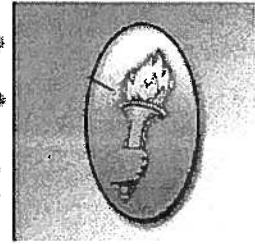


**"E Paepae I Luna Loa I Ka Malamalama"
"Hold High the Light of Knowledge"**

Pearl Harbor Hawaiian Civic Club
Chartered: April 16, 1964



TESTIMONY OF ANTOINETTE LEE for
MOANA SANDERS, PRESIDENT
PEARL HARBOR HAWAIIAN CIVIC CLUB

IN SUPPORT OF
GM 275, Director of the Department of Human Services,
Gubernatorial Nominee, LILLIAN B. KOLLER, for a term to expire 12-6-2010
SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

April 3, 2007

Aloha Senator Chun-Oakland and members of the committee:

The Pearl Harbor Hawaiian Civic Club has reviewed the accomplishments of the Department of Human Services (DHS) under Director Koller's tenure and our club strongly supports the director's nomination for a second term. We respectfully urge that you and your committee advise and consent to this nomination.

Our club is the largest Hawaiian Civic Club of the Association of Hawaiian Civic Clubs, a national confederation of more than 50 clubs and nearly 3,000 members. We are the oldest community-based grassroots Hawaiian organization in the state, and we support initiatives that improve the health and social welfare of the native Hawaiian community.

In January 2007, Director Koller met with members of our club to discuss how DHS programs and initiatives developed and implemented in the last four years have had a direct and positive impact on our keiki, Native Hawaiian families, and the community at large. Director Koller emphasized the programs in the Child Welfare Services division including training more foster parents and working with Kokua 'Ohana to place more Native Hawaiian children with Native Hawaiian foster parents.

Also, in the last year, DHS started the Hui Ho'omalua statewide initiative by bringing together three family support agencies to focusing on kinship care, maintaining family connections, and providing a safe environment for Native Hawaiian foster children. Additionally, DHS has recently started working with the Na Kupuna Tribunal to place foster children with their family members by locating kin through the use of genealogy and computer searches.

The Pearl Harbor Hawaiian Civic Club is a firm proponent of encouraging healthy lifestyles and choices within our 'ohana and we appreciate the DHS-sponsored after-school program at 10 Native Hawaiian charter schools that focuses on developing self-esteem and life skills, as well as cultural activities designed to prevent teen pregnancy, substance abuse, and other risky behaviors.

Our club understands that the child welfare issues we mentioned are just a small fraction of the scope of work covered by Director Koller and her staff at the Department of Human Services, and please know that many of our members have been directly touched by DHS programs and benefits.

Director Koller has demonstrated her commitment to helping the people of Hawai'i, and for that, we strongly support Governor Lingle's nomination of Lillian Koller for a second four-year term.

Mahalo nui for this opportunity to support Director Koller.

FRIENDS OF THE FUTURE

P.O. Box 2655, Kamuela, Hawai'i 96743
(808) 885-8336 phone ♦ (808) 885-4998 fax
future@flex.com

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March 28, 2007

The Honorable Suzanne Chun Oakland
Chair, Human Services and Public Housing Committee
Hawai'i State Capitol, Room 226
415 South Beretania Street
Honolulu, HI 96813

Re: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller
Hearing Date: April 3, 2007, Hearing Time: 1:15 pm, Location: Conference Room 016

Dear Senator Chun Oakland:

The purpose of this letter is to express my strong support for the reconfirmation of Lillian Koller as Director of the State Department of Human Services, and to ask for your support as well. The department reform work she has begun is too critical to the health and wellbeing of Hawaii's families and must be allowed to continue.

Under her innovative and consistent leadership, there have been significant improvements in support for our most in-need families, including expanded medical coverage for children and adults, increased programs for at-risk youth and help for those receiving long term state assistance ~ many of the single mothers ~ to make the transition from being government-dependent to securing and maintaining meaningful employment. Among her greatest challenges, and the area just now beginning to truly realize the impact of her efforts, is reform to the long troubled child welfare services function.

From my perspective as director of a small Hawaii Island non-profit that operates a number of community-based programs, one of Dr. Koller's most significant accomplishments is her ability to acquire new sources of federal funding, and to use existing federal funding in new ways that truly serve the needs of our most vulnerable residents. Her ability to "think outside the box" is refreshing and inspiring.

I urge you to support Dr. Koller's reconfirmation so she can continue to serve Hawaii's families for the next four years and complete the many new initiatives and reform efforts now underway.

Sincerely,



Susan Maddox

Executive Team Leader

LATE

**Committee On Human Services and Public Housing
Senator Suzanne Chun-Oakland, Chair
Senator Les Ihara, Jr., Vice Chair**

Hearing Date: April 3, 2007

Time: 1:15pm

Room: Conference Room 016
State Capitol

VIA EMAIL: testimony@capitol.hawaii.gov

VIA FAX: Senate Sergeant-At-Arms Office: (808) 586-6659

**Support to the Confirmation of Lillian B Koller as the Director for the Department
of Human Services**

Aloha Senator Suzie Chun-Oakland and members of the committee:

My name is Kanani Kaaiawahia Bulawan; I'm a resident, a foster parent, a volunteer guardian at litem, director of a non-profit service provider and most importantly a grandmother of a month old child. With all these hats I strongly and firmly support and seek your favor in the confirmation of Lillian Koller as the Director of the DHS.

I can speak on each position mentioned above and to do that I have had many experiences that would take up the entire time of this confirmation hearing. So with respect to other testifiers and your committee I will point out matters of importance to her ability in working and building relationships in the community which I believe is the essential component to any start of responsibility.

Let's look at her accomplishments:

1. Child Welfare Services:

Under her leadership the department has made significant changes within the system that once was private and excluded family from participating to openness and inclusive to family involvement which for the most part strengthens and preserves families. More importantly protects and gives accountability and responsibility to the care and safety of the children to the family and community. Kinship placement, Kupuna Tribunal, Conferencing, and culture care programs. Prior to this, we operated on a "Right to Privacy" rather than on the "Kuleana (Responsibility) to Know" and share in the "what to do". She has not been popular with this especially within her department staffing, this is to be expected and respected as no one likes change even if it would mean less work at the end and the family is strengthened. We like the idea of staying the same "status quo" because we are most familiar with what is expected and what is to be done. I speak nothing bad about the work all these dedicated workers have been doing, I speak that not all of them are doing what is right, they do what is popular so that no extra effort is necessary,

meeting the status quo because there is so much work to be done. What if we helped the families and those most involved like the community to do the work and the department workers were guiders in the process? Wouldn't it be easier and less work or better wouldn't it be shared work? Well things are changing and have changed. We need more building of partnerships and this is what Lillian has done within the department and the community.

2. Benefits to the Needy:

Under her leadership the department has made great changes and stride in developing programs that would otherwise keep people in despair and dependent of a failing system. It's not people who fail but a system that is consistently designed to fail. Welfare reform of 1996 cause great hardships to families, making most of them homeless, vulnerable to deeper poverty and encouraged family separation rather than preservation. What is Ohana if you cannot turn to them? Figures the department share in terms of success to getting people off the system are great; however, how many of them actually got off the system that could sustain meeting their basic needs. For the most of them that got cut off, they just settled for less. This caused another strain on families, communities and providers. Her leadership recognized this and partnered in developing what I call a wrap around program in which social services, education and housing all come together in supporting the family with obtaining, maintaining and sustaining self-sufficiency. Through programs that strengthens the family. TANF benefits used for Housing Placement Programs which allows for eligible families to secure housing, Medical coverage for the working parents that cannot afford coverage for their children, Educational services that target the most of our vulnerable citizens, our children. Early learning and traveling / mobile programs that enhance education through touch "hands-on" are most effective when bridging children with parents. Other programs that support wellness in the individual, the family and the community are reviewed with boldness in her attitude to trying something new.

In recap, Lillian has had many challenges when first coming on as the Director. She has been through many difficult issues that called her to be accountable and responsible for the decisions made in the past. Through this she has made changes that aren't all too favorable within her department staff; however, these changes continue to prove positive. Making people consider whether they are in it for the popularity or for the righteous no matter what the struggle would be. She has proven her commitment to developing partnerships in community to addressing the social issues and illnesses of our society. She is the recipient of the 2007 Administration on Children, Youth and Families Commissioner's Award for Hawaii, this speaks loudly of her role in our state and her dedication to the department of human services, more importantly, her commitment to making our society safe and healthy. She continues to be the protector of our children, youth and families in assuring services are delivered in a culturally sensititive and respective manner. I ask for your favor in supporting and confirming her as the Director of DHS.

