

TERM REPORT

2014 - 2022

Office of the Governor
State of Hawai'i



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Overview



From the governor: Mahalo to the people of Hawai'i

It's been an extraordinary time for Hawai'i and the rest of the world as we emerge from the pandemic and take stock of how our lives have changed. Despite COVID-19 — and because of it — we've learned lessons that will carry us into the future. At the heart of it has been Governor Ige and his team, who have worked with the community to help keep us safe and make progress on some of the state's most pressing needs. This last issue of Capitol Connection reflects on how far we've come in eight years and the foundation laid for the future.

Q. When you decided to run for governor, what did you feel needed changing and where have we made the most progress?

A. After being in the legislature for so long, I thought there were a lot of things we could do better — in housing, sustainability, education, renewable energy, and modernizing state government. We've made significant progress in all these areas. The pandemic also showed us where the gaps were — especially in health care. COVID-19 helped move us to a more sustainable model for tourism to balance community needs and resources with diversified economic growth.

Kaka'ako is a prime example of how we had to change the way we build affordable housing. Kaka'ako used to be 90% luxury housing, not built for local residents. We refocused the issue and improved the system to develop more affordable housing, such as Hale Kewalo, Keauhou Lane and Artspace Lofts, in that area. By the time I leave office, we'll have finished 15,000 units statewide — 9,400 of them affordable — with more in the pipeline. During our administration, **Hawai'i became a world leader in clean energy transformation and sustainability.** We actually doubled production of electricity from renewable sources, with nine more future projects that can start to reduce the cost of energy for the community.



Governor David Ige and First Lady Dawn Amano-Ige.

Q. What would you say to young people about a future in public service?

A. I'm thankful for anyone who chooses government service. I understand businesses are having trouble finding enough staff, but what better mission could there be than to serve the public and improve the quality of life in Hawai'i? I really believe that the thousands of government workers don't get enough credit for the jobs they do. That's why I wanted to use technology to modernize state systems and give departments the tools and resources they need to serve the public better.

Q. What do you want to say to the people of Hawai'i as you leave office?

A. We've been through so much together: COVID-19, Red Hill, hurricanes, floods and more. What I value most are the people and the beauty of Hawai'i. I still marvel at our aloha spirit during the height of the pandemic when virtually everyone understood the importance of putting the community first. I'm so grateful people realized we all had to make sacrifices, and that made a huge difference. **It's been an honor and a privilege to have served as governor during this critical time in our state's history.**

Q. What can you tell us about the rest of your time in office and future plans ?

A. We're racing to the end of our term, working every day until Dec. 5. We want to get the tax rebate out to residents and implement pay adjustments for teachers to reduce compression. The First Lady and I will be taking a vacation, then we will be looking at opportunities to continue our work in education, sustainability, climate change and technology.

Protecting access to reproductive health care services

Governor Ige has added more state protections through executive order for anyone seeking an abortion or for health care providers who provide abortion services. “Abortion is legal in Hawai‘i,” said the governor at an Oct. 11 news conference. “Reproductive rights are protected by state law and the state constitution. We will not cooperate with any other state that tries to prosecute women who receive abortions. And we will not cooperate with any other state that tries to sanction medical professionals who provide abortions in Hawai‘i.”

The governor continued, “Effective immediately, departments and agencies under my authority shall not provide any information, including medical records, data, or billing, to another state seeking to impose penalties upon a person or entity related to reproductive health services in Hawai‘i.” Gov. Ige joins the governors of Nevada, New Mexico, Colorado, Massachusetts, Pennsylvania and Rhode Island, who have adopted similar measures. Hawai‘i was the first state in the nation to decriminalize abortion over 52 years ago.



Gov. Ige with Dr. Reni Soon (left) and state Rep. Linda Ichiyama.

Governor releases \$1.75M to ease nursing shortage



Gov. Ige and UH president David Lassner with legislators, nursing school officials and students.

Thanks to \$1.75 million recently released by the governor, the University of Hawai‘i will be able to double the intake of nursing students into its programs, according to UH officials. “Nursing and health care access are critical to public safety,” said Governor Ige at a press conference last month. “No point was made stronger than during the last two and a half years of the COVID pandemic. Nurses were at the forefront — from vaccine awareness to direct patient care.”

The UH system will now be able to accept more students because of the added funds to hire 39 more clinical nursing instructors at UH Mānoa, UH Hilo and several community colleges. “This is a huge boost to our capacity and ability to serve the state,” said UH President David Lassner. Hawai‘i currently has 1,000 vacancies for nurses, according to the Department of Labor and Industrial Relations.

Holding the Navy accountable on Red Hill defueling

The Hawai‘i Department of Health continues to oversee the safe defueling and decommissioning of the Red Hill Bulk Fuel Storage Facility. On Oct. 7, the Department conditionally approved the first phase of the Navy’s plan to defuel Red Hill. The work to remove approximately one million gallons of fuel currently in the facility’s three pipelines commenced in October. Removing existing fuel from the Red Hill pipelines will allow the Navy to begin critical repairs to facilitate safe defueling. The Navy must seek DOH approval on a repair plan and defueling plan before those phases can move forward.

As the one-year anniversary of the contamination of the Navy’s drinking water system approaches, the Ige administration continues to work diligently to protect public health and the environment. The community came together to stand up for Hawai‘i residents and our precious natural resources. But there is more work to be done as DOH continues to push for the defueling and closure of the Red Hill facility to happen as quickly as possible with safety as the first priority.

Standing strong in the face of natural disasters

The bottom line: Over the past eight years, the Ige administration has responded to 40 emergencies and natural disasters — more than any other governor’s term in Hawai‘i history — from floods and hurricanes to earthquakes and the Kilauea eruption. With each incident, Hawaii learned valuable lessons as communities and agencies helped residents recover. The state continues to plan for the future, including the threats from climate change, utility and system disruption.

The Hawai‘i Army and Air National Guard, the Hawai‘i Emergency Management Agency (HI-EMA) and teams from the Federal Emergency Management Agency (FEMA) have joined with other state, county and other federal agencies and private and community sectors to provide support to thousands of residents. HI-EMA has undergone a sweeping reorganization to improve its responsiveness, efficiency and transparency. HI-EMA plays a key role in delivering federal funding for hazard mitigation and recovery grants, including nearly \$300 million authorized for active emergencies since 2016



Gov. Ige confers with Hanalei residents and checks on earthquake damage in Puna.

Hawai'i ranked best in nation for COVID-19 response

“Our top priority has been the health and safety of Hawai'i's people.” – Governor David Ige

The bottom line: A unified state response, led by the governor and his team, and supported by community leaders and our people, has resulted in a stronger Hawai'i, better prepared to navigate a post-pandemic world.

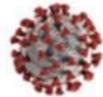
In the blur of the past nearly three years, it's easy to forget how far we've come – from knowing nothing about a strange, new coronavirus to transforming our lives to survive. The Commonwealth Fund ranked Hawai'i **best in the nation on overall performance** across 56 measures during the pandemic in 2020. As of July 2022, our state had the second lowest number of COVID-19 cases per capita and the second lowest death rate in the nation. **And at no time was Hawai'i's healthcare system so overwhelmed that it had to turn people away — unlike every other mainland state.**

Our success in battling the pandemic was a combination of steadfast local leadership and community collaboration — all of us pulling together to protect and help each other. “The governor always approached issues from the standpoint of what's good for our people and the state — not only in the here and now, but for future generations,” said Department of Health (DOH) director Dr. Libby Char. DOH collaborated with all sectors of government and the community in campaigns for mask wearing, vaccines, boosters and guidance for schools, businesses healthcare facilities, the visitor industry and more as the state sought ways to help people survive.

To address the pandemic's economic impacts while still protecting people's health and safety, the governor and his team implemented the **Safe Travels program** in collaboration with the Hawai'i Tourism Authority, airlines, hotels and many others, successfully screening millions of travelers before entry to the state. **The community will never fully know everything our leaders did to keep Hawai'i safe, but it took all of us working together to make it happen.**



The Hawai'i Way: Partners in pandemic survival



The bottom line: An 'Ohana Nui approach and an unprecedented collaboration during the Ige administration between the departments of Health and Human Services has resulted in major benefits for community members who most need state services. Despite the pandemic, in 2022 Hawai'i was named one of the healthiest states in the nation.

Here's just a sampling of how the Ige administration, working with county mayors, state departments, the legislature, healthcare workers, community stakeholders and federal partners, provided the support people needed at the height of the pandemic:

- **Increased healthcare, food and nutrition benefits** – Medicaid enrollees increased by 36% and some 32,000 families were added to SNAP and \$6.6 billion in benefits were distributed. Nearly \$80 million went to support childcare providers when parents went back to work, and more than 97,000 eligible students received \$61 million in food assistance. The state Department of Human Services, which approved thousands of requests, averaged a two-day processing time to respond to the emergency. Through **Da Bux program**, the state matched a half million dollar donation from a hui of private sector partners to double the value of SNAP benefits.
- **Distributed unemployment benefits to hundreds of thousands of people** – The Department of Labor and Industrial Relations overcame an antiquated mainframe system to provide \$6.5 billion in unemployment insurance benefits and assistance.
- **Helped launch the popular Hawai'i Restaurant Card** – The pre-loaded \$500 debit cards, funded with \$75 million in relief funds, were mailed statewide to those who received unemployment benefits and provided a “win-win-win” for restaurants, local farmers and suppliers, and residents.
- **Found ways to support the business community** – The state used federal funds to repay the state's Unemployment Trust fund, saving millions of dollars for small businesses. It also provided more than 44,500 businesses and organizations in Hawai'i with \$3.8 billion through the Paycheck Protection Program. The \$25 million Hawai'i Business Pivot Grants reimbursed costs for small businesses and organizations that had to pivot their operations.
- **Provided rental relief and housing assistance to keep Hawai'i's people housed** – Distributed more than \$416 million in rental relief and housing assistance when people needed it most. In a January 2021 article, “**Rent Relief Needed Fast. Hawai'i Shows How,**” Forbes magazine reported on how the state overcame bureaucratic hurdles to get help to people and described it as a model for other states.



Businesses and others found ways to pivot.

Surpassing the goal to build more affordable housing

“Governor Ige’s leadership opened the lines of communication between affordable housing developers and various state agencies.” — EAH Housing president Kevin Carney

The bottom line: With streamlined policies, increased funding and improved financing tools, the Ige administration and housing partners have built more than 15,000 housing units over the past eight years — some 9,400 of which are affordable — with more units in the pipeline. The state also is making a historic \$600 million investment for Hawaiian Home Lands beneficiaries and has reduced family homelessness by 53%.

When Governor Ige took office, the state had no coordinated plan for encouraging the development of new housing units. Statewide production had stagnated due to burdensome government processes and lack of adequate legislative appropriations for housing projects. The governor quickly made affordable housing one of his top priorities and exceeded the minimum production target of 10,000 new units he set by 2020. He took the advice of public and private sector stakeholders and secured large capital infusions into the state’s affordable housing funds from the legislature to spur future projects.



At Hale Kalele: Gov. and Mrs. Ige, Chief Justice Recktenwald and Kobayashi Group.

A new bar set for providing more affordable housing for Hawai'i

Governor Ige recently signed legislation to deposit \$300 million into the Rental Housing Revolving Fund (RHRF). This brings the total to \$783 million in RHRF legislative appropriations from 2015 to 2022, and \$147 million in Dwelling Unit Revolving Fund appropriations for the same period. Hawai'i Housing Finance and Development Corporation (HHFDC) director Denise Iseri-Matsubara said what is special about the new law is that it targets “the missing middle” — those whose income falls in the 60 to 100% AMI of about \$78,000 to \$130,000 a year. “These are the food service workers, teachers, and nurses in our community,” she said.



Fulfilling Prince Jonah Kūhiō’s vision at DHHL.

Historic funding to reduce Hawaiian Homes wait list - The governor also signed into law what has been called “the most consequential allocation of funding for the Hawaiian Homes Commission in 100 years.” The historic \$600 million in funding continues the Ige administration’s push to reduce the waitlist for beneficiaries. The governor also signed into law a bill that provides \$328 million as part of the Kalima case settlement.

Breaking the cycle of homelessness – Even with the pandemic, the state and counties have been able to significantly reduce homelessness — especially among families with minor children. Between 2016 and 2022, statewide Point in Time count data shows a decrease of 53% from 805 families (2016) to 376 families (2022) for all families experiencing homelessness. Service providers and homeless coordinators have deployed a range of “housing first” solutions, including a successful ‘Ohana Zones initiative for 20 projects statewide.

Delivering on a clean energy future for the state

The bottom line: The Ige administration has doubled the state’s renewable energy for electricity and set Hawai'i on a path that reduces our dependency on fossil fuel.

Electricity is something we all take for granted until the power goes out. But for Governor Ige and his team, the vision has been much bigger. The path to a clean energy future depends on making smart choices. The Ige administration has:

- **Set the direction for the state** - In 2015, the governor said no to LNG (liquefied natural gas) as a “bridge fuel” and no to the out-of-state company Next Era because he wanted to ensure local decision-making committed to renewable energy.
- **Made a commitment to clean energy** - The 2015 state legislature passed a law committing Hawai'i to 100% clean energy electrical generation by 2045 — the first in the nation.
- **Led by example for the nation and the world** - The 2016 World Conservation Congress and Hōkūle‘a’s 2017 global voyage established Hawai'i as a leader on the international stage. In 2017, Hawai'i became the first state to commit to the Paris Climate Accord goals.
- **Delivered on promises for the future** - Hawai'i has implemented energy-saving measures at state airports, highways and harbors as well as at schools and the UH system; begun converting state fleets to electric cars; and increased the number of EV charging stations to make it easier for people to drive electric vehicles. On O‘ahu, the state also closed the last coal plant, stopping 1.5 million metric tons of greenhouse gases that were emitted annually.



Clearway: Utility-scale solar and battery project.

Sustainable Hawai'i: Being pono for the next generation

The bottom line: The Ige administration is leaving a legacy of environmental protection in its Sustainable Hawai'i Initiative to provide a safer, cleaner future for us all. Hawai'i has become a recognized leader in the fight against climate change by our efforts to take care of our island home. The plan includes •Protecting 30% of our highest priority watersheds by 2030; • Effectively managing 30% of our nearshore ocean waters by 2030; • Implementing the first Hawai'i Biosecurity Plan by 2027; • Achieving 100% renewable electricity by 2045; • Doubling local food production.



The Miloli'i community celebrates new rules to protect its ocean resources.

"I'm very proud that, with the governor's leadership and support, we've been able to make significant progress," said Suzanne Case, Department of Land and Natural Resources director. "There's a public sense that things need to change. The fact that Hawai'i is a leader in addressing climate change is a good microcosm for the world. We have to do it ourselves. We can't wait for anyone else. If everyone does their part, we'll have a chance." During the Ige administration, the rate of watershed protection doubled, more effective instream flow standards were enacted, nearshore ocean management improved, and lands for conservation and recreation increased. The state also produced the first Interagency Biosecurity Plan and committed to more nature-based solutions as well as increasing agricultural lands for local food production.

Also, DLNR is part of the larger community-based effort to manage tourism through HTA's Destination Management Action Plans. That includes state parks at the Diamond Head State Monument, Hā'ena State Park on Kaua'i and Wai'ānapanapa State Park on Maui requiring advance reservations for out-of-state visitors. Hawai'i residents will continue to enjoy free access without reservations. DLNR also worked with Miloli'i residents on Hawai'i island to develop rules to protect resources. "Community-based rules, in cooperation with government, are the way we can combine our past, present and future in a collaborative way. It's a very powerful tool," said Case.

Reshaping tourism and creating an innovation economy



HTA Heather Goodman
Residents and visitors need to protect the 'āina.

The bottom line: In the wake of the pandemic, the Ige administration has moved to 1) re-shape the visitor industry with a focus on "regenerative tourism" and 2) nurture emerging industries for promising careers, expand broadband networks, and create a more diversified economy driven by innovation and powered by technology.

During the governor's first term, the administration advocated for expanding the U.S. customs pre-clearance and leveraged the state's exceptional bond ratings to build new airport facilities at Honolulu, Maui and Kona airports.



Gov. Ige at TRUE Esports + Tech Lab event.

However, the pandemic during the governor's second term made it obvious the state had to act faster to develop a more sustainable approach that protects both natural resources and Native Hawaiian traditions and culture. **"It took COVID-19 to teach us to embrace change or perish. Our children can have a future here if we can make change happen,"** said the governor. Now the push is for more economic diversification, digital equity, expanding broadband networks for people of all ages, and supporting emerging creative and tech industries through facilities such as the Entrepreneur's Sandbox and the Academy for Creative Media at UH West O'ahu as well as start-ups, small businesses and more programs to prepare students for the future.

IGE ADMINISTRATION DEPARTMENT LEADERS



Committed to a vision of education change and reform

The bottom line: Since 2015, the governor and his team have focused on education reform for empowerment in our public schools — from developing the Hawai'i Blueprint for Public Schools to Early College and Hawai'i Promise to recent pre-K facility funding and grants to support innovative, real-world learning and school partnerships. The vision of what Hawai'i's public schools and the University of Hawai'i system could be has been at the heart of the governor's drive to improve education.

Transforming entire statewide education systems in a pandemic was no small feat, but Hawaii's public schools and the 10-campus University of Hawai'i system managed to do it. The DOE transitioned to distance instruction, then implemented plans for each school complex to decide when students could move to in-person learning. Meanwhile, more than 45,000 UH system college students across the state successfully completed their education with record high graduation rates.



DEPARTMENT OF EDUCATION

- A team formed by the governor developed Hawai'i's Blueprint for Public Schools in 2016 to encourage empowerment and innovation in Hawai'i's public schools. Over 3,000 people across the state provided input as the Blueprint was developed. The document guided the Department of Education's strategic plan and moved away from a top-down, one-size-fits-all model.
- The Ige administration worked with the legislature on a \$100 million appropriation so the DOE could cool 1,300 classrooms at 88 schools on five islands to create the conditions for success and make it easier for students to learn.
- The governor was a strong advocate for programs like Early College and Hawai'i Promise, as a pathway to higher-paying jobs and better careers, to make it easier for students to afford higher education.
- The governor also focused attention on universal pre-K to give all Hawai'i keiki a head start on success. The state now has a new School Facilities Authority (SFA) to expand public pre-K by 2024 with a historic investment of \$200 million.
- To build on the Blueprint, the Governor's Emergency Education Relief innovation grants were awarded to 31 schools, UH system campuses and organizations working as partners to develop programs that challenged students and teachers to look at issues in new ways.

UNIVERSITY OF HAWAII SYSTEM

- With 10 campuses statewide, the University of Hawai'i system contributes to every aspect of life in Hawai'i — from training residents for high-demand careers to research in world-leading science. UH is also recognized as a global leader in sustainability.
- With the governor's support, UH launched Hawai'i's Promise to decrease financial barriers to education.
- In 2021, 34 UH Native Hawaiian education programs across the 10-campus system were awarded more than \$17.7 million in federal funding to train residents for high-demand jobs for the future.
- A \$16.4 million grant in 2022 will provide training at the UH community colleges for some 3,000 Hawai'i workers in clean energy, creative industries, health care and technology sectors.

Hale Ho'ola: New patient facility offers healing and hope



Gov. Ige, legislators, state hospital staff and DOH officials gather at new facility.

In his 2016 State of the State address, Governor Ige spoke of extending compassion to those who struggle every day with mental illness, especially those who are homeless. "Mental health is the single most pressing, unmet health issue facing our state," he maintained. That's why the Ige administration made a new forensic facility at the Hawai'i State Hospital a top priority.

Today that 144-bed, \$160 million facility — officially named Hale Ho'ola (a place of healing, safety) — is a reality and has more than 120 patients. Most of them have been ordered there by the courts after committing minor or serious offenses. "This facility marks a new era in providing quality care in a secure environment to those who need it most," said the governor. "It creates a therapeutic, healing environment and provides a secure forensic psychiatric facility to keep patients and staff safe." State Hospital administrator Dr. Run Heidelberg added, "Now with our new hospital facility, we have a real game-changer. We're out of the business of warehousing people. We'll be able to address the needs of some of our most troubled residents."

Dr. Amy Curtis, Department of Health adult mental health division administrator, said she's encouraged by changes in the community's approach to mental illness. "For the first time, we're seeing everything aligned in the executive, legislative, judicial and public health areas," she said. Dr. Heidelberg was also excited about a partnership with neighboring Windward Community College to provide the state's first mental health technician certificate program, being offered free of charge for Fall 2022. The program prepares students to work as assistants to mental health professionals in institutions and community-based settings. Interested students can learn more at <https://windward.hawaii.edu/programs-of-study/mental-health-technician/>.



Navigating a world forever changed by COVID-19



Governor Ige at one of many news conferences during the pandemic; Hawai'i's families masked up and got vaccinated and boosted; Queen's Medical Center staff on the front lines; Red Hill work continues.

"The governor made tough decisions based on what was good for the community — not just now but for future generations."

— Dr. Libby Char, director, State Department of Health

Leaving a legacy of protection for our island home

"The fact that Hawai'i is a leader in addressing climate change is a good microcosm for the world. If everyone does their part, we'll have a chance."

— Suzanne Case, director, Department of Land and Natural Resources



PVS photo

The state is ahead of schedule in meeting its clean, renewable electricity goals; Gov. Ige joins with Hā'ena community leaders, Kaua'i county and DLNR to create a model for sustainable tourism; the Hōkūle'a's worldwide voyage carried a message of mālama 'āina.

Making affordable housing a reality



"Think about all the housing built statewide in the past eight years. That's leadership."

— Christine Camp, president and CEO, Avalon Group



(from left) Groundbreaking for Hale Kewalo in Kaka'ako; new renter Chelsie Onaga in her own first kitchen; affordable rentals on Maui and Kaua'i; Don Collier at Hale Kālele.



For details, go to <https://governor.hawaii.gov/wp-content/uploads/2022/05/FINAL-2JUNE-Capitol-Connection-2022.pdf>

Modernizing state systems for better public service

The bottom line: Investments by the Ige administration in the state’s information systems and transportation infrastructure have resulted in better security for legacy systems and highway, airport and harbor upgrades. These areas drive the state’s economy, create jobs, and improve the daily experience of residents and visitors as well as day-to-day state operations.



Honolulu airport modernization.

The state Department of Transportation is helping to reduce Hawai‘i’s carbon footprint by installing energy efficient systems, photovoltaic panels and high-efficiency LED equipment. The annual energy use by HDOT highways improved by 43%. At 11 airports, energy use was cut in half. The highways division reopened Kūhiō Highway on Kaua‘i following historic rains in 2018 and 2020, and reopened the Pali Highway following landslides. The division also ensured access during the 2018 Kīlauea eruption. The airports division continues to modernize and expand the state’s facilities for future growth. The administration also moved forward with a comprehensive Harbor Modernization Program since some 90% of all goods consumed in the state pass through Hawai‘i’s commercial harbors.



The state has better cybersecurity for its systems.

After decades of relying on antiquated, paper-based systems, the Ige administration has modernized many government operations across multiple state departments to better serve the public. This includes the departments of Taxation and Accounting and General Services who worked with Enterprise Technology Services to improve legacy systems. Hawai‘i’s information technology upgrades earned it an A– grade and a “Future Ready Award” for its Safe Travels Digital Platform.

Leaving Hawai‘i with a solid financial foundation

The bottom line: The State of Hawai‘i has emerged in the strongest financial position it has ever held by fixing broken systems and delivering fiscal discipline that will save the future taxpayers of the state — our children — millions of dollars in contributions. When he took office, Governor Ige committed to building a strong financial foundation for the state. “During his two terms, the state has paid down its debts, earned improved bond ratings, invested prudently and modernized the tax system to ensure financial stability, enable future growth and provide funds for crucial state services,” said state Budget and Finance director Craig Hirai.

Despite the aftermath of a crippling pandemic — and in part, because of the federal funding received — the state ended fiscal year 2022 with a historically high general fund balance of \$2.6 billion. Administrative actions have helped earn the highest G.O. bond ratings and the lowest interest costs in the state’s history. That has resulted in more funds for high-priority capital improvement projects as well as tax rebates for residents.

Behind the lines: An editor’s note of thanks, gratitude



Governor Ige and editor Libby Young

Every month for the past seven years, I’ve been able to talk story with Governor Ige for the Capitol Connection newsletter. We sit at a round table in his office — sometimes while he’s munching on his lunch because that’s the only time he has to eat. We usually talk for an hour, I never give him questions in advance, and he never micromanages which issues to cover or how to tell the story. But he does care that what we publish is fair and balanced and accurate.

As a journalist and former journalism teacher, what I’ve valued most is that I felt I could ask the governor anything, and he would answer as honestly as he could. He isn’t the type to care about poll ratings, but considering how challenging the job has been and the progress made in key areas — not to mention the pandemic — we in the office think he and his team should get more credit for what’s been accomplished. We see the rude comments on social media and other commentaries and wonder what these same folks would do if they had to make the same tough decisions — and bear the responsibility, day after day, of being governor —not just as armchair critics or media pundits.

I also am able to interview the First Lady for her corner of the newsletter — a chance to share her many projects and initiatives to benefit the children of this state. From these and other experiences, I’ve come away with a tremendous respect for all the work state agencies do — work we often don’t see in the headlines, but that is essential to our well-being. Most of all, I want more people to appreciate those elected officials who govern with integrity and substance, not just style or social media hits, because we need ethical, informed decision-makers and an informed electorate to make Hawai‘i the best it can be.

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List of Acronyms for State Departments, Divisions, and Attached Agencies

DAGS: Department of Accounting & General Services

- CSC: Campaign Spending Commission
- ETS: Office of Enterprise Technology Services
- OIP: Office of Information Practices
- PWD: Public Works Division
- SFCA: Hawai'i State Foundation on Culture and the Arts
- SPO: State Procurement Office

HDOA/DOA: Department of Agriculture

- ADD: Agricultural Development Division
- AGL: Agricultural Loan Division
- BOA: Board of Agriculture
- QAD: Quality Assurance Division

AG: Department of the Attorney General

- CSEA: Child Support Enforcement Agency

B&F: Department of Budget & Finance

- ERS: Employees' Retirement System

DBEDT: Department of Business, Economic Development & Tourism

- BDSD: Business Development & Support Division
- CID: Creative Industries Division
- HFO: Hawai'i Film Office
- FTZ: Foreign Trade Zone Division
- HSEO: Hawai'i State Energy Office
- READ: Research & Economic Analysis Division
- ADC: Agribusiness Development Corporation
- HCDA: Hawai'i Community Development Authority
- HHFDC: Hawai'i Housing Finance & Development Corporation
- HTA: Hawai'i Tourism Authority
- HTDC: Hawai'i Technology Development Corporation
- LUC: Land Use Commission
- NELHA: Natural Energy Laboratory of Hawai'i Authority
- OP: Office of Planning
- SBRRB: Small Business Regulatory Review Board

DCCA: Department of Commerce & Consumer Affairs

- BREG: Business Registration
- DCA: Consumer Advocacy
- OCP: Consumer Protection
- OAH: Office of Administrative Hearings
- PVL: Professional & Vocational Licensing
- RICO: Regulated Industries Complaints Office
- PUC: Public Utilities Commission

DOD: Department of Defense

- HING: Hawai'i National Guard
- HIANG: Hawai'i Air National Guard
- HIARNG: Hawai'i Army National Guard
- HIEMA: Hawai'i Emergency Management Agency
- YCA: Hawai'i Youth Challenge Academy
- OHS: Office of Homeland Security
- OVS: Office of Veterans' Services

HIDOE/DOE: Department of Education

- BOE: Board of Education
- HSPLS: Hawai'i State Public Library System
- EOEL: Executive Office on Early Learning

OHA: Office of Hawaiian Affairs

DHHL: Department of Hawaiian Home Lands

DOH: Department of Health

- OLA: Office of Language

DHRD: Department of Human Resources Development

DHS: Department of Human Services

- BESSD: Benefit, Employment & Support Services Division
- DVR: Division of Vocational Rehabilitation
- MQD: Med-QUEST Division
- SSD: Social Services Division
 - CWS: Child Welfare Services
- OHHS: Statewide Office on Homelessness & Housing Solutions
- HPHA: Hawai'i Public Housing Authority

HSJ: Hawai'i State Judiciary

DLIR: Department of Labor & Industrial Relations

- UI: Unemployment Insurance
- WDC: Workforce Development Council

DLNR: Department of Land & Natural Resources

- DAR: Aquatic Resources
- BOC: Bureau of Conveyances
- DOCARE: Conservation and Resources Enforcement
- DOFAW: Forestry and Wildlife
- LAND: Land Division

PSD: Department of Public Safety

DoTAX: Department of Taxation

HDOT/DOT: Department of Transportation

UH: University of Hawai'i

TERM REPORT

COVID-19 Pandemic Response

Office of the Governor
State of Hawai‘i



COVID-19 Pandemic Response

Overview

In January 2020, a new virus emerged and quickly threatened the health of the people of the world, and since then has become the worst public health crisis in over a century.

When the virus was first discovered and severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) was declared a global health emergency, vital information regarding the transmissibility, symptoms, people at high-risk, and effective prophylactic measures and treatments were unknown.

Despite the challenges, the Commonwealth Fund (see Appendix A) ranked Hawai'i the best in the nation on overall performance across 56 measures during the COVID-19 pandemic in 2020. As of July 2022, Hawai'i had the second lowest number of COVID-19 cases per capita and the second lowest death rate in the nation. Across the state, people pulled together, and Hawai'i has emerged stronger and is well positioned for success in this post-pandemic world.

A unified response by state departments/agencies helped keep the people of Hawai'i safe. The effort was led by Maj. Gen. Kenneth S. Hara who was appointed Incident Commander on March 16, 2020, by Gov. Ige. This move aligned the state's emergency response to the federal structure and brought added capacity and federal resources to help the state.

The Hawai'i Emergency Management Agency was the lead state agency through most of the pandemic response. The Agency was responsible for coordination with the federal government, development and publication of Incident Action Plans, coordination and distribution of personal protective equipment, and development and execution/oversight of the Safe Travels Hawai'i plan, among other duties.

For the past two-and-a-half years, the COVID-19 pandemic dominated the State of Hawaii's daily operations, concerns, and services provided. Health guidance from the federal government changed daily, and combined with the politicization of the virus, it proved to be difficult to reach vulnerable community members who were prone to getting sick.

As of June 7, 2022, there have been 532 million reported COVID-19 cases worldwide, 6,296,881 deaths with Hawai'i accounting for 1,454 deaths. Following

early COVID-19 transmission, the highly transmissible Delta and Omicron variants devastated communities, putting added pressure on Hawaii's healthcare system.

With this unprecedented event, almost every person living in Hawai'i was negatively affected, prompting the state to support community members with services that many never expected to need.

Since March of 2020, 117,000 people representing a 36% increase, enrolled in Medicaid. The state added 32,000 families to SNAP so people could eat during the pandemic and distributed \$6.6 billion in benefits. The Child Care Program Office began administering nearly \$80,000,000 in American Rescue Plan Act grants to support and stabilize the child care sector so keiki were cared for when their parents went back to work. The state provided more than 97,000 eligible students with \$61 million in food assistance support. More than \$416 million in rental and mortgage relief was distributed.

For the business community, the state used federal funds to repay the state's Unemployment Trust fund, saving a total of \$700 million for small businesses. Additionally, the state provided more than 44,500 businesses and organizations in Hawai'i with \$3.8 billion in Paycheck Protection Program to prevent homelessness.

In this environment, Governor Ige steadfastly held that the main priority was the health of Hawaii's residents. To address the pandemic's economic impacts, the administration developed the Safe Travels program in collaboration with airlines, hotels, and many others, successfully screening 12 million travelers before entry into the state.

In the face of harsh criticism, Governor Ige stood his ground on the preventative measures, thoughtfully weighing outcomes and timelines and ultimately saving countless lives. Each step of the way, the mayors, state departments and agencies, county workers, healthcare providers, and private sector stakeholders came together to help get the state through this public health crisis.

The impact will go far beyond any story the statistics may tell. More grandfathers will be able to dance at their granddaughters' weddings, more grandmothers will be there for their grandsons' baseball games, and families will be able to celebrate important milestones *together*. The State's success is thanks to the people of Hawai'i, who responded to the health emergency by taking measures to help achieve the shared goals.

Timeline of Major Events

Date/Year	Event	Significance
December 31, 2019	1 st COVID-19 case detected	Wuhan Municipal Health Commission, China, reports a cluster of cases of pneumonia in Wuhan, Hubei Province. A novel coronavirus was eventually identified.
March 4, 2020	1 st Proclamation related to the COVID-19 Emergency	Gov. Ige issues his first emergency proclamation to prepare the state for possible emergency action.
March 9, 2020	1 st COVID-19 case detected in Hawai'i	The DOH announces the first Hawai'i case of COVID-19. The O'ahu man was one of 21 who became ill after taking a <i>Grand Princess</i> cruise ship to Mexico.
March 11, 2020	WHO declares COVID-19 a global pandemic	The World Health Organization declares COVID-19 global pandemic, pointing to the over 118,000 cases of the coronavirus illness in over 110 countries and territories around the world and the sustained risk of further global spread.
March 13, 2020	BYU-Hawai'i moves to distanced learning, UH announces remote learning and suspends athletic events	BYU-Hawai'i cancels in-person classes and starts teaching remotely. UH announces it would do the same beginning 03/23 and all UH athletic events are suspended immediately.
March 15, 2020	DOE extends spring break by 1 week	The state DOE decides to extend public school spring break by another week. (Total case count: 7)
March 16, 2020	Gov. Ige signs Supplementary proclamation related to the COVID-19 Emergency	
March 18, 2020	Honolulu county announces 1 st stay-at-home order	Mayor Kirk Caldwell announces O'ahu will go under stay-at-home orders starting on 03/23. DOH launches hawaiiicovid19.com. (Total case count: 16)
March 21, 2020	Gov. Ige signs Second Supplementary Proclamation related to the COVID-19 Emergency	Gov. Ige announces a mandatory 14-day quarantine period for all travelers, to begin March 26. Hawai'i was first in the nation to require quarantine for all travelers.
March 23, 2020	Gov. Ige signs Third Supplementary proclamation related to the COVID-19 Emergency	
March 31, 2020	1 st COVID-19 death in Hawai'i. Gov. Ige signs Fourth Supplementary proclamation related to the COVID-19 Emergency	An older O'ahu man with other medical issues is confirmed as the first person to die of COVID-19 in Hawai'i. The state said he recently traveled to Las Vegas.
April 16, 2020	Gov. Ige signs Fifth Supplementary Proclamation related to the COVID-19 Emergency	
April 17, 2020	Gov. Ige implements new safety and security measures	Gov. Ige closes state beaches and places a moratorium on evictions.
April 20, 2020	Face masks mandated for Honolulu residents	Face masks are required in all places of business and on public transportation in Honolulu. The state says 109 visitors arrived at the airports on April 22, compared to nearly 30,000 daily passengers a year ago.
April 25, 2020	Gov. Ige signs Sixth Supplementary Proclamation—Amending and Restarting Prior Proclamations and Executive Orders related to the COVID-19 Emergency	The state extends stay-at-home orders and the 14-day quarantine for travelers until May 31. Honolulu city parks and state beaches reopen for exercise only.

April 30, 2020	Honolulu County and Gov. Ige navigate the process of easing restrictions	Honolulu announces shopping centers, sport fields, and courts and drive-in services for religious purposes may reopen on May 15. Dine-in food courts and play areas must remain closed. Outdoor exercising is allowed for groups of 10 ppl or less.
May 5, 2020	Gov. Ige signs Seventh Supplementary Proclamation related to the COVID-19 Emergency	
May 18, 2020	Gov. Ige signs Eighth Supplementary proclamation related to the COVID-19 Emergency	Gov. Ige changes state’s “Safer at Home” phrase to “Acting with Care,” allowing businesses categorized as medium risk—including salons, theaters, churches, and restaurants—to reopen in a few weeks.
June 5-8, 2020	Restrictions are loosened	Honolulu restaurants are allowed to open dining rooms. All state beaches and some state parks reopen for recreation.
June 10, 2020	Gov. Ige signs Ninth Supplementary Proclamation Related to the COVID-19 Emergency	
June 16, 2020	Interisland travelers no longer have to self-quarantine	
June 24, 2020	Announcement: Out of state visitors can by-pass quarantine by proof of negative test result	Gov. Ige announces plans to allow out-of-state visitors to avoid the 14-day quarantine if they produce negative COVID-19 test results upon arrival. New guidelines are set to go into effect Aug 1. (Daily case count: 16; Total 835, 17 deaths)
July 17, 2020	Gov. Ige signs Tenth Proclamation related to the COVID-19 Emergency	
July 31, 2020	Bars are ordered closed for three weeks	Honolulu bars are ordered closed for at least three weeks. Restaurants must stop serving drinks at 10 p.m. (Daily case count: 123; Total: 2,111)
August 7, 2020	Gov. Ige signs Eleventh Proclamation related to the COVID-19 Emergency- Interisland Travel Quarantine	
August 11, 2020	Gov. Ige reinstates the 14-day required quarantine for interisland travel	
August 20, 2020	Gov. Ige signs Twelfth Proclamation related to the COVID-19 Emergency	
August 26, 2020	Surge testing begins in Hawai’i	U.S. Surgeon General Jerome Adams arrives with 70,000 tests offered at mass testing sites over the next three weeks.
August 27, 2020	Another Honolulu 2-week stay-at-home order begins	A new two-week stay-at-home order takes effect on O’ahu.
August 30, 2020	DOH & PSD Director retire	Director of Health Bruce Anderson and Director of Public Safety Nolan Espinda retire on Hawai’i’s deadliest day to date. 7 people die.
September 8, 2020	Another Honolulu 2-week stay-at-home order begins	A new two-week stay-at-home order takes effect on O’ahu.
September 22, 2020	Gov. Ige signs Thirteenth Proclamation related to the COVID-19 Emergency	
October 13, 2020	Gov. Ige signs Fourteenth Proclamation related to the COVID-19 Emergency	
October 15, 2020	Safe Travels Hawai’i program begins	The state’s Safe Travels Hawai’i program allows mainland visitors with a negative test from an approved partner, taken no

		more than 72 hours before arriving, to skip the 14-day quarantine
October 20, 2020	First positive cases detected in Lānaʻi	Lānaʻi reports its first 4 COVID-19 cases. The next day, the state’s total number of deaths will surpass 200.
November 16, 2020	Gov. Ige signs Fifteenth Proclamation Related to the COVID-19 Emergency	
November 23, 2020	Gov. Ige signs Sixteenth Proclamation Related to COVID-19 Emergency	
December 10, 2020	First positive case in Molokaʻi, last county in U.S.	The first positive case is reported on Molokaʻi in an asymptomatic adult who traveled interisland, Kalawao was the last county in the United States with no cases of COVID-19.
December 15, 2020	First people vaccinated against COVID-19 in Hawaiʻi	Five personnel from Queen’s Medical Center are among the first to receive a coronavirus vaccine in Hawaiʻi. More than 51,000 doses of Pfizer-BioNTech and Moderna vaccines will arrive by the end of the month. (Daily count: 57; Total: 19,480 cases, 274 deaths)
December 16, 2020	Gov. Ige signs Seventeenth Proclamation Related to COVID-19 Emergency	
December 19, 2020	Distribution of vaccines is scheduled and outlined for Hawaiʻi residents	The state launches a website outlining its vaccination schedule. The general public is slated to begin receiving vaccines in the summer of 2021.
February 12, 2021	Gov. Ige signs Eighteenth Proclamation Related to COVID-19 Emergency	
March 3, 2021	70+ y/o’s become eligible for vaccination	The DOH announces that people 70+ can begin receiving the vaccine on March 8, which is ahead of schedule. The same day, Hawaiʻi receives its first shipment of the new single dose Johnson & Johnson vaccine.
April 9, 2021	Gov. Ige signs Nineteenth Proclamation related to COVID-19 Emergency	
April 19, 2021	16+ y/o’s become eligible for vaccination	All residents 16 and older are eligible for vaccination
May 7, 2021	Gov. Ige signs Twentieth Proclamation related to COVID-19 Emergency	
May 18, 2021		UH system announces they will require all students on campus to be vaccinated for the Fall 2021 semester.
May 25, 2021	Gov. Ige signs Amendment to the Nineteenth Proclamation related to the COVID-19 Emergency	Gov. Ige ends the outdoor mask requirement for all individuals (vaccinated and unvaccinated). Ige said the indoor mask requirement for all people remains unchanged. Ocean sports competitions are now permitted.
June 7, 2021	Gov. Ige signs Twenty-First Proclamation related to the COVID-19 Emergency	Gov. Ige announces all intercounty travel restrictions will end June 15. On the same day, out-of-state travelers who were fully vaccinated in Hawaiʻi can bypass the quarantine requirements without a negative test.
June 8, 2021	Announcement: Social gathering limits will expand when 60% residents are vaccinated	Gov. Ige announces social gathering limits will expand to 25 indoors and 75 outdoors when 60% off state residents are fully vaccinated. Restaurants will also be bale to expand to 75% capacity. He also said all social gathering and capacity restrictions will end once 70% of state residents are fully vaccinated.
June 25, 2021	Announcement: Delta variant detected statewide, fully	Gov. Ige announces fully vaccinated interstate travelers will be able to bypass Hawaii’s testing and quarantine requirements

	vaccinated travelers may bypass quarantine, testing requirements	starting July 8. DOH labs have detected a total of 13 cases of B.1.617.2 Delta variant in every county.
August 5, 2021	Gov. Ige signs Emergency Proclamation related to the COVID-19 Response	
August 13, 2021	Booster shot endorsed for immunocompromised	The CDC votes to recommend a 3 rd booster dose of a Pfizer or Moderna vaccine for immunocompromised individuals, 1 day after the FDA approved the dose for people who have received organ transplants. There are around 7M immunocompromised people in the U.S.
August 23, 2021	FDA grants full authorization to Pfizer-BioNTech vaccine for individuals 16+	Those aged 12 to 15 can still receive the vaccine under the initial EUA.
August 24, 2021	Gov. Ige makes national headlines urging residents, visitors to curtail non-essential travel	Gov. Ige says “now is not the time” for tourists to visit amid a surge of COVID-19 cases, hospitals and ICUs nearing capacity.
October 1, 2021	Gov. Ige signs Emergency Proclamation related to the State’s COVID-19 Delta Response	
November 3, 2021	CDC Director recommends pediatric vaccine	On October 29, FDA issued an emergency use authorization for the Pfizer vaccine for those aged 5 to 11. CDC Director Rochelle Walensky, MD, MPH, endorses the CDC Advisory Committee on Immunization Practices’ recommendation that children aged 5-11 receive a Pfizer-BioNTech pediatric vaccine, expanding eligibility to approximately 28 million children.
November 19, 2021	FDA authorizes a single booster dose of Pfizer-BioNTech COVID-19 vaccine	Booster shots are now available for all U.S. adults over the age of 18 if they are more than 6 months out from completing their primary vaccination series of mRNA vaccines. Any individual who received the 1-dose J&J vaccine could already get a booster.
November 29, 2021	Gov. Ige signs Emergency Proclamation related to COVID-19	
November 30, 2021	DOH recommends boosters for all adults	The Hawai’i DOH adopts stronger guidelines from U.S. Centers for Disease Control and Prevention on booster vaccinations. New guidelines stated that all adults age 18+ who completed their primary mRNA vaccinations of Pfizer or Moderna at least six months ago should receive a single COVID-19 booster dose.
December 2, 2021	Omicron variant detected in Hawai’i	Hawai’i reports their first case of the Omicron variant, saying that the person who tested positive was unvaccinated. The person did not have a history of travel. Meaning that other undetected cases are already in Hawai’i.
December 10, 2021	Booster access expanded	The FDA endorses Pfizer-BioNTech booster shots for those aged 16 and 17. The CDC subsequently says these teens should receive the doses as soon as 6 months have passed following their last dose. The booster is identical to the previous 2 in the Pfizer regimen.
December 29, 2021	Gov. Ige signs Emergency Proclamation related to Sunshine Law In-Person Meetings	
January 3, 2022	Gov. Ige signs Emergency Proclamation related to Grand Jury Impaneling	
January 26, 2022	Gov. Ige signs Emergency Proclamation related to COVID-19 (Omicron Variant)	

February 5, 2022	Gov. Ige signs an Amendment-Emergency Proclamation related to COVID-19 (Omicron Variant)	
March 24, 2022	Gov. Ige signs Emergency Proclamation related to Supplemental Nutrition Assistance Program	
March 25, 2022 at 11:59p.m.	Safe Travels Hawai'i program ends, indoor mask requirement ends	On March 1, Gov. Ige announced that the state is ending the travel quarantine and the Safe Travels program after the current emergency period ends. On March 8, Gov. Ige announced that the statewide indoor mask requirement will end when the current emergency period ends.
March 29, 2022	CDC recommends additional boosters for certain individuals	Following the FDA's regulatory action on the same day, the CDC updated its recommendations to allow certain immunocompromised individuals and people over the age of 50 who received an initial booster dose at least 4 months ago to be eligible for another mRNA booster to increase their protection against severe disease from COVID-19.
May 23, 2022	Gov. Ige signs Second Emergency Proclamation related to Supplemental Nutrition Assistance Program	
June 18, 2022	CDC recommends vaccination for children 6 months and older	The Food and Drug Administration amended the Emergency Use Authorization for the BNT162b2 (Pfizer-BioNTech) COVID-19 vaccine to include use of the vaccine in children aged 6 months-4 years and mRNA-1273 (Moderna) for children 6 months-5 years, which CDC recommended all children receive.
June 19, 2022	Three million COVID-19 vaccinations administered in Hawai'i	
September 1, 2022	CDC recommends the first updated COVID-19 bivalent booster	<p>On August 31, 2022, the Food and Drug Administration amended the emergency use authorizations of the Moderna COVID-19 vaccine and the Pfizer-BioNTech COVID_19 vaccine to authorize bivalent formulations of the vaccines for use as a single booster dose at least two months following primary or booster vaccination. The bivalent vaccines, which were also referred to as "updated boosters," contain two messenger RNA components of the SARS-CoV-2 virus, one of the original strain of SARS-CoV-2 and the other one in common between the BA.4 and BA.5 lineages of the omicron variant of SARS-CoV-2.</p> <p>On September 1, 2022, CDC Director Rochelle P. Walensky, M.D., M.P.H., endorsed the CDC Advisory Committee on Immunization Practices' recommendations for use of updated COVID-19 boosters from Pfizer-BioNTech for people ages 12 years and older and from Moderna for people ages 18 years and older.</p>

Progress and Milestones

Department of Health: 2020, 2021, & 2022

Overview

“Our number one priority is the health and safety of our communities across the state.” -Governor David Y. Ige, March 5, 2020

“Looking forward, we must seek new opportunities and seize them when they arise to take lessons learned from COVID-19 to benefit our state’s recovery from the pandemic and beyond.” -Dr. Elizabeth Char, FACEP, March 17, 2021

Highlights:

- Hawai'i tops the Commonwealth Fund's [2022 Scorecard on State Health System Performance](#)
- Hawai'i reports [lowest COVID-19 death rate](#) per capita out of all states
- Hawai'i reports among the [best in the nation for lowest COVID-19 case rates per capita](#)

The Hawai'i Department of Health (DOH) mobilized a department-wide response to the pandemic. Through DOH leadership and collaboration with community partners and residents, the state's pandemic response was among the best in the country.

DOH established collaborative partnerships with national, state, and local government agencies; private community partners; nonprofit organizations; healthcare systems; the medical community; and community-based organizations that fostered trust and empowered these partners to better serve their communities. These partnerships played a critical role in rapid deployment and scaling of public health services. DOH was responsive to community concerns and built a stronger, equitable, and more resilient pandemic response based on public feedback.

Protect against and treat COVID-19

Adjusted contact tracing and case investigation to fit community needs

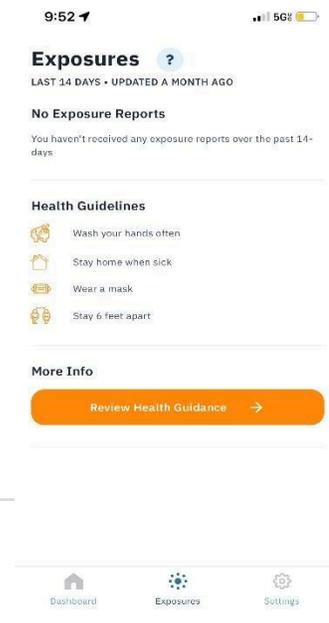
DOH contact tracing teams raced to investigate and trace the spread of COVID-19. These teams continue to work together to identify contacts with COVID-19 and provide valuable data that help us learn how the virus spread and more importantly, how to slow that spread. These teams also investigate large groups, or clusters, of cases and provide evidence-based recommendations on how to prevent further spread.

In the early stages of the pandemic, the Department of Health’s contact tracing was able to successfully follow-up with individuals who were exposed to COVID-19 on a timely basis to control the spread of the disease. However, as the number of cases climbed in the state, the contact tracing program required a major shift to be effective.

The Department of Health, in collaboration with the Hawai’i National Guard and the University of Hawai’i, quickly upgraded the contact tracing program. Creating data-driven systems and recruiting and organizing specialized teams of contact tracers and disease investigators created a sustainable, effective program. Dedicated teams for specific language groups, demographic groups, out-of-state travelers and other confirmed cases were created.

In 2021, the contract tracing program grew and evolved to accommodate growing need and fill gaps in reaching communities. DOH educated frontline physicians, healthcare workers, and the community at large to provide updated guidance on isolation and quarantine measures to prevent community spread, while prioritizing disease investigation and contact tracing to focus on controlling larger clusters. This meant that most individuals worked with their healthcare provider on isolation as the Department of Health focused its efforts on correctional facilities, elderly care homes, schools, larger social events, and other high community-spread settings. In November 2021, more than 400 individuals were working as contact tracers.

Case investigation teams also focus on different priority sectors such as schools and businesses.



DOH also worked with public and private partners to create innovative approaches to exposure notification, such as the AlohaSafe Alert app. More than one million individuals downloaded the AlohaSafe Alert app.

On January 15, 2022, DOH announced that record COVID-19 case counts necessitated a change in case investigation.

Contact tracers continued to focus attention on priority groups including COVID-19 clusters associated with schools and high-risk settings such as long-term care facilities.

By creating contact tracing and case investigation programs that provided responsive, in-language and culturally relevant services, DOH was able to better collaborate with the community. Overall, this resulted in Hawai'i residents being better informed to make educated decisions concerning themselves and their family's health and well-being. These collective efforts reduced the spread of COVID-19.

Administered more than 3 million COVID-19 vaccines

In December 2020, a critical tool in our fight against the pandemic became widely



available—COVID-19 vaccines. DOH created and implemented a vaccination strategy to prioritize the initial limited supply of vaccine due to the overwhelming community demand. This structured rollout kept vaccination moving swiftly and efficiently to quickly vaccinate those at greatest risk and allow for protection of critical infrastructure.

In collaboration with more than 150 representatives from over 90 organizations, the Department of Health developed the vaccination plan on transportation, distribution, administration, and storage protocols of the vaccine with our health care partners, hospitals and clinics and submitted this plan to the Centers for Disease Control and Prevention in mid-October 2020. The plan provided the strategic framework to ensure the smooth implementation of the COVID-19 vaccination when it became available.

DOH, Budget and Finance, the Attorney General’s Office, and HI-EMA worked together to secure and track funding for standing up some of the first COVID-19 mass vaccination sites. DOH tracked doses to ensure an adequate supply and focused on consistently providing accessible and equitable vaccine distribution and administration to communities across Hawai‘i. DOH partnered with community, health, and medical entities and assisted them with funding to ensure a robust vaccination roll out across Hawai‘i.

Once vaccine uptake began to wane in mid-April 2021, DOH worked with the community to shift from large mass vaccination sites to smaller, more focused mobile events. From May-November 2021, DOH directly managed or coordinated 2,061 mobile vaccination events statewide. DOH consistently supported over 460 fixed vaccination locations. Vaccines were offered in varied settings and locations to ensure equity and ease of access, from mass vaccination locations, local pharmacies, community clinics, Federally Qualified Health Centers (FQHC’s), to long term care facility vaccinations for patients and staff and even individual home visits for those who were unable to travel to a vaccination site. DOH leveraged relationships with other state agencies and local businesses, including small, independent pharmacies to provide in-home vaccinations at long-term care facilities for over 10,000 residents.

DOH also worked with the Department of Education (DOE) and vaccination providers to conduct hundreds of school-based clinics once children aged five and older became eligible to receive vaccinations.

While the initial rollout served those eager to vaccinate, DOH's community partners identified that historically underserved communities were not being adequately reached. The COVID-19 Delta variant surge's disproportionate impact on communities with low vaccine uptake increased the urgency of ensuring vaccine equity.

In response to listening sessions with community members, DOH adjusted added coordinated events combining testing, vaccine, and additional public health services in areas with low vaccine uptake and high social vulnerability. This approach allowed DOH to connect community members to essential public health services including COVID-19 vaccines, COVID-19 testing, community health center services, education



services, eye exams, food assistance, homeless services, interpretation services, job training, medical insurance enrollment, Native Hawaiian healthcare, rental assistance, and utilities assistance. Testing and vaccines were offered in easily accessible areas—both at high volume events and small community events. Through these dedicated and creative efforts and in close collaboration with the community, the state of Hawai'i has consistently been within the top five states in the country for vaccinating its per capita population and several times led the country in vaccination rates.

Provided support to stabilize healthcare system

DOH coordinated a statewide response to bolster Hawaii's acute care facilities and ensure that all who needed hospital care were able to access these resources. DOH supported long-term care facilities through providing guidance and technical assistance on infection control, personal protective equipment (PPE), and COVID testing supplies. DOH also augmented access to PPE through a partnership with the State Procurement Office, HI-EMA, and the Department of Budget and Finance.

DOH worked with federal and private-sector partners to fund and deploy nearly 2,000 surge staff from the mainland to work in Hawai'i hospitals. These staff were deployed at facilities across the state. This surge staffing provided much-needed staffing as the number of hospitalized patients increased across the state.

DOH-funded surge staff deployed to Hawai'i acute and post-acute facilities	
Phase 1 (9/28/20 – 12/26/20)	340 clinicians
Delta Surge (8/16/21 – 11/6/21)	834 clinicians
Omicron Surge (1/10/22 – 3/26/22)	771 clinicians

The Department of Health activated its Medical Reserve Corps (MRC) to support each county during the pandemic. The MRC is a national network of local groups of volunteers engaging local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response and recovery capabilities. These volunteers aided in areas such as language interpretation, food delivery, data entry, vaccination clinic support and other administrative functions.

After discovering that Hawaii’s medical-grade oxygen supply was at critical risk of running short during the Delta variant surge, DOH worked with private partners to divert in-state resources to increase the production of medical-grade oxygen. When even this resource was deemed insufficient to meet the growing demand, DOH worked with federal, state and private-sector partners to coordinate the logistically fraught process of bringing in additional medical-grade oxygen from the mainland by barge.

Oversaw rollout of COVID-19 therapeutics

The DOH also coordinated with healthcare providers across the state to order and distribute lifesaving COVID-19 therapeutics from the federal government to obtain medications to minimize severe illness and prevent hospitalization and death.

DOH and the Healthcare Association of Hawaii managed these federally provided therapeutics, including working with hospitals, clinics and private providers and responding to requests for resources. As the federal government amends access to subsidized treatment, DOH is focused on facilitating timely access to appropriate therapeutics for high-risk individuals. DOH continues to coordinate orders and distribution for the COVID-19 therapeutics.

As of August 2022, nearly 17,000 courses of COVID-19 therapeutics were available in Hawai'i.

Testing and detecting new variants

Created robust testing infrastructure

A robust and responsive testing infrastructure is essential to stopping the spread of COVID-19. During both steady state and surge phases of the pandemic, DOH has worked to incorporate best practices and will continue to identify the most proactive methods of surveillance testing to identify and mitigate the further spread of COVID-19.

DOH will continue to work with community partners to support testing efforts among critical populations and is committed to equity, timeliness, and scalable capacities to maintain access to COVID-19 testing for Hawaii’s residents.

As part of a comprehensive approach to control the pandemic in the state, DOH procured or partnered with the federal government to distribute millions of self-test kits and provide point-of-care testing.

DOH provided technical assistance, and in some cases, direct administration of COVID-19 testing for other state agencies. DOH also supported county-led testing programs, including coordinating strategy and procurement of testing supplies.

In 2021, DOH increased accessibility of testing across the state to meet need—especially during the onset of the Delta variant surge.

Through collaboration with the DOE, DOH created and implemented COVID-19 testing programs in schools statewide. All public schools were registered for COVID-19 testing. DOH continues to work with DOE to encourage parents to for regular screening COVID-19 tests for their children.

