

**PUBLIC
INDIVIDUAL
TESTIMONY**

The Honorable Suzanne Chun Oakland
Human Services and Public Housing Committee Chair
Hawaii State Capitol, Room 226
415 South Beretania Street
Honolulu, Hawaii 86713

RE: GM 275
CONFIRMATION HEARING FOR DHS DIRECTOR LILLIAN KOLLER

Dear Senator Chun Oakland:

It is very disturbing that certain bureaucrats in the Department of Human Services are opposing the reconfirmation of DHS Director Lillian Koller. Change is a most terrifying thing for people who are entrenched in the system and are content with maintaining the status quo. They are not only afraid of change but are also very uncomfortable with the hands-on- management style of Atty. Lillian Koller and her relentless efforts to make significant and long-overdue changes in her Department.

As a statesman of your caliber who has the public interest foremost in your mind, please do not allow these few State employees to detract you from losing sight of the larger picture. Director Koller has taken concrete steps leading to positive changes to better the lives of the most unfortunate people of Hawaii who benefit from human services programs.

I am particularly grateful for her support of community-based treatment facilities for elderly and disabled adults. Her initiatives have increased the number of beds in these homes at a time when Hawaii and the nation are desperately seeking solutions to the long-term care crisis.

I am aware of the benefits that Dr. Koller's initiatives have done to many people. She has lobbied hard to increase the personal needs allowance for Medicaid residents from \$30 to \$50 per month. An extra \$20 may not sound like a lot of money to a working person with an average income, but to these residents it makes all the difference in terms of buying simple but necessary items such as notepaper, stamps and personal care products.

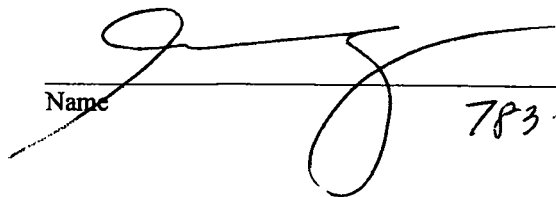
It is very obvious that Director Koller has a strong commitment to social justice, judging by the way she fearlessly defends Hawaii's neediest citizens and does all she can to improve their lives.

The grumblings of a few DHS employees are no match to the vast majority of DHS employees who are proud of the way the Department has improved and expanded services over the past four y3ars.

I urge you to listen to these employees, not the disgruntled ones. Please reconfirm Director Koller for another term.

Thank you so much for your support.

Name


783-3327

Date

3/24/07

The Honorable Suzanne Chun Oakland
Human Services and Public Housing Committee Chair
Hawaii State Capitol, Room 226
415 South Beretania Street
Honolulu, Hawaii 86713

RE: GM 275

CONFIRMATION HEARING FOR DHS DIRECTOR LILLIAN KOLLER

Dear Senator Chun Oakland:

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As a statesman of your caliber who has the public interest foremost in your mind, please do not allow these few State employees to detract you from losing sight of the larger picture. Director Koller has taken concrete steps leading to positive changes to better the lives of the most unfortunate people of Hawaii who benefit from human services programs.

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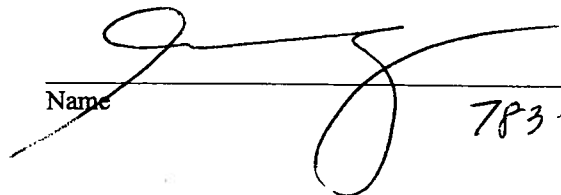
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I urge you to listen to these employees, not the disgruntled ones. Please reconfirm Director Koller for another term.

Thank you so much for your support.

Name



783-3327

Date

3/29/07

TESTIMONY

March 24, 2007

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

FROM: Sr. Catherine Acain
[Print your name]

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 Catherine Acain and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sister Catherine Acain
[Sign your name and date]

211 So. Kaulawahine
[Address]

TESTIMONY

March 24, 2007

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

FROM: Sister Julia M. Acain
[Print your name]

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 Sister Julia M. Acain and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sister Julia M. Acain
[Sign your name and date]

211 S. Karlovich St.
[Address]

TESTIMONY

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

FROM: Dane Alani

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 Dane Alani 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.

Dane Alani, 4/3/07

[Sign your name and date]

From: Dane Alani
126 N. Pauahi Rm #118
Honolulu, HI 96817

To: The Honorable State Senator Suzanne Chun-Oakland
Chair Human Services and Public Housing Committee
State Capital room 226
Honolulu HI 96813

Re: Support for Lillian B. Koller

I am a recent graduate of Ho`opono Services for the Blind Hawaii Vocational Rehabilitation's New Visions program. This program has enabled me to live a productive and meaningful life. In fact, I am now employed. Without the training I received at Ho`opono, I would not have been able to maintain my current employment.

The New Visions program was implemented in 2002 and Lillian Koller, the head of the Department of Human Services has been extremely helpful in changing and improving services for the blind in Hawaii. In order for Ho`opono to continue moving in a positive direction, we need Lillian Koller's continued support and vision.

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

Sincerely,



Dane Alani

TESTIMONY

March 30, 2007

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

FROM: Pam Arnsberger

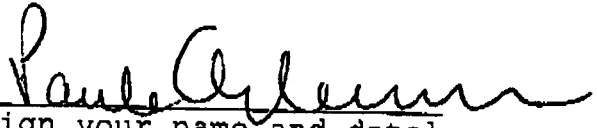
SUBJECT: GM 275, Confirmation of Lillian B. Koller as
Director of the Department of Human Services for
a term to expire 12-6-2010

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

My name is Pam Arnsberger and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term. Her leadership and creativity in maximizing available resources to improve child welfare outcomes has been impressive. During her tenure, we have developed the training academy at the school of social work to improve training options for social workers already in the field. This ongoing effort is being well received. Additionally she has spearheaded a process by which we are more closely examining our own data for the State of Hawaii. We are now becoming better able to predict those criteria that keep children in the system for a minimal time or at least in a

stable environment. All of the efforts taken together should result in a better, more cohesive approach for families and children in need of assistance in Hawaii.

Thank you for this opportunity to testify.


[Sign your name and date]
3/29/07

TESTIMONY

March 29, 2007

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

FROM: Brittney A. Atienza

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

20 copies needed for submittal

Aloha my name is Brittney Atienza 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 16, 2007. Being that I am a former foster child, I support the work that Lillian Koller is doing. If only these programs and resources were available at the time I was in the system, I believe that it may have helped to prevent me from going through what I went through. I am counting on you to support her so she can continue her important work at DHS for another term.

Thanks to her outstanding leadership, assistance for Hawai`i's most vulnerable populations has improved dramatically over the past four years. These efforts include: significantly expanding medical coverage for needy adults and children, reforming the troubled child welfare services, increasing programs for at-risk youth, and helping adults – including many single mothers – make the often difficult transition from government assistance to gainful employment.

Director Koller has also done a wonderful job of bringing in new sources of Federal funding, thus enabling DHS to expand a wide range of programs and launch new ones, while easing the burden on our State budget.

Please do all you can to ensure that Director Koller will continue helping Hawai`i's neediest individuals over the next four years. Your support is very much appreciated.

Sincerely,

Brittney L. Atienza

TESTIMONY

March 20, 2007

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

FROM: Patricia Bazin

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 Patricia Bazin 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 22, 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.



A handwritten signature in black ink, appearing to read 'Patricia Bazin', is written over a horizontal line.

URGENT

January 22, 2007

Dear Senator Chun Oakland:

I am writing to wholeheartedly support the (re)confirmation of Lillian Koller as Director of the Department of Human Services (DHS.)

I am a new employee of Med-QUEST. Up until the end of December of 2006, I was the Chief Operating Officer of Ohana Pacific Management Company, which owns and operates four nursing facilities on Oahu and Kauai, with approximately 400 nursing facility beds and over 500 employees. I was also the Chair of the Hawaii Long Term Care Association (HLTCA) Board of Directors.

I do not mention these things to attempt to impress anyone. I mention them to put into perspective the fact that I felt so strongly about the positive directions in which DHS has been/is moving that I was motivated to leave these positions, which I had long-endavored to attain, to enter the field of public service . . . and that was because I was inspired by Director Koller and what she has been able to and continues to seek to achieve. As you can well-imagine, such significant life and career changes are not made without great trepidation and sacrifice. I would not have made them except for Lillian Koller being DHS Director.

Once Director Koller assumed her position at DHS, within HLTCA, we saw immediate progress being made in areas that had not been addressed under the previous leadership. One of these was the implementation of your own Medicaid Reimbursement Equity Act (Act 294). Despite the law having been passed in 1998, it was not until Director Koller assumed the helm of DHS in 2002 that any real work began on its implementation.