Mahalo for your time and consideration,
Kanani Kaaiawahia Bulawan
Resident, Parent-Foster Parent, VGAL, Executive Director, Grandmother

LATE

**Committee On Human Services and Public Housing
Senator Suzanne Chun-Oakland, Chair
Senator Les Ihara, Jr., Vice Chair**

Hearing Date: April 3, 2007

Time: 1:15pm

Room: Conference Room 016
State Capitol

VIA EMAIL: testimony@capitol.hawaii.gov

VIA FAX: Senate Sergeant-At-Arms Office: (808) 586-6659

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of Human Services**

Aloha Senator Suzie Chun-Oakland and members of the committee:

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Mahalo for your time and consideration,
Kanani Kaaiawahia Bulawan
Resident, Parent-Foster Parent, VGAL, Executive Director, Grandmother

Hawaii Coalition of Care Home Administrators

820 Mililani Street, Suite 810 • Honolulu, Hawaii 96813-2938

Telephone (808) 537-4308 • Fax (808) 533-2739

April 3, 2007

LATE

**Testimony To: Senate Committee on Human Services and Public Housing
Senator Suzanne Chun Oakland, Chair**

Presented By: Tim Lyons, Legislative Liaison

**Subject: G.M. 275 – NOMINATING LILLIAN B. KOLLER, DIRECTOR OF THE
DEPARTMENT OF HUMAN SERVICES.**

Chair Chun Oakland and Members of the Committee:

I am Tim Lyons, Legislative Liaison for the Coalition of Care Home Administrators and we are in support of this nomination.

The Coalition has been very impressed with Director Koller's ability to work around obstacles that arise in delivering the services that are necessary to the community. We speak with particular experience with the rules and regulations as it relates to care home administrators and we have found Director Koller to be extremely balanced, fair and forthright in her approach of the delivery and regulation of these kinds of services.

It is without hesitation that we can highly recommend to this Committee that you confirm the nomination of Lillian B. Koller.

Thank you.



LATE

UNITY SCHOOL

April 3, 2007

Chairperson Suzanne Chun Oakland and Senate Committee Members
Hawaii State Capitol
415 South King Street
Honolulu, Hawaii 96813

Attention: Senate At Arms / Fax: 586-6659

Dear Chairperson Oakland and Senate Committee Members:

We in Hawai'i have benefited greatly by the efforts and hardwork of Lillian Koller. Her work as a public servant goes beyond all expectations as evident by the accomplishments of her and her department. Lillian Koller is a dream model for our youth. She is not afraid of difficult tasks and adversity. Her stands regarding child abuse in Hawai'i should be commended. Ms. Koller's ability to look beyond and anticipate the needs of the people of our state make her a true visionary.

We personally applaud the work she's done and realize that she is dedicated to those who sometimes cannot help themselves.

Please do recognize her work by supporting the confirmation of Lillian Koller as the Director of Human Services.

Sincerely,

Randi Roberts, Director
Unity School

Jeanne Robinson, Office Manager
Unity School

March 30, 2007

LATE

Senator Suzanne Chun Oakland
Chair of Human Services and Public Health Committee
State Capitol Building Room 226
Honolulu, Hawaii 96813

Re: GM275-Reconfirmation of Director Lillian Koller

Dear Senator Oakland and members of the Committee

I am an administrator in Child Welfare Service (CWS) Branch. I am writing testimony of support the reconfirmation of Lillian Koller as the Director of the Department of Human Services.

In the past four years, under the current administration we in child welfare have benefited from various new initiatives. There have been more resources garnered under the leadership of Director Koller than previous administrations. She is a progressive thinker, passionate, driven and expects no less from her staff. Some of the initiatives had costs attached and in order to proceed Director Koller had to look for other funding sources; she was able to utilize federal money to increase and improve service delivery to children and families and provide some relief to CWS staff. Some of the accomplishments under Director Koller's administration are listed:

Differential Response System this was an initiative developed in response to Hawaii's performance in the Child and Family Services review done by the federal government. The response from this administration was quick, creative and thoughtful and proactive. The DRS has helped to decrease the number of cases coming in to CWS and line staff have seen a reduction in the number of cases, thus allowing them to focus and give more attention to the complex/serious child abuse and neglect cases that are accepted.

Confidentiality was revamped this has allowed us to be more transparent and increased our ability to share information which includes publicizing our missing/runaway children.

Family Finding and "Kin" placements promotes good practice and supports the importance of family and family connections. This is future promoted good practice and putting back into the forefront what had already been on out procedures.

Child and Adult Protective Specialist is a new classification of staff established in response to recognize that this type of work is more difficult and incentive to recruit and retain CWS workers.

Hui Ho'omalu- A true collaboration and partnership “working out-side the box” to bring together community agencies with their various knowledge and strengths for one contract to licensing and support foster families in Hawaii.

There have also been various other endeavors supported by Ms. Koller including Heart Gallery Hawaii, Ohana Conferencing, Youth Circles all to support Hawaii children and families. These are just a few of the accomplishments under Director Koller's leadership.

Sincerely,

Dana Kano,
Central Child Welfare Services
Section Administrator

Testimony to Senate Committee on
Human Services and Public Safety
for the Consideration and Re-confirmation of Director of Human Services

Hearing Date: Tuesday, 03 April 2007
Time: 1:15 p.m.

Rm: Conference Room 016

Aloha, Senator Chun-Oakland, Senator Ihara and Members of this Committee,

I am Pearl Lucinda Nani Key Campbell, President of the Legacy Coalition and member of Na Kupuna O Wai'anae. Thank you for this opportunity to testify before you in support of Lillian Koller as the Director of the Department of Human Services.

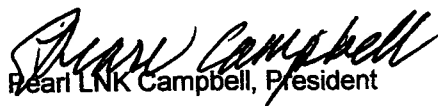
Lillian Koller and her staff have helped us facilitate the return of native Hawaiian infants and children to their families by the use of genealogy resource of Na Kupuna Tribunal, but today I have a personal story to share with you.

Many years ago my grandchildren were taken from their parents whose parental rights were involuntarily terminated. They were abused and mistreated by their adoptive parents and eventually with intervention by Na Kupuna O Wai'anae and Department of Human Services the parental rights of the adoptive parents were terminated and last year the children were returned to our family. The healing process began the day the children were back in our care and we continue the work today.

I don't have the words to express the joy I have in my heart. I don't have the words to describe the void that was left not knowing where the children were or how they were doing, then learning of their abuse and mistreatment at the hands of others. I pray you never experience that pain.

I'm proud to be part of the work that we share with Lillian and her staff to protect our children. I am thankful for the courage it must have taken to do what had to be done to return my grandchildren to us. On behalf of the Legacy Coalition, we support Lillian Koller's reconfirmation and applaud her staunch leadership.

Mahalo,


Pearl LNK Campbell, President
The Legacy Coalition
86-459 Lualualei Homestead Road
Waiana'e, Hawaii 96792

Testimony

to

Senate Committee on

Human Services and Public Safety

for the Consideration and Re-confirmation of Director of Human Services

Hearing Date: Tuesday, 03 April 2007

Time: 1:15 p.m.

Rm: Conference Room 016

Aloha, Senator Chun-Oakland, Senator Ihara and Members of this Committee,

I am Pearl Lewis, Iku Lani o Na Kupuna O Wai'anae. It is a privilege to appear before you today in support of Lillian Koller's reconfirmation as Director of the Department of Human Services for the State of Hawai'i.

Lillian Koller and her staff have been pivotal in creating a network of community groups, including law enforcement, private educational institutions, Office of Hawaiian Affairs, as well as na kupuna councils throughout the state in an effort to address the many challenges of native Hawaiian child welfare.

Together we are sharing our resources, such as genealogy, to locate families in promoting kinship placement of native Hawaiian children who are in foster care. Together we are exploring the feasibility of educational care versus foster care as a way to keep siblings from being separated and farmed out to one foster home after another as we work to reunite them with their parents. Together we are working to clarify and create uniform procedures for the removal of children from their homes.

Our work has just begun, and it is not without its challenges, but we wouldn't have come even this far if not for the commitment of Director Koller and her staff of dedicated people. Na Kupuna O Wai'anae pray your favorable consideration of the matter before you.

