

PUBLIC  
INDIVIDUAL  
TESTIMONY

# TESTIMONY

March 30, 2007

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

FROM: Patricia Newlin, Ph.D., LMSW-AP  
1511 Nuuanu Avenue, #175  
Honolulu, Hawaii 96817

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 Dr. Patricia Newlin and I strongly support and encourage the confirmation of Lillian B. Koller as the Director of the Department of Human Services for a second term.

For over the past two years I have had the privilege of serving with Director Koller while on an intergovernmental personnel assignment. During over 35 years of public service in the field of child welfare and social services, I have worked with many state child welfare and human services agency directors in several states and at the national level.

Ms. Koller's leadership, foresight and program capabilities, including willingness to conceptualize and operationalize program improvements "outside the box," are unique in the nation. As you and the Committee are aware, Director Koller's efforts on behalf of the children, youth and families in Hawaii has been recently recognized at the national level.

Likewise, major improvements in the child welfare system under the leadership of Director Koller were recently noted in the federal recognition of accomplishments in Hawaii's two year Program Improvement Plan (PIP) with the state moving from *not meeting* 6 of 7 outcomes (including 3 of 6 national standards) addressing safety, permanency and well being and 5 of 7 systemic factors to *meeting* all of the negotiated benchmarks, action steps and program goals for the outcomes and systemic factors. The Department of Human Services is continuing to work in partnership with the University of Hawaii School of Social Work to assist with further analyses of data and practices in preparation for the next round of Federal Child and Family Services Reviews (CFSR's).

Two key examples of leadership and creativity within Director Koller's own Department and with other public partnerships include development of a training system and quality assurance system with the University of Hawaii system. In addition to continuing to support a training program with the University of Hawaii School of Social Work (UHSSW) for DHS employees to earn their Master of Social Work (MSW) degree and other students preparing

for employment in child welfare, the Department entered into other agreements to develop a comprehensive training system. One of the new agreements focused on an expanded university training academy to develop, implement and evaluate a basic curriculum for child welfare supervisors. This initial training for supervisors will be completed during the current fiscal year. Plans are currently underway to design training for section administrators and continuing education for all staff. Other agreements with the UHSSW include opportunities for staff to earn Master of Social Work and Bachelor of Social Work degrees through distance education. The Director has also been successful in implementing additional university partnerships with the William S. Richardson School of Law and the School of Nursing and Dental Hygiene to assist our staff and children and families in working with the courts and enhancing services. The partnership with Maui Community College supports the Department's ability to insure services are continually improving through their leadership in continuous quality reviews.

In addition to implementing partnerships with universities to improve the child welfare training and quality review systems, Director Koller has provided leadership in accessing training and technical assistance from National Resource Centers and private organizations such the nationally known membership organization in the child welfare arena, Child Welfare League of America (CWLA), of which the Department is a member. It was during the series of trainings in Hawaii on evidence-based knowledge related to the placement of children with kin/relatives conducted by Child Welfare League of America that staff raised concerns about issues they considered unique to their child welfare practice in Hawaii. In response to staff concerns, the Department partnered with CWLA to train staff in the collection and use of data to focus on decision-making related to the placement of children in Hawaii.

I again recommend that Ms. Koller be reconfirmed as Director of the Department of Human Services to continue the progress to date and move the Department forward to enhance the lives of Hawaii's keiki and families.

Thank you for this opportunity to testify.

/s/

Patricia Newlin, Ph.D., LMSW-AP

## TESTIMONY

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

FROM: Christina O'Dell

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 Christina O'Dell and I strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services for a second term.

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

Thank you for this opportunity to testify.

 Christina O'Dell 3/19/07

[Sign your name and date]

# TESTIMONY

March 19, 2007

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

FROM: Winifred N. Odo

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 Winifred Odo 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 of support dated January 24, 2007 that I sent to you.

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

Thank you for this opportunity to testify.

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January 24, 2007

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

Dear Senator Chun-Oakland:

The recent article in the paper regarding the Governor's appointees and their confirmation status was interesting and distressing. I am referring to Lillian Koller's confirmation in particular.

As you know, I retired as the Medicaid Administrator for the Department of Human Services. During my tenure, you and I went through many challenges and learned much as we cooperatively moved to improve the Medicaid program. I have since been doing consulting for the Medicaid program as they seek to take the leap to integrate the state's most vulnerable population into the QUEST program. I am excited about that initiative as it is long overdue. I am, also, heartened by many new program initiatives that will greatly benefit our disadvantaged residents and, additionally, provide cost effective changes without compromising quality.

The leadership in forging ahead with such innovations has been Lillian Koller. Her commitment to improving the lives of our most vulnerable residents is unquestioned. Her abundant energy, enthusiasm and commitment to forge ahead, sometimes appears as an unorthodox management style. She is intelligent, impatient and wants everything to be completed "yesterday". This "Bull in a China Shop" approach sometime creates anxiety, but, overall, is refreshing and energizing. Programs are created and benefits are enhanced and the lives of our disadvantaged are greatly improved.

Many colleagues and friends have asked me why I continue to do this work. I thoroughly enjoy working for someone who has dreams of a better life for those residents who are unable to do for themselves and does something about it. It is exciting, fun and so rewarding to see positive changes made in the Medicaid Program.

It would be a shame to deprive our vulnerable residents of their champion. I ask you to please consider confirming Lillian Koller for another term. You know me very well, and know that I am not a person who frivolously supports an issue or an individual. This is, in fact, only my second letter of support and I wholeheartedly support Lillian Koller's appointment.

Thank for you all your support in the past and wish you a wonderful future. If you have any questions regarding this letter, please feel free to call me at 221-5797.

With warm regards,  
Winifred Odo  
cc: Lillian Koller

## TESTIMONY

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

FROM: Susan Ogami-Van Camp

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

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

My name is Susan Ogami-Van Camp 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 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.

Susan Ogami-Van Camp

[Sign your name and date]

3/15/07

**Susan Ogami-Van Camp**  
2101 Nuuanu Avenue, Apartment 2304  
Honolulu, Hawaii 96817-1717

January 16, 2007

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

Re: Reconfirmation of Director Lillian Koller

Dear Senator Chun Oakland and members of the Committee,

I respectfully request that you confirm the reappointment of Lillian Koller as the Director of the Department of Human Services.

