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KE KIA'ĀINA

SYLVIA LUKE  
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KA HOPE KIA'ĀINA



BRENNA H. HASHIMOTO  
DIRECTOR  
KA LUNA HO'OKELE

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DEPUTY DIRECTOR  
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STATE OF HAWAII | KA MOKU'ĀINA O HAWAII  
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT  
KA 'OIHANA HO'OMŌHALA LIMAHANA  
235 S. BERETANIA STREET  
HONOLULU, HAWAII 96813-2437

Statement of  
**BRENNA H. HASHIMOTO**  
Director, Department of Human Resources Development

Before the  
**SENATE COMMITTEE ON LABOR AND TECHNOLOGY**  
Monday, February 6, 2023  
3:00PM  
State Capitol, Conference Room 224

In consideration of  
**SB1569 RELATING TO TELEWORK**

Chair Moriwaki, Vice Chair Lee, and the members of the committee.

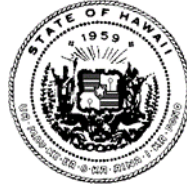
The Department of Human Resources Development (DHRD) is in **support** of SB1569.

The purposes of this bill are to: (1) establish a temporary telework working group; (2) require an interim and final report to the Legislature on its findings and recommendations; and (3) appropriate funds.

The establishment of a temporary working group to evaluate and address workplace issues in relation to telework will help assess the effectiveness of the telework program guidelines and identify where improvements are needed. DHRD supports the purpose of the bill and appreciates the request for appropriations to provide the necessary support for the working group to carry out its duties.

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

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 5, 2023

TO: The Honorable Senator Sharon Y. Moriwaki, Chair  
Senate Committee on Labor & Technology

FROM: Cathy Betts, Director

SUBJECT: **SB1569 – RELATING TO TELEWORK.**

Hearing: Monday, February 6, 2023, 3:00 p.m.  
Conference Room 224 & Videoconference, State Capitol

**DEPARTMENT'S POSITION:** The Department of Human Services (DHS) appreciates the intent of this measure, provides comments, and defers to the Department of Human Resource Development.

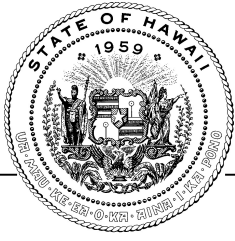
**PURPOSE:** The bill's purpose is to establish a telework working group to evaluate and address current workplace issues of the State.

DHS supports modernizing the State's telework policies to improve human services delivery, support our employees, and attract more residents to our workforce. During the pandemic, the Director's office led DHS through a significant pivot to a telework environment that successfully addressed the exponential increase in residents' need for health care coverage, cash assistance, Supplemental Nutrition Assistance Benefits (SNAP), child care subsidies, assistance with utilities, and vocational rehabilitation services. In addition, the pivot emphasized the health and safety of the human services workforce, our contracted providers, and our applicants and recipients.

Remarkably, the DHS administration and staff processed more applications throughout the pandemic and delivered benefits and services to more Hawaii residents than ever from a hybrid work environment. In terms of efficiency and innovation, DHS was the first State in federal Region IX to stand up a Pandemic-EBT program to provide nutrition assistance benefits to school-aged children during school closures. As of January 2023, DHS paid out \$305,359,449 in P-EBT benefits that served 127,705 families, including 127,427 children. Similarly, DHS child care programs also distributed more than \$71M in child care provider grants to stabilize child care providers. Significantly, the Med-QUEST division enrolled 134,670 additional residents between March 6, 2020, through December 26, 2022, a 41% increase. Medicaid now serves 461,789 residents. Again, DHS conferred, designed, and implemented these programs remotely or in a hybrid environment.

The Department's successful pivot to a hybrid telework environment was in large part due to the ongoing investments in modernizing our IT infrastructure, processes, and organizational change management efforts. In addition, since the pandemic's start, DHS has increased ways residents can access benefits and services and formed better working relationships with other executive departments, county officials, and stakeholders. Our staff has gained valuable skills and experience to deliver those benefits and services.

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



**STATE OF HAWAI‘I  
OFFICE OF PLANNING  
& SUSTAINABLE DEVELOPMENT**

**JOSH GREEN, M.D.**  
GOVERNOR

**SCOTT J. GLENN**  
DIRECTOR

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Statement of  
**SCOTT GLENN, Director**

before the  
**SENATE COMMITTEE ON LABOR AND TECHNOLOGY**

Monday, February 6, 2023, 3:00 PM  
State Capitol, Conference Room 224

in consideration of  
**SB 1569**  
**RELATING TO TELEWORK.**

Chair Moriwaki, Vice Chair Lee and Members of the Senate Committee on Labor and Technology:

The Office of Planning and Sustainable Development (OPSD) supports SB 1569 which establishes a Telework Working Group and requires the Department of Human Resource Development (DHRD) to submit an interim and annual report to the Legislature on its findings and recommendations.

OPSD collaborated with DHRD, State Department of Transportation, the City and County of Honolulu Department of Transportation Services, and the Oahu Metropolitan Planning Organization to design and conduct a survey of state employees and supervisors on their experience of teleworking during the pandemic. A goal of the survey was to determine if teleworking could assist in reducing traffic congestion. A majority of employees and supervisors who responded indicated that telework was a positive and productive experience. The report on the survey is posted on the OPSD website at <https://planning.hawaii.gov/lud/work-where-you-live-project-telework-survey/>.

Based on the results of the survey, OPSD supports this measure as it will provide the Legislature with additional information on which to base future policies and legislation regarding telework for state employees. OPSD defers to other agencies on the impacts of this measure on their operations.

Thank you for the opportunity to testify on this measure.



## HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

RANDY PERREIRA, Executive Director • Tel: 808.543.0011 • Fax: 808.528.0922

The Thirty-Second Legislature, State of Hawaii  
The Senate  
Committee on Labor and Technology

Testimony by  
Hawaii Government Employees Association

February 6, 2023

### S.B. 1569 — RELATING TO TELEWORK

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO supports the concept of S.B. 1569 which establishes a temporary telework working group, **with a proposed amendment to include the Exclusive Representative of the employees who are eligible to participate in the State's telework program as a stakeholder in the temporary Telework Working Group.**

Telework and alternative work schedules are innovative solutions that ensure workplace flexibility, and we fully recognize the many benefits they can have on employees, the employer, and the public, including a better work-life balance, increased productivity, and possible cost-savings from reduced energy and office space use. Workplace flexibility can also be utilized as a tool to help the employer recruit and retain the best and brightest employees, where government salary and benefits alone may not compete with what's offered in the private sector.

Although we understand the intent of the measure is to bring stakeholders together, as the Exclusive Representative of most employees who are eligible to participate in the State's telework program, we believe that it is logical and fair to be included as a stakeholder in this group. Additionally, we must stress that any changes to an included bargaining unit employee's wages, hours, and terms and conditions of work are constitutionally protected and must be negotiated and mutually agreed upon prior to implementation. Therefore, regardless of the working group's recommendations to the Legislature or the legislative directives to update the current telework program guidelines and establish policies and procedures, the Employer and the Exclusive Representative must mutually agree upon the provisions of any telework or alternative work week agreement.

Thank you for the opportunity to testify on S.B. 1569.

Respectfully submitted,

Randy Perreira  
Executive Director