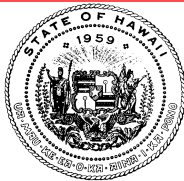


JOSH GREEN, M.D.
GOVERNOR OF HAWAII
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII



KENNETH S. FINK, M.D., M.G.A., M.P.H.
DIRECTOR OF HEALTH
KA LUNA HO'OKOLE

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

**Testimony in OPPOSITION to H.B. 1491
RELATING TO INSPECTIONS.**

REPRESENTATIVE DELLA AU BELATTI, CHAIR
HOUSE COMMITTEE ON HEALTH AND HOMELESSNESS

Hearing Date: Friday, February 10, 2023

Room Number: 329

1 **Fiscal Implications:** None.

2 **Department Testimony:** Thank you for the opportunity to testify in OPPOSITION to this
3 proposal. This proposal would statutorily restrict the Office of Health Care Assurance's
4 (OHCA) current inspection and investigation activities.

5 This bill does two (2) things:

6 1. Limits Complaint Investigations: it would limit complaint investigations to only
7 abuse or life- or health-threatening situations against patients. It would also
8 require complainants to be identified and have credible evidence for an
9 investigation and to submit complaints in writing.

10 Concern: This could have a chilling effect on the submission of complaints and
11 would be a step backward in protecting the public. Complainants often request
12 anonymity especially if they fear retaliation from the licensee either for
13 themselves or for their vulnerable loved ones. And limiting complaint
14 investigations to abuse or life- or health-threatening situation would mean that
15 alleged violations could not be investigated on patients' rights such as on

1 visitation and association with other social, religious, or community activities,
2 proper record-keeping, accounting for the patients' money accounts and personal
3 property, and other items.

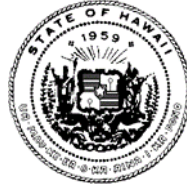
- 4 2. Schedule/Announce Inspections for License Renewal: the bill would require
5 OHCA to conduct license renewal inspections only on dates/times agreeable to
6 the licensee.

7 Concern: Current statute requires these inspections to be unannounced. (HRS
8 §321-1.9 effective July 1, 2019) If licensees are granted the ability to agree on
9 dates and times, they might only agree on a schedule that gives them sufficient
10 time to fix items they knew beforehand that required fixing instead of fixing those
11 items on a more timely basis. These could include structural repairs such as for
12 emergency exits in case of fire, smoke alarms, food preparation and storage
13 appliances, safe medication storage, windows, screens, and doors in patients'
14 rooms, electrical or plumbing defects, etc. The preference is for inspections to be
15 unannounced so that licensees are more apt to be ready for inspections at all
16 times. Unannounced inspections are also a standard federal requirement of all
17 Medicare-certified facilities such as skilled nursing facilities, dialysis centers,
18 hospitals, and other facilities.

19 Finally, there is no evidence of any delays in license renewals since unannounced
20 inspections began in 2019.

21 Thank you for the opportunity to testify in OPPOSITION to this proposal. Respectfully,
22 the Department requests this measure be deferred.

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

February 8, 2023

TO: The Honorable Representative Della Au Belatti, Chair
House Committee on Health & Homelessness

The Honorable Representative John M. Mizuno, Chair
House Committee on Human Services

FROM: Cathy Betts, Director

SUBJECT: **HB 1491 – RELATING TO INSPECTIONS.**

Hearing: Friday, February 10, 2023, 8:30 a.m.
Conference Room 329 & Videoconferencing, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) provides comments and defers to the Department of Health.

PURPOSE: The purpose of the bill requires the Department of Health to limit unannounced inspections to investigate complaints pertaining to client or patient abuse or life- or health-threatening danger at certain care facilities. Establishes requirements for complaints. Requires relicensing inspections to be scheduled.

As drafted, the passage of this bill places requirements upon complainants for the complaint to be actionable by the Department of Health (DOH), the Department of Human Services (DHS), or its designated inspection contractors, including requiring complainants to identify themselves.

This requirement conflicts with existing law that protects the complainant's identity. Per section 346-225, Hawaii Revised Statutes, reports made to DHS shall be confidential,

including the reporting person's identity. Additionally, all records of the report and any person who makes an unauthorized disclosure of a report or records of a report shall be guilty of a misdemeanor.

DHS does not disclose the complainant's identity when cross-reporting to DOH; therefore, the passage of this bill would prevent DOH from investigating reports from DHS. The concern also includes DOH's inability to investigate reports that do not meet these requirements, such as anonymous or third-hand reports. This may result in DOH making reports to DHS that may not meet the criteria for DHS to investigate, resulting in no action and leaving some adults at risk of harm or continuing harm.

Thank you for the opportunity to provide comments on this measure.

HB-1491

Submitted on: 2/8/2023 1:08:06 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Rosemarie S. Sebastian	ILWU Local 1000	Support	In Person

Comments:

Hello.

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the medicaid benefit recipients--who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 24/7; 365 days/year supervision, and in some cases, medical care to doctors appointments & to provide transportations, and medicine monitoring.

I support this Bill 1491. Safety of our patients is always a top priority for our care home and I'm sure other care homes do as well. However, just like any other industry, there'll always be a few bad apples out there but all other caregivers should not be defined by other people's bad actions because it's unfair. So I understand, there are complaints reported that are valid, but there are also complaints that aren't true. In our industry, there are envious and meanspirited people around us that are actually capable of causing damage to a caregiver so when DOH-OHCA should receive such complaints against a caregiver, DOH should do their due diligence to do their Fact Finding. It's important to know who the complainant's identity and to ensure credibility of the complain before DOH takes aggressive action against any caregiver. Also, when it comes to Inspections for Annual Relicensing, DOH-OHCA should give caregivers a specific date and time to visit our homes and/or give us a specific week of the month to do inspection. Why this way is more sensible and productive for all concern? Because, right now, Caregivers block the entire month--just waiting for the relicensing appointment to take place--while we push back scheduling important doctor's appointments for our patients. to benefit everyone, I'm sure, there's a better way to do Annual Inspection from how it's being done today.

Your kind support/vote on this Bill would be greatly appreciated.

