

JAN 23 2026

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# 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 require and  
19          appropriate funds for the office of enterprise technology  
20          services to establish a Hawaii benefits hub.



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

4 **"§27- Hawaii benefits hub; established; requirements.**

5 (a) There is establish with the office of enterprise technology  
6 services a Hawaii benefits hub to act as a central repository  
7 for the needs and credentials of Hawaii's residents applying to  
8 state managed social assistance benefit programs and as a  
9 central registry for qualified volunteer and educational  
10 programs that meet social assistance benefit program community  
11 engagement requirements. The Hawaii benefits hub shall provide  
12 applicants with:

13 (1) Real-time information on current eligibility and  
14 verification requirements for state managed social  
15 assistance programs; and

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

19 (b) In establishing the Hawaii benefits hub, the office of  
20 enterprise technology services shall purchase or develop the  
21 following:



- 1       (1) A data governance tool to ensure data quality and  
2           privacy protection with secured, controlled data  
3           sharing;
- 4       (2) A data management platform to request and manage data  
5           from employers, educational institutions, non-profit  
6           organizations, and federal and state agencies and  
7           provide adjustments to any eligibility or verification  
8           requirements for state managed social assistance  
9           programs;
- 10       (3) A data interface tool to link all systems and  
11           applications for the purpose of data transfer; and
- 12       (4) A data science tool with machine learning or  
13           artificial intelligence capabilities to predict  
14           applicant needs, alert applicants to potential loss of  
15           benefits, and provide applicants with information on  
16           the nearest available opportunity to satisfy any  
17           community engagement or other benefit eligibility  
18           requirements.
- 19       (c) Every employer, educational institution, nonprofit  
20       organization, and state agency shall, upon request from the  
21       Hawaii benefits hub, provide the Hawaii benefits hub with



1 information on an applicant's wages and hours worked. Data  
2 provided by an employer, educational institution, nonprofit  
3 organization, and state agency shall be provided in real time,  
4 if practicable, or within one business day of the request if the  
5 provision of data in real time is impracticable. Every  
6 employer, educational institution, nonprofit organization, and  
7 state agency shall comply with all applicable federal and state  
8 laws and regulations when sharing data with the Hawaii benefits  
9 hub."

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

- 15 (1) \$2,000,000 for a consultant to implement the Hawaii  
16 benefits hub system;
- 17 (2) \$500,000 to establish:
- 18 (A) One full-time equivalent (1.0 FTE) permanent  
19 project manager;
- 20 (B) One full-time equivalent (1.0 FTE) permanent data  
21 architect;





# S.B. NO. 2669

**Report Title:**

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

**Description:**

Establishes the Hawaii Benefits Hub within the Office of  
Enterprise Technology Services. Appropriates funds.

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*