It was also not until Director Koller's tenure that earnest (now fruitful) efforts were made to bring the ABD population into QUEST (QUEST Expanded Access). This rollover was contained in the original QUEST waiver in 1994, but until now, nothing substantive or productive had been done to implement the program. It is now slated to start July 1, 2008. The inclusion of the ABD population into QUEST will open opportunities for our most fragile Medicaid population to receive the services that they need in a location of their choice that meets their needs. QEXA will not occur as effectively and as it should without the continued leadership of Director Koller.

I would never have left my position within Ohana Pacific and the HLTCA to work for someone who did not have the vision and insight that Director Koller has for the Med-QUEST population - the most needy, frail and vulnerable in our society.

Thank you for considering my heartfelt support of Director Koller and my appeal to you to enable her to continue to so-well-serve our DHS constituency.

Sincerely,



Patricia M. Bazin



THE SENATE
THE TWENTY-FOURTH LEGISLATURE
REGULAR SESSION OF 2007

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Senator Suzanne Chun Oakland, Chair

Senator Les Ihara, Jr., Vice Chair

NOTICE OF HEARING

DATE: Tuesday, April 3, 2007

TIME: 1:15 p.m.

PLACE: Conference Room 016

State Capitol

415 South Beretania Street

NUMBER of COPIES NEEDED: 20

**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**

Chair Chun Oakland, Vice Chair Ihara and members of the Committee on Human Services and Housing,

I am Darlene Beatty the Catholic Charities Hawaii Family and Therapeutic Services Division Administrator. I am testifying in full support of GM 275. I strongly support the confirmation of Lillian Koller as Director of the Department of Human Services for a second term.

During her first term as the Director of the Department of Human Services, Director Koller has proven herself to be a strong, innovative and effective leader. Under her leadership the Department of Human Services has made positive changes while responding to the federal Program Improvement Plan. New and innovative service approaches such as the Voluntary Case Management program and Enhanced Healthy Start have been developed and successfully implemented to streamline and improve service delivery to our community. Community service providers such as Catholic Charities Hawaii have been invited to the table to help plan more effective service approaches to work with families experiencing issues of child abuse and neglect. Director Koller has also implemented approaches that have helped the State to maximize the use of federal funds such as TANF funds in order to improve services to children and families.

I urge you to reconfirm Lillian Koller as the Director of the Department of Human Services for a second term.

Thank you for your consideration.

TESTIMONY

March 24, 2007

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

FROM: Alicia R. Benzina esj
[Print your name]

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 Alicia R. Benzina and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Alicia R. Benzina esj
[Sign your name and date]

3/24/07 712 N. Sakon St.
[Address] Home 90817

TESTIMONY

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

FROM: Stephen W. Jones Blessman

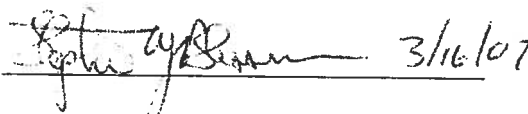
SUBJECT: GM 275, Confirmation of Lillian B. Koller as
Director of the Department of Human Services for
a term to expire 12-6-2010

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

My name is Stephen W. Jones Blessman 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 February 06, 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.

 3/16/07

[Sign your name and date]

Stephen W. Jones Blessman
3450 Malina Place
Kihei, HI 96753
808.891.0567 blessmans@yahoo.com

Senator Suzanne Chun-Oakland
Chair, Human Services and Public Housing Committee
Hawaii State Capitol Building, Room 206
415 South Beretania Street
Honolulu, HI 96813

February 6, 2007

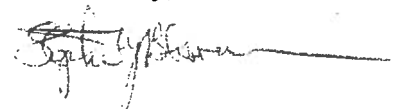
Dear Senator Chun-Oakland,

This is a letter of support for the reconfirmation of Lillian Koller as the Director of the Department of Human Services. During her tenure as Director the Department of Human Services has obtained many millions of dollars in federal grants and aid that had never before been accessed as well as starting many new and effective programs such as:

- Received \$40 million in Temporary Assistance for Needy Families funds
- Secured \$16 million in federal aid in September, 2005 to reimburse hospitals for the care of the poor and needy as well as another \$24 million in October, 2006
- Obtained \$8 million to assist diabetic adults in their health maintenance
- Established the differential response system which has kept many local families out of the traditional child welfare caseload system thereby reducing worker case overload
- Developed programs specifically to address the shortage of Native Hawaiian foster homes
- Implemented the Project Improvement Plan bringing Hawai'i's child welfare system up-to-date
- Created the Going Home Program to allow seniors to be cared for in the community rather than in institutions
- Expanded the Quest Medicare waiver to include a greater range of medical services for nearly 30,000 uninsured adults and children
- Developed innovations such as the Up Front Universal Engagement Program and Support Employment Empowerment to help people re-enter and participate in the workforce
- Streamlined the process for pregnant women and children to have access to employment, medical services and public assistance
- Established programs which divert youth from the Hawaii Youth Correctional Facility including the Ke Kama Pono safe house on the Big Island and the Hawaii Advocate Program for troubled youth
- Opened enrollment in the State Pharmacy Assistance Program to assist low-income seniors and disabled individuals with prescription drug co-payments
- Received an additional \$5 million to expand early childhood education through the Preschool Open Doors program
- Began in September, 2006 to provide the Discovery Health Connection Web service free to 29 community service groups at 191 locations across the state

Given her long record of excellent leadership and creative vision I strongly urge you to reconfirm Lillian Koller as the Director of the Department of Human Services.

Sincerely,



**Testimony Presented Before the Senate
Committee on Human Services and Public Housing**

April 3, 2007

by

**Mary G. Boland, DrPH, RN, FAAN
Dean and Professor
School of Nursing and Dental Hygiene
University of Hawai'i at Mānoa**

GM 275 Consideration and Confirmation as Director of the Department of Human Services, Gubernatorial Nominee, Lillian B. Koller, for a term to expire December 6, 2010

Chair Chun Oakland and Members of the Committee:

As a Dean, nurse and educator of the University of Hawai'i at Mānoa School of Nursing and Dental Hygiene, I thank you for this opportunity to provide my personal testimony in support of the confirmation of Lillian B. Koller as Director of the Department of Human Services (DHS) for a second term.

During Ms. Koller's first term as Director of Human Services, she was successful in developing innovative and collaborative partnerships to serve Hawai'i's most vulnerable and needy populations with approaches that are both efficient and effective. Through her vision and leadership, the DHS partnership with the University of Hawai'i was strengthened including working with the School of Nursing and Dental Hygiene (SONDH) for the first time through a task order that will promote the efficiency and effectiveness of the State of Hawai'i's Medicaid program. This partnership was brought together by the shared visions of the SONDH and DHS to providing access to quality health care to Hawai'i's populations in an efficient and timely manner. We are optimistic that this project is the foundation for a Center for Family Health that will support the training of health professionals and the delivery of health services to Medicaid populations. As we developed and worked on this project together with DHS, all members of the DHS team have shown great commitment to collaboration, innovation, and skill, a credit to the valuable employees of the Department and I believe a reflection of Ms. Koller's leadership.

Ms. Koller is a respected leader, visionary, and administrator who has a strong passion to serve Hawai'i's community. During her second term, she will build upon the forward momentum she has created through her innovative approaches and partnerships to chart a new course for the empowerment and protection of our State's most vulnerable populations. I strongly recommend Ms. Koller's reappointment for another term.

Thank you for this opportunity to write in support of her re-confirmation.

TESTIMONY

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

FROM: Harold Brackeen III

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 Harold Brackeen III 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 27, 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.

Harold Brackeen III 3/18/2007

[Sign your name and date]

December 27, 2006

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

Dear Senator,

I am a Program Coordinator at Hale Kipa, Inc. I'd like to support the current DHS Administration. I work for a program, the Hawaii Advocate Program, which has been funded by DHS during the last two years. The Hawaii Advocate Program has made a difference in the lives of some of Hawaii's youth and families. In the last two years we were able to divert families from further involvement in the Child Welfare System and with Family Court. During this time we were also able to preserve placements by reconnecting and strengthening families that otherwise would not have been preserved. This current DHS Administration has made the effort to focus on prevention which will reduce the need for intervention. With this Administration's focus and our continued work, together we will continue to provide the same level of services that is needed to truly support Hawaii's youth and families.

Sincerely,



Harold Brackeen III
Program Coordinator
Hale Kipa, Inc.

Testimony on GM 275
April 1, 2007

FROM: Wailua Brandman APRN-Rx BC, President, Hawai'i Association of Professional Nurses; O'ahu Director-at-Large, American Psychiatric Nurses Association Hawai'i Chapter; Adult Psychiatric Mental Health Nurse Practitioner in Private Practice; Medical Co-Director, Freedom Recovery Services, Inc.