Sincerely yours,

Rosemarie S. Sebastian, Treasurer

ILWU LOCAL 1000

99-079 Kauhale St., #101, Aiea, HI 96701

ILWU Local 1000

99-079 Kauhale Street, Aiea HI 96701

January 25, 2023

Honorable Chair, Rep. Della Au Belatti
Honorable Vice-Chair, Rep. Jenna Takenouchi
and
Health and Homelessness Committee Members:
Rep. Terez Amato; Rep. Gregg Ilagan; Rep. Bertrand Kobayashi; Rep. John Mizuno; Rep. Scott Nishimoto;
Rep. Diamond Garcia

Re: Support for Bill(s) HB1309, HB1489/HB1357, HB1490/HB1356, HB1491, HB1488, HB 1308

Aloha! We are writing to you today to support House Bill(s) which supports fairness for licensed home operators/providers in Hawaii. Licensed home operators/providers give daily care for the most vulnerable population in our State, the medicaid benefit recipient clients. We provide medicaid clients with their essential daily needs, as well as comfort, companionship, and supervision.

Licensed home providers have received no significant pay increases for medicaid recipient clients under our care for fourteen years (2008-2022). We are seeking fair compensation for those years and the years going forward. We are also seeking reimbursement for Covid-19 related expenses for ARCH and DDD licensed home operators/providers. Also, we seek the reinstatement of State funded "Respite Care" so that licensed home operators/providers could rest and recuperate for one week per year. Investment by the State in the improved compensation and fair treatment for our licensed home operators/providers will draw more interest in this profession and result in more new home operators/providers which will relieve some stress on hospital ER usage and reduce homelessness.

Licensed home providers are subject to unannounced inspections which could be any time of the day or night, and last for hours at a time. These unannounced inspections are very disruptive to our home environment and create tension and anxiety for home providers and clients/patients. Unannounced inspections should be limited to credible complaints of health or safety.

Licensed home providers (and our household family members) are also burdened with annual fingerprinting which is costly, inconvenient, and unnecessarily repetitive. Fingerprinting should be limited to initial licensing.

On behalf of our members, we, the executive board of ILWU Local 1000, ask for your support of the aforementioned Bills that promote fair treatment and compensation for all licensed home operators/providers in Hawaii.

Susan Quinabo
President

Helen Sapla
1st Vice President

Esther Pascual
2nd Vice President

Rosemarie Sebastian
Treasurer

Joenalyn Solmerin
Secretary

Delia Cabingabang
Trustee

Maria Corazon Cariaga
Trustee

Levy Vargas
Trustee

Juanita Ulep
Trustee

Marilyn Villar
Trustee



ILWU Local 1000 represents licensed Community Care Foster Family Home (CCFFH) operators, Adult Residential Care Home Operators, Expanded ARCH operators, Developmentally Disabled Domiciliary Home operators

RE: SUPPORT FOR BILLS) HB 1409, HB 1488/HB 1357, HB 1490/HB1356,
HB1491, HB 1438/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HIC) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jerna Takenouchi, Rep. Terez Arnato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients--who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members--including substitute/volunteer caregivers--even disabled family member--who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Lucy A. Uehara

Address: 2817 Mililani Dr

Honolulu, HI 96819

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1309, HB 1309/HB 1357, HB 1490/HB1356,
HB1491, HB 1498/HB 1356 & HB 1309

TO: HEALTH & HOMELESSNESS (HHT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

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The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Gloria Picta

Address: 2504 Likani St. Hanalei, HI 96721

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1303, HB 1490/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1307

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Delia Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Iagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Cristina Salvador

Address: 1577 Ala Tolani Place

Hon. HI 96819

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1300, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1482/HB 1355 & HB 1308

TO: HEALTH & HOMELESSNESS (HHT) COMMITTEE

Dear Chair Deila Au-Belatti, Vice-Chair Jenne Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

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The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Ensebia Ibara

Address: 99-603 Alani Place
Area H, Honolulu

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1301, HB 1498/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1352 & HB 1425

TO: HEALTH & HOMELESSNESS (HUT) COORDINATOR

Dear Chair Della Au-Belab, Vice-Chair Janna Takasomchi, Rep. Teresa Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: MARCELO IBERA

Address: 99-603 ALIE ROAD

AIHA, HI 96701

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1300, HB 1400/HE 1357, HB 1490/HB1256,
HB1491, HB 1488/HB 1352 & HB 1301

TO: HEALTH & HOMELESSNESS (HHT) COMMITTEE

Dear Chair Della Au-Balassi, Vice-Chair Jonna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name:

Esther B. Pascual

Address:

1802 Waihina Pl.

Honolulu, HI 96815

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1300, HB 1388/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1355 & HB 1307

TO: HEALTH & HOMELESSNESS (HHT) COMMITTEE

Dear Chair Della Au-Balatti, Vice-Chair Jenna Takenouchi, Rep. Terex Amato, Rep. Greggor Hagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Foster:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: OFELIA C. SIMPLICIANO

Address: 89-106 KAUPU PLACE

WAIKANAHI, HI 96797

Date: February 08, 2013

RE: SUPPORT FOR BILL(S) HB 1300, HB 1301, HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1302

TO: HEALTH & HOMELESSNESS (HHT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrond Kobayashi, Rep. John M. Mhuono, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education training.

Your kind support/vote for the proposed bills would be greatly appreciated.

Sincerely yours,

Name:

ANGELITA A. SORIANO/Angelita A. Soriano

Address:

94-346 Hale St
Waipahu, HI 96793

Date: February 08, 2023

Dear Mr. [Name],

I am writing to you regarding the [issue] and have been [action]. We are health care providers and have been [action]. We medical [action] and have been [action]. We housing [action] and have been [action].

Inflation in the [area] has been [action] and has resulted in [action]. We no longer [action] and have been [action].

We received an [action] and have been [action] in the form of [action]. We inspected [action] and have been [action].

The State has [action] and we have been [action]. We continue [action] and have been [action].

Please [action] and we will [action].

Sincerely,

David [Name]

P.O. Box [Number]

Date 2/8/20

THE REPORT OF THE COMMISSIONERS OF THE GENERAL LAND OFFICE ON THE PROGRESS OF THE WORK DURING THE YEAR 1875

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THE REPORT OF THE COMMISSIONERS OF THE GENERAL LAND OFFICE ON THE PROGRESS OF THE WORK DURING THE YEAR 1875

James G. [Signature]
[Signature]
[Signature]

Dr. Support for 2012/2013 - 2013/2014 - 2014/2015 - 2015/2016 - 2016/2017 - 2017/2018

Dear Rep. Alan Balle, As State Representative John DeWitt John DeWitt

Hello. I am writing to you to ask for your support for the State Representative John DeWitt John DeWitt. We are health care professionals who are committed to the well-being of the people of the State of Florida. We are particularly concerned about the medical needs of recipients who are unable to pay for their care. We provide for their housing, medical care, and other needs, and in some cases, medical care.

