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**TESTIMONY OF JOBIE M. K. MASAGATANI, CHAIRMAN
HAWAIIAN HOMES COMMISSION
BEFORE THE HOUSE COMMITTEE ON JUDICIARY
HEARING ON MARCH 18, 2019 AT 2:05PM IN CR 325**

SB 695, HD1 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT

March 17, 2019

Aloha Chair Lee, Vice Chair San Buenaventura and members of the Committee:

Thank you for the opportunity to testify on Senate Bill 695, HD1. This bill requires the Department of Hawaiian Home Lands (DHHL) to digitize its applicant, beneficiary, and lessee records and have the database completed and available no later than July 1, 2020. The Department supports the intent of this measure, but it may be unnecessary since DHHL can address this administratively.

DHHL began implementing an electronic document imaging system in June 2013 that converted applicant and lessee records to digital media. Staff training was recently held to allow staff on Oahu and the neighbor island offices to have access to DHHL's electronic record system. This will significantly improve accessibility and inquiry response times. The primary purpose of the document management system is to easily store, access, track, and share documents from a secure and central location. The goal is to provide better customer service and create a more efficient use of staff time. It will also allow for the preservation of the original documents.

DHHL will also launch a new Contact Center to improve the beneficiary experience and agency efficiency. The Contact Center will utilize two platforms, which will function as a database management tool with case tracking mechanisms and assist in call response times to beneficiaries.

Finally, DHHL is in the beginning stages of looking to integrate GIS into its day-to-day operations. These existing efforts that are underway should begin to address what is requested in this bill. Nevertheless, DHHL requests that the requirement to have the digital database completed and available for use be extended from July 1, 2020 to July 1, 2022 because most of the information requested in the bill is currently in the database with the exception of number of deferrals and history of whether the individual obtained a lease as an applicant or as a successor, which will require additional time and staff to update electronically.