

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA



RYAN I. YAMANE  
DIRECTOR  
KA LUNA HO'ŌKELE

JOSEPH CAMPOS II  
DEPUTY DIRECTOR  
KA HOPE LUNA HO'ŌKELE

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

TRISTA SPEER  
DEPUTY DIRECTOR  
KA HOPE LUNA HO'ŌKELE

February 24, 2026

TO: The Honorable Representative Chris Todd, Chair  
House Committee on Finance

FROM: Ryan I. Yamane, Director

SUBJECT: **HB 2114 HD1 – RELATING TO HUMAN SERVICES.**

Hearing: February 26, 2026, Time 2:00 p.m.  
Conference Room 308 & Videoconference, State Capitol

**DEPARTMENT'S POSITION:** The Department of Human Services (DHS) appreciates the intent and vision of the bill and the Legislature's continued investment in improving the State's technology resources to improve residents' experiences and access to services. DHS provides comments and defers to the Office of Enterprise Technology Services. DHS respectfully requests that any appropriation not act to reduce or replace a priority identified in the executive budget.

DHS programs administering SNAP and Medicaid are actively planning and implementing necessary changes to their systems and processes to meet the programmatic requirements of the One Big Beautiful Bill Act (OBBBA), Public Law 119–21, signed on July 4, 2025. OBBBA significantly changed federally funded safety net programs, amongst other things. For example, OBBBA expanded and added work compliance requirements as a condition of eligibility and continued eligibility for services under the Supplemental Nutrition Assistance Program (SNAP) and Medicaid.

As such, a single information hub may benefit Hawaii residents and DHS by confirming compliance with work requirements, ensuring information is received and secured, and

providing recipients with assurance that the DHS receives their efforts toward program compliance. However, given the current SNAP and Medicaid timelines, if passed as drafted, this measure will require DHS staff focused on implementing OBBBA changes to provide direction on the Hub's development and to facilitate access to SNAP and Medicaid systems, as provided by existing law. While DHS appreciates the additional resources for State systems, at this time, it would be a significant lift for DHS to assume the duties proposed by this HD1.

In regard to SNAP, effective November 1, 2025, OBBBA increased the population subject to the work requirements under the Able-Bodied Adults Without Dependents (ABAWD) requirements to now include adults ages 18-64 (previously ages 18-54), adults in households with children age 14 years and older, and people who are experiencing homelessness, former foster youth under 24 years old that aged-out of foster care at age 18, and veterans. The last 3 groups were previously exempt from ABAWD requirements. As a result of these changes, an estimated 16,500 SNAP individuals aged 55-64, and an estimated 10,000 households with a child aged 14+ will be required to complete at least 80 hours of employment or work activity per month to retain their SNAP benefits.

In regard to Medicaid, OBBBA increased eligibility requirements for the Affordable Care Act (ACA) Expansion adults:

- Effective December 31, 2026, eligibility renewals increase to every 6 months from the current annual renewal.
- Effective December 31, 2026, states are required to establish work/community engagement requirements for ACA Expansion adults aged 19-64 as a condition of Medicaid eligibility. Working, community service, or a work program, or at least half-time enrollment in an educational program, or a combination of these activities for 80 hours; or monthly income that is at least 80 times the federal hourly minimum wage; seasonal workers with average monthly income over previous 6 months that is at least 80 times the federal hourly minimum wage (\$580 per month).

As the session continues, DHS is open to discussing opportunities and solutions with ETS and the Legislature.

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

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA AINA



KEITH A. REGAN  
COMPTROLLER  
KA LUNA HO'OMALU HANA LAULĀ

CHRISTINE M. SAKUDA  
CHIEF INFORMATION OFFICER  
LUNA 'ENEHANA

**STATE OF HAWAII' | KA MOKU'ĀINA O HAWAII'**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ**  
**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | KE'ENA HO'OLANA 'ENEHANA**  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

Testimony of  
CHRISTINE M. SAKUDA  
CHIEF INFORMATION OFFICER  
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES  
TO THE

HOUSE COMMITTEE ON FINANCE  
Thursday, February 26, 2026

HOUSE BILL NO. 2114 HOUSE DRAFT 1  
RELATING TO HUMAN SERVICES

Chair Todd, Vice Chair Takenouchi, and members of the committee, thank you for the opportunity to submit testimony on H.B. 2114 H.D. 1.

The Office of Enterprise Technology Services (ETS) respectfully offers **comments** on this bill to establish the Hawai'i Benefits Hub within ETS and appropriates funds.

A centralized entry point for residents to access benefits could improve service delivery and reduce administrative burdens. However, this bill assigns responsibilities to ETS that exceed our statutory mission. ETS provides statewide IT governance, technology standards, and shared platforms—**not** eligibility benefit determination systems or resident-facing benefits portals. These functions are the responsibility of the program agencies that administer benefits.

Integrated eligibility systems are complex and costly, often requiring significant multi-year investment. Multiple state agencies are already developing eligibility and resident-facing services, and ETS does not have the business expertise, staffing, or resources to build or operate such systems. Our role is best focused on enabling secure, efficient data sharing and technical support.