After identifying that Hawai’i residents had limited access to testing, DOH also directly managed testing programs such as Aloha Stadium mass testing and a statewide testing program organized through 18 independent pharmacies and the

DIAGNOSTIC TESTING

Performed when a person has signs or symptoms of infection, or when a person is asymptomatic but has recent known or suspected exposure



SCREENING TESTING

Looks for individual infections in a group even if there is no reason to suspect those individuals are infected



SURVEILLANCE TESTING

Ongoing, systemic collection and interpretation of data to monitor community-level outbreaks of disease, or to characterize the prevalence of disease



National Kidney Foundation of Hawai'i Consortium. DOH coordinated federal resources, which made millions of additional tests available across the state.

DOH-National Kidney Foundation of Hawaii Community Testing

2021 – 185,493 tests completed	2022 – 211, 358 tests completed
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DOH also distributed rapid molecular tests and federally provided rapid antigen tests to congregate healthcare, long-term care, and educational settings to ensure availability and continued functioning of these settings for those vulnerable populations.

COVID-19 testing used the full capacity of the State Laboratories Division, private in-state labs, and facilities on the continental U.S. to meet initial shortfalls. Maximizing testing capabilities continues to capitalize on working relationships between county, state, and private agencies for the statewide response.

Stood up genomic sequencing program

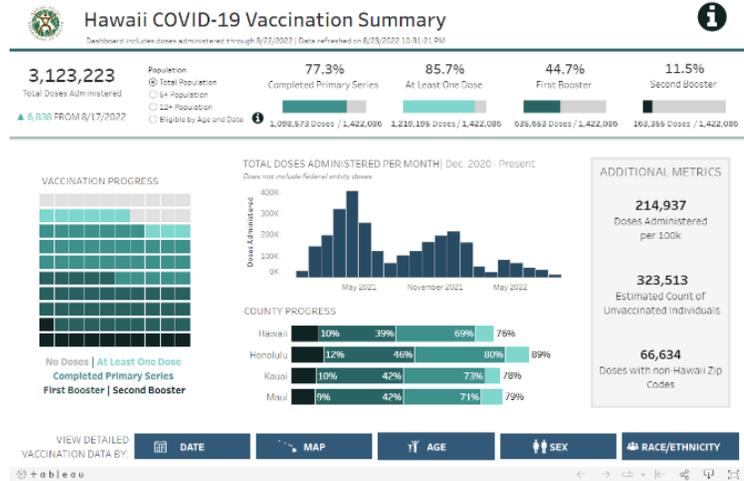
In 2020, the DOH State Laboratories Division (SLD) received national certification to conduct molecular testing (RT-PCR) to detect SARS-CoV-2 in support of outbreak investigations. This included whole genome sequencing, which can identify different COVID variants and sub-variants.

In February 2021, SLD increased sequencing efforts done on PCR-positive specimens to improve the state’s ability to detect new variants and conduct genomic surveillance of COVID-19. DOH hired new staff and acquired new equipment to quickly scale-up and enhance the whole genome sequencing capacity. Since January 1, 2021, SLD has sequenced 12,739 samples.

Hawai'i is one of the leaders in the United States in terms of percent of positive specimens which are sequenced, and that data analysis is available to the public and reflected in DOH's bi-weekly variant report.

Provided robust data and epidemiologic surveillance

COVID-19 data has become more important than ever in guiding decision-making. DOH developed and launched its data dashboard with metrics to track and forecast the pandemic and support decision-making on shutdowns and reopening our state for school, business, and trans-pacific travelers. The dashboard contains critical information such as the number of cases in the state and counties, positivity rates, vaccination rates, and other vital information that is used by Hawai'i residents.



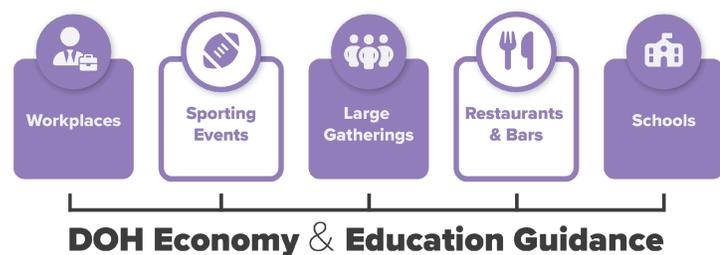
DOH published other important data that shed light on how the pandemic was affecting Hawai'i residents. These publications included:

- Reports of COVID-19 in Long-Term Care Facilities
- COVID-19 Breakthrough Case Report
- COVID-19 Health Equity Report
- Clusters of COVID-19 Cases in Public Venues
- COVID-19 Cluster Report

Essential community resources

Developed and implemented guidance

DOH created and disseminated guidance to a number of sectors throughout the state to navigate the pandemic. DOH continues to disseminate guidance on basic preventive measures including use of masks, good ventilation, decontamination and staying home when sick.



DOH worked in collaboration with the DOE, childcare providers, pre-schools, and independent schools to develop a data-based decision-making system to assess the preparedness of schools and to determine whether to proceed with traditional in-person, classroom learning, at-home learning, or a blended model of education.

DOH also established health and safety guidance for food establishments to safely continue kitchen and front-of-house operations during the pandemic. This guidance allowed restaurants and other outlets to safely continue to offer Hawai'i residents take-out, curbside pick-up or modified in-dining experiences to minimize the economic impact of shutdowns.

With many kūpuna at risk for COVID-19 because of underlying health conditions, DOH provided guidance and specialized resources to licensed nursing home and adult residential care homes. This involved issuing national guidance on appropriate protocols and use of PPE. When positive COVID-19 cases were identified in care facilities, the health department provided support to quickly isolate the affected individuals and guidance on testing staff and residents to minimize further spread of disease.

DOH also worked closely with government officials and the Hawai'i National Guard to develop tailored guidance based on best practices recommended by the Centers for Disease Control and Prevention. This helped determine reopening plans for industries and travel policies for the neighbor islands.

Isolation and quarantine

Isolation and quarantine resources ensure that COVID-19 positive or exposed individuals who live in congregate setting or are otherwise unable to separate themselves from other household members have a safe and secure place to live while limiting further transmission. DOH's Adult Mental Health Division established isolation and quarantine facilities for those with COVID-19. The Hawai'i CARES program, established in 2019 to respond to mental health and substance abuse crisis, became the screening point for those in need of isolation or quarantine facilities.

DOH worked with the City and County of Honolulu and acute-care partners to ensure those who went to hospital emergency departments seeking care had a place to stay while awaiting COVID-19 test results or to isolate until they received a

health clearance. As of November 22, 2020, more than 1,600 individuals in need, including 400 families, had been provided isolation or quarantine rooms.

Hawai'i CARES, the DOH Public Health Preparedness Branch, the City & County of Honolulu, and DOH District Health Offices with Neighbor Island counties also arranged for hotels impacted by the downturn in visitors to provide temporary isolation and quarantine accommodations for those who did not have homes or who lived in large families that made following the guidance difficult.

In 2021, DOH continued to coordinate hundreds of isolation and quarantine rooms across the state. DOH also provided wraparound services, including three meals a day, regular case management and wellness check-ins, and check-out services including placement to housing for clients (e.g. homeless clients) and linkage to treatment and recovery services for clients with a behavioral health or substance use disorder.

Expanded focus on health equity

Hawaii's multi-ethnic and multi-cultural population added an extra layer of complexity to the Department of Health's outreach and education efforts. Pacific Islanders and the state's large immigrant population presented potential language and cultural challenges.

Beginning in June 2020, the proportion of newly diagnosed COVID-19 cases among persons who identify as Pacific Islander rose dramatically. In the month of August, when the state recorded its greatest number of cases, Pacific Islanders represented approximately 24% of all cases, despite accounting for just 4% of the state's population. As of January 31, 2021, at least 7.5% of the Pacific Islander population in Hawai'i had been diagnosed with COVID-19, a cumulative risk that is 4 times greater than the next most impacted population (Filipinos) and 12 times that of the least impacted population (Japanese).

A team-based investigation outreach and contact tracing structure was developed, which included the specialized Pacific Islander Priority Investigations and Outreach Team. This team is comprised of case investigators, contact tracers, community health workers, and case and contact monitoring specialists, along with National Guard support.

Members of this team are fluent in a variety of languages and can conduct investigations, contact tracing, community outreach in Samoan, Marshallese, Chuukese, Yapese, Kosraean, Tongan, Tagalog, Ilokano, and Visayan. There is also support for Japanese, Mandarin, Cantonese, Indonesian, Malay, Vietnamese, French, Spanish, German, Hindi, Marathi, Urdu, Gujarati, and Punjabi.

This specialized team has been successful in engaging with community leaders and partners, using social media and other multimedia platforms to expand their efforts, connecting prevention messages to these populations, and having a bidirectional information flow between the team and the community at large. The specialized team has also implemented best practices to elicit race/ethnicity information, respectfully and comprehensively. These practices are culturally specific, interviewer-specific, and situation-specific.

There was also a need to address the role of the household internal and external environment in the different interventions and programs. These factors included the location of the home, quality and stability of housing, household crowding, running water, electricity, internet connectivity, and how prevention and mitigation messages may need to be adjusted to be reflective of cultural differences.

In addition, DOH's Communicable Disease and Public Health Nursing Division, Public Health Nursing Branch; Disease Outbreak Control Division; Bilingual Health Services in the Chronic Disease Prevention & Health Promotion Division; and Public Health Emergency Preparedness Program – Medical Reserve Corps collaborated with the Hawai'i Public Housing Authority, Hawai'i National Guard, community health centers, nonprofit organizations and churches to organize door-to-door COVID-19 outreach, education and testing to people at multiple public housing properties. This multi-organizational education campaign reached more than 9,000 individuals across the state, most of whom were from communities disproportionately affected by the pandemic and was a vital part of the State's efforts to prevent the spread of COVID-19.

DOH also applied for and was awarded federal funding to re-establish the Office of Health Equity. Positions are currently in recruitment. In 2021, DOH received funding to expand community health worker training and revitalize the Office of Health Equity.

DOH also engaged with various formal and informal community leaders in early 2021 to gather ideas and information on how best to approach and deliver

COVID-19 information to limited English proficient (LEP) members in the community. The DOH COVID-19 Outreach and Public Health Education (COPHE) initiative has been convening a funded working group of trusted community partner organizations that serve the Native Hawaiian, Pacific Islander and Filipino (NHPIF) community members, many who have limited English proficiency.

Public messaging

A successful COVID-19 response hinged on members of the public having access to timely, accurate and culturally appropriate information on preventing the spread of COVID-19.

DOH launched several comprehensive marketing and public relations campaigns to increase uptake of and encourage COVID-19 mitigation measures, including vaccination. These messages were aired on television, radio, print, outdoor and online media across Hawai'i. DOH also launched HawaiiCOVID19.com, the state's official COVID-19 resource website.

DOH also used social media to amplify its message and extend audience reach.



DOH continues to advertise in 21 languages to ensure that non-English speakers have access to COVID-19 public health messaging. Communications planning has also included collaboration with trusted community leaders, conducted research into public behavior and sentiment and translated public health directives into steps every Hawai'i resident could implement in their own lives.

Television Campaigns



Doing Our Part
Air Date: March 2020



COVID-19 Survivor Stories
Air Date: Oct. 2020



How to Gather – For Real
Air Date: Nov. 2020



Get Back to Real Life
Air Date: Jan. 2021



Vaccination Stories
Air Date: March 2021



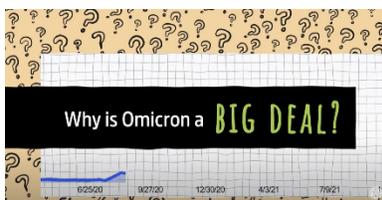
It's Ok to Ask Questions
Air Date: June 2021



UH Volleyball Team Gets Vaccinated
Air Date: June 2021

Don't Wait. Vaccinate.
Air Date: November 2021

Spread Joy, Not COVID
Air Date: December 2021



Our Best Shot Hawaii:
Omicron Is a Big Deal
Air Date: January 2022



Our Best Shot Hawaii:
Take a COVID Test
Air Date: April 2022



Play It Safe at School
Air Date: July 2022

DOH partnered with faith-based organizations, leaders, faith-based institutions, and elected officials to provide education about COVID-19 prevention,

transmission, correcting misinformation and to provide testing and vaccines for congregations, constituents, clients and neighborhoods. Through these activities, DOH learned community perceptions and concerns. Outreach activities included hundreds of door-to-door outreach events, townhalls (virtual and in-person) and vaccine confidence building sessions for leaders. DOH created educational materials utilized by organizations statewide.

DOH currently translates guidance documents developed for the public into 21 languages. At the onset of the pandemic, documents were translated into the top 10 languages. Additional languages were added upon request. DOH continued to fund Aloha United Way's 2-1-1 information assistance line, which provides information on COVID-19 resources. Interpreters are available upon request.

Protecting vulnerable kūpuna at Kalaupapa

Kalawao County on Moloka'i is home to our kūpuna who are the living legacy of our island's response to the health crisis caused by Hansen's disease a century and half ago. Today, the average age of Kalaupapa patients is 87, and underlying health conditions put them at high risk for severe illness and death due to the current pandemic. In alignment with Governor Ige's priority to protect public health, the DOH, with the support of the Kalaupapa National Park Service, has maintained conditions to minimize exposure of these patients and their community to the virus and as a result has the distinction of being the only county in the United States to remain free of the disease caused by the current pandemic.

Provided support for families and caregivers during the pandemic

In 2020, the DOH Family Health Services Division provided vital services, information, and training during the COVID-19 pandemic. Increased telehealth activities for workforce training and direct services to the community (e.g., genetics, newborn screening, early intervention, WIC services, and Maternal, Infant, and Early Childhood Home Visiting Program). Project ECHO Hawai'i continues to use videoconferencing to build healthcare workforce capacity while improving patient access to specialty healthcare in rural communities.

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) became more vital than ever in 2020. Not only did WIC transition to telehealth to continue to provide services during the pandemic, but the the program also

continued the statewide rollout of eWIC, providing local families greater flexibility in shopping for WIC-approved foods with a debit card rather than paper checks. To help parents and caregivers deal with the stressors of the Stay-at-Home/Work-from-Home orders, the Maternal and Child Health Branch (MCHB) rolled out the Family Strengthening media campaign at the beginning of the pandemic. The campaign included TV spots, digital ads, and interviews on morning TV news programs, directing people to the free, statewide resource TheParentLine.org. As part of the Family Strengthening campaign, KHON2's Living808 and Take2 did a series of interviews with Dawn Amano-Ige to promote "Storytime with First Lady Dawn Amano-Ige." The first lady continues to share read-alongs of some of her favorite children's books at Facebook.com/FirstLadyOfHawaii as a fun, educational activity for children and families.

DOH sponsored two forums on KHON2: (1) "Back 2 School Learning at Home" in September provided parents and caregivers information and actionable tips on distance learning; and (2) "Hostage at Home" in October, which is Domestic Violence Awareness Month, increased awareness of domestic violence and provided resources for those in need.

The Maternal and Child Health Branch's Adolescent Health program partnered with the Coalition for A Drug-Free Hawai'i to use the organization's TeenLink Hawai'i program, its website, vetted resources and referral services, and social media accounts to increase teen and community awareness of health and wellness issues and activities. Teens and service providers can use the many resources and referral information found at TeenLinkHawaii.org.

Additional support for care home and healthcare facilities

The DOH Office of Health Care Assurance sustained all licensing operations during the pandemic including issuing new licenses (91), conducting compliance inspections (2,265), investigating complaints or unlicensed care homes (71), and issuing violation notices (6).

The program also issued more than 40 grants totaling \$180,000 to skilled nursing facilities for equipment to improve virtual visitations for patients. To help facilitate the use of personal protective equipment (PPE) among healthcare workers, the program provided a list of sources for licensed providers to obtain PPE; compiled counts of providers and estimated PPE needs for bulk ordering of PPE using CARES

Act funds; and prepared PPE go-kits for delivery to small residential care homes in the event of positive cases.

Supporting individuals with development disabilities

At the start of the pandemic, people with severe intellectual and developmental disabilities could no longer attend services in the community. The Developmental Disabilities Division applied for and was approved by the Centers for Medicaid and Medicare (CMS) to provide services to people in their homes and by telehealth. This has allowed several thousand people across the state to continue to receive the support they need to maintain their health and safety.

Early in the pandemic, the Developmental Disabilities Division developed a Rapid Response Team to respond immediately and comprehensively when COVID-19 impacted residential settings where people with intellectual and developmental disabilities live. This allowed for early isolation, quarantine, testing, PPE distribution and when necessary, hospitalization or alternate care for impacted individuals. As many people with developmental disabilities have co-morbid health conditions, early response is critical. Supporting programs, families, and caregivers, and coordinating with disease investigation and medical resources helped people navigate what can be a confusing and stressful time. The Rapid Response Team follows people through the course of their crisis to ensure ongoing needs are met.

Assisting other vulnerable populations

DOH Alcohol and Drug Abuse Division in collaboration with the Child and Adolescent Mental Health Division developed a quasi-Quarantine program for youth awaiting entrance into a longer-term placement and who did not have the ability to stay at home.

Since the pandemic, the Child and Adolescent Mental Health Division (CAMHD) secured Zoom accounts for service providers and additional equipment to enable services for 2000 youth and families using telehealth and remote working. CAMHD is developing a telehealth response to Emergency Departments that have minors with psychiatric challenges. This is being developed with the UH Department of Psychiatry.

Hawai'i State Hospital renovated a unit to increase capacity to prepare for the care and treatment of COVID patients and purchased 24-bed Isolation-Quarantine

Container Pods. Staff are trained to provide COVID testing to HSH staff and patients, even providing curbside swabbing for staff returning to work. Units at the hospital have sewn hundreds of masks and gowns for mental healthcare providers. The DOH Child Abuse and Neglect Program provided Pacific Island and Micronesian families with laptops, hot spots, and related technology to assist children to successfully participate in distance learning. This equipment also enabled families to hold virtual medical appointments with physicians safely at home. "Essential packages" were distributed to maintain health, safety and hygiene for school-aged children and families. Package items included: PPE equipment, personal health products (shaving supplies, deodorant, menstrual, dental & bathing supplies), residential supplies and personal products for children and families displaced through, homeless/houseless such as blankets, socks, journals, art supplies, toys, diapers, cribs/play yards to keep infants and younger children safe.

With the advent of the pandemic in the islands, concern rose over a possible increase in child maltreatment cases related to family stresses from the loss of stable income, closure of schools, fear of becoming infected by the virus, social isolation and more. To address some of the stresses, new, expanded funding was put into providing supplies to Hawaii's children and families. Supplies such as cleaning and sanitary supplies, PPE, and IT equipment had not previously been made available to families as they did not meet eligible use of funds. The federal funding agency supported the use of funds to procure for non-traditional supplies. By targeting the intervention to Pacific Island and Micronesian families, the DOH/Maternal & Child Health Branch (MCHB) addressed at-risk populations by providing essential supports.

Mitigating stress for families and family centric providers

The Parent Line continued its operations throughout the pandemic, including extending its hours to increase access on the weekends. A function was added for users to communicate with a professional concerning their needs. The service of providing virtual webinars and workshops on child development, parent education, child safety and other topics was added. Finally, the Parent Line made its resource guide and other education documents electronic to increase access. These additional services along with the current warm line, served the public, parents and families in their family strengthening, parent education and parent support needs at no cost to the user. The Parent Line is a DOH/MCHB funded program as a resource on child behavior, child development, parenting, caregiver support, and community resources. Services are offered via phone, chat, websites, virtual

workshop webinars and hard copy and electronic documents to provide education and resources.

Kahewai: a virtual trauma-informed care summit for 0-5 providers

The Family Strengthening and Violence Prevention unit partnered on a collaborative statewide project to host a two-day virtual summit to engage the early childhood providers with opportunities to address the unprecedented needs in Hawaii's early learning communities due to the COVID-19 pandemic. The Kahewai Summit targeted early childhood providers with presentations and trainings on Trauma-Informed Care and related topics. The Summit included cultural-informed approaches to prevent adverse childhood events (ACEs) by addressing Hawaii's historical and generational trauma and acknowledging the historical trauma experienced by Native Hawaiians and other ethnic groups. The cultural approaches also promoted education, healing, and wellness through understanding and appreciation of cultural practices and arts.

Transitioned to virtual appointments for maternal and child health

DOH allowed home visiting services, which normally occur in a participant's home, to occur virtually. This allowed services to continue safely during the COVID-19 pandemic. Home visiting services provided families with needed support in maternal and child health; family strengthening; and connections with clinical providers and community services, ensuring that the state's most vulnerable families remained well-connected during times of great uncertainty.

Families served by the DOH home visiting program are generally much poorer than the state average, and the job losses during the pandemic fell disproportionately on families like those served in the program. Thus, many families lacked an internet-enabled device or a stable internet service to connect to virtual services, which could have left the most vulnerable families cut off from home visiting. The DOH home visiting program addressed the issue by allowing the contracted service providers to use their funds to purchase internet-enabled devices or connections for families enrolled in the home visiting programs. By providing the means to access services, the home visiting program was able to retain families during the shift to virtual services. DOH home visiting services focus on helping families with infants and young children have a solid foundation in terms of health, safety, and school readiness by providing education to parents and linking them to needed services. Furthermore, home visiting programs are available on O'ahu,

Hawai'i Island, Maui, Kaua'i, Moloka'i, and Lāna'i, ensuring that urban, suburban, and rural communities have access to these services.

In addition to state funds, the DOH home visiting program is funded by the federal Maternal, Infant, and Early Childhood Home Visiting (MIECHV) grant, administered by the Health Resources & Services Administration (HRSA) of the U.S. Department of Human Services.

Conducted domestic violence fatality reviews virtually

The Domestic Violence Fatality Reviews (DVFRs) continued during the pandemic by having them conducted virtually. Through the DVFRs interdisciplinary process, recommendations for systemic improvement and change were created. In addition, Domestic Violence 101 (DV 101) trainings, conducted virtually, provided information on domestic violence to the public, including public and private agencies that work in domestic violence and domestic violence prevention. Conducting the trainings virtually promoted equitable access, overcoming geographic disparities. Due to the COVID19 pandemic, concern rose over increases in domestic violence cases and reporting. Therefore, continued public awareness, increased professional training and capacity by professionals, and recommendations and steps toward systemic change addressed this serious and continuously emerging issue.

Leveraged partnership with Hawai'i State Public Library System and UH to provide telehealth services to rural areas

DOH partnered with the Hawai'i State Public Library System and the Pacific Basin Telehealth Resource Center at the UH Mānoa to bring COVID-19 health and digital navigators and telehealth services to 15 libraries in underserved and rural areas statewide. The \$3.7 million project is funded by the Centers for Disease Control and Prevention to address COVID-19 health disparities as part of the American Rescue Plan Act of 2021.

The project trained high school and undergraduate students to be health and digital navigators in their local libraries to help individuals and families learn how to use computers and the internet to access information about COVID-19 and other health concerns, find services and support, and use telehealth services. The libraries had designated private rooms and equipment to allow telehealth visits. For families that have devices but no connectivity, the library had cellular hotspot units that can be borrowed for use at home. The project included 15 state libraries:

Lāna‘i, Moloka‘i, Hāna, Kīhei, Waimea, Princeville, Hanapēpē, Pāhoa, North Kohala, Hilo, Wai‘anae, Kahuku, Waimānalo, Wahiawā, and Waipahu.

To support COVID-19 and other public health activities, mobile clinic vans were set up in the library parking lots to allow individuals and families to receive in-person and telehealth services, rotating among the libraries on each island.

Department of Accounting and General Services: 2020

Office of Enterprise Technology Services (ETS) Developed Safe Travels digital platform

Launched in September 2020, this digital form was mandatory for all incoming travelers – visitors and residents – to the State of Hawai‘i. It was critical to protecting the health and safety of our residents and visitors alike. Safe Travels was one part of a multi-layered screening process which included arrival



temperature checks, and secondary screening for those with symptoms or temperatures of 100.4 degrees or higher. The objective of the Safe Travels digital form was to reduce the amount of time the traveler stood in line at the airport to go through the screening process upon arrival. This digital platform played an important role in safely restarting Hawaii’s economy with the opening of visitors to the State.

Provided technical support for the Unemployment Insurance

More than 200-thousand people filed for unemployment insurance as a result of the pandemic, causing an unprecedented stress on the unemployment insurance system. ETS worked diligently to assist the Department of Labor and Industrial Relations (DLIR) in changing the system to address the extremely high volume of claims. The following are highlights of the improvements ETS developed or recommended to assist the DLIR in expediting claims:

- Online web application made available 24/7
- Week-long waiting period removed from benefits system
- Federal Pandemic Unemployment Compensation (FPUC) implemented

- Claims Status Check made available 24/7 off the mainframe
- Cyber Security enhancements installed

In a joint effort organized by the House of Representatives, ETS, along with DLIR, the Department of Accounting and General Services (DAGS), Hawai'i Tourism Agency (HTA), DOT, the Department of Taxation, and a few more departments, installed 280 computer stations and phones at the processing and call center stood up at the Hawai'i Convention Center to address thousands of backlogged unemployment insurance claims. ETS also created more than 600 user accounts for volunteers assisting with the processing of unemployment insurance claims at the convention center. Additionally, ETS staff joined many volunteers to process backlogged claims and assist claimants at the call center.

Enabled and managed infrastructure to allow telework during pandemic

In the days leading up to the Hawai'i outbreak of the COVID-19 pandemic, ETS and department IT staff worked tirelessly to prepare to provide extended remote IT capabilities to State employees. ETS supports many of the state's most critical applications, including Disability Claims, Unemployment Insurance, Child Support Enforcement, Child Welfare, Human Resources, Payroll, and financial management systems of the Executive Branch and Department of Education, Department of Transportation (DOT)-Highways, just to name a few.

Additionally, ETS supports more than 100 websites that allow citizens to conduct business with the state online, rather than having to go physically to a state office. Furthermore, ETS provides governance of all state IT projects to ensure projects are properly aligned with business needs and that they are well-engineered and designed to accomplish their intended purpose. Highlights in this area include:

- Conducted remote training for Teams, etc.
- Enabled Teams Calling which allowed SPO to make and accept calls from anywhere in the world from anywhere a SPO staff member was teleworking. This enabled the procurement of PPE in a worldwide competitive market

Purchased personal protective equipment

The State Procurement Office (SPO) has remained as an active partner in sourcing as part of ESF-7 Logistics under the State of Hawaii’s Emergency Operation Plan to ensure that the State of Hawai’i has addressed the needs to fully protect the community. Buyers continue to purchase personal protective equipment (PPE) and industrial hygiene products in response to the pandemic. To date, the SPO has purchased over \$105 million dollars of PPE, industrial hygiene, and test kits.

Color of Money	Total \$
DOH Funds	14,648,989
DOH Testing Funds	29,957,771
SB 126 PPEs	52,492,097
SB 75 Other	9,310,349
Total SPO COVID-Related Buys	\$106,409,2016

The SPO has awarded and published a price list contract (SPO PL 21-09) for COVID-19 Swab Testing Kits to State and County participating jurisdictions.

The SPO is finalizing statewide contracts including:

- PPE vendor list of qualified suppliers
- Vendor list of suppliers for cleaning and disinfecting services for COVID-19
- Vendor list of suppliers to provide sneeze guards and installation services
- Price list for disinfectants and containers
- Price list for hand sanitizer stations and services

All buys combined come close to 55% local manufacturing/local presence. Buyers prepare files, which include proper market research, supplier vetting, price fair and reasonable determination, and compliance. Buyers are also preparing documentation for reimbursement by FEMA.

Purchased PPE for DOE, UH

CARES Act funds have been used to purchase cloth masks for students and teachers within the Department of Education, plus disinfectants and sprayers for the University of Hawai’i and other agencies throughout the state.

The SPO Administrator worked with The Center for Good Food Purchasing to use the power of institutional procurement to create a transparent and equitable food system that prioritizes the health and well-being of people, our food sources, and the environment and develop innovations to benefit all.

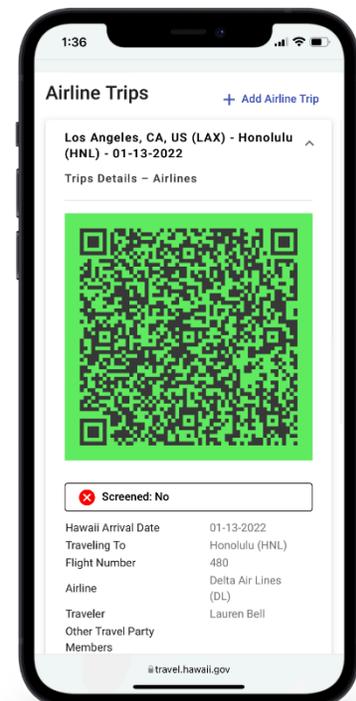
To promote a spirit of cohesiveness and provide support, the State Procurement Office held SPOCon V, a virtual conference for close to 200 state/county purchasing and contracting specialists across the state, on October 22, 2020. During this conference, SPO purchasing specialists and Surplus Property Office staff shared with attendees with how they overcame challenges encountered while procuring items to help the public during the COVID-19 public health pandemic.

Department of Accounting and General Services: 2021

More than 8.3M travelers used Safe Travels

The Office of Enterprise Technology Services continuously worked to improve the Safe Travels digital platform, along with expanding opportunities for travelers to Hawai'i. The Safe Travels digital platform was part of a multilayered process designed to protect the health and safety of our visitors and residents alike from the spread of COVID-19. A 10-day mandatory quarantine was required for travelers who did not participate in the Pre-Travel Testing Program or the Vaccine Exception Program.

As the pandemic continued, Safe Travels digital platform expanded to implement the Health Pass Program with partners CLEAR, Commonpass and AZOVA. These partners helped Hawai'i enhance traveler experience by providing them with another avenue to verify their COVID-19 test and vaccine information before arrival. The Health Pass partners also expanded the network of testing partners and validates it before entering it into the Safe Travels system.



Vaccine information was validated with databases available to them from other States.

The partnerships offered another option to the multi-layered approach of reviewing travelers' information and providing exceptions before arriving in Hawai'i. These opportunities supported the reopening of the state's economy by allowing more travelers to enter Hawai'i while considering the health and safety of visitors and residents alike.

The Safe Travels digital platform, solution built to help protect the health and safety of our community and residents, was one unique in the nation and in the world.

For this tremendous undertaking, ETS' Safe Travels Hawai'i development team, on behalf of the State of Hawai'i, was recognized with a Google Cloud Customer Awards in the public sector, recognizing the most innovative, technically advanced and transformative cloud deployments from around the globe built on the Google platform. Hawai'i was one of four states who received the recognition.

Developed Hawai'i SMART Health Card

The Hawai'i SMART Health Card enabled individuals who received their COVID-19 vaccinations in Hawai'i to create a state-issued digital SMART Health Card that could be used to confirm their vaccination status to businesses and venues that required it. On the program's first day alone, 19,125 health cards were created. With updates made to the application after the rollout, nearly 300,000 people used a Hawai'i SMART Health Card.



The development team continuously worked to improve the way the SMART Health Card could be stored and accessed digitally once a person obtained one. The Hawai'i SMART Health Card protected the health and safety of our visitors and residents alike from the spread of COVID-19 while supporting the reopening of the economy.

The Hawai'i SMART Health Card was part of a national network. Obtaining one allowed the user to use it to show venues and businesses that require it in other states that were part of the network.

ETS continued to provide IT support to all departments and agencies

ETS continued to provide infrastructure and support of services to departments and agencies that would allow government operations to continue in the event of unplanned disruptions, disasters, and emergencies. New mobile workforce and remote computing (telework) initiatives permitted employees to work from any location outside their usual offices that offered wired, wi-fi, or cellular phone internet access.

New in 2021, was Teams Calling. It was implemented for the Office of Enterprise Technology Services (ETS) and a division in DOH. Teams Calling provides a cloud-based phone system in Microsoft Teams. All ETS staff were migrated over to Teams from Hawaiian Telcom phone lines, which provided cost savings and better communication abilities for teleworking with external parties. Government operations were able to continue with the support of telework, allowing employees to work from any location outside their usual offices that offered wired, wi-fi, or cellular phone internet access.

Elections by mail kept voters safe during pandemic

As a result of Act 136 SLH 2019, the 2020 elections were scheduled to be the first elections conducted by mail, statewide. When the pandemic happened, laws and rules were already in place to ensure the health and safety of voters. With elections by mail, voters did not have to sacrifice their health as they could cast their ballot safely from home. Ballots were sent to voters about 18 days before the election, providing them with over two weeks to vote and return their ballot by the deadline. With the ease of voting from home, Hawai'i saw mail voter turnout of over 66% and 50% of in the General and Primary Elections, respectively.

Public awareness was a concern for election officials as 2020 was the first year that Hawai'i implemented elections by mail. The Office of Elections' outreach tactics were greatly impacted by the pandemic, specifically with the cancellation of in-person events election officials rely on to promote elections and voting. To address this concern, our office explored alternative means of outreach, including conducting virtual presentations for community groups, holding Facebook Live events, leaning on social media, and extending voter hotline hours. Additionally, with CARES funding, election officials secured an advertising and marketing firm to further expand our public awareness campaign by increasing public service announcements and print advertisements and securing community partnerships to help get our messaging out to the public.

Conducting elections by mail aligned with the governor’s “Safer from Home” initiative to help minimize the spread of COVID 19. With ballots sent out to all registered voters, it eliminated the need for one to leave their home to cast their vote. Additionally, elections by mail eliminated over 230 polling places which further minimized the potential risks involved with recruiting, training, and staffing polling places that would have required 4,000 volunteers.

Aloha Stadium finds its niche during the pandemic to serve thousands of residents

As Hawaii’s largest open-air facility, Aloha Stadium was able to pivot early in the pandemic to address requests from government agencies as well as private entities to provide much needed resources to the community. With the stadium’s central location, large footprint, and ability to accept and manage thousands of vehicles, stadium staff and the respective licensees accomplished successful private and public food distributions throughout an eight-month period in 2020, reaching thousands of families statewide.

Food Distribution Timeline:

- May 13, 15, 20, 22, 27, 29, 2020 & June 4, 9, 2020
Food for Hawaii’s Ohana – a partnership between Hawai’i Food Bank, City and County of Honolulu, Bank of Hawai’i, Hawai’i Community Foundation. Over 28,000 families received more than 50 lbs. of food per household.
- May 30, 2020 - Teamsters & Allied Workers – this private distribution provided over 500 members essential food packages.
- June 2, 2020 – the Show Aloha Challenge emerged out of the necessity to help nonprofit organizations and Hawaii’s families. Hundreds of volunteers distributed over 2,000 boxes of fresh produce meats, snacks and more.
- August 14, 2021 - Hawai’i Lodging & Tourism Association (HLTA)- Hawai’i Hotel Industry Foundation Private Food Distribution – this private distribution welcomed 1000 vehicles benefiting employees in the visitor and hotel industries.
- October 23, 2021- the Hawai’i Lodging & Tourism (HLTA) Hawai’i Hotel Industry Foundation Private Food Distribution– Due to the overwhelming response in the August 14th event, this private event increased distribution to 1500 effected employees in need of assistance.
- November 16, 2021 - Hawai’i Foodbank – teaming up with hundreds of volunteers, to distribute over 2500 food packages.

- December 18, 2021 - Hawai'i Foodbank – Due to increasing demand and need, volunteers and staff once again helped over 2,500 households.

Coming off the success of food distributions, stadium staff in partnership with agencies from the City and County of Honolulu, and private health care providers, focused their efforts on providing COVID-19 testing and vaccinations. The Stadium coordinated both walk-up and drive through options that provided an opportunity for hundreds of Hawai'i residents to be tested in a safe environment. As more vaccines became available, the Stadium worked to accommodate additional staffing and navigated logistics to provide a smooth transition between testing and vaccine sites.

Every event was a learning process on how to improve operations. The food distributions and COVID-19 testing events were a first for the stadium staff as well as the State of Hawai'i. The Stadium was able to adjust during the first food distribution when wait times extended past two hours and lines of cars backed onto city streets. Stadium staff quickly responded by repositioning staff and queuing cars on stadium property. This action allowed for an earlier entry time and moved vehicles off city residential streets. Moving forward, other events followed a similar operational pattern. Food distributions and mobile testing sites were new to the Stadium and the State of Hawai'i. While the Stadium is accustomed to large scale events, these new programs came out of a necessity to serve the greater needs of the community.

COVID-19 Testing and Vaccination Timeline

- September 2,4-11, 14, 2020
Honolulu Fire Department's (HFD) walk-up testing launched the first outdoor mass walk-up testing location in the Stadium's North Plaza servicing hundreds of residents.
- June 27, July 18 & 25, 2021
Hawai'i Pacific Health Vax Bus – By being open during the Aloha Stadium Swap Meet & Marketplace hours, Hawai'i Pacific Health successfully reached residents as well as visitors by providing one of the first mobile vaccine sites in the state.
- August 14 – September 30, 2021
The DOH in partnership with Honolulu Fire Department – Moved from the Stadium's North Plaza to its testing site in the Stadium's Bus Lot to accommodate the demand for testing, HFD opened Tuesdays & Thursdays

from 9am – 2pm and Saturdays & Sundays from 9am – 4pm. Partnerships between Hawai'i Pacific Health and Kaiser Permanente were added once mobile sites became available.

- October 8 – 31, 2021
HFD testing and vaccine (HPH/Kaiser Permanente) – After concluding a successful testing site in September 2021, HFD coordinated efforts to provide testing and vaccinations from Hawai'i Pacific Health and Kaiser Permanente on a weekly basis throughout October 2021. In addition to administering vaccines and testing, HFD provided free take home test kits.
- November 13 & 14, 2021 Upcoming: City and County / Hawai'i Pacific Health – Keiki Drive-Thru Vaccines. Open for 12 years and older for 1st, 2nd and booster shots.
- December 4 & 5, 2021: City and County of Honolulu / Hawai'i Pacific Health – Keiki Drive-Thru Vaccines. Open to youth ages 12 years and older for 1st, 2nd vaccination and booster shots.

Installed various protective measures at former Līhu'e courthouse to protect occupants and visitors

At the request of the primary occupant in the building (the Department of Human Services), DAGS in-house trade crews installed various protective measures in the building to help reduce the risk of exposure of building occupants and visitors to COVID-19. Plexiglass was installed at numerous areas within the building, including meeting rooms, offices, and common areas. A separating barrier was installed at a service window to provide privacy as well as physical separation between patrons who are being serviced simultaneously. A mobile cart with plexiglass protection was constructed for potential use by screeners stationed at the entrance to the building. Hand sanitizer dispensers were provided and placed at strategic areas within the building for use by occupants and the public.

Department of Agriculture: 2020

Agricultural Loan Division

As an economic development program, the Agricultural Loan Division (ALD) revived the economy by supporting farms and ranches and getting people back to work. ALD, for calendar year 2020 (YTD), approved 29 loans totaling \$5,021,860. The total includes 18 emergency loans totaling \$1,313,870 of which were 17 COVID- 19 emergency loans. The Division also approved its first agriculture innovation loan for

purchase of a commercial drone to conduct agricultural spraying. The use of the drone results in more efficient use of time and labor resources and is a safer for the applicator. The drone will be used to spray Botanigard ES which is a fungus used to control the coffee berry borer in coffee orchards.

Agricultural Development Division

The Market Development Branch (MDB), through the COVID-19 Emergency Farmer Relief Grants, distributed \$468,495.50 to 202 farmers and organizations 9 weeks after the first emergency proclamation by Governor David Ige. The emergency grant program used funds set aside via Act 73, SLH 2010, the Agricultural Development and Food Security Special Fund, which also included \$20,000 to hog farmers and to the Hawai'i Pork Industry Association for partial subsidization of feed costs. Governor Ige's emergency proclamations allowed HDOA to provide cash to keep farmers afloat until federal relief became available to farmers from late May and into the summer.

The Market Analysis News Branch (MANB) conducted emergency surveys to determine the extent of financial losses incurred by local farmers, ranchers, and commodity groups after the initial community stay-at-home order was imposed in April 2020.

The MANB also collaborated with the Hawai'i Technology Development Corporation (HTDC) to conduct online sales under the Buy Hawai'i, Give Aloha online marketplace program: <https://invest.hawaii.gov/buy-hawaii>

Agricultural Development Division

DA BUX Double Up Food Bucks COVID-19 Pandemic Response Program, contracted with The Food Basket to provide \$500,000 of CARES Act funding to implement and administer the COVID-19 Response Program. This program provides a dollar-for-dollar match to Supplement Nutrition Assistance Program (SNAP) recipients statewide for purchases of locally grown fruits and vegetables, local ground beef, local seafood, and/or local eggs, up to a maximum \$50 per day per household at participating United States Department of Agriculture Food and Nutrition Service approved retail outlets. HDOA worked with The Food Basket to ensure the funds were expended by the December 2020 deadline.

Statistical results compiled by the MANB were shared with key decision makers within HDOA, Hawaii's congressional delegation, state legislators, industry organizations, and media outlets. Some of the information helped the HDOA Chairperson to successfully petition the USDA Secretary of Agriculture to extend crops eligible in Hawai'i to include coffee, macadamia nuts, tea, floriculture, nursery, aquaculture, and other specialty crops under the federal Coronavirus Financial Assistance Program (CFAP). Local agriculturalists have benefited from CFAP reimbursements totaling \$34,422,182.00 as of December 20, 2020. More reimbursements were awarded in the following months.

Department of Agriculture: 2021

COVID emergency loans for farmers and ranchers

The Agricultural Loan Division expedited processing and awarded COVID Emergency Loans to 21 farmers and ranchers, totaling \$946,300, to help them sustain their operations during the pandemic. Many food producers lost significant income streams due to decreased business in the restaurant, hotel, and visitor industries. The low-interest emergency loans helped to shore up agricultural businesses and allowed them to provide continued employment for their workers and time to find alternative markets for their commodities.

The pandemic was a statewide economic disaster, and the loans allowed many farmers to pivot their operations to new markets and clientele.

Stabilizing the agriculture industry to survive the pandemic

With limited resources for programs, the Agricultural Development Division (ADD), pivoted quickly from the outset of the pandemic to collaborate with other entities to respond to and stabilize the agriculture industry through this difficult time.

The urgency of the situation required swift action to help stabilize the industry, particularly the small producer that may not have the resources and means to continue operations. HDOA's focus was to help stabilize the industry by providing relief funds to keep our food producers in business and allow them time to adjust and find new markets and revenue streams. The impact was not just on farmers, ranchers, and growers, but also to the state's food supply chain and ultimately to the consumer.

Department of the Attorney General: 2020

The department coordinated with the rest of the executive branch to prepare and implement emergency proclamations that articulated requirements for living with COVID-19, including changes to government functions and services, and suspensions of laws necessary to protect public health. The department also enforced travel quarantines to promote public compliance with quarantine requirements and maintained government operations, so the public had access to public services throughout the pandemic. The following are various COVID-19 related initiatives that the Department of the Attorney General aided:

- Drafted and refined the Emergency Proclamations Relating to the COVID-19 emergency (reassessed and upon determining that an emergency existed, issued new proclamations approximately every 60 days).
- Successfully defended legal challenges to the governor's emergency power in both state and federal courts.
- Instrumental in developing and implementing the Safe Travels Program.
- As the primary law enforcement agency investigating and prosecuting travel quarantine violations, investigators conducted statewide checks to confirm compliance.
- Established and responded to over 100,000 requests from the public to process requests for exemption from travel and stay at home restrictions (COVID Exemptions team).
- Assisted with monitoring and organizing email correspondence relating to offers for provision of goods and volunteer services (COVID Kokua team).
- Advised agencies on how to implement programs within the restrictions of the Emergency Proclamations.
- Advised agencies on how to implement programs and expenditures relating to the CARES Act.
- Creatively addressed unprecedented challenges faced by client agencies in delivering public services.
- Helped to coordinate emergency management when drafting and filing quarantine orders.
- Advised clients on operational safe practices while serving the public and providing public assistance at higher-than-average levels due to increased need.
- Developed guidelines for businesses such as (childcare facilities, restaurants, markets) to safely remain open.

Department of the Attorney General: 2021

Framed the legal contours of the state's emergency response and assisted the governor, his staff, and other State and county departments in responding to the emerging needs caused by the pandemic.

- Drafted Emergency Proclamations in consultation with HIEMA and other State departments.
- Defended the emergency actions in state and federal courts.
- Provided personnel to investigate and prosecute violations of travel self-quarantine orders and other Emergency Proclamation restrictions.
- Assisted with monitoring and organizing email correspondence relating to offers for provision of goods and volunteer services (COVID Kokua team).
- Stood up a team of Deputy Attorneys General to assist with determining quarantine exemption qualifications (COVID Exemptions team).
- Helped develop, coordinate, implement, and maintain the Safe Travels program.
- Reviewed memorandums of agreement with agencies and companies conducting Safe Travels screening services.
- Helped coordinate pandemic response with all state agencies and in coordination with the counties.
- Responded to inquiries from executive leadership of other state departments regarding media and constituent questions and concerns over COVID-19 restrictions.
- Explained emergency order and proclamation provisions for state clients.
- Advised the legislature and testified frequently before legislature COVID-19 committees.

Assisted the Department of Health with its increased and changing responsibilities as they evolved during the pandemic.

- Advised the DOH on how to coordinate data sharing among agencies while maintaining confidentiality of protected health information.
- Assisted with an unprecedented number of involuntary (court-ordered) quarantines.
- Assisted with drafting contracts between the DOH and hospitals and other health care facilities to increase their capacity to deal with surges in COVID-19 infections using available CARES Act funding and State and Local Fiscal Recovery Funds.

- Assisted with drafting protocols for allowing out-of-state medical professionals to practice in Hawai'i and increase health care capacity to meet the needs of overwhelmed health care systems.
- Assisted DOH with its media messages as it tried to provide current and accurate information to keep up with rapidly evolving circumstances related to the pandemic.

Provided coordinated legal services covering several distinct areas to address novel issues related to the pandemic, including:

- Defended the State in various lawsuits involving complex legal issues related to:
 - Upholding the authority of the governor to issue emergency orders (*Carmichael v. Ige*, Civ. 20-00273 JAO-WRP (D. Haw.) and *Bannister v. Ige*, Civ. 20-00305 JAO-RT (D. Haw.) (challenges to quarantine requirements); *Kelly O'Neils v. Ige*, Civ. 21-00449 LEK-RT (D. Haw.) (bar closures); *Jones v. Ige*, Civ. 20-00203 JMS-WRP (D. Haw.) (gathering restrictions); *For Our Rights v. Ige*, Civ. 20-00268 DKW-RT (D. Haw.); *For Our Rights v. Ige*, CAAP 21-000024 (Haw. Ct. App.); and *Partal v. Ige*, Civ. 20-000277 (3rd Cir.) (challenging the governor's authority to issue successive emergency proclamations); and *Lomma v. Connors*, Civ. 20-0456 JAO-RT (D. Haw.) and *Denis v. Ige*, Civ. 21-00011(JMS)(RT) (D. Haw.) (mask mandates); *Pelekai v. State of Hawai'i*, Civ. 21-00343 (DKW-RT) (D. Haw.) (vaccination/testing mandates);
 - Addressing conditions of confinement in correctional facilities (*Chatman et al. v. Otani*, Civ. 21-00268 JAO-KJM (D. Haw) & Nos. 21-16324 & 21-16364 (consolidated) (9th Cir.); and
 - Protecting public safety by defending against Inmate release petitions challenging the State's COVID-19 response *Office of the Public Defender v. Connors*, SCPW-20-0000200 & SCPW-20-0000213 (Haw. 2020), and *In the Matter of Individuals in Custody of the State of Hawai'i*, SCPW-20-0000509 (Haw. 2020).
- Advised and trained State agencies about the requirements of CARES Act funding and American Rescue Plan Act (ARPA) funds including the State and Local Fiscal Recovery Funds and the permissible spending of those funds to ensure that federal relief funds were properly appropriated and expended.
- Interpreted and implemented guidance from the federal Cybersecurity and Infrastructure Security Agency, which was crucial in light of the advent of telework by State employees.

- Adapted programs that serve the public to continue operating remotely and offer full services, e.g., the Department’s Child Support Enforcement Agency (CSEA) expanded payment options to include debit and credit cards and the Office of Child Support Hearings adapted to telephone hearings and conducted hearings at pre-pandemic levels.
- Investigated and prosecuted violations of COVID-19 rules and regulations, including violations of the State’s travel self-quarantine and the falsification of testing and vaccination records.

The law enforcement efforts, as well as legal work and guidance provided by our Department to the Office of the Governor and to other departments, served the public in numerous ways.

- Framing the overall emergency response of the state and counties.
- Enabling the government and its agencies to continue operating seamlessly with minimum delays, even during shutdowns of non-essential operations.
- Enabling the flow of information needed to keep the public informed of current developments that impacted their daily lives in terms of their health and the economy.
- Assisting the governor and state officials to make decisions that often required an analysis of the balance of civil rights against the public health of the community before policies were implemented.
- Providing guidance on challenging and unprecedented legal questions related to the government’s response to the pandemic via coordinated teamwork and collaboration, which allowed state and county operations to carry on and maintain essential services, access federal funding, implement measures to address critical unemployment levels, and protect the public health of the community.
- Ensuring public safety by investigating and prosecuting noncompliance with COVID-19 rules and regulations, including violation of travel quarantine and use of falsified vaccination cards.

The Department accomplished Governor Ige’s commitment to providing quality services to the public. We undertook law enforcement operations as well as engaged in litigation, drafted legal documents, and supported the other executive departments by providing advice, counsel, and representation. While our legal role is not always front and center, it helps other departments pursue the governor’s priorities and makes us a key component to the success of these priorities. Regarding the COVID-19 response, the Department framed and implemented

Governor Ige's priorities by drafting his executive decisions in orders, proclamations, and rules, all of which ensured the safety and health of the people of Hawai'i. The department also enforced and defended the laws, including emergency rules, and worked with the counties and other stakeholders.

Department of Business, Economic Development & Tourism: 2020

Rent Relief and Housing Assistance Program helped renters and homeowners affected by COVID-19

The Hawai'i Housing Finance and Development Corporation (HHFDC) launched the Rent Relief and Housing Assistance Program (RRHAP) which provided \$86 Million in assistance for Hawai'i renters and homeowners who experienced a reduction in income because of unemployment or a reduction in work hours due to the COVID-19 pandemic and are at risk of eviction or mortgage foreclosure. Funded by Federal CARES Act appropriations, the RRHAP provided renters and homeowners at risk of eviction or mortgage foreclosure with assistance in making monthly rent as well as financial counseling and foreclosure mitigation.

Qualified, full-time Hawai'i residents with incomes that do not exceed 100 percent of the area median income could receive payments on their rent or mortgage of up to \$2,000 a month on O'ahu, or up to \$1,500 on Neighbor Islands. The program also provided financial counseling services, as well as foreclosure mitigation. Payments were made directly to landlords or financial institutions. The RRHAP was administered by non-profits Aloha United Way and Catholic Charities Hawai'i. A dedicated website, www.hihousinghelp.com was developed to update information and to accept applications online. The program received an overwhelming response of about 19,500 applications.

\$10M in innovation grants offered to companies producing PPE supply chain products and services

The main goal of this program was to increase the local capacity for producing cleaning supplies and PPE to help keep Hawai'i safe. The program, which opened in September and was completed in December, also had equally important secondary objectives of providing economic support for Hawaii's struggling small businesses and supporting businesses that provide job opportunities for displaced workers. Additionally, HTDC's priority was to advance innovative solutions related to the PPE supply chain. The participant must have been producing or have plans to produce

PPE/Cleaning Supplies commonly procured by the State through the Hawai'i Emergency Management Agency (Hi-EMA). Awards ranged between \$10K-\$500K. Larger amounts were possible if determined necessary by HTDC.

<https://dbedt.hawaii.gov/blog/20-23/>

COVID-19 disaster management planning support

The Office of Planning (OP) staff helped HI-EMA, DBEDT, and the Office of the Governor with COVID-19 disaster management planning support. OP assisted with developing the disaster response framework and database development that enabled state agencies to collaborate on policy options to move from Manage with Care, to re-open the Kama'aina Economy to Economic Recovery. OP will continue to lend support to developing more options to move towards a community designed resilient economy.

Developed COVID-19 dashboard to distribute accurate information quickly

DBEDT's Research and Economic Analysis (READ) division constructed the first economic dashboard in April 2020 and updated it on daily basis. This dashboard provided information on daily passenger arrivals by market, the weekly initial unemployment claims, the monthly payroll job count, general fund revenues, and bankruptcy filings. The daily passenger count data was included in the Honolulu Star-Advertiser's reporting on weekly basis.

READ added the second dashboard in August 2020. This dashboard included the weekly COVID-19 new cases per 100,000 for all the states in the U.S. and provided relative position for Hawai'i and the COVID-19 situation of six major Hawai'i visitor market states. The dashboard also provided economic information such as building permits, retail store sales, business startup applications, small business operation status, impacts on household employment and finance. This dashboard was updated every Friday. READ dashboard can be viewed and downloaded at the link below: <https://dbedt.hawaii.gov/economic/covid19/>

Hawai'i songwriters land six figure licensing deal for original song "Keep You Safe"

Music placement of "Keep You Safe," an original song co-written by Nikki Yamamoto of Kapolei and Frederick Culp, Jr of Mililani with their mentors during their participation in Creative Lab Hawai'i (CLH) Music Immersive has earned them a

six-figure deal with placements in a national ad campaign for Dignity Health Care along with placement in four prime time television series including *Greys Anatomy* and *Magnum P.I.* CLH Music Immersive is just one example of the benefits to our local creatives, delivering access to leading music supervisors, music placement companies, record producers and studios to license their works. “Keep You Safe” is in a national catalogue of over 55 other Hawai’i songs which have netted a total of \$500,000 in cumulative placements in TV series, features, and national commercials since the program started four years ago.

Creative Industries Division (CID) focused efforts early in the pandemic to continue to offer CLH programs virtually. A necessary pivot, the Music and Media Zoom sessions are designed to boost economic opportunities. Our community has a huge opportunity to export their creative IP as the silver lining out of this pandemic. Now, more than ever before, Hawaii’s diverse voices in media, music and design need to be front and center as a key part of our recovery and resiliency efforts from COVID-19.

Film and television production “Safe Way Forward” puts hundreds of residents back to work

Over the early months of the pandemic, our entertainment labor unions membership went to work volunteering to support food distribution, meals on wheels efforts and meeting with studios and industry leaders to get back to work safely. In June of 2020, the state and City and County of Honolulu launched a modified quarantine program to jump start smaller, local productions. Once ratified, the studios and unions agreed to the “Safe Way Forward” which dramatically shifted how larger productions must operate.

CBS’ *Magnum P.I.* and two other television series for Disney+/Fox and Sony Television/Amazon began hiring local residents. These productions injected millions of dollars into the state’s economy and helped small businesses more than some may know. On each television series, for example, over 150 local businesses benefit from the influx of production spend. From sanitation to lumber, goods and services as well as staffing up for a series with 200 residents working per show, Hawai’i rounded out 2020 providing 600 much needed jobs for this struggling sector.

New job skills for unemployed residents as compliance workers in film offer ray of opportunity in the pandemic

In Spring 2020 as jobs in production had evaporated and along with it their positive economic impact, Creative Industries Division (CID) sought to develop a partnership with UHCC Kapi'olani Community College, the International Alliance of Theatrical Stage Employees (IATSE) and medical labs for streamlined testing. Layoffs of 95% of the workforce also allowed time to join forces on a workforce development initiative which would provide up-skilling training to those who had not been able to return to their former jobs.

Kapi'olani Community College Medical Faculty and the, a Covid Compliance Worker curriculum was developed, along with a Film Set Protocols 101 weekend bootcamp for certification. Up to 100 – 200 new jobs would be created and can be applicable to visitor and restaurant industry staffing as well. While the current round of CARES Act funding was not possible, CID hopes to use existing department funds to make good on its promise to train and deploy an entirely new workforce for the film and media industries.

Foreign Trade Zone No.9 kept open to import goods and necessary products

The prime accomplishment for FTZ9 in 2020 was that we were able to remain open and one-hundred percent operational. As COVID-19 began to spread in the state and through the height of the pandemic, FTZ9 worked with staff and the unions to ensure we followed CDC guidelines for a safe workplace which allowed us to remain open to serve the public. This was greatly important for the critical flow of food products, medical products, and household goods throughout Hawai'i. FTZ9 services over 290 clients in all sectors of Hawai'i's economy, and by staying open, we were able to support these essential businesses which allow them to remain operational and to able to retain their employees which, in turn, kept the economy moving forward.

