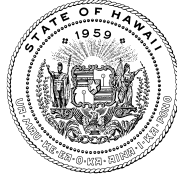


JOSH GREEN, M.D.
GOVERNOR
KE KIA AINA



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

SENATE COMMITTEES ON GOVERNMENT OPERATIONS
AND HEALTH AND HUMAN SERVICES
Tuesday, March 24, 2026

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

Aloha, Chairs McKelvey and San Buenaventura, Vice Chairs Gabbard and McKelvey, and members of the committees, 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.

ETS and the Department of Human Services have drafted a revised version of the bill that we believe is a more realistic and appropriate approach to creating a centralized benefits hub for residents to access public assistance programs that could improve service delivery and reduce administrative burdens.

We believe a working group of stakeholders is essential to provide governance for the development of a centralized platform that meets the requirements and operations of public assistance programs and recommend a plan for developing and operating a Hawai'i benefits hub.

Planning for the Hawai'i Benefits Hub through the working group must be done prior to the implementation of the hub itself to ensure the intent of the bill is achieved and the hub is successful.

The revised bill is asking for an appropriation of \$1,050,000 for fiscal year 2026-2027 for ETS to hire a consultant to coordinate the Hawai'i Benefits Hub working group.

We ask that the committees accept the revised bill (below) for passage.

Thank you for the opportunity to provide testimony.

H.B. NO. 2114
H.D. 1
Proposed S.D. 1

A BILL FOR AN ACT

RELATING TO HUMAN SERVICES.

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

SECTION 1. The legislature finds that Hawaii's residents are required to submit multiple application processes to apply for and verify eligibility for state managed federally funded public assistance programs, such as financial and food assistance, health care coverage, or housing assistance. Residents must provide the same information multiple times into different applications and are required to repeat this process at regular intervals to maintain eligibility. Programs have different benefit eligibility requirements, which can cause further confusion for persons attempting to apply for multiple programs at the same time.

The legislature further finds that the One Big Beautiful Bill Act, Public Law 119-21, and other recent federal policy changes requires state government to modify its information systems to comply with federal program changes. It is important

that these program and system changes are made so that eligible residents can maintain access to public assistance and services and that the state complies with the new requirements to maximize access to federal funds.

It is envisioned that a Hawai'i benefits hub be developed to serve as a centralized, digital application system that enables residents to apply for state managed public assistance programs through a single, unified platform. The single unified platform will benefit the public by giving residents one, simple secure doorway to apply for multiple services at once, making it easier and faster to access and maintain the services that they need.

The Hawai'i benefits hub may also reduce administrative burdens for agencies managing public assistance programs by being a central repository for eligibility data, which may reduce costs and ensure the consistency of data provided to all participating agencies.

Accordingly, the purpose of this Act is to: establish a working group to discuss a centralized platform that meets the requirements and operations of public assistance programs and recommend a plan for developing and operating a Hawai'i benefits hub.

SECTION 2. There is established a Hawai'i benefits hub working group, that shall:

(a) Develop a plan for governance and implementation of the Hawai'i benefits hub. The plan shall include:

- (1) Proposed governance structure for implementation and management of the Hawai'i benefits hub;
- (2) Proposed scoping of the necessary funding and timeline for integrating key social assistance online services;
- (3) Proposed scoping of the necessary funding and timeline for implementing the Hawai'i benefits hub.

(b) The working group shall consist of the following members:

- (1) One member of the house of representatives, to be appointed by the speaker of the house of representatives, who shall serve as co-chair of the working group;
- (2) One member of the Hawaii state senate, to be appointed by the senate president, who shall serve as co-chair of the working group;
- (3) The director of the department of human services or designee;
- (4) The director of the department of health or designee;
- (5) The director of the department of labor or designee;

- (6) The state chief information officer or a designee; and
- (7) Any other person that the co-chairs wish to invite to serve on the working group.

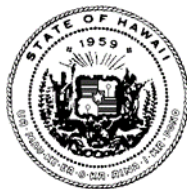
The working group shall submit a report of its findings and recommendations, including any proposed legislation, to the legislature no later than twenty days prior to the convening of the regular session of 2028, and the working group shall cease to exist on June 30, 2030.