Mahalo a nui loa,



Pearl L. Lewis, Iku Lani

Na Kupuna O Wai'anae

P.O. Box 2011

Nanakuli, Hawaii 96792

The Honorable Senator Suzanne Chun-Oakland, Chair
Human Services and Public Health Committee
Hawai'i State Capitol, Room 016
RE: GM 275 Consideration & Reconfirmation of Director of Human Services

Aloha! Senator Chun-Oakland and Committee Members,

Last year's legislative session marked a turning point for those of us who have worked long arduous years to address the issue of Native Hawaiian Child Welfare within the unique complexity of sovereignty and statehood. Your committee's support has led to a partnership between the Department of Human Services and Na Kupuna Tribunal fostered by cultural respect and responsible leadership.

Lillian Koller and Amy Tsark have been pivotal in creating a collaborative network of community groups, law enforcement, private educational institutions, OHA, kupuna councils and, even more challenging, sovereignty groups at the forefront of native independence. Vibrant, persuasive and vigorous, this network serves as resource and works in concert with the Department to find solutions in the protection of children and families in Hawai'i .

In many ways, Na Kupuna Tribunal and the Department share common challenges and goals which compel both entities to conscientiously embrace the volatile dynamics involved in recognizing what changes need to be made, coping with the stresses and frustrations that changes create, and sustaining changes once they occur. It has been the Tribunal's privilege to witness and experience the integrity of leadership which Lillian exemplifies in her courage to challenge the status quo when warranted and her tenacious determination when searching for solutions.

No leader is without critics, however, even the critic must respect integrity and, in my humble opinion, that's what Lillian brings to the table. Na Kupuna Tribunal offers its support of her reconfirmation and prays for your committee's favorable consideration.

'O wau 'iho no,


Maile Hallums, Leo hano
Na Kupuna Tribunal

ARCA

Late

The Alliance of Residential Care Administrators

Testimony Supporting Lillian Koller's Reconfirmation

SENATE COMMITTEE on Human Services and Public Housing

Senator Suzanne Chun Oakland, Chair

Senator Norma Sakamoto

Senator Les Ihara, Vice Chair

Senator Fred Hemmings

RE: GM275 Reconfirmation of Lillian Koller as Director of DHS

Conference Room 016

April 3, 2007

Honorable Senator Suzanne Chun Oakland and Committee members,

I am Ron Gallegos, a Care Home Co-Owner for over 18 years. I am the Legislative Chair of the ARCA & the Hawaii Coalition of Care Home Administrators. There are over 450 Adult Residential Care Home Administrators (ARCHs) statewide. We care for about 2,400 Frail Elderly and Physically Challenged Residents living in our homes.

We Unanimously SUPPORT the Reconfirmation of Lillian Koller as DHS Director.

Many of the programs that Director Koller has initiated are still in their infancy. It will be a great setback to undo all that has been started and go back to status quo. Now that the momentum is building in these programs, we need to give her and these initiatives a chance to solidify for the next four years, so that the next administration and the people of Hawaii will benefit from the fruits of these initiatives.

Lillian has been a tremendous Asset to the State of Hawaii. She has saved the State Millions of dollars by fixing the RACC/Case manager challenges that she inherited when she accepted this job. . By working hand-in-hand with the State Legislature, she has helped to bring in many millions of Federal monies that had been available, but not previously applied for, by former Directors. Lillian is a great trouble-shooter. When a problem is brought to her attention, she tries to get to the source of that problem and fix it at the root, rather than using the band-aid approach, so common in Hawaii. Lillian has already made a huge impact on our states Human Services Programs, especially in the areas affecting Hawaii's children and our elderly. If Lillian is not reconfirmed, it will be an overwhelming loss to the state.

Please Reconfirm Lillian Koller as Director of DHS.

Thank you for allowing me the opportunity to testify.

Ron Gallegos (808)306-8886

LATE

GM 275

Submitting for consideration and confirmation as Director of the Department of Human Services, Gubernatorial Nominee, LILLIAN B. KOLLER, for a term to expire 12-6-2010.

to: Senator Suzanne Chun Oakland
from : James Wataru

Dear Senator Chun Oakland

My name is James Wataru and my wife Regina and I are former foster parents who have since adopted two brothers from the DHS and I am writing in strong support for Director Kollers reappointment to serve as the director of the DHS.

I can only speak to the foster care system and I know that is just a small portion of the DHS but I would like to say Director Koller has made many changes to the department and although they have not all been received well by many they have been for the better. most recently changes she has made in regards to the adoption assistance for family's who adopt a child out of foster care, with the change now every family that adopts will be eligible to receive these monies where in the past it was pretty much at the discretion of the social worker. these monies go a long way in helping these family's care for this new addition to there family and help make ends meet every month. it is a small price to pay to insure that today's youths have a loving home and a decent shot at becoming a contributing member of our society.

foster parents provide an invaluable service to the state because if you don't have foster parents then forget about more prisons you had better start opening orphanages because the number of kids in the system is staggering, over 2000 on any given day and often more than that and with the housing shortage and drug use not showing much signs of decreasing the number will only get bigger.

so I urge you to allow Director Koller to continue serving as the DHS director because not to recommend her confirmation now and start a new search would set the department back years because lets admit it this is not an easy job and nobody can just jump in and take over the learning curve is to great and just when they get the hang of it we will be right back here again and who will suffer in the mean time? the kids that's who so please consider that as you make this decision .

in closing I would ask that you not make this about party affiliation and I testify today as a dedicated Democrat this is much bigger than that and there is to much at stake.

Thank you for your time

James S Wataru

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Hearing Date: April 3, 2007
Time: 1:15pm
Place: Conference Room 016
State Capitol

LATE

Chair: Suzanne Chun-Oakland
Vice Chair: Senator Lee Jr. Ihara

Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

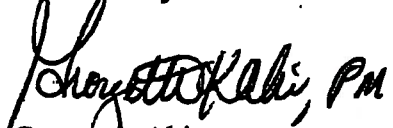
My, name is Georgette Aki. I am a resident of the Waianae Coast. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

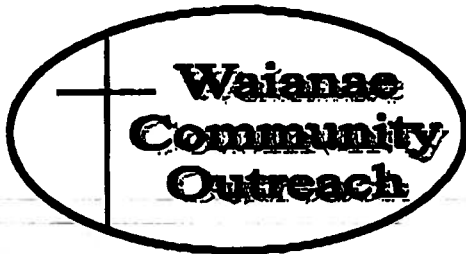
I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

As a mother who has gone through the CPS system and the trials and tribulations that come with it, I was very happy to see that some one on the very top would actually impact society for the greater good of the people. She has taken a stand even in the opposition of many and has stood tall. I strongly believe that she has made a difference and will continue to do so.

In closing, Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children who are our future.

Mahalo for your time and consideration,


Georgette Aki,
Resident of Waianae



P.O. Box 1912, Waianae, HI 96792
 87-217 St. John's Rd., Waianae, HI 96792
 Ph: (808) 696-5667 * Fax: (808) 696-1869
 wco-admin@hawaii.rr.com

Partnerships in Building Community

Hope for a New Beginning Shelter
 Barber's Pt. Bldg 50, Belleau Woods, Kapolei 96707
 Ph: (808) 682-HOPE (4673) * Fax: (808) 682-4670

LATE

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Hearing Date: April 3, 2007
Time: 1:15pm
Place: Conference Room 016
 State Capitol

Chair: Suzanne Chun-Oakland
Vice Chair: Senator Lee Jr. Ihara

Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

My, name is Georgette Aki, I am the Outreach Manager for Waianae Community Outreach. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

Through the years of working with the houseless population we have been faced with many barriers and challenges that have kept our families from sustaining and obtaining adequate housing. Ms. Koller has accomplished a number of things that have proven beneficial to the state, more importantly to the people, you and me.

In closing Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children who are our future.

Mahalo for your time and consideration,

Georgette Aki, em
 Georgette Aki,
 Waianae Community Outreach
 Outreach Manager

LATE

April 2, 2007

Dear Senator Chun Oakland,

Aloha, I am submitting this testimony for the hearing on GM 275 scheduled for April 3, 2007 at 1:15 p.m. in Room number 016. This is for the Senate Committee on Human Services and I would like 20 copies for submission per the hearing announcement.