Hawai'i State Energy Office develops best practices on keeping energy workers safe

As the primary and coordinating agency for State Emergency Support Function (ESF) #12 – Energy, the Hawai'i State Energy Office proactively worked with stakeholders to address issues supporting critical infrastructure workers in the energy industry. The Energy Office worked with emergency management agencies and the energy

industry to address priority testing of these critical energy infrastructure workers, which was highlighted as a best practice by the National Association of State Energy Officials (NASEO) to the US Department of Energy (USDOE) Office of Cybersecurity, Energy Security, and Emergency Response (CESER) and in their nationwide coordination efforts for COVID response.

Hawai'i State Energy Office advocates for energy security and clean energy

The Hawai'i State Energy Office (HSEO) is analyzing and assessing the capacity of Hawaii's energy system to adjust to the near-total collapse of tourism travel and extended recovery of Hawaii's tourism industry and its effects on energy supply such as jet fuel, diesel, and low-sulphur fuel oil throughout the State. While energy supply is currently stable, the absence of millions of tourists flying into and out of Hawai'i created a collapse in jet fuel, causing cascading effects throughout Hawaii's energy system. As tourism resumes and jet fuel use recovers, the HSEO is working to assure Hawaii's energy supply is resilient to any further potential disruption and still moving forward on Hawaii's clean energy goals.

Entrepreneurs Sandbox helps DLIR with new overflow call center during COVID-19 pandemic

In April 2020, the Sandbox quickly re-tooled facility space into a call center for the Department of Labor to help manage a record number of jobless claims. The Sandbox which opened in October 2019 is developed as an innovation hub for tech, entrepreneurs and creatives. The Sandbox was carefully designed with the flexibility to accommodate various projects of different dimensions and now has demonstrated the ability to quickly adjust to support our urgent community needs. <https://www.hawaiinewsnow.com/2020/04/04/call-center-will-help-state-unemployment-office-deal-with-record-number-jobless-claims/>

HTDC offers free online classes through Coursera for Hawai'i residents

To assist displaced workers during COVID, this initiative, administered through HTDC in September offered educational resources to Hawaii's workforce. The program was targeted to assist unemployed workers, so they can equip themselves with technology skills and reposition for new career opportunities. Those currently employed or furloughed could also leverage Coursera's offerings to upskill themselves and take on more advanced technology projects. <https://dbedt.hawaii.gov/blog/20-25/>

Department of Business, Economic Development & Tourism: 2021

Provided timely data to monitor the status of economic recovery

DBEDT's Research and Economic Analysis Division (READ) produced reports at the beginning of the COVID-19 pandemic to inform the public of the possible impact of COVID-19 on our labor force and households. READ created a weekly economic dashboard to show the status of economic recovery and created a monthly dashboard on the county economic conditions. Partnered with 16 private partners, READ has conducted 4 surveys to monitor the status of business operations. Data and reports are published on DBEDT website for public use.

The accomplishment reflects the governor's priority on economic development and diversification. Our data and analysis show how the economy has been changing during the pandemic. According to READ estimate, tourism in 2020 contributed to about 5.5% of Hawaii's GDP, down from 16.2% in 2019. During economic recession and difficult times, data and analysis are more demanded than ever. Policy makers and the public are eager to know what the current status and future development is. READ data and analysis provides the current situation and projections of near future development.

Supported timely communication of strong restrictions to protect kama'āina

HTA worked with its industry partners and marketing contractors to ensure the message of Hawaii's protective health restrictions – including quarantines, vaccination requirements, and masking and social distancing mandates – were understood by incoming visitors. Also partnered with the Visitor Aloha Society of Hawai'i to dismiss non-compliant visitors from the islands and return them home.

Housed other state agencies at the Hawai'i Convention Center to carry out their missions safely and effectively

HTA provided space at the Hawai'i Convention Center for operations such as DOH's COVID contact tracing, DLIR's unemployment call center, HHFDC's Rent Relief and Housing Assistance Program, and others with the infrastructure and space to do their work safely and effectively.

Worked together to restore Hawaii's largest industry safely

Welcoming visitors back was necessary to turn the tide on the economic catastrophe affecting thousands of island families, but needed to be done in a way that protected the health of our kama'āina. HTA worked closely with the governor, HIEMA, DOH, DOT, and other state, federal, and county agencies on reopening strategies that balanced the economic benefits of tourism with the ongoing obligation to protect the health and safety of our residents.

Restarting Hawaii's film industry during a global pandemic

Through strict safety protocols the industry established, and due to Hawaii's low rate of cases, Hawai'i became the trusted destination for film production. By providing the public with a safe and acceptable way to help re-start the economy in the summer of 2020, the industry put Hawai'i residents back to work, mitigating impacts of the tourism shutdown and the pandemic.

Hawai'i has seen steady \$400 million in production spend annually from 2017, until the pandemic hit. Our economy halted, including Hawaii's thriving film industry. As a key facet of the state's creative economy, the film industry unions and studios consulted with the top infectious disease and public health experts—and created "The Safe Way Forward" document which provided the framework through establishing the Return-to-Work Agreement between the Unions and the AMPTP (Alliance of Motion Picture and Television Producers).

The first productions started by bubbling within shuttered hotel resorts and got hotel workers back to work which provided much needed jobs and revenues to these hotels, providing a reprieve from the pandemic impacts while supporting economic recovery. The Hawai'i Film Office took some very hard hits when it began community outreach in anticipation of the first production filming in Hawai'i in 2020. This first production to start up again in Hawai'i happened to be a reality show on the island of Maui that planned to film entirely within one of the closed south Maui hotel resorts. There was a vocal minority that felt strongly that the film industry should not have been allowed to restart while the pandemic was going on. Hawai'i Film Office, Maui Film Office worked in collaboration with hotel management and staff, state legislators, Maui County Councilmembers, and the Maui Mayor's Office to hold several virtual public forums to reassure the public that it was safe with the instituted protocols.

This production ended up being the poster child for how it could be done safely. More than 6,000 COVID PCR tests administered and zero positive cases during their

entire run. This template became the industry standard. HBO's hit series *White Lotus* came on the heels of this reality show and ensconced at the Four Seasons Wailea to film the show.

The Hawai'i Film Office, working with Honolulu Film Office and county film offices, handled all the Modified Quarantine protocols and documentation that had to go out to each individual traveler and worked with the governor's Office, DOH, state Airports Officials, Attorney General's Office, and COVID-19 Exemption Office in Executive Branch to develop and implement a workable system for the industry.

By providing the state with industry standards of safety adaptable to other sectors, while providing a tried-and-true film sector economic driver, generating jobs, revenues for small businesses, services and non-production related revenues and tax generation through hospitality industry engagement.

In this new post pandemic world, the film industry has proven globally that it is one of *the* most COVID-19 safe industries and worth the state's investment in. It underscores how important the film industry is to Hawaii's future and speaks to the value of extending our tax credit program for film which will continue to attract new production business to the Islands. A healthy film industry complements Hawaii's tourism industry, while driving economic recovery into resiliency.

Activating greater China

The State of Hawai'i Office in Taipei assisted in establishing travel bubble agreement between Hawai'i and Taiwan. Taipei office is leading and representing Hawai'i in Taiwan to liaise with local agencies. To re-establish connections between Hawai'i and Taiwan by opening up borders and allowing people to travel freely within the zone without having the need to undergo on-arrival quarantine, to help boosting the travel and tourism and hospitality industries in Hawai'i.

Caring through CARES

DBEDT contracted with two non-profits, Kupu and the Economic Development Alliance of Hawai'i (EDAH), to train and pair individuals in Hawaii's workforce with companies to provide workers with an opportunity to transition their careers and provide companies with additional resources for business recovery. Ten million dollars was allocated from the CARES funding for this project which employed workers through December 15, 2020. The target population served were displaced

workers, and in some instances, college and high school graduates. Employing companies included those in clean energy, local food production, manufacturing, natural resource management, waste reduction services, smart sustainable communities, technology, STEM fields, healthcare and agriculture. The objectives of the program were met as 346 individuals were placed in conservation, land management and agricultural jobs, assisting 151 organizations by Kupu. EDAH placed 433 individuals in emerging industries (non-tourism) related jobs, assisting 134 companies.

Supporting the state's fishing industry

DBEDT was appropriated \$3 million for this project. The COVID-19 pandemic had a substantial impact on the sale of fish caught by longline, non-longline and charter fishing vessels owned and employed by residents of Hawai'i. The loss of tourism and decline in fresh fish sales to hotels and restaurants left the fishing industry economically challenged, thereby disincentivizing fishing vessels to make fishing trips. In response, the State entered contracts with the Hawai'i Longline Association (HLA) and the Pacific States Marine Fisheries Commission (PSMFC) to encourage a continued fish supply to fill food shortages and support local food security caused by the pandemic. The cost recovery for both programs will incentivize the fishing industry to maintain a fish supply and avert vessels from going out of business as a result of the pandemic. The HLA contract is in the amount of \$2 million, to establish the Fishing Vessel Support Program (FVSP), for the purpose of providing economic support to Hawai'i longline fishing vessels for their economic injury due to the pandemic. Qualified vessels may receive reimbursement up to \$7,500 in eligible expenditures. Up to 140 fishing vessels are eligible for this program. The PSMFC contract addresses the substantial impact on the sale of fish caught by Commercial Non-longline Fishery of which there are 543 Commercial Marine License Holders in Hawai'i and 189 fishing charter businesses in Hawai'i. The state allocated \$780,000 to PSMFC for the purpose of providing economic support to Hawaii's Commercial Non-longline Fishery and Charter/For-Hire Fishing for their economic injury and for their trip expenses. Qualified applicants may receive reimbursement of up to \$7,500 in eligible expenditures.

“Pivot Program” for companies to implement changes as a result of COVID-19

Due to COVID-19, businesses in Hawai'i needed to redesign and remodel the set-up of their physical operation, as well as adjust their operational practice, products, and services. The “Pivot Program,” under contract with the Chamber of Commerce of Hawai'i, serviced those organizations via a grant and assistance program to help companies “pivot” into the new way of providing products and services in the COVID economic environment. The amount allocated to this project was \$25 million. The program provided technical assistance and a marketplace to find products or services to help businesses pivot. The core of the program is a grant program that provides Hawai'i companies with financial assistance to retool their operations and products and address necessary changes. Eligible companies were Hawai'i storefront companies with less than 100 employees, and funding was up to \$10,000

FTZ division remained open and operational for the duration of the pandemic

Foreign-Trade Zone Division (FTZ) of DBEDT manages a 500,000 cubic feet warehouse and a 78-office business campus and directly services over 300 clients engaged in international trade and commerce who store their imported merchandise in our warehouse. To cease or even limit operations would have jeopardized these clients' livelihoods and future business prospects. Many of them are small businesses with limited staff and resources. It would have also reduced essential program oversight of the six active Zone sites across the State, limiting liaison communications with U.S. Customs and Border Protection, and the U.S. Department of Commerce officials. This would have obstructed the flow of essential consumer goods into the State during the pandemic as well as the inflow of critical PPE and medical supplies to fight the virus.

The FTZ worked proactively with the unions and the department to establish a rotating schedule, creating “work pods” which ensured limited employee contact and a “work from home plan” where applicable. This ensured the FTZ remained fully operational even during the height of the original virus and delta outbreaks. The FTZ also established common area protection measures and cleaning schedules to ensure staff were safe and remained virus free. Because of these decisive actions, the Foreign-Trade Zone was able to remain fully open and operational, and helped to ensure the State's economy kept moving forward throughout the pandemic. The governor was focused on keeping the State's economy afloat to ensure it was in a good position once the pandemic subsided.

FTZ did its part to ensure it continued its core, import/export services while keeping its financial position intact and ready to emerge strong from the economic downturn.

State helps renters and homeowners survive the pandemic

The Rent Relief and Housing Assistance Program provided \$58.04 million to 13,663 renters and homeowners to be used as rent or mortgage payments or as payment for homeowner association dues. The monies were disbursed through our community partners, Aloha United Way and Catholic Charities Hawai'i. Eligible households were assisted with rent or mortgage payments of up to \$2000 per month in the City and County of Honolulu, or \$1,500 per month in Hawai'i, Maui, or Kaua'i counties, and payments for homeowner association dues of up to \$500 per month. Prior to the pandemic, working households has sufficient income to pay for their rent or mortgage. With the onset of the pandemic, many working households experienced financial hardships and could no longer keep up with their housing payments. The RRHAP provided needed temporary relief which enabled over 13,000 households to pay or and keep their homes and rental units.

\$10M in innovation grants awarded to companies producing PPE supply chain products

The program was established to increase the local capacity for producing cleaning supplies and PPE to help keep Hawai'i safe from COVID-19. The program started in August and concluded in December 2020. Thirty-six companies were awarded a total of \$10 million of CARES Act funds to make PPE products such as face shields, goggles, cloth face covers, surgical masks, N95 respirators, disinfectants, alcohol-based hand rub, caps, gowns, coveralls, and shoe covers. Awards ranged between \$15K-\$500K and included companies from all counties.

This new program, developed and executed in less than 6 months, was possible because of the strength and experience of the Hawai'i Technology Development Corporation's (HTDC) INNOVATE Hawai'i team who is federally funded to support Hawai'i manufacturers. The team runs the Manufacturing Assistance matching grant Program (MAP), providing reimbursements to companies who purchase new manufacturing equipment to expand their capacity. The MAP program is focused on creating jobs here. For the new PPE program, a similar program was established with the goal of increasing the local supply of PPE and cleaning supplies as quickly as possible.

\$1M federal grant funds secured for e-commerce training and other business assistance programs

Through the pandemic, it was obvious that there would be more assistance needed than funding readily available. The Hawai'i Technology Development Corporation (HTDC) worked to secure additional federal funding available through competitive funding sources. In total, HTDC secured 6 federal grants totaling over \$1,000,000 to assist with the economic recovery. The funds were used to support various HTDC business support programs including:

- A suite of E-commerce and Digital Marketing training activities to help local businesses access new markets.
- Business assistance for companies on the neighbor islands.
- Advanced manufacturing training.
- Assistance to secure federal Small Business Innovation Research Grants.

HTDC used most of the federal funding to hire local companies to provide the training or support, further contributing to the recovery of the local economy. The e-commerce program provided in-depth assistance to 103 companies and hosted 11 webinar workshops. HTDC is also the designated agency to implement the \$56,000,000 State Small Business Credit Initiative, providing access to capital for small businesses. The program is scheduled to launch in 2022. HTDC is also partner on several other pending federal funding proposals.

The e-commerce and digital marketing program was created in direct response to the pandemic. Fortunately, HTDC had in-house expertise and an existing network of business assistance providers. With many businesses dependent on tourists for sales, strengthening their e-commerce platform was the only way some businesses survived. For those that were able to survive, the investments made into digital presence will continue to pay dividends.

The business assistance provided on the neighbor islands was an existing HTDC program which got a boost from federal funds. The HTDC program was used to secure several grants requesting better service in rural or underserved regions. The program helps HTDC to facilitate better access to state and federal programs on the neighbor islands.

Entrepreneurs Sandbox flexes into action during COVID-19 pandemic

In April 2020 the Sandbox quickly re-tooled facility space into a call center for the Department of Labor and Industrial Relations to help manage a record number of jobless claims. Later that month, the facility was used as a socially distanced assembly line for a special Mother's Day Gift Box in a partnership with INNOVATE Hawai'i, the Chamber of Commerce of Hawai'i and the Hawai'i Food Manufacturers Association. The Sandbox was designed as an innovation hub for tech, entrepreneurs and creatives with the flexibility to accommodate various projects of different dimensions and now has demonstrated the ability to quickly adjust to support our urgent community needs.

To assist displaced workers during COVID, HTDC and the Sandbox program offered free online classes through Coursera for Hawai'i residents. The program was targeted to assist unemployed workers, so they can equip themselves with technology skills and reposition for new career opportunities. Those currently employed or furloughed could also leverage Coursera's offerings to upskill themselves and take on more advanced technology projects. HTDC also hosted two virtual job fairs to compliment the program.

Because of the stay-at-home and safer-at-home orders, the facility became an asset that was repurposed to meet the needs of the community. The initiative aimed to tech-enable organizations through sharing solutions to common business challenges, so people aren't re-inventing the digital wheel. At a June 2021 event at the Sandbox, private and public stakeholders expressed the importance of collaboration being the key to the state's technology future.

NELHA maintains operations at Hawai'i Ocean Science and Technology Park without interruptions to businesses and exhibits resiliency of this sector as only one business closed, and eight new businesses began operations during the pandemic

We were able to successfully navigate the negative impacts from the pandemic beginning with Governor Ige's "Stay at Home" proclamation in March 2020. Given the extraordinary times and in alignment with precautions set by other agencies, we made the following changes to our operations. At that time, we closed normal operations, and had only one operations staff report to work daily to ensure the seawater system was operating normally and one administrative staff report to work daily. All other employees "worked from home". In addition, Wawaloli Beach

Park was closed, the Gateway Building and Hale Iako were closed to the public, NELHA Offices in Keena Hana and Hale Wai Ono were closed, all public restroom buildings were closed, portable public restrooms were placed at the entrance to the Research Campus and at Wawaloli Beach Park, nighttime fishing permits were discontinued, and our security service patrolled Hawai'i Ocean Science and Technology (HOST) Park 24/7.

Over the next several months, we assisted several businesses impacted by the pandemic with applying for Federal, State and County disaster assistance programs. We also assisted businesses in receiving an exemption from Governor Ige's proclamation as they were performing essential services. Given, that NELHA employees are in 4 separate buildings, and many have separate offices we purchased significant supplies of disinfectant, other sanitizer supplies, masks, temperature devices and resumed modified normal operations with all staff reporting to work at HOST Park on June 1, 2020. Public restrooms were reopened however our offices remained locked to visitors and we made extensive use of Zoom for meetings.

We were able to successfully work through June 2021 without any major disruptions. There were several instances of potential contact with COVID however with 10 day "work from home" for those NELHA employees potentially exposed we were able to make it through the year without any positive cases of COVID-19. In addition, by the end of the fiscal year 2021, 80 percent of NELHA employees had received vaccination.

Development of surveys, maps, and dashboards, both internal and public facing to support the state's pandemic response

From the outset, in March 2020, the Statewide Geographic Information System (GIS) Program ("GIS staff") was an active partner with State, county, and federal agencies in supporting Hawaii's response to the COVID-19 pandemic. GIS staff have been providing staffing and technical expertise to the HI-EMA's Emergency Support Function 8 (ESF8) – Public Health and Medical Services Annex – to support geospatial analysis and visualizations. During this time, GIS staff assisted in building the COVID-19 Common Operating Picture and Hospitalization dashboards, mapping vulnerable populations, and mapping the locations of health care facilities. These products were critical to track the spread of the pandemic and to monitor hospital resources. These, along with other resources are available on the [HI-EMA COVID-19 Information Hub](#).

In the summer of 2020, GIS staff began supporting the DOH's efforts to track testing and vaccination events, as well as community outreach. Two interactive dashboards are currently hosted on the DOH's COVID-19 Portal for vaccine and testing, and the data is also being used in the City and County of Honolulu's vaccine locator dashboard on its [OneO'ahu.org](https://www.oneohu.org) website. These dashboards allow the public to quickly locate COVID-19 vaccine and testing sites, and they provide links to provider websites where users can register for appointments. Additionally, the maps highlight the geographic distribution of providers and pop-up events to assist in planning efforts to ensure that all populations are reached and outreach efforts equitable. The dashboards also allow DOH and other supporting agencies to advertise temporary, or "pop-up" vaccine and testing events. This is especially important for areas that are remote and may lack nearby health care providers.

The GIS staff worked regularly with partners in HI-EMA, DOH, ETS, HTA, the counties, and Esri to build data robustness, application functionality, and operational processes. While not every issue was resolved, the nature of the information sharing, and close collaboration contributed to trusted information products and a better understanding of system limitations.

As Governor David Ige mentioned in his State of the State Address, *"Our most important responsibility right now is to protect the health and well-being of everyone in Hawai'i. That means having accurate, reliable and timely information."* The testing and vaccine maps are being used in multiple portals by multiple agencies to help the public find health care providers who are offering testing and vaccinations. The Statewide GIS Program's expertise has played a key role in tracking, analyzing data and visualizing information during the COVID-19 response. We are proud to have supported our State by helping to fulfill the governor's priorities through GIS technology

The Statewide GIS Program is a program in the Office of Planning and Sustainable Development (OPSD) and receives its program-specific funding in OPSD's general fund allocation. In 2020 and 2021 the Program pivoted the work of its small staff to prioritize support of efforts related to the pandemic.

Even without the pandemic, the Statewide GIS Program, like other programs in OPSD would work closely with its partners and stakeholders in the federal, State, and county sectors. However, the pandemic made communication and collaboration among partners more urgent. Fortunately, across all sectors, the primary agencies that work with spatial data are utilizing the same geospatial

platform (a silver lining in the dark pandemic cloud), which greatly facilitated collaboration and data sharing.

Adoption of spatial data and visualizations (understanding what resources are where), or location intelligence is growing among government agencies. The pandemic continues to highlight the value of GIS and how quickly data can be turned into actionable information.

Department of Commerce & Consumer Affairs: 2021

Utility customers protected by moratorium on utility service disconnections due to non-payment

Since many people were unemployed during the pandemic, DCCA's Division of Consumer Advocacy (Consumer Advocate) requested that the Hawai'i Public Utilities Commission (PUC) impose a moratorium for all utility companies from disconnecting customers due to non-payment. The moratorium, in effect from May 4, 2020, through May 31, 2021, protected customers who faced increased difficulties in paying their bills. Utility customers were further helped by the PUC's prohibition on late fee and interest payments through March 31, 2021.

In addition, the Consumer Advocate worked with other state agencies, such as the Department of Human Services, and NGOs, such as the community programs that serve vulnerable community members, to take advantage of existing programs to provide utility bill assistance payments, create new programs to provide utility bill assistance payments, and require utilities to develop more lenient installment plan options to help customers.

The PUC solicited feedback from utilities and the Consumer Advocate on the suspension of termination or disconnection of regulated utility services due to non-payment. The response was positive with over one dozen utilities responding. Based on this feedback, the Commission issued orders in December 2020 to transition customers and in March 2021 to terminate the moratorium on May 31, 2021.

The PUC's utility disconnection moratorium ensured adequate protections from termination of essential utility services, as well as the financial integrity of the state's utilities during and after the pandemic. This balanced approach embodies

the governor's core values of aloha while also supporting his priorities in the economy.

Developed online portals to ease submission during pandemic

The Regulated Industries Complaints Office (RICO) debuted two online portals so that the public could file electronically tips of unlicensed activity, and formal complaints, directly with RICO. This meant that customers no longer needed to physically come into RICO offices to pick up a complaint form or to drop one off. The e-file features kept employees and the public socially distant, which helped protect overall public safety and health.

Customers were also able to save on postage costs and having to stand in line at post offices so that they could mail in complaint forms and their supportive documents. Although RICO's unlicensed task force refrained from physical site inspections for public safety reasons, they were still able to follow up on unlicensed tips through phone and internet work, and on occasion by doing a drive-by. The option to file electronically came at a most opportune time too because today e-file, rather than hard-copy paper filing, is the primary way that consumers are submitting tips and complaints to RICO.

Hearings Office continued operations by transitioning to virtual platforms

As a direct result of the public health emergency caused by COVID-19 beginning in 2020, the Office of Administrative Hearings (OAH) was forced to close its doors to walk-in traffic and in-person hearings. The OAH has been able to continue its operations after making a number of adjustments to its procedures, including devising a system that has allowed the parties to submit their cases and pleadings electronically. In addition, the hearings officers were trained in conducting hearings and conferences remotely, and a new case management system has allowed the OAH to remotely track cases, assign tasks, generate calendars and schedules, and issue decisions. The OAH's daily operations have experienced no interruption by the pandemic and the public continues to enjoy full, uninterrupted access to the hearings process to address their disputes. This is in keeping with the governor's priority of promoting government efficiency and modernization while continuing to provide the public with an expeditious means of addressing and resolving their disputes.

Transitioning to e-filing to increase convenience and ensure safety

The Public Utilities Commission (PUC) moved to all-electronic processes, beginning March 16, 2020, is consistent with Governor David Ige's Emergency Proclamation in response to COVID-19. E-filing is convenient and improves the efficiency of the docketing and service processes. Electronic processing limited the need for in-person service enabling our utilities, customers, the public and employees to continue conducting business safely and efficiently.

Department of Defense: 2020

The State Department of Defense played an outsized role in the state's COVID-19 response. The effort was led by Maj. Gen. Kenneth S. Hara who was appointed Incident Commander on March 16, 2020, by Gov. Ige. This move aligned the state's emergency response to the federal structure and brought added capacity and federal resources to help the state.

The Hawai'i Emergency Management Agency was the lead state agency through most of the pandemic response. The Agency was responsible for coordination with the federal government, development and publication of Incident Action Plans, coordination and distribution of personal protective equipment, and development and execution/oversight of the Safe Travels Hawai'i plan, among other duties.

The largest and longest Hawai'i National Guard support mission in its history

The Hawai'i National Guard (HING) provided over 1,300 service members in support of the State of Hawaii's Pandemic Action Plan. Service members from both the Hawai'i Army and Hawai'i Air National Guards were deployed across the state in support of the governor's top three priorities; "Protect public health, Revive the economy, and Strengthen our community." As of the last week of October 2020, HING service members executed a wide range of tasks to include supporting almost 24,000 COVID-19 swab tests, thermal screening over 852,000 passengers at state airports, fit testing almost 1,000 health care professionals, flying over 256 hours to transport over 432,000 pounds of cargo, supporting community food distribution sites, and providing other medical support across the State of Hawai'i. The State of Hawai'i Department of Defense's leader, Maj. Gen. Kenneth S. Hara, is also the Director of the Hawai'i Emergency Management Agency and the state's leader in response to COVID-19.

Hawai'i Youth Challenge Academies isolate to graduate

The Kalaeloa and Hilo Youth Challenge Academies were the only educational programs to remain open in the state during the COVID-19 pandemic, December through June 2020. The Hawai'i Youth Challenge Academies were also recognized as only 2 of 10 academies throughout the 42 National Youth Challenge Academies to operate during this period. The programs closed residential campus model and adherence to COVID-19 protocols facilitated a safe environment for cadets and employees to continue education and work. A total of 117 "at-promise" cadets graduated from the program with either a High School Diploma, Work Force Development Certificate, Recovered High School credits and/or placement in the workforce or higher institutions of learning. In line with the governor's "Strengthen Our Community", both Youth Challenge academies facilitated the safe return of students and teachers to the classroom.

STARBASE Hawai'i survives COVID-19 challenges with Youth Challenge and beyond!

As HIDOE closed schools, STARBASE Hawaii's ability to conduct routine operations and deliver curriculum to 5th grade students exclusively was limited. In response, demographics were expanded to include grades 5 through 12, and Youth Challenge Academy - Hilo to deliver STEM education to the YCA Cadets as well as students from private, charter and homeschool organizations beyond the KKP Complex - Kea'au, Ka'u and Pāhoā.

Contagious sense of compassion

As a 'Service to Community Project,' the Youth Challenge Academy (YCA) sewed face masks and made hand sanitizer for donation to vulnerable populations on O'ahu and Hawai'i Island. Donating face masks and hand sanitizer to underserved communities helped prevent the spread of COVID-19.

HI-EMA debuts its own YouTube Channel

In a strong effort to increase our visibility and avenues of communication with the people of Hawai'i, Hawai'i Emergency Management Agency has created this on-line channel to showcase our storytelling with high-quality video productions. The playlists range from emergency preparedness, staff and department vignettes, COVID-19 education and safe practices, and successful business pivots that help

the islands in battling the pandemic. This contemporary method of messaging allows us to connect with our audience in an entertaining fashion while raising public awareness. Tune in!

Developed “FYI,” to distribute reliable COVID-19 information

‘FYI’, an educational, visual series on COVID-19 issues premiered several on HI-EMA’s YouTube Channel as well as across the agency’s social media feeds. Already up to its eighth episode, this run of stories feature the state’s leading experts in their fields as they discuss the hard facts about the virus, and best practices for the population to follow in order to stay safe and healthy. In this manner, all the pertinent information that people need to know is delivered in enjoyable segments, and directly from our most reliable sources. Check it out! <https://www.youtube.com/playlist?list=PLnh9Yahwhhg9LTjGzoDvKtFHTKCDwCTi>

Free PPE!

In our mission to help prepare and protect the people and the economy of Hawai‘i, we created the Hawai‘i Emergency Management Agency Personal Protective Equipment (PPE) Distribution Program. This program, funded by the State of Hawai‘i, is intended to provide PPE at no-cost to designated qualified recipients to assist them in maintaining their critical facilities and businesses during the COVID-19 emergency. Thousands have taken advantage of this opportunity at no-cost, as we help state adapt and overcome the pandemic.

hawaii-medical-alliance.myshopify.com

Department of Defense: 2021

Hawai‘i National Guard supported state during pandemic

The Hawai‘i National Guard (HING) was activated and began their State Active Duty in support of state’s efforts against COVID-19 on April 3, 2020.

The HING Joint Task Force is led by Brig. Gen. Moses Kaiwi and the HING JTF conducted the following missions requested by the counties:

- Airport medical screening- over 9.5 million screened.
- Harbor medical screening- over 10k hours.
- COVID-19 tests- over 120k swabbed.
- PPE Training- About 3.2k personnel (First Responders, Senior Homes...).

- Pounds of cargo in support of C-19 missions flown in HING aircraft- about 450k lbs.
- COVID-19 mapping calls, in support of DOH- about 175k calls.
- COVID-19 Public Vaccinations- over 70k.
- Compliance and wellness checks- over 100k.

Paying the HING JTF, which numbered between 600 to 1,200 Soldiers and Airmen switched to Federal Funding. POTUS authorized federal dollars to pay for National Guard. This has been the longest support mission that the Hawai'i National Guard has done. The cooperation with other state agencies, county leaders, private and public organizations has contributed to the success of the HING.

Creating a team to protect Hawai'i

The Hawai'i Emergency Management Agency continued to serve as the “hub” for the State’s coordinated efforts to combat the COVID-19 pandemic. Among the accomplishments were acquiring and distributing \$65 million in Personal Protective Equipment and assembling complex plans such as Safe Travels -- and working across State and County governments and our federal partners to execute them, all to protect our ‘ohana. The work helped Hawai'i tap into the nearly \$118 million in Federal Emergency Management Agency funding authorized to combat COVID-19 in the state.

Ensured coordinated efforts to protect the public and enable economic reopening consistent with safety. COVID-19 has been much more complex and varied across the state than the other incidents that have typically been HI-EMA’s responsibility in the past. The daily Common Operating Picture report and other planning and communication products developed by HI-EMA have been crucial tools to enable all responders to share reliable information and act in concert.

Department of Education: 2020

Quick actions, preparations keep students and staff safe

Before COVID-19 reached Hawai'i in the spring, the Hawai'i State Department of Education (HIDOE) initiated its emergency response protocols to ensure the safety of students and staff. HIDOE leaders at all levels began meeting frequently to monitor the situation. It soon became clear that schools would need to physically

shut down for public safety. In a very short time, and under the unpredictable pressures of a health crisis, the HIDOE had to transition an education system that historically has been designed exclusively for in-person learning to one that supports distance learning for students and remote work for staff to maintain instructional delivery. Schools worked closely with parents to minimize disruption. School facilities were equipped with safety equipment including plexiglass shields and PPE, and enhanced cleaning protocols and staff training. Distance learning continued in the summer with in-person learning provided for limited groups of students identified as the most vulnerable learners. Due to the increasing number of COVID-19 cases near the scheduled start of the 2020-21 school year in the fall, the HIDOE delayed the start of school and opened with full distance learning for most students. After the first quarter, schools began transitioning to blended learning models, allowing students to gradually return to in-person learning in areas where transmission rates remained low and safety measures were enforced. The HIDOE continues to work closely with DOH to ensure safe learning and working environments are provided for all students, teachers, and staff.

More than 2.6 million keiki meals served during crisis

From March through November, the HIDOE provided over 2.6 million free grab-and-go meals to children 18 and younger statewide. Funded by the U.S. Department of Agriculture, this program aimed to ensure all keiki received proper nutrition during distance learning through school meals regardless of their enrollment at public, private or homeschools or eligibility for free and reduced-price meals. Hundreds of dedicated school cafeteria, support, administrative and food service staff statewide have worked tirelessly to keep our keiki fed.

Telehealth services fill a critical need for students

Recognizing a gap in services during the pandemic, the HIDOE launched a health hotline and telehealth services in April to provide equitable access to health resources for students unable to visit school health facilities during distance learning. In partnership with the University of Hawai'i at Mānoa School of Nursing and Dental Hygiene, the program provides vital health services to students at no cost and helps to reduce patient loads at hospitals. Due to the critical services provided through the program, this resource was extended through the summer and into the fall.

HIDOE leverages federal funds to provide learning devices for students

Based on survey data collected from families and schools, the HIDOE prioritized federal relief funding for student devices and connectivity to support distance learning statewide. Through the end of October, the HIDOE allocated \$11 million of \$31 million in Coronavirus Relief Funds (CRF) provided for public schools and spent over \$8 million on roughly 16,000 laptops and tablets for students. The remaining \$23 million for additional devices were expended before the December lapse date. The HIDOE also purchased over 17,000 Wi-Fi network hotspots and nearly 34,000 laptops and tablets using Elementary and Secondary School Emergency Relief Fund (ESSER) funding under the CARES Act.

‘Ohana Help Desk provides the nation’s first statewide tech support for public schools

In August, the HIDOE’s ‘Ohana Help Desk became the nation's first statewide, comprehensive tech support help desk for public schools, helping to address priority needs for extended operating hours and multilingual support for languages most spoken in HIDOE family homes, including English, Hawaiian, Chuukese, Ilokano, Tagalog, and Marshallese. This tremendous resource helps to ensure that all students could successfully connect with classrooms and continue to engage in distance learning.

Department of Education: 2021

Keeping public schools open and safe for keiki

The HIDOE worked in close partnership with the DOH to ensure public schools statewide could fully reopen safely for in-person learning for the 2021-22 school year. School health and safety protocols were aligned with CDC and DOH guidance to provide layered mitigation strategies to prevent, detect and respond to COVID-19 cases. Following federal approvals of vaccines for children ages 12 and older, and later for ages 5 to 11, HIDOE launched statewide efforts with DOH and health care providers to vaccinate students through on-campus vaccination clinics. HIDOE also took proactive measures to establish new vaccination and testing requirements for employees, volunteers, student athletes and adults and cancelled all large in-person gatherings to minimize any potential spread of COVID-19. For public transparency, the HIDOE also launched a data dashboard with case count information.

All public-school students received free meals for the entire school year

All students enrolled in Hawaii's public schools received free breakfast and lunch meals for the entirety of the 2021-22 school year thanks to a nationwide waiver from the U.S. Department of Agriculture. The waiver aimed to minimize the possible spread of COVID-19 at schools across the country by eliminating meal payment transactions in school cafeterias, settings where students and cashiers may not be able to maintain proper social distancing. Federal funds will reimburse state education departments for meal costs.

Hawai'i State Public Library System helps our communities connect and thrive

The Hawai'i State Public Library System (HSPLS) has 51 branches on 6 islands and is the only statewide public library system in the United States. The pandemic forced our public libraries to revisit how we provided services to the public. The pandemic also amplified the role of libraries and the resources they provide to their communities.

After Governor Ige issued his Stay-at-Home order, staffed worked remotely to build a plan for services during the pandemic, which included creating more access to digital resources and safe methods for providing access to physical collections, computers, and the Internet. By May 13, 2020, all HSPLS staff were back in their libraries serving their communities. Since those first days, HSPLS has continued to modify and expand, when possible, services in a safe manner.

Beginning slowly with Library Take Out services, which enabled patrons to place orders for library materials and pick them up at the door, HSPLS systematically added additional services. Next up, HSPLS added Computer Time and created outdoor WIFI zones to ensure access to the Internet, and eventually we were able to invite patrons back into the library. The staff never stopped finding ways to continue to provide access to resources that our communities needed to thrive during the pandemic.

HSPLS added to our digital collections to support reading and learning opportunities from keiki to kupuna:

- Created an online library card application to offer immediate access to all digital resources.

- The addition of more ebooks for downloading and reading. Hawai'i was part of a small group of libraries nationally that surpassed 1 million downloads of ebooks.
- Added Kanopy streaming movies access for all those with a library card.
- Launched a new LibrariesHI app that enables patrons to check out materials with their smartphone for contactless service.
- Began to offer Scholastics Teachables for teachers and families to support their needs for more educational resources for students from K-8th grade.
- Designed and delivered virtual story times and programming to support learning and connections.
- Reimagined the Summer Reading Program to adapt to the pandemic environment and continue to expand literacy programs to communities statewide.

The pandemic highlighted the challenges with digital equity, especially in digital literacy. Working with statewide partners, HSPLS launched NorthStar, a digital literacy assessment tool (available on our website) so that individuals can assess their digital skill level, and in partnership with other agencies, has been holding digital literacy classes for individuals that want to improve their skills. HSPLS is also the lead agency for the National Governors Association (NGA) Workforce Innovation Network grant intended to support digital skill development for the 21st century workforce.

It was not only digital collections that were able to be added, but new kinds of collections. Throughout the pandemic HSPLS continued to expand an ukulele lending program in partnership with the Music for Life Foundation. By Christmas of 2021, all public libraries received ukuleles to lend to their community.

During these tough economic times, all that an individual or family has needed is a library card to access books to read, learn and grow. HSPLS has been dedicated to continuing to connect our communities to the resources, learning and connectivity that they have needed during the pandemic, now and into the future. We have been a lifeboat for the mind and a vital hub for our communities to connect to education, government, and the world.

Department of Hawaiian Home Lands: 2020

DHHL provided rental relief to wait list applicants

In May 2020, DHHL initiated a rental relief program for Department of Hawaiian Home Lands Applicant Waiting List beneficiaries and Undivided Interest Lessees. The program utilized \$7 million in Native Hawaiian Housing Block Grant (NHHBG) funds made available in accordance with the Native Hawaiian Housing Assistance and Self-Determination Act (NAHASDA). Eligible native Hawaiians who have experienced a loss of income or job because of COVID-19 were qualified to receive assistance for the payment of their security deposit and/or rent for up to six months.

Hawaiian Homes Commission provided mortgage relief to lessees

As an early measure to provide financial relief to its beneficiaries, the Hawaiian Homes Commission (HHC) held an emergency meeting on March 24, 2020, to approve the postponement of mortgage payments for Department of Hawaiian Home Lands direct loans and loans assigned to DHHL. The approval allowed for the deferral of all applicable payments for a period of six months, effective with the April 2020 payment. The Commission extended the mortgage relief for an additional three months in September 2020 and assigned responsibility of future extensions to the HHC Chairman.

Department of Home Lands: 2021

Keeping beneficiaries in their homes during the stay-at-home orders and beyond

The State of Hawai'i confirmed its first COVID-19 case in March 2020 and during that month, the Hawaiian Homes Commission approved emergency postponement of mortgage payments for DHHL direct loans and loans assigned to DHHL. The approval allowed for the deferral of all applicable payments for six (6) months. DHHL also submitted a letter to the United States Department of Housing and Urban Development urging the agency to provide mortgage relief to DHHL lessees who hold federally backed private mortgages. (The postponement of mortgage payments was extended in September 2020 through the end of the year to December 31, 2020, and again in March 2021 for a three-month period through June 30, 2021).

In April 2020, DHHL announced a new program to provide rental relief for Applicants on the DHHL Waiting List. Eligible native Hawaiians on DHHL's Applicant Waiting List who experienced a loss of income or job because of COVID-19 were eligible to receive assistance for the payment of their security deposit and/or rent for up to six (6) months.

By June 2020, the HHC went on to approve the expansion of DHHL's Emergency Rental Assistance Program to include Undivided Interest Lessees. The program was administered by Aloha United Way and reflected the DHHL's ability to partner with non-profit organizations to serve beneficiaries of the HHCA. (Extensions to the rental assistance program were approved by the HHC in August 2020 for a period of up to twelve (12) months.) To close out the year 2020, the HHC also approved a pilot loan program and an associated budget for an initiative that will provide applicants on the DHHL Waiting List with down payment assistance for a fee-simple residential purchase off Hawaiian Home lands on O'ahu.

In 2021, DHHL's Rental Relief Program received a \$2.4M Boost as part of the Consolidated Appropriations Act to boost and refine the program's implementation. Under the freshly funded relief program, the Department partnered with the Council for Native Hawaiian Advancement as its administrator. DHHL also received \$2 million in Native Hawaiian Housing Block Grant funding through the Native American Housing Assistance and Self-Determination Act.

By June 2021, CNHA and DHHL announced \$5 Million in Rental and Utilities Assistance for all Native Hawaiians. In continued partnership with the DHHL, the Council for Native Hawaiian Advancement (CNHA) expanded the Native Hawaiian Rental & Utilities Relief Program to include all eligible Native Hawaiians living in Hawai'i. Prior to this program, only beneficiaries on the DHHL Waiting List who are at least 50 percent Hawaiian, were eligible for assistance using the DHHL funding. As a result of these collective efforts between DHHL and CNHA, in September 2021, the U.S. Treasury Released Additional Emergency Rental Assistance Funds to High-Performing State and Local Government Grantees and one of those "high performing state government grantees" was the DHHL.

During the past two (2) years, the DHHL also continued to receive criticism in countless published articles. Each article highlighted the neglected and dire funding needs of the DHHL. However, the Hawaiian Homes Commission's quick action to postpone mortgage payments, provide rent and utility relief, provide grants, and approve a pilot loan program during the pandemic, demonstrated the DHHL's

ability to successfully administer and distribute needed funds through partnership with non-profit organizations such as CNHA.

Department of Human Services: 2020

Department of Human Services successfully pivots and keeps pace with surge of applications for vital safety net programs

The Department of Human Services (DHS) took proactive actions to protect Hawaii's residents' health and well-being. The Department's previous work to transform its IT infrastructure and business processes was the foundation for further innovation to respond to the rapid demand for benefits and services.

As the primary executive agency that provides safety net programs, many DHS employees worked overtime to ensure that the people of Hawai'i thrived. The challenges posed by the COVID-19 pandemic were unprecedented. DHS pivoted to a telework environment statewide, continued to serve the community without interruption, and processed numerous applications on-time across multiple programs. Leadership reviewed federal guidelines on new pandemic funding and programmatic changes and quickly translated the changes to staff, modified systems, and served record high numbers of residents.

The director's office worked with providers, community advocates, other government agencies, the Judiciary, and the media to communicate the multiple program changes and processes to facilitate access to benefits and services and reduce confusion and unnecessary suffering.

The Med-QUEST Division (MQD) worked diligently to protect public health. MQD quickly implemented federal COVID-19 program changes to ease and maintain enrollment by existing Medicaid beneficiaries and for new residents who lost access to employment-based healthcare coverage or lost wages and could no longer afford private coverage.

To serve more residents and respond to federal pandemic program options, MQD created new processes and system modifications to maintain all enrollments for anyone eligible as of March 18, 2020, or who became eligible after that. Preserving coverage for Medicaid beneficiaries ensured residents' access to healthcare during

the pandemic. By December 29, 2020, Medicaid applications increased by 30% compared to 2019, and enrollment increased by 20.9%, or 68,584 more individuals than in March 2020, for a total of 396,379 residents.

In addition, MQD communicated with health plans and hospitals to plan and prepare for changes in processes and procedures required by COVID-19. Before vaccinations became available, MQD worked with the Department of Health and community providers to distribute personal protective equipment (PPE) or 'go-kits' to the most vulnerable residents in the long-term care communities across the state.

The Benefit, Employment and Support Services Division (BESSD) continues to strengthen the community by creating online access to financial assistance, nutrition assistance, childcare subsidies, energy assistance, and homeless programs. In the face of the pandemic and to meet the tremendous volume of residents seeking services, BESSD staff developed an online application to facilitate electronic submissions. BESSD obtained available federal waivers reducing application and renewal processes and other program requirements to ensure access to these essential benefits and services.

In 2020, the Supplemental Nutrition Assistance Program (SNAP) applications increased by 50 percent over 2019. By December 2020, 27% more households were enrolled in SNAP than in March 2020, for a total of 101,484 households. Notably, by the end of 2020, enrollment in all financial assistance programs significantly increased from March 2020 caseloads.¹

In March 2020, BESSD issued the first SNAP Emergency Supplement adding more than \$13M in additional food assistance for SNAP households. Hawai'i was also the first state in Region 9² to implement and issue Pandemic-EBT benefits to school-aged students eligible for free or reduced lunch. In 2020, the first two rounds of P-EBT BESSD issued more than \$61M in P-EBT benefits to nearly 65,000 households with nearly 98,000 students. Later rounds included children under six

¹ Percentage increase of financial assistance programs: 69% Temporary Assistance to Needy Families, 218% Temporary Assistance for other Needy Families, 9% Aid to Aged, Blind and Disabled, and 29% General Assistance.

² Region 9 includes Arizona, California, Hawai'i (HI), Nevada, American Samoa (AS), the Commonwealth of the Northern Mariana Islands (MP), the Federated States of Micronesia (FM), Guam (GU), the Republic of the Marshall Islands (MH), the Republic of Palau (PW) and more than 157 federally-recognized tribes including the Navajo Nation.

and summer P-EBT. The P-EBT effort required new technology and data sharing capabilities and coordination between DHS, the Department of Education, Charter Schools, and parents.

For Child Care, DHS worked with regulated childcare facilities and homes to continue providing childcare to essential workers as they adjusted to COVID-19 mitigation requirements. The Child Care Programs Office also extended application timelines and adjusted income and subsidy amounts. As a result, by November 2020, there was a 26% increase in childcare cases. To support providers, with federal funds appropriated by the Legislature, DHS contracted with the Hawai'i Community Foundation to use its expertise to facilitate a childcare grant program to help childcare providers sustain their businesses and remain open.

The Homeless Programs Office (HPO) and the Governor's Coordinator on Homelessness (GCH) maintained close contact with providers and outreach workers to discuss mitigation efforts and ensure providers had PPE for staff, clients, and other individuals. Also, HPO and GCH worked with providers and law enforcement to address the needs of unsheltered individuals in encampments. GCH also worked with homeless providers, including Ohana Zones Pilot Project sites, to modify their services to adjust to mitigation requirements and begin regular COVID-19 testing.

The Division of Vocational Rehabilitation (DVR) continued to revive the economy by supporting the rehabilitation needs of persons with disabilities to secure independence and employment. Amid COVID-19, DVR sustained essential services and supported 94 participants to obtain employment at an average hourly wage of \$15.28, working 29 hours weekly, on average. These participants generated over \$1.8 million in earnings adding another \$150,000 to the local economy.

The director's office supported the divisions' work by quickly purchasing PPE and implementing policies that maintained the health and safety of staff and recipients. Notably, the Enterprise Officer and the Office of Information Technology collaborated with all divisions, so staff statewide had the technology and support to work from home. In addition, the director's office increased communication amongst Department leadership and contracted providers to address the needed changes to services. The director authorized programs to work with providers and modify contracts so providers could adjust their service models to meet the new demands.

The director's office increased collaboration to support other State agencies authorizing personnel and DHS equipment to be deployed to the Department of Labor & Industrial Relations to facilitate Unemployment Insurance claims. The director's office also applied for technical assistance to address health and welfare concerns for children and families raised during the pandemic and was a part of a cross-agency application to improve residents' access to employment and training information and other public benefits. Notably, the director's office also applied and was awarded two nutrition grants to improve the cross-enrollment of families with the Department of Health's Women Infant and Children program and DHS' SNAP, and one to create a SNAP longitudinal data system. The director's office also collaborated with the Office of Hawaiian Affairs to examine DHS aggregate program data to see the impact of the pandemic on Native Hawaiians accessing public benefits.

DHS staff were also deployed to Hawaii's Emergency Management response, co-led the Emergency Support Function (ESF) 6 on mass care and feeding, and were members of ESF 8 Public Health & Medical Services and the Joint Information Center (JIC).

Department of Human Services: 2021

MQD provides health care coverage for more than 400,000 individuals on the State's Medicaid program. Medicaid continues to provide uninterrupted health care coverage during the public health emergency.

From March 2020 through December 2021, MQD enrolled more than 100,000 additional individuals for a total of 434,734, ensuring that more than one-third of Hawai'i residents have healthcare coverage. This 33% increase in Medicaid enrollees since the pandemic's start illustrates the tremendous efforts and strain on MQD staff who processed the high volume of applications without the ability to fill vacancies due to the 2020 executive branch hiring freeze and the 2020 legislature's reduction of fully funded staff.

As vaccinations became available, the MQD Medical Director and community pharmacists administered vaccinations to the long-term care community statewide, increasing the safety, health, and well-being of the most vulnerable residents and the staff that served them.

Our MQD teams, managed care health plans, and community advocates

continue to work together to meet the many challenges during the pandemic. The restoration was vital to residents of Compact nations living in the US, as COVID-19 disproportionately impacted Native Hawaiians and Pacific Islander communities. MQD also worked with community health centers to pilot video conferencing pods where clients can speak with a Medicaid eligibility worker in a private, safe space with the proper electronic devices and free, stable internet connection.

In addition, MQD administrators and health plans are meeting to prepare how we will proceed at the eventual end of the Public Health Emergency and unwinding the special rules that promoted enrollment and continuing coverage.

BESSD programs continued to deliver additional federal benefits to support families and providers

By ensuring State options, Federal waivers, and online application deployment, BESSD was able to serve 32,000 additional SNAP households since the outset of the pandemic. BESSD also continued to distribute \$240,000,000.00 in Pandemic Electronic Benefits Transfers (P-EBT) to ensure the children of Hawai'i had enough to eat. Also, BESSD worked with the USDA Food & Nutrition Service to allow the use of SNAP for online purchases from authorized retailers. As a result, SNAP recipients quickly adopted online purchases that allowed vulnerable residents to order food available for curbside pickup or delivery.

BESSD Child Care Programs will administer nearly \$80,000,000 in federal childcare stabilization grants to support childcare providers and help stabilize and increase the capacity of the child care sector. This funding opportunity made available through American Rescue Plan Act of 2021, will strengthen the childcare system by providing rapid financial relief to childcare providers and business owners in Hawai'i. DHS met with childcare providers and advocates to develop the grant program.

Department of Labor & Industrial Relations: 2020

Like the state, the DLIR faced unprecedented challenges in 2020. Despite these challenges, the DLIR accomplished many successes that protected public health, revived our economy, and strengthened our community.

Below are the successes that the DLIR accomplished:

- Protecting public health:
 - The DLIR has enabled many of their employees to telework, while continuing to deliver services to the public.
 - The Employment Security Appeals Referees' Office, Hawai'i Labor Relations Board, Labor and Industrial Relations Appeals Board, and Disability Compensation Division pivoted from in person hearings and conferences to telephone or videoconferencing appearances. The LIRAB and HLRB developed policies to allow for electronic filings.
 - The Office of Community Services used its grants to provide housing, food, and energy efficient appliances to low-income individuals and kūpuna.
 - DLIR is developing an appointment system that will enable to programs to serve the public in a manner that is safe and complies with social distancing requirements.

- Reviving the economy:
 - The Workforce Development Division developed and implemented Reducing Unemployment Disruption and Driving Economic Regeneration to facilitate an efficient labor exchange between the sectors most affected by the COVID-19 pandemic and employers hiring employees. The RUDDER program utilized the state's Employment and Training Fund to efficiently train and transfer labor into Hawaii's businesses. To date, the RUDDER program assisted 43 employers and that hired more than 1,000 new employees.
 - The Workforce Development Council partnered with local celebrities to create a public service awareness commercial to promote HireNet Hawai'i, which was a website that was a free public resource for job seekers to post resumes and for employers to list positions that they were hiring for. The PSA continued to air on the local news networks.
 - The WDC worked with the Chamber of Commerce Hawai'i and others to develop the Hawai'i is Hiring website to connect locals with job opportunities and training programs. The website was free to use and has 25,000 job opportunities posted.

- o The WDC worked with the University of Hawai'i to receive a grant that provided short term educational training that can lead to licensing and a faster track to employment and advancement.
- Strengthening our community:
 - o The Unemployment Insurance Division took in over 200,000 claims and processed many, thereby providing financial relief to the community as quickly as possible.
 - o The UID worked with the Hawai'i Emergency Management Agency to apply for the Lost Wages Assistance program, which provided for six weeks of an additional \$300 benefit for many claimants.
 - o Nearly all DLIR programs redeployed employees to assist the UID with the processing of UI claims.
 - o The OCS' Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families program provided 2,000 children with legal services, child support, and access to education.
 - o The OCS' Food Distribution Program provided \$5M in food assistance to the needy.
 - o The WDC was working with many organizations and leaders to develop a Workforce Resiliency Plan to help the workforce prepare for and mitigate future economic disasters through retraining and upskilling people. The WDC was focused on digital equity and technology skills.
 - o The DCD and LIRAB continued to work together towards completing the modernization project. The DCD's goal was to have existing data migrated into the new electronic document management system and available to the LIRAB by the end of this year.
 - o The Wage Standards Division was working with DAGS to hold a Chapter 104 workshop for engineers and inspectors.

Department of Labor & Industrial Relations: 2021

HI CAN platform creates a digital hub for seamlessly connecting unemployment insurance claimants and jobseekers to high impact career pathways

Developing the Hawai'i Career Acceleration Navigator (HI CAN) will make available a digital hub for seamlessly connecting Unemployment claimants and job seekers to high impact career pathways through personalized data-driven transition

recommendation and by surfacing proven training programs, facilitating direct-to-employer job matching and referring individuals to social services to ensure they succeed in their employment.

Developing the HI CAN platform augments the static job placement platforms currently used by employers and jobseekers by using machine learning and artificial intelligence to match and develop worker skills to meet industry needs. The development and rollout of HI CAN will facilitate economic recovery and strengthen the economy by providing enhanced support to unemployment insurance claimants and job seekers in making confident decisions about their next job and career while meeting industry needs.

The disruptions caused by COVID-19 caused the widespread necessity for individuals in the labor force to adjust to new circumstances, especially new careers. Developing a new platform to assist career transitions using personalized data to facilitate training opportunities and enhanced job matching is critical to economic recovery and development moving forward.

Unemployment insurance & assistance provided vital assistance to individuals while supporting Hawaii's businesses and economy

The DLIR continually adjusted unemployment insurance program operations to provide \$6.5 billion in unemployment insurance benefits and assistance during the pandemic. This allowed unemployed individuals to maintain economic security while helping them comply with Governor Ige's COVID-19 proclamations to safeguard public health as well as maintain and support Hawaii's economy.

The DLIR, with numerous sister agencies and other partners, set up operations at the Hawai'i Convention Center to process claims and field telephone calls during the pandemic. The DLIR also used the flexibility allowed by special projects to set up a temporary call center and adjudication operations and deployed contractors to process claims and distribute public communications.

Helping maintain the economic security of Hawaii's economy by providing temporary wage replacement and stabilizing economic demand facilitated Governor Ige's efforts to protect the public health, revive the economy and strengthen Hawaii's community. Unemployment insurance benefits and assistance provided a vital lifeline to individuals and supported businesses during all periods and strategies used to combat the COVID-19 Pandemic.

Department of Land & Natural Resources: 2020

The COVID-19 pandemic caused the Department of Land and Natural Resources (DLNR), its 11 divisions and four offices, to constantly adjust operations, plans, work locations and schedules. The Board of Land and Natural Resources (BLNR) and the Commission on Water Resource Management (CWRM), and other DLNR-managed public councils and committees began virtual meetings which allowed the public to participate remotely from the safety of their home or office. Public hearings and meeting venues moved from in-person to virtual, often with greater and easier public access and improved focus online.

DLNR's mission and work continued in different, but health and safety-focused ways. State Conservation officers (DOCARE) worked 7-days a week during the first surge to keep people safe and out of closed State Parks and forest trails. The Division of Forestry and Wildlife (DOFAW) developed a COVID-19 pandemic Wildfire Response Plan, which helped protect firefighters and has resulted in no coronavirus illnesses among people working closely together. State Parks staff dealt with ever-changing closings and re-openings to stay in alignment with individual county parks rules across the state.

The State Historic Preservation Division (SHPD), as with other divisions equipped all staff to work remotely and closed its offices during the shutdown. On the key SHPD performance metric, number of project submissions reviewed, productivity increased substantially from 43 completed per week to 82.

The Division of Aquatic Resources (DAR) developed spending plans for the distribution of \$7.9 million in assistance from the CARES Act for fishery interests. Other DLNR divisions used the "pause" in normal operations to start or complete many Capital Improvement Projects (CIP) and to catch up on back-logs of maintenance and repairs.

Department of Land & Natural Resources: 2021

DLNR dedicated two-thirds of its communication team to leadership and staff positions to the Hawai'i COVID-19 Joint Information Center, from March 2020 through December 2021. To facilitate the creation of a collaborative framework to plan for Hawaii's water future, CWRM held virtual meetings with Hawaiian cultural practitioners, climate change experts, large landowners, and farmers.