TO: Senator Suzanne Chun-Oakland, Chair, Senator Les Ihara, Vice Chair, Senate Committee on Human Services & Public Housing

RE: GM275 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.

Hearing Time and Conference Room 016

Date: 4/3/2007 1:15 PM

Good Afternoon Senators Chun-Oakland, Chair, and Les Ihara, Vice Chair and member Senators of the Senate Committee on Human Services & Public Housing. I am testifying today, as an individual, in **strong support** of GM 275, for confirmation as Director of the Department of Human Services, Gubernatorial Nominee Lillian B. Koller.

I have met with Ms. Koller and find her philosophy for the administration of the Department of Human Services to be in alignment with the highest ethics of the nursing profession, and a breath of fresh air for the State of Hawai'i.

My goal in my advanced nursing practice is to empower my clients to achieve a happy, productive, self-sufficient, independent life of dignity and success. It is also my goal to encourage and empower Hawai'i's registered nurses to take their publicly mandated place at the Health Care Policy Table. Ms. Koller's philosophies are congruent with both. I see a bright future for Hawai'i's most vulnerable and needy population with the confirmation of Ms. Koller as Director of the Department of Human Services.

Thank you for this opportunity to testify in **strong support of GM 275**.

Warmest Aloha,

Wailua Brandman APRN-Rx BC

TESTIMONY

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

FROM: Richard Carlson

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 Richard Carlson 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 March 25, 2007 that 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.

Richard W. Carlson 3/29/07

Richard W. Carlson

2107 10th Ave, Honolulu, HI 96816

COPY

March 25, 2007

Senator Suzanne Chun Oakland, Chair
Senate Committee on Human Services and Public Housing
State Capitol, Room 226
415 S. Beretania Street
Honolulu, Hawaii 96813

Dear Senator Chun Oakland:

I have been a civil service employee of the Department of Human Services for over 20 years and I am writing in support of Lillian Koller's reconfirmation as Director of the Department of Human Services.

Lillian Koller has worked hard for changes that will help the Department improve services and benefits to our clients and she has been recognized for improvements in our child welfare services program, increased medical coverage for the needy and aggressively pursuing and obtaining additional Federal funds for the Department's programs.

I would like to see Lillian Koller continue her work at the Department of Human Services for another four years and I ask for your support to help make that happen.

Sincerely,



Richard W. Carlson

TESTIMONY

March 30, 2007

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

FROM: Michelle Cendaña
[Print your name]

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 Cendaña and I strongly support the
[print your name]

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
[write date of your 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.

Michelle Cendaña 4/2/07
[Sign your name and date]

January 16, 2007

Senator Suzanne Chun-Oakland, Chairperson
Human Services and Public Housing Committee
415 South Beretania Street, Rm. 226
Honolulu, Hawaii 96813

Dear Senator Chun-Oakland,

I am very thankful to have been given this opportunity to testify in support for Director Lillian B. Koller.

I am a former foster youth which makes me very aware of the importance of the Department of Human Services and programs they offer for people in need of help. My foster parents never received any training or resources which would have been helpful for their situation. My life with them, which I'll not complain about, because it was better than living with my biological father, was good. However, I truly believe that if they were given the necessary tools for foster parenting without doubt they would have become better foster parents as well as better parents to their own children. I was fortunate to have been placed in a good foster family. Sadly there were children I knew growing up placed in some unhappy situations, going from one foster home to another.

I did not realize until doing my practicum with Catholic Charities Hawai'i that everyone involved in the foster care system (Social Worker, Licensing Worker, Guardian ad Litem, etc) are essential and vital people in making profound differences in a child's life. My own life was one that was changed for the better. I was placed in a foster home because my father was abusive-- physically and verbally. He threatened to kill me. The human services system stepped in to protect me. I will forever be grateful to those who have helped me. I am also thankful for DHS's commitment in creating programs that are desperately needed. All their programs are imperative and I pray for them to continue to assist those in need.

I am also grateful to Catholic Charities Hawai'i's staff, who volunteered their time to put together a program designed for foster children and foster siblings. I know what it is like not have a voice, to not be given the chance to be heard. I hope this program will receive recognition, because it undoubtedly comes from the hearts of those who put it together.

Of course none of this would have been possible without the hard work and dedication of Director Lillian B. Koller. Therefore I am here today to show my support for her confirmation.

Thank you so much for your time.

Sincerely,


Michelle Cendaña

596-6659

March 23, 2007

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

FROM: Levi Chang

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 Levi Chang 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 12, 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.



LEVI CHANG
Principal
Nanakuli High & Intermediate School

Attachment

**The Honorable Suzanne Chun Oakland, Chair
Senate House and Human Services Committee
State Capitol, Room 226
Honolulu, HI 96813**

JAN 12 2007

Dear Senator Chun Oakland:

My name is Levi Chang and I am the principal of Nanakuli High & Intermediate School. I am taking this opportunity to express my appreciation for the efforts made by Ms. Lillian Koller, Director, Department Of Human Services. Ms. Koller has done much to increase the number of educational programs available to Hawaiian students. These programs provide Hawaiian students with an awareness to strive toward a better Educational life direction.

Recently, I was introduced to the "Tech Together Program". This program introduces basic electronic knowledge to sixth grade students. Nanakuli High & Intermediate School will be collaborating by providing a storage area to house the equipment for the program educating students at Nanakuli Elementary School.

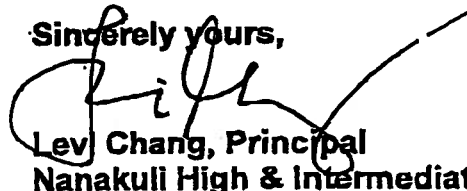
Upon entering Nanakuli High & Intermediate School, students from Nanakuli Elementary School who participated in the "Tech Together Program" will be able to advance to the "Invention Factory", another program at my school.

These programs provide a continuum of services to these students. Should they decide to pursue electronics as an educational career, they will be provided assistance to achieve their college goals, as these programs are a part of a collaboration effort with the University of Hawaii at Manoa's College of Engineering.

I applaud the efforts of Ms. Koller and her subordinates in wanting to make a difference with our present system.

Aloha and Mahalo for allowing me the opportunity to share these words of encouragement.

Sincerely yours,



**Levi Chang, Principal
Nanakuli High & Intermediate School**

TESTIMONY

March 24, 2007

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

FROM: Sister Ann Faber Chang
[Print your name]

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 Ann Faber Chang and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Ann Faber Chang 3/24/07
[Sign your name and date]

712 No. School St.
[Address] 96817

TESTIMONY

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

FROM: Joe Cordova, Administrator, Vocational
Rehabilitation and Services for the Blind

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**

I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Under the leadership of Director Koller, Vocational Rehabilitation and Services for the Blind Division of the Department of Human Services has made significant strides forward in improving the quality of services and program outcomes for persons with disabilities in Hawaii.

Director Koller has challenged the Vocational rehabilitation system to develop creative ways of becoming more responsive to the needs of disabled consumers in order to assist disabled individuals in achieving their chosen vocational goal and in realizing their desire to become productive and self-sufficient members of the community.

She has been highly supportive of our efforts to make system changes within the Vocational Rehabilitation Division that will empower both staff and consumers of services to achieve high quality employment outcomes and greater independence in the community.

She has introduced several promising initiatives to Vocational Rehabilitation including the implementation of a training program for coaching and mentoring of VR staff in the "empowerment model" of rehabilitation. We have already seen significant results in the increased level of independence for disabled consumers of services in a

relatively short period of time. She has also been responsible for initiating a self-employment effort within our Division in order to promote the concept of self-employment as a very viable option for persons with disabilities in Hawaii.

Director Koller strongly believes in the abilities and capabilities of people with disabilities and she believes that, given good quality services and training and proper community supports, people with disabilities can become self-sufficient and contributing members of society. Director Koller has high expectations for the disability community and I believe you will continue to see even more positive results for Vocational Rehabilitation in the years ahead.

Thank you for this opportunity to testify.



TESTIMONY

March 14, 2007

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

FROM: Christine Costello

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

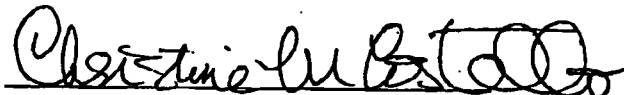
Hearing: Tuesday, April 3, 2007, 1:15 p.m.
Conference Room 016, State Capitol

My name is Christine Costello 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 24, 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.



