

AGENCIES  
TESTIMONY



**PACT**  
**PARENTS AND CHILDREN TOGETHER**  
*A Family Service Agency*

1485 Linapuni Street, Suite 105  
 Honolulu, Hawai'i 96819  
 Tel. (808)847-3285  
 Fax (808)841-1485

OAHU PROGRAMS

- COMMUNITY TEEN CENTER
- CPS VISITATION CENTERS
- EARLY HEAD START/  
HEAD START
- ECONOMIC DEVELOPMENT  
CENTER
- FAMILY PEACE CENTER
- FAMILY VISITATION CENTER
- HANA LIKE HOME  
VISITOR PROGRAM
- INTENSIVE SUPPORT SERVICES
- KANEOHE COMMUNITY  
FAMILY CENTER
- KPT FAMILY CENTER
- OHIA - DOMESTIC VIOLENCE  
SHELTER
- PU'UHONUA DOMESTIC  
VIOLENCE CENTER
- RESPIRE CARE

MAUI COUNTY PROGRAMS

- FAMILY PEACE CENTER
- INTENSIVE SUPPORT SERVICES
- LANAI INTEGRATED SERVICES
- FAMILY VISITATION CENTER

KAUAI COUNTY PROGRAMS

- FAMILY VISITATION CENTER
- INTENSIVE SUPPORT SERVICES

Member:



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

FROM: Ruthann Quitiquit, President & CEO  
 Parents And Children Together

DATE: March 28, 2007

SUBJECT: **Testimony for GM 275 Supporting Reconfirmation of DHS  
 Director Lillian Koller**

I am writing in support of the reconfirmation of the Department of Human Services Director, Lillian Koller. As a provider of child welfare services within the state, I and other PACT staff have had the opportunity to be part of many of the positive changes that have occurred within the Department of Human Services over the past four years.

Under Director Koller's leadership, DHS quickly moved forward in the development of the Program Improvement Plan in response to the Federal Child and Family Services review. Through the implementation of the plan, DHS has made great progress in correcting many of the deficiencies identified by the Federal review team. During both the development and implementation processes, I have seen a level of partnership and collaboration among the Department, private providers of child welfare services and families that I have not experienced before.

During her tenure, Director Koller has led the Department in the development of many family strengthening initiatives that have had a positive impact on the lives of most vulnerable children and families in the State. Many of these program were funded through Director Koller's ability to expand the use of TANF funds.

Establishing the partnerships and developing the increased collaborations as identified above, was not an easy process considering the number of people and personalities involved. However, changes in leadership and the resulting change in direction are always difficult. I believe that Director Koller, if reappointed, will continue to expand the Department's collaborative efforts with all players and will continue to work towards helping Hawaii's neediest individuals.

Mahalo for allowing me to acknowledge Director Koller's contributions over the past four years and your ongoing support for her reappointment is much appreciated.

**TESTIMONY**

March 14, 2007

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

**FROM:** Jed Gaines, Founder/President  
Read Aloud America

**SUBJECT:** GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

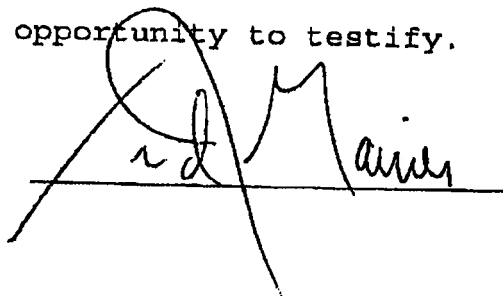
**Hearing:** Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Jed Gaines and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter that I sent to you.

I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3-14-2007



# Read Aloud America<sup>™</sup>

*Building Families of Lifetime Readers*

The Honorable Suzanne Chun Oakland  
Senate Human Services Committee Chair  
Hawai'i State Capitol  
Room 226  
Honolulu HI 96813

Dear Senator Chun Oakland:

The purpose of this letter is to respectfully request that you support the reconfirmation of Lillian Koller as director of the State Department of Human Services. Director Koller has accomplished a great deal for the people of Hawai'i during her four-year tenure, and I believe she deserves the opportunity to continue her fine work over the next four years.

I am particularly grateful for her department's support of our Reading Aloud America (RAP) family literacy program. As I am sure you know RAP brings together parents and their children to share the joy of reading during evening sessions at local public schools. This nonprofit program builds stronger families and communities and helps students acquire the skills they need to achieve in the classroom.

Director Koller's support of RAP is just one example of her innovative approach to helping needy families in our state. I am most grateful for her efforts, and I sincerely hope you and your colleagues will vote to reconfirm her during the Senate hearing process.

Sincerely,

  
Jed Gaines  
Founder / President

Enclosures

Jed Gaines  
FOUNDER

Daniel A. Bent, Esq.  
BOARD CHAIR

Charman Akina, M.D.  
DIRECTOR

Lyla Berg  
DIRECTOR

Arlene S. Ching  
DIRECTOR

James R. Harstad  
DIRECTOR

Jim Trelease  
DIRECTOR

Larry L. Myers, Esq.  
COUNSEL

Allen M. Arakaki, CPA

**Read Aloud America<sup>™</sup>**

email: [read@readaloudamerica.org](mailto:read@readaloudamerica.org) • website: [www.readaloudamerica.org](http://www.readaloudamerica.org)  
680 Iwilei Road • Suite 680 • Honolulu, Hawaii 96817 • Telephone 808-531-1985 • Facsimile 808-531-1984



# Read Aloud America

Building Communities of Lifetime Readers

## THE READ ALOUD PROGRAM / RAP #6

AUGUST AHRENS ELEMENTARY SCHOOL / 11-15-2006



By checking this box I am asking that these comments be distributed to my legislators and other community leaders.

This is a revolutionary program. It brought our family together by reading together. We go to the library as a family.

This program is something that our family looked forward to. It's great. Many of the community members benefited from the program.

Name (optional) \_\_\_\_\_

Zip Code 96797

RAP SPONSORS: STATE OF HAWAII, DEPT. OF HUMAN SERVICES  
CASTLE & COOKE • STARBUCKS • PEPSI HAWAII • FRITO-LAY HAWAII

**Read Aloud America** inc.

email: [read@readaloudamerica.org](mailto:read@readaloudamerica.org) • website: [www.readaloudamerica.org](http://www.readaloudamerica.org)

680 Iwilei Road • Suite 680 • Honolulu, Hawaii 96817 • Telephone 808-531-1985 • Facsimile 808-531-1984



# Read Aloud America®

Building Communities of Lifetime Readers

## THE READ ALOUD PROGRAM / RAP #2 NANAİKAPONO ELEMENTARY SCHOOL / 9-13-2006

PLEASE TAKE A FEW MINUTES TO COMMENT ABOUT TODAY'S SESSION - THANK YOU

This is our third year and every year is better than the last. Keep up the good work and PLEASE keep coming back. We really enjoy having this time together as a family. We love hearing the stories and ~~it~~ all the knowledge of information we ~~receive~~ receive is great. We have learned a lot and practice some of it at home. We have even found our selves turning off the T.V. more and more.