SECTION 3. There is appropriated out of the general revenues of the State of Hawai'i the sum of \$1,050,000 or so much thereof as may be necessary for fiscal year 2026-2027 for procuring a consultant to coordinate the benefits hub working group, hiring one full-time equivalent (1.0 FTE) permanent project manager, and any necessary administrative expenses.

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

SECTION 4. This Act shall take effect upon its approval.

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



RYAN I. YAMANE
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

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

March 23, 2026

TO: The Honorable Senator Angus L.K. McKelvey, Chair
Senate Committee on Government Operations

The Honorable Senator Joy A. San Buenaventura, Chair
Senate Committee on Health & Human Services

FROM: Ryan I. Yamane, Director

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

Hearing: March 24, 2026, Time 3:00 p.m.
Conference Room 225 & Videoconference, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) provides comments, defers to the Office of Enterprise Technology Services (ETS), and proposes amendments (see attached proposal). 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 respectfully requests that any appropriation not act to reduce or replace a priority identified in the executive budget.

ETS and DHS have further discussed the proposed measure and acknowledge the technical solution requires examination of systems, program rules and processes, data governance, and fiscal assessments amongst other things. We agree that a 4-year stakeholder work group with a phased approach is necessary. Attached is the proposed draft bill amendment.

The proposed amendments consider that DHS program and IT staff are already planning and modifying its systems and processes necessary to implement significant programmatic

requirements of the One Big Beautiful Bill Act (OBBBA), Public Law 119–21, signed on July 4, 2025. DHS anticipates that its program and IT staff will be focused on OBBBA implementation through the rest of 2026 and through most of next year as many OBBBA changes become effective.

The proposed bill amendment includes phased in appropriations of \$1,050,000, in general funds, that will serve as the foundational scope of the initial work of the work group.

The proposed appropriations to ETS include:

(1) Phase I: Landscape and Readiness Assessment – \$225,000.

- Review Hawai‘i’s current public assistance systems, processes, and data needs.
- Examine how other states operate unified or coordinated benefits systems and identify best practices.
- Assess privacy, security, and federal compliance requirements.
- Identify where resident application processes can be simplified or streamlined.

(2) Phase II: Business, Functional, and Technical Planning – \$275,000.

- Define the business needs and user experience for a unified benefits application.
- Identify system functions, data standards, and technical requirements.
- Determine major dependencies or constraints across state and federal programs.

(3) Phase III: Implementation Roadmap and Sequencing Plan – \$300,000.

- Create a multi-year plan showing the order in which systems will be integrated.
- Estimate staffing, procurement, and funding needs.
- Set milestones and performance measures to track progress.
- Support technical workshops and coordination among agencies.

(4) Phase IV: Governance, Operations, and Sustainability Framework – \$100,000.

- Recommend a long-term governance structure for the benefits hub.
- Outline operational needs, including staffing, maintenance, privacy, and security.
- Identify long-term funding options.

(5) Project Management Oversight and Administrative Support – \$150,000.

- Fund one full-time project manager to oversee planning work and coordinate the working group.
- Support consultant coordination, project scheduling, reporting, and documentation.
- Cover administrative needs required to support the working group.

The proposed bill amendment also includes a no lapse provision so funds can be encumbered in phases.

For the committee's information, 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.

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.

As for 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).

With proper planning, a single secure hub or point of entry 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.

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

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 are
2 required to submit multiple application processes to apply for
3 and verify eligibility for state managed federally funded public
4 assistance programs, such as financial and food assistance,
5 health care coverage, or housing assistance. Residents must
6 provide the same information multiple times into different
7 applications and are required to repeat this process at regular
8 intervals to maintain eligibility. Programs have different
9 benefit eligibility requirements, which can cause further
10 confusion for persons attempting to apply for multiple programs
11 at the same time.

12 The legislature further finds that the One Big Beautiful
13 Bill Act, Public Law 119-21, and other recent federal policy
14 changes requires state government to modify its information
15 systems to comply with federal program changes. It is important
16 that these program and system changes are made so that eligible

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1 residents can maintain access to public assistance and services
2 and that the state complies with the new requirements to
3 maximize access to federal funds.