My name is Elmalene Peltier and I wanted to let you know that I greatly appreciate you and everyone for listening to our voice. I am 17 years old, still in foster care and I have a two month old child. I live with my older sister, Wendy Peltier, who struggled to put my family back together. She told me about Lillian Koller and she told me that if it wasn't for her and all the other social workers, judges, and people from the department who listen to her that our family would not be together right now. The most important goal for me while I was in foster care was going back with my own family. Lillian and all the other people in the DHS system made that possible. Right now I don't know what I would do without my sister, especially now that I have a child of my own. DHS made me and my siblings happy to be together at last and I wanted to share my appreciation of Lillian Koller and the Department of Human Services with all my heart. I really would like to see Lillian Koller stick around for a while. Thank you for listening.

Sincerely,
Elmalene Peltier



P.O. Box 1912, Waianae, HI 96792
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 Ph: (808) 696-5667 * Fax: (808) 696-1869
wco-admin@hawaii.rr.com

Partnerships in Building Community

Hope for a New Beginning Shelter
 Barber's Pt. Bldg 50, Belleau Woods, Kapolei 96707
 Ph: (808) 682-HOPE (4673) * Fax: (808) 682-4670

LATE

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Hearing Date: April 3, 2007

Time: 1:15pm

**Place: Conference Room 016
State Capitol**

Chair: Suzanne Chun-Oakland
Vice Chair: Senator Lee Jr. Ihara

Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

My name is Sybol Uelese I am the Program Specialist for Waianae Community Outreach. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

Through the years of working with the houseless population we have been faced with many barriers and challenges that have kept our families from sustaining and obtaining adequate housing. Ms. Koller has accomplished a number of things that have proven beneficial to the state, more importantly to the people, you and me.

In closing Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children.

Mahalo for your time and consideration,

Sybol Uelese
 Sybol Uelese,
 Waianae Community Outreach
 Program Specialist



Heart Gallery Hawaii

March 30, 2007

See their faces,
Know their Hearts.

MEMORANDUM:

TO: The Honorable Suzanne Chun Oakland
Chair, Human Services and Public Housing Committee

FROM: David Louis
Executive Director, Heart Gallery Hawaii

SUBJECT: Testimony for GM 275 supporting reconfirmation of DHS Director Lillian Koller

Aloha Honorable Suzanne Chun Oakland and Human Services and Public Housing Committee,

I respectfully submit this testimony on behalf of Heart Gallery Hawaii, a non-profit Organization with more than 200 volunteers statewide servicing children in foster care in **support** of the reconfirmation of Lillian B. Koller ESQ, for the position of Director for the Department of Human Services.

Our volunteer organization was mobilized **directly** by Director Koller to engage youth in foster care who are "legal orphans" to participate in our recruitment program that utilizes professional portraits to inspire permanent families to step forward.

Of significant note is that in years past many lettered people, including PHD's, MSW's, Clinical Director's and probably more, have suggested a similar program to previous Directors and other Child Welfare Services authorities and have been denied. In fact, there are more than 60 Heart Galleries in 45 states, but not Hawaii. In November of 2005, I, David Louis, a former foster youth, presented the idea to Director Koller and the CWS Social Worker Supervisors and Administrators statewide at a meeting put together by the Director. At the urging of Director Koller, a consensus was reached that it was in the best interest of the state, and especially the children in permanent care, that a Heart Gallery be formed for Hawaii.

Director Koller immediately responded to the idea of using volunteer professional photographers to personalize youth in permanent state care and then offered full support including technical support and guidance. Literally involved in every first step, Director Koller offered her personal cell number and took time to follow through with making sure that the Heart Gallery Hawaii would become a reality for our foster children.

She ordered that the participation was to be voluntary by the youth. She asked social service staff to team with former foster youth in re-approaching current foster children who had expressed reluctance in revisiting permanency goals, including adoption.

In what is one of Heart Galleries crowning achievements, and coincidentally a natural consequence of such a program, Director Koller asked workers to seek out, organize and report how many children were in the state that needed a permanency solution, where they were, their age, and then supported a team approach in recruitment efforts. Over the last year and a half, we saw the number of legal orphans in the state identified dramatically increase from a number in the thirties up to today where it is now numbered around 220. This is so key, as we can't help the children if we don't know about them, which is also a Heart Gallery Motto. This was a direct result of Director Koller's persistence in getting an accurate count of children in permanency.

Director Koller's passion to help these children is truly a highlight of her service to the State and the impact is immeasurable. To help one child go from orphan to being part of a family is a true miracle. But the Heart Gallery has helped dozens of children find adoptive homes, legal guardianships, college scholarships, jobs including apprenticeships for a trade, gain much needed clothing as well as provide positive recreational activities that these young people desperately need. Our youth have met with Mayors, council members, State Senators and Representatives as well as the Lt. Governor several times. They have enjoyed days with police officers and social workers- all of which has had a dramatic impact on the often negative perception of these public servants by the foster children.

Another wonderful result that has emerged is that children that may have been lost in the system under the paperwork and red tape and have been unseen by their social worker or have basic needs that haven't been met on a timely basis have gained access to administrators directly and services have been brought to date. This is so exciting- as the children are finding that they have a voice and that they are important to our social service staff. There is not to be a scientific study to follow this, but I can very well imagine that the impact of this will be seen in how foster youth view themselves and conduct themselves into their adult life- which could result in less homelessness, arrests and dependency on state resources once they leave foster care.

The Heart Gallery and all those serviced by our volunteers would benefit greatly by the confirmation of Director Koller.

Thank you for your kind consideration.

Sincerely,



David Louis
Executive Director, Heart Gallery Hawaii
(808) 295-1929

HEART  GALLERY HAWAII

Phone: (808) 295-1929
3554 Aliamanu St. Honolulu, HI, 96818
www.heartgalleryhawaii.com

HEART  GALLERY HAWAII

Phone: (808) 295-1929.
3554 Aliamanu St. Honolulu. HI. 96818
www.heartgalleryhawaii.com

TO:
The Honorable Suzanne Chun Oakland
Chair, Human Services and Public Housing Committee

**RE: Testimony for GM 275 supporting reconfirmation of DHS
Director Lillian Koller**

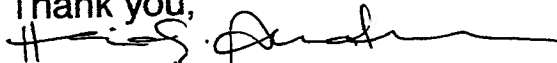
Honorable Suzanne Chun Oakland and Human Services and Public
Housing Committee,

I am writing in regard to my experience with Lillian Koller, Director of Human Services. During the past year I have become involved with a program that has not only become a part of my heart, but one that has changed the lives of many children in our state. The program, **Heart Gallery, Hawaii** would not be where it is, if it weren't for the help and support of Lillian Koller.

We have been extremely grateful for the doors she has helped to open for our organization so that we are able to bring attention to the children in the foster care system and in our efforts to find them permanent families. There are countless children who have been impacted by the work we have been able to do. While raising awareness through creating beautiful photographs of these children which have become part of displays across the state, we have been able to showcase not only their beautiful faces, but also their heartbreaking need for permanent families.

Ms. Koller's dedication to these children and the laws and authorities which effect them have been pivotal in our success and in the future success of these kids who have passed through the system, while under her supervision. We hope that her service will continue for the sake of our community and our future leaders.

Thank you,



Heidi Anderson
Director of Photography
Heart Gallery Hawaii

TO: The Honorable Suzanne Chun Oakland
Chair, Human Services and Public Housing Committee

RE: Testimony for GM 275 supporting reconfirmation of DHS Director
Lillian Koller

Honorable Suzanne Chun Oakland and Human Services and Public Housing Committee, I am writing to let you know how happy my family is today, because of two certain people who came into our lives; Lillian Koller, director of Human services, and David Louis, founder of the Heart Gallery of Hawaii.

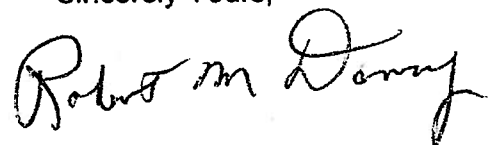
My two grandsons, Dana Perry age 12 and Nathan Pickering age 7, became orphans to the state of Hawaii two years ago. I, Donna Darcy the paternal grandmother of these children, was told by the social worker that I could write to the children only if I did not mention that I was not interested in adopting them or locating them. The year before we were reunited, I wrote faithfully to the oldest boy Dana. During the last couple of months of writing to him, he did not respond to my letters. I felt that he had lost hope. I was right. He later told me, he felt his whole family didn't want him or cared about him.

A spiritual brother, David Louis, told me of his quest for the Heart Gallery and his mission to find homes for the adoptive children of Hawaii. I became very excited and asked him if he could help me locate my grandsons, as I was interested in adopting them. He agreed to help me. He contacted the Human Service Director, Lillian Koller. Together they cut the red tape. We completed parenting classes and our visitation began almost immediately.