**RAP SPONSORS: STATE OF HAWAII, DEPT. OF HUMAN SERVICES  
BUILDING INDUSTRY LABOR ASSOCIATION  
CASTLE & COOKE • STARBUCKS • PEPSI HAWAII • FRITO-LAY HAWAII**

**Read Aloud America™**

website: [www.readaloudamerica.org](http://www.readaloudamerica.org)

680 Iwilei Road • Suite 680 • Honolulu, Hawaii 96817 • Telephone 808-531-1985 • Facsimile 808-531-1984



# Read Aloud America

Building Communities of Lifetime Readers

## THE READ ALOUD PROGRAM / RAP #6

NANAIKAPONO ELEMENTARY SCHOOL / 11-8-2006

By checking this box I am asking that these comments be distributed to my legislators and other community leaders.

Being read to is wonderful.

This program has taken me back to the library and I'm so thankful for this great program.

My Ohana comes to the sessions and we have a fun learning experience. ☺ Before I read out of necessity now I read for joy and enjoyment, and fun. Our Ohana has a special bond cause we are all reading more cause of RAP.

This RAP program is building avid readers and a positive community. ☺ Please continue this this beneficial, worthwhile program. Mahalo nui loa.

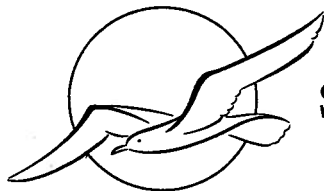
Name (optional) \_\_\_\_\_

Zip Code \_\_\_\_\_

RAP SPONSORS: STATE OF HAWAII, DEPT. OF HUMAN SERVICES  
BUILDING INDUSTRY LABOR ASSOCIATION  
CASTLE & COOKE • STARBUCKS • PEPSI HAWAII • FRITO-LAY HAWAII

**Read Aloud America** inc.

email: [read@readaloudamerica.org](mailto:read@readaloudamerica.org) • website: [www.readaloudamerica.org](http://www.readaloudamerica.org)  
680 Iwilei Road • Suite 680 • Honolulu, Hawaii 96817 • Telephone 808-531-1985 • Facsimile 808-531-1984



# Seagull Schools

Main Office: 1300 Kailua Road, Kailua, Hawaii 96734  
Tel: (808) 261-8534 · Fax: (808) 261-7052  
[www.seagullschools.com](http://www.seagullschools.com) · Email: [seagull@aloha.com](mailto:seagull@aloha.com)

## Testimony

To: Senator Suzanne Chun-Oakland, Chair  
Senator Les Ihara, Vice Chair

Fr: Chuck Larson #225-5896  
Seagull Schools

Re: GM 275: Confirmation of Lillian Koller for Director of Department of Human Services

Hearing Date: 4/3/07  
Time: 1:15 p.m.  
Place: Conference Room 016  
Number of Copies: 6

This testimony supports the consideration and confirmation for nomination of Lillian Koller for the Director of the Department of Human Services.

As the executive director of Seagull Schools for the past 37 years, I have witnessed a gradual changing of attitudes and policies regarding early education and childcare in our state. The value of early education has long been recognized in the overall continuum of education, but has been consistently neglected in the allocation of resources needed for implementation.

Since the beginning of Ms. Koller's tenure as the director of D.H.S., there has been a significant increase in the state's support of childcare and early education. It has resulted in increased eligibility and services to low and moderate income families, increased availability and quality of childcare programs, and increased incentives for attracting and retaining much needed personnel into the fields of preschool teaching.

Ms. Koller, herself, has demonstrated an openness and availability that has facilitated discussion that is truly inspiring. As a result, there is a renewed enthusiasm among professional early educators that beneficial strategies for supporting early education will continue to be implemented as they have in the past year.

Thank you for this opportunity to testify.

Respectfully Submitted,

Chuck Larson

### Board of Directors

Maeda Timson <i>President</i>	Chuck Larson <i>Executive Director</i>
Deborah Sharkey <i>Vice President</i>	Cheryl Campbell <i>Chief Financial Officer</i>
Michael Flannery <i>Treasurer</i>	Jayne Arasaki <i>Director of Operations</i>

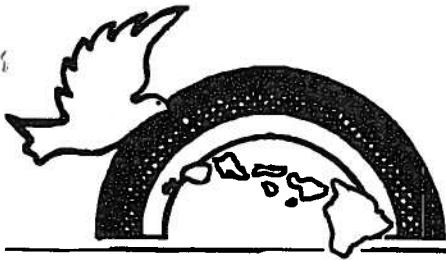
Mike Buck	Glenn Mason
Gordon Bruce	Wyeth Matsubara
Kevin Doyle	Angie M. Runyan
Lissa Guild Eveleth	Cheryl D. Soon

### School Locations

Kailua - 261-8534  
Kapolei, Food Service & Adult Day Center - 674-1444  
The Early Education Center, Honolulu - 533-0004  
Mauna Lani, The Big Island of Hawaii - 885-3557  
Administrative Office - 261-8534







# The Arc of Kauai

for Children and Adults with Disabilities

3201 Akahi Street, Lihue, Hawaii 96766, Phone (808) 245-4132, Fax (808) 246-172

March 6, 2007

Honorable Senator Suzanne Chun Oakland and Members of the Human Services and Housing Committee  
State Capitol, Hawaii State Senate  
415 South Beretania Street  
Honolulu, Hawaii 96813

Re: 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

**In Support of Gubernatorial Nominee, Lillian B. Koller**

Dear Chair Chun Oakland and Members of the Committee:

My name is Ellen Ching and for the past 21 years, I have served as the Executive Director of The Arc of Kauai. The Arc of Kauai is a private non-profit organization that was formed by parents in 1961. Our primary mission is to secure for all people with developmental disabilities the opportunity to realize their goals and to choose where and how they learn, live, work and play. To this end, The Arc of Kauai develops implements and maintains a variety of programs and services for approximately 174 individuals.

**I am writing this letter in support of the Lillian B. Koller as a nominee for the Director of the Department of Human Services.**

I initially became acquainted with Ms. Koller in October 2002. At that time the Federal Government required that all Medicaid providers use a standardized billing form. For a small agency like The Arc of Kauai this was a huge challenge.

The State of Hawaii had entered into a contract with a company called ACS to process all of the bills, provide remittance notices, and payments accordingly. However this was a system of many moving parts, the agencies submitting the bills, the Department of Human Services to determine Medicaid eligibility and the Department of Health to authorize the services and the units of services.

