



GM 511

Measure Title: Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018.

Report Title: Director of the Department of Human Services

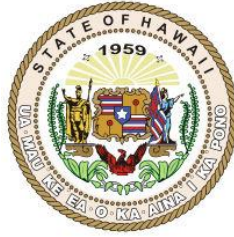
Description:

Companion:

Package:

Current Referral: HSH

Introducer(s):



EXECUTIVE CHAMBERS
HONOLULU, HAWAII

David Y. Ige
Governor

Testimony on GM 511
Confirmation of Dr. Rachael Wong
Director, Department of Human Services

Governor David Y. Ige

SENATE COMMITTEE ON HUMAN SERVICES AND HOUSING

March 5, 2015

1:15 p.m., Room 016

Chair Chun-Oakland, Vice Chair Green and committee members:

I respectfully request your support in confirming the appointment of Dr. Rachael Wong as the Director of the Department of Human Services (DHS). Dr. Wong was the Vice-President and Chief Operating Officer for Healthcare Association of Hawaii back in 2012. Prior to that, Dr. Wong was a consultant for Joyful Heart Foundation, along with being Executive Director's for both the Hawaii Consortium for Integrative Healthcare and Kokua Mau: Hawaii Hospice & Palliative Care Organization.

In 2010, Dr. Wong was a Regional Finalist for the White House Fellows Program. Founded in 1964 by Lyndon B. Johnson, the White House Fellows program is one of America's most prestigious programs for leadership and public service.

This administration is committed to transforming the culture of government by embracing and accelerating change. I'm confident that Dr. Rachael Wong will support our employees in the Department of Human Services in this effort. Together, we can build a better home for our keiki, kupuna, and all the residents of Hawaii.

Mahalo for your consideration.

TESTIMONY BY WESLEY K. MACHIDA
DIRECTOR, DEPARTMENT OF BUDGET AND FINANCE

AND BY RODERICK K. BECKER
DEPUTY DIRECTOR, DEPARTMENT OF BUDGET AND FINANCE

STATE OF HAWAII

TO THE SENATE COMMITTEE ON HUMAN SERVICES AND HOUSING
ON
GOVERNOR'S MESSAGE NO. 511

March 5, 2015
1:45 P.M.

SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE
DIRECTOR OF THE DEPARTMENT OF HUMAN SERVICES,
GUBERNATORIAL NOMINEE, RACHAEL WONG

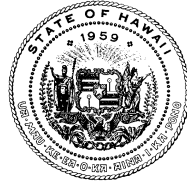
Dear Chair Chun Oakland, Vice Chair Green, and Members of the Committee:

We support the confirmation of Rachael Wong to the position of Director of the Department of Human Services.

Governor Ige's administration is committed to addressing the many issues facing our state in a direct and forthright manner. We will strive to do the right thing, the right way to achieve our shared goal of a healthy, sustainable economy to support our kupuna, ourselves, and our children.

Rachael Wong is an integral part of a team that is committed to achieving the goals of this administration in an honest, transparent, accountable, and responsive manner. Therefore, we support her confirmation as the Director of the Department of Human Services.

Thank you for the opportunity to provide testimony.



STATE OF HAWAII
DEPARTMENT OF HEALTH
P. O. Box 3378
Honolulu, HI 96801-3378
doh.testimony@doh.hawaii.gov

**Testimony of Virginia Pressler, M.D., Director of Health
in SUPPORT of GM511
SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR
OF THE DEPARTMENT OF HUMAN SERVICES, GUBERNATORIAL NOMINEE,
RACHAEL WONG, FOR A TERM TO EXPIRE 12-3-18**

SENATOR SUZANNE CHUN-OAKLAND, CHAIR
SENATE COMMITTEE ON HUMAN SERVICES AND HOUSING
Hearing Date: March 5, 2015 Room Number: 016

1 **Fiscal Implications:** N/A

2 **Department Testimony:** I strongly support the nomination of Ms. Rachael Wong, DrPH for
3 Director of the Department of Human Services (DHS) and urge the Legislature's swift approval.

4 Ms. Wong brings with her the necessary experiences to effectively manage some of
5 Hawaii's most essential safety net and social services programs. Her career speaks plainly about
6 her passion for community-oriented service and spans non-profit health advocacy, private
7 provider service delivery, large healthcare systems, and public health.

8 I have most recently had the honor of working with Ms. Wong on Hawaii's Community
9 Health Needs Assessment (CHNA) through her role as the former Vice-President of the
10 Healthcare Association of Hawaii. Rachael brought dynamic leadership, credibility, and
11 empathy to an open process seeking to identify key drivers of Hawaii's healthcare successes and
12 opportunities.

13 Ms. Wong was instrumental in leveraging non-traditional health sector partners such as
14 the United States Federal Reserve Bank and major local financial institutions to examine
15 intersections between health and economic status. The CHNA, the state's first in nearly two
16 decades, was published in 2013 and continues to be a key reference for health planning and
17 healthcare reform. It is this kind of vision, collaboration, and organizational skills that I expect
18 Ms. Wong will bring to DHS to elevate our community's safety net and social services
19 programs. Thank you for the opportunity to testify in strong support of Ms. Wong's nomination.

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

John A. Burns School of Medicine
Department of Geriatric Medicine

21 February, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Committee on Human Services and Housing,

I am Associate Professor at the Department of Geriatric Medicine, JABSOM, University of Hawaii as well as Medical Director of Bristol Hospice. I am board certified in Geriatric medicine, Hospice and Palliative Medicine, and Internal Medicine. I have been recently appointment Lt. Commander in the US. Navy.

I am writing in strong support of Dr Rachael Wong as Director Nominee for DHS. I had the honor and pleasure of working with applicant Dr. Rachael Wong when she was the Executive Director of Kokua Mau.

Dr Wong has completed her doctorate in Public Health through the University of North Carolina, Chapel Hill. A good public health background is essential for heading the DHS and she brings in addition strong administrative skills to the table. Dr Wong was the Vice President and Chief Operating Officer of Healthcare Association of Hawaii. She is a team player and has excellent communication skills. She has been endowed with many awards from White House Fellows Program to the Arthur B. Holzworth endowed scholarship in health leadership. She has held many positions in the past such as Wellness Director and Public Health Educator. She is sensitive to the multicultural needs of the State of Hawaii. She has strength of character and is capable of handling the high pressure and stress of this position.

In my opinion, Dr. Rachael Wong is the perfect candidate for Director of DHS and a great asset to the State of Hawaii. I give her my highest recommendation.

Sincerely,

Ritabelle Fernandes, MD, MPH, FACP
Associate Professor
Department of Geriatric Medicine
JABSOM, University of Hawaii

Testimony Presented Before the Senate
Committee on Human Services and Housing

March 5, 2015

by

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

GM 511 Consideration and Confirmation of Rachael Wong for Director, State of Hawai'i Department of Human Services

Dear Chair Chun Oakland, Vice Chair Green, and Members of the Committee:

I am pleased to give my strongest support to the appointment of Ms. Rachael Wong as Director of the State of Hawai'i Department of Human Services for a term through December 2018. As Dean of the UH Mānoa School of Nursing and Dental Hygiene, I have had the privilege to work with Ms. Wong in her capacity as the prior Vice President and Chief Operating Officer of the Healthcare Association of Hawai'i (HAH).

Ms. Wong is a passionate, collaborative leader who is dedicated to improving the quality of life for Hawai'i's people. She is an advocate for the most vulnerable in our community with strong experience in policy and public health. She is very knowledgeable of healthcare across the continuum and has demonstrated outstanding abilities to work across disciplines and systems in Hawai'i.

In particular, I worked closely with Ms. Wong on the Hawai'i Action Coalition where we both served as Co-Leads. This campaign for action envisions a nation where every American has access to a high-quality, patient-centered health care system, and nurses are essential partners in achieving success. As a leader and facilitator on the coalition, Ms. Wong was a catalyst in engaging our community around priority nursing workforce issues to advance health in Hawai'i. These efforts have led Hawai'i's nursing and healthcare workforce towards a path to identifying nurse leaders and improving the pathways for nurses to engage in leadership activities.

Ms. Wong has a genuine care, understanding, and commitment to improve our communities so that Hawai'i's current and future generations can thrive. Ms. Wong's leadership, expertise and passion will be beneficial to the direction of the Department of Human Services in providing efficient and effective programs, services and benefits. I strongly recommend Ms. Wong's appointment as Director of the State of Hawai'i Department of Human Services.



March 5, 2015
1:45pm
Conference Room 016

To: The Honorable Senator Suzanne Chun Oakland, Chair
The Honorable Senator Josh Green, Vice Chair
Senate Committee on Human Services and Housing

From: Paula Arcena, Senior Director of Provider Services
Robert Toyofuku, Government Affairs

Re: GM511 Consideration and Confirmation of the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for term to expire 12-3-2018

AlohaCare is pleased to testify in strong support of the confirmation of Rachael Wong as the Director of the Department of Human Services.

During her career, Ms. Wong has demonstrated an ability to build consensus amongst diverse and often disparate stakeholders to build common ground for advancing Hawaii's healthcare system to best meet the needs of our communities. She has demonstrated high value for transparency and collaboration amongst health insurers, providers and community leaders, important principles for successful partnerships in our multi-faceted health care system.

As a patient, she has battled serious life-threatening health issues, experiences that give her great empathy for the many beneficiaries who rely on DHS to access health care services.

She is a committed and passionate advocate who brings to state government a vision of improving the quality of life for Hawaii's people.

Ms. Wong is uniquely qualified and well prepared to lead an agency whose mission is to empower and protect Hawaii's most vulnerable people.

Hawaii is fortunate that Ms. Wong has made herself available to serve in this capacity.

Thank you for this opportunity to testify.

February 25, 2015

The Honorable Suzanne Chun Oakland, Chair
Committee on Human Services and Housing
Hawaii State Senate

Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Senate

Dear Senator Chun Oakland and Senator Green,

Please accept this letter as our recommendation for the appointment of Rachael Wong as the Director of the Department of Human Services (DHS).

In her previous position as Vice President and Chief Operating Officer of the Healthcare Association of Hawaii (HAH), Rachael actively worked with acute and post-acute providers to ensure care and service delivery met the highest standards possible, as well as supporting organizations with clinical and operational initiatives. Rachael strongly advocated for Hawaii on both the state and national levels striving to ensure that the islands had a voice nationally and promoting all the positives within the state.

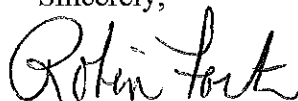
Rachael consistently provided guidance and resources whenever necessary to the membership and always made herself available for questions. She truly embraced the issues healthcare providers were experiencing and worked diligently to assist with solutions and bringing together organizations to promote collaboration.

Rachael was committed to ensure that healthcare in Hawaii met or exceeded standards in all areas and continued to partner with local and statewide agencies for collaborative outcomes. Rachael provided opportunities for providers to work together to achieve positive outcomes in a highly competitive environment. She provided a very positive "can do" attitude promoting a very cohesive approach from providers to tackle state healthcare issues.

Rachael has the knowledge and experience to provide guidance and direction through DHS and understand the needs of the healthcare community through both state and national perspectives.

We strongly request that you appoint Rachael Wong as the Director of the Department of Human Services as she has proven herself to be an advocate for the continual improve healthcare in Hawaii while demonstrating a collaborative and supportive environment for all providers to solve problems and work together.

Sincerely,

A handwritten signature in black ink that reads "Robin Fortin". The signature is written in a cursive, flowing style.

Robin Fortin LNHA
Administrator
Ann Pearl Nursing Facility

Thursday, March 5, 2015 1:45 pm

Committee on Human Services and Housing

To: Senator Suzanne Chun Oakland, Chair

Senator Josh Green, Vice Chair

From: Emilie Smith
Executive Director
Castle Home Care

Re: Testimony in Support

GM511 — Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018.

Thank you for the opportunity to testify in **support** of GM511, which confirms Gubernatorial Nominee, Rachel Wong as Director of the Department of Human Services.

I have known Ms. Wong for many years in her role as Vice President of the Healthcare Association of Hawaii. In her role as Vice President, Ms. Wong supported post-acute providers with her broad knowledge of health care, health care regulations, and the community at large. One of her attributes that stands out for me is her passion for the health and welfare of the community. She worked tirelessly to ensure that the healthcare provider network had the needed resources to ensure the betterment of our community, taking the lead in the Healthcare Association's efforts in developing a Community Health Needs Assessment.

In closing, Rachel Wong is an excellent communicator and compassionate individual. Thank you for the opportunity to testify in support of her nomination.



CATHOLIC CHARITIES HAWAII

TO: Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair
Committee on Human Services and Housing

FROM: Jerry Rauckhorst, President and CEO

DATE: Thursday, March 5, 2015, 1:45 PM, Conference Room 016

RE: **In Support: GM 511 Confirmation of Gubernatorial Nominee Rachael Wong for Director of the Department of Human Services**

On behalf of Catholic Charities Hawai'i (CCH), I would like to express full support for the appointment of Rachael Wong as Director of the Department of Human Services.

Catholic Charities Hawai'i (CCH) is a tax exempt, non-profit agency that has been providing social services in Hawai'i for over 60 years. CCH has programs serving elders, children, developmentally disabled, homeless and immigrants. Our mission is to provide services and advocacy for the most vulnerable in Hawai'i. The populations we serve are also generally served by the Department of Human Services and we work closely with the department to ensure effectiveness and efficiency of services.

Since Director Wong started in her position, I have had the opportunity to meet with her and am impressed by both her experience and her desire to continue to improve the Department of Human Services and serve the people of Hawaii. She is highly qualified for the position and we look forward to working with her and the department under her leadership.

Please feel free to contact me if you have any questions or would like more information.



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Email cfs@cfs-hawaii.org
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JoAnn Freed
Early Childhood Consultant

ACCREDITATIONS
Council on Accreditation
Better Business Bureau

AFFILIATIONS
Alliance for Children & Families
Kauai United Way
Maui United Way
Hawaii Island United Way



March 5, 2015

GM511: Testimony in Support of the Confirmation of Ms. Rachael Wong for Director of the State of Hawaii Department of Human Services

Hearing before the Senate Committee on Human Services and Housing
Thursday, March 5, 2015 at 1:45 p.m. in Conference Room 016, State Capitol,
415 So. Beretania Street, Honolulu, HI 96813

Dear Chair Senator Chun Oakland and Vice-Chair Senator Green and Committee Members:

I am Howard S. Garval, President & CEO of Child & Family Service, Hawaii's oldest and most comprehensive human services organization serving keiki to kupuna on every island and touching the lives of over 40,000 of Hawaii's residents each year. As a nonprofit human service organization, we have multiple contracts with the State Department of Human Services and see DHS as a strong partner in providing services to people in need across the state and the lifespan.

I am pleased and honored to submit this testimony in strong support for the confirmation of Ms. Rachael Wong to become the next Director of DHS. I have had the opportunity to meet with Ms. Wong recently along with several CEO colleagues from large, multi-service organizations. She clearly brings a passion for the broad mission that DHS is responsible for, and her health care background is essential to deal with the significant issues that the MedQuest division faces relative to Medicaid expansion under the Affordable Care Act and also the COFA migrants issues. More and more there is a need for integration between health and human services to address social determinants of health, and I am convinced that Ms. Wong recognizes the importance of this and will be an excellent leader for DHS. I have talked to several colleagues at DHS in the last month or so, and I have heard nothing but positives relative to the tone that Ms. Wong has set, and DHS staff are feeling very optimistic about the future direction of the Department with Ms. Wong at the helm.

The position of Director of DHS is probably the toughest position in the State, but I am pleased to lend my support for the confirmation of Ms. Rachael Wong to become the next Director of the State Department of Human Services.

I would be happy to provide any additional information as requested.

Mahalo for the opportunity to submit testimony.

With Aloha,

Howard S. Garval, MSW

President & CEO

SENT VIA EMAIL

March 5, 2015

Senator Suzanne Chun Oakland
Chair, Committee on Human Services and Housing
Senator Josh Green
Vice Chair, Committee on Human Services and Housing
Hearing on GM 511
Relating to the Confirmation Hearing for Rachael Wong as Director of the
Department of Human Services.
State Capitol, Conference Room 016

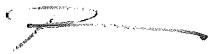
Aloha Chair Chun Oakland and Vice Chair Green!