I am a Hawaii State Employee with 26 years of service. For 21 years, I have been with the Department of Human Services (DHS). I am currently a staff member at DHS, Child Welfare Services Branch (CWS) and I work as an Assistant Program Administrator for the Program Development Office. I live in Nuuanu, and I voted for Senator Susan Chun Oakland.

Throughout my professional career as a social worker, I have worked under the capable leadership of many Directors. I have worked at the Department of Human Services, the University of Hawaii, the Department of Education and Family Court. However, in all of my years of service, Director Lillian Koller, is by far, the most creative, inspiring and productive leader of all. My colleague, Lynne Kazama, has described Director Lillian Koller's many accomplishments in her recent letter to you. I confirm that these programs were developed under Director Lillian Koller's visionary leadership and unswerving support. These are excellent programs which truly serve Hawaii's CWS families and children.

One of my areas of responsibility at DHS is Title IV-E foster care and adoption assistance. Director Lillian Koller has made aggressive efforts to increase federal reimbursement for Title IV-E. She directed CWS staff to adopt the preponderance of evidence method (POEM) to determine Title IV-E eligibility for foster children. As a result, federal earnings have doubled since Ms. Koller was appointed as the Director of DHS. DHS earned \$9.5 million in State Fiscal Year (SFY) 2002 and \$18.2 million in SFY 2006.

Director Lillian Koller also recognized that there is a financial disincentive to adopt foster children who are at high risk of developing physical, mental, and emotional disabilities. When adopted, these children have not been able to receive adoption subsidies unless disabilities manifested. On the other hand, foster children who transfer to legal guardianship can continue to receive financial assistance. Director Lillian Koller is changing this practice to allow payment of adoption subsidies to encourage adoption of foster children who are at high risk. Adoption can provide these children with a committed family for a lifetime.

Again, I respectfully request that you confirm the reappointment of Lillian Koller as the Director of the Department of Human Services.

Sincerely,



Susan Ogami-Van Camp, LSW  
Child Welfare Services/Program Development  
Assistant Program Administrator  
Phone: 220-9423



April 2, 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:

The Maui Oral Health Center is the only Medicaid provider accepting new dental patients on Maui. As its clinical director and on behalf of our thousands of otherwise unserved dental patients, I am counting on you to support State Department of Human Services Director Lillian Koller's reconfirmation so she can continue her important work at DHS for another term.

I am unaware of all the duties and responsibilities the DHS director has, and can only testify to those achievements that I've witnessed. Regarding her leadership in facilitating the return of much needed dental care to the needy people of Hawai'i, Director Koller has been especially effective. She has overseen a paradigm shift that should continue to recruit and retain more providers and bring dental health to all who are unable to secure it on their own. This shift includes opening lines of communication between providers, administrators and contractors that previously were closed,

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

Sincerely,

Spencer H. Owades DMD  
Clinical Director  
Maui Oral Health Center  
Wailuku, HI

# TESTIMONY

March 24, 2007

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

FROM: Mary Carmen Paas  
[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 Carmen Paas 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.

Mary Carmen Paas  
[Sign your name and date]

712 N. School Street  
[Address]

March 16, 2007

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

**FROM:** Brian Y. K. Pang

**SUBJECT:** GM 275-CONSIDERATION AND CONFIRMATION AS DIRECTOR OF THE  
DEPARTMENT OF HUMAN SERVICES, GOVERNATORIAL NOMINEE,  
LILLIAN B. KOLLER, FOR TERM TO EXPIRE 12/06/2010

I am writing to express my support of Lillian Koller's confirmation for her second term as the Director of the Department of Human Services (DHS).

~~As the former Medicaid Finance Officer, I worked closely with Director Koller. Her management style is, sometimes, unorthodox, however, I never question her passion and commitment to making life better for our Medicaid recipients. The times she and I disagreed, we were always able to discuss our differences and come to a mutually satisfactory approach. While Director Koller can be very stubborn and unwavering, I quickly learned that her focus was always to improve the program for the good of the recipients.~~

She is extremely intelligent and works harder and more passionately than anyone else in the Department. She has expanded the program with novel ideas and approaches which has been refreshing for those of us who have been with DHS for many years. Clearly, there are those who don't like change and will fight it to the bitter end, however, change is healthy and creates opportunities of improving the status quo.

The DHS and Medicaid, in particular, are embarking on initiatives that are long overdue. Director Koller has spearheaded these changes. Her changes have brought in millions of additional federal dollars without the use of state matching funds, provided private hospitals with additional funding for uncompensated care, and is constantly looks improve not only Medicaid but the health care system in Hawaii.

I sincerely hope that you and your colleagues will make a decision in the best interest of our most vulnerable citizens and think very carefully about the motives of those who are complaining the loudest. I am hopeful that you will confirm Lillian Koller for another term. Please give her the chance to implement the programs in which she has championed for four years.

I am truly grateful for you all your support in the past and wish you much success in making important decisions for DHS.

**Jennie Pang  
1428 Alewa Drive  
Honolulu, HI 96817**

**March 28, 2007**

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

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

**Dear Senator Chun Oakland and Committee members,**

**I am a VGAL (volunteer guardian ad litem) and a volunteer for Project Visitation, a program created to help maintain the relationship between siblings who are living in separate foster homes. I am also a member of the Project Visitation Advisory Group. I am involved as a volunteer with various organizations dealing with foster children. I have a great interest in the future of foster children in our beautiful Islands and feel very strongly that we need to reconfirm Lillian Koller as the Director of the Department of Human Services (DHS).**

**I am impressed with Ms. Koller's untiring work and exemplary accomplishments over the years in bringing community resources together, drawing on untapped Federal monies, instituting best practices, reaching out to Native Hawaiian families which make up a large proportion of the foster children population and numerous other initiatives for the benefit and sake of our foster kids.**

**Ms. Koller's efforts and accomplishments manifest her passion, compassion and deep desire to improve the lives of our foster children. Please do all you can to reconfirm Director Koller. Thank you very much also for the work you have done for our Hawaii.**

**Sincerely,**

**Jennie Pang, VGAL**

# TESTIMONY

March 29, 2007

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

FROM: Angie Payne, Previous Med-QUEST Acting  
Administrator

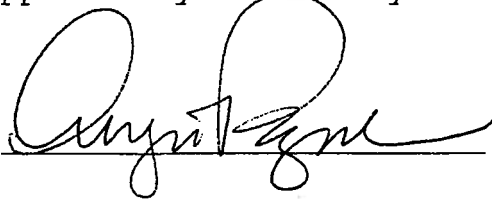
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

My name is Angie Payne 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.