Department of Public Safety: 2020

PSD Pandemic Planning - Corrections and Health Care Divisions

At the beginning of 2020 Governor Ige advised all departments to start planning and preparing for COVID-19 to impact Hawai'i state government operations. The Department of Public Safety (PSD) began looking in late February at ways to prepare for possible worst-case-scenario, and implemented large-scale planning, well before COVID-19 became widespread across the state and well before the first case was identified in a correctional facility.

The PSD Health Care Division (HCD) developed a comprehensive pandemic response plan for the facilities at that time, based upon current guidance from the CDC and approved by the Office of Correctional Health of the American Correctional Association. The first version was distributed in March to all facilities and posted on our website. Since then, the HCD has updated it six (6) times (April, June, August, September, October, November), to stay current with the latest CDC and DOH guidance and recommendations. Each time, it was thoroughly reviewed and approved by the facilities prior to distribution. Each facility has adapted the plan to meet their individual facility needs. Each facility has situations they deal with that are unique to their facility, and the administration at those facilities takes that into consideration as they execute their plans to the best of their ability. Jails have a very tricky situation to deal with because their population is a transient one made up primarily of pre-trial detainees who come and go from the community and the jail, raising the risk of community spread within the facility. The O'ahu Community Correctional Center (OCCC) is the state's largest jail and the facility most likely to have coronavirus introduction from the community. OCCC, with the help of the Department of Health and Hawai'i National Guard (HING), continued execution of their pandemic plan and was able to contain the outbreak within a month of onset. Mass testing, conducted with the assistance of the HING and other community partners, of the other 7 jails and prisons has shown that the pandemic plans were successful in preventing the spread of COVID-19 to those facilities.

Hawai'i Paroling Authority helps reduce prison population during pandemic

The overall inmate population in Hawai'i dropped in 2020, because of the release of prisoners who qualified under two Hawai'i Supreme Court orders, the courts efforts to redirect people away from jail, inmates completing their sentences and

increased efforts by the Hawai'i Paroling Authority (HPA) to grant parole releases of prison inmates who qualified for parole.

HPA instituted early parole consideration for qualified minimum and community custody inmates who were 55-years old (previously 60+), who had less than six months left on their sentence and/or qualified for medical release. HPA increased reviews of parole revocations due to technical violations and increased their paper review of eligible PSD extended furlough inmates for parole consideration. Administrative (non-in person) hearings were increased for vulnerable groups (medical release, age, etc.) as well as work furlough inmates on community status. Remote technology was implemented for hearings through the expanded use of POLYCOM audio visual systems and Microsoft Teams. HPA also implemented procedure for defense attorneys and prosecutors to attend hearings remotely via Zoom/Teams and by telephone.

Assisted in ensuring healthcare for residents during the pandemic

In 2020, the Department of Public Safety (PSD) Narcotics Enforcement Division (NED) worked with the Department of the Attorney General to author seven emergency exemptions to state laws that ensured the uninterrupted provision of healthcare in Hawai'i during the COVID-19 state of emergency. Some of the emergency exemptions that were authored include exemptions that: 1) supported out of state healthcare professionals to treat patients in Hawai'i without additional licensure, 2) ensured uninterrupted flow of medication for patients in opioid treatment programs, and 3) promoted social distancing by allowing for increased use of telemedicine by both patients and prescribers.

Integrated electronic health records for increased efficiency

In 2020, the Department of Public Safety (PSD) Narcotics Enforcement Division (NED) initiated a program to allow for the Hawai'i healthcare industry to integrate their electronic health records systems with the Hawai'i Prescription Drug Monitoring Program (PDMP). This integration allows Hawai'i healthcare professionals to seamlessly review prescription drug records without the additional step of having to access a separate computer database. There have been more than 100,000 instances of usage since the start of integration this year. Consequently, healthcare professionals become more efficient, patient wait time in the doctor's office is reduced, and patient safety has increased as healthcare providers have gained rapid access to important information about their patients.

This achievement is in line with the governor's theme of protecting the public's health in the age of COVID-19 and creating a modern 21st century health plan.

Sheriffs assisted with houseless individuals

Sheriffs assisted in over 80 operations to help the residentially challenged throughout this pandemic. Sheriff Division personnel spent over 1,500 hours going out with multiple social service agencies including US Vets, Kalihi Palama Health Center, Institute for Human Services and the Hawai'i Health and Harm Reduction Center. The collaborative work of the Sheriff Division goes above and beyond the traditional role of law enforcement in terms of simply arresting or citing people. The Deputies were educating them on the need to practice good hygiene, social distancing, and wearing face coverings. They encouraged the residentially challenged to enter the few shelters that were still assisting the homeless such as the Provisional Outdoor Screening and Triage/POST facility where they could self-quarantine before being allowed into available shelters. These actions by the Deputies in conjunction with the governor's Homeless Coordinator continues to sustain and improve the well-being of our entire community.

Supported Safe Travels screening operations

The Sheriffs have joined with many other first responder/law enforcement/military units who are selflessly putting themselves on the front line helping to deter the spread of the virus into our communities through travel to the state. Sheriffs are ensuring that the Daniel K. Inouye International Airport remained safe and protected for the traveling public, airport employees, vendors, and airline personnel by providing the law enforcement services and support of the governor's Emergency Proclamation orders. The Sheriffs keep a constant presence to support Department of Transportation Airports Division with ensuring that all arriving Trans-Pacific travelers meet lodging and quarantine requirements set forth within the Rules and Orders of the proclamation. Sheriffs also assisted with the neighbor island screening process when it was in affect by providing a presence and enforcing the mask mandate. Sheriff deputies assigned to the Sheriff Airport Section have turned around over 400 travelers that did not meet lodging and or quarantine requirements and accomplished this task with the highest level of professionalism, compassion, and efficiency.

Sheriffs provided support during demonstrations at the State Capitol

Sheriffs have also supported the governor's Proclamation in other ways throughout this pandemic. During the statewide stay-at-home or safer-at-home orders there have been over 100 demonstrations at the State Capitol Complex, some involving up to 15,000 people, against the orders, government, and social injustices. Sheriffs were on hand to ensure a safe area the occupants and visitors of the State Capitol, as well as for people to practice their constitutional first amendment rights. Sheriff personnel reminded those in attendance to be safe, practice social distancing, wear a mask and be kind to each other.

Department of Public Safety: 2021

COVID employee safety response project

PSD was able to harness nearly one million dollars in federal Coronavirus Emergency Supplemental Funding grant monies to purchase coronavirus personal protective equipment for all its corrections and law enforcement employees. In addition, monies were used to qualify and train PSD's law enforcement officers to Occupational Safety and Health Administration (OSHA) standards increasing law enforcement safety and responsiveness to the pandemic. In addition, PSD's law enforcement division was specifically trained about coronavirus and safely conducting their daily duties. ensures that the public's safety was never jeopardized, and the community was always served by PSD's employees. PSD's priority was to ensure that its employees stayed safe and illness free so that they could serve the community during the pandemic. By initiating this project, few employees became ill, thereby allowing PSD to have reposefulness and increased capability to support coronavirus prevention efforts in the community. PSD's law enforcement officers staffed vaccination sites, transported ill members of the public for care, and blistered staffing in our prisons when cases increase there. Consequently, PSD's coronavirus response project allowed PSD to exponentially support community safety during the pandemic.

Inmate vaccine incentive program

Throughout the pandemic, jails and prisons have been hotspots for COVID-19. Social distancing is often difficult within a correctional facility. One way to alleviate the spread of COVID-19 within a facility is to increase the number of inmates who are vaccinated. On October 14, 2021, the Department of Public Safety (PSD) announced the implementation of a vaccine incentive program for inmates. Inmates in PSD custody on or after March 3, 2021, through December 31, 2024,

who are still in custody, and become fully vaccinated against COVID-19, are eligible to receive a one-time incentive award of \$50. On December 15, 2021, it was announced that fully vaccinated inmates in custody are also eligible to receive an additional \$25 if the inmate chooses to receive the booster shot. The payments are deposited into the inmate's spendable trust account. Thousands of inmates, both in state and at Saguaro Correctional Center in Eloy, Arizona, have completed their vaccine doses and qualified for the incentives. (As of this publishing, PSD administered 3,655 vaccines statewide, 1,327 first booster shots, and 88 second booster shots). PSD requested and received approval for \$615,000 in federal American Rescue Plan Act of 2021 (ARPA) funds to be specifically used as an incentive initiative for offenders in custody.

Hawai'i Paroling Authority requires full inmate vaccination requirement for parole consideration

Effective September 2, 2021, the Hawai'i Paroling Authority (HPA) required eligible inmates to be fully vaccinated as a requirement for parole consideration and release. The PSD Health Care Division offered the vaccine for all inmates who wanted the shot. This prompted an immediate increase in acceptance by inmates of the vaccine offering.

Hawai'i Paroling Authority increased mobile surveillance

The Hawai'i Paroling authority acknowledged the increase in eligible inmates released on parole through 2020-2021, and instituted mobile surveillance, including the purchase of additional cell phones and laptops for parole officers to use in the field as they conducted increased check-ins and verify inmate residences and work sites.

Department of Taxation: 2021

A new way of service

When the Department of Taxation (DOTAX) decided to close its offices to prevent the spread of COVID 19 and to ensure its employee's safety. The Department acclimated its procedures to continue to provide services to taxpayers and businesses remotely. The Department made its tax forms more accessible and increased its services to taxpayers and tax practitioners over the phone, through email, and through Hawai'i Tax Online. This accomplishment reflects upon the

governor's priorities to safeguard and protect the health and wellbeing of everyone in the State of Hawai'i. It also supported Governor Ige's priority of providing services to all. By ensuring that taxpayers and businesses were being served either through the phone or through the Department's Hawai'i Tax Online System.

The Department was able to continue to collect payments and process funds to support state government functions. The ability to react and act during a time of uncertainty due to the negative financial and economic effects of the pandemic, DOTAX played a critical role in continuing to service taxpayers and collect and generate revenue for the State.

Remote working for DOTAX ended June 2021 and DOTAX employees returned to work. The DOTAX O'ahu Office building opened to the public on December 1, 2021.

Department of Transportation: 2021

Evolving to meet the challenges as the main entry point into the State

HDOT Airports Division contributed to protecting public health by designating space for post travel screening and COVID testing. These measures were much needed as HDOT does not have the legal authority to curtail air travel. The space provided in Hilo International Airport (ITO) for the County of Hawaii's rapid post-arrival testing led to gathering of data that informed the evolving testing or quarantine program. The City and County of Honolulu continues to use the testing site at the Daniel K. Inouye International Airport (HNL).

At different points during the pandemic, HDOT received critiques regarding mask mandates and the impacts of visitors on isolated Maui communities. HDOT developed materials such as audio announcements, posters, and flyers designed to educate the captive audience passing through its facilities. During the pandemic protecting public health was everyone's priority. HDOT continues to work with health and safety officials to provide access to facilities to reduce the potential spread of COVID. Hawai'i Airports are self-sustaining through tenant fees, landing fees, and federal Airport Improvement Program (AIP) grants. Although grant limitations do not allow for airport funds to be used aside from developing public-use airports, HDOT has been able to be flexible in meeting the needs of the State to maintain safe air travel.

Maintaining strong financial management of state commercial harbors

It's nearly impossible to overstate the importance of the State's commercial harbor system. With most imported goods entering the State via containerized cargo vessels, the pandemic reinforced the need to keep State Harbors running efficiently. At the same time, the pandemic presented financial challenges for many Harbor users. On July 1, 2020, HDOT Harbors, at Governor Ige's direction, deferred a planned wharfage increase for a year to provide relief for its tenants and users. Despite the deferral and the effects of the pandemic on shipping worldwide, Harbor revenue bonds were recently reaffirmed as stable with an 'AA-' rating by Fitch Ratings. This allows HDOT to borrow at a better interest rate for large scale harbors modernization improvements.

During the height of the pandemic there was a lot of fear regarding cruise ships entering Hawai'i ports. HDOT Harbors worked with the DOH and the Hawai'i Emergency Management Agency to handle cruise ship arrivals in a safe and humanitarian manner. As the industry prepares to resume activities, HDOT continues coordination with health and security experts and local jurisdictions to make sure plans and agreements are in place to protect the health of Hawai'i communities.

Strong management of the state's commercial harbors is crucial to Hawaii's economic well-being. By making appropriate decisions on user fees and cruise dockage, HDOT can increase public confidence in government and support economic growth. Our state commercial harbors are a crucial pillar of Hawaii's economy. Without strong management during the pandemic, they could have become a public health liability.

Redefining and redeploying assets to maximize efficiency during the stay-at-home order

HDOT Highways Division was able to quickly implement clear guidance in the areas of telework and contractor interaction to keep employees productive and healthy during the COVID Stay-at-Home, Work-from-Home order. This minimized disruptions to critical infrastructure projects and took maximum advantage of lower-than-normal traffic volumes. The timely implementation of telework also meant that HDOT Highways did not need to release employees. When case counts starting decreasing, Highways continued to encourage telework for appropriate employees due to the benefits in reduction of vehicle miles traveled and readiness for continuity of operations.

Highways also looked at repurposing crews that could not work from home to appropriate tasks when their original purpose was not mission critical. Maximization of our greatest assets also enabled HDOT to extend work times and accelerate projects to take advantage of the decreased traffic volumes. Extended work hours were also allowed for permit projects and work by other government agencies.

In the early days of the WFH order, HDOT kept special use lanes such as the Zipperlane and Kūhiō Highway Contraflow up and running. This kept the contractors and employees working. When data continued to show daily trips on many routes being cut in half and people started asking why we were running contraflows with no one on the road, we redeployed contraflow employees to other maintenance duties such as shoulder clearing.

Reconsidering employee productivity and having the flexibility to deploy staffing to the best benefit of the State contributes to government efficiency. Developing a telework policy that is easily interpreted and implemented by supervisors also reflects the governor's prioritization of government efficiency. Other priorities targeted by this accomplishment include environment and traffic. By encouraging telework, Highways reduces the vehicle miles traveled by its employees and avoids contributing to vehicles on the road during traffic peaks.

Keeping Highways projects running is crucial to making federal expenditures and continuing to receive federal funding for roads and bridges. During the height of the pandemic, it was important to find a way these projects could continue to be designed, planned, and constructed while minimizing risk to employees.

University of Hawai'i: 2020

In the face of a rapidly evolving global pandemic, the University of Hawai'i was the first state entity to take action to limit the spread of the COVID-19 virus. In March, over the week of spring break, UH's 10 campuses moved all in-person courses online and instructed employees to telework, wherever possible. Even with the abrupt shift to online learning, more than 45,000 students statewide successfully completed the semester that ended with record high graduation rates. UH remained primarily online for the fall semester, and many employees continued to telework. Though college enrollment has fallen nationally, the UH System has held steady with more local students staying home for college. Since the onset of the pandemic, UH researchers have been searching for an effective vaccine, advising

government agencies, providing free COVID-19 testing to underserved communities and studying the economic, social, and psychological effects of the pandemic. Also, UH community members have contributed from the beginning in a variety of ways with food drives and other service projects and continue to find more ways to support their communities.

University of Hawai'i: 2021

UH researcher's team helps develop vaccine for COVID-19

University of Hawai'i at Mānoa scientist Axel Lehrer is among those helping in that global fight. He is working in collaboration with New Jersey-based biopharmaceutical company Soligenix, Inc. to develop potential coronavirus vaccines, including one for the novel COVID-19 disease.

"Our platform has a good chance because the vaccine we're producing is something that's thermostable, can be produced in mass quantities and can be shipped everywhere without the need for refrigeration," said Lehrer, an assistant professor at the John A. Burns School of Medicine. "That's a huge benefit in an outbreak scenario where you need to be able to quickly ship vaccines around the world."

Free online COVID-19 nursing training benefits more than 2,000 worldwide

In spring 2020, University of Hawai'i at Mānoa nursing faculty developed a three-hour training program, "Nursing During Pandemics—COVID-19" for students, frontline nurses and other health professionals as a teaching tool to ensure that they were prepared to navigate the new reality with COVID-19.

UH plays key part in state COVID-19 vaccination rollout

The University of Hawai'i is providing up to 1,000 volunteers, facilities and resources from Kaua'i to Hawai'i Island to support the implementation of the State of Hawai'i COVID-19 Vaccination Plan. The state's 10-campus public higher education system and the Hawai'i DOH (DOH) have signed a Memorandum of Agreement that formalizes the significant contribution UH faculty, staff, and students will make in providing the COVID-19 vaccines to the people of Hawai'i.

Safer school reopening model spearheaded by UH

The Pacific Alliance Against COVID-19 (PAAC) project is a consortium effort of the University of Hawai'i at Mānoa's John A. Burns School of Medicine (JABSOM), College of Social Sciences and College of Education, and the Accountable Healthcare Alliance of Rural O'ahu. PAAC partnered with the Hawai'i State DOH and the Wai'anae Coast Comprehensive Health Center for the pilot program at Kamaile Academy, a large charter school on O'ahu serving a Native Hawaiian and Pacific Islander (NHPI) enriched community.

DOH, UH release infographic report, data dashboard on COVID-19 support services

The Department of Health and the University of Hawai'i unveiled a new infographic report and dashboard this week to track COVID-19 isolation and quarantine data on the island of O'ahu. Tracking Hawaii's prevention and mitigation efforts is critical to keeping the number of positive cases in-check as the COVID-19 vaccine is rolled out to priority groups across the state.

Higher UH student vaccination rates have positive effects on O'ahu

If only 60% of University of Hawai'i students at all 10 campuses were fully vaccinated, it is estimated an additional 3,000 cumulative COVID-19 cases could have been detected in Honolulu County over a six-week period (August 10–September 30), according to a compartmental mathematical model developed specifically for the State of Hawai'i. This is one of several findings from a study by UH Mānoa's Department of Mathematics and the Hawai'i Pandemic Applied Modeling work group to show the effects the entire UH student population has on the wider community.

COVID-19 school testing, education program expands to 8 locations

A University of Hawai'i at Mānoa-led public-impact project to improve safety in schools through COVID-19 testing and teacher education has greatly expanded to some of the hardest-hit areas in the state, thanks to a recent \$3 million award from the National Institutes of Health.

COVID-19 vaccination required for spring registration

University of Hawai'i students must be vaccinated for the COVID-19 virus before registering for in-person (and hybrid courses) in the spring 2022 semester. Students

who have not submitted their vaccine information or received a medical or religious exemption from the COVID-19 vaccine student health requirement will only be able to register for online classes.

COVID-19 vaccine candidate exhibits broad response against variants

A heat-stable COVID-19 candidate developed by University of Hawai'i at Mānoa researchers and the private sector has demonstrated broad-spectrum neutralizing antibody responses against the Beta, Gamma and Delta variants.

Free training to get more of O'ahu back to work

O'ahu residents who are struggling to find employment because of the COVID-19 pandemic can enroll in free job preparation classes at the University of Hawai'i Community Colleges. The O'ahu Back to Work initiative is sponsored by the City and County of Honolulu using federal CARES Act funds.

UH Mānoa net zero heroes improve energy efficiency, track progress

The Campus Operations Planning and Facilities team continues to improve energy efficiency at the University of Hawai'i at Mānoa, according to a new website that tracks the impact of multiple energy saving projects on campus. The site shows an increase in kilowatt-hours (kWh) savings and provides details of the different energy efficient projects.

Free online COVID-19 nursing training benefits more than 2,000 worldwide

University of Hawai'i at Mānoa nursing faculty developed a three-hour training program, "Nursing During Pandemics—COVID-19" for students, frontline nurses and other health professionals as a teaching tool to ensure that they were prepared to navigate the new reality with COVID-19. The free course, made available from April 2020 until April 2021, was delivered online via UH Mānoa Outreach College and enrolled a total of 2,375 individuals from Hawai'i, the U.S. and other countries.

Free mental health services available as UH Mānoa campus reopens

Free mental health resources are available for UH Mānoa students at the Counseling and Student Development Center (CSDC) on the Mānoa campus.

Students who are currently enrolled at UH Mānoa and located within the state of Hawai'i are eligible for services, while those outside of the state can receive help connecting with mental health resources in their area.

Variety of mental health services available for pandemic-induced stress

Free mental health resources are available at the University of Hawai'i at Mānoa Counseling and Student Development Center (CSDC) for UH Mānoa students. CSDC provides brief solution-focused individual, couples, group and career counseling in which students who are currently located in Hawai'i can meet with a mental health professional through Zoom. The center also offers a variety of services aimed at learning new skills and connecting with other students, regardless of their current location within or outside of the state.

Young leaders strengthen UH sustainability initiatives

Ten full-time Volunteers in Service to America (VISTA) Fellows began their year of service at 10 University of Hawai'i campuses in April, where they will provide capacity to strengthen UH's sustainability and resilience programming to better meet the needs of our students and communities. The program was developed to strengthen UH's COVID-19 response towards equipping students with appropriate knowledge, skills, and experiences to contribute to building a just, diverse, sustainable and resilient economy in the post COVID-19 world.

Looking Ahead

Because the people of Hawai'i pulled together and took the measures we knew would help, we've had outstanding success, but the COVID-19 pandemic is still with us. The State remains focused on preventing people from becoming severely ill. To this end, it is extremely important for people to continue to get vaccinated and boosted, as they are eligible. This is the best thing we can all do to keep our communities healthy and safe.

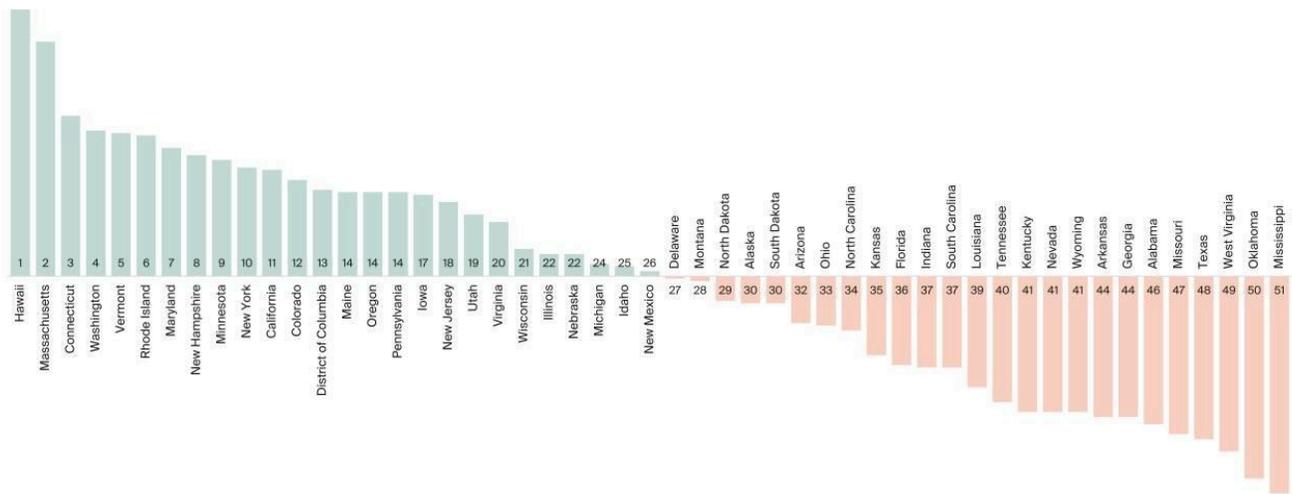
Appendix A: 2022 Scorecard on State Health System Performance by the Commonwealth Fund

Highlights:

- Hawai'i and Massachusetts topped the 2022 State Scorecard rankings, based on overall performance across 56 measures of healthcare access and quality, service use and cost, health disparities, and health outcomes during the COVID-19 pandemic in 2020. The lowest performing states were Mississippi, Oklahoma, and West Virginia.
- COVID-19 took a huge toll on Americans' health, directly and indirectly, but that toll varied dramatically by state.
- The pandemic's impact reverberated throughout the health system in every state, as healthcare use fell and deaths from drug overdoses and treatable causes rose.

Overall 2022 Rankings:

Source: David C. Radley, Jesse C. Baumgartner, and Sara R. Collins, 2022 Scorecard on State Health System Performance: How did States Do During the COVID-19 Pandemic? (Commonwealth Fund, June 2022). <https://bit.ly/3G099-3127-ss7s>



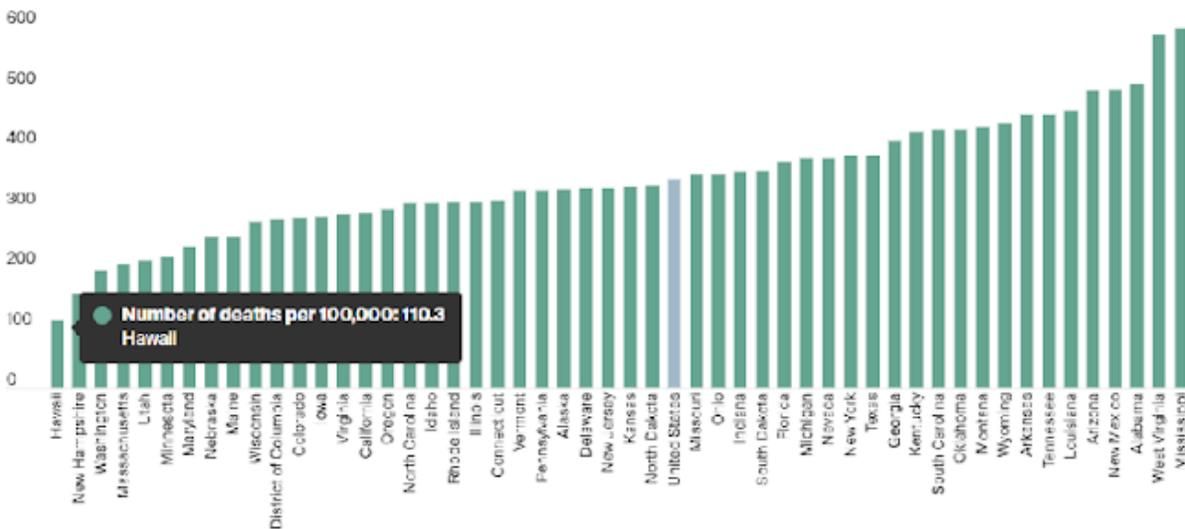
The stark toll of the COVID-19 pandemic goes well beyond deaths from the virus itself: all states reported more deaths than typical, from COVID-19 as well as other causes, since the pandemic began in February 2020.

Every state had experienced higher-than-expected mortality from all causes- deaths from COVID-19 in addition to deaths from other causes, like heart disease, cancer,

and drug overdose—since the pandemic began. The number of excess deaths varied fivefold across states, from 110 per 100,000 people in Hawai'i to 596 per 100,000 in Mississippi. Link to the full report [here](#).

Note: Excess deaths includes deaths from all causes, which include, but are not limited to, deaths directly or indirectly attributed to COVID-19. Data: Centers for Disease Control and Prevention, [National Center for Health Statistics, Excess Deaths Associated with COVID-19 Dashboard](#). Source: David C. Radley, Jesse C. Baumgartner, and Sara R. Collins, *2022 Scorecard on State Health System Performance: How Did States Do During the COVID-19 Pandemic?* (Commonwealth Fund, June 2022). <https://doi.org/10.26099/3127-xy78>

Number of deaths per 100,000 people that occurred between February 1, 2020 and April 23, 2022, in excess of what would have been expected based on historic mortality patterns



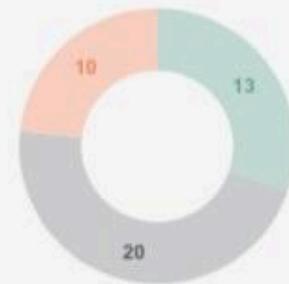
Hawaii

Ranking Highlights^a

	National Rank	Rank Among Western States*
Overall	1 of 51	1 of 6
COVID-19	1	1
Access & Affordability	3	1
Prevention & Treatment	7	1
Avoidable Hospital Use & Cost	2	1
Healthy Lives	2	1
Income Disparity	3	1
Racial & Ethnic Equity	3	1

* Western states include AK, CA, HI, NV, OR, WA

How Health Care Performance Changed in Hawaii^b



- Indicators that Improved
- Indicators that Worsened
- Indicators with Little or No Change

How Hawaii Compares to All States



The Best and Worst in Hawaii

Top-Ranked Indicators

- Adults with any mental illness reporting unmet need
- Medicare spending per beneficiary
- Deaths from COVID-19 in nursing homes

Most Improved Indicators

- Hospital 30-day mortality
- Adults with inappropriate lower back imaging
- Primary care spending as share of total, age 65 and older

Bottom-Ranked Indicators

- Children who did not receive needed mental health care
- Home health patients with improved mobility
- Adults with any mental illness who did not receive treatment

Indicators That Worsened the Most

- Adults with age-appropriate vaccines
- Home health patients with improved mobility
- Preventable hospitalizations ages 18–64



Table 1. State Health System Performance Indicator Data by Dimension

Dimension and indicator	Data year	State rate	U.S. average	Best state rate	State rank	Data year	State rate	U.S. average	Change over time ^b				
Access & Affordability						2022 Scorecard				Baseline			
Adults ages 19–64 uninsured	2020	5%	12%	4%	4	2016	5%	12%	No Change				
Children ages 0–18 uninsured	2020	3%	5%	2%	12	2016	2%	5%	Worsened				
Adults age 18 and older without a usual source of care	2020	15%	23%	12%	6	2016	15%	22%	No Change				
Adults age 18 and older who went without care because of cost in past year	2020	6%	11%	6%	1	2016	7%	13%	Improved				
Individuals under age 65 with high out-of-pocket medical costs relative to their annual household income	2019–20	6%	7%	3%	10	2016–17	7%	9%	Improved				
Employee total potential out-of-pocket medical costs as a share of state median income	2020	9%	12%	8%	10	2016	9%	11%	No Change				
People with medical debt	2020	7%	15%	2%	10	—	—	—	—				
Adults age 18 and older without a dental visit in past year	2020	25%	35%	25%	1	2016	27%	34%	No Change				
Prevention & Treatment						2022 Scorecard				Baseline			
Adults with all age- and gender-appropriate cancer screenings	2020	73%	69%	76%	9	2016	74%	68%	No Change				
Adults with age-appropriate flu and pneumonia vaccines	2020	42%	44%	54%	37	2016	37%	37%	Improved				
Diabetic adults without an annual hemoglobin A1c test	2019	11%	8%	8%	12	2015	15%	17%	Improved				
Children with a medical home	2019–20	48%	47%	57%	34	2016–17	51%	49%	Worsened				
Children without a medical and dental preventive care visit	2019–20	29%	34%	23%	12	—	—	—	—				
Children who did not receive needed mental health care	2019–20	21%	19%	10%	41	2016–17	17%	20%	Worsened				
Children without all recommended vaccines	2020	29%	27%	14%	35	2016	25%	29%	Worsened				
Hospital 30-day mortality	07/2016–06/2019	13%	14%	12%	9	07/2012–06/2015	15%	15%	Improved				
Central line-associated bloodstream infections (CLABSI), Standardized Infection Ratio	2020	0.445	0.857	0.419	2	2016	0.525	0.891	No Change				
Hospitals with overall patient experience ratings higher than the national median	2020	73%	48%	76%	3	2017	55%	55%	Improved				
Home health patients with improved mobility	2019	73%	80%	87%	43	2016	66%	71%	Improved				
Nursing home residents with an antipsychotic medication	2020	9%	14%	9%	1	2016	8%	16%	No Change				

Table 1. State Health System Performance Indicator Data by Dimension (cont.)

Dimension and indicator	Data year	State rate	U.S. average	Best state rate	State rank	Data year	State rate	U.S. average	Change over time ^b
Prevention & Treatment (cont.)						2022 Scorecard			Baseline
Adults with any mental illness reporting unmet need	2018–19	15%	25%	15%	1	2013–15	14%	20%	No Change
Adults with any mental illness who did not receive treatment	2018–19	67%	56%	43%	51	2013–15	64%	56%	Worsened
Avoidable Hospital Use & Cost						2022 Scorecard			Baseline
Potentially avoidable emergency department visits									
Ages 18–64, per 1,000 employer-insured enrollees	2019	160	137	73	36	2015	138	159	Worsened
Age 65 and older, per 1,000 Medicare beneficiaries	2020	126	137	112	10	2016	142	185	Improved
Admissions for ambulatory care–sensitive conditions									
Ages 18–64, per 1,000 employer-insured enrollees	2019	7	7	6	14	2015	4	5	Worsened
Age 65 and older, per 1,000 Medicare beneficiaries	2020	16	29	16	1	2016	19	43	No Change
30-day hospital readmissions									
Ages 18–64, per 1,000 employer-insured enrollees	2019	3	3	3	14	2015	3	3	Worsened
Age 65 and older, per 1,000 Medicare beneficiaries	2020	17	33	17	1	2016	19	40	No Change
Skilled nursing facility patients with a hospital readmission	2016	13%	19%	11%	2	2012	—	20%	—
Long-stay nursing home residents hospitalized within a six-month period	2016	5%	15%	5%	1	2012	—	17%	—
Home health patients also enrolled in Medicare with a hospital admission	2019	13%	15%	11%	4	2016	14%	16%	Improved
Adults with inappropriate lower back imaging	2019	68%	68%	57%	24	2015	77%	71%	Improved
Employer-sponsored insurance spending per enrollee	2019	\$4,381	\$5,354	\$4,082	3	2015	\$3,667	\$4,736	Worsened
Medicare spending per beneficiary	2020	\$6,256	\$9,677	\$6,256	1	2016	\$5,944	\$9,342	No Change
Primary care spending as a share of total health care spending									
Ages 18–64 (employer-insured enrollees)	2019	7%	7%	11%	31	2018	6%	6%	No Change
Age 65 and older (Medicare beneficiaries)	2020	5%	6%	8%	22	2016	6%	6%	Worsened
Healthy Lives						2022 Scorecard			Baseline
Premature deaths from treatable causes per 100,000 population	2019–20	79	86	60	20	2018–19	80	84	No Change
Premature deaths from preventable causes per 100,000 population	2019–20	133	173	131	2	2018–19	130	166	No Change

Table 1. State Health System Performance Indicator Data by Dimension (cont.)

Dimension and indicator	Data year	State rate	U.S. average	Best state rate	State rank	Data year	State rate	U.S. average		
Healthy Lives (cont.)						2022 Scorecard			Baseline	
Infant mortality, deaths per 1,000 live births	2019	5	6	3	18	2015	6	6	Im	
Maternal deaths while pregnant or within 42 days of termination of pregnancy, per 100,000 live births	2019–2020	—	22	10	—	—	—	—		
Suicide deaths per 100,000 population	2020	13	14	6	12	2016	12	14	No	
Alcohol-related deaths per 100,000 population	2020	8	13	8	1	2016	6	10	No	
Drug overdose deaths per 100,000 population	2020	18	28	10	11	2016	13	20	No	
Adults who report fair or poor health	2020	9%	12%	9%	6	2016	13%	16%	Im	
Adults who smoke	2020	12%	14%	8%	8	2016	13%	16%	No	
Adults who are obese	2020	27%	33%	24%	5	2016	26%	30%	No	
Children who are overweight or obese	2019–20	28%	32%	23%	13	2016–17	28%	31%	No	
Adults who have lost six or more teeth	2020	5%	9%	5%	1	2016	6%	10%	Im	
State-based public health spending per resident	2019	\$133	\$40	\$366	3	—	—	—		
COVID-19^c						2022 Scorecard			Baseline	
Adults age 18 and older who are fully vaccinated against COVID-19 and who have a booster dose	2022	48%	37%	55%	6	—	—	—		
Number of days until 70 percent of the state’s population age 12 and older was fully vaccinated against COVID-19	2022	315	354	182	18	—	—	—		
Days of high ICU stress during the COVID-19 pandemic	2022	31	112	0	16	—	—	—		
Days of hospital staffing shortages during the COVID-19 pandemic	2022	0	50	0	1	—	—	—		
Hospital admissions for confirmed COVID-19 cases, per 100,000 population	2022	732	1,443	564	5	—	—	—		
Excess deaths associated with COVID-19, per 100,000 population	2022	110	345	110	1	—	—	—		
Deaths from COVID-19 among nursing home residents, per 1,000 beds	2022	19	94	19	1	—	—	—		

Table 2. State Income Disparity Data

Disparity Indicator	Data year	Low-income rate ^d	Disparity ^e	State rank	Data year	Low-income rate ^d	Disparity ^e	Change over time ^f
	2022 Scorecard				Baseline			
Adults ages 19–64 uninsured	2020	11%	-8	5	2016	10%	-8	Worsened
Children ages 0–18 uninsured	2020	5%	-3	14	2016	3%	-1	Worsened
Adults age 18 and older who went without care because of cost in past year	2019–20	14%	-12	8	2015–16	16%	-13	Improved
Individuals under age 65 with high out-of-pocket medical costs relative to their annual household income	2019–20	16%	-15	13	2016–17	19%	-18	Improved
Adults age 18 and older without a dental visit in past year	2018/20	41%	-26	21	2014/16	44%	-28	Improved
Adults with all recommended cancer screenings	2018/20	66%	-13	42	2014/16	59%	-20	Improved
Adults with age-appropriate flu and pneumonia vaccines	2019–20	35%	-10	6	2015–16	33%	-7	No Change
Children without age-appropriate medical and dental preventive care visits in the past year	2019–20	36%	-16	18	—	—	—	—
Children without all recommended vaccines	2020	40%	-20	41	2016	28%	-10	Worsened
Adults who report fair or poor health	2019–20	18%	-10	1	2015–16	18%	-11	Improved
Adults who smoke	2019–20	20%	-11	6	2015–16	20%	-11	Improved
Adults who are obese	2019–20	30%	-7	32	2015–16	28%	-7	Worsened
Adults who have lost six or more teeth	2019–20	9%	-6	2	2015–16	11%	-8	Improved

Table 3. State Racial and Ethnic Health Equity Performance Summary Data⁹

Health System Performance Score & State Rank Among Population Group reproduced here from the 2021 State Equity Scorecard

	Percentile Score (1–100)	State Rank Among Population Group
American Indian and Alaska Native People	—	—
Asian American, Native Hawaiian, and Pacific Islander People	94	6 of 23 states
Black People	—	—
Latinx/Hispanic People	82	2 of 42 states
White People ^h	95	—

From: *Achieving Racial and Ethnic Equity in U.S. Health Care: A Scorecard of State Performance*, Commonwealth Fund, Nov. 2021.

Table 4. State Racial and Ethnic Health Equity Performance Measure Data⁹

	Data year	U.S. total	AIAN people	AANHPI people	Black people	Latinx/Hispanic people	White people
Health Outcomes							
Mortality amenable to health care, deaths per 100,000 population	2019–20	87	—	85	100	89	71
Infant mortality, deaths per 1,000 live births	2018–19	6	—	6	18	7	4
Breast cancer deaths per 100,000 female population	2019–20	19	—	16	—	—	23
Colorectal cancer deaths per 100,000 population	2019–20	13	—	13	—	—	12
30-day hospital readmissions among Medicare beneficiaries age 65 and older, per 1,000 beneficiaries	2019	38	—	—	—	—	16
Adults ages 18 and older who smoke	2019–20	15%	—	11%	—	15%	11%
Adults ages 18–64 who are obese (BMI >= 30)	2019–20	32%	—	26%	29%	33%	18%
Adults who have lost six or more teeth	2018/20	9%	—	6%	—	5%	5%
Health Care Access							
Adults ages 19–64 uninsured	2020	12%	—	6%	—	6%	5%
Children ages 0–18 uninsured	2020	5%	—	4%	—	—	—
Adults age 18 and older who went without care because of cost in past year	2019–20	12%	—	7%	—	10%	6%
Insured individuals under age 65 with high out-of-pocket medical costs relative to their annual household income	2019–20	6%	—	4%	—	4%	5%
Adults age 18 and older without a usual source of care	2019–20	23%	36%	13%	21%	21%	18%
Health Care Quality and Service Use							
Hospital admissions for ambulatory care-sensitive conditions, Medicare beneficiaries age 65 and older, per 1,000 beneficiaries	2019	39	—	—	—	—	—

Table 4. State Racial and Ethnic Health Equity Performance Measure Data (cont.)⁹

	Data year	U.S. total	AIAN people	AANHPI people	Black people	Latinx/ Hispanic people	White people
Health Care Quality and Service Use (cont.)							
Potentially avoidable emergency department visits, Medicare beneficiaries age 65 and older, per 1,000 beneficiaries	2019	185	—	—	—	—	158
Adult women ages 50–74 who received a mammogram in the past two years	2018/20	79%	—	87%	98%	86%	81%
Adult women ages 25–64 who received a cervical cancer screening test in the past three years	2018/20	77%	64%	77%	94%	85%	83%
Adults ages 50–74 with a recent colon cancer screening test	2018/20	70%	—	75%	—	75%	80%
Adults age 18 and older who received a flu shot in the last year	2019–20	45%	—	49%	47%	39%	44%
Adults age 65 and older who have ever gotten a pneumonia vaccine	2019–20	71%	64%	65%	55%	60%	66%
Children without a medical and dental preventive care visit	2019–20	34%	—	—	40%	24%	27%
Children without all recommended vaccines	2020	27%	—	—	—	43%	26%
Adults age 18 and older without a dental visit in past year	2018/20	35%	28%	22%	30%	35%	23%
Primary care spending as share of total health care spending among Medicare beneficiaries age 65 and older	2020	6%	—	—	8%	—	5%

Notes

- (a) The 2022 Scorecard rankings generally reflect 2020 data. The 2022 Scorecard added or revised several performance measures, including the addition of seven measures specifically related to performance during the COVID-19 pandemic, since the September 2020 Scorecard report; rankings are not comparable between reports.
 - (b) Trend data available for 45 of 56 total Scorecard indicators. Improved/worsened denotes a change of at least one-half (0.5) standard deviation larger than the indicator’s distribution among all states over the two time points. No change denotes no change in rate or a change of less than one-half standard deviation.
 - (c) All COVID-19 measures are current through the end of March 2022.
 - (d) Rates are for states’ low-income population, generally those whose household income is less than 200% of the federal poverty level (FPL).
 - (e) Income disparity is the difference between the states’ low-income and higher-income (generally 400%+ FPL) populations.
 - (f) Improvement indicates that the low-income rate improved and the disparity between low- and higher-income populations narrowed; worsening indicates that the low-income rate worsened and the disparity between low- and higher-income populations widened.
 - (g) Performance data not available for all groups in every state. While scores from the 2021 Equity Scorecard report are used for ranking states, certain data indicators presented in Table 4 may be more recent than those used in the 2021 report due to updates during the past six months. Certain cancer screening indicators in Table 4 are specific to the Equity Scorecard report.
 - (h) States not ranked on health system performance for white people in this report; included for comparative purposes.
- *—* means data not available.

Data reported here can also be found in the Commonwealth Fund’s online Health System Data Center <https://www.commonwealthfund.org/datacenter>

TERM REPORT

Renewable Energy & Sustainability

Office of the Governor
State of Hawai'i



Renewable Energy & Sustainability

Overview

From day one, the Ige administration embraced the responsibility of working toward a safer, cleaner, and more sustainable future.

We here in Hawai'i are on the front lines of the struggle to protect our island earth. We see the impact of our collective actions more and more every day – sea level rise, coral bleaching, marine debris – growing all around the world.

The Sustainable Hawai'i initiative is changing Hawai'i and is a model for the world.

Ensuring a 100 percent Renewable Energy Future

We have been laser-focused on ensuring a 100 percent renewable energy future in which we work together as a state, focusing on making solar and other technologies available for all.

Hawai'i was the first US state to commit to 100% clean renewable energy for electricity. In eight years, we have doubled Hawaii's renewable energy for electricity from 20% to 40%. We've hit the mark eight years ahead of schedule. Kaua'i has already met our 2040 target and some days runs on 100% renewable electricity.

Hawai'i has the most rooftop solar per capita in the country. We have more rooftop solar on the grid than any single power plant. We are retiring the state's last coal plant this September and ending an entire class of fossil fuel use.

Fostering Environmental Stewardship, from the Mountains to the Sea

We have achieved significant progress in preserving and protecting our environment and natural resources.

We have protected nearly 40,000 acres of watershed forests on Kaua'i, O'ahu, Moloka'i and Hawai'i islands. These watersheds produce fresh, clean water for our people.

We restored flows to five Moloka'i streams for the first time in over a century. And we adopted instream flow standards for Wai'oli Stream, in Halele'a, North Kaua'i, and for Honokōhau, Honolua, and Kaluanui Streams in West Maui.

We settled 20 years of legal battles over “the Four Great Waters” of West Maui, setting aside sufficient supply for traditional taro farming and other traditional and customary practices.

We have held the Navy accountable for the contamination of O’ahu’s water and will continue to hold the Navy’s feet to the fire to ensure the Red Hill tanks are safely defueled and closed.

We are managing our nearshore oceans that provide habitat for spectacular marine life and feed us. With the Legislature, we established the Ocean Stewardship Special fund to collect fees from visitors who use our waters. We implemented a reef-friendly sunscreen law and installed non-chemical sunscreen dispensers at State beaches.

We worked with federal, state and private-sector partners to acquire 2,882 acres of the Helemano Wilderness area in Central O’ahu for recreation and conservation. We finalized the purchase of a conservation easement to protect and preserve Turtle Bay Mauka from future development and secured public access. We pledged to conserve, restore, or grow 100 million trees by 2030.

Increasing Local Food Production

The Ige administration has increased local food production through protection of lands and water and support for our local farmers.

We increased overall acreage of planted crops in Hawai’i pre-pandemic.

Almost \$2 million in grants were awarded to support small-scale gardening, herding and livestock operations to help produce food in areas that are insecure. Another \$1.5 million was awarded to assist established local agricultural enterprises to quickly scale up production, increasing the state’s gross domestic product. We also awarded \$430,600 to enhance the competitiveness of Hawai’i-grown specialty crops in local, domestic, and international markets.

We are combatting invasive species that have devastated many of Hawaii’s natural areas and pose a threat to our tourism economy and industries. We established and are implementing first-ever Hawai’i Interagency Biosecurity Plan to prevent, detect and control invasive species. We created the first “pest hotline” for residents to report pest sightings.

We built strategic fences to block goats out of the northern slopes of the Waiʻanae mountains. We are nearing completion of a 25,000-acre fenced area in Manukā Natural Area Reserve in South Kona, which will be the largest protected native Hawaiian dryland forest. We removed feral cattle from forests north of Hilo.

Hawaiʻi Leads by Example

From renewable energy to climate change mitigation, water management, local food production, and more, other states are following our lead. There is only one Island Earth, and Hawaiʻi will continue to chart the sail plan for a more balanced, sustainable future.

Governor's Mission

Energy: Ensure a 100 percent renewable energy future in which we work together as a state, focusing on making solar and other technologies available for all.

Agriculture: Double local food production by 2020; develop water and energy resources to support this effort. Provide loans for farmers and more land for agriculture

Environment: Foster environmental stewardship from mountain to sea. Protect and more efficiently use our fresh water supply. Provide state lands for public use and enjoyment.

Commitments – IUCN Opening Remarks

We in Hawai'i have established ambitious goals for sustainability, through the Aloha+ Challenge, which sets concrete measurable targets for both public and private sectors. As part of this effort, I'm proud to announce my Sustainable Hawai'i Initiative.

- In Hawai'i, our koa-'ōhi'a forests cover nearly half of our islands and provide habitat for forest life and watersheds that produce fresh, clean water for our people. That's why I'm committed to protecting 30% of our highest priority watersheds by 2030.
- Our reefs provide habitat for spectacular marine life and feed us. That's why I'm committed to effectively managing 30% of our nearshore ocean waters by 2030.
- We need to provide food security through protection of lands and water and support for our local farmers. That's why I'm committed to doubling Hawaii's food production by 2020.
- Invasive species have devastated many of Hawaii's natural areas and pose a threat to our tourism economy and industries. That's why I'm pleased to announce the first-ever Hawai'i Interagency Biosecurity Plan which provides a vision and a path forward, through partnerships, to prevent, detect, and control invasive species.
- Climate change poses the greatest threat to our forests, our coastlines, and our corals. Hawai'i is also the most oil-dependent state in the nation. We must do everything we can, globally and locally, to reduce our use of fossil

fuels. That’s why I’m committed to reaching 100 percent renewable energy use in the electricity sector by the year 2045.

- Island governments, national and subnational, working together, can lead the way to finding solutions to the most pressing problems of our planet. That’s why Hawai’i is pleased to announce that we are joining the Global Island Partnership, an innovative partnership among island communities to develop and scale locally and culturally appropriate models for sustainability.

Governor David Ige IUCN World Conservation Congress, September 1, 2016

Outcomes

“I wanted to share Hawaii’s story on a world stage and show that our state gets it — that not only are we leading in setting high aspirations and taking action to fight climate change, but that other communities are following our lead. In 2015, our state was the first to commit to clean, renewable energy for electricity. Now there are 12 states or territories that have made the same promise. As part of the U.S. Climate Alliance, Hawai’i and other states are saying we aren’t waiting for national agreement. We’re already committing to aggressive action against global warming, and many people are recognizing Hawai’i as a leader.”

Governor David Ige on attending COP 26

Commitment	Where we are ...	Target Status
Protecting 30% of our highest priority watersheds by 2030	104,000 acres in 2020	Near Target
Effectively managing 30% of our nearshore ocean waters by 2030	6% designated as marine managed areas	Needs Improvement
Doubling Food Production by 2030	104 million pounds of local foods	Needs Improvement
The first-ever Hawai’i Interagency Biosecurity Plan which provides a vision and a path forward, through partnerships, to prevent, detect, and control invasive species.	Created the state’s first Interagency Biosecurity Plan to combat threats from invasive species; and the first “pest hotline” for local residents to report pest sightings a	Completed

Reaching 100 percent renewable energy use in the electricity sector by the year 2045	36.07%	On Track
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Environment indicators	Year	U.S.	HI	% change	Hawai'i	Honolulu	Kaua'i	Maui
Unhealthy air quality days , # of days	2020	4.8	11	-96.4%	11	0	0	0
Surface water advisory days , # of days	2021	■	2,952	-82.8%	2,142	345	■	465
Acres of parks and historic sites , per 1000 acres of total area	2020	■	101	1.1%	131	42.4	42.1	65.3
Renewable energy , % of total electricity produced from renewable energy	2019	11.5%	9.7%	12.1%	■	■	■	■
Wastewater reused ; m gallons of wastewater reused per day	2021	■	19	5.0%	1	11.7	2.5	3.7

Progress & Milestones

Environment: 2015

Turtle Bay conservation easement acquisition (DLNR)

The Department of Land and Natural Resources was one of several executive branch agencies deeply involved in a landmark agreement to preserve coastal lands at Kawela Bay (Turtle Bay) on O‘ahu’s north shore. The agreement protects four miles of O‘ahu’s total coastline or 4%. The conservation easement covers a total of 665 acres, of which 617 acres fall now fall under DLNR responsibility. Upon the closing of the deal, Governor David Ige comments, “We are preserving open space and recreational opportunities along O‘ahu’s shoreline for future generations.”

Sea cucumber harvest rules (DLNR)

When officers from the DLNR Division of Conservation and Resources Enforcement’s (DOCARE), North Maui Community Fisheries Enforcement Unit learned about the mass harvest of sea cucumbers for commercial sale, they immediately initiated an investigation. That probe, along with public reports of mass sea cucumber harvesting on O‘ahu, resulted in expedient action by the DLNR’s Division of Aquatic Resources (DAR) to recommend a 120-day moratorium on all sea cucumber harvesting in Hawaiian waters. Subsequently the Board of Land and Natural Resources approved the temporary moratorium, and the Governor quickly signed the measure. DAR is now holding public hearings statewide to discuss permanent rules which allow very limited commercial take and regulated personal take of sea cucumbers. This was an example of state government acting swiftly to mitigate a previously unregulated activity, which was having a detrimental impact on Hawaii’s natural resources.

Shoreline vegetation initiative (DLNR)

The DLNR Office of Conservation and Coastal Lands (OCCL) has responsibility for protecting and preserving more than 700 miles of public shoreline in Hawai‘i. It’s a daunting task for an office with fewer than 10 full-time employees. Yet OCCL undertook an ambitious “soft-touch” enforcement action in East O‘ahu, by notifying some 100 beachfront property owners, that they are in violation of a two-year old law which requires them to maintain vegetation, growing from their properties onto public lands. Within 60 days of receiving notice, many of the homeowners had cut

back naupaka and beach heliotrope that was restricting lateral access to beaches. OCCL is conducting follow-up site inspections of the entire coastline from Portlock to Cromwells and will send follow-up letters as necessary. By law OCCL can fine property owners who fail to comply but will use this approach as a last resort. At Cromwells, a popular and well-known beach area in the Kahala district, a beach which had been previously covered with vegetation has now reappeared thanks to the participation of adjacent property owners. The newly “recovered” beach has been widely praised by frequent users of the area.

Comprehensive coral reef management planning (DLNR)

Unprecedented coral bleaching for the past two years prompted the development of a comprehensive coral reef management plan for near-shore waters in the Hawaiian Islands. To help ensure that coral reefs are resilient and have a chance to recover from severe bleaching events, state biologists are collaborating with experts worldwide to identify best practices and methods to help ensure reef resilience and recovery. Once developed the plan will be presented in public hearings and could result in permanent rulemaking to help protect fish species that help protect reefs.

Kaiwi State Scenic Shoreline improvements (DLNR)

The Makapu‘u Lighthouse Trail is one of the most heavily used recreational trails on O‘ahu. The Division of State Parks just completed a complete facelift of this trail to include repaving the one-mile-long scenic trail, build new ADA compliant lookouts and install new guardrails and stairs. The work also includes road stabilization and new drainage lines.

Commercial ocean recreation permits (DLNR)

In January the DLNR Division of Boating and Ocean Recreation revealed new fees and permit requirements for commercial recreational operations in state small boat harbors, facilities and near shore waters. All companies and individuals conducting commercial activities are now required to get a permit. The rules are the result of statewide public meetings held over two years.

Hanalei stream bank restoration project (DLNR)

Hanalei Stream on Kauai is again flowing freely and within its banks after the completion of a Hanalei Stream on Kaua‘i is again flowing freely and within its

banks after the completion of a multi-million-dollar stream restoration project. A breach in the bank of the stream 20 years ago caused water to divert from the stream and often flooded adjacent properties after heavy rains. This long-awaited project restored adequate water flows to area taro farmers, who collectively produce a large amount of the taro consumed in Hawai'i.

Land records digitization project (DLNR)

The Bureau of Conveyances is currently digitizing microfilm land records from 1846-1992. Records after 1992 are already in a digital format. This is phase one of the project. The second phase will make these records available to the public for purchase.

Statewide Historic Preservation Plan (DLNR)

The federal government requires state preservation agencies to create five-year plans. The DLNR State Division of Historic Preservation has selected a consulting contractor to assist it in the development of a new 5-year plan. This document will guide historic preservation activities over the next period and will serve as a work plan. Input from the public will be sought and its expected, unlike previous plans, this will serve as a comprehensive strategic plan for the division.

Endangered Petrels translocation (DLNR)

Working closely with federal agencies, non-profits, and non-government agencies the DLNR Division of Forestry and Wildlife was deeply involved in a historic project to translocate 10 endangered Hawaiian Petrel chicks from their montane nesting area on Kaua'i to a new colony protected by a predator-proof fence at the Kilauea Point National Wildlife Refuge. The translocation involved three separate teams and more than a dozen people. The colony is expected to become home to more than 100 endangered sea birds; some of which are only found on Kaua'i.

Update of Statewide Water Resource Plan (DLNR)

The Commission hosted seven workshops in March and April 2015 to solicit input from communities statewide regarding their concerns, issues, and ideas about water resource management in Hawai'i. About 350 community members attended the workshops and 629 comments were received. This valuable input will be used to inform the updating of the Commission's Water Resource Protection Plan, targeted for completion in 2016.

Renewable Energy: 2015

Law makes Hawai'i First in Nation to Set 100% renewable energy goal (DLNR)

Governor Ige signed HB623 into law, making Hawai'i the first state in the nation to set a 100% renewable portfolio standard in the electricity sector.

Reducing energy consumption at airports (DOT)

Ongoing projects include reducing energy consumption at the state's 12 airports and developing programs to make alternative energy more affordable for low- and moderate-income homeowners, renters, and non-profits.

Hawai'i-Okinawa clean energy cooperation (DBEDT)

On July 10, 2015, dignitaries from Japan and Hawai'i met to discuss strategies to be pursued under a five-year extension of the Hawai'i-Okinawa Memorandum of Cooperation (MOC) for Clean and Efficient Energy Development and Deployment. The signatories to the MOC were the State of Hawai'i, the Okinawa Prefectural Government, the U.S. Department of Energy, and Japan's Ministry of Economy, Trade, and Industry (METI), representatives from Japan's Department of Commerce, Industry and Labor, HECO, and research institutions from Japan and Hawai'i. The Hawai'i-Okinawa MOC for Clean and Efficient Energy Development and Deployment was established June 17, 2010, to expand on existing collaborations in technology research and development. Hawai'i and Okinawa extended the MOC through June 2020 with a focus on advancing emerging and innovative clean energy technologies and developing them for the market.