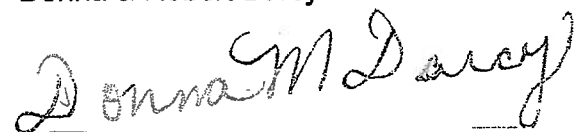
We are overwhelmed with joy. My grandson Dana told his present social worker, Lita McGovern, that he could not believe that we were planning to adopt him his brother Nathan. We also found out that the previous social worker, had mistakenly documented that that no family was interested in them.

Today, my husband, Robert, and I are presently the foster parents and we will be adopting the children the end of this April this year. We have been blessed. We are so happy all of this came to light. It's people like, David Louis and Lillian Koller that really care and make a difference in people's lives and we can never thank them enough!

Sincerely Yours,



Donna & Robert Darcy



Mr & Mrs Robert & Donna Darcy
475 Atkinson Drive Apt 1806
Honolulu, HI 96814

Elizabeth G. Fletcher, J.D., M.P.A.
1807 19th Way
Honolulu, Hawaii 96818
(808) 421-1402 (Home)

Testimony Before the

SENATE COMMITTEE ON HUMAN SERVICES

April 3, 2007, 1:15 p.m.
Room 16, State Capitol

In consideration of

GOVERNOR'S MESSAGE 275

TESTIMONY RELATING TO THE SUBMISSION OF GUBERNATORIAL
NOMINEE, **LILLIAN B. KOLLER**, FOR CONSIDERATION AND
CONFIRMATION TO SERVE AS THE DIRECTOR OF THE DEPARTMENT OF
HUMAN SERVICES, FOR A TERM TO EXPIRE DECEMBER 6, 2010

Chair Chun Oakland and Members of the Committee:

I **strongly support** the confirmation of Gubernatorial Nominee, Lillian B. Koller, Esq., to serve a second term as the Director of the Department of Human Services for a term to expire December 6, 2010.

I worked with Director Koller and her staff at the Department of Human Services ("DHS") when I was a Compliance Officer for the Department of Health, Developmental Disabilities Division (which provides services under a Medicaid waiver program¹) from October 2005 to October 2006. I have also worked with Director Koller and her staff during my tenure as an Administrative Rules Specialist at the Department of Taxation where I worked on legislative matters and served in the Long-Term Care Task Force (from October 2003 until October 2005).

I respectfully request confirmation of Director Koller for a second term to be the Director of DHS. Director Koller has endeavored to provide efficient and effective services and benefits to those who are the most vulnerable in our State. She has administered DHS' social programs with the aim to expand the self-sufficiency, self-determination, and independence of DHS clients.

Director Koller is exceptionally qualified to continue serving as Director of DHS. Director Koller is a consummate professional who always undertakes to gain an in-depth understanding of subject matters that are relevant to her Department's services and programs. Whenever analyzing or discussing a particular issue that is relevant to DHS' mandates, Director Koller displays an almost unlimited knowledge of the applicable complex policy issues, laws, and regulations that impact upon DHS' actions in the provision of services.

Director Koller possesses superior leadership skills. In her capacity as DHS' chief executive, she has excelled at identifying and selecting talented staff as division chiefs and branch chiefs. She excels at identifying strengths and talents of her staff

Testimony Relating to the Consideration of
Gubernatorial Nominee, Lillian B. Koller, Esq.
April 3, 2007
Page 2

and then allocating tasks among this staff accordingly. The DHS staff—and in particular DHS' supervisory staff—with whom I have worked have always been knowledgeable and willing to assist other State employees and individuals. I have no doubt that the DHS staff emulate Director Koller's thoroughness in all that she does.

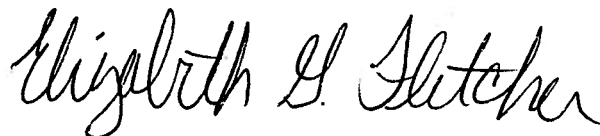
In order to expand DHS' programs and services in a fiscally responsible manner, Director Koller has re-doubled DHS' efforts to look for alternative, available funding sources, such as examining ways of better maximizing the amount of federal matching funds that may be sought within the bounds of the law and exploring other funding streams such as grant programs.

The actions of the DHS Director impact the lives of many residents. DHS provides the "safety net" for the most vulnerable citizens of our State. As the State's designated Medicaid agency, DHS has a direct relationship to the health and well being of those persons who receive services under Medicaid and QUEST. Director Koller has evinced the necessary skills and abilities to manage DHS in a responsible, yet compassionate manner.

It is important that this steady stewardship of DHS continue.

Director Koller has the proven skills and qualifications to continue to serve as this State's Director of the Department of Human Services. I am certain that she will continue to be a great asset to the State if she is confirmed. For these reasons, I request your favorable consideration of the Governor's nomination for Lillian Koller to serve another term as the Director of DHS.

Sincerely,



ELIZABETH G. FLETCHER, J.D., M.P.A.

¹ As you may know, the Department of Health, Developmental Disabilities Division's Home and Community Based Services Medicaid Waiver Program is referred to as a "waiver program" because federal law requires the State to seek a waiver under the Social Security Act of 1965, as amended, from the Centers for Medicare and Medicaid Services in order to use Medicaid funds to pay for services that are provided outside of an institutional setting. DDD's Home and Community Based Services Medicaid Waiver Program is a waiver authorized under § 1915(c) of Title XIX of the Social Security Act. 42 U.S.C. § 1396n(c)(1) (waivers known as "1915c" waivers are named after the section in the Social Security Act that created them).



POP - A Personal Opinion & Perspective Mar 30, 2007

Stan Young P O Box 3203 Honolulu HI 96801 (808) 221-5656

An Open Letter

Let's Continue the Progress

Stan Young, Blind Vendor, Matsunaga VA Clinic at Tripler Medical Center
Board member, National Federation of the Blind of Hawaii
President, National Association of Blind Merchants of Hawaii

January 8, 2007

Senator Suzanne Chun Oakland
Chairperson, Senate DHS Committee

Dear Senator Chun Oakland,

Thank you for your efforts to spark changes and improvements in the Department of Human Services. In the past, I know that we have not been on the same side on some issues. However, with the passage of time, your persistence in allowing open communications, we have, I believe, achieved an era of cooperation with DHS clients and the Administration. We ask you to help in continuing the improvements at DHS by re-confirming Lillian Koller as Director of the Department of Human Services.

One of the major accomplishments of the Koller administration was to recruit Mr. Joe Cordova. As you probably know, Mr. Cordova has extensive experience in administrating VR programs at state, regional, and national levels. Although he has been on board only a relatively short time, I can see many changes that are coming down the line that will improve the lives of the clients.

As a constituent, I humbly ask you, the members of your committee, and the Senate to re-confirm Lillian Koller as Director of the Department of Human Services. Again, thank you for your continuing support.

Mahalo,

Stan

LATE

April 2, 2007

Dear Senator Suzanne Chun Oakland,

I am submitting this testimony for the hearing on GM 275 scheduled for April 3, 2007 at 1:15 p.m. in Room number 016. This is for the Senate Committee on Human Services and I would like 20 copies for submission per the hearing announcement.

My name is Wendy Peltier and I am the president of the Hawaii Foster Youth Coalition. I am 20 years old, a former foster child, and a foster parent for my two siblings and my new born niece. I just wanted to let you know how much Lillian Koller is turning DHS around. She has been there for us youth a lot and attends our important conferences to show us how important we are. I admire her dedication.

If it wasn't for her telling me I am capable of doing things I wanted to, I don't think I would be where I am today. I first met her at my graduation luncheon where she gave us graduates a powerful speech, telling us that we can do it. She said to us that we made it this far and not to let anybody tell us we couldn't go farther. I will never forget those words she shared with us. I know for a fact she is truly dedicated to improving the foster care system and listens to youth.

I always say while you grow up and become an adult, there is always that one person who inspires you, there could be two, three or four. Fortunately I had a lot. I can honestly say that Lillian Koller was one of the people who inspired me. I appreciate her motivation and dedication to our system, and I believe she should stay as our director as long as she can. I know there are a lot of other youth out there that feel the same way. I would be glad to speak on behalf of the Hawaii Foster Youth Coalition in support of her continuing as Director.

We as an organization have improved and are still reaching out to other youth. As a leader in the coalition, I share the words that have helped me including the words that Ms. Koller shared with me.