A handwritten signature in black ink, appearing to read "Angie Payne", is written over a horizontal line.

January 24, 2007

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

Dear Senator Chun-Oakland:

I am writing this letter regarding the upcoming confirmation of Lillian Koller as Director of the Department of Human Services.

As you know, I was the Acting Med-QUEST Division Administrator until July of 2006 when I relocated with my family to the mainland. Prior to being the Acting Administrator I worked at the Med-QUEST Division as the Health Coverage Management Branch Administrator since February 2000. Much of my time at Med-QUEST was under the direction of Lillian Koller.

When Lillian came to the Department of Human Services she brought a unique energy and extreme will to implement programs that would benefit low-income individuals in Hawaii. She was also determined not to let bureaucracy sway her from her ultimate goals of increased access to services and enriched benefits for Medicaid.

We all know what a complex program Medicaid is, and there are many different ways to design the program while still ensuring access and benefits for the recipients. Hawaii has been blessed with a good economy for the past few years which has allowed for more expansion and flexibility in our programs. Lillian's singular focus and determination can sometimes make it difficult to deal with her. It can also make her appear to be stubborn and closed-minded. But she always listens to everyone's opinions and I have witnessed on several occasions that she will change her position when given new information. Through all of this, Lillian has been successful in bringing in additional federal funding and, with the cooperation of the Legislature, enhancing the benefits for Medicaid recipients.

If I did not firmly believe that Lillian had the best interests of the Medicaid recipients at heart, I could not in good conscience support approval of her confirmation. However, after working with Lillian for several years, I can confidently say that she will continue to work in support of Hawaii's low-income residents. I ask that you consider approving the confirmation of Lillian Koller as Director of Human Services for another term.

I also want to take a moment and let you know how much I appreciated working with you and your dedication to doing what you believe is right for all of Hawaii's citizens. I wish you continued success.

Should you have any questions, please feel free to call me at 753-4492 (I still have a Hawaii cell phone number).

Sincerely,

Angie Payne

cc: Lillian Koller

# TESTIMONY

March 24, 2007

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

FROM: MARGARET L. PERREIRA  
[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 MARGARET PERREIRA 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.

Margaret Perreira 3-24-07  
[Sign your name and date]

1046 4<sup>th</sup> AVE. HONOLULU, HI  
[Address] 96816



## TESTIMONY

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

FROM: Carol Petith-Zbiciak MS APRN, BC

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 Carol Petith-Zbiciak 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.

C. Petith-Zbiciak 3/27/07  
[Sign your name and date]

P.O. Box 150  
Wailuku, Hawaii 96793

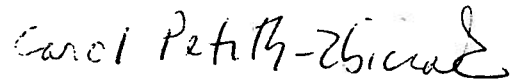
The Honorable Suzanne Chun Oakland  
Hawaii State Capitol, Room 226  
415 S. Beretania Street  
Honolulu, Hawaii 96813

January 16, 2007  
The Honorable Suzanne Chun Oakland

Dear Senator Oakland,

Please confirm Lillian Koller for reappointment as Director of the Department of Human Services. Her excellent work in support of the wellness of the people of Hawaii justifies her reappointment.

Thank you,



Carol Petith-Zbiciak MS APRN,BC  
Maui Community College Nursing Faculty

**WRITTEN ONLY**

TESTIMONY BY ROBERT N.E. PIPER  
TO  
THE SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING  
ON  
GOVERNOR'S MESSAGE NO. 275

April 3, 2007

Chairperson Chun Oakland and Members of the Senate Committee on Human Services and Public Housing:

Aloha mai kakou. My name is Robert N.E. Piper and I thank you for the opportunity and honor to submit this written testimony in strong support of Governor's Message No. 275 nominating Lillian B. Koller as the Director of the Department of Human Services for the State of Hawaii.

I am the Deputy Director of the Department of Budget & Finance. Although I have only had the privilege of working as the Deputy Director of the Department of Budget & Finance for a little less than three (3) months now, I have had numerous occasion to work with Ms. Koller in my previous capacity as Chief of Staff in the Office of the Lieutenant Governor over the past four (4) years. In both of these capacities, my experience in dealing with Director Koller has been nothing short of exemplary.

Through the passionate assistance of Director Koller, the Office of the Lieutenant Governor has been able to successfully fight the plague of drug and teenage alcohol abuse in our state. In fact, we are now able to see certain and measurable positive results from the numerous prevention programs that Director Koller and Lieutenant Governor Duke Aiona worked tirelessly to develop and bring to life.

In my humble opinion, Director Koller has balanced a strong commitment to quality of service and fiscal propriety with a deep sense of aloha and respect for others no matter what their position or political leaning. Through this personal example of professionalism and dedication to the mission of serving the people of Hawaii, Director Koller has helped set the tone for not only the staff of her department but for other members of the Lingle/Aiona Administration as well.

In my dealings with Director Koller over the past four (4) years, I have come to consider her a personal roll model. She has an uncanny ability and skill in dealing with so many important issues that confront State government. She is a quick study, a strong communicator, and her experience in the human services area serves us all well. These attributes coupled with her openness towards staff and constituents result in a well run department.

In my short tenure in state government, I have witnessed the positive results of Director Koller's leadership. In my dealings with personnel of the Department of Human Services I have witnessed an atmosphere of teamwork, mutual support, shared goals and vision, and job satisfaction that is, unfortunately, hard to find in a lot of areas – public and private sector alike.