Green energy tech partnership (DBEDT)

On August 24, 2015, DBEDT Director Luis P. Salaveria and Korea Institute of Energy Technology Evaluation and Planning (KETEP) President Dr. Whang Jintaek signed a Memorandum of Understanding (MOU). The MOU initiates cooperation in green energy technology research and development for applications in Hawai'i in the areas of energy efficiency, new and renewable energy, smart grid technologies and energy storage systems.

2015 Clinton Global Initiative -- Hawai'i commitment (DBEDT)

In 2015, the State of Hawai'i committed to the Hawai'i Statewide Modern Grid-Workforce Training Deployment, a collaboration between the University of Hawai'i, Honolulu Community College, Hawai'i Natural Energy Institute, Hawaiian Electric Industries, and the Blue Planet Foundation. The three-year, \$300,000 commitment will build a coordinated statewide curriculum and training program for the next generation of skilled smart grid technicians, electrical engineers, and managers. They will possess the technical skills the state needs to implement advanced metering infrastructure by 2020 and to achieve a 100 percent renewable portfolio standard in the electricity sector by 2045.

2016 VERGE Hawai'i (DBEDT)

The Hawai'i State Energy Office (HSEO) selected California-based GreenBiz Group to bring its annual VERGE event series to Hawai'i. Long regarded as ground-zero for next-generation energy issues, Hawai'i will serve as host in 2016 and 2017 as the best minds in energy identify and advance next-generation practices for sustainable energy solutions in Hawai'i and beyond. The recent passage of three ambitious energy bills have made Hawai'i the first state to adopt a 100 percent renewable energy portfolio standard and have cemented it at the forefront of global renewable energy efforts. Offering a real-world glimpse into the future as a more resilient world, the VERGE Hawai'i: Asia Pacific Clean Energy Summit will gather influencers from the world's largest corporations, as well as entrepreneurs, utility executives, public officials and representatives of nonprofits and academia.

Hawai'i Green Infrastructure Authority (DBEDT)

Green Energy Market Securitization (GEMS): Established by legislation in 2013, GEMS is an innovative clean energy financing program designed to make clean energy improvements affordable and accessible to Hawai'i consumers, especially underserved markets such as low- and moderate-income homeowners, renters, and nonprofits. DBEDT constituted the Hawai'i Green Infrastructure Authority (HGIA) and issued the bonds to capitalize the Green Infrastructure Special Fund, which funds the GEMS Program. In December 2015, The Bond Buyer presented the GEMS program with the Deal of the Year: Non-Traditional Financing award.

Energy and ocean research (DBEDT)

NELHA continues to provide services and the environment necessary to allow for the private sector to construct and dedicate the world's largest ocean thermal energy conversion (OTEC) facility. In August, the facility, which uses this renewable and clean energy source began operation in Hawai'i. The opening of the 100-kilowatt facility at NELHA marked the first time a closed-cycle OTEC plant will be connected to the U.S. grid and marked a significant milestone for the technology.

Special counsel assigned to NextEra hearings (DLNR)

For the NextEra proceedings, the state assigned a special counsel to protect the public interest in the short-and long-term.

Agriculture: 2015

Local food production (HDOA)

In an effort to address increased local food production in the State, the Hawai'i Department of Agriculture (HDOA) has determined food baseline metrics for the State from which to measure progress towards achieving the goal of doubling local food production by 2030. HDOA is finishing a food sustainability baseline study that will provide the department with Geographic Information System (GIS) mapping of farm locations statewide and what they are producing and the water resources available for agricultural enterprises. With baseline metrics, the State can move forward in doubling local food being production by 2030.

Food safety – Kaua‘i Good Neighbor Program (HDOA)

Achieving and maintaining compliance with food safety regulations is important for all affected agricultural operations in the State. The success of the Kauai Good Neighbor Program demonstrates that community support for agriculture can be achieved through cooperation, education, and. With the continued support from the agricultural industry, HDOA has expanded Good Neighbor practices throughout the State and increase the opportunity for growth of Hawaii’s agricultural operations and continued progress towards meeting the State’s agricultural goals. Food safety and food sustainability have been issues tackled by the HDOA in recent years, especially in regard to genetically modified (GM) crops. The issue of GM production has generated many questions and substantial emotion. The HDOA has partnered with the County of Kauai to create the Kauai Joint Fact-Finding Group to examine the possible health and environmental effects of pesticides used in the cultivation of GM production. Through evidence-based debates and a collective fact-finding strategy, the expert group deliberated and provided recommendations on priorities for future study, defined the scope of such studies, and propose methods to address any health or environmental impacts from pesticide use on Kauai. With these recommendations, the HDOA has been able to actively pursue a balanced and reasonable farmer/community co-existence, thereby reducing the likelihood of farmer/community conflicts in the future.

Environment: 2016

IUCN World Conservation Congress (DLNR)

In September 2016 Hawai‘i hosted more than 10,000 delegates from 192 countries at the International Union for Conservation of Nature and Natural Resources World Conservation Congress (WCC). This was the first time the world’s largest and most prestigious environmental and conservation gathering was held in the United States. The State provided significant financial and organizational support for the WCC and received unprecedented attention for numerous conservation initiatives and programs in local, national, and international media.

At the World Conservation Congress Governor Ige announced his *Sustainable Hawai‘i Initiative*:

- Protect 30% of our highest priority watersheds by 2030.
- Effectively manage 30% of our nearshore ocean waters by 2030.

- Implement Hawaii's first Inter-Agency Biosecurity Plan to prevent, detect and control invasive species.
- To double local food production by 2020.
- To achieve 100% renewable energy in the electricity sector by 2045.

Rapid 'Ōhi'a Death (DLNR)

DLNR worked closely with public and private partners to assess the extent of the spread of Rapid 'Ōhi'a Death on Hawai'i Island and to begin pilot projects to contain infestations. Governor Ige hosted with DLNR a statewide Rapid 'Ōhi'a Death Summit in November to examine the latest research and control strategies and to outline a management plan.

Forest protection (DLNR)

Native forests provide our freshwater supply by acting like a "sponge" and absorbing rainfall and cloud moisture and are important in Hawaiian culture. Fence design allows human access while blocking cattle, sheep, deer, and pigs. These hooved animals are not native to Hawai'i and trample and eat plants, spread invasive weeds, cause erosion, and foul streams with waste and sediment.

DLNR protected native forested watershed lands through fencing and invasive species control throughout the state, including:

- Fenced 1,000 acres in the Puu Makaala Natural Area Reserve. This rainforest east of Hilo is the only home to the Alalā (Hawaiian Crow), one of the most endangered birds in the world, and now being released back into the wild.
- Built strategic fences to block goats out of the northern slopes of the Waianae mountains.
- Removed feral cattle from forests north of Hilo.
- Nearing completion of a 25,000-acre fenced area in Manukā Natural Area Reserve in South Kona which will be the largest protected native Hawaiian dryland forest.

Fishpond restoration (DLNR)

DLNR finalized the management plan for the Hā'ena Community-based Subsistence Fishing Area (CBSFA). In July, Governor Ige approved DLNR rules creating a new marine reserve at Ka'ūpūlehu, on the west coast of Hawai'i island. Both the establishment of Hawaii's first CBSFA and the marine reserve were grassroots, locally driven initiatives, with broad community support.

Makapu‘u Lighthouse (DLNR)

DLNR repaved the Makapu‘u Point Lighthouse Trail at the Kaiwi State Scenic Shoreline on O‘ahu and installed viewing areas, rest benches and interpretive signs, making this trail one of the most pleasant and accessible outdoor experiences for residents and visitors alike.

Kalalau Valley (DLNR)

After many years of neglect, in late 2015 and continuing throughout 2016 the DLNR Divisions of State Parks and Conservation and Resources Enforcement combined efforts to clean-up and enforce rules in the Kalalau Section of the Nāpali Coast State Wilderness Park on Kaua‘i’s north shore. This has resulted in citations for nearly 200 people who did not have required permits to be in the area, the dismantling of numerous large and long-term illegal camps, and a reduction in the tonnage of rubbish and human waste being airlifted out of the area on a monthly basis. Permitted campers have written the Department to express their gratitude for the efforts that DLNR expects to sustain.

Land records digitization (DLNR)

DLNR’s Bureau of Conveyances completed phase two of a multi-year project to digitize 35 million microfilm images and 5,500 reference books by creating digital images of all its land records dating back to 1845. The images will be enhanced and made available for review at the Bureau, with a goal of ultimately making them accessible online.

This project ensures the preservation of some of Hawaii’s most important and vital legal and historical records. These projects are among those that reflect Governor Ige’s goal to restore the public’s trust in government by committing to reforms that increase efficiency, reduce waste, and improve transparency and accountability.

Watershed protection (DLNR)

Protected over 40,000 acres of watershed forests on Kaua'i, O'ahu, Moloka'i and Hawai'i islands.

- <https://governor.hawaii.gov/main/2018-state-of-the-state-address/>

Papahānaumokuākea Marine National Monument Trustee (DLNR)

Initiated request to make the Office of Hawaiian Affairs a co-trustee.

- <https://governor.hawaii.gov/newsroom/governors-office-news-release-governor-signs-letter-of-support-for-expansion-of-papahanaumokuakea-marine-national-monument/>
- <https://governor.hawaii.gov/newsroom/governors-office-news-release-ohana-amed-co-trustee-of-papahanaumokuakea-marine-national-monument/>

Renewable Energy: 2016

VERGE Hawai'i: Asia Pacific Clean Energy Summit (DBEDT)

By passing ambitious legislation mandating 100 percent clean energy by 2045, the State of Hawai'i has taken a leadership role in creating a sustainable energy future. Reaching this goal will require unprecedented collaboration among government, military, utilities, solution providers, energy producers and consumers, and global leaders. The Hawai'i State Energy Office selected California-based GreenBiz Group to bring its annual VERGE event series to Hawai'i for 2016 and 2017. Long regarded as ground-zero for next-generation energy issues, VERGE brings the best minds in energy together to identify and advance practices for sustainable energy solutions in Hawai'i and beyond. For 2016, the rebranded VERGE Hawai'i pulled in twice the amount of attendance than in previous years, where the number of attendees went from about 500 to 1,000.

Historic agreement with Department of the Navy to advance clean energy opportunities (DBEDT)

During the 2016 VERGE Hawai'i conference, Governor David Ige and Assistant Secretary of the Navy (ASN), The Honorable Dennis V. McGinn signed a Memorandum of Agreement (MOU) to work on energy related issues of mutual benefit, to coordinate goals and to build partnerships whenever possible. The MOU, signed June 21, 2016, is an agreement between the State of Hawai'i, through the

Department of Business, Economic Development and Tourism (DBEDT) and the Department of the Navy (DON). The parties found that the state and DON have similar energy goals relating to the reduction of greenhouse gases, the reduction of fossil fuel usage, energy efficiency, water consumption, use of renewable energy and use of alternative fueled vehicles. The MOU aims to leverage the human and financial resources of the state and the Department of Defense towards a shared vision on energy security and self-sufficiency.

Agriculture: 2016

Established Interagency Biosecurity Plan (HDOA)

The Department of Agriculture developed a Hawai'i Interagency Biosecurity Plan as a coordinated path forward to increase support for local agriculture, protection for our environment, and safeguards for the health and lifestyle of Hawaii's people. Biosecurity is the set of measures taken to manage the risk from invasive species to the economy, environment, and public health. This plan provides a comprehensive 10-year approach through multiple state, federal, and county agencies and partners that includes pre-border, border, and post-border policies and processes to address Hawaii's most critical biosecurity gaps. With over 100 policy, process, and infrastructure actions for Hawaii's state, federal, and county agencies and partners to take, the Hawai'i Interagency Biosecurity Plan seeks to protect Hawaii's people, visitors, economy, agriculture, and natural environment from the impacts of invasive species

Increased state agricultural land (DLNR)

The Agribusiness Development Corporation has acquired 1,200 acres of prime agricultural lands formerly in pineapple cultivation by Dole adjacent to Wahiawa and Whitmore, O'ahu and plans to shortly close on another 218 acres of agricultural lands from Castle and Cooke also in Whitmore, O'ahu. The State has also allocated over 30 million dollars in Fiscal Year 2016 to purchase additional prime agricultural land in Central O'ahu. These lands are vital to the state's goal of doubling local food production by 2020. Increasing agricultural production on vacant former plantation land will directly move the state toward increased food security and self-sufficiency.

Revitalization of the livestock industry (DLNR)

The Department of Agriculture, working with the agricultural community, has made significant strides in revitalizing the livestock industry in the State of Hawai'i. Hawai'i has seen increased production numbers for local liquid milk and grass-fed beef and will soon see increased poultry production. Additionally, work has been done to increase the efficiency for cattle processing statewide.

Environment (GOV, DLNR): 2017

In 2017, Governor Ige signed Act 32 into law, making Hawai'i the first state in the nation to commit to implementing the goals of the Paris Climate Agreement.

The Ige administration has delivered other "firsts" to protect the islands' natural resources: a far-reaching Sustainable Hawai'i initiative to manage priority watersheds, protect nearshore ocean waters and increase local food production; the state's first Interagency Biosecurity Plan to combat threats from invasive species; and the first "pest hotline" for local residents to report pest sightings and a DLNRTip app for resource violations; the first-ever statewide Coral Bleaching Recovery Plan; and the first Sea Level Rise Vulnerability Report from the state's Climate Change Commission.

Protect 30% of priority watersheds by 2030 (DLNR)

- Over 20,000 more acres of priority watershed forests have been protected, bringing us closer to the Sustainable Hawai'i Initiative Goal of 30% of our watershed forests protected by 2030.
- Rapid 'Ōhi'a Death collaborative response: identification of the vector, island-wide surveys, in-field testing, in-field containment trials, inter-island quarantine, outreach to minimize transport.
- Planted a quarter-million trees.
- Completed the Lehua Island Restoration Project.
- Legacy Lands: provided matching funding to protect important natural and cultural lands statewide including Turtle Bay, Helemano, Kānewai Spring, Ka 'Iwi mauka, Pupukea mauka, upper Kūka'iau, Pu'ukua, Makahanaloa, Waipā, Wai 'Opae, Pua'ahala Watershed, Kalua'aha Ranch.

Effectively manage 30% of nearshore ocean waters by 2030 (DLNR)

- Passed emergency, then permanent rules, limiting commercial take of sea cucumbers, heading off a significant emerging threat to Hawaii's reefs from foreign-driven over-harvest.
- Established the Hā'ena, Kaua'i, Community-Based Subsistence Fishing Area
- Established the Ka'ūpūlehu, Kona, Hawai'i, "Try Wait" ten-year community-based fishing rest area.
- Produced the first-ever statewide Coral Bleaching Recovery Plan.
- Worked with marine scientists to create the first consolidated statewide marine monitoring data set, making Hawai'i one of the most data rich marine areas in the world.
- Supported expansion of Papahānaumokuākea Marine National Monument.
- Completed Kaho'olawe near-shore monitoring, confirming the two-mile managed fishing area as the highest fish biomass in the state.
- Established a new state coral nursery to provide "insurance" for lost or damaged reef using large native corals grown using fast-growth protocol.

Implement Interagency Biosecurity Plan by 2027 (HDOA, DLNR)

- Completed Hawaii's first interagency biosecurity planning process, utilizing expert review of biosecurity capacity gaps and input from impacted industries and the public
- Completed operational phase of an interagency response to little fire ants on O'ahu, with no new detections in Mililani in over two years
- Maintained the interagency coconut rhinoceros beetle response, containing the infestation to south O'ahu
- Launched a new public pest reporting tool at 643pest.org and on mobile devices to allow the public to report various types of invasive species and be connected to the appropriate responding agency
- Began funding biological control development for invasive albizzia trees.
- Provided field response and research related to Rapid 'Ōhi'a Death
- Affirmed support for developing technologies to achieve landscape-scale control of mosquitoes to mitigate human and avian disease transmission

Protect and more efficiently manage our fresh water supply (DLNR)

- Facilitated a mediated settlement that will immediately restore continuous flows in the Waimea River in Koke'e, Kaua'i, as well as provide the opportunity for a renewable energy project, water for Hawaiian homesteading, and farming.
- East Maui instream flow contested case decision is pending.

Provide state lands for public use and enjoyment (DLNR)

- Repeated enforcements and cleanups in Kalalau Valley and Nā Pali State Wilderness Area.
- Enhanced enforcements and cleanups at Makua, Diamond Head, Wailoa, and other state parks.
- Increased evening and weekend enforcements by DoCARE.
- In cooperation with the Hawai'i Tourism Authority, installed bar-coded public information signs at key DLNR-managed public access points.
- Over 140,000 hours of community volunteer service donated – equal to over 78 FTEs.
- Over 220,000 hours of youth intern service contributed – equal to about 125 FTEs.
- Over 70,000 hours of community volunteer service on Kaho'olawe.
- Implemented day-use mooring program to prevent harm to corals by boats statewide.
- Created Waikīkī – Ka'anapali partnerships with hotels to re-nourish beaches and enforced shoreline accessibility through clearing of encroaching vegetation.
- Launched audio tours of Diamond Head State Park with partner Pacific Historic Parks.
- Expanded the Citizen Forester urban forestry program.
- Established hunter access easement in Ka'ū; negotiated extensions of hunting area agreements on Lāna'i and Kaua'i; established the Statewide Game Management Advisory Commission; launched online hunter education hybrid course option.
 - Five-year plan: establish shooting ranges on Hawai'i Island and Kaua'i.
- Completed capital improvement and maintenance projects statewide for parks, small boat harbors, boat ramps, and trails.

- Undertook enforcement and safety control actions for illegal public activity on state lands and waters driven by social media including raves, floatillas, illegal harvest, natural and cultural resource damage

Renewable Energy (DBEDT): 2017

- Since the start of Governor Ige's administration, residents and businesses statewide saw more than \$95 million in first-year savings on their utility bills by reducing energy use through Hawai'i Energy programs.
- National energy efficiency experts honored Hawai'i with its "Race to the Top" award for the pioneering work being done by state and county agencies to boost investment in energy efficiency projects.
- From solar farms and other alternative energy projects to a plan to use seawater to cool seven state office buildings and the state Capitol, Hawai'i is making significant progress on its renewable energy goals for a "triple bottom line" of more local jobs, lower taxpayer and consumer costs, and environmental benefits.

Our group's name acknowledges the life-giving power of water," explained Pō'ai Wai Ola president Galen Kaohi. "Today's agreement ensures that, for the first time in over 100 years, life-giving water will once again flow continuously in Waimea River from mauka (the mountains) to makai (the sea), which is vital for the health of the river and our community."

April 18, 2017

Agriculture (HDOA, GOV): 2017

- The governor also signed into law Act 258 — the first of its kind in the nation — to help Hawai'i farmers defray costs of organic production and maintain certification.
- Since the governor took office, the state, through the Agribusiness Development Corporation (ADC), has doubled its land inventory to own more than 2,500 acres of former pineapple and sugar plantation lands. ADC has more than 500 acres in production and expects to increase to 950 acres of ag production with more than 50 new farmers.

Environment (DLNR): 2018

- Hawai'i Climate Commission issues statewide call to action – A first-ever statewide threat assessment with inundation maps and sea level rise mitigation for every island was prepared by the Department of Land and Natural Resources' (DLNR) Office of Coastal and Conservation Lands.
- Expanded biosecurity strategies – The Ige administration has produced the state's first Interagency Biosecurity Plan to take an aggressive approach to fighting invasive species such as rapid 'ōhi'a death and little red fire ants. Governor Ige has made biosecurity his top issue as the chair of the Western Governors' Association to develop strategies with other states.
- The state has also created an online permitting system to facilitate review and inspection by the Plant Quarantine Branch.
- Protection for critical watersheds and recreation lands – In October, DLNR and numerous government and non-profit partners announced the acquisition of 2,882 acres of Central O'ahu forest and fallow lands from Dole Food Company. Called the Helemano Wilderness Recreation Area, the area will protect vital water resources and native species protection and offer opportunities for outdoor activities and conservation management.
- The State Commission on Water Resource Management is focusing on better water management for whole ecosystems. Its decision on interim instream flow standards for East Maui watersheds protects ecosystems, taro farming, Native Hawaiian practices as well as other agricultural and domestic uses.
- DLNR's first ever Law Enforcement Training Academy for new conservation officers honored four graduates. Their broad training covers protection of natural and cultural resources and enforcement.

Agriculture (HDOA, DOE): 2018

- Launched a study to test for pesticide residues in the state’s surface waters. HDOA is developing public-private partnerships to increase capital investments for large projects and expand use of “smart technology” to increase productivity.
- Growing local, buying local – The HDOA is moving on several fronts to double local production by 2020. This includes doubling the state’s agricultural inventory to over 2,500 acres of former pineapple and sugar plantation land, working with farmers to increase production and food safety and guarding against invasive species.
- The department secured a \$1.9 million grant to help farmers meet the Food Safety Modernization Act.
- Expanded ‘Aina Pono Farm to School program – The Department of Education is working with local farmers and ranchers to provide local produce and grass-fed beef for school lunches on several islands.
- ‘Ele‘ele Elementary on Kaua‘i became the first school to serve kalo on its menu. Students in the Kohala and Mililani school districts are also enjoying fresh island food.



Environment (DLNR): 2019

- DLNR worked with many stakeholders, initiated the Coral Pledge to prevent further damage to this fragile ecosystem.
- Equitable water supplies for renewable energy, Hawaiian homesteading and farming - The state has updated plans and agreements to ensure the long-term protection of water resources, most notably for Kaua‘i and Maui.
- New energy-efficient DLNR building for Maui - Community members can now meet in Wailuku with DLNR staff from four divisions.
- “Responsible tourism” promoted by Hawai‘i Tourism Authority (HTA) - While tourism growth continues to drive Hawaii’s economy, HTA is allocating more funds to protect the state’s natural resources and perpetuate Native Hawaiian culture along with a “kuleana campaign” to educate visitors about safety, conservation, and Hawaiian values.

- Protecting, planning for sea level rise -The state Department of Transportation estimates that about 15 percent of the state’s coastal highways will be affected by sea level rise by 2100. Short-and long-term solutions are being planned for discussion with the communities affected.
- Kaua’i’s North Shore reopens famed Nāpali Coast trail and parks with new protections - From flood devastation to a model for the entire state — the communities of Hā’ena and Wainiha celebrated the reopening of Kūhiō Highway and new approaches to managing visitor traffic to protect the natural resources of the area.
- Energy financing provides savings for residents - Low and moderate-income households, renters, non-profits, and small businesses now have a chance to lower their electricity bills through the new Green Energy Money \$aver (GEM\$) On-Bill Program. The program provides loans to install solar PV systems and helps more people lower their energy costs.
- More clean energy projects supported - The Public Utilities Commission approved numerous clean energy projects, programs, and infrastructure investments in 2019 to accelerate progress toward its 100 percent renewable energy goal for electricity generation.

Agriculture (DOE, HDOA, DBEDT): 2019

- The DOE’s ‘Aina Pono, farm to-school program and the new farm-to-state program for local correctional facilities are building a network to increase island food production.
- The state Department of Agriculture (HDOA) is producing more timely information for local farmers to help in doubling the state’s food production.
- HDOA Plant Quarantine Branch implemented a new online database, Kupono, to facilitate the inspection process for produce arriving in Hawai’i through electronic manifesting and for export of agricultural products. The system also centralizes permit issuance, import and interisland inspections, and pest response data to allow the department to assess risk and better utilize inspection resources.
- First Lady Dawn Amano-Ige’s “Jump Start Breakfast” program in the schools promoted the benefits of locally grown products.
- HDOA increasing local meat production - The local beef and pork industries are benefitting from low-interest financing and legislative funding to develop harvesting capacity.

- NELHA helps entrepreneur start-ups, state's aquaculture industry - UH and the Natural Energy Laboratory of Hawai'i Authority are joining with HATCH, the world's first sustainable aquaculture accelerator program, to attract investments and create jobs.
- Hands-on ag training for inmates - UH GoFarm is partnering with Waiawa Correctional Facility to teach inmates how to grow a variety of produce. The vegetables are harvested for meals at the facility. At the Women's Community Correctional Center, the female inmates are learning job skills, thanks to the Lani-Kailua Outdoor Circle. The women develop skills in plant propagation and food preparation as well as care for goats who eat invasive vegetation.

Agriculture: 2020

Supporting farmers and ranchers to get people back to work (HDOA)

As an economic development program, the Agricultural Loan Division (ALD) revives the economy by supporting farms and ranches to get people back to work. ALD, for calendar year 2020 (YTD), approved 29 loans totaling \$5,021,860. The total includes 18 emergency loans totaling \$1,313,870 of which were 17 COVID emergency loans. The Division also approved its first agriculture innovation loan for purchase of a commercial drone to conduct agricultural spraying. The use of the drone is time and labor efficient and is a safer for the applicator. The drone will be used to spray Botanigard ES which is a fungus used to control the coffee berry borer in coffee orchards.

Distributed \$448M to farmers and organizations during pandemic (HDOA)

The Market Development Branch (MDB), through the COVID-19 Emergency Farmer Relief Grants, distributed \$448,495.50 to 196 farmers and organizations within record time of 9 weeks since the first emergency proclamation by Governor. The emergency grant program used Barrel Tax special funds which also included \$20,000 to hog farmers and to Hawaii Pork Industry Association for feed subsidy relief. Governor Ige's emergency proclamations allowed HDOA to provide cash to keep farmers and producers afloat until federal relief was available to agriculture in late May and in the summer.

The Market Analysis News Branch (MANB) conducted emergency surveys to determine the extent of financial losses incurred by local farmers, ranchers, operators, and commodity groups after community lockdown was imposed in April 2020.

Long-term leases with farmers for agricultural use (HDOA)

During 2019 through 2020, the Department of Agriculture acted on 40 leases and executed 6 new long-term leases with qualified, bona fide farmers for agricultural lands totaling approximately 8,008 acres. The use of the agricultural lands includes diversified agriculture which includes the growing of orchard trees such as mango, avocado, lychee, banana, lemons, limes, star fruit, etc., various truck crops such as kale, cucumbers, eggplant, taro, various herbs, etc., as well as for livestock pasture use. Actions on leases included conversions to new 35-year leases, extensions of leases for 20 years and more, assignments of leases from our aging farmers to a new generation of farmers, and subleases to qualified farmers by authorized farming cooperatives. Almost all these actions are for farmers in food production.

The Kamuela Vacuum Cooling Plant (KVCP) is located in the South Kohala District on the island of Hawai'i. The energy cost to run the refrigeration units and cooling chambers are a burden to the Coop farmers. In 2017, the electric bill averaged almost \$3,000 per month. Through Capital Improvement Project (CIP) appropriations, funds were provided to design and construct a Photovoltaic (PV) System at the facility. The \$1.078 million project includes the construction of a 65kW energy system, with battery backup, on a new carport structure. Connection to the grid and electrical cost savings for the Coop are anticipated by the end of the year.

Locally produced food items to add to SNAP recipients (HDOA)

DA BUX Double Up Food Bucks COVID-19 Pandemic Response Program, administered by MDB, contracted with The Food Basket to provide \$500,000 of CARES Act funding to implement and administer the COVID-19 Response Program. This Program provides a dollar-for-dollar match to Supplement Nutrition Assistance Program (SNAP) recipients statewide for purchases of locally grown fruits and vegetables, local ground beef, local seafood, and/or local eggs, up to a maximum \$50 per day per household at participating United States Department of Agriculture Food and Nutrition Service approved retail outlets. HDOA is working with The Food Basket to ensure the funds are expended by the December 2020 deadline.

Statistical results compiled by the MANB were shared with key decision makers within HDOA, Hawaii's congressional delegation, state legislators, industry organizations, and popular media. Some of the information helped the HDOA Chairperson to successfully petition the USDA Secretary of Agriculture to extend crops eligible in Hawai'i to include coffee, macadamia nuts, tea, floriculture, nursery, aquaculture, and other specialty crops under the federal Coronavirus Financial Assistance Program (CFAP). Local agriculturalists have benefited judiciously from CFAP reimbursements totaling \$30 million as of November 8, 2020. More reimbursements are anticipated in the coming months. HDOA was awarded the USDA Micro-Grants for Food Security Program in October 2020.

The \$1,938,556.80 will be used to increase the quantity and quality of locally produced food in food insecure communities. The grant program is not connected to the CARES Act and was established under the 2018 Farm Bill to provide support for small-scale gardening, herding and livestock operations. The RFP will roll out in November or December 2020 with awards to be announced in late Spring or early Summer 2021. This is a great opportunity to assist building food security for communities in need after CARES Act support ends.

Designed and constructed a photovoltaic system (HDOA)

The Kamuela Vacuum Cooling Plant (KVCP) is located in the South Kohala District on the island of Hawai'i. The energy cost to run the refrigeration units and cooling chambers are a burden to the Coop farmers. In 2017, the electric bill averaged almost \$3,000 per month. Through Capital Improvement Project (CIP) appropriations, funds were provided to design and construct a Photovoltaic (PV) System at the facility. The \$1.078 million project includes the construction of a 65kW energy system, with battery backup, on a new carport structure. Connection to the grid and electrical cost savings for the Coop are anticipated by the end of the year.

Support for local fisheries during COVID-19 pandemic (DLNR)

The Division of Aquatic Resources developed spending plans for the distribution of \$4.3 million in CARES Act funds for fishery interests. Public hearings and meetings moved to virtual formats. The department also used the "pause" in normal operations to catch up on a backlog of maintenance and repair and projects.

Renewable Energy (DLNR): 2021

Together with the state's energy and planning offices as well as legislative support, Hawai'i achieved in 2021 a record number of "firsts" that will leave a legacy of environmental protection from the Ige administration. The actions include:

- A new fee structure and management system to regulate the flow of visitors to popular "hotspots" that is already generating record amounts of revenue for maintenance.
- 42 newly trained officers who will be deployed in 2022 to fill staffing gaps and provide better field enforcement, especially during the pandemic.
- Requirements for state agencies to rent electric or hybrid vehicles, financing for electric vehicle charging systems and clean ground transportation goals.
- Other legislation better protects the state's ocean resources, including the first state nonresident recreational fishing license; a precedent-setting requirement for real estate transactions to identify properties lying within sea level rise exposure areas.
- Establishment of an ocean stewardship special fund; and other measures that protect the most sensitive nearshore island waters.
- DLNR has launched an exciting new site at dlnr.hawaii.gov/ecosystems/nars/ where anyone can take a virtual tour of the state's spectacular nature preserves and donate to help preserve them.
- The Hawai'i State Energy Office has been awarded a two-year FEMA grant to support the state's critical infrastructure and energy lifelines.

Hawai'i represented at 2021 United Nations Climate Change Conference (GOV)

At COP26, the UN climate summit in Scotland, Hawai'i was recognized for its climate change leadership. We showed how a small island state like Hawai'i can move the world with innovation, big ambition, and action," said the governor. All these actions support the governor's Sustainable Hawai'i Initiative, the Hawai'i 2050 Sustainability Plan and the state's climate goals and clean energy commitments. "Our vision includes a diversified economy rebuilt sustainably, not a simple return to business-as-usual post-pandemic," said Governor Ige.

Upgraded airport infrastructure to sustainably operate (DOT)

DOT entered a 20-year energy savings contract that guaranteed a 40% reduction of energy usage at state airports, harbors, and highways through the installation of energy efficiency systems and PV panels. Some of these benefits include:

- Combined investment of \$305M with a projected savings of \$775M in energy costs over the life of the contract.
- Airports division initiatives included:
 - Installation of 21,930 PV panels at HNL, ITO, OGG, JHM.
 - Installation of 84,783 high efficiency LED fixtures at Hawai'i airports
 - Replacement of air conditioning systems at 12 airports
 - Installation of chilled water AC upgrades at HNL, KOA, OGG, LIH, JHM
 - Upgrades of the Ewa Chiller plant and associated piping at HNL and Terminal 2 underground piping
 - Achieved Leadership in Energy Environmental Design (LEED) Gold certification with the construction completion of the Mauka Concourse project at HNL
 - Achieved LEED Silver certification with the construction completed of the CONRAC project at OGG
- Highways division installed:
 - Replacement of light duty vehicles with cost effective EV fleet
 - Tested carbon injected concrete of roads and bridges, 150 cu yd pour saved 1,500 lbs of CO₂
 - Replacement of 18,000+ fixtures statewide with LEDs

Upgraded harbors statewide to sustainably operate (DOT)

DOT-Harbors has always been committed to preserving and protecting our state's environment. Below are achievements made, progressing towards sustainability goals. These initiatives include:

- Installed photo-voltaic solar panels at six facilities throughout the districts
- Interior and Exterior Lighting replaced 1,450+ lighting fixtures with higher efficiency LED equipment
- Wireless lighting controls to assist in cost savings
- Installed High Mast yard lighting
- Replaced air conditioning units with energy efficient units
- Downward facing light fixtures to reduce light pollution and be dark sky compliant
- Installed used oil and hazardous waste collection sites

- Procured post-disaster recovery boats equipped with side-scan sonar to conduct underwater surveys to restore port operations as quickly as practicable
- Removed old pier sheds to improve cargo layouts and mitigate hazards
- Removal of asbestos panels in pier sheds
- Installation of eco-friendly window blinds
- Installed underground 12" watermain from Hilo town to Port of Hilo to replace vulnerable water tower that will provide sustainable firefighting capabilities
- Honolulu Harbor Master Plan project (HHMP) The Honolulu Harbor 2050 Master Plan (HHMP) project kicked off in early 2018. DOT Harbors is currently compiling the draft master plan document and anticipating the final master plan to be completed and presented to the Governor for endorsement by end of 2022. The main purpose of the HHMP is to ensure that Honolulu Harbor, the State of Hawaii's primary port-of-entry and hub of its commercial harbors system, is prepared to meet the future needs of the maritime industry and our community. The main goals were to identify current and meet future maritime needs, optimize use of the Harbor's finite land resources, balance stakeholders' competing needs and interests, ensure resiliency in the face of natural and human-made disasters, and climate change, consider emerging technologies and trends and consider public access and waterfront development opportunities in select locations.

Agriculture: 2021

Pandemic support for local food producers (HDOA)

During 2021, HDOA acted on 47 leases and approved the extension of the terms of 14 existing leases for at least 20 years totaling approximately 691 acres. The use of the agricultural lands includes diversified agriculture which includes the growing of orchard trees such as lychee, macadamia nuts, etc., various truck crops such as kale, cucumbers, eggplant, taro, various herbs, etc., nursery products such as orchids, tropical flowers and ornamental foliage; livestock processing; as well as for livestock feedlot and pasture uses. Actions on leases also included conversion to a new 35-year lease, assignments of leases from our aging farmers to a new generation of farmers, and subleases to qualified farmers by authorized farming cooperatives.

Farm-to-school sets goal of 30% local products by 2030 (GOV)

The governor also signed legislation to benefit both growers and consumers, including a farm-to-school goal of using at least 30% local products by 2030 and benchmarks for state departments to purchase local agricultural and food products.

Infrastructure and Capital Improvement Projects

Completed capital improvement and maintenance projects statewide for parks, small boat harbors, boat ramps, and trails:

- South Kawaihae boat ramp
- North Kawaihae maintenance dredging
- Hawai'i Kai/Maunaloa Bay boat ramp
- He'eia Kea small boat harbor
- Lahaina small boat harbor and Mala Wharf
- Port Allen small boat harbor
- Wai'anae small boat harbor
- Kaunakakai small boat harbor new loading dock
- Wailoa wharf
- Kailua-Kona loading dock repairs
- Mālaekahana State Recreation Area
- Hulihe'e Palace
- 'Iolani Palace
- Waiānapanapa State Park
- Hāpuna Beach State Recreation Area
- Kua Bay, Kekaha Kai State Park
- Diamond Head State Monument
- Waikīkī Beach sand nourishment and groin beach restoration
- Ala Wai canal dredging and wall repair
- Kaiwi State Scenic Shoreline/Makapu'u Lighthouse Trail

Legacy Land Conservation Program (DLNR)

The state of Hawai'i dedicates a portion of its annual revenue from real estate conveyance taxes to the Land Conservation Fund. Each year the state legislature provides the Legacy Land Conservation Program with some of the money held in the fund. The Legacy Land Conservation Program distributes this money through a competitive grant process for purchasing land and conservation easements and for paying the debt service on state financial instruments (such as bonds)- for the

protection of the following resources: agricultural, coastal, cultural, habitats, natural areas, open spaces, parks, recreation and hunting, and watershed protection.

The Legacy Lands Conservation Program provided matching funding to protect important natural and cultural lands statewide including:

Acquired with grant funds (completed):

- Hakipu'u Lo'i Kalo (O'ahu),
- Pia Valley Natural Area Reserve (O'ahu)
- Ma'o Organic Farms Palikea Expansion (O'ahu)
- Pupukeya Mauka Forest Reserve (O'ahu)
- Pua'ahala Watershed (Moloka'i)
- Mokae to Maka'alaie Lands (Maui)
- Amy B. H. Ethnobotanical Garden (Hawai'i)
- Waikapuna (Hawai'i)
- Pu'ukua (O'ahu)
- Helemano Wilderness Recreation Area (O'ahu)
- Turtle Bay Makai debt service (O'ahu)
- Kalauao Valley (O'ahu)
- Ka Iwi Coast Mauka Lands (O'ahu)
- Kanewai Spring (O'ahu)
- Kahuku Coastal (Hawai'i)
- Kuamo'o (Hawai'i)
- Kaiholena South (Hawai'i)
- Kaunamano (Hawai'i)
- Waikapuna (Hawai'i)
- Maka'alaie Lands (Maui)
- Kamehamenui (Maui) (Funded through direct appropriation)

Funded (acquisition pending as of 2021):

- Kiolaka'a (Hawai'i)
- Halulu Fishpond Access (Kaua'i)
- Kane'ohe: Pali to Lo'i (O'ahu)
- Ke'anae Lo'i (Maui)
- Kaluanono at Waipa (Kaua'i)
- Mokae II (Maui)
- Ulupo Heiau Buffer (O'ahu)
- Nā Wai 'Ehā (Maui) (Funded through direct appropriation)

Looking Ahead

We know that the health of our environment is inextricably linked to our own health and livelihood and well-being. We have seen that we humans have the power to destroy. But we also have the power to restore and protect. United, we can change the trajectory of Hawai'i and the world for generations to come.



Affordable Housing

Overview

When Governor Ige took office, the state had no coordinated plan for encouraging the development of new housing units. Statewide, production had stagnated due to burdensome government approval processes and lack of legislative interest in appropriating the significant sums needed to facilitate large affordable housing projects.

The governor quickly made affordable housing one of his top priorities. He set a minimum production target of 10,000 new units by 2020 and committed to reforms that allowed the state to meet this goal and go beyond it in subsequent years. The administration regularly convened public and private sector housing stakeholders and year after year secured large capital infusions into the state's affordable housing funds from the Legislature, setting the tone for future budgets.

The administration revised its affordable housing tax incentives to make them more attractive, funded necessary infrastructure improvements in every county to spur development and made large tracts of state lands available to private development partners to build affordable communities. Behind the scenes, the administration also worked to streamline government processes by revising administrative rules across multiple land use and housing agencies. The environmental review process now has exceptions for affordable housing and the state's historic preservation processes are being revised for the first time in three decades to eliminate project delays.

Homes that are affordable to Hawai'i residents are important. Although there is still much to be done, this administration proactively communicated with industry stakeholders to identify roadblocks, revise incentives, and prioritize the building of new units. The administration started new initiatives and set a new bar for capital infusions into the Rental Housing Revolving Fund and the Dwelling Unit Revolving Fund (DURF), the main two vehicles for the state to subsidize affordable units.

Governor's Mission

Build homes that people can afford, including rentals, to address the needs of those entering the work force. Renovate the state's public housing facilities. Transition the homeless from sidewalks, beaches, and parks; provide them with the necessary services so they can attain more permanent housing. On O'ahu, identify state lands near transit stations for housing, employment centers, daycare, senior centers, and community facilities.

Commitments

"It is estimated that 66,000 housing units are needed in the coming years. The state alone cannot fill the gap, but the state wants to do its part. That's why we are working with the private sector to develop a comprehensive approach to reduce regulatory barriers, strengthen financial tools, streamline procedures and re-orient policies toward increasing housing production. We've expanded our partnerships with the private sector to build more affordable homes and rentals across the state."

Governor David Ige, 2016 State of the State

"But the biggest roadblock to developing more homes is the lack of adequate infrastructure that allows housing projects to even begin. The state can make a major contribution by funding projects such as roads and water systems. That's why I am proposing legislation to allow us to use the Dwelling Unit Revolving Fund for infrastructure development. We are also asking for a \$25-million increase to that fund in Fiscal Year 2017".

Governor David Ige, 2016 State of the State

"We're on track to meet our goal of 10,000 new housing units by 2020, with at least 40 percent affordable. I'm requesting \$100 million to maintain the momentum and produce more affordable homes across the state."

Governor David Ige, 2018 State of the State

Progress & Milestones

"We achieved our initial goal of building 10,000 new homes by 2020."

Governor David Ige, Capitol Connection 2021

According to the Hawai'i Housing Finance and Development Corporation (HHFDC), between 2015 and 2022, there were 9,489 affordable housing units produced in the state—63 percent of total production. Another 5,569 market-rate units were produced during that same period. Additionally, there are 1,761 total HHFDC-HCDA units currently in construction, and 9,094 housing units in the pipeline expected to be completed in the next three to five years.

Plan and Process

The Housing Agencies in the State of Hawai'i

In Hawai'i state government, there are three housing development agencies:

- Hawai'i Housing Finance and Development Corporation (HHFDC)
- Hawai'i Public Housing Authority (HPHA)
- Hawai'i Community Development Authority (HCDA)

Continuum of Housing

The Continuum of Housing recognizes that a variety of affordable housing programs are needed to address differing needs— from homelessness to homeownership and each step in between. While several state departments/agencies are responsible for housing programs which are typically grouped based on income of the person/family needing housing.

- No income to very low income: \$0 to <30% area median income (AMI)
 - Department of Human Services; Governor's Coordinator on Homelessness
 - Focuses on serving homeless individuals and families
- Low Income: 30 to 60% AMI – Government subsidized public housing.
 - Hawai'i Public Housing Authority

- o Focuses on repairing, maintaining, and renovating facilities for low-income families and individuals
- Low to moderate income housing: 60% to 80% AMI
 - o Hawai'i Housing Finance and Development Corporation
 - o Focuses on financing and development of rental housing
- Moderate income & workforce housing: 80% to 140% AMI
 - o Hawai'i Community Development Authority and the Hawai'i Housing Finance and Development Corporation
 - o Facilitates the delivery of workforce housing
- Affordable housing for Native Hawaiians: 80% to 140% AMI
 - o Department of Hawaiian Home Lands
- Market for sale units: >140% AMI; Private developers

Challenges Facing these Agencies

- There was no coordinated plan or goal to encourage statewide production of new units.
- Obtaining the permits and government approvals needed to build housing was extremely burdensome.
- HPHA was recovering after nearly being placed under federal receivership, and a vast number of vacant units were in disrepair.
- HCDA was under public scrutiny for reportedly permitting too many luxury high-rise condos and not enough affordable units.
- HHFDC, the state's main means of facilitating private development of affordable rentals, had struggled to secure large capital infusions.

Multifaceted Approach to Addressing Housing Challenges

To address Hawaii's longstanding need for housing, the Ige administration took a multifaceted approach to address the following barriers:

1. Problem-solving through collaboration
2. Reducing regulatory obstacles
3. Increasing state financing for affordable units
4. Prioritizing building of regional infrastructure to encourage infill and density
5. Making more state lands available for housing

1. Collaboration: Establishment of the Governor’s Affordable Housing Working Group

The Governor’s Affordable Housing Working Group, which included nonprofit and for-profit developers, housing advocates and key state and county officials, was established in 2015 by Governor Ige. The working group was a first-of-its-kind venue in Hawai’i for surfacing issues as well as aligning state and private sector interests. Its members included Harry Saunders, CEO of Castle & Cooke, Stanford Carr of Stanford Carr Development, Kevin Carney of nonprofit EAH Housing and the late Rev. Bob Nakata, a former legislator and affordable housing advocate. The group identified ways to address the state’s housing crunch, especially in the area of affordable homes.

Goal Set by Group

With the guidance of the Affordable Housing Work Group, the goal of building 10,000 new homes by 2020 was set and Governor Ige aligned his cabinet behind that mission.

2. Reducing Regulations: Balance Approach to Regulations Benefiting the Public and Incentivizing the Developers

Rather than compel the private industry to build below-market housing by fiat, the Ige administration took a more balanced approach, and formulas were developed that benefited the public while also incentivizing developers to include more affordable units into their developments.

Through legislation, a reduction of regulatory barriers and increased coordination between state and county agencies was established, thus shifting the conversation to focus on affordable development.

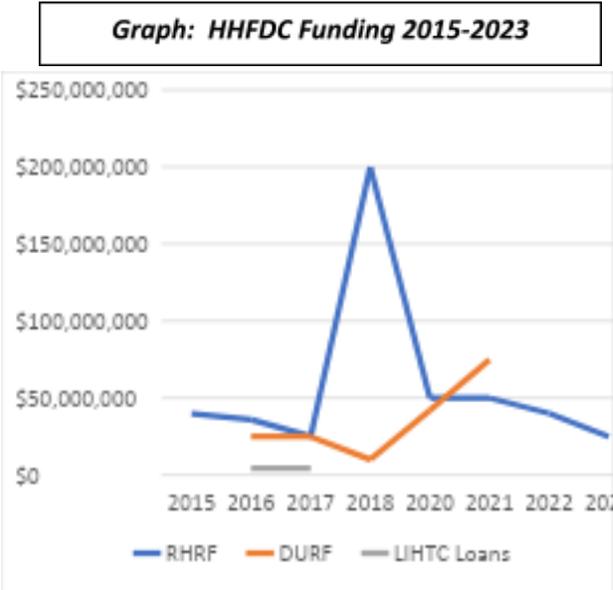
Act 130, SLH 2016 established the Hawai’i Interagency Council for Transit Oriented Development to coordinate planning to include mixed-uses and affordable housing along major transit corridors on all islands. The state housing finance agency, HHFDC, is co-chair of the council, ensuring that affordable housing is a focus of the council’s work.

Act 127, SLH 2016 established the Special Action Team on Rental Housing to make recommendations on how to develop or vest the development of 22,500 affordable rental housing units between January 1, 2017, and December 31, 2026.

Act 131, SLH 2016, broadened HHDFC's powers to allow mixed-use developments, including Hale Kalele – a collaboration with the State Judiciary, and 690 Pohukaina, a site designated for the development of affordable housing and educational uses.

3. More Dedicated Funding and Support for Infrastructure Improvements

More robust legislative funding for affordable housing was achieved by including additional housing funds in the governor’s executive budgets. As a direct result, HHFDC received substantial CIP allocations to subsidize more affordable rentals. These CIP requests are cash infusions in addition to the 50 percent of the state’s annual Conveyance Tax, capped at \$38 million, that HHFDC already receives for its Rental Housing Revolving Fund (RHRF). The Ige administration’s budgets also made public infrastructure a priority, ensuring that new roads, sewers, and electrical systems were being planned and built to encourage more housing, especially in the urban core.



Act 132, SLH 2016, authorized the HHDFC's Dwelling Unit Revolving Fund to be used for regional state infrastructure improvements to support the development of housing in areas of planned growth.

In 2016, and again in 2021, Governor Ige made state subsidies for affordable rental housing development more efficient by shortening the tax equity period for the state’s low-income housing tax credits to make them more valuable, and to make private investment in affordable rental housing more attractive.

Act 129, SLH 2016, shortened the period over which the state LIHTC is taken from 10 to 5 years to make the LIHTC more attractive to investors and help raise more equity for financing affordable rental housing.

Table: HHFDC Funding 2015-2023

Year	RHRF	DURF	LIHTC Loans
2015	\$40 million		
2016	\$36.6 million	\$35 million	\$4.23 million
2017	\$25 million	\$25 million	\$4.2 million
2018	\$200 million	\$10 million	
2020	\$50 million	\$42 million	
2021	\$50 million	\$100 million (\$50 million for Neighbor Islands)	
2022	\$40 million		
2023	\$25 million	\$20 million	

Coupled with increased funding, legislation that imposed minimum affordability terms on projects that received tax exemptions were enacted. Act 95, SLH 2015, imposed minimum affordability terms on projects receiving GET exemptions to ensure that these projects will provide lower income households with housing for reasonable periods of time.

Sale of Aging Rental Apartments

In 2019, the state sold its vast portfolio of aging rental apartments known as the Rental Housing Portfolio to save millions of dollars. The maintenance needed to rehabilitate the 40+ year old structures made sale to a private entity more efficient. The state retains ownership of the land beneath the buildings, ensuring their continued affordability.

4. Prioritizing building of regional infrastructure

The infrastructure in 'Ele 'Ele on the island of Kaua'i for the Lima Ola Workforce Housing Development was renovated with a \$13 million DURF loan from HHFDC to the County of Kaua'i. This was the first DURF loan for offsite infrastructure improvements needed to support affordable housing.

In Honolulu, \$5 million in DURF funds have been approved for sewer, electrical, drainage, and road improvements for the Iwilei district. These improvements to the infrastructure are intended to support the development of more than 4,000 affordable housing units in the area.

Finally, in the Villages of Kapolei, the Backbone Roadway Rehabilitation is nearing completion. Road paving is completed, including roadway striping; and the City is maintain the sewer and water lines.

5. Making more state lands available for housing

Located in lower Makiki, Hale Kalele (fka the Alder Street project) was recently completed and has started accepting tenants. This mixed-use project is the result of a partnership between HHFDC and the Judiciary. The Judiciary got a brand-new juvenile services center and shelter, and HHFDC got 200 all-affordable rental housing units. The project is also significant because, until now, the site was underutilized state land.

The Iwilei Infrastructure Master Plan covers approximately 555 acres, although not all of it is owned by the state. Consequently, HHFDC is collaborating with the City, Kamehameha Schools/Bishop Estate, and Castle and Cooke, to improve the infrastructure and the development of the Liliha Civic Center.

HHFDC is currently evaluating responses to its Request for Proposals for the development of 690 Pohukaina Street, which is intended, in part, to be a multi-family affordable housing project. The project is on 2.167 acres of land and is slated for housing and educational services. The affordable housing units are targeted primarily to households earning more than 140% of Honolulu's Area Media Income (AMI) for the duration of the 75-year lease.

For Maui, HHFDC is preparing a Request for Proposals for the housing component of the Kahului Civic Center Mixed-Use Complex. This project will sit on 4.7 acres of state land and the housing component is expected to provide approximately 300 multi-family dwellings.

Progress & Milestones

2015

Hawai'i Housing Finance and Development Corporation

Housing Finance and Development: The Hawai'i Housing Finance and Development Corporation (HHFDC) completed 379 affordable for-sale and rental homes, including the 84-unit Hale Mohalu II, which offers two and three-bedroom units for rent to low-income families.

Financing and development approvals were given for the planned 180-unit Ohana Hale, which will offer opportunities for homeownership in Moili'ili, O'ahu.

HHFDC awarded approximately \$9.3 million in annual tax credits (federal and state Low Income Housing Tax Credits) and \$70.2 million in loans and bonds (tax-exempt revenue bonds) to leverage nearly \$251 million in total development costs. This commitment of state funds will deliver 802 affordable rental and for-sale units within the next two to three years.

Hawai'i Community Development Authority (HCDA)

The Hawai'i Community Development Authority (HCDA) set aside its own land for the development of two affordable rental buildings. In December 2014, the HCDA approved a 65-year lease agreement with Artspace to develop the Ola Ka 'Ilima Artspace Lofts at 1025 Waimanu Street. The project would include 84 units reserved for low-income artists, as well as a community center and art studio rental space. The developer proposes 104 micro-units reserved for low-income groups making less than 60 percent of the area median income.

2016

Refocus HCDA to Affordable Housing. New members of the Hawai'i Community Development Authority (HCDA) board focused on creating more affordable housing to help alleviate shortages. With available state land near rail transit sites and public-private partnerships, HCDA is supporting several hundred affordable rental units in high-demand areas of Honolulu.

2017

More Rentals. State departments/agencies worked with developers to produce approximately 1,050 units over the past two years, 92% are rentals because that's the greatest need. Over 4,000 more units in the pipeline, 76% of which will be rentals.

\$180 million was set aside in private activity bonds to develop these affordable rental units, more than double what was invested in the past.

2018

More housing for Hawaii's families

Affordable projects underway statewide –The Pacific Business News reported 16 of the 23 local housing projects underway statewide in 2018 were affordable rentals and for-sale units built with state-assisted financing.

“Smart Communities” on state land near transit hubs – The state has identified land for transit-oriented development (TOD) along the 20-mile O’ahu rail corridor and Transit-Ready Development (TRD) on the neighbor islands and in rural areas.

2019

More affordable housing built statewide

8,700 units completed (more than 62 percent affordable), 3,200 under construction and more planned.

More low- to middle-income rental units available - The lower rents help working families save for the future. “Reserved housing” policies also help local families buy a unit at reduced rates in a market-rate building.

The Hawai'i Public Housing Authority is streamlining its application process and working on projects to expand affordable senior rentals and new models for public housing.

2020

Reviving Housing

HHFDC completed the leasehold sale of its six-property, 1221-unit Rental Housing System Portfolio. The properties were sold to a partnership consisting of local developer Stanford Carr Development LLC, and Los Angeles-based Standard Communities. The sale achieved the dual goals of rehabilitating the properties and fulfilling the state’s promise to minimize the displacement of existing tenants. (See Appendix)

Other complexes that broke ground or are already completed are Hale Kalele, a 200-unit rental project for families earning 30 to 60 percent AMI — the state’s first interagency collaboration between HHFDC and the Judiciary. Other complexes include Ola Ka ‘Ilima Artspace Lofts and Nohona Hale micro-housing in Kaka’ako; and Hale Moena Kupuna in Kapolei for seniors.

Hale Kalele – Affordable Mixed-Use, Interagency Collaboration Breaks Ground

Hale Kalele, developed by the Kobayashi Group and MacNaughton Holdings, is their first affordable project and the state’s first interagency collaboration between the Hawai’i Housing Finance and Development Corporation (HHFDC) and the Judiciary. The project is a 200-unit rental for families earning 30 to 60 percent of the area median income (AMI). The aging building will be replaced with a brand-new juvenile Services Center and Shelter with a separate entry from the residential units in the 20-story structure.

Hale Kalele is also located within the radius of the Ala Mana Rail Station and is considered a Transit-oriented Development project. Rents will range from \$584 for a studio at 30 percent AMI to \$1,575 for a two-bedroom unit at 60 percent AMI. The \$90 Million project which is built on State land received financial assistance from HHFDC in the form of \$40.5M in Low-Income Housing Tax Credits, \$24.5M in Rental Housing Revolving Fund loan and \$25M in Hula Mae Multi-Family Tax-Exempt Bonds.

Kaka’ako Construction. In Kaka’ako, construction of housing projects has continued despite of COVID-19 shutdowns. In 2020, construction of the 5th residential tower in Ward Village Master Plan, A’ali’i, is nearing completion. A’ali’i provides 150 affordable housing units for families with household income of less than 140% of the area median income. Also, under construction is the 6th tower,

Koula. Howard Hughes Corporation is planning to add another 700 affordable housing units in Kaka’ako in the next few years.

Another landowner in Kaka’ako, Kamehameha Schools, is planning on developing more than 1,000 affordable housing units under its Kaiāulu O Kaka’ako Master Plan. For the next few years, development in Kaka’ako will generate much needed construction and construction-related jobs and affordable housing in the urban core of Honolulu.

Pandemic Relief

The Rent Relief and Housing Assistance Program (RRHAP) provided tens of millions of dollars in aid to renters and homeowners to avoid eviction. Using federal Coronavirus Relief funds, the program, launched by the state’s Hawai’i Housing Finance and Development Corporation (HHFDC), aided those impacted by the pandemic.

2021

State forges ahead on building and keeping people housed

The state achieved its initial goal of building 10,000 new homes by 2020. In 2020 and 2021, HHFDC has been actively involved in 29 housing construction projects statewide, which are expected to deliver 2,950 more housing units.

Helping renters and homeowners – Using federal coronavirus relief funds, the Rent Relief and Housing Assistance Program (RRHAP) provided \$58 million to 13,663 renters and homeowners for rent or mortgage payments or homeowner association dues. In a January 2021 article, “Rent Relief Needed Fast. Hawai’i Shows How,” Forbes magazine reported on how the state overcame bureaucratic hurdles to get help to people and described it as a model for other states.