As the saying goes, "the best laid plans often go awry". At one point, The Arc of Kauai had over \$250,000.00 in outstanding bills. For a small organization like The Arc of Kauai this is a significant amount that seriously affected the organization's cash flow, our ability to provide services, and if left unchecked would have meant the end of our organization.

**The Arc of Kauai Testimony Re: GM 275**

**Page 2**

**March 6, 2007**

I was pleasantly surprised and pleased with Director Koller's openness and willingness to get actively involved to resolve this statewide issue. Due to the complex nature of this problem the resolution did not come overnight but extended on for several years.

As I recall the billing and payment problem became such a crisis, that this Senate committee on Human Services and Senator Chun Oakland held several hearings on this issue and in 2004 adopted SCR106 SD1, Requesting an inquiry into the delays in payment to developmental disability providers.

I appreciated the diligence and persistence that Director Koller displayed in tackling such a difficult issue and how willing she was to use all of her available manpower and resources to address this recalcitrant problem.

Although, this issue has not totally been resolved, it has improved significantly. I believe this was the direct result of the combined efforts and leadership of this committee, its Chair, Senator Chun Oakland, the Department of Health – Division Chief and the Department of Human Services Director Lillian Koller.

I humbly ask for your support of Lillian Koller, the Gubernatorial Nominee for the Director of the Department of Human Services.

Should you need more information or have any questions, please feel free to call me at (808) 245-4132 ext. 18 or 16. Thank you.

Sincerely,



Ellen Ching  
Executive Director

# TESTIMONY

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

FROM: Susan Miller

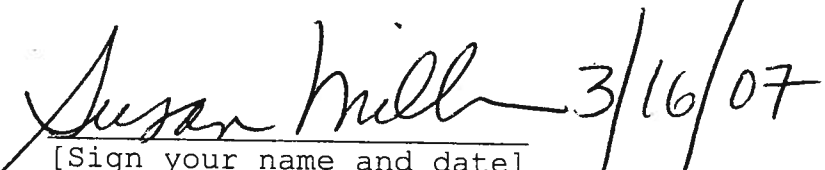
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Susan Miller and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 02, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

# UNIVERSITY OF HAWAII AT MĀNOA

Center on Disability Studies

University Center on Excellence in Education, Research and Service

Jan. 2, 2007

Honorable Suzanne Chun-Oakland  
Hawaii State Capitol, Room 226  
415 S. Beretania Street  
Honolulu, HI 96813

Dear Senator Chun-Oakland:

Over the past three years, the University of Hawaii Center on Disability Studies and the state's Department of Human Services have convened and facilitated the work of a statewide coalition of public and private partners to address barriers to the state's Medicaid systems, which, historically, have prevented persons with disabilities full access to competitive employment choices. This work around Medicaid systems change has been funded under a federal Medicaid Infrastructure Grant through the Centers for Medicare and Services.

The DLIR Workforce Development Council has served as the MIG governance council, including extensive participation by consumers and self-advocates and healthcare and employment specialists, statewide and across disabilities. Support across the state includes: (\*new in 2006): Gov. Linda Lingle, Hawaii State Senate and House senators and representatives, University of Hawaii statewide system, Hawaii Business Leadership Network (BLN)\*, State Department of Health (DOH) Adult Mental Health Division, the DOH Developmental Disabilities Division, DOH Child and Adolescent Mental Health Division\*, the DHS Division of Vocational Rehabilitation, the State Developmental Disabilities Council, DHS TANF Agency, Department of Labor and Industrial Relations, Workforce Development division\*, Small Business Development Center Network, the DOL One-Stop Centers\*, the Hawaii Office of Disability Rights (Protection and Advocacy), Social Security Administration Work Incentive Coordinator Office, Hawaii Centers on Independent Living, the DLIR Workforce Development Council and numerous other community and advocacy groups.

The project has made significant progress over the past two years, with many barriers yet to be fully addressed. There are significant logistical issues to be addressed; including finding how the state's transition of Medicaid into managed care will impact a Medicaid cost sharing program for working people with disabilities as well as waiver services in the future. This is a critical time for UH as a neutral entity to be involved in the community-state dialogue to ensure consumer needs related to employment are properly linked to healthcare services within a managed care organization (MCO). Activities of the Hawaii MIG have paralleled changes in Medicaid waiver services. In 2006, "Supported Employment" was added as a new and separate service category distinct from Habilitation-SE (supported employment pre-vocational training); the State Division of Vocational Rehabilitation is working closer with the DD/MR case managers on competitive employment preparation and employment placements. And, while PAS has always been available for use in the workplace, education and public awareness campaigning is underway through a Work Incentive Network to encourage employment as a positive factor in long-term wellness and better quality of life.

# UNIVERSITY OF HAWAII AT MĀNOA

## Center on Disability Studies

University Center on Excellence in Education, Research and Service

With Lillian Koller's support, Hawai'i has again been awarded federal funding through CMS for Medicaid Infrastructure systems change. The Center for Medicaid and State Operations at the Centers for Medicare and Medicaid Services has awarded Hawai'i with new funding for its Medicaid Infrastructure Grant in 2007. Along with Hawai'i, over thirty other states have created Medicaid buy-in programs, and a similar number of states have developed strong personal assistance services (PAS) over the seven years that the federal government has been awarding these grants. Hawai'i is in position to advance the Medicaid systems changes needed to promote supported, competitive employment for people with disabilities through a Medicaid Buy-in. This innovation provided under Lillian Koller's leadership remains critical to the Medicaid systems changes that Hawai'i needs to make in the next several years.

Sincerely,



Susan Miller  
Project Director  
Medicaid Infrastructure Grant

## TESTIMONY

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

FROM: Robert Stodden, ED

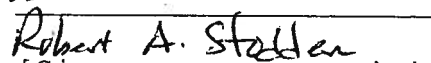
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Robert Stodden and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 25, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
Robert A. Stodden  
[Sign your name and date]

3/15/07

**U N I V E R S I T Y   O F   H A W A I I   A T   M Ā N O A**

The William S. Richardson School of Law  
Office of the Dean

January 16, 2007

Honorable Senator Suzanne Chun Oakland, Chair  
Senate Committee on Human Services  
Hawaii State Capitol  
415 South Beretania Street, Room 226  
Honolulu, HI 96813

Dear Senator Chun Oakland:

RE:    Confirmation of Lillian Koller as Director of the Department of Human Services

This is to request your favorable consideration of the reconfirmation of Lillian Koller as Director of the Department of Human Services.


Ms. Koller's leadership and support has allowed the William S. Richardson School of Law, the Department of Human Services, and the Judiciary to significantly improve the situation of families involved in judicial proceedings that result in or may result in children being placed in foster care. In particular, Ms. Koller has been instrumental in helping to establish and fund a program that trains graduate assistants and law students from the School of Law to work with families involved in child protective court cases (Chapter 587, Hawaii Revised Statutes).