For the reasons stated above, I humbly and strongly support the confirmation of Lillian B. Koller as Director of the Department of Human Services. Mahalo piha.

**Testifier: Ward D. Pirie**

Mailing Address: 538 Kaumana Drive, Hilo, HI 96720

Home Phone: 961-5049

March 31, 2007

**COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING**

Date: Tuesday, April 3, 2007

Time: 1:15 p.m.

Re: Lillian B. Koller, Reconfirmation.

Good Afternoon Senator Chun-Oakland, Senators...

Thank you for this opportunity to testify in support of Lillian Koller's reconfirmation as Director of the Department of Human Services.

I supervise Central Hilo Unit, part of DHS's Benefit, Employment and Support Services Division on the Big Island. Our unit responsibilities include the First-To-Work program, Child Care Connection Hawaii and Child Care Licensing.

First-To-Work is a program designed to assist welfare recipients achieve financial self-sufficiency. This is the DHS program that has undergone the most dramatic changes recently. I have worked for DHS for over twenty years. During that time I have become used to constant change; that is the nature of human services.

But during the last couple of years, due to the Deficit Reduction Act of 2005 and the Reauthorization of Temporary Assistance for Needy Families (TANF) in October 2006, the pace of change has increased, and Director Koller's leadership has been invaluable in helping us meet the challenges that come with significant and rapid changes.

Director Koller was worked hard on initiatives to assist us meet the stringent requirements imposed by the Deficit Reduction Act. Many of these have been implemented and include such things as Enhanced Earned Income Disregards, TANF Exit and Job Retention Bonuses, Transitional Transportation services, Sick Child Care and One-Time Rent or Deposit Assistance. These programs are designed to assist FTW achieve our goal of helping Hawaii's most vulnerable citizens become self-sufficient.

Director Koller has described FTW as being a "Spring-board" to self-sufficiency, not a "safety net". And that is a philosophical change I have embraced. It does not help our clients to allow them to let their welfare eligibility clock tick away; it does help them to move them into employment with every support and encouragement we have at our disposal.

Some of my staff may be intimidated by Director Koller's rather intense, "hands on" management style. And the pace of change under

her leadership has been whirlwind. Resultant complaints seem limited to those of my staff surprised at being required to step up and do their jobs, to provide our First-To-Work participants the services, encouragement and guidance needed to move to self-sufficiency. That surprise has passed, they are stepping up now.

Without Director Koller's leadership we would not be as ready as we are now, not only ready to meet the requirements of the Deficit Reduction Act, but also ready to assist our clients move into self-sufficiency.

Please reconfirm Lillian Koller as Director of Department of Human Services so she can continue assisting us help our clients and their families gain self-respect as self-sufficient members of our community.

On a personal note, on behalf of my son, Douglas Pirie, Thank You Senators, for your recognition of his recent attainment of the rank of Eagle Scout. Your Certificate of Congratulations takes pride of place on his "Eagle wall". It is much appreciated.

Thank you, Ward D. Pirie.

## TESTIMONY

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

FROM: Ward D. Pirie

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 Ward D. Pirie 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.

Ward D. Pirie 3/15/07

[Sign your name and date]

**Ward D. Pirie**

538 Kaumana Drive  
Hilo, HI 96720  
989-0517 (c)  
961-5049 (h)  
981-7290 (w)

January 24, 2007

**Senator Suzanne Chun Oakland**

**13th Senatorial District  
Hawaii State Capitol, Room 226  
415 South Beretania Street  
Honolulu, HI 96813**

Re: Lillian B. Koller, Reconfirmation.

Dear Senator Chun Oakland,

Director Koller has my full support. As a State employee for twenty years, I supervise Central Hilo Unit. Our responsibilities include the First-To-Work program, designed to assist welfare recipients achieve self-sufficiency. First-To-Work and the employees responsible for its administration are directly affected by Director Koller's dynamic leadership.

Prior to reauthorization of Temporary Assistance For Needy Families (TANF) last year, Director Koller was already working on initiatives to assist us meet the stringent requirements imposed by the Deficit Reduction Act of 2005.

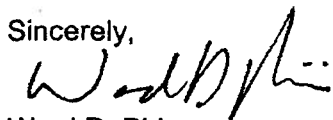
Programs Director Koller championed are assisting our most vulnerable populations become self-reliant, self-respecting members of our employed community.

Enhanced Earned Income Disregards, TANF Exit and Job Retention Bonuses, Oral Health Services For Adult TANF recipients, Supporting Employment Empowerment (SEE) subsidized employment program, Transitional Transportation services...these are just some our Director's initiatives that are good for our clientele, good for Hawaii.

Some of my staff may be intimidated by Director Koller's intense, "hands on" management style. And the pace of change under her leadership has been whirlwind. Resultant complaints seem limited to those staff surprised at being required to step up and do their jobs, to efficiently and effectively provide First-To-Work participants the services and benefits needed to move to self-sufficiency.

Please reconfirm Lillian Koller as Director of Department of Human Services so she can continue assisting us achieve our program goals. Do not hesitate to call me.

Sincerely,



Ward D. Pirie  
Central Hilo Unit Supervisor



## TESTIMONY

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

FROM: Karèn E. Phaneuf

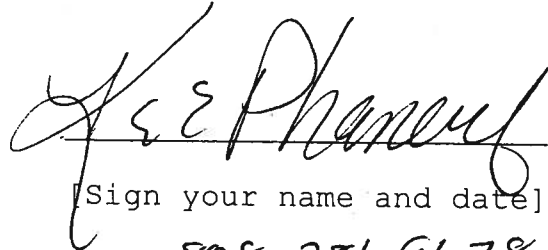
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
a term to expire 12-6-2010

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

My name is Karèn E. Phaneuf 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 26, 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.