Looking Ahead

The future continues to be challenging, but the state legislature allocated additional funds for affordable housing projects, and the state will continue its drive to provide for the housing needs of its residents. For example, the legislature passed S.B. 3048, which will infuse \$300 million into HHFDC's Rental Housing Revolving Fund and allow for the infusion of another \$45 million into the Dwelling Unit Revolving Fund. HHFDC, developers, and other critical entities will continue to collaborate and to sensibly invest state funds to provide more affordable housing for Hawaii's residents

TERM REPORT

The Road to Home: Homelessness

Office of the Governor
State of Hawai‘i



The Road to Home: Homelessness

Governor's Mission

Transition individuals experiencing homelessness from sidewalks, beaches, and parks; provide them with the necessary services so they can attain more permanent housing.

Commitments

Established a Governor's Leadership Team on Homelessness to:

- Identify and assign parcels of land for the creation of temporary shelters in one or two communities;
- Implement measures to transfer homeless encampment residents to shelters;
- Work with service providers to establish protocols to assess shelter residents for financial, physical, mental health and other needs; and
- Determine and obtain funding needed to meet these objectives.

Governor David Ige

Remarks on establishing the Governor's Leadership Team on Homelessness July 2015

"Homelessness in Hawai'i presents a complex and difficult issue. On one hand, we need to ensure that our parks and sidewalks remain open and safe for all to use. But we will do this with compassion and respect, especially when families with young children are involved. We will be sure that shelters are available for them."

Governor David Ige, 2016 State of the State

Progress & Milestones

Between 2016 and 2022, statewide Point in Time (PIT) count data shows that overall homelessness decreased by 25% - from a record 7,921 individuals (2016) to 5,973 (2022). During this same period, there were even more significant decreases in family homelessness:

- Number of families with minor children experiencing homelessness decreased by 53% from 805 families (2016) to 376 families (2022) for all families experiencing homelessness.

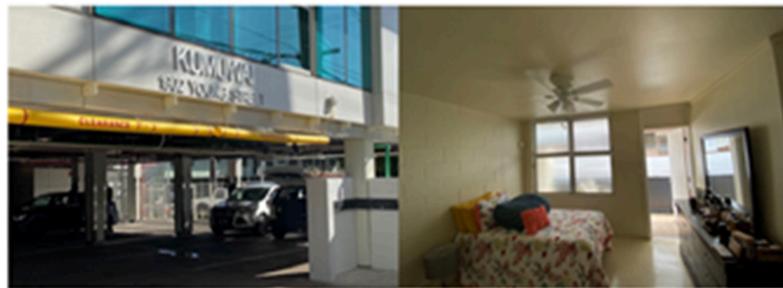
- The number of unsheltered families with minor children decreased even more significantly by 61% from 236 unsheltered families (2016) to 91 (2022).

The Approach to Keeping the Promise

The administration’s approach to homelessness is based on a [broad State framework](#) that emphasizes Affordable Housing, Health and Human Services, and Public Safety. The framework recognizes that housing alone is not enough to end homelessness, but also requires supportive health and human services to address an individual’s needs and support housing retention, as well as a focus on public safety to address unauthorized encampments that pose a risk to health and safety.

Beyond the basic framework, a key element of the State’s overall approach to homelessness is partnership and the recognition that this issue must be addressed as a community and no one government agency or organization can effectively address homelessness alone. A good example of the administration’s collaborative approach is its implementation of the [‘Ohana Zones pilot program](#).

Initially intended to only support six projects statewide, the administration partnered with the four counties and State agencies to implement 20 projects, including multiple projects in all four counties. Between 2018 and 2022, the ‘Ohana Zone program served over 5,500 individuals statewide, including nearly 1,400 placed into permanent housing. The program also added 469 new beds/units for shelter and housing statewide. The photos here illustrate just a few of the ‘Ohana Zones projects implemented in partnership with the four counties.



Kumuwai
(Opened Jan. 2020)

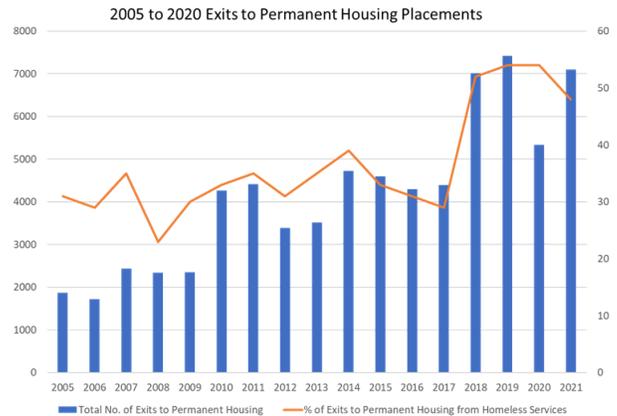
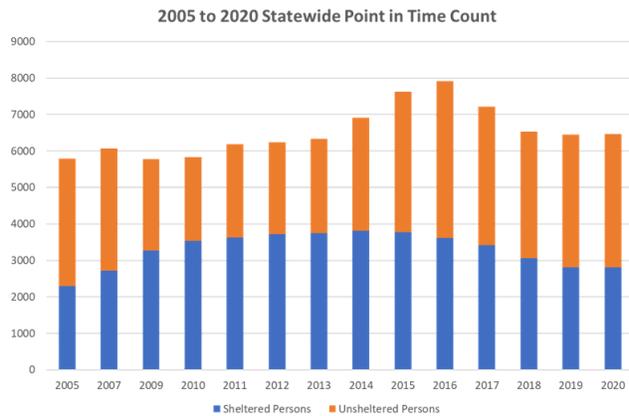
Hale Maluhia
(Opened April 2020)



Kealaula at Pua Loke
(Opened Nov. 2020)

Huliiau
(Opening early 2021)

Accomplishments Throughout Process



Homelessness statewide decreases as exits to housing increases

2015

In July 2015, the governor established the Governor’s Leadership Team on Homelessness, including Governor Ige, Honolulu Mayor Kirk Caldwell, State Senator Jill Tokuda, State Representative Sylvia Luke, DHS Director Rachael Wong, Honolulu City Council Chair Ernie Martin, and U.S. Senators Brian Schatz and Mazie Hirono. The team announced an effort to conduct coordinated outreach to homeless individuals in the Kaka’ako area to assess individuals for financial, physical, mental health and other needs, and determine costs and obtain funding to provide shelter and other supports.

In August 2015, the governor appointed Scott Morishige as the new Governor’s Coordinator on Homelessness (GCH). In addition to appointing a new Coordinator, the governor worked with the Legislature to secure funding to expand staffing for GCH – increasing the total staff from two to five full-time positions.

In October 2015, the governor issued an Emergency Proclamation to address homelessness statewide. The initial proclamation enabled increased funding to expand the State Homeless Emergency Grant (SHEG) and Housing Placement Program (HPP) and develop a new emergency family shelter in Kakaako.

Between October and December 2015, the state and city worked collaboratively to address the homeless encampment in Kaka’ako. The efforts to reduce the encampment included transitioning individuals into shelter and permanent housing placement, as well as developing protocols within State government to address

property storage concerns and comply with due process issues when an enforcement occurs.

In November 2015, the governor's office partnered with the Hawai'i Association of Realtors to convene a first-ever landlord summit on O'ahu. The summit included participation from realtors, landlords, and property managers, as well as homeless service providers. In addition, the panel included sessions regarding effective landlord-tenant partnerships, and the benefits offered by programs such as Housing First.

The administration extended the Emergency Proclamation in December 2015 and expanded its scope to support specific efforts in partnership with the four counties. The State-County partnerships included expansion of emergency shelter space on Kaua'i, development of a micro-unit supportive housing project in West Hawai'i, and development of six housing projects for individuals transitioning from homelessness on O'ahu. The total number of shelter and housing units added statewide as a result of the emergency proclamation was 392.

2016

During his State of the State address, the governor announced plans to award \$5 million to Aloha United Way (AUW) to implement the Coordinated Statewide Homelessness Initiative (CSHI) to assist up to 1300 households either remain in housing or transition out of homelessness. The CSHI was estimated by landlord attorneys to have assisted in reducing eviction rates on O'ahu by as much as 25 percent due to its ability to provide funding quickly for past due rent arrears.

DHS and GCH advocated for increased funding for homelessness during the legislative session. The Legislature appropriated a lump sum amount of \$12 million and tasked the Coordinator with developing a plan for the use of these funds. Of the \$12 million, \$675,000 was targeted to data and infrastructure costs; \$1.925 million supported public safety efforts by the Sheriff Division and other State agencies to address encampments on State lands; \$9.4 million went to increase funding for homeless outreach, establish Housing First programs on the neighbor islands, and establish a statewide Rapid Rehousing program.

In 2016, the Hawai'i Public Housing Authority (HPHA) also increased the maximum rent amount for its rent supplement program to \$500 per month for eligible households. HPHA also adopted special emergency rules to establish a temporary Special Rent Supplement Program (SRSP) to target rent supplement assistance for

households experiencing homelessness. Between June 2016 and October 2016, over 92 households had been approved for housing through the SRSP and 35 households placed into rental units.

In mid-2016, the Department of Land and Natural Resources approved the transfer of an underutilized parcel in Kalihi (near Keehi Lagoon) to the City & County of Honolulu for development of a housing project for individuals transitioning from homelessness. The City would later lease the land to the aio Foundation for the development of Kahauiki Village, with a focus on assisting homeless families with minor children.

The Hawai'i Interagency Council on Homelessness (HICH) adopted the State Framework to Address Homelessness in September 2016, and the new Family Assessment Center in Kaka'ako opened later that same month.

DHS also worked with GCH to develop performance metrics and outcome standards for its homeless service contracts statewide. In fall 2016, DHS began the process of procuring new contracts for homeless services, which would establish new minimum criteria for shelters and would tie a portion of a provider's funding to meeting specific outcomes.

The first round of emergency proclamations to address homelessness ended in October 2016. Here is an overview of projects impacted by the 2015-2016 emergency proclamation:

<https://homelessness.hawaii.gov/wp-content/uploads/2019/04/Status-and-Overview-of-Emergency-Proclamation-and-Projects.pdf>. Additionally, impact of the 2015-2016 emergency proclamations was measured in [numbers receiving housing assistance](#) and [reduction in the number of persons camping in the Kakaako makai area](#).

A summary of efforts related to homelessness in 2016 are captured in this annual report to the Legislature:

https://humanservices.hawaii.gov/wp-content/uploads/2017/03/Homeless-Services-Report-to-the-Twenty-Eighth-Hawaii-State-Legislature_Updated-3-6-17-FINAL-1.pdf.

2017

The 2017 statewide Point in Time count decreased for the first time in eight years – an overall decrease of 9% between 2016 and 2017. In addition, the counties of Hawai'i, Kaua'i, and Maui all observed decreases in homelessness, with only the City

& County of Honolulu experiencing a slight increase of less than 1% (+19 people). Notably, between 2016 and 2017, family homelessness statewide decreased by 19%.

DHS implemented its new contracts for homeless services effective February 2017. The new contracts included performance metrics focusing on exits to permanent housing, increased housing retention, and reducing time spent in homeless shelter and other homeless programs.

In March 2017, the Hawai'i Interagency Council on Homelessness (HICH) established a Homeless Communications Hui, which worked with KHVH AM radio to host a weekly radio segment – 'The Road to Home'. The purpose of the Road to Home segment was to increase public awareness of issues relating to homelessness by featuring representatives from the State and City & County of Honolulu, as well as different homeless service providers and homeless advocates. Episodes from the 'Road to Home' are online at: <http://homelessness.hawaii.gov/road-to-home/>.

In summer 2017, staff from GCH partnered with Honolulu Police Department Lieutenant Mike Lambert to connect HPD with homeless service providers that could train new officers regarding how to refer individuals for homeless outreach and shelter. The connections and early discussions with Lt. Lambert contributed to HPD's development of the HELP Honolulu Project (partnering HPD officers with homeless outreach workers).

In fall 2017, the Hawai'i Department of Transportation (HDOT) and the GCH refined State protocols to address homelessness on State lands. As part of this refinement, a new HDOT Homeless Coordinator position was established, and a statewide contract was put in place to address property storage and trash/debris removal in all counties.

HDOT and GCH also worked together with the City & County of Honolulu to remove a large encampment of over-180 people and 200 animals under the Nimitz Viaduct. The removal of the viaduct encampment occurred between October 2017 and December 2017.

To better address the housing and healthcare needs of homeless individuals, DHS submitted a request to amend the State's 1115 Medicaid waiver to enable expanded case management services for chronically homeless individuals with a

medical need. Additionally, the Hawai'i Department of Health (DOH) launched a new Intensive Case Management (ICM) pilot program in partnership with the queen's Medical Center and the Honolulu Police Department to assist homeless individuals with serious mental illness that experienced a high rate of emergency room utilization.

The Hawai'i Interagency Council on Homelessness also convened a special Act 212 (Session laws of Hawai'i 2017) Safe Zones Working Group, which received public testimony on the issue of sanctioned encampments and provided feedback and recommendations to the Legislature. The report of the working group is provided here:

<https://humanservices.hawaii.gov/wp-content/uploads/2017/12/Act-212-2017-Report-on-Safe-Zones-HCR-148-SD-1-on-Squatting.pdf>.

Throughout 2017, the State also continued its partnership with the City & County of Honolulu, DHS, and DOH to place homeless individuals into supportive housing at various City-owned properties developed under the Governor's emergency proclamation. For example, in March 2017, 30 chronically homeless individuals identified by DHS outreach providers moved into City-owned properties at Winston Hale and at Pauahi Hale.

A summary of efforts related to homelessness in 2017 are captured in this annual report to the Legislature:

<https://humanservices.hawaii.gov/wp-content/uploads/2017/12/Act-124-2016-Report-Re-Homeless-Services-2017.pdf>.

2018

Between 2017 and 2018, the number of homeless individuals statewide decreased again by 9.6% (690 people) – the second consecutive year of decline. The decrease was one of the largest numeric decreases in homeless population nationally, only exceeded by numeric decreases in California, Florida, and Michigan.

In 2018, the Center for Medicare and Medicaid Services (CMS) approved the DHS request to amend its 1115 Medicaid waiver to enable tenancy support services for chronically homeless individuals. DHS worked with the five QUEST Integration (QI) health plans – AlohaCare, United, HMSA, Ohana, and Kaiser – to establish Housing Coordinators within each plan to better address the needs of individuals experiencing homelessness with chronic health conditions.

In March 2018, Governor announced that the State would not move forward with planned enforcement by DLNR of State-owned land near the Waianae Boat Harbor. More specifically, the administration met with the leader of the Puuhonua O Waianae homeless encampment and pledged to support the encampment in its efforts to purchase private land and transition their encampment to privately owned property in Waianae Valley.

In April 2018, Governor [announced the launch of the State's first pre-arrest diversion program – Law Enforcement Assisted Diversion \(LEAD\)](#). The Hawai'i Health & Harm Reduction Center (then known as the CHOW Project) implemented LEAD on O'ahu, with neighbor island pilots administered by Big Island Substance Abuse Coalition (Hawai'i Island), Mental Health Kokua (Maui), and Women in Need (Kaua'i).

In summer 2018, GCH was invited by the National Alliance to End Homelessness (NAEH) to present nationally at two conferences regarding the topic of 'sanctioned encampments.' The Coordinator shared the approach that Hawai'i used to evaluate the effectiveness (or lack thereof) of sanctioned camps as a strategy to address homelessness.

The Legislature provided a \$30 million appropriation through Act 209, SLH 2018 for the 'Ohana Zones pilot program. GCH was tasked with developing a strategy to implement 'Ohana Zones statewide, with the goal of establishing at least three zones on O'ahu and one each on Hawai'i Island, Maui, and Kaua'i. Throughout Fall 2018, the Coordinator's Office on Homelessness worked with DHS, DOH, and the four counties to establish a plan for allocation of funds, and the governor publicly announced plans for an initial allocation of \$17.3 million for 'Ohana Zone projects on O'ahu and Hawai'i island.

The initial round of 'Ohana Zones projects included funding to renovate existing State shelter facilities, to expand the RYSE youth shelter in Kaneohe, open at least 60 units of supportive housing on O'ahu, and to establish the Villages of Maili assessment center.

Act 209, SLH 2018 also appropriated funding to DHS to establish two separate pilot programs – the Emergency Department Homelessness Assessment pilot and a Medical Respite pilot. DHS selected The Queen's Medical Center as the contractor for both the Emergency Department Homelessness Assessment and the Medical Respite pilot programs.

2019

The 2019 statewide PIT count saw the third consecutive statewide decrease in homelessness. Declines continued for homeless families in all counties.

In his 2019 State of the State speech, Governor Ige announced that Lt. Governor Josh Green would assist in leveraging private sector partnerships to address issues related to chronic homelessness.

The Legislature passed Act 81, SLH 2019, which formally established the GCH in statute and clarifies that the position is appointed by the Governor. In addition, the Legislature also passed Act 182, SLH 2019, which provided an additional \$2 million for the Ohana Zones pilot program.

The GCH also worked together with the DHS Homeless Programs Office and the State Procurement Office to develop and provide a statewide series of procurement trainings for homeless service providers, pursuant to Act 162, SLH 2019. The trainings were part of a broader effort by the Coordinator and State to build the capacity of homeless service provider organizations.

In Summer 2019, the Kaneohe Joint Outreach Center (KJOC) was announced as a walk-in medical clinic to offer “one-stop” services for unsheltered individuals needing medical care. The Hawai'i Department of Human Services contracted the Hawai'i Homeless Healthcare Hui (H4) to administer the KJOC and worked with the Department of Accounting and General Services (DAGS) to provide space for the program at the State-owned Kaneohe Civic Center.

In October 2019, Hawai'i County opened its first 'Ohana Zone pilot project – the Keolahou Assessment Center, which is an emergency shelter for single men located at the old Hilo Hospital site (near Rainbow Falls).

In December 2019, GCH reached out to a number of federal, State, and County agencies and established a homeless funders group, which began meeting on a regular monthly basis. The funder's group includes participation from DHS, DOH, the four counties, the U.S. Department of Housing & Urban Development, the Department of Veteran Affairs, and the two Continua of Care (CoCs).

The opening of the City's 'Ohana Zone pilot project HONU (Homeless Outreach and Navigation for Unsheltered) was announced in December 2019, with the first HONU site located at Waipahu Cultural Gardens.

2020

In 2020, the statewide PIT count increased slightly by ten people – a 0.15% increase. News coverage also reported that, mainly due to decreases in the 2019 PIT count, Hawai'i no longer had the highest per capita rate of homelessness nationally and had fallen to number 2 (behind New York state).

In January 2020, the City & County's Kumuwai 'Ohana Zone pilot opened. Kumuwai is a senior housing facility for individuals age 55 and over, with 20 supportive housing units set aside for homeless seniors.

GCH partnered together with DOH and DHS to launch the Behavioral Health and Homelessness Statewide Unified Response Group (BHHSURG) in late March 2020 to streamline communication for homelessness and behavioral health providers and government partners statewide. The BHHSURG included weekly webinars that continued until the end of 2020 and provided regular updates on isolation and quarantine strategies, availability of testing, and availability of vaccines.

In mid-to-late March 2020, GCH also worked together with DLNR to reopen public restroom facilities at State harbors, which had previously been closed in response to the pandemic. The reopening of the facilities provided increased access to hygiene for individuals experiencing homelessness.

In April 2020, the City & County's Hale Maluhia 'Ohana Zone pilot – a supportive housing project for domestic violence survivors – opened and accepted its first tenants. The Hale Maluhia program is operated by the Domestic Violence Action Center. During the same month, the City also converted its HONU program to the Provisional Outdoor Screening and Triage (POST) model at Keehi Lagoon park to accommodate a larger number of homeless participants and allow more space for social distancing.

Also in April 2020, DOH launched the Temporary Quarantine and Isolation Center (TQIC) in partnership with the City & County of Honolulu. The TQIC provided short-term isolation and quarantine for people experiencing homelessness who tested positive for COVID-19 or were identified as a close contact of people experiencing COVID. DOH later expanded its isolation and quarantine services to include a broader population of individuals (not just limited to those who are homeless) at multiple sites in urban Honolulu.

The GCH also worked with Hawai'i County to utilize its 'Ohana Zones pilot funding to purchase tiny homes to provide expanded shelter capacity in both East and West Hawai'i. The tiny home sites were named Hale Hanakahi (Hilo) and Ka Lamaku (Kona). Hawai'i County also utilized a portion of its Ohana Zone funding to renovate

the upper floor of the old Hilo Hospital site for use as permanent supportive housing through the new Hale Kikaha project.

Kaua'i County opened its Ohana Zone project – Kealaula at Pua Loke – in fall 2020, in the midst of the pandemic. Kealaula provides 28 units of housing for families with minor children transitioning out of homelessness. The facility is administered by Women in Need and is located on State land transferred to the County by DLNR.

Specific to mental health, DOH piloted its Palekana programs on Hawai'i island and O'ahu to expand long-term stabilization services for homeless individuals with co-occurring substance use disorders (SUD) and severe mental illness (SMI). Palekana and Palekana Elua both provide residential support with wrap-around services that include medical and mental health monitoring, art and music therapy, mindfulness therapy, horticultural therapy, employment support, and housing navigation.

In July 2020, DHS executed another round of new contracts for emergency shelters statewide. The new DHS emergency shelter contracts eliminated requirements that homeless individuals without income must complete mandatory chores or community service in place of a fee. The new contracts also cap program fees for emergency shelter at no more than 30% of a household's income, up to a maximum fee of \$250 per month. The Coordinator's Office on Homelessness partnered with DHS staff to convene a monthly meeting for emergency shelter staff to provide guidance regarding the new shelter contracts and to provide support for shelters responding to the pandemic.

Additionally, GCH and DHS implemented a daily emergency shelter vacancy list, which includes both DHS funded and non-DHS funded shelters statewide. Shelter vacancies are e-mailed to frontline providers and government partners and also shared online. The distribution of daily vacancies increases transparency and access to emergency shelter – not only for homeless individuals, but also for providers, law enforcement, healthcare workers, educators, faith-based partners, and businesses.

2021

There was no statewide PIT count conducted in 2021 due to the COVID-19 pandemic.

GCH took over facilitation of weekly webinars from DOH and BHHSURG and shifted the webinars to a monthly schedule. The Coordinator and staff worked with the two

Continua of Care to select guest presenters every month to share information. Webinars are recorded and posted online, as well as featured on 'Ōlelo public access television.

The GCH also began development in 2021 of a fiscal map of federal, state, and local funding streams to address homelessness. The initial goal of the fiscal map was to better align funding efforts, identify gaps in funding, and identify potential funding opportunities. The fiscal map and other data related to homelessness is updated and posted online at: <http://homelessness.hawaii.gov/data/>.

Additionally, GCH convened weekly meetings with homeless and housing advocates during the 2021 session and during the legislative interim. Through these meetings, the Coordinator and staff worked together with DHS and homeless youth service providers to advocate and suggest language for Act 23, SLH 2021, which expanded emergency shelter options for homeless minors under age 18. The advocacy meetings also identified housing voucher discrimination and the lack of regulation for application screening fees as key barriers that prevented homeless individuals from transitioning into rental housing. To support increased awareness of source of income discrimination and other issues related to housing access, staff compiled video interviews of landlords, current tenants, and homeless individuals searching for housing at: <http://homelessness.hawaii.gov/landlord-engagement/>.

In April 2021, Maui County launched its 'Ohana Zone pilot project, which is Huliau – a 12-unit supportive housing project for families with minor children, located at the site of the former Maui college dorms in Kahului. The project is operated by Family Life Center, which provides on-site case management services for the residents.

In May 2021, the City's HONU project expanded to include two concurrent sites – one in urban Honolulu, and one in a rural area. The first rural site was at Whitmore Village in Wahiawa, followed by sites in Ewa Beach (Oneula Beach Park) and in Leeward O'ahu (Keeau Beach Park).

In November 2021, the final 'Ohana Zone pilot project, Kamaoku, opened in Kalaeloa. Kamaoku is part of the state's contract with the City & County of Honolulu and is a 36-unit tiny home village for homeless adults. Kamaoku was developed in partnership with the Office of the Lt. Governor, the Hawai'i Public Housing Authority (HPHA), and HomeAid Hawai'i. The program is operated by U.S. Vets, and Ohana Zone funds support rental subsidy and supportive services for the program.

GCH also worked together with HPHA and DHS to partner with O'ahu's CoC Partners in Care to develop a process for Emergency Housing Vouchers (EHVs).

HPHA was awarded 182 EHV's from the U.S. Department of Housing and Urban Development.

2022

In 2022, the neighbor island CoC – Bridging the Gap – released data from its PIT count, which showed a slight overall increase in homelessness, and continued decreases in family homelessness. The PIT count for O'ahu was conducted in March 2022 and data is expected to be released in mid-May 2022.

The Hawai'i Interagency Council on Homelessness (HICH) adopted three broad policy priority areas for advocacy during the 2022 legislative session:

- Promote affordable rental housing for people experiencing homelessness.
- Support policies and programs that address upfront barriers to accessing existing rental housing inventory.
- Support policies and programs that assist key homeless sub-populations.

To support the advancement of its policy initiatives, the HICH and the Coordinator's staff produced five policy briefs in early 2022:

- [Policy Brief on Regulation of Rental Application Screening Fees for Potential Tenants \(March 8, 2022\)](#)
- [Policy Brief on Rental Housing Assistance Discrimination \(February 4, 2022\)](#)
- [Policy Brief on Fiscal Mapping of Government-Funded Homeless Services \(February 17, 2022\)](#)
- [Policy Brief on Medicaid Community Integration Services \(May 25, 2022\)](#)
- [Policy Brief on Landlord Supports and Incentives for Participation in Rental Assistance Programs \(June 16, 2022\)](#).

The 2022 Legislature voted to pass HB2512 (Relating to 'Ohana Zones), and the bill was signed into law by Governor Ige as Act 235. The Act extends the 'Ohana Zones pilot project until June 2026 and adds \$15 million in new funding for the program.

Additionally, the Legislature passed Act 252, which establishes the Governor's Coordinator on Homelessness and staff as the new Office on Homelessness and Housing Solutions (OHHS) within DHS. The establishment of the Coordinator and staff into a permanent office reflects acknowledgement of the staff's contributions,

and the need for a permanent structure to support State efforts to reduce and end homelessness.

Looking Ahead

Despite the challenges related to the recent pandemic, the work to end homelessness in Hawai'i has not stopped. The administration continued to make progress in reducing the number of homeless individuals statewide – in particular, homeless families with minor children.

A review of historical data from the prior 2009 economic recession indicates that homelessness is likely to increase over the next few years. In addition, the recent Economic Roundtable projection of an over 43% increase in chronic homelessness nationally is cause for concern and action.

On a more hopeful note, the statewide reductions of the number of homeless individuals between 2016 and 2022 – including a 53% decline in family homelessness – demonstrates it is possible to mitigate and reverse future increases in homelessness. As the administration looks forward, a steady continued focus on permanent housing and a collaborative systems approach is necessary.

A particular challenge related to State funding to continue homeless efforts is that State homeless funding for several years has primarily been year-to-year and not included in the base budget as a recurring and stable item. To address this challenge, the administration may want to consider ways to establish a dedicated funding stream for homeless services. For example, the Hawai'i County Council recently passed Bill 111, which places a tax on second luxury homes and utilizes a portion of that tax to generate funding for homeless services – Bill 111 is estimated to generate between \$7M-\$9M per year in dedicated funding for homelessness for the next five years. The exploration of a similar source of funding for homeless services may result in more steady and predictable funding.

Additionally, another opportunity is to look at ways to increase development of new housing programs specifically dedicated to individuals coming out of homelessness. The Legislature's recent support for HB2512 to provide \$15M in new funding for 'Ohana Zones provides additional funding for potential projects, but identification of available public land and infrastructure still present significant barriers for future development.

Finally, the administration may want to continue advocacy efforts regarding barriers that prevent low-income families from accessing available rental housing. For example, housing voucher discrimination (also known as source of income discrimination) still presents a barrier for families with a Section 8 Voucher who encounter numerous ads saying, “No Vouchers” or ‘No Section 8 accepted.

TERM REPORT

Natural Disaster Response

Office of the Governor
State of Hawai'i



Natural Disaster Response

Overview

Since December of 2014, the State of Hawai'i activated for, or responded to over 40 natural and human caused disasters in addition to the COVID-19 pandemic. These included hurricanes, flooding, earthquakes, volcanic eruptions, tsunamis, wildfires, a pandemic, and most recently fuel in drinking water on O'ahu.

The Federal Emergency Management Agency (FEMA) has obligated more than \$370M in federal funds in connection with natural disasters in the State of Hawai'i during Governor Ige's administration. This includes nearly \$120M in public assistance (PA) for the 2018 Kīlauea eruptions and earthquakes. More than \$16.4M was allocated for individual assistance (IA) to more than 1,500 Hawai'i individuals or households affected by the disasters. The relief funds also included nearly \$10M in hazard mitigation funds to reduce or eliminate the harm from future hazards. This list does not include additional low-interest loans and other assistance provided through the US Small Business Administration.

Timeline of Major Events

2021:

1. Hawai'i Severe Storms, Flooding, and Landslides 12/05 – 12/10 FEMA
 - Federal funds obligated: \$348,147,121.84
 - Individual assistance: \$16,429,388.22
 - Hazard mitigation: \$9,767,912.87
 - IA applications: 1542
2. Hawai'i Mana Road Fire 08/01 – 08/03 FEMA
 - Federal funds obligated: \$46,908.71
3. Hawai'i Severe Storms, Flooding, and Landslides 03/08 – 03/18 FEMA
 - Federal funds obligated: \$3,423,181.07
4. 2020-2021 Summit Eruption
5. Maui County drought – DOA Secretarial Agriculture Disaster Declaration 03/2019 – present

2020:

6. Hurricane Douglas 07/23 – 07/27 FEMA
 - Federal funds obligated: \$356,348.09

7. Hawai'i Severe Storms and Flooding 03/27 – 03/28 FEMA
 - Federal funds obligated: \$866,525.86
8. Hawai'i Covid-19 Pandemic 01/20 – present FEMA
 - Federal funds obligated: \$166,245,423.60
 - Individual assistance: \$1,647,394
 - IA applications: 277
9. Hawai'i COVID-19 01/20 – present FEMA Emergency Declaration only

2019:

10. Hawai'i Kahana Ridge Fire 10/22 FEMA
 - Federal funds obligated: \$110,836.80
11. Hurricane Flossie 07/28 – 08/05
12. Hurricane Erick 07/27 – 08/04
13. Hurricane Barbara 07/08

2018:

14. Hawai'i Tropical Storm Olivia 09/09 – 09/13 FEMA
15. Hurricane Walaka 09/29 – 10/07
16. Hurricane Norman 08/28 – 09/08
17. Hurricane Lane 08/22 – 08/29 FEMA
 - Federal funds obligated: \$17,653,566.67
 - Hazard mitigation: \$2,222,398.00
18. Hurricane Hector 07/31 – 08/16
19. Hawai'i Kilauea Volcanic Eruption and Earthquakes 05/03 – 08/18 FEMA
 - Federal funds obligated: \$123,675,351
 - Individual assistance: \$13,188,507.80
 - Hazard mitigation: \$4,753,530.81
 - IA applications: 1013
20. Hawai'i Severe Storms, Flooding, Landslides, and Mudslides 04/13 – 04/16 FEMA
 - Federal funds obligated: \$15,500,269.33
 - Individual assistance: \$1,593,486.18
 - Hazard mitigation: \$2,791,984.06
 - IA applications: 252

2017:

21. Hurricane Fernanda 07/12 – 07/22

- 22. Kilauea Earthquake, attributed to settling of volcano 06/08
- 23. 112-year-old record breaking king tides 06/23-24, 07/21-22

2016:

- 24. Hawai'i Severe Storms, Flooding, Landslides, and Mudslides 09/11 – 09/14
FEMA
 - Federal funds obligated: \$3,927,063.51
- 25. Hurricane Madeline (2016) 08/26 – 09/02
- 26. Hurricane Lester 08/24 – 09/07
- 27. Tropical Storm Howard 07/31 – 08/03
- 28. Hurricane Georgette 07/21 – 07/27
- 29. Hurricane Darby 07/11 – 07/26
- 30. Hurricane Celia 07/06 – 07/16
- 31. Hurricane Blas 06/02 – 06/10

2015:

- 32. Tropical Storm Niala 09/25 – 09/28
- 33. Tropical Storm Malia 09/18 – 09/22
- 34. Hawai'i Pu'u O'o Volcanic Eruption and Lava Flow 09/04/14 – 03/25/15 FEMA
 - Federal funds obligated: \$11,358,961.57
- 35. Hurricane Ignacio 08/25 – 09/04
- 36. Hurricane Jimena 08/26 – 09/09
- 37. Hurricane Loke 08/21 – 08/26
- 38. Hurricane Hilda 08/05 – 08/13
- 39. Hurricane Kilo (Tropical Depression Eight-E) 07/27 – 07/29

Accomplishments & Milestones

Department of Defense: 2015

- Prepared and obtained an approved 2015 Hawai'i Catastrophic Hurricane Plan. The 2015 State of Hawai'i Catastrophic Hurricane Plan/FEMA Annex is the result of a two-year long collaboration between county and state government emergency management partners, FEMA, nongovernmental organizations, and private sector partners and stakeholders. It is an executable, operational response Plan/Annex that addresses the magnitude of physical effects and operational impacts from a Category 4 hurricane, or one of lesser severity, making impact anywhere in Hawai'i. Gov. David Ige, Karen Armes, Acting Regional Administrator for FEMA Region IX, and Maj. Gen. Arthur J. Logan, Director of Emergency Management, signed the 2015 Hawai'i Catastrophic Hurricane Plan on Aug. 7

Department of Accounting and General Services: 2015

- The state was positioned well for continuity of operations due to adoption of Office365 across the Executive Branch and other remote work technologies implemented by ETS. In the days leading up to the Hawai'i outbreak of COVID-19, ETS and department IT staff worked tirelessly to prepare to provide, inform, and train the state workforce on extended remote IT capabilities.
- By modernization and by moving the state mainframe computers to the mainland through mainframe-as-a-service, ETS enhanced survivability and disaster recovery of the state's most critical applications, including disability claims, unemployment insurance, child support enforcement, child welfare, human resources, payroll, and financial management systems of the Executive Branch, DOE, and DOT-Highways.
- ETS supports more than 100 Access Hawai'i websites that allow citizens to conduct business with the state online, rather than in line. Through Access Hawai'i, citizens no longer have to go physically to a state office to apply for many state licenses and permits, thereby allowing services to continue in an emergency situation.
- The state websites were used to communicate with users by placement of information banners across the top of web pages for the state and all the Executive Branch departments.

- ETS deployed AlertMedia for multi-channel communication with state employees in an emergency or other situations where instant communication is useful. AlertMedia allows state agencies to notify and connect with groups of employees by email, text, social media, and voicemail simultaneously.
- ETS, HIEMA and the Office of Homeland Security worked together to prepare to respond to a cybersecurity incident or attack as an emergency. The state's new cybersecurity incident response plan and tabletop exercises will ensure the state is ready for a cybersecurity attack.

Department of Accounting and General Services: 2016

- **Preparation Activations for Three Incoming Hurricanes: Darby, Madeline, and Lester:** Preparing the counties and the people of Hawai'i for impending hurricanes is a critical core function of the Hawai'i Emergency Management Agency (HI-EMA). As of 31 October 2016, nineteen named storms have formed in the Eastern and Central Pacific Ocean areas. Of these, three threatened the state. Over the past two hurricane seasons, HI-EMA developed an operational rhythm incorporating daily video teleconferences, coordination meetings, and the deployment of HI-EMA and Federal Emergency Management Agency (FEMA) liaison officers to support county and departmental emergency managers. The purpose of this rhythm is to keep all participants aware of weather situations and to anticipate requests for assistance and information. This operational rhythm has proved highly effective in enhancing collaboration and communication between senior leadership and emergency managers at the counties, state, federal, and private levels.
- **Presidential Disaster Declaration for Maui County Flooding Event.** As the result of recent experience with Tropical Storm Iselle and the Puna Lava Flow, HI-EMA, in close coordination with Maui County Civil Defense, the Governor's Office, and FEMA was able to obtain a Presidential Disaster Declaration soon after the flood event. Preparation of this request involved initial damage assessments by the county and state, and then a joint preliminary damage assessment by FEMA representatives. As a result of this declaration, the county and state are now able to receive reimbursements of 75% of all eligible costs expended in response and recovery activities related to the Maui Flood. Presently, the damage is estimated at \$20M. In addition,

15%, or approximately \$3m is available to the state in FEMA's Hazard Mitigation Grant Program (HMGP) for eligible mitigation projects.

Department of Accounting and General Services: 2017

- HI-EMA and HING successfully responded to Presidentially Declared 'Iao Valley flood demonstrating the state's disaster response capabilities. The HING team removed 73 truckloads consisting of over 328 tons of debris.

Department of Defense: 2018

- Administering \$230M for recovery efforts for 2018 disasters: HI-EMA is currently administering nearly \$200M of public assistance and 30M of mitigation funds in recovery efforts from the 2018 disasters. The historic amount was greater than the amount administered during all the years since Hurricane Iniki. This funding required expanded staff, overcoming facilities challenges, developing a State Disaster Recovery Framework, and overhauling grant processes.
- Expanded Hawai'i Hazards Resiliency Program (HHARP) participating communities from O'ahu to Kaua'i and West Maui. The aim of HHARP was to help communities prepare during and after natural disaster events, improve their ability to take care of their own needs, and reduce the negative impacts of disasters.

Department of Accounting and General Services: 2018

- ETS Adopted Brandwatch. ETS worked with Brandwatch to assist with content curation, monitoring, and management. ETS assisted Hawai'i County in using the tools during its disaster and volcano recovery. The tools are used to track social media content and help in the creation of communication strategies.

Department of Defense: 2019

- HDOT completed emergency repairs to three routes affected by natural disasters. The emergency work on Kaua'i and O'ahu restores the affected highways to pre-disaster conditions and improved the resiliency of the roadways that connect communities to future potential rockfalls and flooding.

Department of Transportation: 2019

- Repaired and strengthened vital highway routes: HDOT was able to reopen Kūhiō Highway on Kauai's north shore after the historic flooding that disintegrated two sections of the highway and dumped several thousand pounds of mud and debris on the Wainiha and Hā'ena communities. The \$77M emergency project that was completed in June 2019, included extensive slope stabilization above and below the highway to ensure the only access to Wainiha and Hā'ena would be better protected in future disasters. Additionally, HDOT completely reopened Pali Highway in Nov. 2019, addressing the slopes that needed stabilization following the rockfall and landslide. The area is now ensured to be protected through a redundant system including a new tunnel structure and an attenuator/soil nail installation.

Department of Transportation: 2020

- Open Disaster Recovery and Mitigation: HI-EMA continues to manage recovery and mitigation for multiple federal disasters impacting the state: Hawai'i severe storms and flooding, fire management assistance for Kahana Ridge Fire, Hurricane Lane, Tropical Storm Olivia, severe storms, flooding, land and mudslides, Kīlauea Volcano Lava and Earthquakes, and the Pāhoā Lava Flow and Maui County flood.

Department of Defense: 2021

- Wilcox Medical blesses new generators that will keep Kauai's Hospital powered through outages for decades to come: Hurricane Iniki (30 years ago this year) left the entire island of Kaua'i without electricity for a month or more, including Wilcox Medical Center, the only Level III trauma center on the island and a vital part of the emergency care system there. HI-EMA worked with Wilcox and FEMA to secure a \$4M Pre-Disaster Mitigation Program grant toward a \$13M project that modernized and tripled the medical center's emergency generator capacity—enough to power the entire 72 bed facility and future expansions. The old Wilcox generators were donated to the County and will eventually provide backup power for wastewater treatment. Blessing was held January 2022
- Modernizing Emergency Response to meet emerging hazards: As HI-EMA transformed during the Ige administration from its former role in Civil Defense, HI-EMA went through a sweeping reorganization to improve its

responsiveness, efficiency, and transparency. Those changes occurred during a historic increase in the demand for emergency services, with more than a dozen federally declared incidents handled from 2018 to date. Encompassing wildfires, hurricanes, flooding, the Kilauea eruption, and the ongoing COVID-19 pandemic, the incidents reflect new challenges Hawai'i must meet as a changing climate intensifies weather related hazards as we battle aging infrastructure in the state. HI-EMA plays a key role in delivering federal funding for hazard mitigation and recovery grants, including nearly \$300M authorized for active emergencies since 2016.

Department of Health: 2021

- Protecting Hawaii's residents from the Kilauea eruptions and vog: In response to the Kīlauea eruptions, the DOH increased air pollution monitors on the island of Hawai'i, nearly doubling the previous number of stations, in order to provide more region-specific air quality data and early advisories to the community. The community and first responders were kept up to date on the latest air quality conditions and the number of long-term monitoring stations were increased to help inform residents so they could better protect themselves from elevated levels of air pollution from this natural disaster.

Department of Business, Economic Development & Tourism: 2021

- PEARL microgrid demonstrates renewable energy technologies: The Pacific Energy Assurance Research Laboratory microgrid will provide energy assurance, resiliency, and cyber security to the Hawai'i Air National Guard at Pearl Harbor Hickam. The microgrid will allow for continued operations in the event of a major utility disruption and allow the 154th wing the ability to continue its federal and state missions such as disaster response operations.

Department of Transportation: 2021

- No one left behind- maintaining highway access following natural disasters: HDOT Highways has responded to and recovered from multiple natural disasters in the 8 years of the Ige administration. Notably the 2018 and 2020 Kaua'i flooding events, the Lower East Rift Zone and Hurricane Lane caused what could have been long-lasting disruptions in access for communities with a single access road.
- Following the many disasters HDOT has responded to in the eight years of the Ige admin, HDOT published the Climate Adaption Action Plan and vulnerability study in May 2021. The study provides a comprehensive overview of the threats to the state highway system and recommendations for actions to mitigate those threats. HDOT has completed many of the actions in this plan and continues to use the plan as a starting point in conversations with planning and land use agencies on issues such as managed retreat and beach replenishment.

Looking Ahead

State government will continue to help the Hawai'i 'ohana prepare for, mitigate against, respond to, and recover from disasters of all kinds. The departments and agencies will continue their work in creating a ready and resilient Hawai'i.

To do this effectively, we will maintain and enhance the partnerships that have already achieved outstanding results. This includes multi-agency, multi-jurisdictional, public-private, and non-profit collaboration.

The people of Hawai'i have a long history of working together to prepare for and overcome challenges of all sorts, and every individual has a role to play in our emergency preparedness and response. Working together, we will succeed in building a more secure and resilient Hawai'i.

TERM REPORT

Education

Office of the Governor
State of Hawai'i



Education

Overview

Governor Ige believes public schools are the foundation of our community and are great enablers of dreams, especially for those from immigrant backgrounds.

To encourage empowerment and innovation in Hawaii's public schools, Governor Ige's team developed a Blueprint for Public Schools in 2016. The Blueprint, which was developed with the input of over 3,000 community members, helped guide the Department of Education's strategic plan, moving away from a top-down, one-size-fits-all focus.

The Department of Education's Strategic Plan complemented the Blueprint. Under the new plan, the Department streamlined student assessments while ensuring meaningful measurement in student achievement and growth. Additionally, the teacher evaluation system was streamlined so it can be an effective and useful tool for professional development and improvement in teaching practices.

COVID-19 radically altered the education system, and as part of the administration's response, Governor Ige established the Governor's Emergency Education Relief (GEER) fund. GEER's grants were awarded to support innovative, hands-on, real-world learning that challenges students and teachers to look at issues in new ways. Many of the 31 projects involve partnerships between non-profits and public schools as well as state agencies, UH system programs, and businesses to address issues and provide learning that's meaningful to students. They range from STEM education to 'āina-based learning. The goal is to build on the Blueprint for Public Education, encourage innovation in response to the pandemic and set a course for education change and reform.

Prior to the pandemic, Governor Ige called for a universal, statewide public preschool system for every child in Hawai'i, and in 2019, the first-ever Hawai'i Early Childhood State Plan was developed to provide a collaborative roadmap to guide public and private efforts. In 2021, the Legislature passed a measure establishing a new School Facilities Authority (SFA), and in 2022, the Legislature appropriated \$200 million to the Authority and Governor Ige appointed Chad Keone Farias as its first executive director.

The SFA, supports Governor Ige's and the Legislature's vision of expanded early childhood education. The act appropriates \$200 million to construct and renovate pre-kindergarten facilities in Hawai'i by 2024. The SFA's top three priorities include expanding preschool capacity statewide, building new schools for K-12 students in fast-growing areas and creating more affordable housing for teachers and others. Governor Ige also supported the expansion of Early College programs statewide. Now, students at more than 43 public high schools are earning college credentials tuition-free, and some have graduated with associate degrees from UH community colleges before finishing high school.

The Hawai'i Promise program, also advocated by the governor, provides funds for UH community colleges to cover the gap between what students can afford and college costs, after all federal and state financial scholarships are applied. This program makes it possible for everyone in our communities to have access to colleges so they can increase their career and earning potential. The Hawai'i Promise program is another way the state is investing in its people and changing the trajectory of Hawai'i.

Governor Ige believes Hawaii's teachers inspire students to reach goals and challenges they never thought possible and nurture their students to be leaders, innovators and problem solvers of tomorrow. In 2017 he personally got involved in labor negotiations to win four-year contracts for teachers and school personnel. This allowed teachers to be change agents who can give students across the state opportunities to succeed.

The COVID-19 pandemic disrupted all aspects of life in Hawai'i, including public education. Schools had to physically shut down for public safety. In a very short time period, and under the unpredictable pressures of a health crisis, the HIDOE and University had to transition an education system that historically has been designed exclusively for in-person learning to one that supports distance learning for students and remote work for staff in order to maintain instructional delivery. The HIDOE continues to work closely with the Department of Health to ensure safe learning and working environments are provided for all students, teachers, and staff.

With ten campuses across the islands, the University of Hawai'i contributes to every aspect of life in Hawai'i. In addition, its research contributes to world-leading science, and it is recognized as a global leader in sustainability. In 2021, Governor Ige designated the University of Hawai'i System to lead and coordinate a broad

scale strategic investment effort to ensure that all of Hawaii's citizens have access to robust and reliable broadband services.

During his eight years, Governor Ige supported hundreds of major capital improvements on school and university campuses around the islands. Heat abatement at the public schools was particularly important, and he worked with the Legislature and Dept. of Education to cool 1,300 classrooms at 88 schools on five islands. More funding and heat-abatement improvements are to come.

Governor's Mission

To empower our public schools and university, focus on 21st century skills and learning, and ensure schools provide a healthy and safe learning environment.

Commitments

"Before education can transform them, we must transform our school system... I know that the best way to improve student learning is to empower schools and give those closest to our children the authority and resources to take action. I challenge the leaders of public education to stop issuing mandates from the state office and to focus on empowering schools and delivering resources to the school level."

Governor David Ige, State of the State 2016

"We need to cool our classrooms now, in energy-efficient ways that align with our commitment to end our dependence on imported fossil fuels... I am working with the DOE, other state departments, utilities and clean energy companies to cool 1,000 public school classrooms by the end of this year and thousands more each year through the end of 2018. We are going to get this job done."

Governor David Ige, State of the State 2016

"We have more Early College programs so high school students can earn college credits, saving families money and making it easier to graduate with degrees"

Governor David Ige, State of the State 2018

"This pandemic is changing Hawai'i, and every organization needs to reinvent itself in the post-COVID environment. We hope these emergency funds can plug gaps, provide incentives, and fund organizations and schools doing innovative things to both respond to the pandemic and set a course for educational change and reform."

Governor Ige's remarks to the GEER Advisory Group – June 16, 2020

Progress and Milestones

Hawai'i Department of Education: 2015

Working to change DOE's top-down bureaucracy

In Jan. 2015, the Board of Education amended its By-laws to shift one of its quarterly meetings to early evenings to accommodate more participation from the community; first meeting held in July 2015. Working to change DOE's top-down bureaucracy by creating a new blueprint for public school system starting with the creation of the ESSA TEAM, followed by holding a summit, then a series of town hall meetings. Allocated funds in the budget to increase the weighted student formula by \$26.5M in 2016 executive budget.

Hawai'i ahead of the President's call to reduce testing in schools

In 2014-2015, the Hawai'i State Department of Education (HIDOE) performed a review of all the assessments required by the state. Superintendent Kathryn Matayoshi and Deputy Stephen Schatz listened to concerns from the field, including administrators and teachers, and held discussions with the Hawai'i State Teachers Association (HSTA). As a result, HIDOE streamlined the state requirements for testing students for this school year.

HIDOE eliminated the requirement for five tests and has proposed eliminating an additional required test. Actions to reduce testing for this school year (2015-16) include:

- Ending mandatory statewide requirement for three end-of-course exams for the 2015-16 school year. This means that the state no longer requires that high school students take a 60-to 90-minute test at the end of their Algebra 1, Algebra 2, and U.S. History courses.
- Ending mandatory statewide requirement for ACT exams in grades 9 and 10. This reduced testing for high school freshman and sophomores by four hours per student in each grade.
- Proposing to the U.S. Department of Education to eliminate the statewide requirement for grade 8 ACT test, which is a readiness measure in the Strive HI Performance System for middle schools. This would reduce testing of 8th graders by 3.5 hours/student.

Increased participation in AP exams

More public high school students rise in Advanced Placement exams. Hawai'i students at 37 public high schools have earned College Board's Advanced Placement Program (AP) Scholar Awards in recognition of exceptional achievement in AP Exams. At eight HIDOE high schools, 15 students qualified for the National AP Scholar Award by earning an average score of 4 or higher on a five-point scale on all AP Exams taken, and scores of 4 or higher on eight or more of these exams.

The AP provides willing and academically prepared students with the opportunity to take rigorous college-level courses while still in high school, and to earn college credit, advanced placement, or both for successful performance on the AP Exams. About 20 percent of the 2.1 million students worldwide who took AP Exams performed at a sufficiently high level to also earn an AP Scholar Award.

HIDOE high schools continue to show consistent AP participation and progress overall, reflecting the state's commitment to college readiness. In 2014-15:

- 5,631 students took at least one AP exam, an increase of 8.9 percent over the previous year;
- 8,270 exams were taken, an increase of 9.7 percent; and
- 3,383 exams scored 3 or better, up 8 percent over the previous year.

Over the past four years, the numbers of AP tests taken, and tests passed have increased by nearly 30 percent. Students are being provided more access to AP courses and are encouraged to hold high expectations for college.

Increase funding for Native Hawaiian students

More than \$30 million in federal grants have been awarded to improve Native Hawaiian student success.

Governor's Office community outreach

Three schools received free books from Scholastic as part of the National Governor's Association Reading Ambassador Program.

Hawai'i Department of Education: 2016

Significant improvement in student achievement on multiple measures

Data released this year from local and national organizations show that Hawaii's public-school students have been making gains on a variety of academic achievement measurements. The College Board, which administers the Advanced Placement Program, praised Hawaii's public school AP Exam results as a "significant increase." Hawaii's rate of growth in participants, exams taken and scores of 3 or higher outpaces that of schools throughout the U.S. combined.

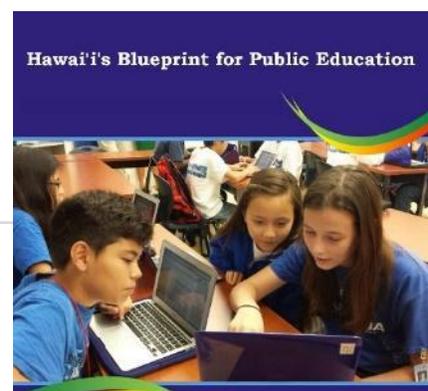
The Condition of College and Career Readiness 2016 report showed that more than double the number of public-school students in Hawai'i are meeting college readiness benchmarks in English Language Arts, reading, and science, and nearly double the numbers for math on the ACT college preparation test.

Lastly, according to the College and Career Readiness Report released by Hawai'i P-20 Partnerships for Education, more of Hawaii's graduates took dual credit coursework and enrolled in college. These results show that efforts towards preparing students for both college and the workforce are getting results.

Hawai'i Blueprint for Public Education Completed

Hawaii's Blueprint for Public Education reflects the thoughtful, informed, and passionate voice of thousands of stakeholders from communities and islands across our state. It was developed as a result of an inclusive and transparent process to engage students, parents, teachers, principals, education leaders, state leaders, community leaders, and community members to create a blueprint that is organic, bottom up, and truly reflective of the collective wisdom of those who care deeply about our students and our schools. The outline includes input from over 3,000 people from communities around our state, whether it was at the Education summit in July 2016 or at the dozens of follow-up meetings. It truly reflects the hopes and dreams for a public education system that efficiently delivers results for the people of Hawai'i.

The Blueprint focuses on school empowerment. Specifically, this means allowing those who are closest to the students and understand best how they are motivated to make many of the instructional and



programmatic decisions. Additionally, the Blueprint reflects the public’s desire for our schools to be places that value innovation and unleash curiosity and creativity in all learners.

The document shaped a vision for public education in Hawai’i to guide students, educators, legislators, labor, businesses, parents, and community members as we work together toward the common goal of fulfilling the promise of public education in Hawai’i. To accomplish this, the blueprint is organized around *Vision Focus Areas*, and *Design Principles*, centered around the theme of empowerment within our cultural context.

Each of the three Vision Focus Areas represents an area of reform to our current system. In turn, the Design Principles set forth theories of action for how major growth or change in an area can be realized. Each Design Principle is student centered and is presented through two important frameworks. First are the six outcomes of the framework of the Na Hopena A’o to provide a cultural context that is unique to Hawai’i. The second is a rationale for the Vision Focus Area to explain the sense of urgency and the educationally sound reasoning of the Design Principles that underpin it.

Vision Focus Areas		
Student Success	Educator and Staff Success	System Success
All student successfully empowered and prepared to be innovators and global citizens	All educators successfully empowered to teach, lead, motivate, empathize, and innovate to achieve equity and excellence	Statewide education system driven by innovation, transparency, empowering leadership, and Hawaii’s unique values and beliefs
Design Principles		
<ul style="list-style-type: none"> • High quality earning learning • Global learner outcomes • Balanced assessments and testing in the service of student learning • Student empowerment, student voice • Student wellness, social emotional learning, health/fitness needs • Opportunities for student success • Pathways for career and technical education 	<ul style="list-style-type: none"> • System leadership • School and principal leadership and support • Classroom teacher leadership and support 	<ul style="list-style-type: none"> • School empowerment • Empowering communities • Engaging parents and families • Innovation for learning • Learning environments • Continuous improvement • Transparency for resources and funding

<ul style="list-style-type: none"> • Pathways for multilingualism • Equity and excellence: eliminate the achievement gap 		
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Extensive community outreach for BOE/DOE Strategic Plan

Over the past six months, the Department has engaged students, educators, parents, and community members as it reviews its joint Strategic Plan. During Phase I, feedback from 108 focus groups with an estimated 1,201 participants as well as 1,429 online survey responses were analyzed and compiled into a draft plan. Throughout August and September, Phase II, the Department and BOE hosted community meetings statewide to gather input on how to refine, rework or reject strategies in the draft plan. By the end of Phase II, the Department netted 1,144 responses. The public was invited to further comment on the revised plan online through Oct. 31.

Education dollars into classrooms

Committed more education dollars directly into the classroom than any previous administration.

Early College

More Hawai'i high school students getting a head start on college under a dual credit program with UH, HIDOE and P-20 Partnerships.

Expanded free meal programs year-round

The HIDOE expanded its free meal programs to ensure that more students have access to nutritious meals during the school year as well as throughout the summer. After launching a successful pilot program at seven schools last year, the

HIDOE expanded the U.S. Department of Agriculture's (USDA) Community Eligibility Provision (CEP) free meal program to 30 schools for school year 2016-17.

The program allows the HIDOE to feed more students during the school year for free in a way that does not increase the cost to the State. The Seamless Summer Option (SSO), a federal program that supports children with food service when schools are closed for summer break, was expanded this past summer to include 68 schools, compared to 59 schools two years ago.

Cooling the Classroom

\$100 million in funding was passed by the legislature to cool the classrooms, and HIDOE continued work toward energy-efficient efforts. Cooling projects covering 832 classrooms out for bid.

Reduction in open cases of Department Directed Leave (DDL) and Leave Pending Investigation (LPI)

HIDOE's Office of Human Resources (OHR) has updated its Investigations Guidance, on which all employees who conduct investigations have been trained; made additional investigators available from the state office; and made an expert investigator available to respond to questions and provide assistance. These changes have helped reduce the number of pending investigations from 63 at the end of 2014 to 27 as of Oct. 1, 2016. To continue streamlining the process, OHR also implemented new procedures in September that outline the criteria, procedures, and timelines for placing salaried employees on DDL or LPI.