TESTIMONY

March 24, 2007

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

FROM: Francine Costello
[Print your name]

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 Francine Costello and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Francine Costello 3-24-07
[Sign your name and date]

1717 4th St. # 7 94612
[Address]

2450 Prince Edward Street #701A
Honolulu, HI 96813
808-216-4424

January 24, 2007

The Honorable Suzanne Chun Oakland
Chair, Senate Committee on Human Services
Hawaii State Capitol, Room 226

Re: Director Lillian Koller's DHS Confirmation

Dear Senator Chun Oakland,


I have been working more closely with the Director's office for the past year and seen first hand how the Director listens to ideas and suggestions from program managers, Federal experts, other staff and then makes a decision. The Director is indefatigable; I call her the energizer bunny. She is our Director who has been "shushed" on planes, and in restaurants, because she continues to work regardless of where she is. She works through her cell phone at all hours of day and night; one of her staff told me he was planning on turning his phone off when he was getting married. I don't know if you have worked directly with the Director, especially here at DHS, but although she has an official office with a wooden desk, she works in a conference room, with a conference table large enough to contain all of her projects and where people come in and out of all day. She is in constant communications with others; I do not think she could ever be found sitting quietly behind her desk!

She envisions a better life for Hawaii's citizens; she insists that welfare ensures a life of poverty. She can see so many ways to improve how the Department can help improve the lives of our clients and even more so prevent citizens from becoming our clients. I am asking that you vote for this Director to continue directing. There are 47 months left in this term and we cannot afford any down time for a new group to be put in place and brought up to speed. And speed is what we need here, our Director's speed, as we are facing new and stricter Federal requirements, for example, new rules for TANF recipients, a second all-States Federal review on our Child Protective Services (CFSR2 in 2008/09), State ID cards. Apart from new Federal requirements, that we must comply with, we are in the middle of implementing new State-wide plans to improve how DHS provides services to our clients for example, Motivational Interviewing skills training to all 400+ BESSD and SSD workers, developing a new Child Protective Services System that can be accessed from the field, studying our existing programs to architect a new DHS-wide system, and countless other new activities that are aimed at continuously improving our State services through DHS.

The Director is tireless; she asks more from herself than most of us could ever imagine. She works 7 days a week, all hours of day and night. She inherited a department that was functioning at a base level dictated by the Federal program rules and some State programs and services that had been implemented over time. She has had four years to learn the business and make changes. She has no down time; she pushes herself constantly. I cannot imagine having such strength and energy to continue day in and day out and even in the face of adversity such as negative criticism she doesn't stop. I believe we are so fortunate to have a director at this time who is self-less and who has vision and the strength and energy to drive the department toward that vision.

I ask that you give the Director, what the Governor has requested, and that is another four years to continue moving the department into a better future. I can only hope that at the end of these four years, the department will be headed in a new and sustainable direction, and not fall back into the past complacency. The Federal government and many states are moving toward performance-based measurements; how many of us could be expected to be rated "exceeding" in all areas as I am suggesting Director Koller can be rated. I hope you will think of the citizens who are positively impacted by her decisions and approve her appointment for another four years. Mahalo.

Respectfully,


Christine Costello
DHS/OIT - Information Technology Analyst
ccostello@dhs.hawaii.gov
808-216-4424

cc: Senator Gordon Trimble

TESTIMONY

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

FROM: Jan F. Hanohano Dill

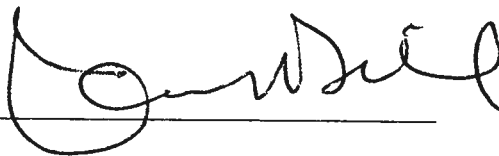
SUBJECT: GM 275, Confirmation of Lillian B. Koller as
Director of the Department of Human Services for
a term to expire 12-6-2010

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

My name is Jan F. Hanohano Dill 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 10, 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]

March 26, 2007

To: 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

Dear Senator Chun Oakland:

I am greatly interested in the Senate reconfirmation process for State Department of Human Services Director Lillian Koller, and am counting on you to support her so she can continue her important work at DHS for another term.

As a constituent in your district and a former classmate, I have admired all that you have done for the people of Hawai'i through your work at the Legislature. Although I rarely get involved in political efforts, I felt it urgent at this time that I request your support for the reconfirmation of Ms. Koller.

During the past several years I have been privileged to work in an organization that seeks to meet the needs of the underserved in our state. Some of our work has been in the areas of foster care recruitment in the Hawaiian community and in early childhood education. I have personally admired Ms. Koller's commitment to improving the welfare of the people of Hawai'i and her can-do attitude in terms of looking for the best possible methods to serve the Native Hawaiian community. She has impressed me with her determination to make a difference and I have seen the positive impact of her efforts in these critical areas. If people like Ms. Koller are not allowed to serve the people of Hawai'i in positions that can make a difference, I fear many of our social issues and problems will only continue to increase in the future.

Director Koller has also done a wonderful job of bringing in new sources of Federal funding, thus enabling DHS to expand a wide range of programs and launch new ones, while easing the burden on our State budget.

Please do all you can to ensure that Director Koller will continue helping Hawai'i's neediest individuals over the next four years. Your support is very much appreciated.

Mahalo nui loa,

Laura R. Dang
282-1646 cell

TESTIMONY
March 30, 2007

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

FROM: Lee Dean, ACSW

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

I am testifying to strongly recommend your reconfirmation of Lillian Koller as Director of the Department of Human Services.

I have been a social worker in child welfare for over twenty-six years and speak with certainty and sincerity when I make this recommendation. Currently I am an assistant program administrator for the Department of Human Services, Child Welfare Services Branch (CWSB). However, today I am testifying on my own time as a concerned private citizen.

Under Director Koller's administration, the Department has made dramatic system-wide changes to improve and increase the services and resources available to families and to children in foster care, and to increase accountability, communication and transparency within our Department and between the Department and our communities and stakeholders.

Change is often painful. During the past several years, as we looked at how we were 'doing business' and why we were doing it that way, we certainly experienced those times when the work was very hard and the process painful. However, we always received the clear and consistent message that we were in business to ensure the safety, permanency and well-being of the children and their families who come to the Department's attention because of alleged child abuse and neglect. Director Koller's guidance helped to facilitate changes that enabled CWSB to successfully complete the Federal Program Improvement Plan (PIP), bringing practice more in line with Federal expectations and requirements. During site visits by staff from the Federal Administration for Children and Families headquarters, and the Federal Region IX office, Director Koller and the Department were lauded for the amazing system changes and garnering of resources and services for our consumers and stakeholders, and for the increased collaboration and integration between Departments, Divisions, staff, communities, providers, and stakeholders.

During this legislative season you have already heard testimony on many of the changes within the Child Welfare Services Branch. I hope that you are able to appreciate that many of these very positive changes were possible only because Director Koller was willing to take a stand and say that we must do something, not because it was easy or popular, but because it was the right thing to do. In our State and our communities we take pride in saying we value and support our 'ohana and our keiki. Let this Legislature demonstrate that principle through the confirmation of Lillian Koller as Director of the Department of Human Services. Then we can sincerely say are all working together for the well-being of our children and our families.

Thank you for this opportunity to testify.

Lee Dean, ACSW

Pamela Y. Dodson
3442 Keanu Street
Honolulu, Hawaii 96816

Testimony of
Pamela Y. Dodson
Before the

SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

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

In consideration of
G.M. 275
CONFIRMATION OF LILLIAN B. KOLLER AS DIRECTOR OF
THE DEPARTMENT OF HUMAN SERVICES

I am in strong support of the confirmation of Lillian B. Koller.

I have known Lillian since she served as a deputy Corporation Counsel for the County of Maui in the 1990's. I was the county's Public Information Officer and saw first hand Lillian's commitment and dedication to public service.

I know Lillian to be a hard-working and caring individual, who strives to always do her best for the people of this state. In her current position as DHS director, she is truly making a positive difference for Hawaii's most vulnerable residents.

I urge you to confirm her as the Director of the Department of Human Services for another four years. Thank you for the opportunity to present this testimony.

March 29, 2007

MEMORANDUM

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

FROM: Christina Donkervoet

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

Chair Chun-Oakland and distinguished members of this Committee, I thank you for the opportunity to submit my written testimony in support of reconfirmation of the Department of Human Services Director, Lillian Koller.

My name is Christina Donkervoet. For the past ten years, I have dedicated my career to the reform the statewide children's mental health system. I have been committed to assuring that the state properly serves the vulnerable population, children with emotional or behavioral health needs, and their families. My comments offered today come from my personal experiences with Director Koller and my professional perspective gained from 20 years of working in children's services.

I've had the opportunity to work with Director Koller on many occasions since she came to the Director position. She provided the leadership and direction necessary to get Medicaid funds flowing in support of children's mental health services. She was pivotal in changing the cross agency relationship between the children's mental health system and the child welfare system. Her leadership has consistently shown that she is willing to take action in support of improving the services and systems to children and their families. In my personal opinion, the state needs leadership that is willing to step forward and make decisions to lead change.