 3-13-07  
[Sign your name and date]  
808-281-9678

**KARIN E. PHANEUF**  
550 Akolea Place - Wailuku, HI 96793  
(808) 242-1118 or (808) 281-9678

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January 25, 2007

The Honorable Suzanne Chun Oakland  
Chair, Senate Committee on Human Services  
Hawaii State Capitol, Room 226  
Honolulu, HI 96813

Dear Judge Oakland;

Please accept this letter of support as enthusiastic testimony for the reconfirmation of Hawaii Department of Human Services Director Lillian Koller. I have worked closely with Director Koller and the dynamic team she has built since 2004 as a Maui Community College Information Tech Project Director. Director Koller approached MCC about helping the state improve technological tools for the Child Protective Services System and Chancellor Sakamoto accepted this challenge for the college. Director Koller's decision to involve the University of Hawaii system and to use valuable resources already in place has helped move our state into the 21<sup>st</sup> century. Approaching the college system as a collaborative partner speaks to her ability to problem-solve, plan and think ahead, be fiscally responsible and to use state resources already in place. The Director has incorporated projects like this one into many facets of the DHS system with her modern and forward-thinking approach.

During these past two and a half years, I have been consistently impressed with Ms. Koller's decision making ability, her firm, innovative directives and her dedicated performance. She is committed to improving the state of Hawaii DHS system and works tirelessly to that end. Director Koller is the right person for this job and has proven her worth in this position. She confidently led the CPS Performance Improvement Plan (PIP) which saved money and guided the department to meet important federal standards that the current system was failing before she took office. Director Koller operates with a philosophy that there *is always a way* to get things done and she examines many avenues to **FIND A WAY** to get things done. Lillian Koller is a person who gets things done.

This director has the knowledge, skills and understanding to tackle this difficult and sometimes thankless job every day. She is intelligent, tough and energetic. She meticulously examines budgets and hires experts to help find more money for the state. She understands the deep bureaucracy and works with it. She has insisted on standards of performance that have vastly improved outcomes for children and families in the state of Hawaii. She has eliminated waste in many departments by reducing overtime and streamlining processes using technology.

Lillian has earned the respect and trust of her staff by including them in decision-making. She is honest and works hard for the people of Hawaii. She was recognized by the Federal auditors during our PIP review as a person who has made huge strides in the formerly lagging CPS system which has positively affected children and families throughout Hawaii and got a standing ovation from her staff and the Feds.

Please reinstate Director Lillian Koller and recognize her for the dynamic leader that she is. Her administration is making things better for our state and losing her would mean taking a giant step backwards for the Department of Human Services.

Sincerely,



Karin E. Phaneuf  
MCC IT Project Director for CPS

BRYSEN C. POULTON

TO THE COMMITTEE ON  
HUMAN SERVICES AND PUBLIC HOUSING

THE SENATE

THE TWENTY-FOURTH LEGISLATURE  
REGULAR SESSION OF 2007

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

**RE: GUBERNATTORIAL NOMINEE LILLIAN B. KOLLER AS DIRECTOR OF  
THE DEPARTMENT OF HUMAN SERVICES**

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

I sincerely appreciate this opportunity to testify before the committee this afternoon. My name is Brysen Poulton and I am a resident of Windward Oahu. I am here today to testify in **strong support** of the governor's nominee, Lillian Koller as the Director of the Department of Human Services.

I was a legislative aide at the time when Ms. Koller was first nominated and confirmed to the position she now holds. I was impressed by her then and I remain impressed by her now. She has to be one of the most driven and enthusiastic people I have ever met. To shake hands with her is like shaking hands with a lightening bolt or a live wire. Intense, driven, tenacious, and focused are all words that have been used to describe the nominee. One does not commonly associate compassion with these words and traits because when taken at face value they seem somewhat contradictory but Lillian proves other wise. Through her efforts she shows that to be compassionate means to take action, to be diligent in those actions, and to sacrifice time and effort to see things all the way through.

Most impressive to me is the fact that when Lillian takes action on something she does so because of her belief that it is the right thing to do. When she was first appointed she inherited a number of problems in the department including critical federal and state audits addressing a number of problems and concerns with the department. Also at this time there was a distinct call for out of the box thinking and action made by many, including lawmakers, that would allow the department to move on beyond these problems and issues. As a citizen who has watched these events unfold and her actions in response, I do not think that there is any doubt that she can deliver.

I greatly admire Lillian for cultivating these and other traits and I seek to incorporate them into my life as she has done in hers.

One of her "out of the box" ideas that has impressed me most is the SEE Hawaii Work Program. SEE stands for Supporting Employee Empowerment which provides job placement opportunities for businesses. Through this program employers can interview DHS clients, and if they are hired, the employer is reimbursed wages at \$6.25 an hour for up to 40 hours a week, and an additional 14 percent in reimbursements for unemployment insurance, Workers Compensation, FICA, etc. I have many friends who are social workers that tell me how successful this program is because it allows their clients to work while maintaining welfare benefits which in turn allow them to accumulate funds and get off welfare much faster. I come from a long line of entrepreneurs and this move makes so much sense because of the fact that it helps small businesses grow and improve. Something that is even more meaningful when you consider that Hawaii has some of the highest numbers of small businesses in operation in country.

It is evident that through programs like this and others that Ms. Koller clearly has a vision for how to administer her department. She is clearly building off the accomplishments of the department's past to create a system under which the curse of idleness can be done away with and where independence, industry, thrift and self respect can once more be established amongst the people of our state in the future. Recent events have brought from the shadows the plight of the working poor who clearly want to be self sufficient which further complicates the process of providing needed social services in our community. Yet in light of these challenges Ms. Koller is well equipped to handle them and any other challenges because she has created a staff of hard working and intelligent individuals. I salute her, her Deputy Director, Henry Oliva, and the countless others who work tirelessly on behalf of society's down trodden and even sometime forgotten.

It is my firm belief that Ms. Koller is qualified, prepared, and willing to take on the challenges of the Department of Human Services as its director, to which she has been nominated. I strongly encourage the members of this committee to approve Ms. Koller's nomination because not doing so would rob the department of a unique opportunity to realize its potential.

Again, I 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: Anne Kanaldo  
[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 Anne Kanaldo 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.

Anne Kanaldo 3/24/2007  
[Sign your name and date]

430 Keoniana St #112  
[Address]

Honolulu, HI 96815

# TESTIMONY

March 24, 2007

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

FROM: Robert Rinaldo  
[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 Robert Rinaldo 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.