Thank you for your time in listening. This means a lot to me because I now have a voice! Another thing, Lillian Koller told me at the graduation luncheon in 2004, "You have a voice, use it and let them hear you." So that is what I am doing. Thank you again.

Sincerely,
Wendy Peltier
President of Hawaii Foster Youth Coalition

LATE

The Honorable Senator Suzanne Chun-Oakland, Chair
Human Services and Public Health Committee
Hawai'i State Capitol, Room 016

RE: GM 275 Consideration & Reconfirmation of Director of Human Services
Hearing Date: Tuesday, April 3, 2007 @ 1:15 p.m.

Aloha! Senator Chun-Oakland and Committee Members,

Last year's legislative session marked a turning point for those of us who have worked long arduous years to address the issue of Native Hawaiian Child Welfare within the unique complexity of sovereignty and statehood. Your committee's support has led to a partnership between the Department of Human Services and Na Kupuna Tribunal fostered by cultural respect and responsible leadership.

Lillian Koller and Amy Tsark have been pivotal in creating a collaborative network of community groups, law enforcement, private educational institutions, OHA, kupuna councils and, even more challenging, sovereignty groups at the forefront of native independence. Vibrant, persuasive and vigorous, this network serves as resource and works in concert with the Department to find solutions in the protection of children and families in Hawai'i.

In many ways, Na Kupuna Tribunal and the Department share common challenges and goals which compel both entities to conscientiously embrace the volatile dynamics involved in recognizing what changes need to be made, coping with the stresses and frustrations that changes create, and sustaining changes once they occur. It has been the Tribunal's privilege to witness and experience the integrity of leadership which Lillian exemplifies in her courage to challenge the status quo when warranted and her tenacious determination when searching for solutions.

No leader is without critics, however, even the critic must respect integrity and, in my humble opinion, that's what Lillian brings to the table. Na Kupuna Tribunal offers its support of her reconfirmation and prays for your committee's favorable consideration.

'O wau 'iho no,

Maile K Hallums, Leo hano
Na Kupuna Tribunal
P.O. Box 2011
Nanakuli, Hawaii 96792

Hawaii Coalition of Care Home Administrators

820 Mililani Street, Suite 810 • Honolulu, Hawaii 96813-2938

Telephone (808) 537-4308 • Fax (808) 533-2739

April 3, 2007

LATE

**Testimony To: Senate Committee on Human Services and Public Housing
Senator Suzanne Chun Oakland, Chair**

Presented By: Tim Lyons, Legislative Liaison

**Subject: G.M. 275 – NOMINATING LILLIAN B. KOLLER, DIRECTOR OF THE
DEPARTMENT OF HUMAN SERVICES.**

~~Chair Chun Oakland and Members of the Committee:~~

I am Tim Lyons, Legislative Liaison for the Coalition of Care Home Administrators and we are in support of this nomination.

The Coalition has been very impressed with Director Koller's ability to work around obstacles that arise in delivering the services that are necessary to the community. We speak with particular experience with the rules and regulations as it relates to care home administrators and we have found Director Koller to be extremely balanced, fair and forthright in her approach of the delivery and regulation of these kinds of services.

It is without hesitation that we can highly recommend to this Committee that you confirm the nomination of Lillian B. Koller.

Thank you.

The Honorable Senator Suzanne Chun-Oakland, Chair
Human Services and Public Health Committee
Hawai'i State Capitol, Room 016
RE: GM 275 Consideration & Reconfirmation of Director of Human Services

Aloha! Senator Chun-Oakland and Committee Members,

Last year's legislative session marked a turning point for those of us who have worked long arduous years to address the issue of Native Hawaiian Child Welfare within the unique complexity of sovereignty and statehood. Your committee's support has led to a partnership between the Department of Human Services and Na Kupuna Tribunal fostered by cultural respect and responsible leadership.

Lillian Koller and Amy Tsark have been pivotal in creating a collaborative network of community groups, law enforcement, private educational institutions, OHA, kupuna councils and, even more challenging, sovereignty groups at the forefront of native independence. Vibrant, persuasive and vigorous, this network serves as resource and works in concert with the Department to find solutions in the protection of children and families in Hawai'i.

In many ways, Na Kupuna Tribunal and the Department share common challenges and goals which compel both entities to conscientiously embrace the volatile dynamics involved in recognizing what changes need to be made, coping with the stresses and frustrations that changes create, and sustaining changes once they occur. It has been the Tribunal's privilege to witness and experience the integrity of leadership which Lillian exemplifies in her courage to challenge the status quo when warranted and her tenacious determination when searching for solutions.

No leader is without critics, however, even the critic must respect integrity and, in my humble opinion, that's what Lillian brings to the table. Na Kupuna Tribunal offers its support of her reconfirmation and prays for your committee's favorable consideration.

'O wau 'iho no,


Maile Hallums, Leo hano
Na Kupuna Tribunal

Testimony

to

Senate Committee on

Human Services and Public Safety

for the Consideration and Re-confirmation of Director of Human Services

Hearing Date: Tuesday, 03 April 2007

Time: 1:15 p.m.

Rm: Conference Room 016

Aloha, Senator Chun-Oakland, Senator Ihara and Members of this Committee,

I am Pearl Lewis, Iku Lani o Na Kupuna O Wai'anae. It is a privilege to appear before you today in support of Lillian Koller's reconfirmation as Director of the Department of Human Services for the State of Hawai'i.

Lillian Koller and her staff have been pivotal in creating a network of community groups, including law enforcement, private educational institutions, Office of Hawaiian Affairs, as well as na kupuna councils throughout the state in an effort to address the many challenges of native Hawaiian child welfare.

Together we are sharing our resources, such as genealogy, to locate families in promoting kinship placement of native Hawaiian children who are in foster care. Together we are exploring the feasibility of educational care versus foster care as a way to keep siblings from being separated and farmed out to one foster home after another as we work to reunite them with their parents. Together we are working to clarify and create uniform procedures for the removal of children from their homes.

Our work has just begun, and it is not without its challenges, but we wouldn't have come even this far if not for the commitment of Director Koller and her staff of dedicated people. Na Kupuna O Wai'anae pray your favorable consideration of the matter before you.

Mahalo a nui loa,



Pearl L. Lewis, Iku Lani

Na Kupuna O Wai'anae

P.O. Box 2011

Nanakuli, Hawaii 96792

Testimony to Senate Committee on
Human Services and Public Safety
for the Consideration and Re-confirmation of Director of Human Services

Hearing Date: Tuesday, 03 April 2007
Time: 1:15 p.m.

Rm: Conference Room 016

Aloha, Senator Chun-Oakland, Senator Ihara and Members of this Committee,

I am Pearl Lucinda Nani Key Campbell, President of the Legacy Coalition and member of Na Kupuna O Wai'anae. Thank you for this opportunity to testify before you in support of Lillian Koller as the Director of the Department of Human Services.


Lillian Koller and her staff have helped us facilitate the return of native Hawaiian infants and children to their families by the use of genealogy resource of Na Kupuna Tribunal, but today I have a personal story to share with you.

Many years ago my grandchildren were taken from their parents whose parental rights were involuntarily terminated. They were abused and mistreated by their adoptive parents and eventually with intervention by Na Kupuna O Wai'anae and Department of Human Services the parental rights of the adoptive parents were terminated and last year the children were returned to our family. The healing process began the day the children were back in our care and we continue the work today.

I don't have the words to express the joy I have in my heart. I don't have the words to describe the void that was left not knowing where the children were or how they were doing, then learning of their abuse and mistreatment at the hands of others. I pray you never experience that pain.

I'm proud to be part of the work that we share with Lillian and her staff to protect our children. I am thankful for the courage it must have taken to do what had to be done to return my grandchildren to us. On behalf of the Legacy Coalition, we support Lillian Koller's reconfirmation and applaud her staunch leadership.

Mahalo,


Pearl LNK Campbell, President
The Legacy Coalition
86-459 Luualalei Homestead Road
Waianae, Hawaii 96792

March 30, 2007

LATE

Senator Suzanne Chun Oakland
Chair of Human Services and Public Health Committee
State Capitol Building Room 226
Honolulu, Hawaii 96813

Re: GM275-Reconfirmation of Director Lillian Koller

Dear Senator Oakland and members of the Committee

I am an administrator in Child Welfare Service (CWS) Branch. I am writing testimony of support the reconfirmation of Lillian Koller as the Director of the Department of Human Services.