In my direct experiences with Director Koller, she has been visionary, dedicated, analytical and creative. It has been my pleasure to work with her. Each time I talk with her, she inspires me to believe that governmental change is possible, that government can be effective and efficient, and properly serve our children and families. I have appreciated her energy, attitude, intelligence and dedication.

I encourage you to do all you can to ensure that Director Koller will continue helping Hawai'i's neediest individuals over the next four years. Your support is very much appreciated.

TESTIMONY

April 2, 2007

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

FROM: Theresa Doyle

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 Theresa Doyle and I strongly support the
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Thank you for this opportunity to testify.

Theresa M. Doyle 4/2/07

TESTIMONY

March 24, 2007

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

FROM: LEONE A. DREXLER
[Print your name]

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 LEONE A. DREXLER and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Leone A. Drexler / 03.24.07
[Sign your name and date]
828 ANAHO ST.
WAIKUKU, MAUI, HI 96793
[Address]

TESTIMONY

March 24, 2007

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

FROM: Mary K. Dugar
[Print your name]

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 K. Dugar and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sr Mary K. Dugar, CJ
[Sign your name and date]

1735 Ala Aolani St.
[Address]
Honolulu, HI 96819

***SANDRA JOY EASTLACK
1520 WARD AVENUE, Apartment 604
HONOLULU, HAWAII. 96822***

DATE: Tuesday, April 3, 2007

TO: The Honorable Senator Suzanne Chun Oakland, Chair. The Honorable Senator Les Ihara Vice - Chair; and Members of the Committee on Human Services and Public Housing

FROM: Sandra Joy Eastlack, MSCP, LMHC, NCC

RE: 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

Thank you for the opportunity to provide testimony.

I am testifying in **strong support** of the confirmation of Lillian Koller as Director of the Department of Human Services.

I worked in the non-profit sector for almost 20 years and from that side I witnessed the actions of various Directors of the Department of Human Services. While other Directors made contributions to Hawaii I have not seen so many accomplishments and positive changes made to help Hawaii's most needy people in a period of only four years.

A few of the many things I have seen Ms. Koller help to change assisting our underserved population are:

- Supporting community care foster family providers to provide input and has listened to what they have said.
- Supporting the room and board increase for the community care foster family home providers that took effect January of 2007
- Developing the going home program for community care foster family homes
- Carving out the piece for the community care foster family homes in the move toward managed care.
- Supporting the provision of dental services to Med QUEST adults
- Supporting medical benefits for more of Hawaii's children
- Supporting Hawaiian foster homes for Hawaiian foster children

- Supporting those receiving Temporary Assistance for Needy Families to become self-sufficient and proving medical benefits and child care support to help them continue their independence
- Supporting those with parenting problems and providing assistance without necessarily removing their children.

I spent many years working with victims of domestic violence and there use to be a major concern that when it was felt mandatory to call Child Welfare Services. (CWS) as when a case was accepted, the child or children were taken from the parent (usually the mother.) This left the victim in more of a crisis. In many cases it was clear that the victim of domestic violence needed help in how to raise their children and yet their parenting had not reached abusing their children. These victims were so involved in trying to keep themselves safe they were unable to be appropriate parents to their children. Many needed assistance. The only way they could obtain assistance was if CWS removed their children. I have been very grateful to see that Ms. Koller has helped the Department embrace another way of looking at the issue and helping parents, who need assistance, prior to the crisis of abuse, obtain the services needed without necessarily removing the children.

I have also been grateful to see is that Ms. Koller has worked with all the Human Services programs, including Med Quest to do her up most to maximize federal funding and therefore, more people who are most in need are receiving services that provide more benefits, than in the past.

Working in the State system I have observed the difficultly of change. My prior experience, working in the private and non-profit sectors of the community showed me that everyone is very aware that change is inevitable. That has not been my experience in the public sector.

Change is always difficult. Ms. Koller has shown the moxie to have been able to make these major changes happen. Her leadership is critical for the State of Hawaii to move ahead to continue to provide better and expanded services to those in the most need.

I encourage the committee to confirm Lillian B. Koller as the Director of the Department of Human Services.

Thank you once again for the opportunity to testify.

TESTIMONY

March 24, 2007

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

FROM: Roselani Enomoto, CST
[Print your name]

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 Roselani Enomoto, CST and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

★ Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Roselani Enomoto, CST 03/24/07
[Sign your name and date]

828 Analia St. Hialeah, FL 33010 96793-9610
[Address]

TESTIMONY

March 24, 2007

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

FROM: Sister Marcelina Felipe CSJ
[Print your name]

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 Marcelina Felipe and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sister Marcelina Felipe 3/24/2007
[Sign your name and date]

211-A South Kaulawahine Street
[Address]
Kohala, Maui, HI 96732-2260

**Testimony on GM 275
Relating to Human Services**

COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING

Senator Suzanne Chun Oakland, Chair

Senator Les Ihara, Vice Chair

Tuesday, April 3, 2007, 1:15 p.m.

Conference Room 016, State Capitol

My name is Sharon Ferguson-Quick and as Executive Director of the Hawaii State Commission on the Status of Women, I'm providing written testimony on the reconfirmation of Lillian Koller as Director of Department of Human Services (GM 275). I strongly support Ms. Koller's confirmation.

Hawaii State Commission on the Status of Women has as its mission the work of ensuring equality for women and girls in the State of Hawaii. Our Commission is administratively attached to the Department of Human Services. Director Koller's vision for the Department of Human Services, of empowering the most vulnerable in our community, is one the Commission on the Status of Women stands firmly behind. Often women make up a large percentage of those that are the most vulnerable. She envisioned not just improving the services our state can provide to this at-risk population, but more importantly to helping them to self-sufficiency. Having someone at the head of the department with a vision for enhancing the future of DHS clients is essential. Director Koller has demonstrated her ability in this area.

I believe Ms. Koller's strength as Director of Department of Human Services is that she is outcome driven. It not enough to do what DHS as always done only better. She requires that we look to the next level above. She works to clearly defines the destination and charts the path to achieve it. Then she works to move us forward, toward that horizon. The forward movement is not always easy. She has led us, and pulled us and pushed us and cajoles us forward. As is the case in any large system such as a state department the size of DHS change is not without bumps. But the final test is the results and the results under Director Koller are good. There are more low-income children with health care because she could envision changes to the forms to access the program. There are more women who have moved from welfare to economic self sufficiency because she created a program that brought them training to make that leap. It is a wonderful thing to have a person in the position of Director of Human Services with the heart to do good work in defense of those in our state that need it most. When you add to that person the skill to visualize the needed programs and services and the skill to manage the department though the operationalizing of those changes you've got the best person in the job. Lillian Koller is that person for this job.

I encourage the legislators to re-confirm Lillian Koller as Director of the Department of Human Services. The State of Hawaii needs a leader as Director of Human Services with Ms. Koller's vision, commitment and expertise to protect those most in need in our state.

I strongly support the reconfirmation of Lillian Koller as Director of the Department of Human Services..

Sharon Ferguson-Quick
Executive Director, Hawaii State Commission on the Status of Women
808-586-5757, Sharon.Y.Ferguson-Quick@hawaii.gov

TESTIMONY

March 24, 2007

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

FROM: Rosemary Fujimoto
[Print your name]

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 Rosemary Fujimoto and I strongly support the
[print your name]
confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Rosemary Fujimoto 3/24/07
[Sign your name and date]

91-2034 Kaioli St #6106
[Address] Waialae, HI 96706

Howard S. Garval, MSW
91-1002 Leleoi Street
Ewa Beach, Hawaii 96706

Honorable Senator Suzanne Chun Oakland
Chair of the Human Services and Public Housing Committee
Hawaii State Capitol
415 South Beretania Street, Room 226
Honolulu, Hawaii 96813

Re: GM 275-Testimony Supporting Confirmation of Lillian B. Koller as
Director of the Department of Human Services

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

Dear Senator Chun Oakland and Committee Members:

I am writing in strong support of the reconfirmation of Lillian B. Koller as
Director of the Department of Human Services (DHS).

I am President & CEO of Child and Family Service (CFS) and have been in
this position for almost a year now. I have a 32 year career in human
services and have worked with various Directors (or Commissioners as we
call them back east) of state departments that have the child protection and
child welfare mandate like Hawaii's State Department of Human Services
(DHS). I have often felt that being a Director of the state department that
has responsibility to protect children is the hardest, yet most important, job
on earth. It has amazed me at times that anyone would consider taking this
job. In my experience, the head of DHS or any similar state department in
other states has a no-win job. When a child dies under the Director's watch,
the reaction is that the state department has not removed children quickly
enough from abusive parents. If DHS then reacts and is quicker to remove
children, then those who believe that families should be preserved and foster
parents are not the answer, cry for family preservation and say the state is
removing children too quickly. I believe this pendulum between child
protection and family preservation has always been there and will continue
to be there. It will swing sometimes to one extreme or the other and
hopefully reach a more reasoned middle ground.