Summer Reading Program

First Lady joined First Spouses across the county and served as a Scholastic Summer Ambassador Program for the 2016 Summer Reading Challenge. The program provided 100 books to Maunaloa Elementary on Moloka'i and 400 to Naalehu Elementary on Hawai'i Island.

Hawai'i Youth Challenge 2020

First Lady, together with the IUCN Education Committee, launched the Hawai'i Youth Challenge. All Hawai'i middle and high school student teams were encouraged to participate in the Hawai'i Youth Challenge as part of the IUCN

World Conservation Congress. The student-led projects continue today and are currently supported by mini grants operated by KUPU.

Hawai‘i Department of Education: 2017

Early College funding secured

Worked successfully with the legislature to secure funding for initiatives such as Early College and Hawaii’s Promise to ensure more local students follow a path to 21st century careers and realize their talents.

CyberStart pilot success

Governor Ige was recognized for bringing the CyberStart pilot program to Hawai‘i students for job training and improved cybersecurity statewide. “Hawaii’s scores were remarkable,” said Alan Paller of the SANS Institute, which sponsored the program.

Cooling the classrooms

Exceeded promise to cool more than 1,000 classrooms with a \$100 million legislative appropriation.

Hawai‘i Department of Education: 2018

First Early College Olympians graduate

12 Waipahu High School students became the first in the state to graduate with their associate’s arts college degrees before they receive their high school diplomas.

K-12 Computer Science curriculum by 2021

Governor Ige continued his work towards advancing computer science at our public schools by authorizing \$500,000 for the HIEDOE to implement a K-12 computer science curriculum by 2021 and to offer at least one computer science course at all

public high schools at least once every school year. He also joined the Governors' Partnership for K-12 Computer Science, a bipartisan coalition of state leaders working to expand access and increase equity in K-12 computer science education.

Increase in professional development opportunities for teachers

School empowerment professional development opportunities for Hawaii's teachers are increasing with Governor Ige's support through the movement of Title II funding from the Every Student Succeeds Act and his backing of School Design and Computer Science Innovation Grants, which dedicate education general funds to selected school projects. Empowering schools is also a continuing priority driven by collaboration with teachers, administrators, and community members, aimed at bringing more decision-making power to the school-level.

Student voice as an engine of change

Student voice has become an engine of change as schools solicit student feedback on such items as curriculum, teaching methods and best practices and adapt to better fit students' needs and learning styles. Student voice is helping to reshape course content, teaching styles, use of technology, outdoor activities and much more, to fully engage all students and make learning a more fun and dynamic experience.

Grand opening of Nānākuli library

New library built and developed by the community. Includes free internet wireless access and 32 computers.

Hawai'i Department of Education: 2019

Jumpstart Breakfast launched with Marcus Mariota

First Lady Dawn Amano-Ige and the HIDOE Food Services launched Jumpstart Breakfast to encourage more students to eat breakfast with the goal of increasing participation at pilot schools by 1,100 meals per day.

Teacher Shortage Initiative

HIDOE launched a new initiative to help address Hawaii's teacher shortage by providing incentives for educators teaching in critical areas. A pay differential was established to increase compensation for classroom teachers in areas that have faced the most severe shortages – special education, Hawaiian Language Immersion programs, and hard-to-staff geographic locations. Aggressive teacher recruiting continues both locally and across the US. Local initiatives such as the Grow Our Own program, which provides tuition stipends and a flexible schedule with online courses through UH-Manoa for post-baccalaureate teaching certificates, and Troops to Teachers, which recruits military veterans for a second career in teaching, are both showing positive results.

Hawai'i Department of Education: 2020

Keeping students safe in a pandemic

Before COVID-19 reached Hawai'i in the spring, the HIDOE initiated its emergency response protocols to ensure the safety of students and staff. HIDOE leaders at all levels began meeting frequently to monitor the situation. It soon became clear that schools would need to physically shut down for public safety. In a very short time period, and under the unpredictable pressures of a health crisis, the HIDOE had to transition an education system that historically has been designed exclusively for in-person learning to one that supports distance learning for students and remote work for staff in order to maintain instructional delivery.

Schools worked closely with parents to minimize disruption. School facilities were equipped with safety equipment including plexiglass shields and PPE, and enhanced cleaning protocols and staff training. Distance learning continued in the summer with in-person learning provided for limited groups of students identified as the most vulnerable learners. Due to the increasing number of COVID cases near

the scheduled start of the 2020-21 school year in the fall, the HIDOE delayed the start of school and opened with full distance learning for most students. After the first quarter, schools began to transition to blended learning models, allowing students to gradually return to in-person learning in areas where transmission rates remained low and safety measures were enforced.

The HIDOE continues to work closely with DOH to ensure safe learning and working environments are provided for all students, teachers, and staff.

HIDOE leverages federal funds to provide learning devices for students

Based on survey data collected from families and schools, the HIDOE prioritized federal relief funding for student devices and connectivity to support distance learning statewide. Through the end of October, the HIDOE allocated \$11 million of \$31 million in Coronavirus Relief Funds (CRF) provided for public schools and spent over \$8 million on roughly 16,000 laptops and tablets for students. The remaining \$23 million for additional devices were expended before the December lapse date. The HIDOE also purchased over 17,000 Wi-Fi network hotspots and nearly 34,000 laptops and tablets using Elementary and Secondary School Emergency Relief Fund (ESSER) funding under the CARES Act.

‘Ohana Help Desk provides the nation’s first statewide tech support for public schools

In August, the HIDOE’s ‘Ohana Help Desk became the nation’s first statewide comprehensive tech support help desk for public schools, helping to address priority needs for extended operations hours and multilingual support for languages most spoken in HIDOE family homes, including English, Hawaiian, Chuukese, Ilokano, Tagalog, and Marshallese. This tremendous resource helped to ensure that all students could successfully connect with classrooms and continue to engage in distance learning.

More than 2.6 million keiki meals served during crisis

From March through November, the HIDOE provided over 2.6 million free grab-and-go meals to children 18 and younger statewide. Funded by the U.S. Department of Agriculture, this program aimed to ensure all keiki received proper nutrition during distance learning through school meals regardless of their enrollment at public, private, or homeschools, or eligibility for free and

reduced-price meals. Hundreds of dedicated school cafeteria, support, administrative and food service staff worked tirelessly to keep our keiki fed.

Grab and Go campaign

To inform families about free meals, a Grab and Go advertising campaign was established. The HIDOE implemented the Seamless Summer Option program a few months earlier than scheduled, as approved by the U.S. Department of Agriculture (USDA) and Hawai'i Child Nutrition Programs, to provide free grab and go meals for students during the extended spring break period and summer. The schools provided breakfast and lunch free of charge to children 18 years or younger, regardless of eligibility for free or reduced-price meals.

Telehealth Services Fill Critical Need for Students

Recognizing a gap in services during the pandemic, the HIDOE launched a health hotline and telehealth services in April to provide equitable access to health resources for students unable to visit school health facilities during distance learning. In partnership with UH Mānoa School of Nursing and Dental Hygiene, the program provides vital health services to students at no cost and helps to reduce patient loads at hospitals. Due to the critical services provided through the program, this resource was extended through the summer and into fall.

Hawai'i Department of Education 2021

Governor's Emergency Education Relief (GEER) Funding for Innovation

The Governor's Education Emergency Relief fund totaling \$14 million was used to provide relief from the impacts of COVID-19 through innovation in education grants, college transition programs, and distanced learning capabilities. Of this, Governor Ige awarded \$8.1 million for 31 innovation grants to schools, colleges, and other educational entities across the state as part of the Governor's Emergency Education Relief (GEER) fund. Awards ranged from \$100,000 to \$450,000. The grants focused on:

1. Digital equity and access
2. Capacity building for educators, students, and parents
3. Program sustainability and lasting results

The programs that resulted from these grants are evidence that when adequate funding and flexibility to use these funds are provided, schools are able to develop innovative educational programs. Agility in program development is critical to allowing for necessary adjustments during the innovation process.

These projects applied real world situations to the learning experience, making it more meaningful and lasting to students. The grants also addressed critical issues such as teacher shortage recruitment, family support during these challenging times, and reached the underserved communities with much needed programs.

GEERs also created a framework for a comprehensive “innovation in education” grant system as it established a collaborative and community-driven selection process; a community of practice that strengthens networking among grantees; and a reporting system on outcomes from grantees that was shared on a public website ensuring a level of accountability.

A total of 201 groups applied for GEERs. Thirty-one grantees were selected through a rigorous process that included a written application and a presentation to a panel of educators, community stakeholders, and business leaders. The grant awards ranged from \$100,000 to \$450,00.

The grants resulted in 130 new programs and 42 new virtual programs.

Grant Highlights:

- A first-of-its-kind mobile sequencing lab provided unprecedented access to genome science technology within the K-12 classroom. Over 640 students who might not otherwise have been exposed to DNA sequencing while in school participated in hands-on lab activities and contributed data to the ongoing pandemic response.
- Four Family Resource Centers at Blanche Pope Elementary, Waimānalo Elementary, and Intermediate, Kailua High School, and Kailua Elementary were established to strengthen the family protective factors, improve the quality and accessibility of family engagement, and increase family leadership and decision making in the schools.
- Project-based learning programs were established for six grade levels at Kanoelani Elementary school, impacting approximately 775 students in

grades preschool through grade 6. These real world-based lessons were placed on a newly created website to begin a complex-area wide repository of lesson plans that can be eventually shared statewide.

- Art Make Art video series reached approximately 14,000 students providing art lessons throughout the pandemic. In addition, 200 Honolulu Museum of Art Packs were sent to classrooms across the state, reaching almost 5,900 students. It is anticipated another 400 Art Packs will be shared this fall.
- The SPEDucator program developed four new recruitment videos, resulting in over 7,300 views, and highlighted current special education teachers, students, and their families to promote the field of special education to positively change the narrative of special education. Four "SPEDucation Series" professional development seminars were conducted, supporting 111 educators across Hawai'i.

Conclusions:

- The goals of the program were reached through each of the programs established.
- Expanding the applicant pool to nonprofits allowed for a higher number of individuals impacted and widened the breadth of program offerings, often proving that schools alone cannot provide all the educational program needs for diverse learners.
- The subject matter with the highest number of grantees was in the area of agriculture and sustainability. Many of these programs were 'āina-based with strong cultural foundations.
- Many programs were innovative as they were created and attempted for the first time. They served as launching pads and will continue beyond the grant period.
- Collaboration is critical – learning is no longer confined to one school. Partnerships were established between schools, nonprofits, businesses, and colleges.
- Agility is the key in innovation as many had to adjust programs.

The bold steps taken for this program proved that innovation in education is possible if provided the flexibility to change course. A collaborative community allows for invaluable networking and increases idea development. Continuation of such a program is essential in meeting the needs of 21st century, global and diverse student learners.

Public school improvement projects make great strides

HIDOE completed or initiated hundreds of major Capital Improvement Projects under the Ige administration at public schools around the islands. These include new or renovated performing arts centers (Moanalua High, Farrington High, Kawananakoa Middle); new athletics facilities and upgrades (Kauai High, Maui High, Kalani High, Farrington High, Aiea High, Waipahu High, Mililani High Kealakehe High, Hilo High); new Science, Technology, Engineering & Math (STEM) facilities (Kohala High, Stevenson Middle, Waianae High, Molokai High, Kailua High) and also major campus-wide renovations and new classroom buildings (Hickam El., Daniel K. Inouye El., Solomon El., Ewa Makai Middle, Campbell High, Mililani Middle, Ewa El., Waikoloa El. & Middle, Lanai High & El.), among many other projects. Entire new schools were also opened or are under construction, including Hookele Middle, Honouliuli El. and Kihei High, to accommodate growing communities. Hundreds of smaller improvements and maintenance projects were also accomplished each year, including heat abatement, roof repairs, electrical upgrades, and many others.

Thinking outside the box to provide healthcare for students

HIDOE has been thinking outside the box to better provide for students' health needs, even prior to the COVID-19 pandemic. In partnership with health care providers, a statewide phone hotline was established for student health questions and telehealth visits, while individual schools like Jarrett Middle worked with local health care agencies to offer a mobile health clinic, and Nanakuli High & Intermediate, in partnership with local providers, established a new School-Based Health Center on campus to deliver health care services for students. The Department also partnered with the Departments of Health and Human Services to proactively test drinking water at selected schools for the presence of lead utilizing federal funding.

2022

Complex areas put forth initiatives to help increase student literacy, culture-based education and family literacy

In October 2019, HIDOE received a \$49,839,514 five-year Comprehensive Literacy State Development (CLSD) grant. The HIDOE awarded subgrants to six of its K-12 complex areas and contracted Hawai'i P-20, which awarded subgrants to six birth to

five early literacy projects. Now in its second year of the grant, HIDOE continues to focus on its three key initiatives: student literacy, culture-based education, and family literacy, as well as its project objectives to: 1) enhance birth to grade 12 literacy outcomes for our most disadvantaged students; 2) implement evidence-based practices with fidelity; 3) ensure subgrantees develop evidence-based literacy plans aligned to the state plan; 4) enhance data-driven decision making and; 5) engage families in support of their children’s literacy development.

HIDOE utilizes Hazel Health to prioritize student social-emotional, behavioral and mental health needs

In effort to prioritize and address the social-emotional, behavioral, and mental health needs of all students, HIDOE is partnering with Hazel Health to offer a network of community-based mental health support options for students. Hazel Health is a statewide supplemental resource for schools to incorporate into their HMTSS array of services to help to meet the mental health needs of all students. Hazel Health offers no-cost, short-term tele-therapeutic direct services through a centralized system for all students statewide.

By engaging Hazel Health, schools will have the ability to serve all students regardless of insurance, immigration, or language. Hazel Health provides comprehensive services that range from preventable to acute mental health support. This allows schools to align these services with their existing multi-tiered system of interventions.

Fine Arts and World Languages standards updated

The Hawai'i State Board of Education approved HIDOE's recommendations to adopt two sets of standards for the upcoming 2022-2023 school year: the National Core Art Standards and the Hawai'i World Readiness Standards for Learning Languages, which align with what is being used in schools across the country.

National Core Art Standards and Hawai'i World Readiness Standards for Learning Languages will succeed HIDOE's former Hawai'i Content and Performance Standards III, which were implemented 17 years ago in 2005. The standards for fine arts and world languages are two of the last three subject areas to move away from Hawai'i Content and Performance Standards III, the third being physical education.

By adopting these new standards, the Department will be setting vastly higher expectations for and providing more rigorous, relevant curriculums to Hawaii's public-school students in fine arts and world languages

Hawai'i State Public Library System receives National Governor's Association (NGA) Workforce Grant

The project focuses on digital equity and literacy for the 21st century.

University of Hawai'i: 2015

Improved graduation rates at UH Mānoa

A campus-wide initiative to develop and implement a cohesive student academic support structure has resulted in an unprecedented sustained, multiyear increases in graduation rates. From 2010 to 2015, six-year graduation rate has increased from 48.6% to 57.1% while the four-year rate has increased from 17.5% to 27.9%. UH Mānoa has moved purposefully in terms of organizing and staffing, policy, and technology to improve historically low graduation rates. The initiative has had three core components that integrate and better utilize high-tech and high touch academic support delivery, in combination with student roadmaps (four-year degree plans).

Pāalamanui

Classes started on August 24th at Hawai'i Community College's new branch campus at Pāalamanui. Comprised of 24,000 sq feet of classroom space, teaching kitchens, and science labs, it offers not only Hawai'i CC courses, but also distanced learning opportunities with UH Hilo, UH West O'ahu, and UH Mānoa. The opening of this campus marked a milestone for the university, government, and community leaders who had been working for years to build a home for higher education in the West Hawai'i region, until now the only major geographic region without a permanent higher education facility.

Native Hawaiian student success

Campuses across UH system received over \$30M in federal grants to create and improve programs aimed at Native Hawaiian student success. Native Hawaiian students make up about ¼ of the UH student population. UH also recently

formalized a partnership with Kamehameha schools to help more K-12 students access and succeed in higher education.

Research and innovation

XLR8UH, the UH's Proof of Concept Center and Venture Accelerator, was established to invest in innovative ideas and provide a launch pad for commercialization of university intellectual property. Started in late 2014, the program is already on its third cohort of entrepreneurial teams comprised of UH students, faculty, and alumni. UH received \$425M in extramural funding in FY 2015.

Four-year campus accreditation

Full WASC accreditation was reaffirmed this year for all three four-year campuses.

University of Hawai'i: 2016

Dual credit Early College opportunities expanding and shown to increase educational outcomes

The University of Hawai'i (UH), working with P-20 Partnerships for Education and the Department of Education (DOE), has dramatically increased the offering of dual credit early college programs in Hawai'i high schools across the islands. Relying primarily on federal and philanthropic funds, the program has reached early critical mass this year and new data now demonstrates that this may be one of the most powerful tools to advance college enrollment and success. The collaborative dual credit initiative includes the rapid expansion of early college courses offered by UH faculty at DOE high school campuses through which students earn credit toward their high school graduation and a college degree. One national study predicts that by 2020, 70% of Hawai'i jobs will require some postsecondary education or more. Yet today, only 56% of Hawai'i Department of Education graduates go on to college.

Hawai'i also experiences a continuing gap in college enrollment by specific groups, including underrepresented ethnicities, low-income students and males. The percentage of DOE students taking early college courses has doubled in the last few years and based on the new data from the expanded programs, eighty-two (82%) percent of DOE graduates with college credits will enroll in college versus only fifty-three (53%) percent of those without college credit. At the same time, early college helps dramatically close the college enrollment gap for those in groups least

likely to enroll in college after high school. The Governor is supporting in his budget the proposal by UH and DOE are proposing to bring early college to every public high school in the state so that every Hawai'i high school student has access to at least two college courses before they graduate. This initiative will help achieve the Governor's plan to make Hawaii's education system the best in the nation and help prepare more students for college and 21st century jobs in a diversified economy.

Increased 4-year graduation rates and national recognition of Hawai'i Graduation Initiative

The University of Hawai'i (UH) has dramatically increased four-year graduation rates through hard and thoughtful work to improve student success. UH Mānoa reached an all-time high in 2016, with 32% of the first-time, full-time students who started college in fall 2012 earning a bachelor's degree in four years. This almost doubles the rate in 2010, when just 17.5% of the students graduated who had entered class 4 years previously. UH Hilo is also making strong progress. For 2016 the 4-year graduation rate was 18.7%, 5% higher than the previous year and more than doubling from a low point in 2011. Concerted efforts by staff, faculty and administrators account for this remarkable progress, including improvements in course scheduling, advising, and creation of degree pathways.

UH was recognized this year by Complete College America with their first ever President's Awards for exemplary work in Hawai'i on improving college completion. One award was given to UH for the homegrown STAR Graduation Pathway System, developed by UH Mānoa for the entire UH System, which helps students and advisors understand optimal paths to graduation even across campuses and majors and helps the campuses understand which courses are needed by students to graduate on time. And one award was presented to UH for its pioneering work on the "15 to Finish" initiative, which has now been adopted by over 30 other states. Timely graduation lessens the financial burden on students and their families and helps make higher education more affordable. The governor is supporting increased funding to the University in his budget, which will enable UH to continue to invest in efforts that advance student success, improve graduation rates and prepare more of Hawaii's citizens for success in the workforce and community.

Strengthening cybersecurity, innovation and competitiveness

UH West O'ahu (UHWO) was designated a National Center of Academic Excellence in Cyber Defense Education by the National Security Agency and the U.S. Department of Homeland Security and UH. This builds on the prior recent designations of Honolulu Community College as a National Center of Academic Excellence in Information Assurance 2-Year Education and of UH Mānoa as a National Center of Academic Excellence in Cyber Defense Research. This exemplifies the comprehensive and system approach UH is taking to advancing cybersecurity education, research and community engagement around cybersecurity, one of the most compelling needs in the community and sources of high-quality jobs and innovation within the State. Late this year a Hawai'i team won the National Cyber League competition, one of the premiere national contests, with a team comprised of student enrolled from UHWO and Honolulu CC. Intensive community engagement and educational outreach over the past year has included large numbers of internships for students, more GenCyber summer workshops than in any other state for K12 students and teachers to strengthen the education and employment pipeline, and intensive multi-day cybersecurity exercises that collaboratively engage private industry, academia and defense sectors, this year including high school students for the first time. To conclude a great year, UH has just been awarded a 5-year \$5.1m grant National Science Foundation grant to establish a Scholarship for Service program at UH Mānoa. Cybersecurity is a priority for Governor Ige and is one of the core areas identified in the Hawai'i Innovation Initiative, which is supported by the Governor's budget.

University of Hawai'i: 2017

Hawaii's education leaders set a goal to have 55 percent of working age adults (ages 25-64) earn a two- or four-year degree by 2025 (55 by '25). As of 2015, the U.S. Census Bureau reports that 44 percent of Hawaii's working age adults held a two- or four-year degree. Increasing the state's educational capital is essential because according to the Georgetown University Center on Education and the Workforce study (2013), it is estimated that, by 2020, 70 percent of jobs in Hawai'i will require some college education.

UH has adopted four Strategic Directions to guide the university's priorities. Interwoven in the strategic directions are two key imperatives embraced within the University of Hawai'i Board of Regents (BOR) approved UH mission: a commitment to being a foremost indigenous-serving institution and advancing sustainability.

Progress towards increasing higher education rate of residents statewide

Significant contribution to the 55 by '25 goal by increasing the number of degrees and certificates awarded (include language on benefits of education) - Launched the 55 by '25 public awareness campaign to raise awareness about the state's educational goal to have 55% of Hawaii's working age adults with a two- or four-year college degree by 2025. The campaign included a media program (tv, radio, print and digital advertising) as well as a grassroots approach which encouraged over 8,000 middle and high school students statewide to pledge to earn a college degree. As of 2016, 44% of Hawaii's working age adults have a 2- or 4-year college degree.

Making progress toward increasing enrollment of STEM students

UH has made significant progress in increasing the enrollments and the number of STEM Graduates in the past few years:

	2010-11	2016-17	% Increase
UH Mānoa	720	976	36%
UH Hilo	143	183	28%
UH Community Colleges	126	541	329%

Implemented Hawaii's Promise to decrease financial barriers to education

Implemented Hawaii's Promise to remove the financial barrier to education at the UHCCs – In academic year 2016-17, with state executive and legislative support, UH implemented Hawaii's Promise, a scholarship program that enables students with financial need to attend the UH Community Colleges at no cost for tuition, fees, books, supplies, and transportation (also defined as direct educational costs). UH received \$1.8 million from the state legislature to implement this "last dollar" scholarship program. The scholarship requires a student to apply for federal financial assistance. This scholarship which covers any remaining direct educational costs above what is not covered by federal and other grant aid. Hawaii's Promise program reaffirms the UH's commitment to afford all qualified people of Hawai'i an equal opportunity to receive a quality education.

Improving linkages to increase quality job opportunities

Created sector partnerships to improve linkage between education and workforce needs. Improve UH ability to assist students in finding meaningful careers – UH in collaboration with the Hawai'i Chamber of Commerce created partnerships with businesses, government agencies and other business support groups in eight sectors to examine issues confronting those sectors. The partnerships have been able to provide training in specific areas of need as well as address other economic development issues.

Improved K-12 to post-secondary linkages through activities of Hawaii's P-20

Improved K-12 to post-secondary linkages through activities of Hawaii's P-20. UH facilitated the implementation of early college and other dual credit opportunities in over 30 high schools throughout the state using grant and foundation funds. In the 2017 legislative session, the State Department of Education (HIDOE) received \$1 million in legislative funds to support Early College classes in FY 17-18 and an additional \$1 million for FY 18-19. Produce the annual College and Career Readiness Indicators Reports (CCRI). These reports are published annually to provide a snapshot of college and career readiness at every public high school in the state. Hawaii's CCRI reports are continuously recognized by national organizations, including the Data Quality Campaign, Achieve, and the National Governors Association, as a leading example of collaboration between K-12 and higher education and for providing useful information on college readiness. Housed at UH, Hawai'i P-20's Data eXchange Partnership (DXP) is a statewide cross-agency, longitudinal data system that links information from infancy through early learning, K-12 and postsecondary education, and into the workforce. Hawai'i DXP will help guide decisions and policies to improve learner and workforce outcomes for the benefit of our community.

Supporting and sharing knowledge to reach sustainability goals

Creation of the UH Office of Sustainability which functions as a backbone organization, providing support to the campuses to enhance the existing sustainability work under way, as well as coordinate capacity for campuses to share information and resources with each other to catalyze action to achieve our islands' sustainability and resilience goals.

- The office of Energy Management established to plan and implement coordinated initiatives to achieve UH Net Zero Energy mandate by 2035; master Energy Resource Plan to achieve this mandate currently under development.
- As of January 2016, UH offers three bachelors programs in sustainability studies at three different campuses, and over 250 sustainability focused or related courses across all ten campuses. There are also several sustainability related certificates being offered.
- Established Green Revolving Fund to track, harness, and reinvest savings from energy efficiency measures to accelerate implementation of energy and cost saving projects.
- Energy Management System fully integrated at UHM and UHWO in 2017, full integration of all campuses by end of 2018 will give OEM access to real time building level energy data so that energy performance can be continuously improved.
- RFP issued for Phase 1 of Energy Savings Performance Contract at UH Mānoa to accelerate implementation of Energy Conservation Measures was issued in 2017 and the contract to perform Investment Grade Audit of ECMs on the Holmes Hall chiller loop is expected to be awarded in 2018
- First net-zero energy classrooms constructed by HNEI at UHM in 2016

Hawai'i Innovation Initiative moves forward

Despite great strides in creating the necessary infrastructure at UH and successful outreach efforts, the Hawai'i Innovation Initiative was hindered by restrictive statutes that limited UH's ability to participate in technology transfer and commercialization activities. However, after years of diligently working and patiently educating the Legislature on the subject, these restrictions were lifted. On June 19, 2017, Governor David Ige signed into law two legislative measures to facilitate the transformation of discoveries and inventions generated by UH research into commercially viable enterprises that will broaden workforce opportunities for the state, help to diversify the economy, and will deliver innovative and useful products to the public. Additionally, these laws will keep UH competitive with its peer research institutions that have similar technology transfer and commercialization programs.

The first measure, Act 38, Session Laws of Hawai'i 2017 (introduced as House Bill 425), exempts technology transfer activities conducted by UH from the scope of certain sections of the State Ethics Code, and confers the regulatory and oversight

responsibilities for such technology transfer activities to UH. Previously, the State Ethics Commission determined whether public-private technology transfer arrangements are permissible or prohibited under general ethic principles. The second measure, Act 39, Session Laws of Hawai'i 2017 (introduced as House Bill 847), provides broad statutory authority to UH to engage in activities to support UH-based startup companies. These activities include participating financially directly or indirectly in start-ups, providing strategic marketing and networking resources, and offering hands on instruction and mentoring to the new entrepreneurs. Act 39 provides more express authority for certain programs that are currently underway at UH, such as the XLR8UH accelerator, and is patterned after a similar law for the state's department of business, economic development and tourism.

Together, Act 38 and 39 takes UH a step closer to realizing its full potential to contribute to the state and the public and allows UH to keep pace with its peer research institutions and maintain its competitiveness in attracting research sponsors and research talent.

UH is aggressively pursuing the successful growth of its research enterprise and increased commercialization of its innovations to help make Hawai'i a vibrant hub for innovation, entrepreneurship and venture capital activity.

In 2014, UH launched its first proof of concept center, called XLR8UH, and joined a growing movement of universities around the country turning to new approaches to commercialize its research. Unlike traditional business incubators that offer seed money to established companies, XLR8UH harvests promising research and identifies investors and businesses interested in the further development and exploration of its commercial viability.

A new innovation lab or i-Lab was opened March 2016 at UH Mānoa to expose students to experiences that involve innovation and entrepreneurship. The reconfigurable space is currently used for classes, workshops, lectures and events like start-up weeks and innovation challenges – and features rapid prototyping equipment like 3D printers and laser cutters that allow students to turn design concepts into working models. Later that year, another new innovation lab, called SPACE, was launched at the Pacific Asian Center for Entrepreneurship (PACE) at UH Mānoa's Shidler College of Business to provide students and programs with larger and more conducive spaces for collaboration.

Preparing for future cyber attacks

The threat of cyber-attacks is prevalent and costly. It is estimated that global losses from cybercrime will be \$400 billion annually. While preventative measures are constantly being initiated to be one step ahead of cyber criminals, the cybersecurity field is expected to experience a deficit of 1.5 million professionals by 2020. In an effort to help mitigate the effects of the dual threat facing cybersecurity experts today, ever increasing vulnerabilities to security infrastructure and the related shortage of information security professionals to combat these threats, UH is spearheading a new initiative known as CyberHawai'i. It is a partnership of local, federal, state, county, private industry, professional organizations and academia combining efforts to implement a "cyber-ecosystem" to defend Hawai'i against cyberattacks. Its purpose will be to coordinate and support cyber activities related to readiness and resilience, education and workforce development, economic development and innovation throughout the state. CyberHawai'i is aligned with CyberUSA, a non-profit "community of communities" governed by its members, established to enhance information sharing between states and to improve cyber resilience at all levels of participation – local, regional and national – all while connecting the cyber ecosystem of the U.S. and its allies.

UH continues to host the annual Gencyber Hawai'i camps and Po'oihe Cyber Security Exercises, created the UH Mānoa cyber range and developed various cybersecurity/information security assurance curriculums throughout the UH System, including programs at Honolulu Community College and UH West O'ahu. All three campuses are designated National Security Agency Centers of Academic Excellence in Cyber Defense & Research.

Safeguarding our students by improving university response to gender violence

Creation of the UH Office of Institutional Equity (OIE), a centralized compliance office. OIE's mission includes improving institutional responses to allegations of sex discrimination and gender violence across all ten campuses. OIE oversees UH's Title IX and VAWA efforts and works with UH and community stakeholders to ensure that policies, procedures, programs, and services are compliant, consistent, equitable, accessible and effective on all campuses, and fosters and promotes a climate of respectful and non-violent interpersonal relationships and safety on campus.

UH President David Lassner was awarded the 2017 Men's March Against Violence Distinguished Citizen Award, in recognition of his unwavering leadership in the University of Hawai'i system to support gender responsive training, programming and awareness in the interests of safety, freedom and equality for student success.

Increased Native Hawaiian courses to empower students

Ka Haka 'Ula o Ke'elikōlani, our UH Hilo College of Hawaiian Language, has attracted and empowered many students, both of Native Hawaiian ancestry and those from other places, to explore the large wealth of knowledge, technology, innovation and resiliency present in today's Hawaiian communities in order to care for our island resources of the future. Working with programs and majors across the campus, Ka Haka 'Ula, is an integral part of UH Hilo's efforts to recognize and facilitate the pathway toward becoming an indigenous university.

University of Hawai'i: 2019

UH, other island universities, pledge commitment to sustainability

University of Hawai'i President David Lassner is among eight island college and university presidents who made collective commitments to advance sustainability during the Presidential Summit on April 11, at the 10th annual University of Guam Conference on Island Sustainability. The commitments promote collaborative partnerships to seek solutions to island sustainability challenges.

Partnership provides cybersecurity lessons statewide

The University of Hawai'i helped train 170 students from across the state in cybersecurity in summer 2019. UH Information Technology Services, the Maui Economic Development Board, STEMworks and UH Community Colleges' advanced technology training consortium, the Pacific Center for Advanced Technology Training (PCATT), partnered in GenCyber Hawai'i 2019, providing enrichment opportunities to train the youngest generation of cybersecurity professionals and teachers through summer camps.

New service gives students one place for tuition, fee info

Students enrolled in the 10-campus system will receive an automated E-bill reminder of what they currently owe in tuition and fees. The STAR E-Bill system was

developed by UH, which also created the nationally recognized STAR GPS system for class registration and management.

UH extramural funding tops \$400M

The University of Hawai'i attracted \$421.8 million in extramural funding in fiscal year 2019 (FY2019), topping \$400 million for the first time in four years. That is a 9.2 percent increase over the \$368.3 million in extramural funding UH brought in last year.

Hundreds focus on improving Hawaii's health workforce

The University of Hawai'i and experts from leading healthcare professions provided key insight to hundreds of stakeholders interested in helping to prioritize potential solutions to the state's health workforce challenges at a recent informational briefing with legislators.

Homebuying support program expands to UH employees

The University of Hawai'i announced on September 10, a new down payment assistance program with Landed to aimed at helping UH faculty and staff buy homes in Hawai'i.

UH campuses rank among best in nation, world

UH Mānoa is ranked 79 as a top U.S. public school, 166 among national universities and 177 as a best value school. In diversity, it is tied for the seventh highest value among national universities, and is 134 among top performers in social mobility, a new category based on two ranking factors pertaining to enrolling and graduating high proportions of students who were awarded Pell Grants.

Top scientific publication spotlights UH cancer discoveries

The discovery was made by UH Cancer Center researcher and the study's lead author, Michele Carbone, and collaborators that specific gene mutations cause mesothelioma and other cancers, and how asbestos and the mutation of the BAP1 gene interact in this process. "Mesothelioma: Scientific clues for prevention, diagnosis, and therapy" was highlighted in the peer-reviewed journal with the highest impact factor among all disciplines of science and medicine.

Sinclair Library to become center for student success

The University of Hawai'i at Mānoa plans to transform Sinclair Library into a state-of-the-art student success center to improve the student experience by providing easy access to academic advising, campus services and modern spaces for studying and collaboration.

UH student-developed 3D energy planning tool generates national buzz

An interactive 3D projection-mapped model of O'ahu developed by University of Hawai'i at Mānoa students, showing layers of data for the state's plan to run on 100-percent renewable energy by 2045, generated lots of buzz at a national energy conference in February in Washington, D.C.

UH Mānoa groups, agencies team up to tackle impacts of climate change

Experts predict 20 percent of Hawaii's coastal roads will be impacted by climate change in the next 50 years. Recent hurricanes, tsunamis and other natural disasters have demonstrated how vulnerable the state is when these events occur. To address these natural disasters and climate change issues, University of Hawai'i at Mānoa College of Engineering faculty and graduate students are working with campus departments and government and industry partners to determine how these factors will affect Hawai'i over the next several decades.

Ebola vaccine developed by UH can withstand high heat

In his scientific article, "Thermostable Ebola virus vaccine formulations lyophilized in the presence of aluminum hydroxide," Axel Lehrer demonstrates his vaccine can sustain immunogenicity, the ability to provoke an immune response in the body, after being stored at 104° F for up to 12 weeks.

Esports as a Career? UH Mānoa is helping students prepare for it

Leading the charge in this arena is Nyle Sky Kauwelo, a graduate assistant in the School of Communications in the College of Social Sciences. His course, Esports and Society, is the first of its kind at UH Mānoa and covers the rising popularity and significance of this growing industry. His students study the emerging role of esports as a new form of mainstream entertainment, including topics such as: general foundational concepts, structure of esports and competitions, evaluation of

new technologies arising in this field, and gender as well as ethical issues and concerns.

Place-based management can protect coral reefs in a changing climate

Researchers from the University of Hawai'i at Mānoa and state Department of Health have developed and applied a new technology in Hawai'i that identifies where coral reef ecosystems and associated fisheries are vulnerable to human activities and where to focus management actions to minimize these impacts.

UH Mānoa becomes featured NSA campus

The National Security Agency (NSA) acknowledged the University of Hawai'i at Mānoa as one of its select featured college campuses on September 3, becoming one of just four campuses nationwide. The official start to the program was September 4.

Navy to launch ROTC program at UH Mānoa

U.S. Secretary of the Navy Richard Spencer has approved the creation of a Naval Reserve Officer Training Corps (NROTC) program at the University of Hawai'i at Mānoa.

U.S. Coast Guard, UH Mānoa sign agreement increasing student opportunities

The U.S. Coast Guard signed a memorandum of agreement with the University of Hawai'i at Mānoa in July as part of the Coast Guard's Minority-Serving Institutions Partnership Program for increased student opportunities.

Breakthrough: UH team successfully locates incoming asteroid

For the first time, astronomers at the University of Hawai'i have demonstrated that the UH ATLAS (Asteroid Terrestrial-impact Last Alert System) and Pan-STARRS (Panoramic Survey Telescope and Rapid Response System) survey telescopes can provide sufficient warning to move people away from the impact site of an incoming asteroid. The telescopes detected a small asteroid prior to it entering the Earth's atmosphere near Puerto Rico on the morning of June 22, 2019.

UH Mānoa graduate programs receive national recognition

Some of the nation's best graduate schools and programs are at the University of Hawai'i at Mānoa, according to U.S. News and World Report's 2020 ranking. The John A. Burns School of Medicine, School of Nursing and Dental Hygiene, William S. Richardson School of Law, Myron B. Thompson School of Social Work, Shidler College of Business, College of Education, College of Engineering and College of Social Sciences were all included in the ranking released today.

Climate warming promises more frequent extreme El Niño events

A new study, published in the Proceedings of the National Academy of Science by a team of international climate researchers led by Bin Wang of the University of Hawai'i at Mānoa International Pacific Research Center (IPRC), answers that question, "How will climate change affect the generation of strong El Niño events?". Results show that since the late 1970's, climate change effects have shifted the El Niño onset location from the eastern Pacific to the western Pacific and caused more frequent extreme El Niño events. Continued warming over the western Pacific warm pool promises conditions that will trigger more extreme events in the future.

Motivated undergrads get a head start on master's program

The Bachelor's and Master's (BAM) degree pathway are accelerated programs that encourage high-performing UH Mānoa undergraduate students to commit to a master's program early and take graduate-level classes in their senior year. This gives them a head start on their graduate studies, which reduces the overall amount of time spent on their degrees. In most cases BAM students can graduate with both degrees in five years. There are currently 14 BAM pathways, with plans to increase and expand to other disciplines. UH Mānoa graduate programs have consistently received national recognition including high rankings in the 2019 *U.S. News and World Report*.

UH Hilo students grow exotic rice in East Hawai'i

Horticultural students at the University of Hawai'i at Hilo are conducting important trials on the potential economic viability of growing exotic rice cultivars in East Hawai'i. The broad objective of the project, which runs through June 2020, is to evaluate the performance of selected exotic rice varieties cultivated in Hawai'i. The

project is funded by the County of Hawai'i via the Big Island Resource Conservation and Development Council.

UH Hilo aquaculture center partners with Honolulu CC to improve water quality at Sand Island

Native oysters cultured at the University of Hawai'i at Hilo Pacific Aquaculture and Coastal Resource Center will be used to improve water clarity and quality at Sand Island, Honolulu.

New UH Hilo chancellor aims to transform students' lives, move region forward

Bonnie D. Irwin took the reins of the University of Hawai'i at Hilo as chancellor on July 1, 2019, amid a traditional Hawaiian appointment ceremony that included the blowing of pū (shell), hula and an offering of special water.

Construction on Academy for Creative Media Building at UH West O'ahu Begins

Ground was broken in January for an Academy for Creative Media building at the University of Hawai'i – West O'ahu.

UH West O'ahu offers new degree programs, including first for STEM

The University of Hawai'i–West O'ahu is unveiling new academic offerings—including degrees in Creative Media and Natural Sciences—to address the state's workforce needs, starting in fall 2019.

UH West O'ahu cybersecurity program cracks top 3 percent of colleges

The University of Hawai'i–West O'ahu's cybersecurity program is ranked 30 among 1,290 colleges, according to the testing of students' cyber aptitude by a leading organization focused on internet security.

Limited space available for UH Community College accelerated online degree

Interest in the program has far exceeded expectations since it launched in January 2019. There were almost 400 applicants for 40 spaces in the first cohort, so the

group was expanded to make room for 55 students. Students completing the program will earn an associate in arts degree from Leeward Community College in December 2021.

Almost 2,000 graduating seniors eligible for new UH Community College scholarship

The University of Hawai'i Community Colleges will be offering a new \$200 scholarship for 2019 public high school graduates who earned UH credits while in high school. The "Momentum Scholarship" supports this year's high school graduates as they continue their progress toward their college degree at one of UH's seven community colleges.

National Silver Medal for Kapi'olani CC Culinary Team

Kapi'olani Community College's 2019 culinary competition team, known as Team Hawai'i, finished strong. It was one of five teams to earn a silver medal at the Cook. Craft. Create. American Culinary Federation National Convention and Show—considered the national collegiate culinary championship in Florida in August. Of the six teams that competed this year, one team won a bronze medal and there were no gold medalists

Net zero project could be first in nation for college campus

UH Maui College is on track to officially become the first college campus in the United States to achieve this extraordinarily important sustainability and environmental milestone.

Traditional Hawaiian carving earns college credits for high school students

Students are learning traditional Hawaiian carving and earning college credit at the same time, through what's known as a dual-credit program. Twenty-four students from Castle High School and seven from Ke Kula 'o Samuel M. Kamakau Hawaiian immersion school participated in the wood carving class over the summer. Besides Hawaiian culture and language, the hands-on course incorporated college-level math, science, and research.

University of Hawai'i: 2020

Immediate response to COVID-19 pandemic

In the face of a rapidly evolving global pandemic, the University of Hawai'i was the first state entity to take action to limit the spread of the COVID-19 virus. In March, over the week of spring break, UH's 10 campuses moved all in-person courses online and instructed employees to telework, wherever possible. Even with the abrupt shift to online learning, more than 45,000 students statewide successfully completed the semester that ended with record high graduation rates. UH remained primarily online for the fall semester, and the majority of employees continued to telework.

Though college enrollment has fallen nationally, the UH System has held steady with more local students staying home for college. Since the onset of the pandemic, UH researchers have been searching for an effective vaccine, advising government agencies, providing free COVID-19 testing to underserved communities and studying the economic, social and psychological effects of the pandemic. Also, UH community members have contributed from the beginning in a variety of ways with food drives and other service projects and continue to find more ways to support their communities.

Life Sciences Building ushers in new era at UH Mānoa

A new beginning for the University of Hawai'i at Mānoa with the completion of the Life Sciences building that will open for instruction in the fall 2020 semester. Located on the Diamond Head end of McCarthy Mall, the three-story, 70,000-square-foot facility with 21 state-of-the-art teaching and research laboratories, was built to serve more than 500 students daily and support world class research.

UH Mānoa in top 1% of worldwide universities

UH Mānoa is in the top 1 percent of more than 26,000 worldwide universities, according to the 2021 Times Higher Education World University Rankings released on September 2, 2020.

Offshore submarine freshwater discovery raises hopes for islands worldwide

Twice as much freshwater is stored offshore of Hawai'i Island than was previously thought, according to a UH study with important implications for volcanic islands around the world. The extensive reservoir of freshwater within the submarine southern flank of the Hualālai aquifer was mapped by Hawai'i EPSCoR 'Ike Wai project researchers.

Hawai'i wahine among 'Women of the Century' in national publication

USA Today recognized 10 women from every state and U.S. territory, majority of Hawai'i wahine being UH faculty or alumni.

First Native Hawaiian to earn applied math PhD multiplies successes

UH West O'ahu Associate Math Professor Kamuela Yong has earned a number of distinctions including receiving a 2020 Board of Regents' Medal for Excellence in Teaching. This, after achieving international recognition, as the first Native Hawaiian to earn a PhD in applied mathematics.

ASUH offers free 'ōlelo Hawai'i classes at UH Mānoa

The Associated Students of the University of Hawai'i, hosted free non-credit Hawaiian language classes at UH Mānoa for the community. The course was a partnership with the Hawai'inuiākea School of Hawaiian Knowledge, and turnout was enthusiastic and overwhelming. Classes moved online when COVID-19 closed the campus.

UH students surf, learn culture, earn academic credit

In the lab fieldwork portion for the Anthropology 175 Polynesian Surf Culture course, students learn the fundamentals of surfing while gaining a culture-based sense of Hawai'i and a recognition of the importance of the environment. "The future is very beautiful and positive. E he'e ana kākou. Let's go surfing together."

Maunakea telescope finds hints of life on Venus

What may be the first hints of life on Venus have been discovered by using observations from the James Clerk Maxwell Telescope on Maunakea. The research

team detected the gas phosphine in Venus' upper clouds; on Earth phosphine is excreted by microbes that thrive in oxygen-free environments.

University of Hawai'i: 2021

\$2.7M to grow UH entrepreneurship, workforce development programs

The University of Hawai'i will expand its innovation, entrepreneurship and workforce development ecosystem with the support of a \$2.7-million CARES Act Recovery Assistance grant from the U.S. Economic Development Administration (EDA). This will be matched with \$813,068 of local funding.

UH graduates record number of community health workers

The program graduated more than quadruple the number of students who have earned their certification in previous years.

\$16M boost for UH cancer research

The University of Hawai'i Cancer Center is having an exceptional couple of months when it comes to attracting millions of dollars in federal funding for cancer research. Since August 1 alone, five researchers at the UH Cancer Center have received a total of more than \$16 million in federal funding to conduct public impact research over the next few years. Of the 410 Hawai'i physicians on the Best Doctors list, 333 (81 percent) trained at the University of Hawai'i medical school. Almost half of all physicians currently practicing medicine in Hawai'i earned their MD or specialty certification at JABSOM or serve on its faculty.

\$17.7M for UH Native Hawaiian programs across the state

Thirty-four University of Hawai'i Native Hawaiian education programs across the 10-campus system, including 20 new programs, are being awarded more than \$17.7 million in federal funding. The funding is from the U.S. Department of Education Alaska Native and Native Hawaiian-Serving Institutions program that was established to expand programs at Alaska Native and Native Hawaiian-serving institutions to promote college completion and success.

\$2.7M for ocean floats, satellites to give UH scientists new ocean, climate insights

Changes in ocean physics, chemistry and biology are occurring in response to human activities. To use satellites and ocean floats to gain new insights into the global ocean and climate change, University of Hawai'i at Mānoa oceanographer Seth Bushinsky received an infusion of support through four grants totaling more than \$2.7 million. The grants come from the National Oceanic and Atmospheric Administration (NOAA), the National Science Foundation (NSF) and the National Aeronautics and Space Administration (NASA).

Infrastructure and Capital Improvements

The HIDOE has completed or initiated hundreds of major Capital Improvement Projects under the Ige administration at public schools around the islands. These include:

- Moanalua High: New Performing Arts Center
- Farrington High: Auditorium renovation and upgrades
- Kawanānakoā Middle: Performing Arts Center
- Kauai High: Athletics facilities and upgrades
- Maui High: Athletics facilities and upgrades
- Kalani High: Athletics facilities and upgrades
- Farrington High: Athletics facilities and upgrades
- Aiea High: Athletics facilities and upgrades
- Waipahu High: Athletics facilities and upgrades
- Mililani High: Athletics facilities and upgrades
- Kealahou High: Athletics facilities and upgrades
- Hilo High: Athletics facilities and upgrades
- Hickam El.: Administration building and library
- Kohala High: New Science, Technology, Engineering & Math (STEM) facilities
- Stevenson Middle: New Science, Technology, Engineering & Math (STEM) facilities
- Waianae High: New Science, Technology, Engineering & Math (STEM) facilities
- Molokai High: New Science, Technology, Engineering & Math (STEM) facilities
- Kailua High: New Science, Technology, Engineering & Math (STEM) facilities
- Daniel K. Inouye El.: Major campus-wide renovations and new classroom buildings

- Solomon El.: Replacement campus
- Ewa Makai Middle: Major campus-wide renovations and new classroom buildings
- Campbell High: Major campus-wide renovations and new classroom buildings
- Mililani Middle: Major campus-wide renovations and new classroom buildings
- Ewa El.: Major campus-wide renovations and new classroom buildings
- Waikoloa El. & Middle: Major campus-wide renovations and new classroom buildings
- Lanai High & El, Major campus-wide renovations, and new classroom buildings
- New schools were also opened or are under construction
 - Hookele El.
 - Honouliuli Middle
 - Kihei High

Looking Ahead

Governor Ige believes education is one of the most important functions of state government, and there are numerous opportunities for continuity in educational programs going forward. For example, the \$200 million appropriated in 2022 for the School Facilities Authority is the biggest investment in pre-kindergarten education in Hawaii's history. In addition, there are opportunities use new technologies, some of them used during the pandemic, as tools for learning. And we can continue to blend traditional and modern education methodologies to focus on preserving and protecting the state's precious natural resources.

TERM REPORT

Systems Modernization

Office of the Governor
State of Hawai'i



Systems Modernization

Overview

When Gov. Ige took office, the state's information technology systems were decades out of date. This created inefficiencies and delays in public services, and the governor committed to reforms that would increase efficiency, reduce waste, and improve transparency and accountability. In eight years, the state's IT modernization has accelerated, driving down operating costs while providing faster services to customers.

The administration's transition to digital document management has reduced the amount of paper printed by 24,000 pages per month. Between reductions in paper, ink, printing, and employee labor costs, the state saved almost \$5M and over 2.5 years. In addition, it allows the government to communicate more effectively across islands and deliver citizen services more efficiently.

In 2019, a comprehensive overhaul of the state's tax infrastructure was completed. The old tax infrastructure was outdated, costly to maintain, and unreliable, and the four-year project replaced nearly every technical system used by the Department of Taxation (DoTAX). Today, all the department's taxes are being managed in a single, integrated, secured tax management system. This speeds payments and refunds to taxpayers and holds accountable those who do not pay their taxes.

During this administration, the state implemented new time and attendance and payroll systems for 65,000 workers. This allows for efficient, accurate accounting of taxpayers' dollars that are used to pay for employees' benefits.

Gov. Ige has always believed that the next great economic transition for Hawai'i would be driven by innovations enabled by technology. The state is committed to addressing the digital divide for all Hawai'i residents.

The state established an office to mobilize and organize state resources to strategically plan and develop its broadband assets and is actively expanding broadband networks to access global opportunities. For example, the state has established two new broadband facilities outfitted for state-of-the-art multi-gigabit connectivity that connect to 430 studios, across three continents.

The state is installing equipment to provide free high-speed broadband internet service to public housing properties. In addition, the state has increased Internet access particularly for residents in unserved and underserved areas of the state by deploying 1,000 new Wi-Fi hotspots at public parks, civic and community centers, and other public open areas and gathering places. With these and many other programs, Hawai'i continues to lead the charge in the field of digital equity.

Newly develop web-based programs and apps have greatly expanded access to state information and services. The state made 3.5 million pages of archival records available in a free, online repository for public access and added a bi-lingual interface (English and 'Ōlelo Hawai'i). A new digital hub called the Hawai'i Career Acceleration Navigator (HI-CAN) is connecting unemployment claimants and job seekers to high impact career pathways. And a free mobile app helps people explore hiking trails and access information on native species and plants.

The COVID-19 pandemic accelerated the state's move to upgrade its technology systems. The state's technology team supported many of the state's critical applications, including disability claims, unemployment insurance, child support enforcement, child welfare, human resources, payroll, and financial management systems of the Executive Branch and DOE, DOT-Highways.

An efficient and effective government is critical to our community. This administration has made great strides in modernizing state systems and improving transparency and accountability in state government.

Governor Ige's Mission

Restore the public's trust in government by committing to reforms that increase efficiency, reduce waste, and improve transparency and accountability.

Modernize our tax system, increase efficiency for taxpayers and hold accountable those who do not pay their taxes.

Update and adapt digital systems

- Converting to paperless systems
- IT department overhaul
- New payroll system

Commitments

"It means doing the people's business, in a business-like way; being honest and transparent, watching closely, how we spend people's money, and being accountable, for all that we do."

Governor David Ige, First Inaugural Address 2014

"The tax department, headed by Maria Zielinski, is preparing to implement a Tax System Modernization program this year. The update will better secure tax information and increase tax revenues through its efficiencies. While the project is expected to take several years, we should see a sizable increase in tax collections after the first two years. Moreover, the effort is projected to eventually pay for itself through these increased revenues. Taxpayers will also benefit by being able to file their returns electronically, getting faster payments and refunds, and having access to online account information."

Governor David Ige, State of the State 2015

"Our departments have taken a hard look at their programs to identify changes that could be made to improve the efficiency and transparency of their operations. Last year, we implemented an electronic signature program that helped to eliminate thousands of paper copies and short approval processes. We are making a continuous effort to find solutions and provide the tools that are needed to make government more efficient and effective."

Governor's Message for the Executive Budget for Fiscal Biennium, 2017 – 2019

Outcomes

“Tax modernization has been one of the priorities that allows us to improve the efficiency and effectiveness of our public servants. It gives public servants the tools to be more effective, to allow us to engage in a more appropriate way. And most importantly, it allows us to do more with less,” said Governor David Ige at a news conference in 2019.

Progress & Milestones

2015

Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management

Cloud-first preference (ETS/DAGS 2015)

Set a clear preference for depts use of cloud services over existing and often outdated legacy systems for which further investment of taxpayer dollars cannot be justified. Having previously reached initial operating functionality, the Hawai'i Government Private Cloud offers infrastructure as service to all state entities, including broad disaster recovery.

Digital document management (ETS/DAGS 2015)

Employee Claims Division (ECD) developed a digital document management system to streamline claims handling. With the technical expertise of ETS, in July 2015 ECD began developing and testing a digital document management system to make our claims handling more efficiently by eventually eliminating all manual paper processes and converting to a completely digital system and workflow. Ultimately, once we complete our development and testing and move to full implementation, we wish to realize some or all of the following benefits: savings on paper and related costs; physical space savings; automated claim filing and notification; ready retrieval and access of documents from a virtual library; health and safety for lack of physical files; improved response time to stakeholders, automated inclusion not email communication in claim files; ease of auditing; and automated interfaces with DAGS.

Ānuenuue interisland digital microwave network (ETS/DAGS 2015)

Successfully achieved “full operating capability” of the Ānuenuue Interisland Digital microwave Network on shared infrastructure designed by State of Hawai‘i and U.S. Coast Guard engineering professionals to provide robust and survivable communication links and facilities throughout Hawai‘i. The Ānuenuue network is jointly managed by the state and the USCG Base Honolulu C4IT Division. This backbone communications network includes the statewide Shared Blended land mobile radio system; Maritime Wireless Network system; HIEMA; and PSD, DOH, DOT, DLNR. State sponsored users include the Maui Police Department and other agencies of all counties.

Human Resources Management System (HRMS) upgrade (ETS/DHRD 2015)

The completion of this major upgrade to the state’s HRMS represents a successful collaboration between OIMT, ICSD and DHRD. The system is used by more than 200 human resource professionals to support recruitment, management, and retention of over 16,000 employees. Officially completed as scheduled on January 2015, the project resulted in a modernized system with the latest HRMS software, all deployed with vital backup and disaster recovery capability. Together, the software update and equipment/systems modernization will drive down the state’s operating costs while providing faster services to customers.

State Building Asset Management system (DAGS 2015)

Completed in 2015, the State Building Asset Management (SBAM) system centralized system and dashboard accounted for more than 6,000 state owned or operated buildings. The project’s objective was to identify and implement a system that would provide control and accountability over capital assets, while also providing capacity to build out additional capability for other kinds of assets and the work associated with them. Soft-launched in September 2015, SBAM provided centralized dashboard view for officials to use and to make informed asset management decisions. In addition to building asset categories, SBAM maintained information that included initial service date, building aliases, land parcel data, and square footage. The program used data from the Office of Planning’s Geographic Information System and DLNR’s Public Land Trust Information System, and plans were underway to add legislative districts and ceded land data. This system’s expansion and full population of data has since been put on hold. It is anticipated that current work for a new asset system will incorporate these features,

Digitized Public Works documents to ease bidding procedures (DAGS 2015)

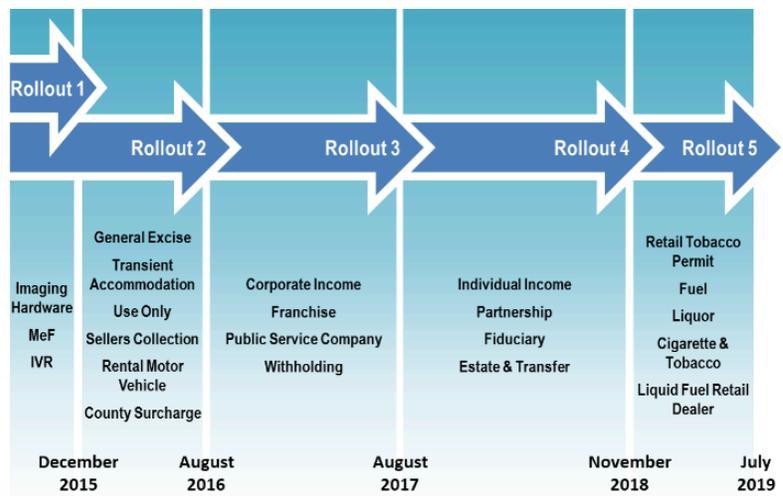
Public Works implemented an online plan retrieval system that included work to digitize plan documents, to index plan documents, and to train users on accessing the system. External architectural and engineering firms working on designing of DAGS projects are now able to electronically access building plans and specifications from any internet browser. Public works also initiated a design comment review process using a Web Project Management and Collaboration system for pilot design projects.

