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# HOUSE CONCURRENT RESOLUTION

REQUESTING THE LEGISLATIVE REFERENCE BUREAU AND OFFICE OF  
ENTERPRISE TECHNOLOGY SERVICES TO CONDUCT A STUDY ANALYZING  
THE USE AND EFFECTIVENESS OF MOBILE APPLICATIONS OR OTHER  
SIMILAR MEANS TO DELIVER GOVERNMENT ASSISTANCE.

1 WHEREAS, state and federal governments offer assistance  
2 through programs like the Supplemental Nutrition Assistance  
3 Program, Medicaid, Medicare, Social Security, Temporary  
4 Assistance for Needy Families, rental assistance, and recurring,  
5 periodic benefits such as the federal child tax credit; however,  
6 recipients of government assistance and social welfare programs  
7 often experience challenges in fully accessing the benefits of  
8 those programs; and  
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10 WHEREAS, administrative burdens, such as long wait times to  
11 submit routine paperwork, add obstacles to and tax the time and  
12 resources of those who need help; and  
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14 WHEREAS, these barriers also delay the delivery of  
15 government assistance and benefits to recipients; and  
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17 WHEREAS, recently, mobile applications have been developed  
18 by private third parties to streamline and enhance the delivery  
19 of government assistance to program recipients; and  
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21 WHEREAS, this body finds that these new means of delivering  
22 government assistance offer promising opportunities, but  
23 additional information is needed on the use and effectiveness of  
24 these mobile applications for the delivery of government  
25 assistance; now, therefore,  
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27 BE IT RESOLVED by the House of Representatives of the  
28 Thirty-first Legislature of the State of Hawaii, Regular Session  
29 of 2022, the Senate concurring, that the Legislative Reference



1 Bureau and Office of Enterprise Technology Services are  
2 requested to conduct a study analyzing the use and effectiveness  
3 of mobile applications or other similar means to deliver  
4 government assistance; and

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6 BE IT FURTHER RESOLVED that the Legislative Reference  
7 Bureau and Office of Enterprise Technology Services are  
8 requested to include in the study:

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- 10 (1) An analysis of the effectiveness of existing delivery  
11 of government assistance program benefits;
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13 (2) A description of the existing use of mobile  
14 applications or similar technology in the State to  
15 provide government assistance;
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17 (3) Identification of any strengths, weaknesses,  
18 advantages, and disadvantages with the delivery of  
19 government assistance through mobile applications or  
20 similar technology in the State;
  - 21  
22 (4) An assessment of other states' use of mobile  
23 applications or similar technology to provide state or  
24 federal government assistance in their respective  
25 states; and
  - 26  
27 (5) A review of the reports submitted pursuant to section  
28 5 of Executive Order 13985 to the Assistant to the  
29 President for Domestic Policy, reflecting findings of  
30 the equity assessment in federal agencies; and

31  
32 BE IT FURTHER RESOLVED that the Legislative Reference  
33 Bureau and Office of Enterprise Technology Services are  
34 requested to submit a report of their findings and  
35 recommendations, including any proposed legislation, to the  
36 Legislature no later than twenty days prior to the convening of  
37 the Regular Session of 2023; and

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39 BE IT FURTHER RESOLVED that certified copies of this  
40 Concurrent Resolution be transmitted to the Chief Information  
41 Officer and Director of the Legislative Reference Bureau.

