

DAVID Y. IGE
GOVERNOR
STATE OF HAWAII

JOSH GREEN
LT. GOVERNOR
STATE OF HAWAII



WILLIAM J. AILA, JR.
CHAIRMAN
HAWAIIAN HOMES COMMISSION


TYLER I. GOMES
DEPUTY TO THE CHAIRMAN

STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS

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Memo

To: Governor David Ige

From: William J. Aila, Jr, Chair – Department of Hawaiian Homelands (DHHL) 

cc: Lt. Gov. Josh Green; Steve Sigler, HIEMA; Linda Chu Takayama, Chief of Staff – Office of the Governor

Date: March 12, 2020

Re: Continuity of Service Plan – DHHL

Below is the Department of Hawaiian Homelands (DHHL) Continuity of Service Plan.

At the request of Senator Donovan Dela Cruz, Chairman of the Senate Ways and Means Committee, DHHL reviewed the State of Washington's Novel Corona Virus (COVID-19) recommendations and guidance.

DHHL Continuity of Service Plan

The State Department of Hawaiian Homelands (DHHL) will take direction from the Governor, Director of the State Department of Health, and the Department of the Attorney General regarding decisions on questions relating to the Novel Coronavirus (COVID-19.)

The Plan considers three risk thresholds: (1) **Low Risk – Threshold 1 (TH1)**, (2) **Moderate Risk – Threshold 2 (TH2)**, and (3) **High Risk – Threshold 3 (TH3)**.

1. [**Threshold 1 (TH1)**] Low Risk- Unmitigated or uncontained community transmission is occurring elsewhere but there may not be evidence of significant community transmission in the State of Hawaii.

All DHHL offices statewide remain open, with continued implementation of State of Hawaii Department of Health hygiene guidelines.

Level of services normal

- HSD Applications, Lessee Transfers, Successorships, loans, etc.
- Fiscal processing of payments, payroll, receivables etc.
- Land Management processing of land dispositions, contracts, payments, etc.
- Issuance of RFP's, Notice to Proceed, Encumbrances, etc.

2. Anticipated 30-35% reduction of force due to COVID-19 [**Threshold 2 (TH2)**] **Moderate Risk** – There is evidence that unmitigated or uncontained community transmission of the disease is occurring in the state or in certain geographical areas of the State of Hawaii.

Continued implementation of State of Hawaii Dept. of Health Guidelines as updated.

Some DHHL offices may reduce hours of operations, especially smaller District offices on the Neighbor Islands. Main office on O’ahu should remain open, although processing of operational products may be delayed.

- It may be necessary to send O’ahu staff to Neighbor Island District offices to supplement the production of services.
- Signs to be posted at each location, notifying beneficiaries and the public of changes.
- DHHL website updated to note changes, media releases.
- Some employees may be allowed to work from home.

3. Complete shut-down of DHHL offices [**Threshold 3 (TH3)**] **High Risk** – Widespread community transmission within State of Hawaii.

Continued implementation of State of Hawaii, Dept. of Health Guidelines as updated.

- Predetermined staff for each division that have been authorized access from remote locations will be activated and work remotely to provide basic continued services.
- Process of payments, as appropriate.
- Respond to calls and emails from the media, other government agencies, and the general public.
- Call forwarding to appropriate cell phones.
- Minimum of 75 DHHL staff to have access to email and access to Office 365.
- Signs posted at DHHL offices with updated information.
- Main telephone line recording will be changed to reflect the most current situation.
- DHHL website updated with most current information.
- Media updates coordinated with Governor’s office.
- An event log will be kept in the Department Salesforce account, which can be accessed remotely.

Impacts of Shutdown:

- Processing of all requests may be delayed for the duration of shutdown.
- Walk-in payments not possible.
- Delay in processing of mail-in payments.
- Lot Fees and interest may have to be waived.
- Employee processing of G-1s, personnel changes, and other related actions may be delayed.
- Responding to beneficiary and public requests may be delayed.
- All public meetings will be cancelled.
- Hawaiian Homes Commission meetings may have to be rescheduled.

Flexibility and adaptability during shutdown period will be essential.

Depending on when Return to Work Notice is given, it may be necessary to incrementally stand up office functions given the current situation.

Until then, remote operations will continue in areas not given the Return to Work Notice.