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GOVERNOR  
STATE OF HAWAII

JOSH GREEN  
LT. GOVERNOR  
STATE OF HAWAII



JOBIE M. K. MASAGATANI  
CHAIRMAN  
HAWAIIAN HOMES COMMISSION

WILLIAM J. AILA, JR.  
DEPUTY TO THE CHAIRMAN

**STATE OF HAWAII  
DEPARTMENT OF HAWAIIAN HOME LANDS**

P. O. BOX 1879  
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TESTIMONY OF JOBIE M. K. MASAGATANI, CHAIRMAN  
HAWAIIAN HOMES COMMISSION  
BEFORE THE SENATE COMMITTEE ON HAWAIIAN AFFAIRS  
HEARING ON JANUARY 31, 2019 AT 1:15PM IN CR 016

**SB 695 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT**

January 30, 2019

Aloha Chair Shimabukuro and members of the Committee:

Thank you for the opportunity to testify on Senate Bill 695. This bill requires the Department of Hawaiian Home Lands (DHHL) to digitize its applicant, beneficiary, and lessee records. The Department supports the intent of this measure as long as it doesn't affect the priorities identified in the Governor's Executive Budget request.

DHHL began implementing an electronic document imaging system in June 2013 that converted applicant and lessee records to digital media. Staff training is planned over the next few months to allow neighbor island offices to have access to DHHL's electronic record system. This will significantly improve accessibility for DHHL's neighbor island offices 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.

Thank you for your consideration of our testimony.

**LATE**

**SB-695**

Submitted on: 1/30/2019 11:22:05 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Stephanie Lauifi	Testifying for Kalamaula Homesteaders Association	Support	No

Comments:

**SB-695**

Submitted on: 1/25/2019 3:58:39 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Javier Mendez-Alvarez	Individual	Support	No

Comments:

**SB-695**

Submitted on: 1/28/2019 2:35:08 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Caroline Julian-Freitas	Individual	Support	Yes

Comments:

**SB-695**

Submitted on: 1/30/2019 12:15:18 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Marion K A Kapuniai	Individual	Support	No

Comments:

SUPPORT ON ONE CONDITION!!!

"SHALL ONLY BE AVAILABLE TO DEPARTMENT OF HAWAIIAN HOME LANDS STAFF, APPLICANTS AND LESSEES, WITH A SPECIFIC ALLOWABLE PURPOSE, PERIOD!!!

"SHALL NOT BE ACCESSABLE FOR ANY OTHER USE, WHETHER GOVERNMENTAL AGENCY (FEDERAL, NOR STATE, NOR COUNTY), FINANCIAL INSTITUTION, NOR ANCESTRY.COM, NOR TO OHA, NOR TO KAMEHAMEHA SCHOOLS!

Thank you!

**LATE**

**SB-695**

Submitted on: 1/30/2019 7:23:10 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Stephen K Frank	Individual	Support	No

Comments:

I r this bill, the records should be public information and should be easily accessible .

**LATE**

**SB-695**

Submitted on: 1/30/2019 11:06:33 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Doreen Gaspar	Individual	Support	No

Comments:

**LATE**

**SB-695**

Submitted on: 1/31/2019 12:14:12 PM

Testimony for HWN on 1/31/2019 1:15:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Kapua Keliikoa-Kamai	Individual	Support	Yes

Comments:

Aloha Chair Shimabukuro, Vice Chair Kahele and Committee Members,

I support SB 695 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT and ask you to increase the administration & operations appropriation to include this digital database technology and then pass this Bill out of your committee. DHHL is dependent upon their maximum funding and is significantly challenged when not sufficiently funded. This enhancement is more efficient and improves the process.

I appreciate and support the current leadership of Jobie Masagatani and the enhancements she's implementing on our behalf. I remain a proud HHCA beneficiary and HHL lessee. Mahalo for this opportunity to support SB 695 the Hawaiian Homes Commission Act and it's beneficiaries.

Kapua Keliikoa-Kamai

Wai'anae Valley Homestead



**LATE**

Testimony in Support of SB 695

SENATE COMMITTEE ON HAWAIIAN AFFAIRS  
Senator Maile S.L. Shimabukuro, Chair  
Senator Kaiali'i Kahele, Vice Chair

**SB 695 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT**

January 31, 2019

Aloha Chair Shimabukuro and members of the Committee,

My name is Homelani Schaedel. I am a lessee residing at Malu'ōhai homestead in Kapolei for the past 17 years, a homestead leader in the Kapolei region, a beneficiary and advocate for the Hawaiian Home Lands Trust.