Inflation in costs is one of the major reasons why the State Representative John DeWitt John DeWitt has had to raise rates. **no significant increase in payments from the State is expected in the next 10 years.**

We know that long-term care is a major expense in the lives of our citizens and inspectors of our health care system. **of our health care system.**

The State can do a great deal to help our citizens who are unable to pay for their care and continuing care needs.

Please show your support for the State Representative John DeWitt John DeWitt.

Sincerely yours,

Victoria DeWitt

69 Melrose St. Suite 101

Date 02/1/12

Dear Rep. Dan Galla...

Here, I am writing to you to ask on your behalf for the low and home operators in Hawaii. We are health care workers who are struggling to pay for the care for the long-term care and the Medicaid benefit recipients who are not receiving the care for their housing, meals and other needs.

Inflation in costs to care for our residents has skyrocketed and we have received no significant increase in our Medicaid payments since the beginning of the last 12 years.

We licensed caregivers still are burdened with the regulations in the form of unannounced inspections of our homes and the high cost of all our family housing and members.

The State has been administering services of licensed home operators who receive care from and continuing with the state.

Please show your support and help for the long-term care bill.

Sincerely yours,

Wayne Jaramila

5147 Kikilani

Date 2/7/20

Re: Support for HUIA...
T.A. ...
Dear Rep. ...

Hello. I am writing to you to ask for your support for the local health care providers in Hawaii. We are health care providers for the local health care providers in Hawaii. We provide for their medical benefits, housing, meals and other needs. We are also providing for their housing, meals and other needs. We are also providing for their housing, meals and other needs.

Inflation in costs to care for our patients has increased significantly and we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed ourselves and our business with your regulation in the form of unannounced inspections of our homes and quality of care for our family household members.

The State has also increased the cost of fuel and other services that people care have and continuing educational training.

Please show your support for the local health care providers.

Sincerely yours,

Bessie ...

117 Melani ...

Date 2/2/22

Re: Request for info on MEDICAL COST CONTROLS, HAWAIIAN MEDICAL SOCIETY, HONOLULU, HAWAII

Dear Rep. Alan Hironaka, Governor James H. Menzies, Hon. Chair

Edythe S. Hays, Director, Hawaii State Hospital, Honolulu, Hawaii

Hello. I am writing to you in regard to the hospital fund operation in Hawaii. We are presently committed to the state of Hawaii for the indigent and the medical benefit recipients who are unable to care for their care. We provide for their housing, medical care, and some other services, and in some cases, medical care.

Inflation is a major concern for our patients and we have received no significant increase in payments from the state of Hawaii for the last 15 years.

We located our patients also and we are in the form of unannounced inspections of our patients and we are in the form of unannounced household members.

The State has also announced we are in the form of unannounced inspections of our patients and we are in the form of unannounced household members.

Please show me the documents which you are using to support your position.

Sincerely yours,

Edythe S. Hays

P.O. Box 390042, Honolulu, Hawaii

Date 2/11/77

Mr. [Name] [Address] [City] [State] [Zip]

Dear Mr. [Name]:

[Faded text]

[Faded text]

[Faded text]

[Faded text]

Please [Faded text]

[Faded text]

[Handwritten text]

Re: Support for HB1101, HB1102, HB1103, HB1104, HB1105, HB1106, HB1107, HB1108, HB1109, HB1110, HB1111, HB1112, HB1113, HB1114, HB1115, HB1116, HB1117, HB1118, HB1119, HB1120, HB1121, HB1122, HB1123, HB1124, HB1125, HB1126, HB1127, HB1128, HB1129, HB1130, HB1131, HB1132, HB1133, HB1134, HB1135, HB1136, HB1137, HB1138, HB1139, HB1140, HB1141, HB1142, HB1143, HB1144, HB1145, HB1146, HB1147, HB1148, HB1149, HB1150, HB1151, HB1152, HB1153, HB1154, HB1155, HB1156, HB1157, HB1158, HB1159, HB1160, HB1161, HB1162, HB1163, HB1164, HB1165, HB1166, HB1167, HB1168, HB1169, HB1170, HB1171, HB1172, HB1173, HB1174, HB1175, HB1176, HB1177, HB1178, HB1179, HB1180, HB1181, HB1182, HB1183, HB1184, HB1185, HB1186, HB1187, HB1188, HB1189, HB1190, HB1191, HB1192, HB1193, HB1194, HB1195, HB1196, HB1197, HB1198, HB1199, HB1200

Dear Rep. Sen. Della Ai Ruffini - chair Jenna Takeuchi Vice Chair
T. Amato G. Ilogan B. Kobayashi J. Mizuno S. Nishimoto D. Garcia

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours,

Arrenio Lopez (name)

930 Pukou St, Aiea HI 96720 (address)

Date 2/8/23

Re: Support for H.R. 1480, H.R. 1481, H.R. 1482, H.R. 1483, H.R. 1484, H.R. 1485, H.R. 1486, H.R. 1487, H.R. 1488, H.R. 1489, H.R. 1490

Dear Rep. Steve Delle Au, *Chair* Jenna Takahashi *Vice Chair*
T. Amato G. Dingus B. Kobayashi J. Mizuno S. Nishimoto D. Garcia

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors of the state of Hawaii. We care for the impoverished and the Medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for our clients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the above mentioned bills.