While I have only been in Hawaii less than a year, I met with all of the Directors of state departments that we work with at CFS since we provide multiple services under contract with these state departments. I was most impressed with Director Koller of any of the Directors I met. She was excited about the work DHS and providers and others were doing to improve child welfare services and she wanted to continue to find ways to innovate and provide better services. Her enthusiasm was striking, but she also had ideas that made sense. Her openness to working with other organizations in recognizing that DHS alone could not be effective without engaging the community and the various organizations, both public and private, both grassroots and more traditional, is something I have not often seen in Directors. She has opened up training so it is available to nonprofit providers' staff in addition to her own DHS staff.

I understand that under Director Koller's leadership DHS met the Program Improvement Plan (PIP) goal to reduce harm to children. Child Welfare Services (CWS) cases decreased by 13% at the end of SFY 06. In SFY 06 there were 5,686 active CWS cases compared to 6,538 cases at the end of SFY 05. In addition to the reduction in CWS cases, since December 2005 when DHS initiated its differential response system that allows families to request voluntary services before there is abuse or neglect, there has been a 30% reduction in children removed from their homes. This differential response system was called "Diversion Services" and now is called "Family Strengthening Services." Child and Family Service is a big believer in Family Strengthening Services, and we provide these services on several islands in addition to Oahu.

Two other accomplishments under Director Koller have been: 1) her efforts to identify resource families (foster families) for Native Hawaiian and Part Hawaiian children who make up over 50% of the children in Hawaii who are in foster care; and 2) her development of partnerships with other organizations including the University of Hawaii schools of medicine, social work, law, and nursing as well as the State Department of Health.

In my short time here, I have heard that Director Koller has been viewed by some as "controversial" or for whatever reasons they have not responded well to her. While there may be style issues on her part (and I have not experienced any of this), Director Koller should be reconfirmed in my view since she has accomplished a great deal. When you try to make things

happen and be a “change agent” in any organization, you will get push back and not everyone will support the changes you are making. You can even make a few enemies along the way. However, I know that key staff who work directly with Director Koller have expressed how much they want her to be reconfirmed and how much support they have received from her. They very much want to see her continue as Director so they can work with her to continue to reform the child welfare system in positive ways that will benefit Hawaii’s children, families and communities. That to me is what we should all want here in Hawaii. I believe Director Koller has the passion, enthusiasm, commitment, determination and ability to get things done that will continue to make a difference in the lives of Hawaii’s people. That is why I so strongly support her reconfirmation.

Mahalo nui loa for the opportunity to submit testimony.

With aloha,
Howard S. Garval, MSW
President & Chief Executive Officer
Child and Family Service
91-1841 Fort Weaver Road
Ewa Beach, Hawaii 96706

TESTIMONY

March 24, 2007

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

FROM: SISTER JOHN JOSEPH GILLEGAN, CSJ
[Print your name]

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 SISTER JOHN JOSEPH GILLEGAN, CSJ and I strongly support the
[print your name] confirmation of Lillian B. Koller as Director of the
Department of Human Services for a second term.

Lillian Koller is a woman of vision and passion, whose mission is to improve the situations of the poor. I am truly impressed with the major initiatives that have occurred through her leadership. She has dramatically improved the child protection system, strengthened vulnerable families, increased work opportunities for the indigent, and generally improved the effectiveness of her department.

Social justice is important to me. Lillian Koller has instituted long over-due reforms. I urge you to reconfirm Lillian Koller for a second term so that she can solidify the good work that has begun.

Thank you for this opportunity to testify.

Sister Joseph Giligan CSJ 3/24/07
[Sign your name and date]
712 N. SCHOOL ST.
[Address] 9687

TESTIMONY
March 31, 2007

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

FROM: Jackie Graessle, MSW

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: April 3, 2007, 1:15 p.m., Conf. Room 016, State Capitol

My name is Jackie Graessle and I am happy to write in support of the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Ms. Koller was appointed as the Director of the Department of Human Services at a time of intense public scrutiny. A baby had recently died while in foster care and several months later, both the U.S. Department of Health and Human Services and the state auditor criticized long-standing problems with the child-welfare system and called for improvements. The agency had a reputation of being less than responsive to the people it was supposed to help and the public had lost confidence in it. The shortage of social workers had reached a critical point.

Ms. Koller rose to these challenges with tenacity and courage. She instituted changes that have made the agency more accountable to the public and she has refused to hide the problems. Instead, she has sought innovative solutions. These include regular training for the workers based on the most current best practices, collaborations with the University, support of initiatives to address the social worker shortage, and a constant view to supporting Hawai'i's most vulnerable citizens.

The potential of DHS to transform social services in Hawai'i is just being realized under the direction of Ms. Koller. To interrupt the momentum at this time would be unfortunate.

Thank you for the opportunity to testify.

Aloha,

Jackie Graessle, MSW

Aloha Members of the Senate Committee on Human Services & Public Housing

I hereby submit my testimony *in support* of reconfirmation of Director Koller.

Given the larger policy picture—that Hawaii is entering into a significant period of inflation and probable, steady decrease of federal funds for human services—*policy continuity is needed to assure that Medicaid, related outreach to those coming off welfare, CHIP, and Quest programs succeed in capturing, as much federal match as possible, and consistent state policies to assure that those in most need have timely access to health care and other human services.*

In comparison to previous Administrations, Director Koller has succeeded in her ability to maximize Medicaid/Quest services while not requiring repeated requests for emergency appropriations from the legislature

Also, passive reenrollment into the Quest program has assured that those enrolled are not presumed ineligible at the end of the year, thereby requiring the costly re-processing of eligibility (approx. 400 clients), delays in paying providers, and disruption of service.

In further comparison, the Cayetano Administration delayed starting the Children's Health Insurance Program (sadly, *the last state in the nation*) by not capturing the potential of private donations to serve as state match and then "waiting" on the arrival of tobacco settlement funds. Federal outreach funds to find those coming off welfare but still eligible for Medicaid also languished during the previous administration. *Director Koller, on the other hand, has shown strong leadership over the past four years by having instituted policies to better use these federal funds (and also securing more than \$27 million in new federal funds).*

Hence, given her strong policy stance in vital programs linked to a large portion of the state's budget, *reconfirmation is prudent*; at least a year or 18 months would be needed for a new director to learn the technicalities of the various state/federal programs and gain the confidence of those at the HHS at Region IX and in Washington, D.C.

Submitted by: Bob Grossmann, PhD; Address: 3529 Akaka Place, Honolulu, 96822.

Former Fellow in Secretary Shalala's Office, U.S. Dept. of Health and Human Services (1995-6), Washington, DC (reviewed of all state 1115 and 1915b Medicaid waivers).

TESTIMONY

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

FROM: Lea Grupen, M.Ed.,CRC, Supervisor, Ho`opono Services for the
Blind Branch, Vocational Rehabilitation and Services for the Blind
Division, Department of Human Services

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**

TO THE HONORABLE SENATOR SUZANNE CHUN OAKLAND, CHAIR, AND
MEMBERS OF THE COMMITTEE:

Aloha. My name is Lea Grupen. I am a Supervisor at Ho`opono, the agency who works with blind and visually impaired consumers of all ages in the Vocational Rehabilitation and Services for the Blind Division of the Department of Human Services (DHS). It is a pleasure for me to offer these comments in strong support of the confirmation of Lillian B. Koller as Director of DHS for a second term.

Several years ago, our agency began looking at the way we work, and how we could better work together with our consumers to achieve the "American Dream". The Vocational Rehabilitation program, which exists in all 50 states and the territories, is premised on the belief that all citizens should have the opportunity to make decisions for themselves, to participate in higher education, to work in meaningful, high-quality careers, to pay taxes, to contribute to society, and to provide for themselves and their families. Individuals who are blind from birth, or who become blind later in life, need specialized training, tools, and assistance to achieve these goals. While we were doing a good job with this, we felt we could aim higher, stretch further and do even better.

We took a look at successful programs for the blind around the country and found some existing models for training and empowerment. Under Ms. Koller's leadership, we were encouraged to study these role models and to think creatively about how we could emulate them, while still maintaining a sense of Hawaiian identity and individualizing services to each consumer. We were given time and resources for intensive staff training necessary to plan for and implement this new model, which we call our "New Visions" program. Since the implementation of New Visions, I have seen our consumers emerging from

training more empowered and confident, comfortable with their identities as blind and visually impaired people, moving on to higher-level education and employment, and living independently as contributing members of society. As a testimony to our beliefs, we have hired on staff some of the very qualified consumers we have served in the past.