Recent Law School graduates and students have participated, for example, in the development and implementation of training strategies for alternative dispute resolution and alternatives to out-of-home placement and drafted material to inform foster children of their legal rights and available community resources. They are evaluating the quality of legal representation provided to parties in a child protective case, and developing performance measures to assist family court judges manage their caseloads and to facilitate timely reunification and other permanency decisions for foster children. They also are preparing an orientation video for parents new to the child welfare judicial system, researching how to expedite appellate decisions in child welfare cases, and they are developing informational materials for parents about the termination of parental rights and the appeals process.

In addition--and again with Ms. Koller's crucial support--the School of Law will embark this month on a cutting-edge clinical program with child welfare at its core. In this innovative program that is likely to become a national model, professional school students in law, social work, nursing, and education will study and work collaboratively across disciplines to address the special needs of at-risk youth in our community.

To be sure, much more remains to be done, but Ms. Koller is to be commended for her leadership and her ongoing efforts to improve the lives of the thousands of children in Hawaii's foster care system. Based on the Law School's experience in working with Lillian Kohler, I urge you to reconfirm her as Director of the Department of Human Services and thereby to support continuation of the vitally important work she has begun.

Sincerely yours,

  
Aviam Soifer  
Dean and Professor of Law

# TESTIMONY

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

**FROM:** Aviam Soifer AS

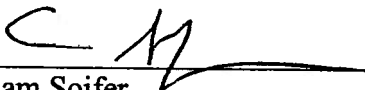
**SUBJECT:** GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.**  
**Conference Room 016, State Capitol**

My name is Aviam Soifer and I write in support of the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter, dated January 16, 2007. I now resubmit my letter as my official testimony explaining my experience with Lillian B. Koller and supporting her reconfirmation.

Thank you for this opportunity to testify.

  
Aviam Soifer  
March 27, 2007



# UNIVERSITY OF HAWAII AT MĀNOA

Center on Disability Studies

University Center on Excellence in Education, Research and Service

January 25, 2007

Honorable Suzanne Chun-Oakland  
Hawaii State Capitol, Room 226  
415 S. Beretania Street  
Honolulu, HI 96813

Dear Senator Chun-Oakland,

Over the past four years under the approval, guidance, and leadership of the Honorable Lillian Koller, Director of the Hawai'i State Department of Human Services (DHS) critical steps have been taken that are leading Hawai'i toward a sustainable systems transformation. Ms. Koller has devoted staff and other resources to ensure the evolution of our current social service system. While there are many examples; I would like to focus on her support and commitment to a collaborative business model that is capitalizing on public/private partnerships.

DHS has been the recipient of many federal grants during Director Koller's tenure. Two in particular have focused on a public/private model allowing for sustainability of the projects' most promising practices through private enterprise. Both grants have been funded by the Center on Medicare & Medicaid Services and have been facilitated by the University of Hawaii – Center on Disability Studies. In combination, these two grants have contributed more than \$9.35 million to the state and have had more than \$4 million of in-kind contributions committed to assist in the development and implementation of the projects by the private sector. The first was the development of the *Real Choices* website and the second is the newly funded Demonstration to Maintain Independence and Employment project that is focusing on new treatment and prevention alternatives for chronic illness, specifically diabetes.

In response to a growing demand for improved access to information and services by many people with disabilities and long-term care needs, Hawai'i developed and implemented the [www.RealChoices.org](http://www.RealChoices.org) website. This innovative web-based single-entry-point (SEP) system designed for consumers, by consumers and service professionals, provides information about community options for people of all ages with a disability and those with long-term care needs. It provides a framework to support community partnerships among persons with disabilities and those with long-term care needs, self-advocates and consumer representatives, and for-profit and non-profit agencies. The *Real Choices* website went live in February 2003. It has continued to expand both in capabilities and in its user base. To date, more than 500,000 users have visited the site.

Using a new public/private model for business, *Real Choices* was designed to be replicated to other counties and states. *Real Choices* makes use of the strengths of public agencies, private enterprises, and individual citizens to establish a community of stakeholders in every region where the system is deployed. Their participation ensures *Real Choices* meets the needs of the people. Also, the unique public/private collaboration achieves a level of success that sustains the operation and growth of the information system without relying on long-term public funding. Currently, the Hawai'i *Real Choices* has been replicated and is the foundation for numerous one-stop SEPs in 10 different states.

Senator Chun-Oakland

January 25, 2007

Page 2

The Hawai'i Demonstration to Maintain Independence and Employment (DMIE) project will be a joint endeavor between the DHS, UH-CDS, DOH and the Hawai'i Business Health Council. These agencies will engage in a collaborative effort with public and private employer and employee groups and their health care providers in a comprehensive community-based effort to assist individuals who are at high risk of becoming disabled/unemployed as a result of diabetes. The Planning Phase of the project began July 1, 2006 and it is anticipated that the Implementation Phase will begin March 1, 2007 through September 30, 2009.

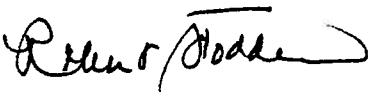
The Project will develop and implement a comprehensive community-based employment maintenance effort for individuals with diabetes who are at high risk of becoming disabled (i.e., becoming unemployed). Conducted on Oahu, the Project will randomly assign 534 participants from the above described populations to two equally sized study groups of 267 participants into the follows: (1) a control group – Business as Usual will consist of persons not receiving any intervention services, supports, or effects other than those for which they are eligible either through standard work practices or other means, and (2) an intervention group who will experience Life Coaching support services consisting of preventative medication use and other health care services, including assisting participants to clarify their life and workplace goals to achieve stated lifestyle outcomes.

The project will statistically demonstrate the difference between the proposed intervention and the control group on the following outcomes: 1) improved health status; 2) continued employment; 3) increased earnings; 4) decreased absenteeism; and 5) maintenance of continued independence from SSDI and SSI benefits. At the federal level, the results will be used to evaluate current Medicare and Medicaid policies and reimbursement procedures. This project is funded at approximately \$8 million with an additional \$6.4 million contributed by private industry and state and local agencies.

Director Koller is helping to set a new direction for our social service system. She has been bold enough to "think out of the box" and approach issues with new sustainable business models that are proving to be extremely successful. Her commitment to collaboration has allowed Hawai'i to be responsive to the needs of our constituents while demonstrating national leadership. I fully support Director Koller based on her past successes and future plans for the Department.

Should you have questions regarding these comments or would like further information on the research that is being conducted in collaboration with DHS at CDS, please contact me at 808.956.9199.

Sincerely,



Robert Stodden *RS*  
Executive Director

Cc: Director Lillian Koller

# TESTIMONY

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

FROM: Tricia E. Wright, MD.