Sincerely yours,

Marilyn Shindo (owner)

117 Melani ST, Hale Koa HI 96720
(808) 533-1234

Date Feb. 9, 2023

Re: Support for HB1302, HB1489/HB1357, HB1400/HB1366, HB1491, HB1488/HB1358, HB 1308

Dear Rep./Sen. Della Au Betatti - Chair Jenna Takeouchi Vice Chair
F Amato G. Ijaga B. Kobayashi J Mizuno S. Nishimoto D. Garcia

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours,

Ernesto Tedes (Name)

15-2716 Manini St, Paloa HI 96776
(Address)

Date 2/8/23

Re: Support for Bill(s) HB 1301, HB 1302, HB 1303, HB 1304, HB 1305, HB 1306, HB 1307, HB 1308, HB 1309, HB 1310, HB 1311, HB 1312, HB 1313, HB 1314, HB 1315, HB 1316, HB 1317, HB 1318, HB 1319, HB 1320, HB 1321, HB 1322, HB 1323, HB 1324, HB 1325, HB 1326, HB 1327, HB 1328, HB 1329, HB 1330, HB 1331, HB 1332, HB 1333, HB 1334, HB 1335, HB 1336, HB 1337, HB 1338, HB 1339, HB 1340, HB 1341, HB 1342, HB 1343, HB 1344, HB 1345, HB 1346, HB 1347, HB 1348, HB 1349, HB 1350, HB 1351, HB 1352, HB 1353, HB 1354, HB 1355, HB 1356, HB 1357, HB 1358, HB 1359, HB 1360, HB 1361, HB 1362, HB 1363, HB 1364, HB 1365, HB 1366, HB 1367, HB 1368, HB 1369, HB 1370, HB 1371, HB 1372, HB 1373, HB 1374, HB 1375, HB 1376, HB 1377, HB 1378, HB 1379, HB 1380, HB 1381, HB 1382, HB 1383, HB 1384, HB 1385, HB 1386, HB 1387, HB 1388, HB 1389, HB 1390, HB 1391, HB 1392, HB 1393, HB 1394, HB 1395, HB 1396, HB 1397, HB 1398, HB 1399, HB 1400

Dear Rep./Sen. Della A. Spafford - chair, Jenna Takekouchi Vice Chair
T. Amato, G. Dugan, B. Kobayashi, I. Mizuno, S. Nishimoto, D. Garcia

Hi! I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the medical benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for the loved ones of our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 18 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and waning fingerprints of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support for us by for the attached attached bills.

Sincerely yours,

Jenna Takekouchi (Name)

Director (Address)

Date 2/1/13

Re. Support for Bill(s) HB1309, HB1489/HB1357, HB1490/HB1356, HB1491, HB1488/HB1358, HB 1308

Dear Rep./Sen. Della Au Belatti - chair Jenna Takeuchi Vice Chair
T. Amato G. Ilagan B. Kobayashi J. Mizuno S. Nishimoto D. Go
Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

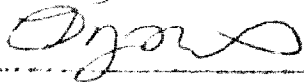
We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours,

Phyllis Stando



(Name)

Hilo, Hawaii

1562 Lanikai Pl.

(Address)

Date 02/08/2023

Re: Support for Bill(s) HB1300, HB1489/HB1357, HB1490/HB1356, HB1491, HB1488/HB1358, HB 1308

Dear Rep./Sen. Della An Belatti, Chair, Jenna Takemochi, vice chair
and Committee Members

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours,

IMELDA J. PACRIS (Name)
124 W. KINAH PLACE
HILO, HI. 96720 (Address)

Date 2/8/23

Re: Support for Bill(s) HB1309, HB1489/HB1357, HB1490/HB1356, HB1491, HB1488/HB1358, HB 1308

Dear Rep./Sen. Della Au Belaffi, Chair, Jenna Takenouchi, Vice Chair
and Committee Members

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the State in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours,

EDWIN C. PAERIS SR. (Name)
124 W. KINAI PLACE
HILO, HI. 96720 (Address)

Date 2/8/23

STATE OF MASSACHUSETTS DEPARTMENT OF SOCIAL SERVICES, 100 STATE STREET, ROOM 1001, BOSTON, MASSACHUSETTS 02109

Dear Rep. David A. [Name],
I am writing to you about the [Name] [Address] [City] [State] [Zip].
are health care contracts [Name] [Address] [City] [State] [Zip].
medical benefit recipients who are unable to pay for their [Name] [Address] [City] [State] [Zip].
housing, meals and snacks, utility needs, transportation, and other essential medical care

in order to care for and feed our dependents, we struggle so but we have received
no significant increase in payments from the state in Boston for the last 10 years.

We licensed caregivers also help [Name] [Address] [City] [State] [Zip] in the form of unannounced
inspections of our homes and other [Name] [Address] [City] [State] [Zip] or family household members.

The State has also withheld benefits for [Name] [Address] [City] [State] [Zip] like respite care time and
continuing education/training.

Thank you for your support and assistance.

Sincerely yours,
[Signature]
(Name)

[Address]
1562 Lamhan Pl (Address)

Date 02/08/2023

RE: SUPPORT FOR BILL(S) HB 1309, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member--who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Royalene Awa
Address: 47-266 Hui Iwa St. #D
Kaneohe HI 96744

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1309, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Lleria Amato

Address: 1427 Ala Iolani St.
Honolulu, HI 96815

Date: February 08, 2023

Re: Support for Bills: HB1309, HB1489, HB1357, HB1490, HB1356, HB1491, HB1488, HB1358, HB 1308

Dear Rep. ~~##~~ Della AuBeletti, Chair and Rep. Jenna Takemuchi, Vice Chair

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, supervision, and in some cases, medical care.

Inflation in costs to care for and feed our clients/patients has skyrocketed but we have received no significant increase in payments from the state in fourteen of the last 15 years.

We licensed caregivers also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the aforementioned bills.

Sincerely yours

Loirella Frost

10-2088 Emerald Dr
Pahoa HI 96778

Date 02 8 23



RE: SUPPORT FOR BILL(S) HB 1309, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Gregg Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: Ruby O'Brien

Address: 744 A 22nd Avenue

Honolulu, HI 96815

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HD 1300, HB 1480/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HIT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name:

Rosalinda Ulvas

Address:

3410 Aliamanu St.

Hon. HI 96812

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1309, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Jenna Takenouchi, Rep. Terez Amato, Rep. Greggor Ilagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Savits:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 25 years.

We, licensed caregivers, also are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitute/volunteer caregivers—even disabled family member—who's in a wheelchair is required to do so.