If you look around the room today, you will no doubt see a number of people here with canes. Many are staff and consumers of Ho`opono. They want to tell you of the ways in which our program has changed their lives for the better. I can tell you from my perspective that under the leadership of Lillian Koller, our agency has risen to a new level. As Director, Ms. Koller has created a reputation of being a change agent. It is true that she has encouraged and supported change in our Division; this has taken place largely as a response to the consumers with disabilities whom we serve. From the time she came on board as Director, Ms. Koller consistently communicated a very clear message to staff: she cares deeply about the work we do, providing services and assistance to empower the most vulnerable in our society, so that they may fully participate in life. She has encouraged us to be creative in solving problems, to not be afraid to look at ourselves and ask, "how can we do this better?". She has empowered staff as well as consumers to make suggestions, to work for justice, and to look to a brighter future.

I strongly urge the members of this committee to vote in favor of her nomination.

Thank you for this opportunity to testify.

A handwritten signature in black ink, appearing to read "Lea L. Grupen". The signature is fluid and cursive, with the first name "Lea" and last name "Grupen" clearly distinguishable.

Lea L. Grupen
April 1, 2007

TESTIMONY

March 30, 2007

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

FROM: Laura Brucia Hamm
[Print your name]

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 Laura Brucia Hamm and I strongly support the
[print your name]

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 12, 2006
[write date of your 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.

Laura Brucia Hamm (m) 3/27/07
[Sign your name and date]

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

Dear Senator Chun;

My name is Laura Brucia Hamm and I work with Hale Kipa, Inc. I'd like to support the current DHS Administration. I am currently the Program Coordinator for the Pregnancy Prevention and Family Strengthening programs, which have been funded by DHS during the last two and a half years. The youth and families within these programs have benefited tremendously from DHS support and its existence. Youth within the pregnancy prevention program demonstrate a heightened sense of knowledge and confidence in the concepts of abstinence and safe sex and we find that this in turn will help decrease the teen pregnancy rate within the state of Hawaii. Ideally, the entire DOE system would benefit from an enriched and successful program that we are honored to deliver within the Honolulu area.

The Family Strengthening program we have has also proved to be beneficial to our local families as it provides time and family fun for them that may be difficult to achieve otherwise on their own time. Our goal is to bring families together and increase their communication skills as a family unit. Consistently, the families share that the program has been fun, creative and a great experience in noticing their own strengths and building on them to improve the family unit.

We would love to continue these services within the Honolulu area and hope that it will expand to the other islands as well some day. I hope that this letter of support will encourage and help solidify the success that the DHS administration has provided for the youth and families under Hale Kipa, Inc. and many other organizations alike.

If you have questions or would like further information, please do not hesitate to contact me at 589-1829, ext. 203 or at lbrucia@halekipa.org.

Thank you,



Laura Brucia Hamm, M.ED, M. A.
Program Coordinator, Hui Malama Ohana,
Pregnancy Prevention and Ohana First Programs

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

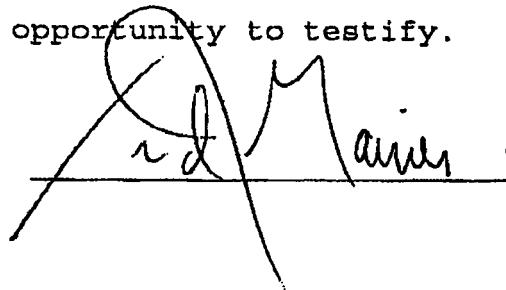
Hearing: Tuesday, April 3, 2007, 1:15 p.m.
Conference Room 016, State Capitol

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

TESTIMONY

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

FROM: Deborah Gabe


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 Deborah Gabe 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 11, 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.

 3/25/07

[Sign your name and date]

January 11, 2007

The Honorable State Senator Suzanne Chun-Oakland
Chair Human Services and Public Housing Committee
State Capital room 226
Honolulu HI 96813

Re: Lillian Koller, Director of Human Services Confirmation

Dear Senator Chun-Oakland:

I am a blind woman. I recently graduated from the New Visions Adjustment to Blindness Program at Ho'opono's Services for the Blind. I work as an audiologist at Kapiolani Medical Center for Women and Children. I am a wife and mother, living in Kailua, Oahu. And, by the way, I vote in every election.

My training at the New Visions Program has taught me the skills to continue working as a competent, effective audiologist. I have learned new strategies to continue caring for my family as well as any sighted mother does. The New Visions Program has given me the skills to feel confident about traveling independently throughout the city, as well as to the Mainland. I owe all of this to Lillian Koller and her staff at the Vocational Rehabilitation Services for the Blind and the New Visions Program.

I strongly urge you to confirm Lillian Koller as the Director of Human Services. The citizens of Hawaii who are blind or have other disabilities need her support to continue improving vocational rehabilitation services.

Sincerely,



Deborah Gabe
180 Noke Street, #3
Kailua, HI 96734
(808) 254-3186

TESTIMONY

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

FROM: Matthew Gabe

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 Matthew Gabe 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 12, 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.

Matthew J. Gabe 3/25/07

[Sign your name and date]

January 12, 2007

The Honorable State Senator Suzanne Chun-Oakland
Chair Human Services and Public Housing Committee
State Capital room 226
Honolulu HI 96813

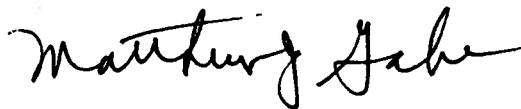
Re: Lillian Koller, Director of Human Services Confirmation

Dear Senator Chun-Oakland

I am married to a blind woman who has recently graduated from the New Visions Program of the Vocational Rehabilitation Services for the Blind at Ho'opono. The philosophies, techniques, and skills that my wife learned at Ho'opono have made a tremendous difference in our lives. Gone are her feelings of helplessness, fear, and depression about her progressive vision loss over the past 25 years. These attitudes have been replaced by a new-found confidence and independence to do whatever she puts her mind to, in her work, in caring for our family, and in her involvement in the community. We owe all of this to Lillian Koller and her staff at the New Visions Program at Ho'opono.

I strongly urge you to confirm Lillian Koller as the Director of Human Services. The citizens of Hawaii who are blind or have other disabilities need her support to continue improving vocational rehabilitation services.

Sincerely,

A handwritten signature in cursive script that reads "Matthew Gabe".

Matthew Gabe
180 Noke Street, #3
Kailua, HI 96734
(808) 254-3186

TESTIMONY

April 2, 2007

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

FROM: Meripa T. Godinet

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 Meripa T. Godinet and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

Under Lillian B. Koller's leadership, child welfare services have gone through many changes toward meeting major milestones to assure the safety, well being and permanency of children involved in the public child welfare system. The Performance Improvement Plan has been the primary focus for CWS for the past four years. Lillian Koller has made every effort to assure that local expertise was utilized to meet the goals of the PIP. This effort is a reflection of her commitment to cultural competency and awareness of service quality and delivery for the children of Hawai'i. As a result, innovative partnerships with the various departments and schools of the University of Hawai'i system were established. The School of Social Work, in collaboration with DHS, started a Training Academy that provides practical and creative ways of improving skills for DHS CWS supervisors, staff, and those preparing for employment. The collaboration has also afforded the opportunity for neighbor island DHS Child Welfare staff to enhance their skills and knowledge by obtaining their Master's of Social Work (MSW) degree via the MSW Distance Education program, which is also due to the support of the legislature and DHS.

Lillian Koller has done a wonderful job towards meeting all of the federal standards for the Child Welfare system in Hawai'i. Her confirmation is vital to continue the work that is set in motion to improve services for our most vulnerable population- the children. I hope that I can count on your support to continue this promising effort.

Thank you for this opportunity to testify.

MAR-15-2007 11:47 AM

TESTIMONY

March 15, 2007

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

FROM: Cynthia I. Goss, Administrator
Statewide Child Welfare Services Section

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

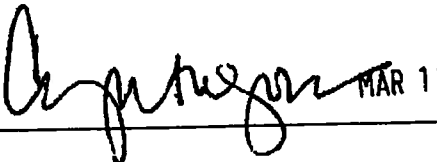
Hearing: Tuesday, April 3, 2007, 1:15 p.m.
Conference Room 016, State Capitol

My name is Cynthia I. Goss 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 18, 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.


MAR 15 2007

January 18, 2007

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

Dear Senator Chun Oakland and members of the Committee:

I have been a social worker with the Department of Human Services, Child Welfare Services (CWS) Branch, for 22 years. I am writing to convey my support that Lillian B. Koller, Director, be reconfirmed.

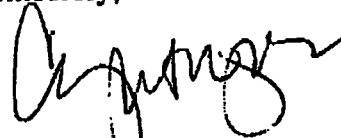
Director Koller's leadership and courage made it possible for us to implement aggressive system reform in CWS, all for the betterment of the families we serve and for the CWS staff. In July 2003, the Federal Department of Health and Human Services completed a comprehensive review of Hawaii's child welfare systems as part of the Federal Child Family Services Review (CFSR) authorized by Congress in 1997. As a result of Hawaii's CFRS, Director Koller led CWS through aggressive system reform to improve safety, permanency and well-being outcomes for our children and families.