Enterprise Honolulu stands in strong support for the confirmation of
Rachael Wong as Director of the Department of Human Services.

I have had the special fortune of working with Rachael over various
health and wellbeing concerns and opportunities over the past 5 years. I
don't believe that there currently is anyone better to serve as DHS
Director and with Rachael at the lead we can connect the work of DHS
with our work in Economic Development, surely a crucial relationship as
we consider many of the social economic crises we face today.

Please feel free to contact me directly should you have any questions.

Sincerely,



Pono Shim
President and CEO
Enterprise Honolulu, Oahu Economic Development Board



ENTERPRISE
HONOLULU

THE BUSINESS CLIMATE OF PARADISE

735 Bishop Street, Suite 424, Honolulu, Hawaii 96813 • 808-521-3611

Fax: 808-536-2281 • www.enterprisehonolulu.com



February 25, 2015

The Honorable Suzanne Chun Oakland, Chair
Committee on Human Services and Housing
Hawaii State Senate

Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Senate

Dear Senator Chun Oakland and Senator Green,

Please accept this letter as our recommendation for the appointment of Rachael Wong as the Director of the Department of Human Services (DHS).

As Vice President and Chief Operating Officer of the Healthcare Association of Hawaii (HAH), Rachael was involved with all aspects of the healthcare continuum including acute care, post-acute, hospice and home health providers. Her involvement in all areas promoted collaboration and cohesive approaches to the delivery of healthcare within the state.

Rachael promoted communication throughout the continuum and often facilitated the discussions necessary to resolve any issues. She worked tirelessly to ensure that gaps within the system were addressed and provided opportunities for the healthcare providers to discuss issues and work on solutions in a forum conducive to achieving success. She coordinated many meetings with insurance companies, equipment suppliers and state government officials to allow the exchange of ideas and troubleshoot problems affecting health care delivery.

During her tenure at HAH she quickly became a valuable resource for all healthcare providers. Her ability to respond and answer questions as well as identify other resources available provided a sense of security in many ways as organizations realized there was a knowledgeable resource readily available to them. Rachael's demeanor and response was always supportive and she went the extra mile to make sure providers always received the information or resources needed. Rachael stayed abreast of all changes occurring within the industry both on state and national levels and communicated that to the HAH membership real-time. She provided members with tools, resources, access and documentation to allow providers to deliver care and services with the best outcomes possible. Her knowledge was vast and she maintained excellent relationships at the national level as well.

Rachael encouraged healthcare providers to have a voice and provided a multitude of venues for that voice to be heard. She frequently communicated state and national endeavors that were seeking feedback and promoted discussions and collaboration to ensure organizations had a voice whether on a local or national level. Her belief that Hawaii provided excellent healthcare to the community never wavered and she continued to represent that on a national level. Rachael truly listened to the membership and heard what they had to say and acted on their behalf.

We strongly request that you appoint Rachael Wong as the Director of the Department of Human Services as she has proven herself to be an advocate for striving to always improve healthcare in Hawaii while demonstrating a collaborative and supportive environment for all providers to problem solve and work together.

Sincerely,

A handwritten signature in black ink, appearing to read "Kurt Akamine", written in a cursive style.

Kurt Akamine, LNHA
Vice President
Administrator
Garden Isle Rehabilitation and Healthcare



March 5, 2015

TO: Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair
Members of the Senate Committee on Human Services and Housing

FROM: Deborah Zysman, Executive Director
Good Beginnings Alliance

RE: **Support for GM 511: Confirmation to the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG**, for a term to expire 12-3-2018
Hearing on March 5, 2015 at 1:45 PM in Conference Room 016

Good Beginnings Alliance appreciates the opportunity to submit support testimony for the nomination of Rachel Wong to serve as Director of the Department of Human Services (DHS).

We have had the privilege of working with Rachel in her prior role as Vice President and Chief Operating Officer of the Hawaii Health Care Association and are encouraged that her diverse experience leading several public health organizations in the state provides a broad and strong foundation for her to lead DHS, one of the most complex and critical agencies in our state.

Rachel truly cares about social justice issues. She has very strong community engagement skills and will be able to focus on low-income populations served by DHS and collaborate with providers and affected communities to find ways to overcome their disparities.

Rachel leads with a broad vision and with integrity and no doubt will be a strong advocate to improve the lives of individuals and children served by DHS in the state.

Good Beginnings Alliance is Hawaii's leading independent, policy and advocacy non-profit organization on children's health, education and safety. We build a united voice to educate and advocate for Hawaii's children.

For these reasons, we respectfully urge members of the committee to support her nomination to serve as DHS Director.

To: Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair
Members, Senate Committee on Human Services and Housing

From: Laura Smith, President/CEO
Wanda Villareal, Vice-President, Mission Services
Katherine Keir, Vice-President, Mission Advancement
Goodwill Industries of Hawaii, Inc.

Date: March 2, 2015

Re: **Letter in Support of the Nomination of Rachael Wong as the Director of the Department of Human Services**

Goodwill Industries of Hawaii, Inc. (Goodwill) submits this testimony in strong support of Rachael Wong's nomination as the Director of the Department of Human Services.

Ms. Wong possesses exceptional professional, human service and legislative experience that will enable her to be a successful Director. Ms. Wong's highly distinguished background serving the state of Hawaii's most dis-advantaged populations clearly demonstrates her ongoing dedication and commitment to working to benefit Hawaii's citizens. The Department's programs serve our most at-risk residents and communities. Ms. Wong's in-depth understanding of health and human services issues is crucial to developing thoughtful and innovative solutions and programs necessary to help low-income, at-risk and immigrant individuals and families overcome barriers and reach self-sufficiency. For example, there is growing research and understanding of the role that social determinants of health – e.g. economic stability and education – play in overall morbidity and mortality, and in health disparities. Ms. Wong's educational training and background, depth of experience as a leader in Hawaii's health care field, and commitment to cross-sectional solutions to promote health and self-sufficiency position her to lead the Department's multitude of programs and initiatives to have a strong impact on the welfare of our State's most vulnerable residents.

Goodwill is among the largest human service non-profit organizations in Hawaii. Our mission is to help people find and succeed in employment. Last year, we served over 12,000 people statewide and placed 1,731 people into jobs in our community. Goodwill has 55 years of experience assisting people who have employment barriers find jobs and gain self-sufficiency. A significant percentage of the people we serve are low-income individuals and families receiving financial assistance – Temporary Assistance for Needy Families (TANF) or Temporary Assistance for Other Needy Families (TAONF). Last year, we served over 10,900 adult program participants who were economically disadvantaged, including Welfare-To-Work and SNAP recipients; over 3,500 of the persons we served speak English as a Second Language.

Goodwill strongly urges you to confirm the appointment of an extremely experienced and highly qualified candidate, Rachael Wong, to serve as the Director of the Department of Human Services.



P.O. Box 1287, Koloa, HI 96756 • 4297A Omao Road, Lawai, HI 96765 • Phone: (808) 742-7591, Fax: (808) 742-6563

February 25, 2015

The Honorable Suzanne Chun Oakland, Chair
Committee on Human Services and Housing
Hawaii State Senate

Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Senate

Dear Senator Chun Oakland and Senator Green,

Please accept this letter as our recommendation for the appointment of Rachael Wong as the Director of the Department of Human Services (DHS).

In her previous position as Vice President and Chief Operating Officer of the Healthcare Association of Hawaii (HAH), Rachael actively worked with providers across the continuum to ensure care and service delivery met the highest standards possible, as well as supporting organizations with clinical and operational initiatives.

Rachael, through HAH provided a venue for collaboration among providers including hospice, home health, acute care hospitals, post-acute skilled nursing facilities as well as insurers and equipment and medical supply companies. These initiatives allowed involved parties to discuss and resolve issues as well as identify more efficient practices benefiting everyone. The ability to coordinate communication allowed the healthcare community within Hawaii to address issues affecting them locally and on a national nationally.

Rachael provided representation at a national level bringing forth Hawaii specific issues that may have otherwise been neglected due our geographical location and associated barriers. Some such issues include limited availability of resources and Hawaii specific demographics not accounted for many times with national programs. Rachael worked hard to make sure the uniqueness of Hawaii was heard by those in Washington who could in fact affect change.

Rachael provided educational opportunities for the healthcare community of Hawaii by working with state and national organizations to present in Hawaii or provide teleconferencing. Many times Hawaii organizations are disadvantaged because of lack of training on important health care issues and thus become uninformed on critical changes. Rachael ensured through a multitude of methods that the membership received the training necessary to stay abreast of industry and regulatory changes affecting care delivery and financial outcomes.

Rachael was readily available to the HAH membership to provide assistance and guidance as needed. She remained knowledgeable on the industry changes, thus becoming a significant resource for the healthcare community.

We strongly request that you appoint Rachael Wong as the Director of the Department of Human Services as she has proven herself to be an advocate for striving to always improve healthcare in Hawaii while demonstrating a collaborative and supportive environment for all providers to problem solve and work together.

Sincerely,



Lornette Correa, BSN, LNHA
Administrator
Hale Kupuna Heritage Home



HAROLD K.L. CASTLE
FOUNDATION

February 17, 2015

*Closing the achievement
and preparation gaps
in public education*

*Restoring nearshore
marine ecosystems*

*Strengthening Windward
Oahu communities*

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Senators Chun Oakland and Green:

In my capacity as a citizen, I am honored to write this letter in support of Rachael Wong's nomination to lead the Hawaii State Department of Human Services (DHS). I have had the great pleasure of learning alongside Rachael in the third cohort of the Omidyar Fellowship. In this capacity, I have seen Rachael consistently display enormous personal courage, a keen intellect, high emotional intelligence and a remarkable ethic to serve those less fortunate.

Having worked alongside a number of DHS leaders I know it to be one of the most complex Departments in the state. The Department encompasses 80+ offices, 2100 employees, and a \$2.6B budget, and it includes the State Medicaid program, public assistance, child welfare services, adult protective services, and vocational rehabilitation for those who are disabled.

Rachael possesses a really important vision for how the Department's various programs and funding streams can more effectively reinforce its primary mission to empower the most vulnerable among us so they have a higher quality of life. Equally important is how she personifies the belief that each and every individual matters.

I am excited to see Rachael help the Department set direction. The State of Hawaii is fortunate that a candidate of such high caliber is willing to take on this leadership challenge.

Sincerely,

Alex Harris

Senior Program Officer for Education

1197 Auloa Road
Kailua, Hawai'i
96734

tel 808-263-7073

fax 808-261-6918

www.castlefoundation.org

March 2, 2015

Senator Suzanne Chun-Oakland, Chair
Senator Joshua Green, Vice Chair
Senate Human Services Committee
Hawaii State Legislature
State Capitol
Honolulu, HI 96813

Subject: GM 511: Support for confirmation of Dr. Rachael Wong as Director of Human Services

Chair Chun-Oakland and Vice-chair Green,

The Hawaii Health Information Corporation appreciates the opportunity to submit this testimony in support for the confirmation of Dr. Rachael Wong as Director of the Hawaii State Department of Human Services.

HHIC was created in 1994 to develop and manage a database of inpatient administrative and clinical information to assist Hawaii's healthcare institutions in cost control and quality improvement. Over the subsequent years, we have built a secure, high quality data base of hospital inpatient and ER data that provides a broad, up-to-date resource that is useful for other purposes as well. We have often worked with Dr. Wong in her previous role with the Healthcare Association to improve policies affecting the healthcare industry and to provide data and information on subjects of concern to HAH members. Throughout this experience, we have found Dr. Wong to be intelligent, knowledgeable, open, and easy to work with. She is extremely capable and has a range of professional experience that is well suited to the job of Human Services Director.

For these reasons, HHIC strongly supports the appointment of Dr. Rachael Wong as Director of Human Services and recommends her confirmation.

Sincerely,



Peter A. Sybinsky, Ph.D.
President & CEO





HAWAII MEDICAL ASSOCIATION

1360 S. Beretania Street, Suite 200, Honolulu, Hawaii 96814
Phone (808) 536-7702 Fax (808) 528-2376 www.hmaonline.net

TO: COMMITTEE ON HUMAN SERVICES AND HOUSING

DATE: Thursday, March 05, 2015
TIME: 1:45 p.m.
PLACE: Conference Room 016

FROM: Hawaii Medical Association
Dr. Christopher Flanders, DO, Executive Director
Lauren Zirbel, Community and Government Relations

Re: GM 511

Position: SUPPORT

Hawaii Medical Association supports this GM. We are in strong support of the confirmation of Rachael Wong, as the Director of the Department of Human Services.

We believe that Ms. Wong has a great background in Human Services and has more than the necessary expertise to fulfill the duties of the Director of the Department of Human Services and we look forward to working with her for years to come.

Thank you for the opportunity to submit testimony.

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Thursday, March 05, 2015– 1:45 p.m.
Conference Room 016

The Senate Committee on Human Services and Housing

To: Senator Suzanne Chun-Oakland, Chair
Senator Josh Green, Vice Chair

From: Michael Robinson
Hawai'i Pacific Health

Re: **GM 511 – Rachael Wong – Gubernatorial Nominee**
Director of the Department of Human Services

Testimony in Strong Support

My name is Michael Robinson, Executive Director for Government Relations & Community Partnerships for Hawai'i Pacific Health. Hawai'i Pacific Health is a not-for-profit health care system, and the state's largest health care provider and non-government employer. It is committed to providing the highest quality medical care and service to the people of Hawai'i and the Pacific Region through its four hospitals, more than 50 outpatient clinics and service sites, and over 1,600 affiliated physicians. Hawai'i Pacific Health's hospitals are Kapi'olani Medical Center for Women & Children, Pali Momi Medical Center, Straub Clinic & Hospital and Wilcox Memorial Hospital.

I am writing in strong support of Rachael Wong, Gubernatorial Nominee for the Director of the Department of Human Services. I had the opportunity to work closely with Rachael while she served as Vice President and Chief Operating Officer of the Health care Association of Hawai'i. Rachael was instrumental in leading the efforts towards developing a statewide community health needs assessment (CHNA). This effort was the first of its kind and involved the convening of various community stakeholders, acute care providers, as well as the Federal Reserve Bank to determine where areas of greatest health care needs exist. As a result of this process, a roadmap has been developed to better guide both health care providers and government agencies to strategically address gaps in chronic disease prevention and behavioral health across our state.

Rachael will make an excellent Director for the Department of Human Services. I have always been impressed with her sense of compassion and knowledge of the various issues that affect our most vulnerable populations. Given her prior experience, personal integrity and the respect she has garnered amongst her peers throughout various sectors of the community - I believe Rachael is the perfect candidate to serve lead the Department of Human Services.

I enthusiastically support Rachael Wong to serve as Director of the Department of Human Services.



From: [Vince Baldemor](#)
To: [HSH Testimony](#)
Subject: Testimony in support of Rachael Wong: Senate Hearing 03/05/15
Date: Thursday, February 26, 2015 3:49:08 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Aloha,

Please accept my written testimony in support of Rachael Wong for the director for the State of Hawaii Department of Human Services. I have known her for 10 years and can attest to her high character, strong work ethic, and relevant work experience to lead the department.

Ms. Wong will be a great asset to the state of Hawaii and I strongly recommend her for this position. If you have any other questions, please do not hesitate to contact me.

Aloha,

Vince



Vince Baldemor
Executive Director, Athletics
Athletics Department
808.544.0209
vbaldemor@hpu.edu
www.hpusharks.com





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February 26, 2015

The Honorable David Ige
Governor, State of Hawai'i
Hawai'i State Capitol
Honolulu, Hawai'i 96813

Dear Governor Ige:

I am very pleased to support the appointment of Rachael Wong, DrPH as the Director of Human Services. Dr. Wong has established herself as one of Hawai'i's outstanding supporters of nursing and the healthcare workforce, as exemplified by her service as co-lead of the Hawai'i Action Campaign: Transforming Nursing and Healthcare (HAC) initiative in 2013-2014.

With her leadership and facilitation skills, the HAC developed strategic plans based on the Institute of Medicine's recommendations and goals to achieve these plans. These efforts have led Hawai'i's nursing and healthcare workforce towards a path to identifying nurse leaders and improving the pathways to nurses engaging in leadership activities. Hawai'i Department of Human Services will prosper with Dr. Wong's considerable knowledge and understanding of the health environment in Hawai'i, compounded with her leadership and facilitation skills.