The State has also eliminated benefits for licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: DELIA D. CABRERA

Address: 94-1121 WAIKAILOA

WAIKAILOA HI 96767

Date: February 08, 2023

Re: Support for Hilo HR1300, HR1301, HR1302, HR1303, HR1304, HR1400/HR1305, HR1306

Dear Rep./Sen. Della Am. Melatti, Chair / Jenna Takemochi, Vice Chair
and Committee Members

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care service providers for the state of Hawaii. We care for the impoverished and the Medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, transportation, and in some cases, medical care.

Inflation is making it more difficult for our clients who have skyrocketed but we have received no significant increase in pay. We have not had a raise in over 15 years.

We have had compliance issues and are faced with new regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members.

The State has also taken away our ability to have our home operators take respite care time and continuing education/training.

Please show your support and help for the state and licensed bills.

Sincerely yours,

IMELDA J. PACHA
124 W. KIMM PLACE
HILO, HI 96720

Date 2/7/23

Re: Support for HHR's HB1895, HB1907, HB1908, HB1909, HB1910, HB1911, HB1912, HB1913, HB1914, HB1915, HB1916, HB1917, HB1918, HB1919, HB1920, HB1921, HB1922, HB1923, HB1924, HB1925, HB1926, HB1927, HB1928, HB1929, HB1930, HB1931, HB1932, HB1933, HB1934, HB1935, HB1936, HB1937, HB1938, HB1939, HB1940, HB1941, HB1942, HB1943, HB1944, HB1945, HB1946, HB1947, HB1948, HB1949, HB1950, HB1951, HB1952, HB1953, HB1954, HB1955, HB1956, HB1957, HB1958, HB1959, HB1960, HB1961, HB1962, HB1963, HB1964, HB1965, HB1966, HB1967, HB1968, HB1969, HB1970, HB1971, HB1972, HB1973, HB1974, HB1975, HB1976, HB1977, HB1978, HB1979, HB1980, HB1981, HB1982, HB1983, HB1984, HB1985, HB1986, HB1987, HB1988, HB1989, HB1990, HB1991, HB1992, HB1993, HB1994, HB1995, HB1996, HB1997, HB1998, HB1999, HB2000

Dear Rep. Della Holt, Chair Jenna Takenouchi, Vice Chair and Committee Members

Hello. I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors who take care of the elderly, the impoverished and the medicaid benefit recipients who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, transportation, and in some cases, medical care.

Intention in order to care for and feed our elderly residents has skyrocketed but we have received no significant increase in payments from the state in the last 15 years.

We recent caregivers also are subjected with overregulation in the form of unannounced inspections of our homes and overly inspecting of all our family household members.

The State has also eliminated benefits of licensed home operators like respite care time and continuing education/training.

Please show your support and vote for the above mentioned bills.

Sincerely yours,

EDWIN C. ROBERTS
124 W. KIMURA BLVD.
HILLO, HI 96721

Date 2/7/23

RE: SUPPORT FOR BILL(S) HB 1309, HB 1489/HB 1357, HB 1490/HB1356,
HB1491, HB 1488/HB 1358 & HB 1308

TO: HEALTH & HOMELESSNESS (HLT) COMMITTEE

Dear Chair Deila Au-Belatti, Vice-Chair Jamie Takenouchi, Rep. Terez Amato, Rep. Greggor Iagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Garcia:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors for the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 15 years.

We, licensed caregivers, who are burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including substitutes/volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Your kind support/vote for the above-mentioned bills would be greatly appreciated.

Sincerely yours,

Name: Roydene Ariga
Address: 47-266 Hui Iwa St. #D
Kaneohe HI 96744

Date: February 08, 2023

RE: SUPPORT FOR BILL(S) HB 1300, HB 1309/HB 1357, HB 1490/HB1356,
HB1491, HB 1498/HB 1368 & HB 1302

TO: HEALTH & HOMELESSNESS (HCH) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Janie Takenouchi, Rep. Terez Amato, Rep. Greggor Hagan, Rep. Bertrand Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Dianna Garcia,

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care contractors of the State of Hawaii. We care for the impoverished and the Medicaid/beneficiaries—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide drug medicine monitoring.

Inflation in costs to provide and care by and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 25 years.

We, licensed caregivers, also are hindered with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all our family household members—including our own volunteer caregivers—even disabled family member—who's in a wheel chair is required to do so.

The State has also eliminated benefits to licensed home operators like respite care time and continuing education benefits.

Your kind support/voice for the above named bills would be greatly appreciated.

Sincerely,
Lynn,

Name: Lynn A. [Signature]

Address: 1407 Ala [Signature]
Honolulu, HI [Signature]

Date: February 03, 2011

Re: Support for (b)(5) HB1400, HB1401, HB1402, HB1403, HB1404, HB1405, HB1406, HB1407, HB1408, HB1409, HB1410, HB1411, HB1412, HB1413, HB1414, HB1415, HB1416, HB1417, HB1418, HB1419, HB1420, HB1421, HB1422, HB1423, HB1424, HB1425, HB1426, HB1427, HB1428, HB1429, HB1430, HB1431, HB1432, HB1433, HB1434, HB1435, HB1436, HB1437, HB1438, HB1439, HB1440, HB1441, HB1442, HB1443, HB1444, HB1445, HB1446, HB1447, HB1448, HB1449, HB1450, HB1451, HB1452, HB1453, HB1454, HB1455, HB1456, HB1457, HB1458, HB1459, HB1460, HB1461, HB1462, HB1463, HB1464, HB1465, HB1466, HB1467, HB1468, HB1469, HB1470, HB1471, HB1472, HB1473, HB1474, HB1475, HB1476, HB1477, HB1478, HB1479, HB1480, HB1481, HB1482, HB1483, HB1484, HB1485, HB1486, HB1487, HB1488, HB1489, HB1490, HB1491, HB1492, HB1493, HB1494, HB1495, HB1496, HB1497, HB1498, HB1499, HB1500

Dear Rep. Della Aiello, Chair and Rep. Jenna Takemuchi, Vice Chair

Hello, I am writing to you to express my support for the licensed home operators in Arizona. We are health care providers for the most vulnerable people for the impoverished and the medically fragile residents who often take care of themselves. We provide for their housing, meals and snacks, and in some cases, medical care.

Influenza outbreaks are the most common respiratory viruses detected but we have not had any significant increase in influenza cases for the past 15 years.

We licensed caregivers already followed strict regulations in the form of unannounced inspections of our homes and strict background checks for family household members.