Robert Rinaldo  
[Sign your name and date]

430 KEONIANA ST UNIT 112  
[Address]  
Honolulu, HI 96815

# TESTIMONY

March 13, 2007

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

**FROM:** Scott Ray, Ph.D.

**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 in support the reconfirmation of Lillian B. Koller as the Director of Human Services (DHS), and to decry the shameful lobby against her.

When you consider that Lillian Koller has:

- **accessed hundreds of millions of dollars in previous untapped Federal funds, and**
- **used those monies to provide new and expanded services to hundreds of thousands of people in the State or Hawai'i, especially to the Native Hawaiian Community and other populations with the greatest need,**

It is absolutely ludicrous to consider the resentments of a **true handful of the more than 2,400 employees of DHS** as a valid reason to consider not reconfirming the one DHS Director who may well have accomplished more than any other DHS Director in the history of the State.

Her passionate advocacy for these populations, sometimes mandated by the Federal Government, has brought social work practices in DHS divisions into the 21<sup>st</sup> Century, after having been decades behind the times.

The **vast majority of DHS employees** range from contented to extremely satisfied with the improvements Lillian has implemented. From my vantage point in the Director's Office, on a daily basis I hear unsolicited testimonials from staff on how Lillian's policies have set them free to serve their clients in more genuinely meaningful ways. I likewise hear the same accolades and expressions of gratitude from service providers in the community and directly from clients.

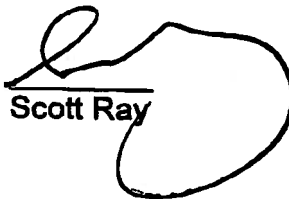
The handful of discontented employees are primarily either those who simply did not want to come up to current best practice, or those who announced from the beginning

that they would resist any change and ultimately "get rid of her," purely on the basis of the fact that she came to the position as part of a Republican administration.

At this time I would also like to respond to the notion that there has been something irregular about DHS procurements. First of all, all procurements have been approved by the Attorney General's Office and the State Procurement Office that perform watchdog functions. Additionally, the Legislature has ordered three successive audits which showed no such serious problems. Once again, the source of these notions is ill-informed employees who simply do not want to change for the better, who persist in the blind and unwavering belief that their own personal interpretations of Federal regulations on spending are more correct than that of highly qualified consultants and representatives of the Federal government. The unfounded beliefs of these employees that have no credence in the opinions of the experts and the actual sources of Federal funds in question are clearly likewise not a meaningful basis to question the performance of the Department and the Director.

Please, do the right thing. Support logic, progress and the welfare of the Hawai'ian people over the whims of a minority of discontents, acting solely on the basis of what they perceive to be their own self interest, which they value above the general welfare of the clients that they are supposed to serve, for whom Lillian so passionately advocates.

~~Thank you for this opportunity to testify.~~



Scott Ray



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

January 12, 2007

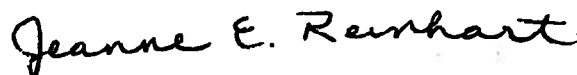
Dear Senator Oakland,

I am writing this letter in support of the reconfirmation of Lillian Koller as head of the Department of Human Services.

As you know, I am a long-time employee of the Department of Human Services, having come here when the Legislature abolished the Office of Children and Youth. In the many years that I have been with the Department, this is the first time that I have seen time and resources devoted to the finding of a child's family, extended family, or even those who are important to a child or youth. I have always maintained that a child's family is the obvious placement resource for any child, which I base on my own belief in family.

To see a Director who shares my beliefs in the sanctity of family is rare indeed. It gives me hope for the future of our children, no matter how loving our foster families are. For this reason, I hope that Lillian's reconfirmation has your vote!

Sincerely,



Jeanne E. Reinhart

c: Lillian Kohler

## TESTIMONY

March 30, 2007

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

FROM: Jeanne Reinhart

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 Jeanne Reinhart 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.

*Jeanne E. Reinhart* 3/27/07

**TESTIMONY**

March 30, 2007

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

**FROM:** Renee E. Rokero

**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~~

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My name is Renee E. Rokero 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.

Renee E. Rokero March 13, 07

January 10, 2007

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

Dear Senator Chun-Oakland,

On September 1, 2006, the State of Hawaii Department of Human Services under Director Lillian Koller's leadership initiated a Statewide collaboration involving several key organizations to advance Hawaii's foster care system. As a result, *Hui Ho`omalua*, "a group to protect and shelter" was established to specifically oversee the Statewide, All-Inclusive, Integrated and Collaborative Initiative for the Identification, Recruitment, Screening, Training, Ongoing Support and Retention of Resource Families for Children and Families in the Department's Care. Collaboration, partnership, grass roots community building and resource sharing is the core of this collaborative, innovative and creative system of care.

With only four months under its belt, Hui Ho`omalua has also entered into partnerships with the following agencies, organizations, companies and churches:

Agencies, Organizations and Companies

|                                   |  |
|-----------------------------------|--|
| Aloha United Way                  | Neighborhood Place (neighbor islands)      |
| American Lung Association         | Pacific Medicaid Services                  |
| American Red Cross                | Parent Project                             |
| American Savings Bank             | Parents, Inc.                              |
| ATRC Assistive Technology         | Parks and Recreation                       |
| Castle & Cooke                    | Personal Parenting & Assessment Services   |
| Coalition for Drug Free Hawaii    | Public Health Nursing                      |
| Department of Education           | Public Libraries                           |
| EPIC                              | Queen Lili'uokalani Children's Centers     |
| Hakipuu Learning Center           | Roberts Hawaii                             |
| Hale Kipa                         | Salvation Army                             |
| Hale Opio                         | State Farm Insurance                       |
| Hawaii Foster Parent Association  | Time Warner Cable                          |
| Heart Gallery                     | Toshiba                                    |
| Honolulu Community Action Program | Unity House Honolulu                       |
| HOPE, INC.                        | University of Hawaii School of Nursing     |
| Insights to Success, Inc.         | University of Hawaii School of Social Work |
| Kalaeloa Homeless Shelter         | Waianae Comprehensive Health Center        |
| Kamehameha Schools                | Waianae Health Academy                     |
| Kauai Keola                       | YMCA                                       |