The appointment of Rachael Wong, DrPH as the Director of Human Services has my unqualified support based on her excellent record of service as the HAC co-lead and her unwavering commitment to the health of Hawai'i.

Sincerely,

Laura Reichhardt, MS, A-GNP-C, RN
Senior Administrative Coordinator



HAWAII SUBSTANCE ABUSE COALITION

GM511: Relating to the confirmation of Rachael Wong as the Director for the Department of Human Services.

- COMMITTEE ON HUMAN SERVICES AND HOUSING: Senator Suzanne Chun Oakland, Chair; Senator Josh Green, Vice Chair
- Thursday, March 5, 2015 at 1:45 p.m. in Room 016

Good morning Chair Chun Oakland, Vice Chair Green and Distinguished Committee members: My name is Alan Johnson, Chair of the Hawaii Substance Abuse Coalition, an organization of more than thirty treatment and prevention agencies across the State.

The Hawaii Substance Abuse Coalition supports the confirmation of Rachael Wong as the Director of the Department of Human Services

Under new leadership, HSAC is hopeful that Hawaii could implement vast changes that could open the door to affordable, quality healthcare.

Building on what works in Hawaii, we have the opportunity to “fix what’s broken”¹ by providing better access to care with preventive treatment that includes integrating behavioral health with physical medical care:



- Reduce costs by “investing” in preventive treatment and processes that improve care.
- Implement payment reforms that provide incentives to behavioral healthcare and medical practitioners to provide care to people with multiple chronic illnesses.
- Improve care coordination and quality by ending fragmentation between state agencies, hospitals, clinics, treatment providers and support services.
- Ensure people get the care they need when they need it.
- Minimize unnecessary hospital readmissions by developing new policies that support preventive treatment models.
- Bring down health care costs by spending more wisely.

We appreciate the opportunity to provide testimony.

¹ <http://www.whitehouse.gov/healthreform/healthcare-overview>

From: [Hob Osterlund](#)
To: [HSH Testimony](#)
Subject: Director of DHS
Date: Sunday, February 15, 2015 5:58:45 AM

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Aloha Chair Oakland, Vice Chair Green and Senate Committee on Human Services and Housing,

It is my honor to highly recommend Rachael Wong for the position of Director, State of Hawaii Department of Human Services.

I have known Dr. Wong for many years in several capacities, and in that time have had the opportunity to observe her many skills. She is hard-working, committed and steadfast. She is deeply devoted to the well-being of the people of Hawai'i. She is well-informed and creative. A consummate team player, Dr. Wong fosters cooperative problem-solving for authentic issues.

In addition to her many fine professional qualities, Rachael has a wealth of interpersonal skills. She listens well and has great respect for collaboration. She never assumes that her opinion is the only opinion. She brings out the best in people because she believes in their value. She keeps her sense of humor in complex situations.

I enthusiastically ask you to confirm Dr. Wong's nomination.

Great regards,

Hob Osterlund, APRN
President
Health, Humor & Hospitals, Inc
4209 Kina`u Place
Princeville, HI 96722



Thursday, March 5, 2015 – 1:45 p.m.
Conference Room #016

Senate Committee on Human Services and Housing

To: Sen. Suzanne Chun Oakland, Chair
Sen. Josh Green, MD, Vice Chair

From: George Greene
President & CEO
Healthcare Association of Hawaii

Re: **Testimony in Support**
GM511 – Submitting for consideration and confirmation as the Director of the Department of Human Services (DHS), Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-18

The Healthcare Association of Hawaii (HAH)'s 160 member organizations include all of the acute care hospitals in Hawaii, all public and private skilled nursing facilities, all the Medicare-certified home health agencies, all hospices, all assisted living facilities, durable medical equipment suppliers and home infusion/pharmacies. Members also represent other healthcare providers from throughout the continuum including case management, air and ground ambulance, blood bank, dialysis, and more. In addition to providing quality care to all of Hawaii's residents, our members contribute significantly to Hawaii's economy by employing over 20,000 people statewide.

Thank you for the opportunity to testify in **strong support** of GM511.

When Governor David Ige nominated Ms. Wong to the position of Director of DHS late last year, it was a very bittersweet moment for us. She was most recently a valued member of our organization as our vice president and chief operating officer. As VP & COO, she was responsible for the day-to-day operational management of the association and was the lead liaison to, and primary issue manager for, the association's post-acute care membership, which includes skilled nursing facilities, hospice and home care agencies.

Ms. Wong's contributions broadened HAH's scope to include community (public) health and increased community partnerships. One example of this is the work she did to expand the individual hospital IRS requirement of a community health needs assessment into a statewide initiative of all hospitals partnered with the Department of Health and other community stakeholders. Internally, under her guidance HAH grew to be a more efficient, happier, and healthier place and group of people.

We miss her positive attitude and consensus-building approach, but take solace in the fact that her influence is now extended to a much larger community. She clearly has the ideal balance of experience, education and empathy needed to fulfill all the requirements of this critically important position.

Thank you for the opportunity to testify in strong support of GM511; we respectfully urge that this committee recommend her confirmation.

March 2, 2015
Page 1

Rev.Dr.JP Sabbithi, BCC
Director of Counseling Services
Hospice Hawaii
860 Iwilei Road,
Honolulu, HI 96817

March 2, 2015

Via Email: HSHtestimony@capitol.hawaii.gov

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Re: **In Support of the Appointment of Rachael Wong as Director of
the State of Hawaii Department of Human Services
Hearing Date/Time: March 5, 2015 at 1:15 p.m.**

Dear Senators Oakland and Green,
and Members of the Senate Committee on Human Services and Housing:

Thank you for the opportunity to submit a written testimony for the Committee's consideration.

I write in strong support of the nomination of Rachael Wong to be Director of the State of Hawaii Department of Human Services ("DHS").

I know Rachael Wong for the past 13 years. I know her not only as an able administrator but also a fine human being. Rachael and her husband Brad have been an inspiration to the community at large with their enthusiasm to reach out to people and sensitivity to the needs of health care communities.

I know Rachael as an excellent organizer through her fearless leadership for the Kokua Mau Organization. She was instrumental in fostering an atmosphere of sharing of knowledge among the health care professionals through this organization. Under her leadership, this organization became the voice for people's concerns to the government,

I personally like Rachael because, she is simple, humble and collaborative in her work with others.

March 2, 2015

Page 2

Given the opportunity, Rachael would offer amiable leadership to the Department of Human Services that would benefit the larger community. I know her as one who has tremendous respect for the tradition and culture. With that, she will be able to sustain the department. On the other hand, with her ability to “think outside the box” Rachael will be able to bring new energy into the department.

I have no doubt in my mind that Rachael is the most qualified person for the position of the Director of our DHS. Thank you for your consideration and the opportunity to testify on behalf of a wonderful humanbeing. Should you have any questions, please do not hesitate to contact me.

Your sincerely,

Rev..Dr.JP Sabbithi

cc: Ms. Rachael Wong



HPCCA

HAWAII PRIMARY CARE ASSOCIATION

Senate Committee on Human Services and Housing

The Hon. Suzanne Chun Oakland, Chair

The Hon. Josh Green, Vice Chair

Testimony in Support of GM511
Submitted by Hawaii Primary Care Association
March 5, 2015, 1:45 pm, Room 016

The Hawai'i Primary Care Association, which represents community health centers in Hawai'i, **strongly supports** the nomination of Ms. Rachael Wong to the Director of the Department of Human Services.

The HPCA is a staunch believer in the social determinants of health, those economic and social conditions that influence an individual and a community's health status. These conditions serve as risk factors endemic to a person's living and working environment, rather than their behavioral or genetic histories. Factors such as income, education, access to recreation and healthy foods, housing, and employment, can and do have measurable impacts on a person and a community, both in health and financial outcomes.

No single department in the State of Hawaii directly addresses those issues more than the Department of Human Services. Just over 50% of health center patients derive their care coverage from the Medicaid program and untold more rely on the associated social service programs found within the Department. Because of that, the HPCA endorses the nomination of Ms. Wong and looks forward to working with her on these vital issues moving forward.

Ms. Wong comes to this position with nearly twenty years of health and wellness experience working in Hawaii. In recent years she has been an active and driving force for change in the state through her role as Vice President and Chief Operating Officer for the Healthcare Association of Hawaii. Prior to that she served as the Executive Director for both the Hawaii Consortium for Integrative Healthcare and the Hawaii Hospice & Palliative Care Organization. In addition, Ms. Wong has been extremely active on boards of various organizations, even serving as the Hawaii state representative on the National Association of Home Care and Hospice and the American Health Care Association.

This sum total of this vast experience has instilled a deep understanding of the issues facing the social programs sector in Hawaii. It is our belief she will pair that understanding with a tireless commitment to improving the lives of citizens and communities across the state. The HPCA has had the pleasure of working with Ms. Wong on a variety of projects through her various positions in recent years and looks forward to doing so again at the Department of Human Services.

Thank you for the opportunity to testify in strong support of Ms. Rachael Wong's nomination.



Thursday, March 05, 2015– 1:45 p.m.
Conference Room 016

The Senate Committee on Human Services and Housing

To: Senator Suzanne Chun-Oakland, Chair
Senator Josh Green, Vice Chair

From: Martha Smith 
Chief Executive Officer

Re: **GM 511 – Rachael Wong – Gubernatorial Nominee**
Director of the Department of Human Services

Testimony in Strong Support

My name is Martha Smith and I am the Chief Executive Officer (CEO) of Kapi'olani Medical Center for Women & Children (Kapi'olani). Kapi'olani is the state's only maternity, newborn and pediatric specialty hospital. It is also a tertiary care, medical teaching and research facility. Specialty services for patients throughout Hawai'i and the Pacific Region include intensive care for infants and children, 24-hour emergency pediatric care, air transport, maternal-fetal medicine and high-risk perinatal care. The not-for-profit hospital also offers several community programs and services, such as the Kapi'olani Child Protection Center and the Sex Abuse Treatment Center. Kapi'olani Medical Center is an affiliate of Hawai'i Pacific Health, the state's largest health care provider.

I am writing in strong support of Rachael Wong, Gubernatorial Nominee for the Director of the Department of Human Services. As one of the state's largest Medicaid and safety net provider for specialty care in high risk obstetrics and pediatrics, Kapi'olani has significant interaction with the Department of Human Services. Therefore the selection of a capable Department Director is a matter of great importance to Kapi'olani Medical Center.

I believe Rachael Wong will be an effective Director of Department of Human Services. Rachael's previous role as Vice President and Chief Operating Officer of the Health care Association of Hawai'i will position her well in understanding the complexities and challenges involved in ensuring access to specialty acute care in a state with a limited population size that is dispersed across an island geography. Her demonstrated commitment to the needs of vulnerable populations combined with her experience with issues related to the acute care environment will provide the Department with a valuable perspective that will strengthen its ability to be responsive to the community.

Thank you for the opportunity to testify in support of Rachael Wong's confirmation hearing to serve as Director of the Department of Human Services.



Kōkua Mau, Inc.
PO Box 62155
Honolulu HI 96839
www.kokuamau.org
808-585-9977

March 2, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Senators Chun Oakland and Green,

With this letter I would like to add my support for Rachael Wong's nomination for Director of Health and Human Services. The people of Hawaii are very lucky to have someone of Rachael caliber, insight and experience agree to take on this job and I recommend she be approved.

I have known and worked with Rachael for nearly 15 years when we began collaborating on Kokua Mau, Hawaii Hospice and Palliative Care Organization. She served as the Executive Director before I took over the position 5 years ago. We collaborated on a number of projects and Rachael was responsible for sheparding the organization through an expansion to be a self-standing non-profit organization. Rachael led the successful program of expansion as well as searching for and strategizing about long term funding and sustainability for the organization. She was always looking for innovative ways to partner with organizations.

I have known Rachael to be a collaborative partner. During her time at the Health Care Association she brought together diverse organizations and was very interested in how the entire community could be working towards better health of our people. Her wide range of contacts, as well as her academic and professional experience make her very qualified. She is very committed to the well-being and better health of people and she would be an asset to the Department of Human Services as well as state government.

Please let me know if you have any additional questions.

Best wishes,

Jeannette Kojane
Executive Director
jkojane@kokuamau.org
808-585-9977; 808-292-7178 (cell)



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State of Hawaii
Senate Committee on Human Services and Housing
The Honorable Senator Suzanne Chun Oakland, Chair
The Honorable Senator Josh Green, Vice Chair
Hawaii State Legislature

March 5, 2015; 1:45 pm
Room 016

GM 511, Nomination of Rachael Wong as
Director of the Department of Human Services

Good afternoon, Chair Chun Oakland, Vice Chair Green, and
Members of the Human Services and Housing Committee.

Lanakila Pacific **supports** the nomination of Rachael Wong as
Director of the Department of Human Services.

As a non-profit that has provided social services on Oahu for over
75 years, we understand the challenges facing the Department of
Human Services and believe Rachael Wong will serve the position
with integrity and effectiveness.

She has already reached out to the non-profit community and has
indicated her intent to work collaboratively to address the multiple
challenges facing the most vulnerable in our community. With that
type of leadership, we can have a "collective impact" and move the
needle to improve the lives of all Hawaii residents.

We look forward to working with Ms. Wong.

Thank you for the opportunity to submit testimony in support of
Rachael Wong's confirmation.

Respectfully submitted,

Marian E. Tsuji
President & CEO



Louis Pohl Gallery
1142 Bethel St.
Honolulu, Hawaii 96813
(808) 521-1812
www.louispohlgallery.com

DATE: February 28, 2015

TO: The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

FROM: Sandy Pohl, Louis Pohl Gallery

SUBJECT: Confirmation of Rachael Wong for Director of the Department of Human Services

POSITION: SUPPORT

My name is Sandra Pohl. I have worked as a social worker and public health educator for the State of Hawaii as well as in the nonprofit community. I have known Dr. Rachael Wong for over 15 years. I have worked with her as a volunteer and know her as a friend.

Through my experience, I believe that Dr. Wong has the breadth and depth of work experience, education, understanding and knowledge base to take on the challenge of doing the job as the Director of the Department of Human Services. She has the compassion and leadership skills necessary.

I urge your Committee to confirm Dr. Rachael Wong for Director of the Department of Human Services

Thank you for considering my testimony.

Sincerely,

Sandra Pohl



Minnesota
STATE COLLEGES
& UNIVERSITIES

February 23, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: Rachael Wong Confirmation as Director of Human Services

Dear Chair Chun Oakland and Members of the Committee,

This letter is intended as a very enthusiastic character reference in the confirmation of Rachael Wong as director of Human Services for the State of Hawai'i. I have known Ms. Wong for over 35 years, especially the past 18 years when I worked for Hawai'i Pacific University (I was vice president of academic affairs when I left in 2012). Although I am now living and working in Minnesota, I am in regular contact with Ms. Wong.

I have known Ms. Wong since she was about eight years old. Her mother was my eleventh grade English teacher at Kaiser High School in the late 1970s, and over the next few years, the Wongs welcomed me as a family friend. Ms. Wong was a force to be reckoned with, even as a kid. She was highly intelligent, very articulate, and quite opinionated for a girl in elementary school. At times I thought she was overly judgmental and occasionally downright arrogant, and I wondered if that was something she would grow out of. (Spoiler alert: it was!)

After I went to graduate school and then a first professorship on the mainland, I didn't see Ms. Wong for about 15 years. During that time, her mother and I exchanged letters, so I got the latest news about Ms. Wong: finishing high school, getting into Princeton, then graduating from college and returning to Hawaii for a master's in public health. And that's when I learned about her difficult struggle with Lupus.

In 1996, my wife, infant son, and I returned to Hawai'i and I began teaching at Hawai'i Pacific University. I soon reconnected with the Wong family and had the opportunity to get to know Ms. Wong all over again. She was now even more intelligent (or perhaps I should say knowledgeable?) and even more articulate. But those negative qualities – the judging, the arrogance – that characterized her as a child had been replaced by a deep and genuine humility as well as a high degree of empathy the likes of which I had never experienced before – in anyone! I can't for certain say that it was her experience with a life-threatening disease or just maturity, but Ms. Wong had become someone worthy of my utmost respect.