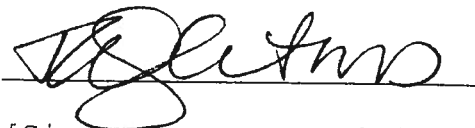
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Tricia E. Wright, MD and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 17, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.



[Sign your name and date]

3/19/07

**U N I V E R S I T Y   O F   H A W A I ' I   A T   M Ā N O A**

John A. Burns School of Medicine

Department of Obstetrics, Gynecology and Women's Health

January 17, 2007

Senator Suzanne Chun Oakland  
Chair, Human Services  
State Capitol, Room 226  
Honolulu, HI 96813

Dear Senator:

I am writing in strong support of Lillian Koller for reappointment to her position as Director of the Department of Human Services. As you are aware, I am the medical director of the perinatal substance abuse clinic that was established by Act 248 during the last legislative session. Ms. Koller and her office have been very helpful since the inception of the clinic idea. She was able to send staff to the meetings, and supplied a grant writer to help with a federal grant application. She has also agreed to be the liaison for the clinic money going forward in years 2007-2009, so that we avoid the problems obtaining the money that we experienced this year. She has also been instrumental in supplying contacts for us to apply for federal matching funds, which will allow us to expand our scope of services.

The perinatal clinic will be pairing closely with CWS in ensuring the health and welfare of our mothers and their children, and I believe that Lillian and her staff are dedicated to working with us in that endeavor. Also I know she has been very supportive of the Teen Pregnancy Prevention Program, which provides an invaluable service to the community.

In short, I believe Lillian is experienced, dedicated to her job, and should be reconfirmed.

Sincerely,



Tricia E. Wright, MD

## TESTIMONY

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

FROM: Michelle Amaya

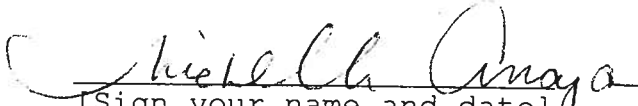
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Michelle Amaya and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 11, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

3/20/2007



# VSA Arts of Hawaii-Pacific

2201 Waimano Home Road, Hale C Pearl City, Hawaii 96706  
Telephone/Fax: (808) 455-6002

**VSA ARTS OF HAWAII-  
PACIFIC**

**BOARD OF DIRECTORS**

**Reverend Doctor  
Richard Walenta**  
*President*  
Kahumana Community  
Center

**Isaac Lau**  
*Vice President*  
Honolulu Weaver

**Jill Laughlin**  
*Secretary*  
University of  
Hawaii  
Lyon Arboretum

**Norrin Lau**  
*Treasurer*  
Finance  
Insurance, Ltd.

**Clarence  
Nishihara**  
Hawaii State  
Senator

**Charmaine  
Crockett**  
Human Rights  
Advocate

**Meleanna Aluli  
Meyer**  
Native Hawaiian  
Artist-Educator

**Jim Mihalke**  
Executive  
Director NAMI

**David Asato**  
Executive  
Director

To: Honorable Hawaii State Sen. Suzanne Chun-Oakland  
Chair, Hawaii State Health and Human Services Committee  
Fr: David Asato, Executive Director, VSA arts of Hawaii-Pacific *DA*  
Re: Endorsement of Lillian Koller as the Director of Hawaii DHS  
Date: January 5, 2007

On behalf of VSA arts of Hawaii-Pacific, I wish to extend my strong endorsement for re-appointing Lillian Koller as Director of the Hawaii Department of Human Services.

VSA arts of Hawaii-Pacific is a statewide agency that serves nearly 3,000 adults and youth in the communities, and in public schools in becoming adept at art-making, that promotes more, financial literacy, self-determination and independence daily life. We promote creative and cultural arts solutions in employment opportunities for people who have been and are chronically under and/or unemployment.

During the last four years of re-establishing VSA arts in Hawaii statewide, Ms. Koller has been open and enthusiasm in her support of VSA's mission to serve Hawaii's at-risk youth and adults who are poor and disenfranchised.

It has been refreshing important for VSA arts to work closely with DD/MR Waiver Association and the Department of Health, and the DD Council in the planning of the Hawaii direct service worker training institute. Ms. Koller has given VSA arts and the University of Hawaii Center on Disability Studies' Medicaid Infrastructure Grant team the approval and the latitude to work jointly on behalf of people with disabilities to make workplace personal assistance services an integral component of a healthy and happy lifestyle.

We need more leaders like her. Thank you for the important work the committee does regarding matters of health and human services in Hawaii.

## TESTIMONY

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

FROM: David Asato

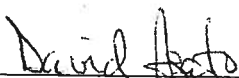
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is David Asato and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 05, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
\_\_\_\_\_  
[Sign your name and date]



# VISITOR ALOHA SOCIETY OF HAWAII

*"O KE ALOHA KE KULEANA O KAHU MALIHINI"*  
*(Love is the Host in Strange Lands)*

## BOARD OF DIRECTORS

Chair - Terence C. Wade, Ph.D.  
Licensed Clinical Psychologist  
Emotional Freedom Therapy Center  
Vice Chair - Rick Egged  
President, Waikiki Improvement Association  
Vice Chair - Warren Ferreira  
Corporate Director of Security  
Outrigger Hotels & Resorts  
Vice Chair - Jim Fulton  
Director of Communications  
Prosecuting Attorney's Office  
Vice Chair - Lori Lum  
Public Affairs Director  
Waiwai, Inc. Kawahana & Kamehaha LLP  
Vice Chair - Joe Magaki  
Director Emeritus Transportation  
City & County of Honolulu  
Secretary - Donald P. Yannell  
Sr. VP & Area Manager  
First Hawaiian Bank - Waikiki  
Treasurer - Lee W. Erwin, CPA  
Erwin, Cabrera, & Au, LLP

## DIRECTORS

Alvin Adams  
Honorary Consul, Consulate of Peru  
Lee D. Donohue  
Retired Chief of Police  
Honolulu Police Department  
Tina Yamaki  
Executive Assistant  
Hawaii Hotel & Lodging Association  
Tim Haverly  
Director of Security, Marine Surf Hotel  
Thomas W. Matthews  
President, TradeWest, Inc  
Greg Montgomery  
Partner/Manager, Tiki's Grill & Bar  
Masako Nashimoto-Luttrell  
President, Nashimoto & Associates, LLC  
Carol Pregill  
President, Retail Merchants of Hawaii  
Richard Soo  
Safety Specialist, Department of Education  
Katsumi Tanaka  
CEO, E-Now Corporation  
Lynne Toyofuku  
Attorney, Marr, Hipp, Jones & Wong  
Tom Wogan  
District Sales Manager, Delta Air Lines

**PRESIDENT &  
EXECUTIVE DIRECTOR**  
Jessica Lani Rich

January 9, 2007

Senator Suzanne Chun Oakland  
Hawaii State Capitol  
Room 226  
415 South Beretania St  
Honolulu, HI 96813

Re: Testimonial letter on behalf of Director Lillian B. Koller

Dear Senator Chun Oakland,

I would like to commend Department of Human Services Director (DHS) Lillian B. Koller for her outstanding work in the community. In the past several years, we have contacted her office to assist with visitors who decided to become residents.