Churches

|                           |                            |
|---------------------------|----------------------------|
| Aloha Church              | Hilo Missionary Church     |
| Assembly of God Church    | Jehovah Witness Kailua     |
| Faith Baptist Church      | New Hope Churches          |
| Faith4Kohala              | Our Lady of Mt. Carmel     |
| Greater Mt. Zion Holiness | Solid Rock Ministries-Kona |

**Solid Rock Ministries-Pahoa  
St. Christopher's Church  
St. George Parish  
St. Joseph's Hilo**

**Sunset Beach Church  
Trinity Church  
Wellspring Church  
Windward Baptist Church**

**Together and through its partnerships, Hui Ho'omalua will serve as the framework to guide, enhance and support the service delivery processes and activities designed to meet the needs of Hawaii's children and families in the Child Welfare System.**

**Aloha, my name is Renee E. Rokero, and I am a Native Hawaiian. This initiative is very important to me, my family and my community for many reasons. Infused throughout this collaboration are Hawaiian timeless values of laulima, aloha, lokahi and ho'olaulima. Embracing individual values, cultures and practices demonstrates respect regardless of an individual's culture or economic status. In addition, this initiative enables every child, adult and community member the opportunity to get involved and collectively solve problems and issues surrounding Hawaii's foster care system. It is an opportunity for every resident in the State of Hawaii to have a "voice".**

**I would like to take this opportunity to thank you for your continued support of our communities and ask your support for the confirmation of Lillian Koller as Director of the Hawaii State Department of Human Services. It is also through Director Lillian Koller's vision and her strong commitment to our families and communities that organizations, agencies, companies, churches, and community members are able to come together and merge resources thus creating a system of care that is responsive to the unique needs of every community. Hawaii's children and families deserve a responsive system of care.**

**It is through valuable partnerships with you that families and communities become stronger.**

**Mahalo,**



**Renee E. Rokero  
1441 Akamai Street  
Kailua, Hawaii 96734**

## TESTIMONY

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

FROM: Raymond Sanborn, President, Kama'aina Kids

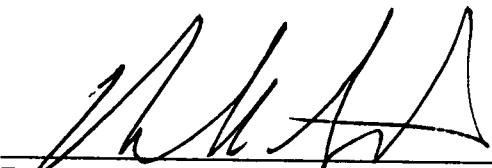
SUBJECT: GM 275, Confirmation of Lillian B. Koller as  
Director of the Department of Human Services for  
A term to expire 12-6-10

**Hearing: Tuesday, April 3, 2007, 1:15 p.m.  
Conference Room -16, State Capitol**

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

This serves as my official written testimony in strong support of Lillian B. Koller's reconfirmation.

Thank you for this opportunity to testify,



Raymond C. Sanborn

# TESTIMONY

March 24, 2007

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

FROM: SONJIA C. SANDERS  
[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 SONJIA C. SANDERS 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.

Sonjia C. Sanders 3-24-07  
[Sign your name and date]

828 ANAHI ST WAILUKU 96793  
[Address]

March 11, 2007

Subject: Support for GM275

To Senate Committee on Human Services and Public Housing  
Senator Suzanne Oakland, Chair

I am writing to ask that you confirm Lillian B. Koller as Director of Human Services. Director Koller has shown tremendous leadership during her first term and has greatly improved the lives of those who face challenges in their day-to-day existence. She is creative, caring and very pragmatic in her problem solving.

I have observed her problem solving skills and reasoned approach on several issues here on Maui. I was extremely impressed. For example, clients that are severely mentally ill and taking drugs, which decay their teeth at a rapid rate, received better dental services through the QUEST program as a result of Koller's efforts.

Hawaii deserves leadership like Lillian Koller. She truly cares for the people she serves. She has a huge heart. I urge you to endorse her actions by giving her heartfelt approval for another term.

Cordially,

Madge Schaefer  
520 Mikioi Pl  
Kihei, HI 96753



**SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING**

HEARING, CONFERENCE ROOM 016 FOR TUESDAY APRIL 3, 2007, 1:15PM

**TESTIMONY IN SUPPORT OF CONFIRMATION as Director of the  
Department of Human Services, Gubernatorial Nominee, LILLIAN B.  
KOLLER, for a term to expire 12-6-2010. GM 275**

**NEIGHBOR ISLAND ORAL TESTIMONY**

Chair Chun-Oakland and Committee members:

My name is: J. William "Bill" Sanborn. I speak as a resident of Waimea, island of Hawai'i, a concerned grandparent, a licensed and previously active foster care provider, a West Hawai'i and Waimea community volunteer, a participant for Departmental case reviews for the West Hawai'i CWS section and a current member of the State CWS Continuing Quality Improvement Council.

I testify today in support the Director's confirmation in order to continue, what I see as much progress on behalf of the children of this state. The huge task for the Department of Human Services is sorting out real harm issues as well as providing real assistance for repair, growth and harmony every family in this state can rely on when confronted with serious personal challenges - challenges such as falling into drugs, alcohol, career and housing stress or health issues that can lead to increases in all forms of abuse within the families when they are least capable of coping with it.

Although our family's past personal "case" with CWS (formerly known as CPS) and the Family Court has been settled and most would have put a lot of distance between any State agency and themselves after such an ordeal, to me, the thought that others not so fortunate to have the financial, networking, education

and business capabilities as ourselves would have to suffer the personal and emotional trauma and life-altering outcomes, especially for the keiki, is beyond being fair and equitable to expect as help from a State agency.

What we experienced then did not ever achieve the very essence of "child protection" or "child welfare"; rather it had the opposite effect that has left years of work to recover. It was necessary then to spend the money on our grandchildren and son, but it removed any reserve for choices such as private school alternatives, college plans and needed services not provided by the State nor expected, but necessary for the repair, growth and well being of our family.

Looking back at the various testimony, letters and discussions in order to prepare for this hearing was not only painful but brought back the stress feelings of hopelessness, despair and fairness.

These feelings dissipated quickly as I immediately took comfort in what I have seen as a tremendous improvement, success and attitude change in my recent contact with both agency support services and families who have proceeded into the CWS system subsequent to our departure.