The State has a regulatory department that oversees the operators of the residential care homes and continues to monitor changes.

Please show your support for the caregivers in our state.

Sincerely yours,

Loewella [Signature]

10-7088 Emerald Dr
Phoenix, AZ 85032

Date 02 5 23



RE: SUPPORT FOR BILLS HB 1306, HB 1429/HB 1357, HB 1490/HB1356,
HB1491, HB 1438/HB 1308 & HB 1408

TO: HEALTH & HOMELESSNESS (HHS) COMMITTEE

Dear Chair Della Au-Belatti, Vice-Chair Joana Takenouchi, Rep. Terez Amato, Rep. Greggor Hagan, Rep. Bernhard Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Clarence Obita:

Hello:

I am writing to you to ask for your support for the licensed home operators in Hawaii. We are health care workers in the State of Hawaii. We care for the impoverished and the Medicaid benefit recipients—who are unable to care for themselves. We provide for their laundry, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide and care for and feed our clients/patients has skyrocketed but we have received NO significant increase in payments from the State in fourteen of the last 18 years.

We, licensed caregivers, are burdened with over-regulation in the form of unannounced inspections of our premises and yearly fingerprinting of all our family household members—including our own/volunteer caregivers—even disabled family member—who's in a wheel chair, required to do so.

The State has also eliminated Hawaii's licensed home operators like respite care time and continues to subsidize it.

Your kind support/vote for the state sponsored bills would be greatly appreciated.

Sincerely yours,

Name: Ray M. Brown

Address: 744 A 2nd Street

Honolulu, HI 96813

Date: February 08, 2011

RE: SUPPORT FOR SULLIVAN'S BILL, NO. 1490/HD 1357, NO 1490/HB1356,
HB1491, HB 1498/HD 1352 & HD 1353

TO: HONORABLE RICHARD I. FEUERBERG, GOVERNOR

Dear Chair Della Au-ʻoheo, Hon. Cl. John H. Takenouchi, Rep. Terez Amato, Rep. Greggor Hagan, Rep. Benjamin Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimori and Rep. Dorian O'Connell

Hello:

I am writing to you to advise you on behalf of the licensed home operators in Hawaii. We are health care workers in the State of Hawaii. We care for the impoverished and the Medicaid beneficiaries—who are unable to care for themselves. We provide for their medical meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases, medical care where we provide transportation and also provide daily routine monitoring.

Inflation in costs to provide food and care for our clients/patients has skyrocketed but we have not had any percent increase in payments from the State in four years of the last 5 years.

We licensed caregivers and the business with over-regulation in the form of unannounced inspections, fingerprinting of all our family household members—training of volunteer caregivers—even disabled family member—who's in wheel chair is required to do so.

The State has also offered benefits to licensed home operators like respite care time and contributing to the industry.

Your kind support for the bills and proposed bills would be greatly appreciated.

Sincerely yours,

Name:

Rosalinda Silva

Address:

410 Alakoa

Hon. HI 96813

Date: February 08, 2013

RE: SUPPORT FOR BILL(S) HB 1490, HB 1491, HB 1357, HB 1490/HB1356,
HB1491, HB 1490/HB 1357 & HB 1490

TO: HEALTH & HUMAN SERVICES COMMITTEE

Dear Chair Della Au-Belatti, Vice Chair Janet Katenouchi, Rep. Terez Amato, Rep. Greggor Hagan, Rep. Bertram Kobayashi, Rep. John M. Mizuno, Rep. Scott Y. Nishimoto and Rep. Diamond Okada:

Hello:

I am writing to you to ask for your support of the licensed home operators in Hawaii. We are health care workers for the State of Hawaii. We care for the impoverished and the Medicare dependent patients—who are unable to care for themselves. We provide for their housing, meals and snacks, daily needs, 27/7, 365 days/year supervision, and in some cases medical care where we provide transportations and also provide daily medicine monitoring.

Inflation in costs to provide care for and feed our clients/patients has skyrocketed but we have not had a significant increase in payments from the State in four years of the last 10 years.

We, licensed caregivers, are not burdened with over-regulation in the form of unannounced inspections of our homes and early finger pointing of all our family household members and other substitute caregiver caregivers—even disabled family member—who's in a bind that is required to do so.

The State has a lot of other things to do and home operators like respite care time and increasing wages are not a priority.

Your kind support/vote for the aforementioned bills would be greatly appreciated.

Sincerely yours,

Name: DELIA D. CHAMBERLAIN

Address: 910-1121 WOODS BLVD

WINDY HILLS

Date: February 08, 2023

HB-1491

Submitted on: 2/8/2023 7:08:56 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Maria Corazon E. Cariaga	Big Island Adult foster home operators	Support	Written Testimony Only

Comments:

Good morning, on behalf of the Big Island Adult Home Operators, I don't agree with unannounced visits at all. Especially with the recertification or re licensing unannounced visit to these categories won't help the caregivers in rendering the care of our clients. It gives more stress to the caregivers waiting for the person to come and perform the recertification or re licensing I thank you for allowing to support.

HOUSE OF REPRESENTATIVES
THE THIRTY-SECOND LEGISLATURE
REGULAR SESSION OF 2023

COMMITTEE ON HEALTH & HOMELESSNESS

Rep. Della Au Belatti, Chair

Rep. Jenna Takenouchi, Vice Chair

Rep. Terez Amato

Rep. John M. Mizuno

Rep. Greggor Ilagan

Rep. Scott Y. Nishimoto

Rep. Bertrand Kobayashi

Rep. Diamond Garcia

COMMITTEE ON HUMAN SERVICES

Rep. John M. Mizuno, Chair

Rep. Terez Amato, Vice Chair

Rep. Della Au Belatti

Rep. Jenna Takenouchi

Rep. Greggor Ilagan

Rep. Scott Y. Nishimoto

Rep. Bertrand Kobayashi

Rep. Diamond Garcia

AMENDED NOTICE OF HEARING

DATE: Friday, February 10, 2023

TIME: 8:30 AM

PLACE: VIA VIDEOCONFERENCE

Conference Room 329

State Capitol

415 South Beretania Street

In Opposition HB1491

Good morning, Chairs Au Belatti and Mizuno, and Vice Chairs Takenouchi and Amato

My name is John G. McDermott, and I am the State Long-Term Care Ombudsman.