Director Koller's staff contacted the Visitor Aloha Society of Hawaii to offer support for an assault victim. DHS did everything to ensure that the victim, a new resident, obtained prompt assistance in terms of food stamps and medical care. In another case, involving a morbidly obese man who came to Hawaii to live, and who was stranded in a wheelchair at Aloha Tower Marketplace, her office quickly went into action and did everything it could to take care of this man. They replaced his broken wheelchair and found him temporary shelter. Every human being is treated with dignity.

I hope that Director Koller continues to serve in her current capacity, for she is a caring administrator who has helped so many people in need. She has done more for the state of Hawaii by turning the Department of Human Services into a client-friendly agency and it is a pleasure to deal with her department.

Sincerely,

Jessica Lani Rich  
President & Executive Director



## TESTIMONY

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

FROM: Stacey Moniz

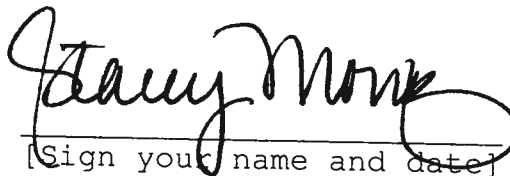
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

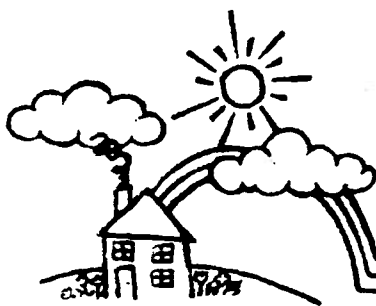
**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Stacey Moniz and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 20, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

 3/20/07  
[Sign your name and date]



HALE LOKOMAIKA'I

# WOMEN HELPING WOMEN

EMERGENCY SHELTER & PROGRAMS FOR VICTIMS OF DOMESTIC VIOLENCE

December 20, 2006

Senator Suzanne Chun Oakland  
415 S. Beretania Street, Room 226  
Honolulu, HI 96813

Aloha Senator Chun Oakland:

Please accept this letter in support of Lillian B. Koller, Director of the State of Hawaii Department of Human Services.

I have had the opportunity to work with Ms. Koller for the past several years in her position as Director of DHS and I have been grateful for her supportive ear and open office availability. As a Director, she is open to hearing the needs of the community, and especially important to me, she makes certain that neighbor island needs are included and considered. This is extremely important to me, as we have programs on Maui and on Lanai.

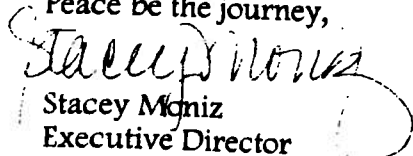
Ms. Koller is action oriented and has sought to find solutions for the needs of domestic violence shelters and programs throughout the state. Last year, working with the shelter directors for all the emergency domestic violence shelters, we approached Ms. Koller and stated that our current funding levels were not meeting the needs of all our programs statewide. She immediately sought solution and handled the challenges in a fair and equitable manner for all our programs. I was highly impressed with the way she helped us feel that our challenges were significant for her department and then took action.

The impact of the work we do is widespread. Last fiscal year, Women Helping Women sheltered over 300 women and children in our emergency shelter on Maui. Our domestic violence hotline answered over 12,000 calls, over 2,000 of which involved someone in crisis. Our agency saves lives. The state has 8 emergency domestic violence shelters. The numbers we serve are staggering.

I urge you to confirm Ms. Lillian Koller as the Director of the State of Hawaii Department of Human Services.

Please do not hesitate to contact me for further conversation or for more information. I can be reached at (808)242-6600 x20 or via email at [director@whwmaui.net](mailto:director@whwmaui.net).

Peace be the journey,

  
Stacey Moniz  
Executive Director

1935 Main Street, Suite 202 · Wailuku, Hawai'i 96793  
Administration 808-242-6600 · Fax 808-249-8147

Domestic Violence Hotline 808-579-9581 · TRO/Transitions Project 808-242-6777

①

December 20, 2006

To Whom it may Concern -

I am writing this letter because I hear they are thinking of closing the Women Helping Women Shelter in Maui.

I am shocked that anyone would consider doing this.

Women Helping Women changed my life 100% for the better.

When I first arrived there in March 2006 I was an abused woman with serious family issues, I was away from my children for the first time. They helped me rewrite with them.

I had serious medical issues which were not being addressed. They made sure I got to all of my Dr. appointments. It turned out I had a broken back and never got treated for it until I got to their shelter.

I also had very serious legal issues. I had been falsely accused and charged with crimes I did not commit.

②

They made sure that I made it to all of my court dates. When I left the Shelter they provided me with a car. That made it possible for me to attend my jury trial everyday and be acquitted (found not guilty) of all false charges against me. My abuser kept me completely isolated so I could not retain legal or medical services. When I was finally able to get to a phone without him around, I'm really glad Women Helping Women was there to take my call. The shelter is ideal for women like myself that need a confidential location and a strong supportive staff to aid them in gaining strength and independence.

I strongly urge you to keep a violence and abuse free lifestyle option open to ~~for~~ women who are brave enough to leave.

I strongly support Women Helping Women because they supported me and got my children their mother back.  
Nahalo in advance for keeping the shelter open.

(Dec. 21 2006

To whom it may concern,  
I would like to express gratitude towards the Womens Shelter (Upcountry Main). It truly changed my life. It facilitated in my transition from a highly abusive environment to an independant, strong lifestyle.

The Shelter was welcoming, provided therapy on so many levels, and gave me the confidence I needed.

Honestly, without it I don't know how I would of done. I do know that I always draw upon my time spent there it feel overwhelmed with warmth. Many fellow woman that were in the same position as well as-

Dec. 11 - - -

return for all the Shelter  
has done for me. I had  
two small children with me  
& I know they walked  
away with a similar experience.

The woman's Shelter is truly  
a treasure.