In 2005, Ms. Wong and I were surprised to find that we had both been selected as Pacific Century Fellows. That year, it was wonderful to get to know Ms. Wong in yet another way – as her peer. And it gave me a chance to observe her as a true leader. I watched as she got to know every one of the 25 participants and as she earned the trust and respect of

the group. She quickly became someone to whom people could turn for support or advice. Although Ms. Wong had absolutely no authority, she had an amazing amount of influence, especially when we made collective decisions. She was the best kind of leader. She needed no title, no appointment. But she led effectively.

As odd as this might sound, I would follow Rachael Wong into battle, because if she were in charge, I would know that the fight was just, the strategy well thought out, and my leader would be just as much in the trenches as the rest of us. Ms. Wong is smart, she is compassionate, and she can make the tough calls when that's what is required.

Rachael Wong will be an outstanding director of the Department of Human Services. You will not be disappointed.

Sincerely,

A handwritten signature in black ink, appearing to read "John Kearns", with a long horizontal flourish extending to the right.

John Kearns
Senior Writer, Executive and Strategic Communication
Minnesota State Colleges and Universities
30 7th St. E, Suite 350
St. Paul, MN 55101
phone: (612) 280-0072
email: johnmichaelkearns@gmail.com

From: [Marya Grambs](#)
To: [HSH Testimony](#)
Cc: [Marya Grambs](#)
Subject: HSH, 1:45 march 5, conference room 016
Date: Monday, March 02, 2015 3:50:02 PM

TO: Senator Suzanne Chun Oakland, Chair, and Senator Josh Green, Vice Chair, and members,
Committee on Human Services and Housing
FR: Marya Grambs, Executive Director, Mental Health America of Hawaii
RE: GM511, Nomination of Rachel Wong for Director of Human Services

Dear Friends:

Dr. Rachel Wong is an impeccable candidate for the position of Director of the Department of Human Services. Her experience with health care organizations, palliative care, and integrative health care will provide her with excellent background, particularly with regard to the Medicaid population. Her volunteer work at the Chamber of Commerce Public Health Fund, the Honolulu City Ethics Commission, and the Legacy of Life show her broad commitment to the community at large.

I have worked with Ms Wong over several years, and know her to be a caring, committed, smart, seasoned, and personable leader. She has energy and focus, and will be an asset to the Department.

I urge you to confirm Ms Wong.

Thank you for considering this testimony.

Aloha,

**Marya Grambs, Executive Director
Mental Health America of Hawai`i
1124 Fort Street Mall, Suite 205
Honolulu, HI 96813
P: 808.521.1846
F: 808.533.6995
marya@mentalhealth-hi.org
www.mentalhealth-hi.org**



February 25, 2015

The Honorable Suzanne Chun Oakland, Chair
Committee on Human Services and Housing
Hawaii State Senate

Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Senate

Dear Senator Chun Oakland and Senator Green,

Please accept this letter as our recommendation for the appointment of Rachael Wong as the Director of the Department of Human Services (DHS).

In her previous position as Vice President and Chief Operating Officer of the Healthcare Association of Hawaii (HAH), Rachael actively worked with acute and post-acute providers to ensure care and service delivery met the highest standards possible, as well as supporting organizations with clinical and operational initiatives.

Rachael was readily available for the membership at any time to provide assistance and guidance as needed. She remained knowledgeable on industry changes, thus becoming a significant resource for the healthcare community. Rachael devoted all of her time and energy ensuring that healthcare in Hawaii met or exceeded standards in all areas and continued to partner with local and statewide agencies for collaborative outcomes. Rachael was the liaison between many organizations developing collaboration and healthcare industry relationships.

Rachael sought out information she did not have and provided timely feedback to the membership in areas of resource management, clinical outcomes, regulatory changes, and best practice processes. She encouraged healthcare providers to have a voice and provided a multitude of venues for that voice to be heard. She frequently communicated state and national endeavors that were seeking feedback and promoted discussions and collaboration to ensure organizations had a voice whether on a local or national level. Her belief that Hawaii provided excellent healthcare to the community never wavered and she continued to represent that on a national level.

Rachael believes in the healthcare delivery system in Hawaii and quickly can identify issues as well as possible solutions and stakeholders affected by such. Rachael possesses both the knowledge and experience invaluable to the Hawaii healthcare community.

We strongly request that you appoint Rachael Wong as the Director of the Department of Human Services as she has proven herself to be an advocate for striving to always improve healthcare in Hawaii while building a collaborative and supportive environment for all providers to problem solve and work together.

Sincerely,

A handwritten signature in black ink, appearing to read "RS Kishaba", with a long horizontal flourish extending to the right.

Richard Kishaba, CEO
President
Ohana Pacific Management Company

Thursday, March 05, 2015– 1:45 p.m.
Conference Room 016

The Senate Committee on Human Services and Housing

To: Senator Suzanne Chun-Oakland, Chair
Senator Josh Green, Vice Chair

From: Jen Chahanovich
Chief Executive Officer

Re: **GM 511 – Rachael Wong – Gubernatorial Nominee**
Director of the Department of Human Services

Testimony in Strong Support

My name is Jen Chahanovich. I am the Chief Executive Officer at Pali Momi Medical Center (Pali Momi). Pali Momi is a not-for-profit hospital located in West O'ahu, and is dedicated to the health and well-being of all Hawai'i residents. With 128 beds and more than 400 physicians on its medical staff, Pali Momi offers a full range of services. The hospital has delivered many medical firsts for the community, including Central and West O'ahu's only interventional cardiac catheterization unit to detect and treat heart disease, a fully integrated minimally invasive surgical suite, CT scan and MRI services and the state's first retina center. The Pali Momi Women's Center ranks among the top in the nation, and for the past three years, Pali Momi has been in the top five percent nationwide for providing outstanding patient service. The hospital is an affiliate of Hawai'i Pacific Health, the state's largest health care provider.

I am writing in strong support of Rachael Wong, Gubernatorial Nominee for the Director of the Department of Human Services. I had the opportunity to work with Rachael while she served as Vice President and Chief Operating Officer of the Health care Association of Hawai'i. Rachael was instrumental in leading the efforts towards developing a statewide community health needs assessment (CHNA). With Rachael's leadership role in this process, I take great comfort knowing that the Department's priorities will be informed by an individual who understands the needs of the most vulnerable populations in the State, which many of whom reside in the geographic areas that Pali Momi primarily serves.

I have the highest degree of confidence in Rachael's ability to lead the Department of Human Services. The Department's role to provide timely, efficient and effective programs to empower those who are the most vulnerable and to expand their capacity for self-sufficiency, healthy choices, quality of life and personal dignity will be well served by Rachael's experience and personal character. I ask that you confirm Rachael Wong as Director of the Department of Human Services. Thank you for this opportunity to testify.

From: [John Leong](#)
To: [HSH Testimony](#)
Subject: Testimony in Support of Rachel Wong
Date: Tuesday, February 17, 2015 9:26:27 AM

TO:

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Aloha Honorable Senator Chun and Committee,

I am writing to support Rachel Wong's nomination as the Chairwoman of the Department of Health and Human Services. I have known Ms. Wong over the last year through the Omidyar Fellows program where we have gotten to know each other quite well and observed each other's leadership capabilities.

She is a very talented, experienced, knowledgeable, and capable individual. Beyond that, she is an amazing leader who has both the ability to lead at the organizational level, yet also have compassion and sympathy for individuals.

I attest to her capabilities in this role and believe the State would be very blessed and honored to have her serve in this role.

Mahalo for your consideration.

Aloha,
John Leong



John Leong *Chairman & CEO, Pono Pacific*
Tel: (808) 628-7400x1001 | Fax: (808) 356-3259
www.ponopacific.com
677 Ala Moana Blvd, Suite 1200
Honolulu, HI 96813

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PRIME CARE SERVICES HAWAII, INC.

February 20, 2015

Senator Chun Oakland, Chair
Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Capitol Conference Room 016
Honolulu, Hawaii 96813

RE: GM 511 Testimony for consideration and confirmation of Rachel Wong as Director of the DHS

Dear Senator Oakland and Senator Green:

I am supporting Dr. Rachael Wong, Gubernatorial Nominee as Director of the Department of Human Services. I have known Dr. Wong since she was hired as the Vice-President of the Healthcare Association of Hawaii. New to the homecare industry, she visited our offices to learn about our business, so she could advocate for home healthcare, hospice and durable medical equipment providers. She collaborated with state and national industry experts to provide valuable resources for members, to be able to initiate appropriate changes in public policy. Dr. Wong facilitated dialogue with state and federal leaders when there were issues that affected our industry, to assist us in planning for any changes that may affect our business and the safe delivery of patient care.

I am the President of Prime Care Services Hawaii, a free-standing, licensed Medicare-certified home healthcare agency established 20 years ago. Resources are limited within our organization and our collaboration with the Healthcare Association helped us to be sustainable in this challenging healthcare environment. Dr. Wong was attentive and responsive whenever I had questions about regulatory mandates and/or changes that affected our business and patient care.

Dr. Wong will be an asset to the community as Director of the Department of Human Services. She has experience working with issues related to Quest Integration and with all parties affected by this new initiative. Thank you for considering Dr. Rachael Wong's nomination.

Sincerely,

A handwritten signature in cursive script that reads "Beth Hoban".

Beth Hoban, RN MAOM
President/ CEO

3375 Koapaka Street Suite I 570 Honolulu, Hawaii 96819
Tel. (808) 531-0050 Fax (808) 839-4973



PU'UWAI 'O MAKAHA
A NURSING FACILITY IN THE HEART OF MAKAHA VALLEY

February 25, 2015

The Honorable Suzanne Chun Oakland, Chair
Committee on Human Services and Housing
Hawaii State Senate

Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Senate

Dear Senator Chun Oakland and Senator Green,

Please accept this letter as our recommendation for the appointment of Rachael Wong as the Director of the Department of Human Services (DHS).

In her previous position as Vice President and Chief Operating Officer of the Healthcare Association of Hawaii (HAH), Rachael actively worked with acute and post-acute providers to ensure care and service delivery met the highest standards possible, as well as supporting organizations with clinical and operational initiatives. Rachael was readily available for the membership at any time to provide assistance and guidance as needed. She remained knowledgeable on the industry changes, thus becoming a significant resource for the healthcare community. Rachael devoted all of her time and energy ensuring that healthcare in Hawaii met or exceeded standards in all areas and continued to partner with local and statewide agencies for collaborative outcomes. Rachael was the liaison between many organizations developing collaboration and health industry relationships.

Rachael sought out information she did not have and provided timely feedback to the membership in areas of resource management, clinical outcomes, regulatory changes, and best practice processes.

Rachael encouraged healthcare providers to have a voice and provided a multitude of venues for that voice to be heard. She frequently communicated state and national endeavors that were seeking feedback and promoted discussions and collaboration to ensure organizations had a voice whether on a local or national level. Her belief that Hawaii provided excellent healthcare to the community never wavered and she continued to represent that on a national level.

We strongly request that you appoint Rachael Wong as the Director of the Department of Human Services as she has proven herself to be an advocate for striving to always improve healthcare in Hawaii while demonstrating a collaborative and supportive environment for all providers to problem solve and work together.

Sincerely,

A handwritten signature in black ink that reads "Mary Beth Santoro". The signature is written in a cursive style with a large, prominent "M" and "S".

Mary Beth Santoro, LNHA
Administrator
Pu'uwai 'O Makaha



Eric A. Elkind
Attorney at Law

DIRECT 808.523.6090
eelkind@schlackito.com

MAIN 808.523.6040
FAX 808.523.6030

Topa Financial Center
745 Fort Street • Suite 1500
Honolulu, Hawaii 96813

March 3, 2015

Via Online Submission

Honorable Suzanne Chun Oakland, Chair
Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
415 South Beretania Street
Honolulu, HI 96813

Re: Confirmation of Rachael Wong as Director of
the State of Hawaii Department of Human Services

Dear Senator Chun Oakland and Senator Green:

This letter is written in support of the confirmation of Rachael Wong as Director of the State of Hawaii Department of Human Services. I have known Ms. Wong since 2006, when we participated together in a year-long leadership training program. Through interacting with Ms. Wong during that year, I learned of her history of serious health problems and her eventual organ transplant, and gained an appreciation for her uncommon ability to succeed despite significant adversity. I assume that Ms. Wong's health issues helped foster her passion for the health and wellbeing of our community, a passion which she has pursued in her various professional endeavors.

I believe that Ms. Wong's extensive work experience in the health field, her passion for health-related issues and her experience dealing with personal health challenges combine to make her an ideal candidate for serving as the Director of DHS. Consequently, I strongly support Ms. Wong's confirmation. Thank you for your consideration.

Very truly yours,

Eric A. Elkind

Thursday, March 05, 2015– 1:45 p.m.
Conference Room 016

The Senate Committee on Human Services and Housing

To: Senator Suzanne Chun-Oakland, Chair
Senator Josh Green, Vice Chair

From: Art Gladstone
Chief Executive Officer – Straub Clinic & Hospital
Chief Nurse Executive – Hawai'i Pacific Health

Re: **GM 511 – Rachael Wong – Gubernatorial Nominee**
Director of the Department of Human Services

Testimony in Strong Support

My Name is Art Gladstone, Chief Executive Officer (CEO) of Straub Clinic & Hospital (Straub) and Chief Nurse Executive of Hawai'i Pacific Health. Straub is a not-for-profit hospital in Honolulu, O'ahu, with 159 beds, a network of neighborhood clinics and a visiting specialist program that reaches throughout the state of Hawai'i. Straub is an affiliate of Hawai'i Pacific Health, the state's largest health care provider.

I am writing in strong support of Rachael Wong, Gubernatorial Nominee for the Director of the Department of Human Services. I have known Rachael for several years and have had the opportunity to work with Rachael while she served as Vice President and Chief Operating Officer of the Health care Association of Hawai'i where I serve on the Board of Directors. Rachael was instrumental in efforts to shape national policy including efforts to increase Federal support for COFA migrants living in Hawai'i, continuing disproportionate share hospital payments for Hawai'i providers, increasing Medicare and Medicaid reimbursements for Hawai'i, and Health reform implementation while she served at the Health care Association of Hawaii.

Most importantly, Rachael Wong is an individual with a reputation of personal integrity. She has the confidence and trust of her colleagues in a variety of community settings. Her reputation as a person committed to the welfare of the most vulnerable populations is a characteristic that is well known by anyone who has worked with Rachael and she has the credibility to lead effective change. The challenges of leading the Department of Human Services are significant. However in my opinion there is not a better candidate suited to serve in this position.

I ask that you confirm Rachael Wong to serve as Director of the Department of Human Services. Thank you for the opportunity to testify.



THE QUEEN'S HEALTH SYSTEMS

**GM 511, Nomination of Dr. Rachael Wong for the position of Director of the Department of Human Services
Senate Committee on Human Services and Housing
Confirmation Hearing—March 5, 2015 at 1:45 PM**

Dear Chairwoman Chun Oakland and Members of the Senate Committee on Human Services and Housing:

The Queen's Health Systems would like to provide our strong support for Dr. Rachael Wong's nomination to serve as Director of the Department of Human Services.

Dr. Wong has earned her reputation as a hard-working, capable and fair leader. We worked closely with her as the Healthcare Association of Hawaii's Chief Operating Officer. In that capacity, Dr. Wong helped hospitals and skilled nursing facilities to understand and navigate the implementation of health care reform. She has a keen understanding of the issues that health care facilities face at both the national and state level. Her expertise and collaborative spirit will allow her to establish and maintain effective partnerships with a variety of providers and stakeholders.

Dr. Wong's commitment to improving the health and welfare of the people of Hawaii is storied and well-documented. She is an excellent candidate for this position, and we are confident that she will continue to work vigorously towards improving access to needed social programs like Medicaid for Hawaii families.

Without reserve, we support Dr. Wong's confirmation as Director of the Department of Human Services and would ask for your favorable vote on her nomination.

Thank you for your time and consideration of this matter.

