



STATE OF HAWAII
DEPARTMENT OF HEALTH
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**Testimony COMMENTING on HB2087
RELATING TO THE EXECUTIVE OFFICE ON AGING.**

REP. LISA MARTEN, CHAIR
HOUSE COMMITTEE ON HUMAN SERVICES

Hearing Date: January 30, 2024

Room Number: 329

- 1 **Fiscal Implications:** Undetermined general fund appropriation.
- 2 **Department Testimony:** The Department of Health (DOH) supports the intent of HB2087.
- 3 Facilitating access for kupuna for certain public services in the state or county is a laudable goal.
- 4 Some elderly may not be computer literate, others may be hard of hearing such that telephonic
- 5 services are difficult, some may not have reliable transportation or be able to stand in line, while
- 6 still others may have cognitive impairments.
- 7 Because there are an array of accessibility solutions for the most common public services,
- 8 including different solutions for the same service depending on location, DOH recommends that
- 9 the role of the Executive Office on Aging (EOA) be amended to that of convener and fiscal
- 10 intermediary, and that the scope of the pilot be limited to county services to reduce complexity.
- 11 HB2087 may be amended to require county programs, for example motor vehicle registration
- 12 and driver licensing, to review their programs for elderly accessibility and develop plans and
- 13 budgets for EOA review. EOA and county Offices on Aging may then award grants to
- 14 promising projects, and leveraging their expertise on kupuna issues, establish standards and
- 15 assure parity. Limiting the scope to county services only will also increase the resources for any
- 16 given project since there will be fewer programs competing for the same dollar.
- 17 Thank you for the opportunity to testify.

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



CAROLINE CADIRAO
DIRECTOR
Executive Office on Aging

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Testimony in SUPPORT of HB2087
RELATING TO THE EXECUTIVE OFFICE ON AGING

REP. LISA MARTEN, CHAIR
REP. TEREZ AMATO, VICE CHAIR
HOUSE COMMITTEE ON HUMAN SERVICES

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

Hearing: Tuesday, January 30, 2024, 9:00 A.M., Conference Room 329

1 **EOA Position:** The Executive Office on Aging (EOA), an attached agency to the Department of

2 Health (DOH) supports the intent of this measure.

3 **Fiscal Implications:** Undetermined.

4 **Testimony:** EOA appreciates the intent of this measure to create a pilot program for older

5 adults to have dedicated priority lanes, priority online scheduling, or dedicated priority phone

6 lines for persons sixty-five years of age or older.

7 In the world of technology, access to services is high tech requiring access to online

8 technologies. EOA realizes this is an issue for populations who are not tech savvy, regardless of

9 age. Because of this, the Retired and Senior Volunteer Program within the City and County of

1 Honolulu already has trained volunteers stationed at the Department of Motor Vehicles to
2 assist walk ins needing help with services.

3 EOA's purpose is to ensure a comprehensive, person-centered system of supports and
4 services to address the "long-term care" needs of older adults, ages 60 and older, to be able to
5 live in their community of choice and avoiding higher, more expensive levels of care. EOA as
6 well as the Area Agencies on Aging provide linkages to programs and services in the community
7 However, a pilot project to support on-line appointments and scheduling require dedicated
8 staff and resources to stand up a pilot program.

9 **Amendment to page 2, line 5, section 2 replace (a) with the following:** There is established in
10 the executive office on aging a two-year elder access pilot program. EOA may enter into
11 Memorandums of Agreements (MOAs) with counties and other state agencies to implement
12 this project. The purpose of the project is to improve access to essential services, reduce wait
13 times, and enhance the overall experience for persons sixty-five years of age or older in Hawaii
14 who are seeking public services through state and county government offices.

15 **Recommendation:** EOA recommends an amendment for flexibility in the pilot program. In
16 addition, requiring public services to be more "user" friendly meaning that there are multiple
17 ways to help individuals, especially those who do not have access to technology. This would
18 require publicly faced state and county offices to have an individual(s) dedicated to support
19 walk-ins and a dedicated phone line.

20 Thank you for the opportunity to testify.



January 28, 2024

To: COMMITTEE ON HUMAN SERVICES
Rep. Lisa Marten, Chair
Rep. Terez Amato, Vice Chair
Committee Members

Re: SUPPORT of HB2087 - Relating to the Executive Office on Aging

Hrg: Tuesday, Jan 30, 2024, 9:00 AM

The Hawai'i Public Health Association (HPHA) is a group of over 450 community members, public health professionals, and organizations statewide dedicated to improving public health. Our mission is to promote public health in Hawai'i through leadership, collaboration, education and advocacy. Additionally, HPHA aims to call attention to issues around social justice and equity in areas that extend beyond the traditional context of health (e.g., education, digital equity, cultural sensitivity), which can have profound impacts on health equity and well-being. Therefore, as stewards of public health, HPHA is also advocating for equity in all policies.