I am here today to testify in strong opposition to HB1491. This is a terrible bill which will undo all the safeguards we have worked on over many years to protect our most vulnerable kupuna living in a long-term care setting.

Requiring the Department of Health to “*schedule a date and time agreeable to the licensed home provider*” is outrageous. Inspectors will never find anything wrong if they must inform caregivers when they are coming AND at the caregiver’s convenience. This is shameful.

Line 19: the department “*shall limit unannounced inspections.....*”? Why would the Legislature propose that?

Line 3: “*Complainants shall be required to identify themselves ... in writing ..., have a credible basis ... for the complaint to be actionable...*” This bill makes it more difficult for the public to complain about abuse they have seen or suspect. Why would the Legislature do that? Folks are already afraid of retaliation. We should be grateful the public is willing to do the right thing, speak up, see something ... say something.

Mahalo for this opportunity to testify.

HB-1491

Submitted on: 2/8/2023 6:17:14 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Jonathan Hanks	ILWU Local 1000	Support	Written Testimony Only

Comments:

Aloha Chair Mizuno, Chair Della Au Bellatti, Vice Chair Terez Amato, Vice chair Jenna Tokenouchi and committee members.

I am writing to you to ask for your support for the licensed Carehome operators in Hawaii. We are the health care contractors for the state of Hawaii. We care for the impoverished and the medicaid benefit recipients, who are unable to care for themselves. we provide for their housing, meals, snacks, daily needs, supervision, and in some cases medical care.

Inflation in costs to care for and feed our clients has *Skyrocketed*, but we have received no significant increase in pay in fourteen of the last 15 years.

We, licensed caregivers are also burdened with over-regulation in the form of unannounced inspections of our homes and yearly fingerprinting of all of our household members.

The state has also eliminated benefits to licensed home operators like respite care time and continuing education/training.

Please Show your support and vote for this bill.

I strongly Support HB1491.

Mahalo,

Jonathan Hanks

HB-1491

Submitted on: 2/8/2023 6:17:47 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Juanita	Local 1000 ILWU	Support	Written Testimony Only

Comments:

Chair Rep. John Mizuno

Chair Rep. Della Au-Belatti

Members of the Committee

Legislature 2023

I am in support of HB1491 relating to unannounced inspection.

My name is Juanita Ulep, type 1 ARCH community-based health home provider for thirty-eight (38) years.

Unannounced inspection is an added stress for caregivers. It is hard to focus on what you are doing if you are anticipating someone coming who you don't know when. Waiting every day for the whole month is hard, you cannot even make plans. Why not go back when you are given notice for a certain day or week of the month?

Chair, Vice Chair, and members of the committee please support this bill.

Thank you.

JUANITA A. ULEP

Local 1000 ILWU

Trustee

HB-1491

Submitted on: 2/9/2023 5:35:37 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Wilfred Ashley chang	ILWU International	Support	Written Testimony Only

Comments:

Aloha, we stand in support of HB1491 as it addresses scheduling concerns for all licensed home operators in Hawaii. While we understand inspections are necessary and warranted, in truth it can also create hardships and in some cases affect quality of care. We feel HB1491 if passed could bring back normality to the demanding rigors of care giving.

Respectfully,

Wilfred Chang

ILWU International Representative Hawaii

HB-1491

Submitted on: 2/9/2023 8:01:13 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Mathew Yamamoto	ILWU	Support	In Person

Comments:

Honorable Chair Belatti,

Honorable Vice Chair Takenouchi,

Committee members,

Aloha! Please support this bill to help licensed home operators and their clients live with less anxiety and disruption. Unannounced inspections can and do happen at any hours of the day or night. Inspections cover all aspects of a home, including all bedrooms, storage areas, doors, windows, refrigerators, bathrooms etc. These inspections last hours.

License Renewal (or Re-licensing) inspections are also unscheduled which creates high anxiety for weeks at a time. License Renewal inspections last up to seven hours and are exhaustive. If such License renewal inspections take a whole day, they should be easy to schedule. Both patient/clients and home operators suffer due to these unannounced inspections. elp more people.

I am attaching the group testimony for the Executive Board Members of ILWU Local 1000.

Mahalo for your time and support.

Respectfully submitted,

Mathew Yamamoto

ILWU

HB-1491

Submitted on: 2/6/2023 2:37:55 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Victor K. Ramos	Individual	Support	Written Testimony Only

Comments:

SUPPORT

HB-1491

Submitted on: 2/9/2023 9:22:47 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Karen Irie	Individual	Support	Written Testimony Only

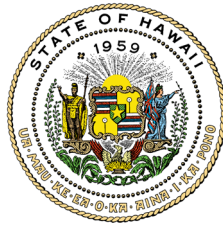
Comments:

I Support Bills: HB1309: HB1489/1357: HB1490/HB1356: HB1491: HB1488/HB1358: HB1308

The aforementioned bills warrant strong support as they encourage contracted licensed home operators/providers reasons to continue their viable profession. It will also promote new licensed home operators/providers to fill a critical need.

JOSH GREEN, M.D.
GOVERNOR OF HAWAII
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII

KENNETH FINK, MD, MGA, MPH
DIRECTOR OF HEALTH
KA LUNA HO'OKELE



CAROLINE CADIRAO
DIRECTOR

Telephone
(808) 586-0100

Fax
(808) 586-0185

STATE OF HAWAII
DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO
EXECUTIVE OFFICE ON AGING
NO. 1 CAPITOL DISTRICT
250 SOUTH HOTEL STREET, SUITE 406
HONOLULU, HAWAII 96813-2831

Testimony in OPPOSITION to HB 1491
Relating to Inspections

COMMITTEE ON HEALTH AND HOMELESSNESS
REPRESENTATIVE DELLA AU BELATTI, CHAIR
REPRESENTATIVE JENNA TAKENOUCI, VICE CHAIR

Testimony of Caroline Cadirao
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: February 10, 2023
8:30 AM

Room Number:329
Via Videoconference

EOA's Position: The Executive Office on Aging (EOA), an attached agency to the Department of Health, opposes this measure.

Purpose and Justification: This bill purpose is requiring the Department of Health to “schedule a date and time agreeable to the licensed home provider. In addition, it requires complainants shall identify themselves ... in writing, have a credible basis ... for the complaint to be actionable.

