
A BILL FOR AN ACT

RELATING TO HUMAN SERVICES.

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

1 SECTION 1. The legislature finds that Hawaii's residents
2 often face significant challenges meeting the requirements to
3 apply for and verify eligibility for state managed social
4 assistance programs, such as food or housing assistance or
5 assistance for elderly or disabled persons. These individuals
6 often must provide the same information multiple times for
7 different programs and must repeat this process at regular
8 intervals. Some programs have different benefit eligibility
9 requirements, which can cause confusion for persons applying for
10 multiple programs at the same time.

11 Recent changes to federal requirements for some federal
12 social assistance programs, such increases in the frequency of
13 eligibility verification and the introduction of new eligibility
14 requirements, are expected to increase the challenges Hawaii's
15 residents face in accessing benefits and the administrative
16 burden on the agencies providing these services to Hawaii's
17 residents. One particular challenge is the new medicaid



1 eligibility requirement to document "community engagement" in
2 the form of proof of work, training, or volunteer activities of
3 up to eighty hours a month.

4 The legislature further finds that the office of enterprise
5 technology services has the ability to procure master data
6 management, data governance, and data lakehouse tools. With
7 these tools, the office of enterprise technology services can
8 create a Hawaii benefits hub, which can act as a central portal
9 to assist residents applying for state managed benefits. The
10 Hawaii benefits hub can be established through a combination of:

- 11 (1) Master data management to understand applicants
12 holistically across social assistance programs;
- 13 (2) Data governance to protect applicant privacy and
14 ensure compliance with all applicable federal and
15 state laws and regulations;
- 16 (3) A data lakehouse that will allow applicants to share
17 data between different social assistance programs and
18 provide proactive reminders and alerts for residents
19 about their benefit eligibility; and



1 (4) A central data integration platform that can collect
2 working and volunteering hours from applicants,
3 employers, and nonprofit organizations.

4 The legislature additionally finds that establishing a
5 Hawaii benefits hub will greatly improve the ability of Hawaii's
6 residents to access state managed social assistance benefit
7 programs and ensure they are aware of, and can meet, all
8 eligibility requirements for the benefits they are applying for.
9 The Hawaii benefits hub can act as a single point of entry for
10 residents to identify which services they are eligible for,
11 provide the information needed for all participating benefit
12 programs, and receive alerts and recommended actions to remain
13 eligible for their benefits. The Hawaii benefits hub will also
14 reduce administrative burdens for agencies managing social
15 assistance programs by being a central repository for
16 eligibility data, which will reduce redundant costs and ensure
17 the consistency of data provided to all participating agencies.

18 Accordingly, the purpose of this Act is to:

19 (1) Require and appropriate funds for the office of
20 enterprise technology services to establish a Hawaii
21 benefits hub; and



1 (2) Expand the responsibilities of the chief information
 2 officer to include collaboration on the development
 3 and implementation of a statewide portal to government
 4 services.

5 SECTION 2. Chapter 27, Hawaii Revised Statutes, is amended
 6 by adding a new section to part VII to be appropriately
 7 designated and to read as follows:

8 **"§27- Hawaii benefits hub; established; requirements.**

9 (a) There is established within the office of enterprise
 10 technology services a Hawaii benefits hub to act as a central
 11 repository for the needs and credentials of Hawaii's residents
 12 applying to state managed social assistance benefit programs and
 13 as a central registry for qualified volunteer and educational
 14 programs that meet social assistance benefit program community
 15 engagement requirements.

16 (b) The department of human services and its attached
 17 agencies shall provide direction on the application processes to
 18 be included in the Hawaii benefits hub and the eligibility date
 19 to be collected, as well as to facilitate needed links to their
 20 own data systems, in accordance with all existing federal and
 21 state legal agreements and restrictions. Expansion of the



1 Hawaii benefits hub to new benefit programs shall be subject to
2 available capacity within the office of enterprise technology
3 service.

4 (c) The Hawaii benefits hub shall provide applicants with:

5 (1) Real-time information on current eligibility and
6 verification requirements for state managed social
7 assistance programs; and

8 (2) A user interface, such as an application or webpage,
9 that will allow applicants to enter information to
10 apply for state managed social assistance programs.