Our own success in for our "Felix consent" emotionally challenged grandson, whom was the center of our foster home for many months, is seeing him just make the jump from a special needs classroom in Third Grade at Waimea Elementary School, into a Fourth grade mainstream classroom. That alone gives me great satisfaction in knowing that it can become a happy ending if the right services are properly recognized early and applied with correct assessments for available services.

What was most apparent in 2003, was the heavy caseload that CWS workers were trying to manage. This did not give much hope for either quick or correct responses as there was not much time for investigation, research on the family or

background that could alter the immediate observations. Although our family needed some intervention, it was clear after several months that we just had a ~~"tooth ache" not "cancer" of the jaw. Ours was a custody-related~~ complaint and under today's CWS system of intakes, it would have been referred to services first rather than becoming one more crisis case for the social worker to juggle, and not juggle with either correct training, supervision or assumptions.

The turning point in our case was our ability to afford to depose the case worker twice. This allowed us to point out the multiple lies, filtered information leading only to a specific outcome, and already predestined results decided by one worker and with little intervention by the superiors due to their reactionary approach to their own overload as well.

What has changed during Director Koller's tenure has been how cases are handled from the get-go. Diversion on the non-emergency complaints has not only allowed less serious cases to be directed to immediate services but has relieved the social worker's stress level to a much more manageable level of providing more consistent services, visitations and outcomes in their intervention. This has helped to reduce any need to "fudge" reports, get trapped in deceitful courses of actions or take short cuts at the expense of the children and their families.

I will summarize by drawing attention to my past contact with former State Representative Kahikina from Waianae and his thoughts then. His lament in 2003 was that most human services issues fall below the radar of most of the public. Knowledge of what really happens is usually only available to those that are or have "experienced" the system or the workers and support services dealing with the State agency as well as the "clients". Even getting the legislature to understand what really happens in these cases and the needs leading to funding requests and changes in practices was difficult at best.

After working with Director Koller on this issue, I had cause to testify again in Waimea in 2006 and heard then Representative Kahikina say at that hearing that he no longer had constituent complaints from families from Waianae involved with CWS, only an occasional social worker complaint.

This, in my mind, is a huge change and improvement in the system outcome under Director Koller. It means that the Department is addressing the issues and concerns in a manner that has changed the perception of those in services and those most needing intervention – the children. After all that section is called “Child Welfare” Services. There is no room for adult issues clouding what is best for the children and their families in my opinion.

Thank you for considering my testimony in support of confirmation.

Mahalo and Aloha,

J. William “Bill” Sanborn  
P.O. Box 190  
Kamuela, HI 96743

\(808) 895-1122

jws@aloha.net

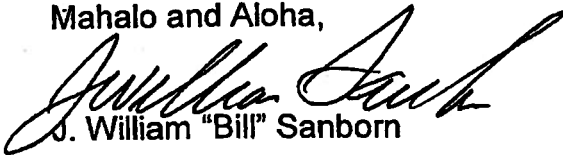
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J. William "Bill" Sanborn

P.O. Box 190

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# TESTIMONY

March 24, 2007

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

FROM: Dr. Rose M. Schillinger  
[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 Dr. Rose M. Schillinger 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.

Dr. Rose M. Schillinger  
[Sign your name and date]

1046 6<sup>th</sup> Ave.  
[Address]  
Hon. HI 96816

# TESTIMONY

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

FROM: Brook Sexton

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 Brook Sexton 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.



---

[Sign your name and date]

From: Brook Sexton  
234 Ohua Ave. #116  
Honolulu, HI 96815

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

Re: Lillian Koller confirmation

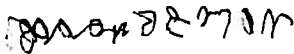
Ho'opono Services for the blind has been serving the blind of Hawaii for over 40 years. In the past four years I have watched the services provided to Hawaii's blind make unprecedented changes. These kinds of changes take dedication and support from all levels of management—ho'opono's administrative team, Vocational Rehabilitation Administrator of Hawaii, and the Director of Human Services.

Lillian Koller has supported and worked with Ho'opono to provide extraordinary services to working age blind individuals. During Lillian Koller's time as Director an employment based training program was implemented for newly blinded adults, Older Americans who are blind have received in home training that enables them to stay at home longer, and blind individuals who became employed are receiving the highest average earnings of all disability groups in Hawaii.

I know that as we move forward the hopes and dreams of the blind of Hawaii will truly be recognized.

As an active member of the National Federation of the Blind of Hawaii, a consumer organization of 50 thousand people across the country, I urge the Senate to confirm Lillian Koller as director of Human Services.

Sincerely,



Brook Sexton  
Vice-President, Honolulu Chapter  
National Federation of the blind of Hawaii



March 9, 2007

The Honorable Senator Suzanne Chun Oakland  
Hawaii State Capitol  
415 S. Beretania Street, Room 226  
Honolulu, Hawaii 96813  
Subject: Reconfirmation of Lillian Koller

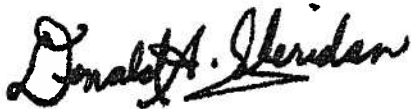
Senator Chun:

I have known and worked with Director Koller for a long time. Never have I met a person with greater energy, heart and wisdom than she. Nor have I witnessed any public servant give more time and energy to the job than she.

~~Since I'm sure that you are already aware of the many accomplishments of the DHS under her direction, I'll not waste your time by reiterating them. Let me simply urge you to reconfirm her for another term.~~

If you have any questions or need me to testify on her behalf, I am available in person or by phone at any time.

Sincerely,



Donald A. Sheridan  
245 Kaulani Dr.  
Puakalani, HI. 96768

cc: The Honorable J. Kalani English  
Hawaii State Capitol  
415 S. Beretania Street, Room 205  
Honolulu, Hawaii 96813

The Honorable Shan S. Tsutsui  
Hawaii State Capitol  
415 S. Beretania Street, Room 206  
Honolulu, Hawaii 96813

The Honorable Rosalyn H. Baker  
Hawaii State Capitol  
415 S. Beretania Street, Room 210  
Honolulu, Hawaii 96813