office use, I must **OPPOSE** this bill as currently written.

Telework monitoring systems as proposed in the bill are overreaching and will lead to looking at every moment of an employee's work. This also has implications for other telework employees in the state who may eventually also be asked to implement similar monitoring systems.

If we are proposing to monitor employee usage of systems, why stop short of just monitoring teleworking employees? Should we then install monitoring on ALL computers regardless of telework status? The cost and loss of productivity due to extreme oversight will be too much, and employees will leave to seek other work where their every move is not monitored.

In short, this is overreach. Instead, productivity and ability to perform work function should be used to assess telework employees. We do not need to waste taxpayer funds on software systems that will only stifle employees ability to work when much better forms of assessment are available.

Please remove this provision from the bill or alter it appropriately.

Mahalo,

Patrick Karjala