4 It is envisioned that a Hawai'i benefits hub be developed
5 to serve as a centralized, digital application system that
6 enables residents to apply for state managed public assistance
7 programs through a single, unified platform. The single unified
8 platform will benefit the public by giving residents one, simple
9 secure doorway to apply for multiple services at once, making it
10 easier and faster to access and maintain the services that they
11 need.

12 The Hawai'i benefits hub may also reduce administrative
13 burdens for agencies managing public assistance programs by
14 being a central repository for eligibility data, which may
15 reduce costs and ensure the consistency of data provided to all
16 participating agencies.

17 Accordingly, the purpose of this Act is to: establish a
18 working group to discuss a centralized platform that meets the
19 requirements and operations of public assistance programs and
20 recommend a plan for developing and operating a Hawai'i benefits
21 hub.

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Proposed S.D.1

1 (3) The director of the department of human services
2 or designee;

3 (4) The director of the department of health or
4 designee;

5 (5) The director of the department of labor or
6 designee;

7 (6) The state chief information officer or a
8 designee; and

9 (7) Any other person that the co-chairs wish to
10 invite to serve on the working group.

11 The working group shall submit a report of its findings and
12 recommendations, including any proposed legislation, to the
13 legislature no later than twenty days prior to the convening of
14 the regular session of 2028, and the working group shall cease
15 to exist on June 30, 2030.

16 SECTION 3. There is appropriated out of the general
17 revenues of the State of Hawai'i the sum of \$1,050,000 or so
18 much thereof as may be necessary for fiscal year 2026-2027, as
19 follows:

20 (1) Phase I: Landscape and Readiness Assessment -
21 \$225,000.

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H.D. 1
Proposed S.D.1

1 (2) Phase II: Business, Functional, and Technical Planning
2 - \$275,000.

3 (3) Phase III: Implementation Roadmap and Sequencing Plan
4 300,000.

5 (4) Phase IV: Governance, Operations, and Sustainability
6 Framework - \$100,000.

7 (5) One permanent FTE, Project Management Oversight and
8 Administrative Support - \$150,000.

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

11 SECTION 4. The appropriation made by this Act shall not
12 lapse at the end of the fiscal biennium for which the
13 appropriation is made; provided that all moneys from the
14 appropriation unencumbered as of December 31, 2029, shall lapse
15 as of that date.

16 SECTION 5. This Act shall take effect upon its approval.

17

18

19



**Testimony to the Senate Joint Committee on Government Operations and Health and
Human Services
Tuesday, March 24, 2026; 3:00 p.m.
State Capitol, Conference Room 225
Via Videoconference**

RE: HOUSE BILL NO. 2114, HOUSE DRAFT 1, RELATING TO HUMAN SERVICES.

Chair McKelvey, Chair San Buenaventura, and Members of the Joint Committee:

The Hawaii Primary Care Association (HPCA) is a 501(c)(3) organization established to advocate for, expand access to, and sustain high quality care through the statewide network of Community Health Centers throughout the State of Hawaii. The HPCA **SUPPORTS** House Bill No. 2114, House Draft 1, RELATING TO HUMAN SERVICES.

By way of background, the HPCA represents Hawaii's Federally Qualified Health Centers (FQHCs). FQHCs provide desperately needed medical services at the frontlines to over 150,000 patients each year who live in rural and underserved communities. Long considered champions for creating a more sustainable, integrated, and wellness-oriented system of health, FQHCs provide a more efficient, more effective and more comprehensive system of healthcare.

This measure, as received by your Committee, would establish within the Office of Enterprise Technology a Hawaii Benefits Hub (Hub) to serve as a central repository for the needs and credentials of Hawaii's residents applying to state managed social assistance benefit programs and as a central registry for qualified volunteer and educational programs that meet social assistance benefit program community engagement requirements. The bill would also appropriate \$4,250,000 in general funds for fiscal year 2026-2027 for the establishment of the Hub.

This bill would take effect on July 1, 3000.