The mission of The Queen's Health Systems is to fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: zabal7@upwhawaii.org
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Monday, March 02, 2015 4:19:04 PM
Attachments: [GM 511 Rachael Wong](#)

GM511

Submitted on: 3/2/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Al Lardizabal	United Public Workers	Support	No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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Thursday, March 05, 2015– 1:45 p.m.
Conference Room 016

The Senate Committee on Human Services and Housing

To: Senator Suzanne Chun-Oakland, Chair
Senator Josh Green, Vice Chair

From: Kathy Clark
Chief Executive Officer

Re: **GM 511 – Rachael Wong – Gubernatorial Nominee**
Director of the Department of Human Services

Testimony in Strong Support

My name is Kathy Clark, Chief Executive Officer, of Wilcox Memorial Hospital. Founded in 1938, Wilcox Memorial Hospital is a not-for-profit hospital dedicated to providing the Kaua'i community with accessible, quality health care. Wilcox is the largest medical facility on Kaua'i and has been recognized as one of the nation's best small hospitals. With 185 physicians on staff, Wilcox Memorial Hospital offers island residents and visitors expert diagnosis and treatment for more than 22 specialties. It is a state-of-the-art acute care facility with a full suite of services including emergency, OB/GYN, pediatrics, cardiology, gastroenterology, ophthalmology, pulmonology, nephrology, orthopedics, neurology, internal medicine and family practice.

I am writing in strong support of Rachael Wong, Gubernatorial Nominee for the Director of the Department of Human Services. I had the opportunity to work with Rachael while she served as Vice President and Chief Operating Officer of the Health care Association of Hawai'i and she was instrumental in leading the efforts towards developing a statewide community health needs assessment (CHNA). The process was timely as Wilcox Memorial Hospital and the Department Health worked together to develop its own community health needs assessment for the island of Kaua'i.

The Department of Human Services serves a critical role in ensuring that the most vulnerable populations – which include many who live on the island of Kaua'i – continue to have access to care and quality of life. I have always been impressed with her knowledge of community resources and energy that she brings to each initiative. Most importantly, Rachael is a respected member of the community and I believe is an ideal candidate who will lead from the heart at Department of Human Services.

I enthusiastically support Rachael Wong to serve as Director of the Department of Human Services.

Lincoln Jacobe
6 Pillars Marketing
1050 Queen St.
Honolulu, HI 96814

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Sir and/or Madam,

I, Lincoln Jacobe, am writing to you in support of Governor Ige's decision to appoint Rachael Wong as the new Director of Human Services for the State of Hawaii. I have known Rachael for over 10 years. As my client, we have built a strong professional and personal relationship that continues today.

Rachel is a team player and works well with others. She is well respected in the community and an outstanding leader. Her education and experience in the health care field with numerous organizations makes her a great fit for this position. Rachael will be an asset to the State of Hawaii because she brings new ideas, a fresh outlook, and experience.

Sincerely,

A handwritten signature in cursive script that reads "Lincoln Jacobe". The signature is written in black ink and is positioned above the typed name and title.

Lincoln Jacobe
CEO - 6 Pillars Marketing

To: The Honorable Suzanne Chun-Oakland
Chair, Senate Committee on Human Services and Housing
State Capitol, Room 016

From: Pankaj Bhanot

Date: March 05, 2015

Time: 1:45 P.M.

Subject: Governor's Message No. 509: Nomination of Director of the Department of Human Services for a Term to Expire on December 3, 2018

Good Afternoon Chair Chun-Oakland and Vice Chair Green and members of the Senate Committee on Human Services and Housing, my name is Pankaj Bhanot and I am the Deputy Director of the Department of Human Services. However, I am appearing as a private citizen before this Committee to testify on Governor's Message No. 509.

I strongly support the confirmation of Ms. Rachael Wong as the Director of the State of Hawaii Department of Human Services.

The Department of Human Services' mission is to provide timely, efficient and effective programs, services and benefits, for the purpose of achieving the outcome of empowering those who are the most vulnerable to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity. DHS is a big Department with a big mission, and a big heart.

I have been with the Department for 16 years in different staff and leadership positions. Over the last few years, the Department is continuing to rebuild its infrastructure and capacity to address the basic needs of the most vulnerable and needy families of Hawaii. The Department is continuing to experience increases in demand for financial assistance, supplemental nutrition assistance, child care, and medicare. The Department's child welfare, adult community care and protective services, and vocational rehabilitation are continuing their efforts to streamline and improve their business processes. The Department has also embarked on building an enterprise platform to integrate medical, public welfare, child welfare, adult community and protective services, and other programs.

Given the significance of the Department's mission and the urgency to transform its business processes, the question everyone is asking is: Do we have a leader to lead and guide the Department of Human Services through the current challenges it is facing and move forward to fulfill the Department's mission.

In my humble opinion, Rachael is the right person to lead the Department through the challenging times. Rachael is born and raised in Honolulu and she understands the socio-economic and ethnocultural fabric of our State. Rachael's educational background and professional career is focused on the health care needs, including understanding of social determinants of health. Rachael served as the Vice President and Chief Operating Officer of the HealthCare Association of Hawaii from February 2012-December 2014; Executive Director of Hawaii Consortium for Integrative Healthcare from June 2009-June 2010; Executive Director of Kokua Mau: Hawaii Hospice and Palliative Care Organization from January-December 2008;

and served as the health care program director and project coordinator at various organizations from 1997-2007.

Rchael has a B.A. degree in East Asian Studies from Princeton University; Master's degree in Public Health from the University of Hawaii; and Ph.D. in Public Health from the University of North Carolina at Chapel Hill.

Thursday, March 05, 2015 – 1:45 pm
Conference Room #016

Senate Committee on Human Services and Housing

To: The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair

From: Adria Estribou

Re: Testimony in Support
GM 511 — Confirmation to the Director of the Department of Human Services
Gubernatorial Nominee RACHAEL WONG

Thank you for the opportunity to provide testimony in **support** of the confirmation of Rachael Wong, DrPH as Director of the Department of Human Services.

I had the good fortune of working closely with Rachael Wong while she was Vice President and COO of the Healthcare Association of Hawaii from 2012-2014. Rachael is one of the most ethical, purpose-driven people I have ever met. She is dedicated to uplifting Hawaii's people as a whole, and particularly those who are most vulnerable or who experience inequities due to their income, ethnicity or location. I can honestly not think of a better person to fill the role of Director of Human Services.

In addition to having the wellbeing of all of Hawaii's people top of mind and heart, Rachael is extremely adept at connecting people and resources for the greatest possible benefit for all involved. She is collaborative, visionary and resourceful. Rachael has the energy, efficiency, and enthusiasm of about five people – which makes her an excellent candidate to fill such a dynamic and vital position in the Governor's cabinet. She is community-minded and very well respected by her peers.

The State of Hawaii would be well served to have Rachael Wong as the Director of Human Services. I strongly support her confirmation.

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: thirr33@gmail.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Tuesday, February 24, 2015 5:16:05 AM

GM511

Submitted on: 2/24/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Arvid Tadao Youngquist	Individual	Support	No

Comments: Chair, Sen. Suzanne Chun Oakland Vice Chair, Sen. Josh Green Right Honorable Members of Hawaii Senate HSH COmmittee In support the confirmation of Ms. Rachael Wong, as the Director of Department of Human Services. I do not know the nominee and perhaps may have heard her testify for her clients in the past, but do not recall her. It is good to have a local nominee with extensive and relevant lobbying experience because she would need to testify often before your money committees and the subject matter committees as measues come along now and in the future. Because of these concerns, I feel that Ms. Rachael Wong would be a good fit for the agency and for this time, and for this administration. Please give her your support and report GM 511 for a full Senate confirmation vote. Mahalo. Arvid Tadao Youngquist Resident and Voter (Oahu) [Aiea, Salt Lake, Wahiawa, Kalihi Valley, Kalihi-Palama, Maikiki, Kaimuki, University, Downtown, Pearlridge: 1974-2015]

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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From: [Bradley Punu](#)
To: [HSH Testimony](#)
Subject: Submitting for consideration and confirmation to the Director of the Department of Human Services, Governorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018.
Date: Tuesday, February 17, 2015 1:34:20 PM

To whom it may concern,

I am very happy to add my support to Rachael Wong's nomination for Director of the Department of Human Services. I have known Rachael for over 20 years now and not only is she supremely qualified for this role, but her character and integrity are unquestionable. Rachael will bring intelligence, passion, compassion and inclusiveness to this office. She will be a tremendous addition to our state's government.

Please feel free to contact me with any questions.

Brad Punu

Brian Kealoha
5405 Oio Drive
Honolulu, HI 96821

March 1, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: GM 511 Confirmation of Gubernatorial Nominee Rachel Wong as Director of the Department of Human Services

Dear Chair Chun Oakland and Vice Chair Green:

I strongly support Governor David Ige's nomination of Ms. Rachel Wong as Director of the Department of Human Services. I have had the pleasure of getting to know Ms. Wong through the Omidyar Fellows and consider it an honor to be in the cohort with her. Ms. Wong is passionate about making a positive impact in public health in Hawaii and will make an excellent Director. In addition to her passion, she is extremely intelligent, thoughtful, inspiring and hard-working. Her collaborative approach has allowed her to accomplish great results which I am confident would continue in her role as Director of Human Services.

Ms. Wong's academic background speaks for itself. She earned a bachelor's degree in East Asian studies and certificate in women's studies from Princeton University, a master's degree in public health from University of Hawaii at Manoa, and a doctorate in public health from University of North Carolina at Chapel Hill. This combined with her experience as Vice President and COO of Healthcare Association of Hawaii, as well as Executive Director of Kokua Mau and Hawaii Consortium for Integrative Care will serve the State of Hawaii well and I cannot think of a better person to fill this key role.

Mahalo for the opportunity to testify in strong support for the confirmation of Ms. Rachel Wong as Director of the Department of Human Services.

Sincerely,

BRIAN KEALOHA

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: carl.campagna@kamakagreen.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Friday, February 27, 2015 8:21:26 AM

GM511

Submitted on: 2/27/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Carl Campagna	Individual	Support	No

Comments: I am in support of this appointment, but would like to request a full assessment of the internal DHS/CPS policy as it relates to reunification and permanent placement of foster children. Per ASFA of 1997 and per a 2014 Hawaii Supreme Court case, reunification with biological family is not actually preferred, other than in emergency circumstances, specifically in cases where an un-remedied history of physical, mental and emotional abuse, abandonment, neglect, drug use and criminal activity including human trafficking exists. Too many children are returned to dangerous conditions under the guise of reasonable efforts. When do those efforts become UN-reasonable? Especially when there is federal funding tied to the use of "reasonable efforts for reunification"...?

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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From: [Carol Nakagami](#)
To: [HSH Testimony](#)
Subject: Support on the Nomination of Miss Rachael Wong for Director of Human Services
Date: Wednesday, March 04, 2015 10:07:14 AM

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016

RE: Confirmation Hearing 1:15 PM, Thursday, March 5

Dear Madam Chair Chun Oakland and Vice Chair Green:

I am in support of the nomination of Miss Rachael Wong for the position of Director of Human Services by the Honourable Governor David Ige. Although she has no prior affiliation with Governor Ige, I feel he made a very good selection of Miss Wong for this position based on her qualifications, experience, integrity and core values.

Ms. Wong brings experience and fresh ideas into the position having worked in the public sector prior to her nomination as VP and COO of the Healthcare Association of Hawaii. This gave her valuable insight into the health and healthcare community in Hawaii. It also helped her develop tools and connections across the state that is helpful in her position. She is a leader and given a chance, she will be valuable as the director.

Sincerely yours,

Carol Nakagami

Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair
Senate Committee on Human Services and Housing

Thursday, March 05, 2015, 1:45 PM
Conference Room 016 State Capitol

Re: GM 511, Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018.

Aloha Chair Chun Oakland, Vice Chair Green, and members of the Senate Committee on Human Services and Housing. My name is Charles Toguchi and I would like to provide written testimony in **strong support** of Rachael Wong's gubernatorial nomination to serve as the Director of the Department of Human Services.

I have had the privilege of knowing Rachael Wong for over five years. During that time, she has impressed me with her leadership...her genuine commitment to help those in need...and her strong work ethics. Ms. Wong holds degrees from Princeton University, the University of Hawaii at Manoa, and the University of North Carolina at Chapel Hill. She has served as executive director of Kokua Mau and the Hawaii Consortium for Integrative Healthcare. With this wealth of experiences and accomplishments, Rachael Wong brings to us the necessary skills and foundation needed to provide the support and guidance needed at the Department of Human Services.

Above all, Rachael Wong is known for her strong dedication and integrity...her genuine concern for others...her willingness to walk that extra mile to help those in need...and her positive and inclusive leadership style.

Without any reservations, I strongly urge your favorable consideration of Rachael Wong's nomination as the Director of the Department of Human Services. Mahalo for the opportunity to present this written testimony.

Aloha,
Charles T. Toguchi

February 18, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Re: Rachael Wong, nominee for the position of Director of the State of Hawaii
Department of Human Services

To Whom It May Concern:

I have known Rachael Wong for more than fifteen years. I am a Personal Trainer for 24 Hour Fitness, and Rachael was one of my first clients. Rachael asked me a lot of questions (She wanted to get things right!), and once she had the answers, she did her homework.

We were also in a yoga class together, and I know from our discussions throughout the years that Rachael is a thoughtful (in both senses of the word), kind, hard-working person.

She's also overcome her own share of health issues which, I think, has contributed to her compassionate nature.

I strongly endorse Rachael for the post of Director of the Department of Human Services for the State of Hawaii.

Christie Bridges
1650 Kanunu Street, #1309
Honolulu, Hawaii 96814
941-8369

From: [Clarence Liu](#)
To: [HSH Testimony](#)
Subject: Testimony for Rachael Wong
Date: Sunday, March 01, 2015 10:13:46 PM

March 1, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Testimony for Rachael Wong

To The Senate Committee on Human Services and Housing:

I am a retired hospice chaplain who has worked with Rachael Wong for over 10 years as a colleague and friend. It is out of this relationship that I share the following observations about her professional expertise and character.

I know that Rachael would be mortified to hear me speak of her as the kind of leader described in the Tao Te Ching, -as a virtuous person whose mind and heart are one. The image in Hexagram 31 is that of a mountain holding a lake; the mountain symbolizes stillness, the lake, joy. If the leader is inwardly peaceful, those surrounding her will be nourished by joy.

That image was instilled upon me as I worked with her at Kokua Mau and the Healthcare Association with the State Hospital, acute care hospitals, Home Health Agencies, Hospices and Medical Equipment organizations. She was a still-point in our turning world and, I believe, most administrators would acknowledge her dedicated, hardworking and 'no drama' style of leadership. "When the quiet power of the leader is at work, the effects produced are right."

To her work with maternal and child healthcare, public assistance, special needs populations, and adult protective services, she brings her Public Health background to create a comprehensive and financially strong social services system. All of this is personally driven by a commitment to public service, deep in her character and marriage. The history and integrity of her stewardship in this community are beyond reproach and are a promise of what is to come. "Through words and deeds the virtuous leader moves heaven and earth."

I am inspired by the dedication of my friend Rachael who has answered the call of this administration to lead the Department of Human Services and Housing in its mission. She recognizes that the measure of our care for the indigent widow and orphan is a measure of our humanity and compassion as a community.

Sincerely,

Clarence Liu

149 Mokumanu Dr.
Kailua, HI 96734

clarenceliu@me.com
(808) 230-2402

To Whom It May Concern:

Rachael WONG has been our neighbor up the street for about 8 years. We initially met and started talking to her and her family because we both have dogs, and as any dog owner knows, its kind of a weird, unspoken (yet somewhat expected) understanding that people who own dogs will always somehow meet and get to know each other as opposed to people who don't. That's pretty much the best way that we can explain it. From the time that we met Rachael, it was obvious that she was a very personable, intelligent, and motivated person. As stated above, we first met Rachael and her husband Brad as they would pass our house when they walked their dogs. What began as a casual "Hi how are you?" quickly turned into conversations regarding both of our dogs, then would seamlessly transition to other topics such as food, the weather, and politics. The conversations were always very pleasant and interesting, and the more that we got to know Rachael, the more we regarded her as one of those people who you would want to turn to if and when you had any questions or needed any help or advice with anything. She would usually have the answers for whatever we asked, but if she didn't, she always made it a point to find the answers even when we told her that she didn't need to. As time went by, we were able to witness the care and effort that Rachael put into making our street not just a neighborhood, but a community. She organized a neighborhood email chain so that we could have an easy way to communicate with one another for any topic at hand. When there was a rash of property crime within Manoa, she put together a neighborhood meeting in which then-Rep. Kirk Caldwell and other high ranking city officials attended. She is also very quick to show pride, gratitude, and appreciation every time someone from the community is recognized for any good work that they do within the community. When our neighbor was recognized in the newspaper for the work that he did with Aquaponics at the school he teaches, she shared the article with everyone on the email chain and was the first to offer praise and encouragement. When we found out that Rachael was being nominated for the Director position of the State of Hawaii Department of Human Services, we were extremely happy and proud of her, but not surprised. Her attitude, outlook on life, work ethic, and community involvement are all so encouraging and motivating that she just seemed like the perfect choice for the position. We know that Rachael will give all of her efforts and will do very well, if given the opportunity, because she possesses an amount of caring and love for the community that is very rare and very special.