While I appreciate the intent of this bill and its' companion bill HB 259; it appears there were no discussion with Department of Hawaiian Home Lands (DHHL) staff prior to drafting these bills. Consequently, I'm concerned with the lack of understanding what drives DHHL's policies and procedures, and some of the language use in portions of the bills which I have noted in red.

To better understand my concerns, it may be helpful to know that beneficiaries are often referred to as:

1. Applicant = Before a lease is awarded, or
2. Lessee = After a lease is awarded
3. 50% native Hawaiian who are not on the Waitlist

**SECTION 1**

- . **Page 1 - Line 5 and 6:** ...*been denied a prior lease, or been skipped over,*...

*I'm not clear on the intent of this language; but once their blood quantum has been verified and established; Applicants are placed on the Waitlist and are not removed until they accept a lease. Applicants choose to accept or defer a lease offer.*

*However, there are instances when an Applicant can be skipped over by a beneficiary that is not on the Waitlist.*

- . **Page 1 - Line 10:** ...“This lack of organization has led to *some lessees abusing the program by selling or transferring their leases and reapplying for a subsequent lease*”.

*Since DHHL has no control over a lessee selling and/or transferring their lease to a “qualified” beneficiary; no amount of organization will rectify this issue.*

*Discussions with DHHL are ongoing to amend Title 10-Administrative Rules, Section 10-3-36 to establish provisions to:*

- . Provide parity for Applicants on the Waitlist to have priority over beneficiaries not on the Waitlist.*
- . Allow for full or partial recovery of infrastructure costs paid for by DHHL when a lessee sells to someone other than qualified relatives.*
- . Consider placing a restrictive period before a former lessee can apply for another lease after selling/transferring a previous lease.*

- . Page 1 - Line 14: ...”will help increase the efficiency** of the department of Hawaiian home lands”.

*No doubt compiling Applicant information into a single database will help to improve efficiency. However, data integrity is critical to ensure accuracy and current information is accessible to be effective.*

- . Page 2 – Lines 1, 2 & 3: “The purpose of this Act is to require the department of Hawaiian home lands to digitize its beneficiary waiting lists and other related data”.**

*Digitizing the Waitlist is one component of data conversion, another is identifying and capturing data necessary to advance DHHL’s core mission, increase accountability, improve service while responding to the needs and demands of its’ beneficiaries, and the ability to provide informative and useful reports with supporting data.*

*Typically, applicants on the O’ahu Residential Waitlist for 10 or more years would have received at minimum 1 – 3 invitations to attend an informational briefing on a pending project. If they are offered a lease, they can accept or defer.*

*Currently there are 9 fields on the Application Waitlist; additional fields to include, number of invitations, number of offers, number of deferrals would capture this critical data to provide clarity and accountability for both DHHL and beneficiaries.*

## **SECTION 2**

- . Page 2 – Lines 9, 10, & 11: ...”address, number of denied leases, designated successors, history of whether the individual obtained a lease as an applicant or as a successor,”...**

*Portions of these bills relate to Applicants and Lessees who have a distinct set of information, some of which is confidential; such as the beneficiary’s address, and designated successor(s) that is a very sensitive, private and personal choice of the Lessee.*

*Instead of number of denied leases, the appropriate language would be; number of times the Applicant deferred.*

*Expansion of this category would be instrumental to identify why the applicant chose to defer: 1. They did not like the location, 2. Were not financially ready to qualify for a loan, 3. The home was not affordable, or 4. They could not relocate at the time of the offer. While we are aware of the causes for deferral; this data would quantify why Applicants remain on the Waitlist for 20+ years.*

In closing, data conversion is a costly undertaking requiring an experienced and dedicated team committed to plan, organize, train, implement, maintain and upgrade the system as needed. Currently, DHHL does not have the staff or resources for this type of project. If this project is to succeed, it will require sufficient funds that should be separate from the priorities and budget requested by DHHL for fiscal years 2019-2020 and 2020-2021.

While I support the intent of the bill; I respectfully ask that my comments be considered and that the bill is amended using appropriate language or terminology to provide clarity.

Mahalo for the opportunity to provide my testimony.

Homelani Schaedel