In the past four years, under the current administration we in child welfare have benefited from various new initiatives. There have been more resources garnered under the leadership of Director Koller than previous administrations. She is a progressive thinker, passionate, driven and expects no less from her staff. Some of the initiatives had costs attached and in order to proceed Director Koller had to look for other funding sources; she was able to utilize federal money to increase and improve service delivery to children and families and provide some relief to CWS staff. Some of the accomplishments under Director Koller's administration are listed:

Differential Response System this was an initiative developed in response to Hawaii's performance in the Child and Family Services review done by the federal government. The response from this administration was quick, creative and thoughtful and proactive. The DRS has helped to decrease the number of cases coming in to CWS and line staff have seen a reduction in the number of cases, thus allowing them to focus and give more attention to the complex/serious child abuse and neglect cases that are accepted.

Confidentiality was revamped this has allowed us to be more transparent and increased our ability to share information which includes publicizing our missing/runaway children.

Family Finding and "Kin" placements promotes good practice and supports the importance of family and family connections. This is future promoted good practice and putting back into the forefront what had already been on out procedures.

Child and Adult Protective Specialist is a new classification of staff established in response to recognize that this type of work is more difficult and incentive to recruit and retain CWS workers.

Hui Ho'omalu- A true collaboration and partnership "working out-side the box" to bring together community agencies with their various knowledge and strengths for one contract to licensing and support foster families in Hawaii.

There have also been various other endeavors supported by Ms. Koller including Heart Gallery Hawaii, Ohana Conferencing, Youth Circles all to support Hawaii children and families. These are just a few of the accomplishments under Director Koller's leadership.

Sincerely,

Dana Kano,
Central Child Welfare Services
Section Administrator



LATE

UNITY SCHOOL

April 3, 2007

Chairperson Suzanne Chun Oakland and Senate Committee Members
Hawaii State Capitol
415 South King Street
Honolulu, Hawaii 96813

Attention: Senate At Arms / Fax: 586-6659

~~Dear Chairperson Oakland and Senate Committee Members:~~

We in Hawai'i have benefited greatly by the efforts and hardwork of Lillian Koller. Her work as a public servant goes beyond all expectations as evident by the accomplishments of her and her department. Lillian Koller is a dream model for our youth. She is not afraid of difficult tasks and adversity. Her stands regarding child abuse in Hawai'i should be commended. Ms. Koller's ability to look beyond and anticipate the needs of the people of our state make her a true visionary.

We personally applaud the work she's done and realize that she is dedicated to those who sometimes cannot help themselves.

Please do recognize her work by supporting the confirmation of Lillian Koller as the Director of Human Services.

Sincerely,

Randi Roberts, Director
Unity School

Jeanne Robinson, Office Manager
Unity School

ARCA

Late

The Alliance of Residential Care Administrators

Testimony Supporting Lillian Koller's Reconfirmation

SENATE COMMITTEE on Human Services and Public Housing

Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Vice Chair

Senator Norma Sakamoto
Senator Fred Hemmings

RE: GM275 Reconfirmation of Lillian Koller as Director of DHS

Conference Room 016

April 3, 2007

Honorable Senator Suzanne Chun Oakland and Committee members,

I am Ron Gallegos, a Care Home Co-Owner for over 18 years. I am the Legislative Chair of the ARCA & the Hawaii Coalition of Care Home Administrators. There are over 450 Adult Residential Care Home Administrators (ARCHs) statewide. We care for about 2,400 Frail Elderly and Physically Challenged Residents living in our homes.

We Unanimously SUPPORT the Reconfirmation of Lillian Koller as DHS Director.

Many of the programs that Director Koller has initiated are still in their infancy. It will be a great setback to undo all that has been started and go back to status quo. Now that the momentum is building in these programs, we need to give her and these initiatives a chance to solidify for the next four years, so that the next administration and the people of Hawaii will benefit from the fruits of these initiatives.

Lillian has been a tremendous Asset to the State of Hawaii. She has saved the State Millions of dollars by fixing the RACC/Case manager challenges that she inherited when she accepted this job. . By working hand-in-hand with the State Legislature, she has helped to bring in many millions of Federal monies that had been available, but not previously applied for, by former Directors. Lillian is a great trouble-shooter. When a problem is brought to her attention, she tries to get to the source of that problem and fix it at the root, rather than using the band-aid approach, so common in Hawaii. Lillian has already made a huge impact on our states Human Services Programs, especially in the areas affecting Hawaii's children and our elderly. If Lillian is not reconfirmed, it will be an overwhelming loss to the state.

Please Reconfirm Lillian Koller as Director of DHS.

Thank you for allowing me the opportunity to testify.

Ron Gallegos (808)306-8886

LATE

GM 275

Submitting for consideration and confirmation as Director of the Department of Human Services, Gubernatorial Nominee, LILLIAN B. KOLLER, for a term to expire 12-6-2010.

to: Senator Suzanne Chun Oakland
from : James Wataru

Dear Senator Chun Oakland

My name is James Wataru and my wife Regina and I are former foster parents who have since adopted two brothers from the DHS and I am writing in strong support for Director Kollers reappointment to serve as the director of the DHS.

I can only speak to the foster care system and I know that is just a small portion of the DHS but I would like to say Director Koller has made many changes to the department and although they have not all been received well by many they have been for the better. most recently changes she has made in regards to the adoption assistance for family's who adopt a child out of foster care, with the change now every family that adopts will be eligible to receive these monies where in the past it was pretty much at the discretion of the social worker. these monies go a long way in helping these family's care for this new addition to there family and help make ends meet every month. it is a small price to pay to insure that today's youths have a loving home and a decent shot at becoming a contributing member of our society.

foster parents provide an invaluable service to the state because if you don't have foster parents then forget about more prisons you had better start opening orphanages because the number of kids in the system is staggering, over 2000 on any given day and often more than that and with the housing shortage and drug use not showing much signs of decreasing the number will only get bigger.

so I urge you to allow Director Koller to continue serving as the DHS director because not to recommend her confirmation now and start a new search would set the department back years because lets admit it this is not an easy job and nobody can just jump in and take over the learning curve is to great and just when they get the hang of it we will be right back here again and who will suffer in the mean time? the kids that's who so please consider that as you make this decision .

in closing I would ask that you not make this about party affiliation and I testify today as a dedicated Democrat this is much bigger than that and there is to much at stake.

Thank you for your time

James S Wataru

LATE

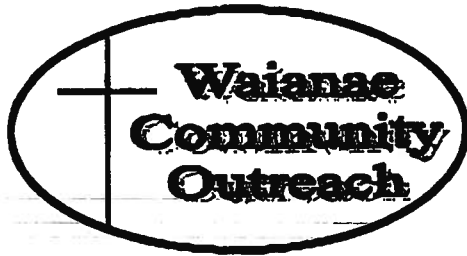
April 2, 2007

Dear Senator Chun Oakland,

Aloha, I am submitting this testimony for the hearing on GM 275 scheduled for April 3, 2007 at 1:15 p.m. in Room number 016. This is for the Senate Committee on Human Services and I would like 20 copies for submission per the hearing announcement.

My name is Elmalene Peltier and I wanted to let you know that I greatly appreciate you and everyone for listening to our voice. I am 17 years old, still in foster care and I have a two month old child. I live with my older sister, Wendy Peltier, who struggled to put my family back together. She told me about Lillian Koller and she told me that if it wasn't for her and all the other social workers, judges, and people from the department who listen to her that our family would not be together right now. The most important goal for me while I was in foster care was going back with my own family. Lillian and all the other people in the DHS system made that possible. Right now I don't know what I would do without my sister, especially now that I have a child of my own. DHS made me and my siblings happy to be together at last and I wanted to share my appreciation of Lillian Koller and the Department of Human Services with all my heart. I really would like to see Lillian Koller stick around for a while. Thank you for listening.

Sincerely,
Elmalene Peltier



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LATE

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Hearing Date: April 3, 2007
Time: 1:15pm
Place: Conference Room 016
State Capitol

Chair: Suzanne Chun-Oakland
Vice Chair: Senator Lee Jr. Ihara

Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

My, name is Georgette Aki, I am the Outreach Manager for Waianae Community Outreach. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

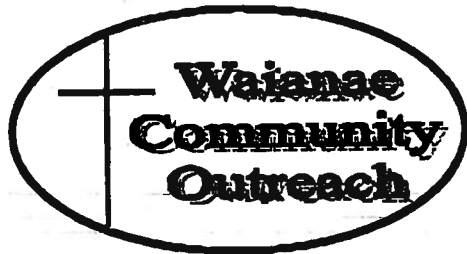
I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

Through the years of working with the houseless population we have been faced with many barriers and challenges that have kept our families from sustaining and obtaining adequate housing. Ms. Koller has accomplished a number of things that have proven beneficial to the state, more importantly to the people, you and me.