Clinton and Kristen Ono
3461 Akaka Place Honolulu, HI

March 3, 2015

Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair
Committee on Human Services and Housing
Hawaii State Capitol Conference Room 016

Re: GM511 Testimony for Consideration and Confirmation of Rachael Wong as Director of Department of Human Services

Dear Senator Chun Oakland and Senator Green,

My name is Corinne Suzuka and I am the Vice-Chair of the Home Care and Hospice Division of the Healthcare Association of Hawaii (HAH) and the Executive Director of CareResource Hawaii, a not-for-profit Home Health and Home Care Agency.

I appreciate your time and consideration of my testimony in support of Dr. Rachael Wong as the Director of the Department of Human Services. I have known Dr. Wong for about 3 years, when she joined the Healthcare Association of Hawaii. I imagine that just reviewing her resume, one would say that she is intelligent, has outstanding qualifications, and she has many accomplishments and yet, her value to any organization goes beyond even those three (3) notable endeavors. Let me elaborate.

One of Dr. Wong's strong points is her ability to collaborate and bring people together. From the first day that I met her I noticed that she is a personable speaker, poised and approachable. She is an active listener, bringing in ideas or people who might help in problem-solving. She can take a discussion and infuse just the right amount of thought-provoking insight or wisdom or creative ideas to assist the members in agreeing on a solution. We not only became a better team in our division but we became a better Association because we improved our understanding of each other and worked together for a higher cause.

For instance, the Community Health Needs Assessment (CHNA) Initiative that was sponsored by the member hospitals became a State-wide initiative spear-headed by Dr. Wong at HAH. What better way to understand the health needs of our communities but from the people involved in serving different counties, specialty groups, and just people down in the trenches. The member hospitals were the main focus of this initiative and Dr. Wong was able to collaborate with many people in the community and involve all healthcare entities to find out where the greatest health needs are in the state. Her enthusiasm for the initiative and compassion for the healthcare needs of our people helped the project to stay on track.

When the healthcare providers on Oahu had problems with seeking out approved Durable Medical Equipment (DME) companies, the HAH, Mr. George Greene and Dr. Wong were able to reach out to CMS and help our voices be heard. When various legislative actions are needed, Dr. Wong is there to support us by telling our story or helping us tell our story. With persistent collaboration and the vision to always have quality healthcare in Hawaii, Dr. Wong has provided us support and guidance.

In conclusion, I believe Dr. Rachael Wong will be a great leader in the position of Director of the Department of Human Services. She has proved herself to be a flexible leader, because she is visionary, self-directed, she empowers people, and she is goal-oriented. She will humbly lead this department and I hope you will consider and confirm Dr. Rachael Wong as the Director of the Department of Human Services. Thank you.

Sincerely,

Corinne A. Suzuka, RN, BSN, MA
Executive Director
CareResource Hawaii

CYNTHIA TOSHIYE TAI

Member 6189, State Bar of Hawaii (1994 – Present)

Telephone: (808) 987-5759 • Email: cynthiatai7@gmail.com
75-240 Nani Kailua Drive, Suite 7, Kailua-Kona, Hawaii 96740

March 3, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, Hawaii 96813

Thank you for the opportunity to provide input. I write in strong support of the nomination of Ms. Rachael Wong. Ms. Wong and I are related through marriage. We were not close until a few years ago. What brought us together was kidney disease. She kindly offered to help my father handle his renal failure.

Although I was a trial lawyer at the International Criminal Court in The Hague at the time, Ms. Wong and I kept in contact, and she walked me through my kidney donation when the opportunity arose to help my father. Since then, we have spent a fair amount of time discussing my work in The Hague, and also sharing our management approaches and challenges. I have found her to be very smart, diligent, kind and compassionate. I cannot think of anyone that would be a better candidate than Ms. Wong to lead the Department of Human Services (DHS).

In my present position as a Deputy Prosecuting Attorney in Kona, Hawaii, I manage a team of approximately ten lawyers. As part of my position, I liaise frequently with DHS representatives, and on many cases, work closely with them to garner a better understanding of the criminal cases that fall within the responsibility of my office. None of our jobs is easy, and difficult decisions must be made every day.

I can think of no better candidate than Ms. Wong to guide them and lead them towards fulfillment of their mission and make Hawaii a better place for us all.

Should you have any questions or comments, please do not hesitate to contact me at cynthiatai7@gmail.com or (808) 987-5759.

Thank you for your time and consideration,

Cynthia T. Tai

WRITTEN TESTIMONY BEFORE THE
COMMITTEE ON HUMAN SERVICES AND HOUSING
Thursday, March 5, 2015
1:45 pm; Conference Room 016

RE: GM 511 – in Support of Rachael Wong as Director of the Department of Human Services

Chair Oakland, Vice Chair Green, and members of the Senate Committee on Human Services and Housing:

Although unable to attend the confirmation hearing of Rachael Wong in person, we are highly supportive of her confirmation as Director of the Department of Human Services (DHS).

We have known Rachael for 14 years. She is a hard worker who brings to this role impeccable academic and professional credentials. Her personality combines passion with compassion. When one considers the far-ranging scope of DHS, we can think of no better individual to lead the department. Rachael cares about people. She cares about Hawaii. She is driven to make a difference and improve life for Hawaii's keiki, kupuna, and those most vulnerable in our community.

You'll find Rachael to be a straight-talker who applies a no-nonsense, systematic approach to issues by asking the right questions, collecting the appropriate data, and most importantly, taking action based on this analysis. She will be a transparent and fair department head. Any concern regarding Rachael's past work as a lobbyist is wholly misplaced as her integrity is beyond reproach. Her expertise in the field of public health, her life experience, and yes, her knowledge of the legislative process all combine to make her an outstanding choice as DHS Director. Our State is fortunate to have a candidate of her character and caliber step forward to serve.

We urge this committee to take favorable action on her nomination and recommend confirmation to the full Senate.

Sincerely,

Daniel & Lynnette Dinell
3562 Akaka Place
Honolulu, Hawaii 96822

Daniel Fischberg, MD, PhD, FAAHPM
1224 Mapuana Street
Kailua, HI 96734

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

March 2, 2015

Dear Senators Chun Oakland and Green,

It is my privilege to right in strong support of the nomination of my friend and colleague Dr. Rachael Wong for Director of the State of Hawaii Department of Human Services. I serve as the Medical Director of the Pain & Palliative Care Department at the Queen's Medical Center, as Professor and Chief of the Division of Palliative Medicine in the Department of Geriatric Medicine at the John A. Burns School of Medicine, and Vice President of the Board of Directors of Kokua Mau, Hawaii's hospice and palliative care organization, however, my testimony is on my own behalf.

Rachael was among the first people I met in the field of hospice and palliative care when I arrived in Hawaii in 2004. At that time, Rachael was serving as Executive Director of Kokua Mau. In my personal and professional dealings with Rachael, over more than a decade, she has impressed me as an extraordinarily talented and dedicated individual. Her integrity and judgment are unmatched. Furthermore, Rachael has worked extremely hard, through her doctoral training, her extensive volunteer work, and more recently in her work with HAH, to ensure she has the breadth of knowledge and work experience to fulfill her mission: to improve the well-being of the people of Hawaii.

In summary, Hawaii would be in excellent hands with Dr. Rachael Wong as Director of the Department of Human Services. I endorse her nomination with the utmost enthusiasm and without any qualifications whatsoever.

Thank you for your thoughtful consideration.

Sincerely yours,

Daniel Fischberg, MD, PhD, FAAHPM

3454 Oahu Ave
Honolulu, HI 96822

February 26, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Senators Chun and Green,

I am writing today in support of the nomination by Governor Ige of Dr. Rachael Wong to be the Director of the State of Hawaii Department of Human Services. I am delighted to do so.

I have known Rachel since she was a graduate student at the University of Hawaii, taking courses in the (then) School of Public Health. I had the pleasure of offering a graduate course on the politics and economics of health care. Rachael and another student were the best students by a wide margin out of a class of some twenty plus. It was my good fortune to maintain contact with both of these students, each of whom went on to pursue advanced degrees, in the one case a medical degree and in Rachael's case a doctorate from the University of North Carolina at Chapel Hill. During that process I had the pleasure of serving as the outside member to her doctoral committee. Her dissertation, derived in significant part from her personal experiences with the organ transplant portion of the U.S. healthcare system, is an outstanding piece of work and was acknowledged as such by the entire committee. In this regard she has demonstrated her capabilities as an outstanding scholar, researcher and writer within the overall field of health policy and politics.

I am also familiar to a degree with her role as Vice President and COO of the Healthcare Association of Hawaii. In a previous era, I had the opportunity to serve as the facilitator for an endeavor that was known as the Blue Ribbon Panel on Healthcare, during the Waihee administration. I cite this because the experience allowed me to have a far better understanding of the role that HCA plays in the healthcare system and policy process particularly as a vehicle for expanding knowledge of its complex pathways and byways (especially after the passage of ACA), and—as expected—in its core business as an informed interest group for hospitals.

Beyond these employment related activities, I think it is important to acknowledge the roles Rachael has played for a range of healthcare related activities over the years, to wit: serving as vice chair of the Honolulu City Ethics Commission, as Chair of the Public

Health Fund Committee of the Honolulu Chamber of Commerce, and as Vice President of the Legacy of Life Hawai'i Board of Directors. All of these activities, I believe, demonstrate the range of her talents and professional capabilities, but far beyond that, are ample demonstrations of her commitments of Hawai'i, to differentiated aspects of the community and to the value of service.

It is clear that I am an admirer of her capacities and commitments, but also, I believe, able to look with a professional eye at her training and previous experiences as elements of qualifications for this position. On that score, and comparing her with others who have held this position over the years and some of whom I have also had the pleasure to know and work with, Rachael, is, I believe both a reasoned and inspired choice to serve in this position.

If I can be of any further assistance to the committee and its deliberations on this issue, please do not hesitate to contact me.

Deane E. Neubauer
Professor Emeritus, Political Science
University of Hawai'i Manoa
Co-Director, Asia Pacific Higher Education Research Partnership
East-West Center

Ellen Godbey Carson
700 Richards Street, #2601
Honolulu, HI 96813
Phone: (808) 223-1800
Email: egcarson@icloud.com

February 23, 2015

Via Email: HShtestimony@capitol.hawaii.gov

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

**Re: In Support of the Appointment of Rachael Wong as Director of
the State of Hawaii Department of Human Services
Hearing Date/Time: March 5, 2015 at 1:15 p.m.**

Dear Senators Oakland and Green,
and Members of the Senate Committee on Human Services and Housing:

I write in strong support of the nomination of Rachael Wong to be Director of the State of Hawaii Department of Human Services ("DHS").

I have been an attorney in the State of Hawai'i since 1978, and am a past President of the Hawai'i State Bar Association and the Hawai'i Women Lawyers. My law practice has focused on health and human services, the areas where Ms. Wong's talents are strongest. I have known Ms. Wong for approximately 10 years, both in a professional and social capacity. We met as volunteers and then as volunteer directors for the Hawa'ii Legacy of Life, fka Hawai'i Organ Donor Center.

Ms. Wong is very smart, ethical, competent, and proficient. She has excellent organizational, advocacy and communication skills, which will be invaluable at DHS. Even more importantly, she has a passion for improving the delivery of health and human services in our state, and her strong public health background gives her the talents to make major improvements in this area. She has proven her dedication to public health in Hawaii, through service to health organizations large and small, and volunteer community service. Her heart has always been in public health. Being director of DHS would allow her to bring an invaluable vision

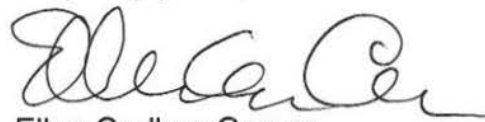
and energy to that Department, to the benefit of thousands of our most vulnerable residents.

At all times I have known her, Ms. Wong has been fair and compassionate, and always been able to see both sides (or more) of any given situation. I do not believe her prior position at the Healthcare Association of Hawaii will be a detriment to her ability to serve the needs of DHS and its beneficiaries. To the contrary, her detailed knowledge of our healthcare industry will provide her better ways to access the services and resources of those organizations in serving DHS's needs. She is collaborative, bright, a quick study and fair minded. Her heart is in serving the public health needs of this state, as shown by her graduate training and intensive work within the health and human services community here. Her demeanor both on and off the job is always marked with a strong sense of inspiration, professionalism and fairness. She is a hard worker, and has not hesitated to dig into complex or complicated problems that require substantial work. She will bring wonderful talents to DHS.

I believe Ms. Wong is exceptionally qualified and would make an excellent Director of our DHS. Thank you for your consideration. Should you have any questions, please do not hesitate to contact me.

Pursuant to policies of my law firm and our State bar association, I write this letter in my own behalf only, and not on behalf of any firm or organization.

Very truly yours,

A handwritten signature in black ink, appearing to read "Ellen Godbey Carson". The signature is fluid and cursive, with the first name "Ellen" being the most prominent.

Ellen Godbey Carson

cc: Ms. Rachael Wong

From: [Ellen Ostler](#)
To: [HSH Testimony](#)
Subject: Testimony in Support of Dr. Rachael Wong's Nomination
Date: Friday, February 20, 2015 11:10:03 AM

The Honorable Suzanne Chun Oakland, Chair and The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Chair Chun and Vice Chair Green,

This letter is in complete support of Dr. Rachael Wong's nomination as the Director for the State of Hawaii Department of Human Services (DHS).

Dr. Wong's extensive background and expertise, both professionally and personally, make her the ideal person and a great addition to the Governor's Cabinet as the Director of DHS.

Thank you!

Sincerely,

Ellen Ostler

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: fconde@queens.org
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Wednesday, March 04, 2015 9:10:10 AM

GM511

Submitted on: 3/4/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Francisco Conde	Individual	Support	No

Comments: I have known Rachael for over 10 years through our collaboration with the Hawaii-National Kidney Foundation and also serving as her statistical mentor for her doctoral program. Rachael has the knowledge, experience, passion, commitment, and educational background to be successful as the Director. I fully support her nomination. Thank you.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: [Gary Okamoto](#)
To: [HSH Testimony](#)
Subject: In Support of GM 511 - Rachael Wong DHS Director Nominee
Date: Sunday, March 01, 2015 9:37:52 PM

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Supportive Testimony Re: **Rachael Wong, Director Nominee**
State of Hawaii Department of Human Services (DHS)
March 5, Thursday, 1:45pm in Conference Room 016, State Capitol
415 South Beretania Street, Honolulu, HI 96813

Honorable Senator Chun Oakland, Chair
Honorable Senator Josh Green, Vice-Chair

It is a privilege and honor to submit this testimony in support of Director Nominee, Rachael Wong, for the Department of Human Services. I have known Ms. Wong for more than 15 years and have followed her extraordinary career. She is brilliant, thoughtful, articulate, visionary, and team oriented. She communicates well and believes in transparency.

Given her experience at the Healthcare Association of Hawaii and other health care organizations, Ms. Wong is aware of the issues -- economic, social, political, environmental -- and is realistic in leading change in Hawaii.

Ms. Wong understands the importance of social determinants in shaping a DHS agenda for change. In addition to her own professional experiences, she has gained insight about human services from her spouse who is a primary care physician in a community health center.

I urge you and members of the Committee to support the nomination of Rachael Wong for DHS Director. Thank you for your consideration.