11 (d) In establishing the Hawaii benefits hub, the office of
12 enterprise technology services shall purchase or develop the
13 following:

14 (1) A data governance tool to ensure data quality and
15 privacy protection with secured, controlled data
16 sharing;

17 (2) A data management platform to request and manage data
18 from employers, educational institutions, non-profit
19 organizations, and federal and state agencies and
20 provide adjustments to any eligibility or verification



1 requirements for state managed social assistance
2 programs;
3 (3) A data interface tool to link all systems and
4 applications for the purpose of data transfer; and
5 (4) A data science tool with machine learning or
6 artificial intelligence capabilities to predict
7 applicant needs, alert applicants to potential loss of
8 benefits, and provide applicants with information on
9 the nearest available opportunity to satisfy any
10 community engagement or other benefit eligibility
11 requirements.
12 (e) Every employer, educational institution, nonprofit
13 organization, and state agency shall, upon request from the
14 Hawaii benefits hub, provide the Hawaii benefits hub with
15 information on an applicant's wages and hours worked. Data
16 provided by an employer, educational institution, nonprofit
17 organization, and state agency shall be provided in real time,
18 if practicable, or within one business day of the request if the
19 provision of data in real time is impracticable. Every
20 employer, educational institution, nonprofit organization, and
21 state agency shall comply with all applicable federal and state



1 laws and regulations when sharing data with the Hawaii benefits
2 hub."

3 SECTION 3. Section 27-43, Hawaii Revised Statutes, is
4 amended by amending subsection (a) to read as follows:

5 "(a) There is established within the department of
6 accounting and general services the office of enterprise
7 technology services, which shall be headed by a full-time chief
8 information officer to organize, manage, and oversee statewide
9 information technology governance. The chief information
10 officer shall be appointed by the governor as provided in
11 section 26-34. The chief information officer shall report to
12 the comptroller and shall:

13 (1) Develop, implement, and manage statewide information
14 technology governance;

15 (2) Develop, implement, and manage the state information
16 technology strategic plans;

17 (3) Develop and implement statewide technology standards;

18 (4) Work with each executive branch department and agency
19 to develop and maintain its respective multi-year
20 information technology strategic and tactical plans
21 and road maps that are part of the State's overall



1 information technology strategic plans, road maps, and
2 directions;

3 (5) Work with executive branch departments and agencies to
4 develop and implement a statewide portal to government
5 services;

6 ~~[(5)]~~ (6) Coordinate each executive branch department and
7 agency's information technology budget request,
8 forecast, and procurement purchase to ensure
9 compliance with the department or agency's strategic
10 plan and road map and with the office of enterprise
11 technology services' information technology governance
12 processes and enterprise architecture policies and
13 standards, including policies and standards for
14 systems, services, hardware, software, and security
15 management;

16 ~~[(6)]~~ (7) Report annually to the governor and the
17 legislature on the status and implementation of the
18 state information technology strategic plan;

19 ~~[(7)]~~ (8) Update the state information technology strategic
20 plan every four years;



1 ~~[(8)]~~ (9) Perform other necessary or desirable functions to
2 facilitate the intent of this section;

3 ~~[(9)]~~ (10) Employ persons exempt from chapters 76 and 89;

4 ~~[(10)]~~ (11) Provide centralized computer information
5 management and processing services, coordination in
6 the use of all information processing equipment,
7 software, facilities, and services in the executive
8 branch of the State, and consultation and support
9 services in the use of information processing and
10 management technologies to improve the efficiency,
11 effectiveness, and productivity of state government
12 programs;

13 ~~[(11)]~~ (12) Establish, coordinate, and manage a program to
14 provide a means for public access to public
15 information and develop and operate an information
16 network in conjunction with overall plans for
17 establishing a communication backbone for state
18 government; and

19 ~~[(12)]~~ (13) Adopt rules, pursuant to chapter 91, necessary
20 for the purposes of this part."



1 SECTION 4. There is appropriated out of the general
2 revenues of the State of Hawaii the sum of \$4,250,000 or so much
3 thereof as may be necessary for fiscal year 2026-2027 for the
4 establishment of the Hawaii benefits hub, to be allocated as
5 follows:

6 (1) \$2,000,000 for a consultant to implement the Hawaii
7 benefits hub system;

8 (2) \$500,000 to establish:

9 (A) One full-time equivalent (1.0 FTE) permanent
10 project manager;

11 (B) One full-time equivalent (1.0 FTE) permanent data
12 architect;

13 (C) One full-time equivalent (1.0 FTE) permanent data
14 engineer; and

15 (D) One full-time equivalent (1.0 FTE) permanent data
16 frontend developer;

17 (3) \$250,000 for data and artificial intelligence
18 governing tools;

19 (4) \$500,000 for computing and storage capacity;

20 (5) \$500,000 for an integration platform; and

21 (6) \$500,000 for a user interface.



1 The sum appropriated shall be expended by the office of
2 enterprise technology services for the purposes of this Act.

3 SECTION 5. Statutory material to be repealed is bracketed
4 and stricken. New statutory material is underscored.

5 SECTION 6. This Act shall take effect on July 1, 3000.



Report Title:

Office of Enterprise Technology Services; Hawaii Benefits Hub;
Social Assistance Programs; Chief Information Officer;
Appropriation

Description:

Establishes the Hawaii Benefits Hub within the Office of Enterprise Technology Services. Expands the responsibilities of the Chief Information Officer to include collaboration on the development and implementation of a statewide portal to government services. Appropriates funds. Effective 7/1/3000. (HD1)

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