In closing Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children who are our future.

Mahalo for your time and consideration,

Georgette Aki, em
 Georgette Aki,
 Waianae Community Outreach
 Outreach Manager



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Vice Chair: Senator Lee Jr. Ihara

Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

My name is Sybol Uelese I am the Program Specialist for Waianae Community Outreach. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

Through the years of working with the houseless population we have been faced with many barriers and challenges that have kept our families from sustaining and obtaining adequate housing. Ms. Koller has accomplished a number of things that have proven beneficial to the state, more importantly to the people, you and me.

In closing Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children.

Mahalo for your time and consideration,


 Sybol Uelese,
 Waianae Community Outreach
 Program Specialist

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

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State Capitol

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Written Testimony for Confirmation of Lillian B. Koller as the Director of DHS

Aloha Committee Members,

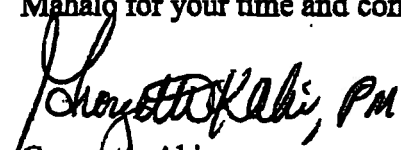
My, name is Georgette Aki, I am a resident of the Waianae Coast. I am in full support for the confirmation of Ms. Lillian B. Koller as the Director of the Department of Human Services.

I am in full support of this confirmation because I strongly believe that Ms. Koller makes a positive impact for our families as well as our community.

As a mother who has gone through the CPS system and the trials and tribulations that come with it, I was very happy to see that some one on the very top would actually impact society for the greater good of the people. She has taken a stand even in the opposition of many and has stood tall. I strongly believe that she has made a difference and will continue to do so.

In closing, Ms. Koller continues to care and be compassionate in dealing with the social issues that affect the poor and disadvantage, and most of all, our children who are our future.

Mahalo for your time and consideration,


Georgette Aki,
Resident of Waianae

LATE

April 2, 2007

Dear Senator Suzanne Chun Oakland,

I am submitting this testimony for the hearing on GM 275 scheduled for April 3, 2007 at 1:15 p.m. in Room number 016. This is for the Senate Committee on Human Services and I would like 20 copies for submission per the hearing announcement.

My name is Wendy Peltier and I am the president of the Hawaii Foster Youth Coalition. I am 20 years old, a former foster child, and a foster parent for my two siblings and my new born niece. I just wanted to let you know how much Lillian Koller is turning DHS around. She has been there for us youth a lot and attends our important conferences to show us how important we are. I admire her dedication.

If it wasn't for her telling me I am capable of doing things I wanted to, I don't think I would be where I am today. I first met her at my graduation luncheon where she gave us graduates a powerful speech, telling us that we can do it. She said to us that we made it this far and not to let anybody tell us we couldn't go farther. I will never forget those words she shared with us. I know for a fact she is truly dedicated to improving the foster care system and listens to youth.

I always say while you grow up and become an adult, there is always that one person who inspires you, there could be two, three or four. Fortunately I had a lot. I can honestly say that Lillian Koller was one of the people who inspired me. I appreciate her motivation and dedication to our system, and I believe she should stay as our director as long as she can. I know there are a lot of other youth out there that feel the same way. I would be glad to speak on behalf of the Hawaii Foster Youth Coalition in support of her continuing as Director.

We as an organization have improved and are still reaching out to other youth. As a leader in the coalition, I share the words that have helped me including the words that Ms. Koller shared with me.

Thank you for your time in listening. This means a lot to me because I now have a voice! Another thing, Lillian Koller told me at the graduation luncheon in 2004, "You have a voice, use it and let them hear you." So that is what I am doing. Thank you again.

Sincerely,
Wendy Peltier
President of Hawaii Foster Youth Coalition

Elizabeth G. Fletcher, J.D., M.P.A.
1807 19th Way
Honolulu, Hawaii 96818
(808) 421-1402 (Home)

Testimony Before the

SENATE COMMITTEE ON HUMAN SERVICES

April 3, 2007, 1:15 p.m.
Room 16, State Capitol

In consideration of

GOVERNOR'S MESSAGE 275

TESTIMONY RELATING TO THE SUBMISSION OF GUBERNATORIAL
NOMINEE, **LILLIAN B. KOLLER**, FOR CONSIDERATION AND
CONFIRMATION TO SERVE AS THE DIRECTOR OF THE DEPARTMENT OF
HUMAN SERVICES, FOR A TERM TO EXPIRE DECEMBER 6, 2010

Chair Chun Oakland and Members of the Committee:

I **strongly support** the confirmation of Gubernatorial Nominee, Lillian B. Koller, Esq., to serve a second term as the Director of the Department of Human Services for a term to expire December 6, 2010.

I worked with Director Koller and her staff at the Department of Human Services ("DHS") when I was a Compliance Officer for the Department of Health, Developmental Disabilities Division (which provides services under a Medicaid waiver program¹) from October 2005 to October 2006. I have also worked with Director Koller and her staff during my tenure as an Administrative Rules Specialist at the Department of Taxation where I worked on legislative matters and served in the Long-Term Care Task Force (from October 2003 until October 2005).

I respectfully request confirmation of Director Koller for a second term to be the Director of DHS. Director Koller has endeavored to provide efficient and effective services and benefits to those who are the most vulnerable in our State. She has administered DHS' social programs with the aim to expand the self-sufficiency, self-determination, and independence of DHS clients.

Director Koller is exceptionally qualified to continue serving as Director of DHS. Director Koller is a consummate professional who always undertakes to gain an in-depth understanding of subject matters that are relevant to her Department's services and programs. Whenever analyzing or discussing a particular issue that is relevant to DHS' mandates, Director Koller displays an almost unlimited knowledge of the applicable complex policy issues, laws, and regulations that impact upon DHS' actions in the provision of services.

Director Koller possesses superior leadership skills. In her capacity as DHS' chief executive, she has excelled at identifying and selecting talented staff as division chiefs and branch chiefs. She excels at identifying strengths and talents of her staff

Testimony Relating to the Consideration of
Gubernatorial Nominee, Lillian B. Koller, Esq.
April 3, 2007
Page 2

and then allocating tasks among this staff accordingly. The DHS staff—and in particular DHS' supervisory staff—with whom I have worked have always been knowledgeable and willing to assist other State employees and individuals. I have no doubt that the DHS staff emulate Director Koller's thoroughness in all that she does.

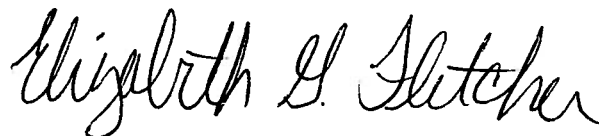
In order to expand DHS' programs and services in a fiscally responsible manner, Director Koller has re-doubled DHS' efforts to look for alternative, available funding sources, such as examining ways of better maximizing the amount of federal matching funds that may be sought within the bounds of the law and exploring other funding streams such as grant programs.

The actions of the DHS Director impact the lives of many residents. DHS provides the "safety net" for the most vulnerable citizens of our State. As the State's designated Medicaid agency, DHS has a direct relationship to the health and well being of those persons who receive services under Medicaid and QUEST. Director Koller has evinced the necessary skills and abilities to manage DHS in a responsible, yet compassionate manner.

It is important that this steady stewardship of DHS continue.

Director Koller has the proven skills and qualifications to continue to serve as this State's Director of the Department of Human Services. I am certain that she will continue to be a great asset to the State if she is confirmed. For these reasons, I request your favorable consideration of the Governor's nomination for Lillian Koller to serve another term as the Director of DHS.

Sincerely,



ELIZABETH G. FLETCHER, J.D., M.P.A.

¹ As you may know, the Department of Health, Developmental Disabilities Division's Home and Community Based Services Medicaid Waiver Program is referred to as a "waiver program" because federal law requires the State to seek a waiver under the Social Security Act of 1965, as amended, from the Centers for Medicare and Medicaid Services in order to use Medicaid funds to pay for services that are provided outside of an institutional setting. DDD's Home and Community Based Services Medicaid Waiver Program is a waiver authorized under § 1915(c) of Title XIX of the Social Security Act. 42 U.S.C. § 1396n(c)(1) (waivers known as "1915c" waivers are named after the section in the Social Security Act that created them).