
A BILL FOR AN ACT

RELATING TO THE EXECUTIVE OFFICE ON AGING.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that there has been a
2 rapid increase in the State's senior population. As of 2020,
3 almost one in five persons in Hawaii was sixty-five years of age
4 or older and more than a third of all households had at least
5 one person sixty-five years of age or older. This segment of
6 the population is expected to continue to increase at a much
7 faster rate than the overall population until 2030, when all
8 members of the "baby boomer" generation will be sixty-five years
9 or older.

10 The legislature further finds that the State's senior
11 residents often face unique challenges when accessing services,
12 including mobility issues, hearing impairments, and limited
13 technological proficiency. Additionally, seniors are often
14 disproportionately impacted by long wait times for services,
15 leading to frustration, anxiety, and delayed access to essential
16 care.



1 The purpose of this Act is to reduce wait times for seniors
2 by establishing dedicated priority lanes and phones lines for
3 persons sixty-five years of age or older seeking access to
4 public services.

5 SECTION 2. (a) There is established in the executive
6 office on aging a two-year senior access pilot program to
7 improve access to essential services, reduce wait times, and
8 enhance the overall experience for persons sixty-five years of
9 age or older in Hawaii who are seeking public services through
10 state and county government offices.

11 (b) The executive office on aging shall identify public
12 services frequently used by persons sixty-five years of age or
13 older, including but not limited to motor vehicle registration
14 and renewal; vocational and business licensing renewals and
15 inquiries; and applications for public assistance programs.

16 (c) The pilot program shall work with state and county
17 government offices that offer public services to create
18 dedicated priority lanes, priority online scheduling, or
19 dedicated priority phone lines for persons sixty-five years of
20 age or older.



1 (d) The auditor shall conduct an evaluation of the
 2 program's effectiveness, impact, and feasibility and shall
 3 submit a report of its findings and recommendations, including
 4 any proposed legislation, to the legislature no later than
 5 twenty days prior to the convening of the regular session of
 6 2027.

7 (e) The pilot program shall cease to exist on July 1,
 8 2026.

9 SECTION 3. There is appropriated out of the general
 10 revenues of the State of Hawaii the sum of \$ or so
 11 much thereof as may be necessary for fiscal year 2024-2025 for
 12 the purposes of this Act.

13 The sum appropriated shall be expended by the executive
 14 office on aging for the purposes of this Act.

15 SECTION 4. In accordance with section 9 of article VII of
 16 the Hawaii State Constitution and sections 37-91 and 37-93,
 17 Hawaii Revised Statutes, the legislature has determined that the
 18 appropriations contained in H.B. No. , will cause the state
 19 general fund expenditure ceiling for fiscal year 2024-2025 to be
 20 exceeded by \$ or per cent. In addition, the
 21 appropriation contained in this Act will cause the general fund



1 expenditure ceiling for fiscal year 2024-2025 to be further
2 exceeded by \$ or per cent. The combined total
3 amount of general fund appropriations contained in only these
4 two Acts will cause the state general fund expenditure ceiling
5 for fiscal year 2024-2025 to be exceeded by
6 \$ or per cent. The reasons for exceeding the
7 general fund expenditure ceiling are that:

- 8 (1) The appropriation made in this Act is necessary to
9 serve the public interest; and
10 (2) The appropriation made in this Act meets the needs
11 addressed by this Act.

12 SECTION 5. This Act shall take effect on July 1, 2024.

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INTRODUCED BY: *Fuish La Chica*
JAN 19 2024

H.B. NO. 2087

Report Title:

Executive Office on Aging; Senior Access Pilot Program;
Appropriation; Expenditure Ceiling

Description:

Establishes a two-year senior access pilot program in the Executive Office on Aging to improve access to essential services and reduce wait times for seniors seeking public services through state and county government offices. Requires the Auditor to evaluate effectiveness, impact, and feasibility of the pilot program. Appropriates funds.

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