Testimony on House Bill No. 2114, House Draft 1
Tuesday, March 24, 2025; 3:00 p.m.
Page 2

During the interim following the Adjournment Sine Die of the 2025 Regular Session, House Resolution No. 1 (H.R. 1), also known as the "One Big Beautiful Bill Act", was enacted by Congress and signed into law on July 4, 2025. Among other things, H.R. 1 established work or volunteer requirements for all Medicaid recipients of at least 80 hours per month (or 20 hours per week), effective December 31, 2026. These changes to Medicaid appear to apply similar work requirements that had already been established under the Supplemental Nutrition Assistance Program (SNAP). The enactment of H.R. 1 appears to provide some conformity for both programs.

These changes to federal law will require State Medicaid and SNAP Programs to confirm the eligibility of program enrollees and recipients in meeting these new requirements. Among other things, various agencies will need to upgrade their information technology infrastructure and train staff to implement these changes to federal policy. Without adequate collaboration and coordination between MedQUEST and SNAP Program staff, enrollees and participants might have their benefits delayed or denied even if all work or volunteer requirements were met.

The Hub proposed under this bill would help to facilitate meaningful collaboration among the various programs by establishing a central point where employment and volunteer data can be stored and accessed to verify the qualifications of benefit applicants. Without such a centralized hub, countless staff hours will likely be duplicated and wasted by multiple programs seeking the same kinds of information.

It will be vital for the State to facilitate the implementation of the new work requirements. Delays will ultimately lead to the disenrollment of current Medicaid enrollees and shift them to the uninsured population. That would lead to greater costs borne by providers at emergency rooms and at FQHCs. Should that happen, the accessibility of basic health care services to the entire citizenry would be seriously jeopardized.

Accordingly, the HPCA urges your favorable consideration of this bill.

Thank you for the opportunity to testify. Should you have any questions, please do not hesitate to contact Public Affairs and Policy Director Erik K. Abe at 536-8442, or eabe@hawaiiipca.net.



To: The Honorable Angus L.K. McKelvey, Chair
The Honorable Mike Gabbard, Vice Chair
Senate Committee on Government Operations

The Honorable Joy A. San Buenaventura, Chair
The Honorable Angus L.K. McKelvey, Vice Chair
Senate Committee on Health and Human Services

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

Hearing: Tuesday, March 24 2026, 3:00pm, Conference Room 225

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

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**.

HB-2114-HD-1

Submitted on: 3/18/2026 8:40:13 AM

Testimony for GVO on 3/24/2026 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
ANNETTE TASHIRO	Individual	Support	Written Testimony Only

Comments:

Please pass this bill. There needs to be more coordination and unity between the State Silos that have challenged us for years. I am a retired Civil Service and HGEA retiree. When I first started working as a Civil Service employee, we could share information between State and City agencies. It hurts my heart and soul that we are not unified to serve the people of our wonderful Hawaii. Access to information is imperative. Accessible information for all people in Hawaii is a necessity.

HB-2114-HD-1

Submitted on: 3/20/2026 3:24:53 PM

Testimony for GVO on 3/24/2026 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Thaddeus Pham	Individual	Support	Written Testimony Only

Comments:

Aloha Chair McKelvey, Chair San Buenaventura, and Committee Members,

As a public health professional, I write in **strong support of HB2114 HD1**. This measure would establish the Hawai'i Benefits Hub within the Office of Enterprise Technology Services to serve as a centralized portal for residents applying for state-managed social assistance programs.

As part of my work to better the health and well-being of our local communities, I support policies that make it easier for people to access and maintain the benefits they need to stay healthy and stable. For many of the individuals and families our organizations serve, accessing public benefits is not simple. Applicants are often required to provide the same information multiple times across different programs, comply with different eligibility rules, and complete repeated verification processes at regular intervals.

For safety net populations, administrative complexity can lead to missed deadlines, procedural denials, avoidable coverage loss, and interruptions in access to food, housing, and healthcare. Families already balancing work, caregiving responsibilities, transportation barriers, disability, or language access challenges are especially affected. This measure is also responsive to growing concern about new federal administrative requirements, including Medicaid community engagement reporting and more frequent eligibility verification, which may increase churn and procedural disenrollment if people cannot easily understand what is required or document compliance in time.

A more integrated benefits system could help reduce these burdens by creating a single point of entry, improving consistency of information across programs, and sending timely alerts about actions needed to remain eligible.

Mahalo for your consideration,

Thaddeus Pham