**December 26, 2006**

**To Whom It May Concern:**

**I wish I could tell everyone, everywhere, just how much Women Helping Women have made a difference in the lives of myself and my children. Our lives were in danger for nine years, I didn't know how to get help, I was afraid of finding the help and even more terrified of accepting the help. It was the most horrifying time of my life, when the day came when I had to leave. I fled for safety from another island and flew to Maui to seek safety. It was only there that I could sleep in peace, breathe with no fear and be a mom in every way I wanted. The support they offered, the guidance, the advocacy and the sincere loving and caring ways of this place made all the difference in my life, forever. They knew exactly how to help me without placing any pressure on me. They took my first steps into independence with me and never took any credit for it. They showed me how important I was and how worthy I was to live a peaceful life. Every step I took got bigger and harder as I filed for a restraining order, as I moved into the homeless shelter, as I started to grow into myself, but they were always there, right by my side to support me like I have never experienced and unconditionally. They might not know it, but they taught me to be who I wanted to be. I could never thank them enough. I was blessed with Women Helping Women and if there was ever a wish I could make for other victims of Domestic Violence, I would wish them the safety, love and support at the Women Helping Women Shelter on Maui. Please support this blessing that not only benefits Maui but the whole state of Hawaii.**

**Respectfully yours,**

**M.B., Survivor of Domestic Violence**

December 20, 2006

To Whom It May Concern:

Hello, I have been at the shelter for about two months now and would like to share what they have done for my daughter and me. We came here from Honolulu with very little and when we arrived at the shelter, they made us feel like we were home. I have no family here on Maui and was all-alone. They have taught me that you can be a survivor of domestic violence and still live a happy life. As for me and my daughter, we have learned that we don't need to be hitting and hurting each other in order to love one another and that there are other ways of expressing our feelings. We also have a lot of supportive women to talk to that are in a similar situation as we are so we don't feel all alone. Domestic Violence is a growing problem and I feel that there are not enough resources here on Maui. We should be able to have a safe place to go along with more resource groups, meetings, etc... I feel that we deserve to have safe houses for those who really need the help before people start dying because they have no place to turn to. There are too many women and children out there in the world being abused and having to stay with their abuser because there are no beds available, or not enough "safe places" for us to go to. Please help keep the shelter up and running because Maui really needs more bed spaces and shelters ready for those in need. We don't deserve to be hit by anyone!!!  
We are your grandmothers, mothers, daughters, and grand children. Help protect our future and stop domestic violence Now!!!

Thank You ,

Domestic Violence Survivors



DEC. 19, 2006

TO WHOM IT MAY CONCERN;

WOMEN HELPING WOMEN IS A SHELTER FOR VICTIMS OF DOMESTIC VIOLENCE.

I WAS TERRIFIED THAT MY ABUSER WOULD KILL ME AND THROW ME IN THE OCEAN AS HE STATED. I WENT TO THE POLICE AND THEY REFERRED ME HERE.

AFTER A WHILE THERE WERE TIMES TO GET TO KNOW STAFF AND OTHER VICTIMS.

MOTHERS AND YOUNG CHILDREN AND SINGLE WOMEN ALL HAD A PLACE TO FEEL SAFE AND SUPPORTED BY A NETWORK OF CARING STAFF AND OTHER GENEROUS PEOPLE.

THIS TYPE OF FACILITY IS VERY NEEDED, IT DID NOT EXIST YEARS AGO WHEN I WAS A YOUNG MOTHER. PERHAPS MY LIFE WOULD HAVE BEEN LIVED DIFFERENTLY.

PLEASE CONTINUE TO HELP THIS STAY IN EXISTENCE,

SINCERELY  
ALONA  
JANICE B.

# TESTIMONY

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

FROM: Jessica Lani Rich

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Jessica Lani Rich and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated January 09, 2007 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

*Jessica Lani Rich*  
[Sign your name and date]

Women  
In  
Need



Women In Need  
Family Resource Center  
85-979 Farrington Hwy Unit D  
Waianae, HI 96792  
Tel: (808) 696-1996 Fax: (808) 696-1919

December 11, 2006

Dear Senator Suzanne Chun-Oakland,

Aloha and thank you for taking the time to read my letter. I am writing to you to express my strong support of DHS Director, Lillian Koller.

My name is Michelle Amaya and I am currently the Outreach Specialist at Women In Need (WIN). However there was a time in my life when I was a client of Women In Need, and I must admit that I definitely utilized the resources that was offered to me and my family. You see, my children and I are survivors of domestic violence of homelessness of drug addiction and of C.P.S. My children took part of the youth program that WIN offers to at-risk children while I enrolled and graduated WIN'S domestic violence, anger management and life-skills classes. WIN is a small Non-Profit Organization that does big things to impact and help change many lives.

I wanted to be part of all the great things WIN does for the people in our community so I volunteered every chance I had. I soon became an employee of Women In Need, and immediately began to initiate and organize various outreach activities, I also began to raise community awareness towards our homeless population and our at-risk youth through implementing a donation program. This is when I began to truly understand how much of a struggle it is for a small non-profit to help our community. Another person who also understands and believes that it should not be a struggle for us is Lillian Koller. Lillian Koller believes in our mission and our vision, and has made sure that we continue to service the hundreds of people in our community. Without Lillian Koller's commitment and support Women In Need would not be able to bring significant improvement in peoples lives, especially the most vulnerable people in our state.

Lillian Koller is a woman of integrity, compassion and of tremendous change. Lillian Koller has my up most support. If you have any questions, please do not hesitate to call me at 696-1996 or cell 227-6402.

Warmest Aloha,

A handwritten signature in cursive script that reads "Michelle Amaya".

Michelle Amaya  
Outreach Specialist  
Women In Need  
Family Resource Center

**TESTIMONY**

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

**FROM:** Nancy Cullen


**SUBJECT:** GM275, Confirmation of Lillian B. Koller as Director of the Department of Human Services for a term to expire 12-6-2010


**Hearing:** Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Nancy Cullen and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my letter. I am now submitting my letter to you as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
\_\_\_\_\_  
Nancy Cullen

  
\_\_\_\_\_  
Date

Mar 30 07 02:31p

WIN Family Resource Center 808 696-1919

p.2



## Women In Need

85-979 Farrington Hwy D, Wai'anae, HI 96792 · Telephone 696-1996 · Fax 696-1919

---

Date: March 30, 2007

Dear Honorable Suzanne Chun Oakland,

I am writing this letter in strong support of the confirmation of Lillian B. Koller as Director of the Department of Human Services.

I am impressed with the changes I have observed in her department over the last several years. She has instilled knowledge and compassion in her work force to better prepare them to serve their clients. People in the community have found it much easier to access services of the Department of Human Services especially with the Med-Quest.

I was a volunteer with Women In Need for many years and watched the organization struggle through lean years. At times staff members differed their salaries for months just to keep the doors open. I now work for Women In Need on a part time basis and with Ms. Koller's funding support we are able to continue to provide much needed direct services to clients. We help with family day at the Women's Community Correctional Center, we meet with families at the Women's Spouse Abuse Shelter and with Women at a transitional housing facility, and we continually gather and distribute donations of clothing and other necessities.

One Sunday morning as I picked up a woman from the Women's Correctional Center and took her to her new residence I realized that this type of thing would not have been possible without the support of Lillian Koller. With her continued commitment to bettering the lives of the people of our islands Hawaii has a brighter future.