As an attached agency to the DOH, EOA's values and principles are to ensure kupuna live with independence, dignity, respect, maintaining good health and preserving their quality of life.

Older adults deserve to feel valued and have meaningful opportunities, free from abuse and exploitation.

This bill does not uphold EOA's values and principles. This bill places our kupuna in a vulnerable position and will expose them to retaliation.

Recommendation: For the health and welfare of our kupuna and people with disabilities, please do not pass this bill.

Thank you for this opportunity to testify.

HB-1491

Submitted on: 2/9/2023 8:27:01 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Greg Misakian	Kokua Council	Oppose	Remotely Via Zoom

Comments:

Testimony Submitted in Opposition of HB1491

I strongly oppose HB1491.

I am in agreement with the testimony of John G. McDermott, the State Long-Term Care Ombudsman.

Greg Misakian

2nd Vice President, Kokua Council

**House of Representatives
Committee on Health and Homelessness
Committee on Human Services
February 10, 2023
8:30 a.m.**

Re: HB 1491, Relating to Inspections

Aloha Chairs Au Belatti and Mizuno, Vice-Chairs Takenouchi and Amato, and Members of the Committees,

I am Lila Mower, president of Kokua Council, one of Hawaii's oldest advocacy groups. We focus on policies and practices which can impact the well-being of seniors and our community. Kokua Council has over 800 members and affiliates in Hawaii.

On behalf of the membership of Kokua Council, I testify in **STRONG OPPOSITION to HB 1491** and concur with the testimonies submitted by the State of Hawaii Department of Health and John McDermott, Hawaii Long Term Care Ombudsman.

Mahalo for the opportunity to testify.

HOUSE OF REPRESENTATIVES
THE THIRTY-SECOND LEGISLATURE
REGULAR SESSION OF 2023

COMMITTEE ON HEALTH & HOMELESSNESS

Rep. Della Au Belatti, Chair
Rep. Jenna Takenouchi, Vice Chair

Rep. Terez Amato, Rep. John M. Mizuno, Rep. Greggor Ilagan, Rep. Scott Y. Nishimoto, Rep. Bertrand Kobayashi, and Rep. Diamond Garcia

COMMITTEE ON HUMAN SERVICES

Rep. John M. Mizuno, Chair
Rep. Terez Amato, Vice Chair

Rep. Della Au Belatti, Rep. Jenna Takenouchi, Rep. Greggor Ilagan, Rep. Scott Y. Nishimoto, Rep. Bertrand Kobayashi, and Rep. Diamond Garcia

In Opposition HB1491

Aloha mai kākou Chairs Au Belatti and Mizuno, and Vice Chairs Takenouchi and Amato, and members of the committee,

My name is Tani Kagesa and I'm a Social Worker with a specialization in gerontology. I testify in strong opposition to this bill HB1491. We must ensure the safety, dignity and quality care for our kūpuna. This bill would require for complaints to be filed through written communication. Many of our vulnerable seniors may be unable to communicate their needs effectively through writing due to various disabilities such as poor eyesight, decreased fine motor skills, Alzheimer's disease or related dementia, etc. It is already a daunting task to make a complaint about the services one is receiving and many are afraid of potential retaliation upon doing so. This bill would also require them to have a "credible basis" such as an "eyewitness account" when filing a complaint. Many times, this is not possible to substantiate upon the initial complaint and requires further investigation. It would be difficult for a senior to find "witnesses" especially in smaller care facilities where the only other people present are the care providers themselves. This bill would cause barriers for kūpuna to advocate for themselves and limit their access to getting help, especially if they're in an unsafe situation or environment. We should instead be giving them every aid in making their needs known and meeting them where they are at. Our kūpuna deserve full access to advocate for themselves regardless of their differing abilities as they age. I urge you, please do not pass this bill.

Mahalo a nui for the opportunity to testify,
Tani Kagesa, MSW
(808) 721-9635

HB-1491

Submitted on: 2/9/2023 8:22:42 PM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Dale A. Head	Individual	Oppose	Written Testimony Only

Comments:

Aloha: HB1491 was requested by which business constituents? It reads as if it were written by Care Home Operators who flunked unannounced inspections and were fined. This is a really bad Bill, an amazing exercise in 'Consumer Protection'. It is rather like firing all Police Detectives and making 'beat' Officers 'part time' employees with standing instructions to never issue speeding tickets or arrest 'bad guys'. Seriously? Hard to believe this one surfaced. I STRONGLY oppose the Bill due to its obvious intent to enable Care Home Operators to misbehave while laughing about it. That it was even given a Hearing brings into question why, in the past, due process and voting rights Bills are killed. Could it be big donations? Respectfully, Dale Arthur Head. (Sunnymakaha@yahoo.com)

HB-1491

Submitted on: 2/10/2023 1:43:09 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Dawn Smith	Individual	Oppose	Written Testimony Only

Comments:

Even Crime Stoppers allows for anonymous tips. You might as well tell the vulnerable in care homes that their only recourse for mistreatment is to relocate - which most cannot do because they are in care homes because they cannot take care of themselves.

HB-1491

Submitted on: 2/10/2023 7:40:18 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Linda Wakatake	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose this bill. This bill will make it more difficult for the public to complain about abuse they have seen or suspect. Why would the legislature do that? People are already afraid of retaliation. We should be grateful when the public is willing to do the right thing, speak up, see something and say something.

Thank you for allowing me to testify.

Linda Wakatake

HB-1491

Submitted on: 2/10/2023 8:46:11 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Norma Subia Tagatac	Norma Tagatac Adult Foster Home	Support	Written Testimony Only

Comments:

I support bill to be pass to limit un announced inspections. It's very busy for us caregivers because we are not only caring for our clients but also do all the other things like housekeepers, doing laundries , dietary needs of our clients and also taking them to the doctors a[ppointments and I would like to see that our relincensing be scheduled NOT un announced.

HB-1491

Submitted on: 2/10/2023 9:22:07 AM

Testimony for HLT on 2/10/2023 8:30:00 AM

Submitted By	Organization	Testifier Position	Testify
jacqueline gardner	Individual	Oppose	Written Testimony Only

Comments:

this is a **terrible** idea as the care homes are then able to present their home and residents as "peachy keen NO problems here" UNANNOUNCED visits show the truth of how the home is being run, who is available to assist residents and if they are even out of bed