Gary Okamoto, MD
Gary A. Okamoto, MD, Inc.
649 Ulili Street
Honolulu, HI 96816
Phone: 808-927-1116 (M)

**Testimony of
Gary M. Slovin / Mihoko E. Ito
in support of the Nomination of Rachel Wong
as Director of the Department of Human Services**

DATE: March 3, 2015

TO: Honorable Suzanne Chun Oakland
Chair, Committee on Human Services and Housing
Submitted Via HSHtestimony@capitol.hawaii.gov

RE: **GM 511 – Confirmation as the Director of Department of Human Services, Gubernatorial Nominee, Rachel Wong**
Hearing Date: Thursday, March 5, 2015 at 1:45 p.m.
Conference Room: 016

Dear Chair Chun Oakland and Members of the Committee on Human Services and Housing:

I am Gary Slovin testifying in strong support of the Governor's nomination of Rachael Wong to be the Director of the Department of Human Services. I believe Rachael is the ideal choice for this critical position.

I have known Rachael for three years and worked with her very closely during her tenure as the Vice President of the Healthcare Association of Hawaii. First, from observing her work on a regular basis, it became clear to me that Rachael possesses both the intelligence and the experience to deal with complex issues. Second, I was very impressed with the reputation for integrity and caring that she had earned during her career, to that point, in the areas of health and human services. Reputations such as she already enjoyed do not come about by accident, they are earned. Her work at HAH built upon and enhanced that reputation.

Very importantly, Rachael, in carrying out her responsibilities at HAH, exhibited a strong desire to give every side of an issue its due, regardless of what her own inclinations, or her own interests, seemed to be. It was sometimes hard to tell initially what Rachael's view on an issue was because you knew she was going to give the facts and points of view expressed a fair hearing. But once she had heard all views she was also prepared to

Gary M. Slovin
Mihoko E. Ito

999 Bishop Street, Suite 1400
Honolulu, HI 96813
(808) 539-0840

make a decision and act upon it. In addition to enabling her to make sound and considered decisions, her approach also wins over the confidence of others because they know they will be heard. This is a quality sorely needed in government but not always present. It is always present with Rachael. That deep-seated conviction, the commitment to listen to others, saw her able to resolve complex matters while serving at HAH.

Rachael has already shown her commitment to seeking the ideas of others and listening to the concerns of persons both in and out of the department in the short time she has been serving. This is a true breath of needed fresh air.

Rachael is a realist in approaching problems, but she is also an optimist, a person who believes that by creating a caring and open culture people will be motivated to work together for the common good. And, in fact, it is hard to be around Rachael and not feel her energy and her commitment to do what it takes to make things better for the residents of this community.

I believe Rachael is an exceptional person who will bring about an attitude that will build upon the department's resources and help it to improve the lives of the residents who depend upon its people to do well.

For all of these reasons I strongly support her nomination and urge the committee to confirm her for this critical position.

Thank you very much for the opportunity to submit this testimony.

February 26, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Honorable Senators,

This letter is in support of Dr. Rachael Wong's confirmation as Director of the State of Hawaii Department of Human Services.

I have known Rachael since the time of her Master Degree in Public Health studies at the University of Hawaii at Manoa. I was her principle academic adviser. I have followed her throughout the years of her many additional studies and accomplishments. I think she is well prepared and well suited for this responsible position in the State of Hawaii.

Rachael has always been interested and concerned with the well being of needy people, being them developmentally affected children, chronically sick individuals or minority groups and with the delivery of health care and welfare services for these populations. Throughout her studies and her work experience she has acquired important skills and come in contact with private and public organizations in the health and welfare domains. Important knowledge and understanding of the Health and Welfare systems in Hawaii were acquired especially through her most recent position of VP and COO of the Healthcare Association of Hawaii.

In addition, Rachael is gifted with a pleasant and friendly personality. Her leadership style is one of collaboration and openness to others' opinions.

I think Dr. Rachael Wong will be an effective director for this important State Department, the Hawaii State Department of Human Services.

I strongly support her confirmation.

Sincerely,

Gigliola Baruffi, MD, MPH
Emeritus Professor of Public Health

Heather Williams, Esq.

4375 Aukai Avenue
Honolulu, HI 96816
808-383-9928
napela1@yahoo.com

February 17, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Re: Rachael Wong

Dear Senators Chun Oakland and Green,

I am writing to let you know I wholeheartedly support the appointment of Rachael Wong as Director of the State of Hawaii Department of Human Services.

I have been close friends with Rachael since we were in ninth grade together. Over the years Rachael and I have gone to school together, played tennis together, traveled together, provided professional advice to one another, laughed and cried together, served on a board of directors together, and shared thousands of phone calls, emails and texts. I know Rachael as a real person, and I am proud to call her my friend.

As you consider Rachael's application for Director of DHS, please know this: she lives every day of her life with more integrity than any other person I have ever known. She doesn't just talk the talk, she walks the walk. She has made a personal commitment to live her life guided by the highest moral standards, and when she makes a commitment like that, she doesn't take it lightly. In everything she does on this earth, whether it is renovating her home, tackling a new job, doing something to support her family or community, or simply eating a meal, she seriously considers her impact on her local community, the global community, and the environment.

As a former attorney for Legal Aid Society of Hawaii, I believe I have a pretty good sense of DHS and the services it provides. I have to be honest, since Rachael first told me about this job possibility I have wondered if it was right for her. Not because I don't think she can handle it or because I don't think she is a good fit for the position, but because I have seen the demands and public scrutiny faced by previous DHS Directors. I just wouldn't want to watch someone I care for go through that kind of stress. But as I thought more about Rachael's application, I realized that she IS the right person for this job. She has been through a number of challenges in her life which have made her strong

enough to handle the demands of this position and public scrutiny should it come her way. She is passionate and committed to making our community better, especially for those who lack the ability to advocate for themselves (the elderly, the disabled, and children). She builds bridges, constantly finding ways to connect people and create community. She is not afraid to try new things. As I mentioned above, she lives her life with an unbelievably high level of integrity. She is a good person, a hard worker and a natural leader.

For all of these reasons, I hope you will make the right decision and confirm Governor Ige's appointment of Rachael Wong as Director of the Department of Human Services. If you have any questions please feel free to contact me.

Sincerely yours,

Heather Williams

From: [Joanne Little](#)
To: [HSH Testimony](#)
Subject: Director of the Department of Human Services
Date: Tuesday, March 03, 2015 12:07:38 PM

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Honorable Suzanne Chun Oakland and Honorable Josh Green,

It is with great pleasure that I submit recommendation for Dr. Rachael Wong for the position of Director of the State of Hawaii Department of Human Services.

I have known Dr. Wong for many years. She has exemplary leadership skills, she is a visionary with the highest integrity, a team player and a natural net-worker.

Dr. Wong is a gifted communicator with an unparalleled ability to listen and include others ideas and does so in a way that makes one want to become part of the solution. She is passionate about her work and possesses qualities to articulate and creatively express herself and her vision. She is intelligent and demonstrates compassion and deep caring for others - she is a born advocate.

In summary, Dr. Rachael Wong's rare management style will bring a desirable combination of caring for humanity with solid leadership. I cannot imagine a more perfectly suited candidate for the position of Director of the State of Hawaii Department of Human Services.

I highly and unequivocally recommend Dr. Rachael Wong.

Respectfully,

Joanne Little, LSW
Educator in Human Services
Private Practitioner

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: jodi.hashimoto@shchawaii.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Tuesday, March 03, 2015 11:19:12 AM

GM511

Submitted on: 3/3/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Jodi Hashimoto	Individual	Support	No

Comments: I would like to submit my testimony in support of Rachael Wong for the DHS Director. I have known Rachael for over 30 years. We have been schoolmates, teammates (tennis) and close friends. I have always admired her compassion and passion for helping others. Rachael sees the community (including various levels--neighborhoods, counties, islands, our nation) as a whole and also embraces the uniqueness of individuals. She genuinely cares about people and listens. She brings people together and promotes open dialog to reach a solution. She is able to connect at a personal level. Rachael does not hesitate to ask questions and is a lifelong learner. Her career and life experiences will also help her to serve our State. I encourage you to confirm her nomination. Respectfully submitted, Jodi Hashimoto

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: jmisailidis@gmail.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Monday, March 02, 2015 11:19:41 AM

GM511

Submitted on: 3/2/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
John Misailidis	Individual	Comments Only	No

Comments: I am writing this testimony in behalf of Rachel Wong, who is the director nominee for the State of Hawaii Department of Human Services. I am a physician at Queen's Medical Center. I have known Rachel for over 10 years on a personal basis. Rachel is one of those rare individuals who combines great intellect and tenacity with outstanding interpersonal skills. She is very sharp, and would tackle issues facing DHS with creativity and tact. Rachel is very hard-working, and will make sure tasks are completed and are done right. Rachel is extremely personable, works very well with others, and seeks to create consensus and collaboration in her decision-making. Rachel is an outstanding choice to lead as the DHS director. Please strongly consider appointing her to this role. Mahalo, John Misailidis, MD

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: jas@ksqlaw.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Wednesday, February 18, 2015 10:09:37 AM

GM511

Submitted on: 2/18/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Joseph A Stewart	Individual	Support	No

Comments: I have known Rachel Wong for the better part of a decade and do not know anyone who has a better understanding of the challenges facing the people of the State of Hawaii relating to health care and assistance to families and people in need. I wholeheartedly support her confirmation as the Director of the State of Hawaii Department of Human Services.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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PO BOX 4363
Kaneohe, HI 96744
February 22, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: Testimony in Support of GM511
Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018. Hearing date: March 5, 2015 at 1:15 PM, Conference Room 016, State Capitol

Dear Senator Chun Oakland and members of the committee:

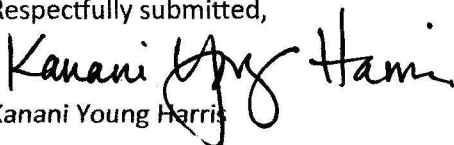
I strongly support the nomination of Dr. Rachael Wong as the Director of the Department of Human Services. I have confidence that her intelligence, professional experience, leadership skills, and integrity will serve the people of Hawai'i well.

Rachael and I met twenty-five years ago as classmates at Princeton University. Rachael excelled academically in the most difficult courses and earned the respect of classmates and faculty members for her exceptional intelligence, strong work ethic, and engaging personality. Rachael has a way of thinking and communicating that has provoked others to sharpen their thinking, and I have seen her skill in this area grow over the years with each new endeavor, both professional and academic.

One of the most valuable strengths Rachael brings to this leadership role is her approach to complex issues. She understands context and nuance, actively seeks input from differing perspectives, and fosters innovative thinking. Additionally, Rachael treats others with respect and regards her team members as valued colleagues. She is accessible, responsive, accountable, and ethical.

There is an 'ōlelo no'eau (Hawaiian saying) that comes to mind when I consider Rachael: "He 'ōpū ali'i." This is a phrase that we use to describe someone who has the heart of an ali'i. It is fitting for Rachael because of her selfless servant leadership to improve the health and wellbeing of the people of Hawai'i. She carefully weighs sound counsel, communicates clearly, and is able to make tough decisions. She understands that her kuleana is both a privilege and a responsibility. The Department of Human Services deserves this kind of leader. I encourage you to support her appointment.

Respectfully submitted,


Kanani Young Harris

February 23, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: **GM 511** - Submitting for consideration and confirmation to the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018

Dear Honorable Chun Oakland and Honorable Green:

I **strongly** support Rachael Wong, DrPH as Director of the Department of Human Services (DHS). I've known Dr. Wong for almost ten years as a Fellow of The St. Francis International Center for Healthcare Ethics and as Vice President of the Healthcare Association of Hawaii. She is a person of exemplary moral character, high ethical standards, and reputable integrity. Dr. Wong always has a cheerful and positive attitude exuding joyfulness and approachability.

In addition, Dr. Wong has always had a heart for vulnerable children, individuals, and families as well as for the disadvantaged and underserved. Her background in public health and more recently in advocating at the federal level for greater Medicare reimbursement is noteworthy, assuring both good quality service for patients and adequate reimbursement for long term care providers.

Also, Dr. Wong has been instrumental in facilitating open communication between the Med-QUEST division, health plans, and specifically long term care providers. Her collaboration skills have been evident in the State-wide Community Health Needs Assessment (CHNA), a direct implementation of the Affordable Care Act (ACA). The CHNA process brings together hospitals, health care provider across the continuum of care, and community stakeholders both for profit and non-profit. Another example of her collaboration skills resulted in successful reunification of the long term care community that previously separated from the Healthcare Association of Hawaii about 20 years ago.

Dr. Wong brings a broad education background, extensive knowledge of the political and health care community, and skills to create long-lasting positive outcomes for the State of Hawaii. She definitely is a valuable and essential individual to the success of DHS.

I strongly support Rachael Wong, DrPH as Director of the Department of Human Services. Thank you for your attention in this matter.

Sincerely,

Katherine Korenaga,
Coordinator (former), The St. Francis International Center for Healthcare Ethics
1521 Punahou Street #601
Honolulu, HI 96822

Attention: HSH Committee

I strongly support the confirmation of Ms. Rachael Wong as the Department of Human Services' Director. Rachael comes to DHS with a long history of public service, working to improve the lives of people across the islands. Her expertise in organizational management, along with her collaborative style will make her an effective leader for the State. She understands that citizens are serviced across departments and that departments need to streamline services and leverage each other's resources to better serve the people of Hawai'i. Rachael is balanced, innovative, fair, collaborative, professional and honest- all characteristics we desperately need in State leadership. Please approve her nomination.

Sincerely,
Kerrie Urosevich
Kerrie.urosevich@hawaii.gov

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

February 24, 2015

The Honorable Suzanne Chun Oakland, The Honorable Josh Green, and Senate Committee on Human Services and Housing:

I am submitting testimony in support of the nomination of Rachael Wong as the Director for the State of Hawaii Department of Human Services. I could not think of a finer nominee for the position. Rachael is a dedicated and motivated individual who always gives her utmost to achieve her goals, which are emphatically aligned with the organization she is representing. She has a strong sense of conviction and has such integrity. I have had the honor of Rachael's friendship for over 25 years, and know that she is committed to improving the lives of others. She has certainly enriched mine.

Rachael has a gift of reaching out to others and bringing them in—she makes everyone feel comfortable and included. She will find the one person in the room that doesn't know anyone, introduce herself, and somehow connect that person to the others. She not only optimistically sees the best in everyone (and has the insight to recognize what gifts others might have), but she draws out that goodness and actualizes it. Rachael inspires others to become better individuals not only through encouragement and her belief and unwavering support, but also through her own life and actions. When I look at all that Rachael has accomplished, I can't help but try to emulate her and be the best that I can be!

I believe Rachael can make a tremendous difference in the lives of those who need the most help. She is a wonderful and enthusiastic team leader and player, and will work tirelessly to make our state a better place. I wholeheartedly support Rachael Wong as the Director nominee for the DHS.

Respectfully yours,
Kimberly Funasaki

**TESTIMONY OF
KIPPEN DE ALBA CHU**

COMMITTEE ON HUMAN SERVICES AND HOUSING
Senator Suzanne Chun Oakland, Chair
Senator Josh Green, Vice Chair

Thursday, March 5, 2015
1:45 pm

GM 511

Chair Chun Oakland, Vice Chair Green, and members of the Committee, thank you for the opportunity to testify **in strong support** of the gubernatorial nominee, Rachael Wong.

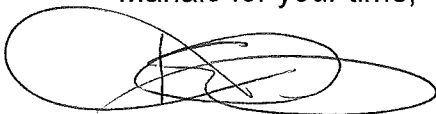
While much will be said about Rachael's professional experience and her competency to be the Director of Human Services, I would like to speak about her as a person. Rachael brings a different perspective to departmental leadership because of who she is on the inside. Apart from her deep sense of responsibility and high integrity that she brings to the position, Rachael also possesses a profound respect for human relationships and the immeasurable value that has on getting things done for the better.

Rachael also looks at all the DHS stakeholders, its clients, employees, contractors, and the broader community as individuals and not statistics. She leads by example with the highest standards placed upon herself, and will always be genuine in her concern for the welfare of another person.