Sincerely,

  
Nancy Cullen

## TESTIMONY

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

FROM: Mary Scott-Lau

SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Mary Scott-Lau and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 11, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]

*Women  
In  
Need*



**WOMEN IN NEED**  
P.O. Box 414  
Waimanalo, HI 96795

Telephone: (808) 259-9049  
Email: winhi@gte.net

December 11, 2006

To: Senator Suzanne Chun Oakland

Re: Director Lillian Koller

This is a letter of highest support for Lillian Koller. In her three years as the Director of Human Services she has moved mountains and made tremendous changes that have opened up government. CPS was secretive before, social workers played God, everything was hush-hush, under the table and you couldn't get information. Since Lillian's appointment in 2003, she has shed light on everything, good and bad, including the tragic case of Peter Boy Kema.

Lillian was faced with a department wrought with problems when she started, including money shortages that stymied funding for vital programs. Lillian has made changes that have had a major impact, such as the lengthy MedQuest application. When she took over there were 14,000 children uninsured, because of her changes to the application to an easy to understand and fill out one pager- now 11,000 of those 14,000 are covered.

Lillian's only focus is to support, help and strengthen Hawaii's families and children. She installed Ohana Conferencing, much to dislike of the CPS old timers, that is a proactive way of dealing with families in the CPS system by sitting everyone down, from relatives to advocates and counselors, to come up with positive solutions and realistic goals.

Lillian Koller was named WIN's Women of the Year in 2005. She is a true advocate for women and children. Lillian is approachable, open and honest. If everyone in Government had her integrity and values, there would be no dishonesty and corruption. The system would flow smoothly, problems would be exposed and corrections would be made.

Lillian Koller has my utmost support. If you have any questions, please do not hesitate to contact me at 258-5706.

With Kindest Regards,

A handwritten signature in cursive script that reads "Mary Scott-Lau".

Mary Scott-Lau  
Executive Director  
Women In Need

Women

In  
Need



Women In Need  
Family Resource Center  
85-979 Farrington Hwy Unit D  
Waianae, HI 96792  
Tel: (808) 696-1996 Fax: (808) 696-1919

December 11, 2006

Dear Senator Suzanne Chun-Oakland,

I am writing to express my strong support for the Department of Human Services Director, Lillian Koller.

My name is Alainne Hieda and I am currently an employee of Women In Need (W.I.N). We are a small non-profit organization whose mission is to provide a variety of supportive and educational courses to women, men and children of all ages. The goal is to help Hawaii's families develop the basic tools and skills of personal development and self sufficiency to become independent and productive members of our community.

Without the support of Lillian we would not be in existence. It's always difficult to be a small non-profit organization trying to hang on in a big competitive world, with well known names circulating our islands. And yet, Lillian continues to have faith in our group that we will continue being successful in our mission. She not only helped in giving us support, but actually took the time to actively walk through in person to meet each one of us as well as some of our client that's successfully transitioned back into society and became productive citizens. She gave us a chance to prove that with just a little faith and confidence miracles can happen. Everyday that's what we see, miracles. To have touched another persons life in such a positive way that they will never, ever be the same. Without Lillians continued support what will become of W.I.N? She has compassion, drive and motivation in helping the people of her island. Where others in great position as herself seem to lose there views and empathy, or abuse there power and fail there community.

I am an outcome of how W.I.N has been successful in there mission. I was once lost, and forgotten left behind prison walls, with just a face and number. While being incarcerated I took the opportunity to take the classes provided by W.I.N. Women In Need has helped me gain back my pride, self-esteem, confidence to realize that I can succeed. I was given that chance to prove that I can make a change, to make a difference in my life as well as others. Please give that same chance and support to Lillian, because of her constant support with W.I.N I am able to be the women I am today.

If you would like to contact me, please do not hesitate to call. You can reach me at work Ph: 696-1996 or Cell: 457-5808.

Sincerely,

Alainne Hieda  
Administrative Assistant  
Women In Need (W.I.N)



## TESTIMONY

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

FROM: Alainne Hieda

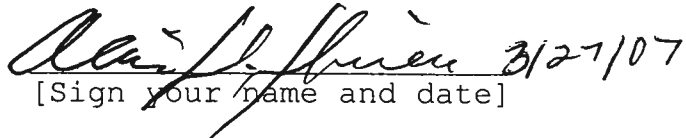
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol**

My name is Alainne Hieda and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my previous letter dated December 11, 2006 that I sent to you. I am now submitting my letter to you again as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

  
[Sign your name and date]



## Women In Need

85-979 Farrington Hwy D, Wai`anae, HI 96792 · Telephone 696-1996 · Fax 696-1919

---

March 27, 2007

My name is Erika Teska and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

In the summer of 1997, I moved to Hawaii with my 4-year-old daughter, and the father of my unborn child. I was seven months pregnant. We moved from Fresno, California because there is a lot of gang activity in Fresno. I believed Hawaii was the perfect place to raise a family away from violence.

However, after a while my boyfriend started coming home after work drunk. He would say abusive things. I would try to avoid him. But things got worse. Until one night he came home very drunk and wouldn't leave me alone. I was lying on the bed and he was yelling at me and then he started to jump up and down on the bed and me. My daughter ran and hid to one side of the room. I yelled for help- for someone to call the police. Finally a neighbor came by and my boyfriend told me to leave. However, it was the middle of the night and pouring down rain. The next day I packed.

I was isolated up Pupukea Road; so I had to walk down to use the phone. I called 911. They gave me the number for Hale Ole. I was afraid to stay and afraid to leave. But I left. I lived at the shelter for 2 1/2 months, while I was there my son was born. And the healing began.

While at the shelter, I attended the classes given by Women In Need (WIN). and used those tools I learned to create a safe and peaceful life for my children. The staff at WIN helped me to succeed. Without WIN's help and support, I would have gone back to my abuser. I had no where else to go. My children are happy now and good-natured. My daughter was involved with the Peer Mediation; she helps resolve conflicts at school. My son lives in a home without violence.

I feel very fortunate for the services I received. Now almost 10 years later, I work at WIN. I am teaching Life Skills at the same shelter to support other women leaving abusive relationships or in transition. I currently am a student at HPU working towards my Bachelors in Computer Science. I am here because of WIN and the support they receive from Department of Human Services. Funding for these types of organizations is imperative. Lillian Koller understands that and she is proactive in enforcing services that strengthen and empower families.

TESTIMONY

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

FROM: Erika Teska

SUBJECT: GM275, Confirmation of Lillian B. Koller as Director of the Department of Human Services for a term to expire 12-6-2010

Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room 016, State Capitol

My name is Erika Teska and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Attached is a copy of my letter. I am now submitting my letter to you as my official testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify.

Erika Teska  
Erika Teska

3/27/07  
Date