HPHA supports HB2087 as the bill aims to establish 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. The pilot program shall work with state and county government offices that offer public services to create dedicated priority lanes, priority online scheduling, or dedicated priority phone lines for persons sixty-five years of age or older.

With the growing increase in the State's senior population, this measure would address senior residents who often face unique challenges when accessing services, including mobility issues, hearing impairments, and limited technological proficiency. Additionally, seniors are often disproportionately impacted by long wait times for services, leading to frustration, anxiety, and delayed access to essential care.

HPHA strongly supports HB2087 and respectfully asks that you pass this measure. Thank you for the opportunity to provide testimony on this important public health issue.

Respectfully submitted,

Holly Kessler
Executive Director

HB-2087

Submitted on: 1/29/2024 9:05:40 AM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Jamie Detwiler	Hawaii Federation of Republican Women	Support	Written Testimony Only

Comments:

Thank you for the opportunity to testify.

I support HB 2087 in order to improve access to services for senior citizens. It also serves 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.

Respectfully submitted,

Jamie Detwiler, President

Hawaii Federation of Republican Women

LATE

LATE

HB-2087

Submitted on: 1/30/2024 6:33:09 AM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Angela Melody Young	CARES	Support	In Person

Comments:

Dear Chair, Vice Chair & Committee,

CARES is in support.

The bill lists these services as services for seniors it will help with: motor vehicle registration and renewal; vocational and business licensing renewals and inquiries; and applications for public assistance programs. There can also be consideration that seniors need assistance with grocery shopping and carrying heavy things.

Blessings,

CARES

HB-2087

Submitted on: 1/27/2024 5:49:28 PM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Leimomi Khan	Individual	Support	Written Testimony Only

Comments:

Support; urge your passage. I am an 80-year old senior citizen. I hate it that I have more medical ailments now that prevent me from being as active. Like many other senior citizens, I recently fell and now have difficulty with mobility. I am unable to stand in long lines and my hearing has declined. So, I appreciate bills like this. In our local culture for as long as I have thus far lived, we, in Hawaii, take care of our elders. Thus, Rep La Chica, thanks for walking the talk of the culture of Hawaii by introducing this bill to care for our elders.

HB-2087

Submitted on: 1/27/2024 5:51:39 PM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Krystal Baba	Individual	Support	Written Testimony Only

Comments:

I support this bill.

HB-2087

Submitted on: 1/28/2024 7:28:56 AM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Barbara Best	Individual	Support	Written Testimony Only

Comments:

Wait times must be reduced for effectiveness

HB-2087

Submitted on: 1/28/2024 8:14:00 AM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Mike Golojuch, Sr.	Individual	Support	Written Testimony Only

Comments:

I support HB2087. Please pass this bill.

HB-2087

Submitted on: 1/28/2024 12:54:10 PM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Georgia L Hoopes	Individual	Support	Written Testimony Only

Comments:

I Support this pilot program.

HB-2087

Submitted on: 1/28/2024 8:18:06 PM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Ronald "Ron" Reilly	Individual	Support	Written Testimony Only

Comments:

Dear Chair Lisa Marten, and Members of the Committee on Human Services,

Thank you for hearing HB 2087 Relating to the Executive Office on Aging. Many thanks also to the introducers of this measure.

As seniors, we fully support efforts to improve access to essential services on Hawaii Island and across Hawaii.

We respectfully urge your support.

Sincerely, Ron Reilly and Roberta Baker
Volcano, Hawaii.

HB-2087

Submitted on: 1/29/2024 7:20:02 AM

Testimony for HUS on 1/30/2024 9:00:00 AM

Submitted By	Organization	Testifier Position	Testify
Victor T Kimura	Individual	Support	Written Testimony Only

Comments:

January 29, 2024

Honorable Ms. Lisa Marten

House of Representatives

Chair, House Committee on Human Services

Honorable Ms. Terez Amato

House of Representatives

Vice Chair House Committee on Human Services

Aloha Chair Marten and Vice Chair Amato and members of the Committee,

I am in strong support of HB 2087 to provide the opportunity to assist our senior community members in the State of Hawaii. I am a retired and over 65 years of age born and raised in this wonderful State. I have had recent difficulties with sciatica, and standing in line for a period exceeding 15 minutes becomes a difficulty. There are many other retirees that have other difficulties and I hope that this pilot program can show the need of addressing our kupuna with this concept, similar to an "Express Lane" which I believe will have positive results.

Mahalo for your kind consideration of HB 2087.

Victor T. Kimura

95-1085 Ala Oki Street

Mililani, Hawaii 96789