I would also like to share with the Committee that I am testifying as an individual. Rachael is a personal friend and we are both currently in the Omidyar Fellows Program, a powerful new initiative to nurture future leaders across all islands to enable others to act, encourage the heart, and live with aloha.

You will not find a person more capable, dedicated, and appropriate than Rachael Wong to head the Department of Human Services for the benefit of our families, the underserved, and the disadvantaged. I urge this Committee to recommend her confirmation to the full Senate.

Mahalo for your time,

A handwritten signature in black ink, appearing to read 'Kippen de Alba Chu', enclosed within a large, loopy oval scribble.

Kippen de Alba Chu

From: [Laurie Chang](#)
To: [HSH Testimony](#)
Subject: Testimony in support of Rachael Wong
Date: Wednesday, March 04, 2015 3:03:14 AM

The Honorable Suzanne Chun Oakland
The Honorable Josh Green

Aloha. I am writing in support of Rachael Wong, director appointee for the State of Hawaii Department of Human Services.

I met Rachael about six years ago when I served as director of communications at Blood Bank of Hawaii (BBH). Rachael was a member of BBH's Patient Speaker's Bureau, which comprised a list of people whose lives were improved or saved by blood donations. A grateful recipient of several pints of blood several years prior, Rachael willingly spoke to diverse audiences on the importance of blood donations in our island community and encouraged the next generation of donors to continue to give the gift of life. Her articulate and engaging delivery, coupled with her warm and gracious personality made her a sought-after speaker.

In addition to her excellent oratory skills, Rachael possesses intelligence, kindness, compassion, and integrity. She makes the time and effort to help those in need. As chief operating officer at Healthcare Association of Hawaii (HAH), Rachael's strong leadership and accomplishments positively impacted many in Hawaii's community. I have every confidence that she will elevate the Department of Human Services as well, and provide timely, efficient, and effective programs to empower and improve the lives of Hawaii's most vulnerable people.

Governor Ige has made an excellent choice in appointing to his cabinet Rachael Wong as director of DHS. She is an asset to the Department. She is asset to the state and people of Hawaii.

Thank you.

Sincerely,

Laurie J. Chang, M.P.H.

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: lea.hong@tpl.org
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:15PM
Date: Sunday, February 15, 2015 5:56:40 PM

GM511

Submitted on: 2/15/2015

Testimony for HSH on Mar 5, 2015 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Lea Hong	Individual	Support	No

Comments: Aloha Chair Suzanne Chun Oakland and Committee Members - I am testifying in my individual capacity in strong support of the nominee Rachael Wong for the position of Director of the Department of Health and Human Services. I have known Ms. Wong since 2006 when we both were participated in a leadership training and networking group. She would make an excellent director. She has excellent communication and management skills. She is hard working and humble. She has worked with public and private agencies to deal with public health matters, and has a good understanding of the challenges the State of Hawai'i faces. I give her my strongest endorsement. Mahalo - Lea Hong

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From: [kabe02](#)
To: [HSH Testimony](#)
Subject: Rachael Wong
Date: Sunday, February 15, 2015 12:29:53 AM

Dear Senate Committee,

I am submitting testimony in support of the nomination of Rachael Wong as the State Director of DHS.

I have known Rachael Wong since high school. Rachael was a leader even back then. She has always been extremely intelligent, focused, a person of integrity, and a do-er.

I met Rachael again after college. I almost did not recognize her. She was very pale, and sick. Yet she was a fighter, determined to do all she could to remain healthy. I hope she does not mind me sharing that she was sick (I don't think so, otherwise I wouldn't include this). But because she was so ill, she has a deeper, more profound appreciation of life - not only her own, but every life.

Rachael, now in full health again for several years, has continued to serve others in her usual 110% capacity. She continues to be a friend to many, and a person who strives to do what is right, to preserve the dignity and rights for all.

Aloha,
Lori Abe

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: GM511 – Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, Rachael Wong, for a term to expire 12-3-2018.

Hearing: Thursday, March 5, 2015, 1:15 PM, Room 016

Please accept my testimony in SUPPORT of RACHAEL WONG for the Director of the Department of Human Services.

I have known Rachael for about 12 years. We bonded from our kidney transplant experiences – her as a recipient, and me as a living donor to my Dad. As volunteers in the transplant community, we provided ‘living proof’ and shared our stories about how organ donation positively impacts the lives of many. We joined the Hawaii Coalition on Donation, helping to craft one voice for organ and tissue donation in Hawaii.

Rachael thoughtfully listens and easily communicates her ideas. She readily shares information in her empathetic way, drawing others to her. Her ability to process and speak from the heart *and* mind enables her to make connections and to act with compassion and sensibility.

She excels at leadership positions, and has always acted with the utmost integrity and capability. When the Transplant Association of Hawaii needed new leadership she willingly stepped up to keep the organization running. She was responsive to the membership and provided the guidance for new and existing members in this supportive group.

I am sure Rachael can provide you with a list of all her achievements exemplifying her vast skills, but on a personal level, she does all that she does in the spirit of wanting to help others. As the Director of the Department of Human Services, I am confident that Rachael Wong will be an effective leader.

Thank you for your consideration.

Lucille Dwight
1460 Aunauna Street
Kailua, HI 96734

February 10, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, Hawaii 96813

Dear Senator Chun Oakland, Senator Green and Members of the Committee:

My name is Luis P. Salaveria and I am the Director of the Department of Business, Economic Development & Tourism. I am writing to express my strong support of GM #511 for Rachael Wong's nomination to serve as the Director of the Department of Human Services (DHS).

I recently met Ms. Wong and from the moment I met her, I knew she had the intelligence, compassion and drive to be a great director for the Department of Human Services. She is highly educated with a wealth of experience in the health and human services sector. Her experience as Vice President of the Hawaii Healthcare Association of Hawaii is evidence that she possesses the executive leadership needed to lead such a large organization like DHS. Her community activities with the City and County of Honolulu Ethics Commission, Chamber of Commerce of Hawaii, Legacy of Life Hawaii, Kokua Market Cooperative and the Hawaii Food Policy Council only goes to further prove that she is a person who truly loves and moves the community. Most importantly, Rachael has life experiences that very few people will ever experience at such an early age. I believe it is these experiences that have guided her to be the strong person she is today.

Rachael's enthusiasm and passion is of such high class and caliber, I know she would be a great leader for the Department of Human Services. For these and other reasons, I strongly urge her confirmation as DHS Director.

Please feel free to contact me directly should you have any questions.

Sincerely,



Luis P. Salaveria

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: mbelle54@yahoo.com
Subject: *Submitted testimony for GM511 on Mar 5, 2015 13:45PM*
Date: Monday, February 23, 2015 5:13:24 PM

GM511

Submitted on: 2/23/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Myra B.W. Ornellas	Individual	Support	No

Comments:

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DATE: March 3, 2015

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

FROM: Nicole Littenberg, MD, MPH

RE: GM 511: Testimony in Support of the Confirmation of Rachael Wong as
Director of the State of Hawaii Department of Human Services

Chair Chun Oakland, Vice Chair Green, and Members of the Committee on Human Services and Housing:

Thank you for the opportunity to submit testimony in support of the confirmation of Rachael Wong as the Director of the Department of Human Services.

I have known Rachael since grade school, and can attest that her poise, compassion, and intelligence were unparalleled even decades ago. I have interacted with her over the years in both social and professional situations and have found her to be thoughtful, bright, and ethical without fail.

As a primary care physician practicing at a Federally Qualified Health Center (FQHC), I strongly support Rachael's appointment to Director of the Department of Human Services. Her integrity, dedication, and compassion will serve Hawaii's vulnerable populations well, and her remarkable interpersonal skills and open-mindedness will support teamwork and collaboration within and between agencies.

I enthusiastically and without reservation support the Senate's confirmation of Rachael Wong as the Director of the Department of Human Services.

Thank you for the opportunity to submit testimony in this matter.

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing

**RE: In SUPPORT of the confirmation of Rachael Wong as Director of the
Department of Human Services**

Hearing Date: Thursday, March 5, 2015, 1:45 pm
Conference room 016

Dear Chair Chun Oakland, Vice Chair Green, and Members of the Senate Committee on Human Services and Housing:

My name is Pauline Sato. Thank you for the opportunity to submit testimony in support of the confirmation of Rachael Wong as Director of the Department of Human Services.

I have the pleasure of knowing Rachael Wong as a colleague and friend. We first met as part of a leadership development program in 2005 and have kept in touch since then. Rachael has always been committed to helping people, particularly those with health-related issues. When I met her, she was working as the Executive Director of Kokua Mau, which provides hospice and palliative care services. She then worked for the Joyful Heart Foundation, which assists victims of domestic violence, sexual abuse, and child abuse. She also worked for the Healthcare Association of Hawaii. Through these and real-life experiences, Rachael has developed a breadth of knowledge, and in some cases, very deep, of the issues that the Department of Human Services has under its responsibility. She is also aware of the services that are offered and need to be available to better serve the people of Hawaii.

I have great faith in Rachael's ability to lead the Department of Human Services with her superb intelligence, strong communication and networking skills, and compassion. She knows our communities well, being a lifetime resident of Oahu. She also has the support of many people, in and out of government, who will assist her and the Department that she is charged to run. I am confident that she is the right choice for this position and ask you to confirm her nomination resoundingly.

Aloha,



1173 Alewa Drive
Honolulu, Hawaii 96817

PO BOX 4363
Kaneohe, HI 96744
March 2, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: Testimony in Support of GM511
Submitting for consideration and confirmation as the Director of the Department of Human Services, Gubernatorial Nominee, RACHAEL WONG, for a term to expire 12-3-2018.

Hearing date: March 5, 2015 at 1:15 PM, Conference Room 016, State Capitol

Dear Senator Chun Oakland and members of the committee:

I have known Rachael Wong for over 20 years since we were classmates at Princeton University. I strongly support her nomination to become the director of the Department of Human Services for the State of Hawaii.

Rachael is intelligent, a consensus builder, and open-minded enough to consider many options before reaching the best decision. Rachael treats others with respect, which is an important characteristic for a leader. She is also ethical and accountable.

I know Rachael to be someone who is compassionate, and deeply motivated to improve the welfare of her community. I believe Rachael will use her professional and educational experience, as well as her life's experiences to serve the State of Hawaii with dedication and integrity as the director of the Department of Human Services.

Sincerely,

Reginauld T. Harris

February 25, 2015

The Hon Suzanne Chun Oakland, Chair
The Hon Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

RE: **GM 511 Gubernatorial Nomination of Rachael Wong for Director, Department of Human Services**
Hearing scheduled for March 5, 2015, 1:45 pm, Conference Room 016.

Dear Chair Chun Oakland and Vice Chair Green:

I submit this letter in full support of the confirmation of Rachael Wong as Director of the Department of Human Services. I've known Rachael for nearly a decade and admire her not only as an inspirational leader and administrator but also as a thoughtful, compassionate human being.

Rachael has the educational, professional and life experiences that will lead to a successful leadership transition for DHS. She has the capacity, and more importantly, the enthusiasm and desire, to take DHS to a new level to better serve the people of the State of Hawaii. Her dedication and passion for her work are unmatched. And she, fortunately, is at a place in her life where she can fully commit herself to her job to make an impactful difference.

Rachael is highly intelligent, articulate, inquisitive, diplomatic and affable. She has an incredibly strong work ethic that is complemented by a clear moral compass and a keen sense of (and sensitivity to) what surrounds her. She is able to navigate through situations that involve a diversity of personalities and can bring people together around issues rather than divide them. She is a consummate connector, always thinking of the right people to bring to the table for meaningful and productive conversations.

Rachael would make tremendous contributions to our State if confirmed as Director of DHS. Her natural tendency to always extend a hand to help others coupled with her ability to move things forward are an excellent match for the department and the people whom it serves.

Thank you for this opportunity to voice my unwavering support for Rachael Wong.

Aloha,


Selena Ching
2526 Olopuia Street
Honolulu, HI 96822
(808) 395-4998

February 27, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Honorable Oakland and Honorable Green,

RE: Dr. Rachael Wong Nomination to **Director for the State Hawaii Department of Human Services**

It is with privilege that I submit this testimony for Dr. Rachael Wong in support of the nomination of Director for the State Hawaii Department of Human Services.

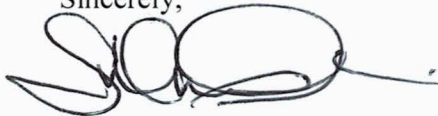
I met Dr. Wong as a colleague in the Omidyar Fellows Program through the Hawaii Leadership Forum in October, 2014.

Dr. Wong is a committed leader to our community and will undoubtedly grow and stabilize the DHS programs that serve vulnerable children, individuals and families in Hawaii with the goals of self-sufficiency, independence, and improved quality of life. Dr. Wong is transparent and strategic and will champion the 80 offices and 2100 employees within this department.

I know Dr. Wong to be a person of highest moral and ethical caliber. She is intelligent, while at the same time collaborative. Dr. Wong is a team player that treats everyone with dignity and respect.

It is without hesitation that I recommend Dr. Wong for this role.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sulma Gandhi', with a long horizontal flourish extending to the right.

Sulma Gandhi, DBA, MS
Community Member, Hawaii County

From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: ted.peck@gmail.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Wednesday, March 04, 2015 5:46:28 AM

GM511

Submitted on: 3/4/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Ted Peck	Individual	Support	No

Comments: Senator Chun Oakland, Senator Green, and Senators on the Committee on Human Services and Housing, I am testifying in support of the nomination and appointment of Rachel Wong as Director, State of Hawaii Department of Human Services. I have known Ms. Wong since 2005, and collaborated with her during her tenure at the Healthcare Association of Hawaii and my time at Johnson Controls. As I consider my testimony, I find it difficult to capture well enough her excellent capabilities and credentials supporting her appointment. She has always impressed me as a person of poise and excellence. She has a mind for detail while bringing a strategic view to her work. I am excited for the Department under her leadership. I heartily recommend her to you for confirmation, and thank you for the opportunity to testify. Theodore (Ted) Peck (808) 371-7514

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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From: mailinglist@capitol.hawaii.gov
To: [HSH Testimony](#)
Cc: ttanase@ensocare.com
Subject: Submitted testimony for GM511 on Mar 5, 2015 13:45PM
Date: Saturday, February 21, 2015 1:13:58 PM

GM511

Submitted on: 2/21/2015

Testimony for HSH on Mar 5, 2015 13:45PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Theodore T Tanase	Individual	Support	No

Comments: I am strongly in support of Rachael Wong for Director of HSH. while at HAH, after vetting our (Ensocare's) web-based system, she was extremely professional, supportive, and active introducing our system to civilian and VA hospital personnel. I was particularly impressed with her follow-up and "get it done" approach. Rachael's management style will be valuable to HSH.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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509 University Avenue, Apt. 603
Honolulu, HI 96826
February 27, 2015

The Honorable Suzanne Chun Oakland, Chair
The Honorable Josh Green, Vice Chair
Senate Committee on Human Services and Housing
State Capitol, Room 016
Honolulu, HI 96813

Dear Senators Chun and Green and Committee Members:

I am writing in strong support of the nomination of Rachael Wong , DrPH, as the Director of State of Hawaii Department of Human Services. I am confident that she will be a fine director of the Department. It gives me great pleasure to write you in strong support of her nomination for this important cabinet position. I have known Ms. Wong since the mid 1990's when she first came to the School of Public Health as a Master's of Public Health student. I was serving as the School of Public Health Librarian then. I retired in December 2014 from my position as Director of the Health Sciences Library at the University of Hawaii at Manoa John A. Burns School of Medicine.

Ms. Wong is a special person. She was a standout as a student and continued to impress me as I followed her journey as a student and in her professional career. She has always made a difference in each organization she has been a part of. Her personal story is also admirable. She has the intelligence, fortitude, and a very deep concern for doing the right thing for the people of Hawaii. Ms. Wong also knows how to work as part of a team to get important work done. She has an excellent understanding of the whole spectrum of Human Services. It is so exciting for me to see our Governor reach out into the community to find the brightest and the best to serve in his cabinet.

I look forward to hearing that Ms. Wong was unanimously confirmed as Director of the State of Hawaii Department of Human Services.

Thank you very much for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Virginia M. Tanji". The signature is written in black ink and is positioned above the printed name.

Virginia M. Tanji, MSLS, MEd