We'd also like to note that ETS was asked to only estimate costs for the **technical data-sharing platform**. The cost figures in the bill reflect that component alone and do not cover the full scope of an integrated benefits hub. The bill does not identify the program owners or stakeholders required to govern and sustain such a system. As drafted, the responsibilities and funding are incomplete.

ETS strongly recommends that best practices should be exercised here in that the business should *lead* IT, and therefore recommends that an existing benefits program, such as those found in the

Department of Human Services, assume ownership of the Hawai'i Benefits Hub, with ETS providing the supporting data-sharing platform and technical standards aligned with our mission.

ETS advances the business of government through secure, efficient technology solutions. We enable executive departments and state agencies to share data seamlessly, fostering collaboration and improving public service delivery. We provide strategic guidance and technical expertise to ensure initiatives strengthen operations and create a more connected, responsive government. A shared data platform for departments and programs to collect and share data aligns well with ETS's mission.

Thank you for the opportunity to provide testimony.



ALOHA CARE

To: The Honorable Chris Todd, Chair  
The Honorable Jenna Takenouchi, Vice Chair  
House Committee on Finance

From: Paula Arcena, External Affairs Vice President  
Mike Nguyen, Director of Public Policy  
Maria Rallojay, Public Policy Specialist

Hearing: Thursday, February 26 2026, 2:00pm, Conference Room 308

RE: **HB2114 HD1 Relating to Human Services**

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AlohaCare appreciates the opportunity to provide testimony in **support of HB2114 HD1**. This measure would establish the Hawai'i Benefits Hub within the Office of Enterprise Technology Services.

AlohaCare is a community-rooted, non-profit health plan founded by Hawai'i's Community Health Centers and the Queen Emma Clinics. We serve over 66,000 Medicaid and Medicaid-Medicare dual-eligible residents on all islands. Since 1994, AlohaCare has partnered with providers, government entities, and community-based organizations to meet the evolving needs of our safety net community as Hawai'i's only health plan focused solely on Medicaid-eligible individuals. Our mission is to serve individuals and communities in the true spirit of aloha by ensuring and advocating for equitable access to quality, whole-person care for all.

AlohaCare's commitment to whole-person care and health equity includes addressing various social determinants of health. We believe that access to benefits is access to stability, and ultimately, stability is health. As part of the safety net, we know families face barriers in applying for and maintaining eligibility across programs. Many of these programs also require duplicative documentation, repeated verification, and different program rules. For families, having to navigate through these areas (while juggling work, caregiving, language barriers, disability, etc.) are expected to increase both challenges and administrative burden. AlohaCare supports a centralized hub that can address these barriers for our families.

The measure is also responsive to the realization that new federal administrative requirements, such as documenting *community engagement* hours, can create coverage loss and churn if individuals cannot easily report compliance or receive reminders. We are deeply concerned about avoidable coverage loss and disruption in access to care. For these reasons, AlohaCare supports this measure to help keep families connected to critical social and care supports.

Mahalo for this opportunity to testify in **support of HB2114 HD1**.



**House Committee on Finance  
February 26, 2026 at 2:00 PM  
Room 308**

**Testimony in SUPPORT for HB2114 HD1**

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Aloha Chair Todd, Vice Chair Takenouchi, and members of the Committee:

On behalf of the Hawai'i Alliance of Nonprofit Organizations (HANO), I am writing **support of HB2114 HD1**, which would establish the Hawai'i Benefits Hub within the Office of Enterprise Technology Services to help Hawai'i residents more easily maintain enrollment in state-managed social assistance programs.

The Hawai'i Alliance of Nonprofit Organizations (HANO) is a statewide, sector-wide professional association of nonprofits that works to strengthen and unite the nonprofit sector as a collective force to improve the quality of life in Hawai'i. Since 2006, HANO has been a leading voice for the nonprofit sector, leveraging resources, educating and advocating for policies and practices that promote the professionalism, sustainability, and effectiveness of nonprofits and the communities they serve.

HB2114 would help address challenges in Hawai'i's benefits landscape by creating a centralized, technology-based portal that allows residents to more easily find, apply for, and maintain enrollment in multiple government assistance programs. A coordinated Hawai'i Benefits Hub has the potential to reduce confusion, minimize duplicative processes, and improve both efficiency and accuracy for residents, state agencies, and nonprofit service providers alike.

HANO supports this bill because it can help promote access to public benefits. Many nonprofit organizations serve clients who face barriers such as limited digital access, language challenges, disabilities, etc. A well-designed Benefits Hub can reduce missed deadlines, prevent lapses in coverage, and improve continuity of services for these populations, while allowing nonprofit partners to focus more time on direct support rather than navigating fragmented, changing systems.

HANO recommends that the Hawai'i Benefits Hub be designed with client privacy and assistance in mind, including accommodations for individuals with limited digital literacy and access. Nonprofit organizations are often trusted intermediaries and should be supported as partners in outreach, enrollment assistance, and ongoing navigation. Additionally, we would encourage coordination with existing nonprofit case management and data systems where appropriate, along with technical assistance or resources to help nonprofits integrate this new tool effectively.

Thank you for the opportunity to testify in support of this important measure.