Director Koller's commitment and unrelenting pursuit of improvements made CWS a better agency for our children and families. Director Koller's standards for best practice; improving communication and working relationships with our community partners, sister divisions and government agencies; and removing bureaucratic silos and barriers; all aimed at improving the help that our families are entitled to receive.

Director Koller pushed for the adoption of our Department's new Hawaii Administrative Rule, Confidentiality, which was in the making for many years and was finally adopted in December 2004. The Rule made it possible for the Department to share information on tragic cases such as the Peter Boy case.

Director Koller had the courage to implement CWS' Differential Response System, which reduced caseloads for staff and allowed families to receive help from community agencies rather than come into the CWS system. Changes have been swift and change of this magnitude can be hard for many staff to accept and implement. I see the changes as good for the agency, good for the staff, and most importantly, good for the children and families I am here to serve.

Sincerely,



Cynthia L. Goss

The Honorable Suzanne Chun Oakland, Chair
Senate House and Human Services Committee
State Capital, Room 226
Honolulu, HI 96813

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

Dear Senator Chun Oakland:

This letter is to support Ms. Lillian Koller as Director of the Department of Human Services. Ms. Koller has led the Department of Human Services well and has done much to increase the number of educational and outreach programs available to homeless Native Hawaiian communities.

As the Program Manager of the "Ka Pa'alana Traveling Preschool and Homeless Outreach," a program that provides center-based preschool learning for homeless children ages birth to five and a family and wellness literacy programs for their families, I have been witness to many of the "least fortunate in our midst" appreciation and excitement for early childhood education. In partnership with the Wai'anae Community Outreach, Ka Pa'alana has served over 28 keiki and 34 parents with quality preschool and family education since February 12, 2007 at the "Hope for a New Beginning" Shelter at Kalaeloa.

This project is funded by the first of its kind collaboration between public and private sectors. DHS and the Kamehameha Schools are working collaboratively to fund this nine month project. Director Koller was instrumental in funding this nine month needs assessment project. The data Ka Pa'alana gathers will be instrumental in providing mobile educational, health, and vocational services for families in need not only along the Leeward Coast of O'ahu, but statewide as well.

I applaud the efforts of Ms. Koller and her subordinates in wanting to make a difference with our present system by increasing the number of programs available for homeless families.

Mahalo for giving me this opportunity to share my words of support for Ms. Koller.

Sincerely Yours,



Danny Goya, Program Manager
Ka Pa'alana Traveling Preschool and Homeless Outreach
Partners in Development Foundation

TESTIMONY

March 30, 2007

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

FROM: Jennifer Grant
[Print your name]

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 Jennifer Grant and I strongly support the
[print your name]

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

April, 6, 2007
[write date of your 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.

Jennifer Grant
[Sign your name and date]

The Honorable senator Chun-Oakland
Human Service and Public Housing Committee
Hawaii State Capitol, Room 226
Honolulu, Hawaii 96813

Dear Department of Human Service and Public Housing Committee,

My name is Jennifer Grant. I am a biological child of a foster parent. When I heard about Statewide Resource Families (SRF) Program and what it entails I was exhilarated. Just to hear that this program exists is quite gratifying. It is wonderful that Lillian B. Koller embraced this program. It is Mrs. Koller's ambition to open her arms to programs that help to care for Hawaii's keiki.

You might wonder how this program might be important to a biological child of a foster parent. For five years, my mother and I cared for foster children. Some of the children needed psychological counseling. However, there was never one person we could contact to inform the state of their needs. Seeing how Statewide Resource Families (SRF) Program is setup, it cuts the red tap that congests communication. Communication that is vital for the well-being of foster children.

On a personal note, Statewide Resource Families (SRF) Program assesses the welfare of the biological child, as well as the foster child. This again is essential for a positive outcome of a foster family placement. SRF assessment team has created questions that can help with the needs of the biological child as well. As a former biological child, I feel this is crucial. In my past, I have had occasion that I had trouble with a foster child that was close to my age. I felt uncomfortable in confronting my mother. I wished there was a second individual that I could have talked you.

One final note on the influential and critical need for Statewide Resource Families (SRF) Program, this program enables foster children to have a positive future with a voice. A voice that should be heard not ignored. During those years as a biological foster child, we cared for three little girls, for five years. The state could not find the biological parents and never informed them of visitation dates. In the last year, the biological parents took the state to court for custody back. As the biological child of the foster parent, I knew how the girls were afraid of their mother. During the one visit that did occur, the girls ran out of the room, down the street and banged on the window to the car. The mother's reaction was to call them brats. The court awarded the children back to the biological parents. Within a month, the middle child was thrown out of a 6-story window. This action devastated my mother and I. The child had no voice, the foster parent had no voice, and I had no voice. Statewide Resource Families (SRF) Program gives the foster parent, the foster child and the biological child a microphone to voice out concerns. To voice out concerns that might look minuscule but in long run have huge consequences.

I am more ecstatic that this program exists. The creation of S.T.A.R., Surviving Transition and Reconciliation will be great addition to the SRF program. The program helps to endorse appreciation and a bond between the foster child and biological child. This is a key component that is the foundation of a positive foster family placement. I am happy to have volunteered for the creation of this program. Joy Lacanienta has a great vision of the full picture that is needed, to create a supportive community for everyone that is a member of the foster care system. Lillian B. Koller has the ambition and determination to have the best program available for Hawaii's keiki. The partnership of Joy Lacanienta and Lillian B. Koller will benefit the foster parents, foster child, biological foster child the assessment workers and licensing workers. This vision will make a difference, a life difference for many involved. More than we will ever know. It is empowering to see so many individuals support this program. To hear the voice of change from all directions and to be part of the movement toward a better future is life alternating.

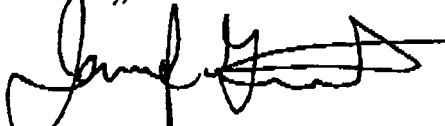
March 30, 2007

A saying comes to mind when I think about the many lives that SRF program will touch.

"Man dies when he refuses to stand up for that which is right. A man dies when he refuses to take a stand for that which is true. So we are going stand up right here....letting the world know we are determined to be free."
(Dr.Martin-Luther King)

This is the voice of the children. If there is not a microphone for the children, like SRF, Joy La Lacanienta and Lillian B. Koller, we are allowing the children to wither away, with no future. How can a child stand up for what is right or true, when he/she has no voice.

Sincerely,



Jennifer Grant

March 28, 2007

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

RE: Testimony in Support of GM 275 Reconfirmation of Lillian Kohler, Director DHS

Dear Senator Chun Oakland:

I am in support of the reconfirmation of Lillian Kohler as Director of the Department of Human Services.

Thanks to her outstanding leadership, assistance for Hawaii's most vulnerable populations has improved dramatically over the past four years. I am particularly impressed with her support of native Hawaiians. Due to her efforts, the State sought out a partnership with a non-profit organization, Kokua Ohana, to expand the foster family program for native Hawaiian children. With financial and administrative support, this project has flourished and is expanding.

On a personal level, I observed a friend, a native Hawaiian grandmother experience the bureaucratic nightmare of complying with state laws/administrative rules on foster parents/adoption while trying to raise her two grandchildren (one has special needs) as a single parent on a retirement income. This was probably not the vision she had for her retirement and yet, this scenario is not uncommon in the native Hawaiian community. Her office assisted my friend to get the financial support she needed to raise her two grandchildren.

I support her work at DHS, particularly her support for the native Hawaiian community. Please confirm her nomination as Director of the Department of Human Services.

Mahalo,

Dona L. Hanaike

TESTIMONY

March 30, 2007

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

FROM: Jolaine Lima Hao

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 Jolaine Lima Hao and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

I began working with the Department of Human Services in 2004 because I believed then, and believe now, that serving the most vulnerable population in this great state of Hawaii is an awesome privilege. I am proud to be a Civil Servant dedicated to improving the lives of Hawaii's indigent citizens.

I have seen the prevailing outcomes Director Koller has been able to bring forth with her intense enthusiasm and unconditional dedication to the vulnerable people of Hawaii. I write this testimony neither out of obligation nor commitment to Director Koller, because I do not know

her on a personal level, but rather because I believe she has improved the lives of the clients throughout the Department of Human Services.

Director Koller is a visionary who works tirelessly to improve the services we provide to our clients. I humbly ask that you confirm Lillian B. Koller as Director of the Department of Human Services for a second term

Thank you for this opportunity to testify.

Opalaine Duma Ostar 3/30/07