Leveraging mobile technology for advanced reporting at construction sites (DAGS 2015)

Public Works initiated Office 365 pilot for Public Works Division field staff to do project jobsite reports on their tablets. This enabled employees to submit reports and access work records easier.

TAX/ETS Tax Software Modernization (TSM) project: Developed and implemented Hawai'i Tax Online (DoTAX 2015-2019)

In 2019, the Tax Modernization project was completed and successfully implemented. The completion of the Tax System Modernization project in September 2019 represented the end of a four-year project which transformed DoTAX's operations by upgrading or



replacing nearly every technical system used by the department. The old tax infrastructure was outdated, costly to maintain, and unreliable. Over the last four years, millions of records have been converted from the legacy system to a new platform. Today, all the department's taxes are being managed in a single, integrated, secured tax management system. The legacy system was decommissioned. Listed below are documented accomplishments over the three-year implementation period.

Rollout 4, the largest phase of Tax Modernization program completed (2018)

In November 2018, DoTAX rolled out its largest phase of modernization, which improved, on-demand, taxpayer services, secured fraud prevention, and ensured everyone paid their fair share of taxes. The following are accomplishments to date:

- Successfully completed the TSM on-time and on-budget for three of the five rollouts.
- Increase in taxpayers registering and filing electronically. In 2018, approximately 44% of individuals were filing online.
- Created the Taxpayer Advocate office to provide services to taxpayers who are unable to have their tax issues resolved through normal channels. In 2018, one employee staffed this office and handled approximately 300 calls monthly.
- Created the Tax Practitioner Priority Specialist office which provided the first point of contact for registered tax practitioners who have state tax related issues. In 2018, one employee staffed this office and handled approximately 1,000 calls per month.
- Created the Administrative Appeals office which administer the Administrative Appeals and Dispute Resolution (AADR) program. AADR was a streamlined process to appeal an audit assessment. The program also provided the taxpayer with an alternative to the Board of Review process or the costly Tax Appeals Court if they wished to appeal a tax assessment.
- Implemented the Interactive Voice Response (IVR) system as part of TSM. Through IVR, DoTAX was able to increase and shorten the answer rate to taxpayer inquiries with a callback feature.
- Significantly reduced paper return processing through business process reengineering. Previously, DoTAX had a backlog of upwards of 5 – 6 months for processing returns.
- Significantly reduced the timing of depositing checks utilizing TSM and business process reengineering. With most checks being deposited within 24 hours, the state benefits from significantly improved cash flow. Previously, there were upwards of six weeks to get checks deposited into the state account.
- Significantly increased collections from our Special Enforcement Section that handled investigations on non-compliant taxpayers particularly as they relate to the cash economy and short-term vacation rentals (Act 24).

Required mandatory tax e-filing (2019)

In April 2019, DoTAX announced that Fuel, Fuel, Liquor, and Cigarette and Tobacco returns and for Rental Motor Vehicle, Corporate, Withholding, Franchise, Public Service Company, Estate, General Excise, and Transient Accommodations taxes. This was the first time that the department has started using its mandatory e-filing authority (HRS, 231-8.5). By utilizing mandatory e-filing requirements, it enabled the department to process returns more quickly for taxpayers, reduced the amount of paper used, and lessened the manual processing that needed to be done previously.

New tax platform saves more than 2 million sheets of paper (2019)

More than 2.25 million returns and payments were completed using Hawai'i Tax Online (HTO) in 2019. 57% of all 2019 returns were processed electronically. With a 63% increase from the last year, there were more than 216,000 taxpayers registered to use HTO.

Improved Financial Operational Performance (2019)

In Fiscal Year 2019, DoTAX collected more than \$8.3 billion, a 4.3% increase over the year before. DoTAX operating costs remained at about 33 cents per \$100 collected.

Revoked 400,000 tax abandoned tax accounts (2019)

In September 2019, the department revoked more than 400,000 tax accounts that had not been used in seven or more years. This is the first time that the department used its legal authority to clear tax accounts due to abandonment.

Airbnb provided DoTAX with host data (2019)

DoTAX attorney generals and Airbnb agreed to terms to collaborate and improved host compliance with Hawai'i tax requirements. This agreement was the first substantive agreement that enabled DoTAX to work with a short-term rental platform and ensured the enforcement of Transient Tax Accommodation requirements. Under the agreement, Airbnb provided data about its hosts earning revenues to DoTAX to facilitate validation that the hosts were paying necessary taxes. In addition, Airbnb began reminding their hosts about the requirement of

displaying their Transient Accommodations Certificate of Registration number in their listing (HRS, 237D-4c).

Strategic planning & increasing cybersecurity efforts

Implementation of IT governance (ETS/DAGS 2015)

ETS implemented a mandatory governance process to ensure efficient planning review and approval processes, providing the essential oversight necessary so that the intended objectives are achieved and resulted in \$11M (CY2015) in cost avoidance. These governance requirements intended to ensure that tax-payer funds for IT development and modernization programs will be subject to an efficient planning review and approval process, providing the essential state oversight necessary to achieve intended objectives. The governance process was designed to identify and maximize opportunities for efficiencies and cost savings, reduction of waste, positive return on investment, and overall success.

Established Enterprise Resource Planning (ERP) targeted strategy (ETS/DAGS 2015)

Established a result-driven strategy for ERP initiative, aimed to modernize and integrate the management of important state government admin functions, from asset management to time and attendance. In 2015, Governor David Ige tasked the ERP Executive Steering Committee, led by the comptroller, to identify targeted projects to be undertaken using available ERP funding and potentially leveraging existing systems, including underlying infrastructure required to support key applications.

Filled State Web Portal Program Manager position (ETS/DAGS 2015)

The portal manager functions as the overseers of the web portal program, vendor relationship manager, and evaluates the portal contractor's activities and financial reports.

Prioritizing accessibility and government transparency through leveraging modern platforms

Launched Aloha+ Challenge Dashboard (ETS/DAGS 2015)

In 2015, dashboard visually shared and outlined progress on state sustainability goals.

Installed fiber network for DLNR remote offices statewide (DLNR 2015-2022)

DLNR implemented a statewide point-to-point Fiber network to 25 DLNR remote offices that provide data connectivity speeds ranging from 50 Mbps to 1 Gbps for increased work productivity for Boating, Forestry & Wildlife, Enforcement, State Parks, and IT hub, with a construction cost savings of nearly \$700,000.

Added public recreational permitting and information accessibility online (DLNR 2015-2022)

DLNR prioritized permitting and information accessibility and transparency for the public online. In 2016, the Division of State Parks created an online permit application process with fillable forms for vehicular access to Ka'ena Point State Park that once accurately completed, would automatically transmit to a data base where staff would then issue a permit and bumper sticker with access to a code that allows the permittees to view a data base where each week's gate lock combination was displayed, to only allow for permitted vehicle access only – reducing violations and impacts on the resource due to maps with instructions associated with the application and permit process. Over 8,000 permits have been issued and are renewed every two years.

The DLNR Division of Forestry and Wildlife (DOFAW) wildlife control and access permits are now also routed quickly online via esign. Interactive online story maps and island-specific hubs inform the public easily and visually of DOFAW's forest management, with photos, maps, management plans, environmental reviews, and other documents available online for transparency. Data collected and analyzed using online mapping platforms inform reporting and feed into adaptive management strategies. DOFAW established a new forestry collection permit system online in 2022.

Moved the Bureau of Conveyances into the 21st century through multi-phased digitization efforts (DLNR 2015-2022)

The Bureau of Conveyances (BOC) undertook a bold and critical, multi-phased effort to digitize all recorded documents in Hawai'i dating back to 1845. Digitizing each document would first and foremost, preserve and maintain the integrity of these records. It would then become the critical building blocks for business continuity, portability, and secure, remote access by anyone with internet access.

The BOC has converted over 38+ million pages from microfilm as well as physical index and document books into multi-page TIFF and JPEG images since 2015; these are in different stages of enhancement and cropping, replacement, indexing and linking the digital content to the Bureau of Conveyances' new Land Records Management System (LRMS).

2016

Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management

Activated and migrated operational communication platforms to Office 365 (ETS 2016)

ETS assisted executive branch departments in migration to Office 365. This included the activation of 12,394 Office 365 licenses that are now being utilized by departments and the migration of 11,576 mailboxes.

Provided all executive branch employees with Adobe Suite (ETS 2016)

As part of the eSign program, executive branch users are provided, at no additional cost to the state, unlimited access to Adobe Creative Cloud applications, including many modern technical tools, avoiding duplicative purchases and resulting in cost-avoidance.

Paper reduction pilot program (ETS 2016)

HRD/ETS- DHRD's Employees Claims Division (ECD) implemented permanent paperless processes for all operational interactions between ECD and nine different departments (DOH, DHS, PSD, DOA, DEF, BUF, LNR, LBR, Libraries).

Paper reduction pilot program (ETS 2016)

PSD/ETS- Hawai'i Correctional Industries (HCI) helped state agencies to go paperless: HCI partnered with ETS to securely install a document scanning operation at the Women's Community Correctional Center.

Rapid 'Ōhi'a Death remote aerial monitoring (DLNR 2016)

Working with UH Hilo's Spatial Data Analysis and Visualization Lab, DOFAW began exploring new ways to monitor the state's ohia forest for Rapid 'Ōhi'a Death by using artificial intelligence (AI) tools to evaluate imagery data collected aerially and by satellites, making disease surveys more cost-effective and reducing safety risk associated with regular helicopter flights.

Strategic planning & increasing cybersecurity efforts**IT backup finalized first time in state history (ETS/DAGS 2016)**

MOU formalized in 2016, IT systems housed at the state's primary data center migrated to UH IT Center to provide a resilient backup for the first time in state history. The agreement represents an annual cost avoidance in the millions. Under the terms of agreement, IT systems that were housed at the state's primary data center in the Kalanimoku Building in downtown were migrated to the UH IT Center to the extent possible. By leveraging UH's Data Center, ETS is able to address some of the state's most critical systems while reducing duplicative spending, including costs associated with the design, construction, maintenance, daily operational, and staffing for an entirely new center.

Prioritizing accessibility and government transparency through leveraging modern platforms**Easing voter registration through online platform (ETS/DAGS 2016)**

Office of Elections launched the Online Voter Registration website, allowing residents with either a Hawai'i Driver's License or a Hawai'i State ID card to register to vote, update their voter info, confirm their registration status, or request to vote by mail.

Launched Text to 911 capabilities (ETS/DAGS 2016)

The E911 Board formally launched its Text to 911 capabilities across all four counties. Hawai'i is the seventh state across the nation to have fully implemented texting capability.

2018***Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management*****Hawai'i Pay project (ETS/DAGS 2018)**

Twenty-two thousand State employees are now on the modernized payroll system. The last group to rollover will include the Hawai'i Department of Education and the University of Hawai'i, which will happen at the end of 2018. With the final group, a total of 65,000 employees will be enrolled in the new system. The project is being implemented by DAGS in coordination with the Office of Enterprise Technology Services.

Paper reduction pilot program (ETS 2018)

In 3 years, the state is projected to save \$500k and 10M sheets of printed paper. A six-month paper reduction program piloted by ETS has reduced paper use by 20 percent, which translates to a savings of 1M sheets of printed paper. Nine state departments participated in the pilot. Departments transitioned into producing electronic reports instead of printing hard-copy files. Additional paper reductions and cost savings are expected in the coming months as more departments eliminate many printed paper reports entirely and convert others to digital documents.

Hawai'i Annual Code Challenge (HACC) (ETS 2018)

Open to everyone, from students to amateurs to professionals, the HACC is a hackathon inspired competition designed to engage the community in modernizing state functions and services and support IT workforce development. Multiple state departments and agencies will put forth challenges to community participants for identifying innovative ways to create open government.

Launched eSign service (ETS 2018)

Expanded eSign services to entire executive departments by working with digital documents, reducing the amount of paper printed by 24,000 pages per month. Between reductions in paper, ink, printing, and employee labor costs, the state saved almost \$5M over 2.5 years. Through eSign, the amount of paper the government uses have been significantly reduced, cutting costs, and having a positive impact on the environment. But just as important, adopting digital processes, including supporting electronic documents, helps the government communicate more effectively across islands and deliver citizen services more efficiently. The program was originally piloted in the Office of the Governor in October 2015 and expanded to all executive departments a year later.

Strategic planning & increasing cybersecurity efforts**Adopted State Information Technology Strategic Plan (ETS 2018)**

ETS and community stakeholders gathered to create a state IT strategic plan in accordance with HCR94. The Hawai'i Information Technology Strategic Plan, which was completed in 2019 and posted online at: <https://ets.hawaii.gov/wp-content/uploads/2019/05/ETS-Strategic-Plan-website-4.25.19.pdf>, included multi-year IT tactical plans, data goals and objectives.

Prioritizing accessibility and government transparency through leveraging modern platforms**Developed translator application for executive dept. websites (ETS/DAGS 2018)**

ETS worked with Google to create web apps to dynamically translate information on executive department websites. The pilot app translate content into 80 languages.

Adopted Siteimprove to track accessibility issues and document site analytics (ETS/DAGS 2018)

ETS worked with Siteimprove to improve the executive branch department websites' quality, SEO, and accessibility. Websites would be able to provide a more inclusive user experience by being cognizant of web accessibility standards, broken links and other readability issues

Adopted Brandwatch (ETS/DAGS 2018)

ETS worked with Brandwatch to assist with content curation, monitoring and management. ETS assisted Hawai'i County in using the tools during its disaster and volcano recovery.

- Adopted multi-factor authentication (MFA): ETS enabled MFA and subsequent policies to protect digital infrastructure and Office365 environment.
- Implemented cybersecurity awareness training: ETS began facilitating cybersecurity awareness training to all Office 365 users. The training measures the employees' ability to detect email based cyber threats, such as phishing.

Developed the online Public Land Trust Information System (PLTIS) (DLNR 2018)

Built the online Public Land Trust Information System (PLTIS) in 2017, and a public interface in 2018, making the inventory of State-owned and related land encumbrances available to the public along with a built-in map interface.

2019

Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management

Public WiFi access increased across the state by DCCA's Cable Television Division (DCCA 2019)

To increase Internet access particularly for residents in unserved and underserved areas of the state, DCCA required the deployment of 1,000 new WiFi hotspots statewide as part of its approval of the transfer of Oceanic Time Warner Cable franchises to Charter Communications, with DCCA designating 100 of those locations at public parks, civic and community centers, and other public open areas and gathering places. These 100 designated WiFi hotspots provide one hour of free WiFi service per device per day for the public. DCCA worked with the cable provider and stakeholders to investigate and identify areas of need and available infrastructure to make the last 55 of these designations in calendar year 2019. As of November 2019, 60 of the 100 designated hotspots have been activated for public use. Designated hotspot locations include many rural areas across the State, such as Captain Cook, Pahala, Paauilo, and Hawi in Hawai'i County; Maunaloa, Haiku, Makawao, Lanai City, and Hana in Maui County; Kalaupapa in Kalawao County;

Wainiha, Anahola, and Kekaha in Kauai County; and Waialua, Kaaawa, and Makaha in the City & County of Honolulu.

Investing in professional development of the state work force – our greatest asset (DHRD 2019)

Implemented new Learning Management System (LMS) which impacted how each employee received training and opportunities to new skills. Each learner will have a personal learning page and plan, customized to their current position with recommended learnings. This system will not only improve our ability to track the results of training for compliance purposes, but also to reach each learner with suggestions for growth opportunities. We launched our original LMS four years ago and since then, surveys consistently point to the opportunity to learn and grow as a top (5) indicator of employee engagement. Our new LMS will provide just that – a new, exciting, and innovative approach to employee learning and development that shows we value our employees, invest in their development and take their engagement seriously. The DHRD training office takes pride in growing the people who help our state to grow, and our new LMS takes us a long way toward that end, making the State of Hawai'i an employer of choice for kama'aina.

Built narcotics enforcement division prescription drug monitoring information sharing (PSD 2019)

The Department's Narcotics Enforcement Division (NED) initiated for the first time in our State, the interstate sharing of prescription drug monitoring program (PDMP) information between Hawai'i, other states, and the United States Department of Defense (US DOD) health agencies. Interstate sharing of prescription drug information is important because it aids prescribers by providing more information about a patient's past medications, including those prescribed in other states or by US DOD facilities. This PDMP information sharing is one of the goals of the Governor's collaborative Hawai'i Opioid Initiative.

Launched new online portal to report unlicensed activity (DCCA 2019)

New completed licensing applications can now be submitted online through MyPVL. Previously, new licensing applications could only be accepted by mail, but beginning April 2020, applicants were able to submit completed applications online. Staff were also able to process the paperless applications electronically.

Implemented online reservations at State Parks (DLNR 2019)

In 2019 the Division of State Parks initiated advanced parking and entry reservation systems first for Hā'ena State Park, then in 2020 for Wai'ānapanapa State Park and in May of 2022 for Diamond Head State Monument. This technology enables the setting of capacity limits on a daily temporal basis and eliminates the exchange of currency or use of credit card use on site, facilitating managed access and reducing impacts on both resources and adjacent communities. The reservation requirement only applies to out of state visitors, and the process with vendors sets aside slots for entry and parking for residents.

2020***Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management*****Developed app for documenting historic buildings (DLNR 2020)**

Launched the Hawai'i Cultural Resource Information System (HICRIS) online application and tracking system. HICRIS is an advanced Geographic Information System and data management system that integrates DHPD's vast historic and cultural resource database as well as digitized paper records of Hawaii's recorded cultural resources. It provided a single place to access those cultural records and related geographic area. It became an interactive, digital portal for agencies, municipalities, planners, researchers, and others seeking to use historic preservation data and programs, such as Hawaii's chapter 6E and the federal section 106 review processes, architecture, and archaeological survey programs, the State and Federal Income Tax Credits for rehabilitation of historic properties, as well as the State and National Registers of Historic Places programs. SHPD has now digitized 40% of its 3.5 million pages of reports and records, which will ultimately be searchable online.

Launched DLNRTip app for reporting natural and cultural resource violations (DLNR 2020)

Hawaii's official application for reporting natural resource violations received a major update. The DLNRTip app incorporated new features that allowed users to choose an island when submitting a tip. This sent the tip directly to the appropriate DLNR Division of Conservation and Resources Enforcement (DOCARE) branch. Another new feature is the "use my location" button, which more accurately pinpointed a user's location.

2021

Upgrading and adapting digital systems for major paper reduction through transitioning to digital document management

Developed Safe Travels digital platform (ETS)

This mandatory digital form for all incoming travelers was a part of the multi-layered screening process during the pandemic. Since the platform officially launched in 2020, more than 8.3M travelers (November 2021) have been screened. The digital platform was critical to protecting the health and safety of our residents and played a key role in restarting Hawaii's economy with the allowance of opening the state to visitors. The objective of the Safe Travels digital forms was to reduce the amount of time the traveler stood in line at statewide airports to go through the screening process upon arrival.

Prioritized the establishment and implementation of an energy ecosystem data governance framework, including "HAVEN" and "Engage" (DBEDT)

The Hawai'i State Energy Office (HSEO) prioritized the establishment and implementation of an energy ecosystem data governance framework. Accessible, reliable, high quality undergirds all efforts to achieve a resilient, clean energy, decarbonized economy. Having a well-developed data governance framework enabled innovation and new business opportunities by creating a foundation of high-quality data to support information sharing, machine learning, and artificial intelligence. "Engage" is just one innovative data analytics project for which HSEO is a recognized national leader. "Engage" is an open access, publicly available web application for energy system modeling. HSEO developed Engage, previously known as Hawai'i Energy Visualization Initiative in collaboration with the US Department of

Energy's National Renewable Energy Laboratory (NREL). Engage can augment the energy system planning process by empowering more stakeholders to better understand and solve energy system planning problems. It can be used to explore decarbonization strategies such as the electrification of ground, aviation, and marine transportation sectors. Scenarios can provide estimates of the impact on the demand for renewable energy deployment which can be visualized and explored in tools such as the Hawai'i Advanced Visualization Energy Nexus (HAVEN). HAVEN is an innovative HSEO-developed tool designed to demonstrate visualization as an effective tool to analyze and communicate the information contained within complex energy data sets from planning models such as Engage, highlighting energy and related sector interdependencies and scenarios. HAVEN brought a new perspective to energy planning, bringing together stakeholders and policy makers to explore and discuss the implications of current and prospective policies and energy plans such as: renewable energy resource strategies, energy efficiency, the electrification of ground transportation, and land use for food and energy sustainability. HAVEN will be enhanced and continue to be utilized in community engagements to advance the discussion on the tradeoffs of alternative renewable energy buildout pathways, and how they may impact land utilization.

Enabled and managed infrastructure to allow telework during pandemic (ETS)

In the days leading up to the Hawai'i outbreak of COVID-19, ETS and department IT staff worked tirelessly to prepare to provide extended remote IT capabilities to State employees. ETS supports many of the state's critical applications, including disability claims, unemployment insurance, child support enforcement, child welfare, human resources, payroll, and financial management systems of the Executive Branch and DOE, DOT-Highways. Additionally, ETS supports more than 100 websites that allow citizens to conduct business with the state online, rather than having to go physically to a state office. Furthermore, ETS provided governance of all state IT projects to ensure they are properly aligned with needs, are well engineered, and designed to accomplish their intended purpose. Highlights in this area include remote trainings for Teams and other programs, and enabled Teams calling which allowed the State Procurement Office (SPO) to make and accept calls from anywhere in the world from anywhere a SPO staff member was teleworking. This enabled the procurement of personal protective equipment (PPE) in a worldwide competitive market.

Implemented eHawaii.gov Single Sign-On service (ETS)

The Single Sign-On (SSO) service is used by over 70 online portal services. As the state of Hawai'i made the decision to universally use Microsoft Azure SSO for online services/portals, NIC HI and ETS collaborated on integrating the eHawaii.gov SSO with the Azure Active Directory Business-to-Consumer (AD B2C) solution to allow existing eHawaii.gov portal services to continue using the eHawaii.gov SSO. ETS, in conjunction with DCCA and NIC-Hawaii, furthered the B2C deployment by including the Professional Vocational Licensing and Continuing Education portals as supported services. This unique deployment allowed professionals across the state to continue to leverage their ehawaii.gov accounts to access/update their PVL records and level up their training while upgrading our modern B2C infrastructure.

Completed the Time and Leave Project (ETS)

The Time and Leave project was launched by HiMod in May 2019 with the first departments scheduled to go live in May 2020. The project was completed in Oct. 2021, on-time and on-budget, with the State's Executive Branch, Legislature and Office of Hawaiian affairs on the unified system. The Time and Leave Project allows participating state departments, agencies, and jurisdictions to process electronic timesheets and leave requests in HIP, replacing many manual forms. The new system increases efficiency by standardizing practices and reducing pay processing times and pay errors. This project allows for efficient, accurate accounting of taxpayers' dollars that are used to pay for employees' benefits.

Prioritizing accessibility and government transparency through leveraging modern platforms

Unemployment Insurance technical support (DLIR/ETS/DAGS)

During the pandemic, 200K+ people filed for UI, causing an unprecedented stress on the UI system. ETS worked to assist DLIR in making changes including making online applications and claims status checks available 24/7, removing waiting week period from benefits system, implemented federal unemployment compensation, and installed cyber security enhancements. In a joint effort organized by the House of Representatives, ETS with DLIR, DAGS, HTA, DOT, and DOTAX, installed 280 office stations and phones at the processing and call center stood up temporarily at the Hawai'i Convention Center to address thousands of backlogged unemployment insurance claims. ETS also created more than 600 user accounts for volunteers who

assisted with processing claims. ET staff also joined the many volunteers to process backlogged claims and assist claimants at the call center.

HICAN, new digital hub connecting unemployment insurance claimants with jobseekers (DLIR/ETS)

The Hawai'i Career Acceleration Navigator (HICAN) was developed to be able to connect unemployment claimants and job seekers to high impact career pathways through personalized data-driven transition recommendations and by offering training programs, facilitating direct to employer job matching and referring individuals to social services to ensure success in their employment. The first phase of the HICAN launched in 2022 and provides users with access to personalized career and training recommendations. The DLIR will continue to conduct community outreach to encourage more organizations and individuals to use HICAN to pursue their career goals.

Published public IT roadmap and portfolio (ETS/DAGS)

ETS expanded transparency of the departmental IT roadmap and portfolio management by establishing a public Portfolio Roadmap to inform the public of the prioritization in IT spending and progress of architectural modernization. This assessment yields a summary roadmap disposition called TIME for each IT application. TIME translates to whether to tolerate, invest, migrate, or eliminate each application. Having the information online provides the public insight to where tax-payer dollars are spent on IT per department and the timeline of projects per department. The information is also useful for departments to make informed decisions on IT strategy.

Making public records public (DAGS)

The Hawai'i State Digital Archives loaded 3.5 millions pages of archival records into an free, online repository for public access 24x7x365. On Queen Lili'uokalani's birthday this year on September 2nd, the Digital Archives also unveiled its bi-lingual interface (English and 'Ōlelo Hawai'i) so that the public can select their language of preference to search for and receive historic records of enduring value. For the first time, the public has broad, free, easily accessible access to their most important records, through both official languages of the State, that protect their rights, identity, property, and history from anywhere in the world. This project was so successful at connecting the Public to their documentary heritage, it was named

one of the top 75 State Websites by FamilyTree Magazine. Placing such a large repository of Hawai'i's history online for everyone to access is also providing an opportunity for the Public to reconnect with personal, family, and societal history -- strengthening the sense of self and identity as Hawaiians. This process of discovery, reconnection, and understanding of our collective past leads to *Stengthening Our Communities* as we move forward, together based on historical facts recorded by those individuals who participated in the important events of our past.

Developed free mobile app to explore hiking trails, access information on native species and plants (DLNR)

The DLNR Division of Forestry and Wildlife (DOFAW) implemented the OuterSpatial platform to provide current and official information about trails and other outdoor recreation spots, and hunting seasons, rules, areas, and check-ins and check-outs. Users would be able to download desired trails or routes prior to taking off and even if your phone drops cell service, the app would be able to continue to provide your location via the phone's GPS. The app also had social media integration and users can take and share photos and report trail hazards and problems to DOFAW or other state agencies. For land and resource managers, the application provided metrics which would better inform management decisions, such as when to open and close trails.

Overhauled the Bureau of Conveyances' core land records system to ensure improved service standards and business continuity (DLNR)

In 2021 the Bureau of Conveyances (BOC) took the much-needed step forward to replace its nearly eleven-year-old Land Records Management System. The Land Records Management System is the BOC's mission critical tool for recording, storing and managing all indexed information and images of land documents. This project was the culmination of nearly four years of assessment, planning, procurement and ultimately implementation to replace the BOC's core system. This new Land Records Management System can more efficiently and effectively utilize the Bureau of Conveyances' increasing digital content, utilize optical character reading or OCR to support staff and the public better, while it's "cloud-based" architecture ensures business continuity with any unexpected facilities emergency. This Land Records Management System is one other key component in the continued shift to digital accessibility to provide easier and more user-friendly access to Bureau of Conveyances information and service through its future "BOC Information Hub".

Looking Ahead

Moving forward with the wide variety of initiatives begun by this administration will continue to build public trust in government. An ongoing commitment to sound fiscal management, digitization of documents and modernization of outdated IT systems will increase efficiency, reduce waste, and improve transparency and accountability.

TERM REPORT

Transportation Infrastructure

Office of the Governor
State of Hawai'i



Transportation Infrastructure

Overview

The Ige administration has prioritized investments in the state's transportation infrastructure because these investments improve the daily experience of residents and those who visit Hawai'i. They also provide the best and most direct way to drive the state's economy and create jobs for its people. In addition, these transportation infrastructure investments help to safeguard the environment and create a more sustainable, equitable place for all.

Infrastructure investments are helping to reduce the carbon footprint of transportation. In 2015, the Hawai'i Department of Transportation (HDOT) executed a 20-year energy savings contract to reduce energy use by installing energy efficient systems and photovoltaic panels. This is projected to save \$775 million in energy costs over the life of the contract. The results began rolling in immediately, however. By replacing light fixtures with high-efficiency Light Emitting Diode (LED) equipment, the annual energy use by HDOT Highways improved by 43.4 percent. At 11 airports, energy use was cut in half.

In addition, a Wastewater & Water Treatment System was installed at the Kahului Airport to produce R-1 water.

The department is also saving an average of 25 pounds of carbon dioxide per cubic yard of concrete poured in transportation construction projects. Concrete is currently responsible for seven percent of global manmade greenhouse emissions according to the International Energy Agency.

The Department's Highways Division is protecting against and planning for sea level rise. In August 2019, the Statewide Coastal Highway Program Report (available [here](#)) ranked roadway segments by their risk of structural damage from coastal erosion. Highways crews have already made repairs to four of the top ten priority sites as of October 2019.

The Department's Airports Division continues to modernize and expand the state's facilities for future growth. A new permanent federal inspection station was constructed at the Kona International Airport. The facility opened in October 2019, two months ahead of the agreed upon date and was completed more than half a million under the contract price. This \$50 million investment makes the system

more resilient should the other international entry point in Honolulu be unusable, and it provides significant economic benefits to the state.

New Consolidated rent-a-car (ConRAC) facilities at Honolulu (\$377 mil) and Kahului (\$340 mil) airports are improving efficiency of operations and the customer experience. These were funded entirely by a daily Customer Facility Charge of \$4.50 for all rental cars.

The Mauka Concourse terminal improvements (\$255 million) in Honolulu allowed for the development of additional air service in the long-term. And by partnering with concessionaires at Honolulu International Airport, the department was able to make \$29.9 million in improvements that improve the passenger experience throughout the airport at no cost to the state. The \$91 million terminal modernization project was completed at the Kona airport. The restrooms were renovated at the Honolulu and Kahului airports, and hold rooms were renovated, statewide. WiFi was installed at the five primary airports.

The administration has moved forward with a comprehensive Harbor Modernization Program to revitalize and upgrade Hawaii's commercial harbor facilities. This is particularly important as ninety percent of all goods consumed in Hawaii'i are imported, and nearly 99 percent of those goods pass through Hawaii's commercial harbors.

As part of this effort, the entry channels and harbor basins for five of Hawaii's commercial harbors (Honolulu, Kalaeloa, Kahului, Hilo and Nawiliwili) in 2016. Hilo Interisland Cargo Terminal improvements were completed in 2016. In December 2017, a blessing was conducted for Hilo Harbor's newly completed Pier 4 cargo wharf project, the Pier 1 cargo yard and passenger terminal improvements.

In Honolulu Harbor, the Kapālama Container Terminal (KCT) Phase 1 was dedicated in March 2021. It was completed on time and as budgeted with a cost of \$174 million. Ground has broken on Phase 2 of the project.

When Gov. Ige took office, he promised to make better use of federal transportation funds. In the first year of the administration, the Department's Highways Division reduced the Federal Highway Administration unexpended federal obligation balance ("pipeline") by \$101 million. After the first two years, the pipeline was the lowest it had been in 16 years. As a result, the state got tens of millions more in funding from the federal government for highways projects.

The Highways Division has done a terrific job of conducting emergency road maintenance to ensure major arterial roadways statewide remain safe and open for travel. They reopened Kūhiō Highway on Kaua'i following historic rains in 2018 (\$77 million) and the 2020 flood event, and they reopened the Pali Highway in Nov. 2019, after stabilizing the slopes following the rockfall and landslide. They also ensured access during the 2018 Kīlauea eruption in the Lower East Rift Zone on Hawai'i island.

The Highways crews have been very creative in finding solutions to mitigate traffic congestion by making low-cost changes that produced real results. For example, they adjusted lane widths and created shoulder lanes on the H-1 freeway for peak periods and added a second zipper lane for drivers from the H-1/H-2 merge to the Pearl Harbor area. On Farrington Highway, they setup a 1.5-mile contraflow operation to add an additional lane in the westbound direction during the busy afternoon commute. And they completed widening projects on the neighbor islands, such as the Queen Ka'ahumanu Highway widening. All of these – and more – contribute to less time spent in traffic and a better quality of life.

From airports to harbors and highways, the state's investments in transportation infrastructure are more efficiently moving people and goods to and within the state.

Governor Ige's Mission

Invest in infrastructure projects – particularly transportation facilities – around the state to improve the daily experience of our residents and those who visit Hawai'i. These investments provide the best and most direct way to drive our economy and create jobs for our people, and they support healthy and resilient communities.

Commitments

“The biggest roadblock to developing more homes is the lack of adequate infrastructure that allows housing projects to even begin. The state can make a major contribution by funding projects such as roads and water systems.”

Governor David Ige, State of the State 2016

“The state's continued investment in public infrastructure will improve the quality of life in our communities. Highways projects will reduce time stuck in traffic, airport improvements will provide a better experience for our visitor industry, and harbor modernization will lower the cost of living. And these projects will create thousands of jobs.”

Governor David Ige, Construction Preview 2017

Progress & Milestones

2015

Restoring trust in government

Gov. Ige's vision is for the state government to be honest, transparent and responsive to its citizens while restoring trust in government. The Hawai'i Department of Transportation (HDOT) has contributed to this mission by:

1. Identifying reforms that streamline processes and cut red tape, particularly in qualifying for and spending of federal funds. Reforms were made via Executive Memorandum, Administrative Rules and e-SIGN.
2. Legally seeking accountability from vendors who do not fulfill their contractual obligations such as in the Ciber lawsuit.
 - a. As a result, the state successfully recovered \$31,775,000 from its litigation stemming from a failed project to upgrade the HDOT Highways Division financial management system.
 - b. May 18, 2021: <https://hidot.hawaii.gov/administration/over-31-7-million-recovered-by-the-state-in-litigation-over-botched-software-implementation/>
3. Participating an average of three or more community meetings statewide. For example, in October 2015, HIDOT attended the Kuli'ou'ou/Kalani Neighborhood Board meeting, Hawai'i Energy Policy Forum, 'Aiea Transit Oriented Development Community Workshop, Windward Townhall Meeting and the Moped Noise Special Meeting. In addition, the HIDOT formed the Sustainable Transportation Forum which consists of 98 advocates from various organizations to address sustainable modes of transportation and related infrastructures that promotes Hawaii's renewable future.

Supporting Economic Growth

The DOT continues to promote policies that support economic growth, including attracting more air carriers to Hawai'i and expanding the U.S. Customs Pre-clearance Program. Specifically, the department is:

1. Attracting air carriers like Virgin America who opened operations this November. There are also plans to expand the Asia market with Jin Air service to Incheon, Air Asia X with service to Kuala Lumpur and Cebu Pacific with service to Manila by early next year.

- http://www.bizjournals.com/pacific/blog/morning_call/2015/09/virgin-america-airasia-x-jin-air-to-begin-hawaii.html
2. Proposing an appropriation of \$50 million for a federal inspection station at Kona International Airport as a second international hub to better accommodate additional flights.
 3. Supporting a U.S. Customs Pre-clearance program with Japan as well as providing additional Global Clearance kiosks.
http://www.bizjournals.com/pacific/blog/morning_call/2015/05/pre-clearance-operations-at-tokyos-narita-airport.html
 4. Removing derelict vessels like the Judy K to better enhance commercial activity at our Harbors.
<http://hidot.hawaii.gov/blog/2015/09/30/submerged-vessel-removed-from-honolulu-harbor-commercial-pier-returned-to-full-service/>
 5. Completing the Kawaihae Harbor Pier 2 Terminal project to meet the demands of Hawai'i island's growing communities.
<http://hidot.hawaii.gov/blog/2015/03/18/hdot-dedicates-kawaihae-harbor-pier-2-terminal-improvements-on-big-island/>
 6. Improving DOTA bond rating from stable to positive lowers borrowing cost to enable the Airports Division to finance its 6-year airport modernization plan.
<http://hidot.hawaii.gov/blog/2015/11/02/hdot-airports-division-improves-bond-ratings/>
 7. Opening the Honolulu International Airport rental car facility which consolidates five car rental companies into one efficient location.
<http://hidot.hawaii.gov/blog/2015/10/28/new-car-rental-facility-to-open-at-honolulu-international-airport-nov-4/>
 8. Instituting an energy savings program, HIDOT is able to utilize green and energy efficient technologies aimed at reducing its energy consumption in half.
<http://hidot.hawaii.gov/airports/airports-to-go-green-reduce-energy-costs-by-518-million/>

Supporting those experiencing homelessness

HDOT also supported Gov. Ige's efforts to transition those experiencing homelessness from sidewalks, beaches, and parks and provide them with the necessary services so they can attain more permanent housing. HDOT offered its harbor lands for consideration to address homelessness so that the broader community may enjoy public spaces, as intended.

Mitigating traffic congestion

The DOT continues to alleviate roadway traffic by:

1. Ensuring the safety of our roadways with regular maintenance that addresses resurfacing, potholes, landscaping, proper lighting, and other safety features.
2. Meeting regularly with the Honolulu Authority on Rapid Transit, Board of Water Supply, utility companies to coordinate road work and road closures to minimize congestion on O'ahu roadways.
3. Conducting emergency road maintenance projects statewide like the Kamehameha Highway in Ka'a'awa to ensure major arterial roadways statewide remain safe and open for travel.
<http://hidot.hawaii.gov/blog/2015/09/03/247-lane-closure-for-kamehameha-highway-shoreline-emergency-repairs-in-kaaawa-to-end-friday/>
4. Adding lanes with striping modifications and redesigning shoulder lanes as approved by the Federal Highway Administration such as on H-1 westbound.
<http://hidot.hawaii.gov/highways/hdot-update-on-the-pearl-city-viaduct-wide-ning-improvements-project/>
5. Initiating widening projects on the neighbor islands like the Queen Kaahumanu Highway Widening, Phase 2 Project. <http://buildqueenk.com/>
6. Completing emergency repair projects like Wilson Tunnel on time and on budget.
<http://hidot.hawaii.gov/highways/wilson-tunnel-repairs-complete-likelike-hig-hway-to-fully-reopen-thursday-morning/>
7. Opening lanes systematically as in the H-1 Contraflow project provided commuter benefits as improvements forged towards completion.
<http://hidot.hawaii.gov/highways/h-1-freeway-westbound-lane-modifications-begin-sunday-morning-on-pearl-city-viaduct/>
8. Launching *MyGoAkamai*, a free personalized alerting service that enhances its GoAkamai traveler information program at the annual "Beat the School Jam" campaign.
<http://hidot.hawaii.gov/blog/2015/08/17/state-city-launch-beat-the-school-jam-campaign-and-mygoakamai-a-personalized-alerting-system/>
9. Supporting the County of Kauai's Transportation Investment Generating Economic Recovery (TIGER) grant for the Lihu'e Town Core Mobility and Revitalization Project.

http://www.kauai.gov/Portals/0/Finance_Acct/HI_DOT_LOS.pdf?ver=2015-06-09-095011-303

10. Qualifying Hawai'i for more federally funded road projects by reducing the Federal Highway Administration pipeline by \$101 million in fiscal year 2015. http://www.staradvertiser.com/newspremium/20151026_feds_praise_state_f_or_spending.html?id=337052841

2016

Improving Hawaii's harbors

Ocean surface transport of cargo is critical to Hawaii's economy as the state imports 80 percent of all goods consumed, and 98 percent of these imported goods are delivered through our commercial harbor system. The Hawai'i Department of Transportation (HDOT) Harbors Division recognizes that every resident of Hawai'i relies on the goods that arrive here through the commercial harbors and is improving harbor infrastructure to be better equipped to adapt to changing needs and trends in the cargo shipment and transport industry. The improvements made by HDOT Harbors Division in 2016 will allow for the efficient movement of goods and for maximization of operational efficiencies.

- In April and May of 2016 HDOT Harbors Division partnered with the U.S. Army Corps of Engineers (USACE), the U.S. Coast Guard, and the Hawaii Pilots Association to bring the USACE's hopper dredge, the Essayons, to Hawai'i to dredge the entry channels and harbor basins for five of Hawaii's commercial harbors (Honolulu, Kalaehoa, Kahului, Hilo and Nawiliwili). This operation ensures that harbor channels and basins are at the required depth and are consistent with posted facility guidelines.
- HDOT Harbors Division completed relocation of the University of Hawai'i School of Ocean and Earth Science and Technology (UHSEOEST) to a newly renovated Pier 35 research facility, making way for wharf construction and dredging in support of the Kapālama Container Terminal development.
 - Result: In March 2021, HDOT dedicated the Kapālama Container Terminal (KCT) Phase 1 and broke ground on Phase 2 of the project designed to improve cargo handling capabilities at the hub of Hawaii's commercial harbor system.
 - "The need for expansion and investment in Honolulu Harbor has been recognized for decades," said Governor David Ige. "Without vibrant, efficient harbors we would have a hard time enjoying life in Hawai'i as we know it. I was a senator when the basic modernization plan was approved, and I'm proud that when fully completed in 2024, this

approximately half billion-dollar project will increase cargo capacity by 40-percent and ensure our communities can be served in a more efficient way.”

- o [News Release, March 2, 2021](#)
- Piers 12 and 15 construction improvements to relocate and consolidate the Clean Island Council (CSC) and Marine Spill Response Corporation (MSRC) spill response operations were completed in June 2016. Both vessels and barge have been permanently relocated to the recently constructed piers thereby freeing much needed pier space within the harbor. This recently vacated pier space is now available for use by cargo vessels and small to moderate sized passenger cruise ships.
- Improvements to the Hilo Interisland Cargo Terminal are anticipated to be completed at the close of 2016. To date HDOT Harbors has completed dredging work and construction of a third access road to Hilo Harbor at Kumau Street. These improvements will enable the terminal to support modern equipment and heavy cargo handling operations.
 - o Result – In December 2017, a blessing was conducted for Hilo Harbor’s newly completed Pier 4 cargo wharf project, the Pier 1 cargo yard and passenger terminal improvements.
 - o “These projects are more than brick and mortar improvements, they’re about providing opportunities for our people and meeting the needs of our communities,” said Gov. David Ige. “We are ensuring the viability of our commercial harbor system and encouraging a healthy job market that includes work opportunities in transportation, maritime related trades, hospitality and tourism, not to mention the local consultants and contractors the state has employed to complete the job.”
 - o [News Release, Dec. 22, 2017](#)

Public-Private partnerships lead to improvements at Honolulu International Airport

HDOT Airports Division has partnered with concessionaires at Honolulu International Airport (HNL) to make \$29.9 million in improvements throughout the airport at no cost to the state. These improvements were designed to make HNL more attractive and enhance safety for visitors, businesses, and kama’aina. The Public-Private Partnership Improvements to HNL included:

- \$13.7 million towards the central concourse expansion and modernization upgrades including additional retail and restaurant space
- \$6 million toward revitalization of the Asian and Hawaiian cultural gardens
- \$5 million in new facades and white box works
- \$3.1 million toward concourse upgrades of the overseas terminal and diamond head extension concourse
- \$2.1 million towards air conditioning the central checkpoint screening station

HNL concessionaire HMS Host is also expanding its outside seating areas and restaurant offerings in the Ewa Concourse. In the past year, the company opened a new Starbucks at the Diamond Head Concourse and will be opening a Starbucks in the baggage claim area shortly.

Automated Passport Control (APC) kiosks added at Honolulu International Airport

In the effort to promote economic growth and enhance the attractiveness of Hawai'i as an international destination, HDOT Airports Division installed 32 self-service APC kiosks at the HNL Customs facility. The APC kiosks are part of the effort to expedite the entry process through U.S. Customs and Border Protection (CBP) for eligible travelers. On average 6,000 international passengers arrive in Honolulu daily. These new APCs have improved the entry process into Hawai'i by reducing passenger processing times by 35-45 percent, saving international arrivals 5-15 minutes in line while continuing to maintain the highest level of safety and security. The APC kiosks at HNL are a free service that does not require membership or pre-registration. The cost for equipment and installation of the 32 machines was \$1.7 million paid for by the HDOT Airports Division.

Reduction in the unexpended federal obligation balance ("pipeline")

HDOT Highways Division reduced its unexpended federal obligation balance, also known as the "Pipeline" by more than \$108 million in 2016. As of June 2016, Hawaii's Pipeline balance is \$548 million with 444 open projects. The Federal Highway Administration agrees that Hawaii's goal of a \$450 million Pipeline balance by 2018 is acceptable. HDOT Highways Division estimates this goal will be reached by 2017.

It is important to note the Pipeline amount should never reach zero since HDOT receives new federal funding each year and because funds are not fully reimbursed until the work is complete.

The reduction was achieved in part because HDOT Highways Division was able to close 87 projects in FY 2016, in addition to 49 the previous year. HDOT Highways Division is also working to issue the notice to proceed on projects within 180 days, which is quicker than in the past.

The Pipeline is the difference between what is obligated for all projects and what HDOT has expended and been reimbursed for by the federal government. Every state carries an unexpended balance because of the reimbursement nature of the program and the time it takes to deliver projects.

Second zipper lane

Improvements were made to the zipper lane to add a second lane for drivers from the H-1/H-2 merge to the Pearl Harbor area. As a result, more carpool vehicles can travel through the zipper lane which also reduces the number of vehicles in the freeway single occupancy lanes.

Shoulder lane from Kualakai Parkway to Kunia

A shoulder lane on the H-1 freeway eastbound from the Kualakai parkway onramp to Exit 5 offramp was opened to morning commuters in August 2016. This shoulder added another lane of travel for those traveling to Kunia, Waipahu, and 'Ewa on weekday mornings.

Nānākuli contraflow

HDOT Highways Division setup a 1.5-mile contraflow operation on Farrington Highway to add an additional lane in the westbound direction during the busy afternoon commute. The Nānākuli contraflow increased Wai'anae bound lanes to help get vehicles move through the bottle neck in Nānākuli.

HOV adjustments

High occupancy vehicle lane hours were adjusted throughout O‘ahu to match traffic patterns and boost efficiency. In some cases, HOV hours were extended. In other areas HOV hours were removed and the lane was made available for single occupancy vehicles. These operational improvements were part of Gov. Ige’s initiative to find projects that improve traffic congestion quickly, inexpensively, and without impact to the environment.

Energy-efficient lighting solutions for State Highways on O‘ahu and Maui

In April 2016, HDOT Highways Division began execution of an energy performance contract with Johnson Controls. This contract is anticipated to improve the annual energy use by HDOT Highways Division by 43.4 percent by replacing approximately 20,000 highway and tunnel light fixtures and more than 5,200 interior and parking lot light fixtures with high-efficiency Light Emitting Diode (LED) equipment.

2017

Ongoing projects are highlighted in blue texts.

Statewide

- Launched myGoAkamai, a traffic alerting service that provides access to traffic conditions through personalized traffic pages on GoAkamai.org; the app is available on most mobile devices; launched August 2015

Hawai‘i County

- Hilo - Constructed a faculty parking lot at Waiakea Elementary School to allow parents to park while waiting for students afterschool. The additional parking alleviates the traffic back up on Puainako Street.
- Kona to Waimea - Route 190 (Hawai‘i Belt Road) widened by excavating rock out cropping to provide better sight distance and an unpaved shoulder for emergency stopping.

Maui County

- Kahului – Airport Access Road, a four-lane 4,700-foot stretch of road between Pu‘unene Avenue and the Hana Highway, constructed and opened to alleviate congestion at Kahului Airport. Dual left turn lanes from Pu‘unene

Avenue to the Airport Access Road were also added to enhance traffic circulation. (Federally funded)

- Kahului Airport Access Road - Connection between the Highways portion of the Airport Access Road to the Airports portion and brings traffic directly into the Kahului Airport Terminal. It takes traffic off Dairy Road; funded by Airport funds (no tax payer dollars)
- Kahului – Haleakalā Highway, west bound - Added left turn lane onto Hanakai Street.
- Kahului – Kuihelani Highway - Added right turn lane to Pu‘unene Avenue.

City and County of Honolulu

- Honolulu - H-1, westbound, Punahou Street to Pali Highway off ramp - Adjusted lane and shoulder width to add an additional fourth lane.
- Honolulu - Moanalua Freeway, eastbound, Tripler off ramp - Extended off-ramp and widened shoulder to alleviate traffic back up during morning rush hour.
- Honolulu/‘Aiea - Moanalua Freeway, westbound - Added a new 2.5 mile lane and shoulder lane to accommodate more than 2,000 cars per hour; completed October 2015
- Honolulu/Kalihi/Sand Island Access – Collaborated with DOT Harbors Division to open Road No. 2 to divert 1,500 commercial truck loads off of Auiki Street weekly; completed December 2015
- Pearl City/‘Aiea - H-1, westbound, Shoulder lane on Pearl City Viaduct – Extended hours to 3:00 to 7:00 PM on weekdays to accommodate commuters; completed May 2016 (Federally funded)
- Pearl City/‘Aiea – H-1, eastbound - Use of pre-cast concrete slab system technology to cost-effectively repair 10,000 square feet of concrete pavement; reduced repair time from six to two weeks and reduced the required lane closures; March 2015
- Wahiawa – Kamehameha Highway, town bound – Added a lane by eliminating street parking.
- Waipahu - Farrington Highway and H-1 – Lane modifications to allow greater usage by vehicles using the H-1 Waipahu Exit ramp; two westbound lanes restriped to merge into the rightmost lane near the Waiawa Road intersection; Farrington Highway lanes will also be restriped at the end of the H-1 Waipahu Exit ramp to allow exiting vehicles access to both the left and center lanes to allow for greater traffic flow and capacity; completed June 2015

- Waikele – Kamehameha Highway – Add a dedicated left-turn lane on Lumiaina Street (eastbound) to K Kamehameha Highway towards Mililani to move more Mililani-bound vehicles through the intersection with each green light cycle and reduce traffic congestion; completed June 2015
- Kunia – Intersection of Kunia Road and Anonui Street – Lane improvements, dedicated left turn lanes, widened roadway, and new traffic signals to improve traffic flow through the intersection; completed May 2015
- Ewa - Ft. Weaver Road, southbound – Added a lane near Queen’s Medical Center West.
- Kapolei – Intersection of Kapolei Parkway and Fort Barrette Road – Lane modifications to improve traffic flow, reduce queue lengths, and move more vehicles through each traffic light cycle; collaboration with City; completed July 2015
- Nānākuli – Farrington Highway, westbound – Establish contraflow pilot project to create a third lane of travel 3:00 to 7:00 PM on weekdays to accommodate commuters (Federally funded)
- Kapolei/Ewa - H-1, eastbound, Kualakai Parkway to Kunia off ramp – Add shoulder lane open to traffic during rush hour.
- Zipper lane – Add second lane in zipper from Waikele to Nimitz Highway, increase shoulder, extend zipper lane hours.
- Waipahu – H-1 – Modify off ramp to add second lane.

Kaua‘i County

- Hanalei - Kūhiō Highway/Route 560 (North Shore Section) – Added delineators along centerline of highway in a blind curve to prevent u-turns and to alleviate safety concerns noted by the public.
- Hanalei - Kūhiō Highway, between Kalihilo Road and Hookui Road - Added crosswalks and signage to improve pedestrian safety.
- Līhu‘e - Kaumualii Highway Improvements Project, Phase I and Līhu‘e Mill Bridge - Accommodates two lanes of westbound traffic from Downtown Līhu‘e to the Kukui Grove shopping district; removes bottleneck to improve traffic flow through congested area; completed March 2015 (Federally funded)
- Puhi - Kaumualii Highway Resurfacing, Kipu Road to Huleia Bridge
- Waimea - Kaumualii Highway Resurfacing, Waimea Canyon Drive to Waimea River Bridge
- Līhu‘e - DOT Highways to take over three county signals to optimize traffic signal timing; Add cameras and active management software

2018

Completing Phase 1 of Energy Saving Project

In FY 2016, the Airports Division completed the Statewide Energy Saving Performance Contracting project (the ESPC Project), which is a collection of projects to implement energy conservation measures throughout the Airports System. In January 2012, the Airports Division selected Johnson Control, Inc. (JCI) to implement the ESPC Project pursuant to HRS 36-41, and entered into an agreement with JCI to conduct an Investment Grade Audit as the first step of the ESPC Project. In December 2013, the Airports Division issued a series of Certificate of Participation notes to fund approximately \$150 million of the ESPC Project costs.

The implementation of the ESPC Project is a significant milestone in achieving energy initiatives identified by the Governor. The ESPC Project is estimated to reduce total electricity consumption by more than 49 million kilowatt hours or more than 40% of usage of calendar year (CY) 2013, improve utility management, reduce facility life cycle costs, improve indoor environmental benefits for occupants, and address deferred maintenance issues. The cost savings are achieved through lighting upgrades, HVAC upgrades, transformer and equipment replacement, and other improvements. Compared to CY 2013, DOTA has reduced electricity usage by 26.9 million kilowatt hours in CY 2016, the first performing year. Usage in CY 2017 continued to drop.

The ESPC Project is one of the largest in the nation and has significant impact to the State of Hawaii, which relies on fossil fuels to generate electricity. It established a proven approach to address the State's energy needs and encourages other state agencies and departments to implement similar projects.

Initiating ESPC Phase 2

In April 2017, the DOTA completed a private replacement to fund \$48.6 million of the project costs for the phase 2 of the ESPC Project. This phase includes the LED conversion, lighting for additional area, additional photovoltaic improvements, and other energy-saving initiatives. JCI has provided guarantee to cover the anticipated debt service during the performance period.

Earning Level 2 Carbon Accreditation Certification

With more than 18% reduction in carbon emission, Daniel K. Inouye International Airport (previously Honolulu International Airport or HNL) received Level 2 carbon accreditation from Airport Carbon Accreditation. HNL was one of the first ten airports in North America to receive accreditation when ACI North America (ACI-NA) formally adopted the ACA program in 2014. Received Airport Carbon Accreditation Level 1 in 2015 and Reduction Level 2 in 2016. HNL is one of 20 airports in North America to receive the Reduction Level 2 accreditation.

Water scalping

The Airports Division has recently implemented a project to install a Wastewater & Water Treatment System at the Kahului Airport. This pilot project will implement water scalping technologies per the recommendations of the water scalping feasibility study including a membrane biological reactor treatment unit at the Kahului Airport to produce R-1 water.

Renewable energy power generation plant

The Airports Division is evaluating opportunities to procure firm renewable energy at the Kahului Airport with the possibility of utilizing on-site Combined Heat and Power or other means of renewable power generation to replace power currently generated by fossil fuel for the entire airport. Due to the volatility of fossil fuel, the intent is to obtain a fixed price, provide savings and clarity for budgetary purposes. Again, this will materially decrease our carbon footprint.

Planning other sustainability initiatives

DOTA has also pursued many sustainability initiatives throughout the capital planning process, including the use of electric trams for the OGG consolidated rental car facility (ConRAC) that will replace the current rental car busing service, and selection of green buses at HNL via a pilot program to evaluate electric, compressed natural gas and hydrogen fueled buses. DOTA is further evaluating opportunities to install additional PV and renewable systems at other airport locations.

Strengthened air service development

DOTA's achievements on air service are reflected in the following: (a) increasing air service from new entrants, (b) reopening KOA as the 2nd port of entry for the State, (c) installing automated passport kiosks to speed up passenger processing, and (d) promoting for pre-clearance at Japan airports.

Added air service from new and existing carriers

In FY 2017, enplaned passenger count increased by 644,000 compared to FY 2016, driven by growth of Hawaii Island Air (+319,000), Hawaiian Airlines (+251,000), Virgin America (107,000) and Delta (94,000), among other airlines.

For the 12 months ending June 30, 2018, DOTA anticipates a 3.8% increase in departing seats, driven primarily by the announced service expansion of United Airlines, continuing expansion of Hawaii Airlines network, and strength of overseas operations, offset by the loss of Hawaii Island Air, which ceased all operations in November 2017. DOTA expects the enplaned passenger count in FY 2018 to increase by 3.5% despite of the service loss of Hawaii Island Air.

Looking forward, DOTA anticipates continuing strength in air service, including new service from Southwest Airlines to start in late 2018 or early 2019. Southwest Airlines announced it would serve 4 primary Hawaii Airports from 4 California airports, with intentions to expand overseas service and provide interisland service in the coming years. In addition, ANA announced that it would upgrade its existing service by using A380 in 2019. DOTA has initiated a project to provide A380 compatible gates at current gates 29 and 34.

Reopening KOA FIS as the 2nd Port of Entry for Hawai'i

International flights to the State had two ports of entry before December 2012: HNL and KOA. Japan Airlines served KOA with nonstop international service from June 1996 to October 2010 and ceased service due to corporate downsizing. Up until December 2012, all foreign arrivals at KOA were cleared at KOA by local USCBP staff, supplemented with USCBP officers traveling in from Honolulu. In December 2012, the KOA CBP facility was closed since it did not meet airport technical design standard.

Since 2014, DOTA has invested tremendous amount of time to reopen KOA as the 2nd port of entry, because it would not only provide economic benefit to the local community but also protect the State's tourism industry, in case the HNL operation is disrupted. DOTA officials submitted multiple request to the CBP, and travelled to Washington to discuss this issue with the CBP Commissioner. In 2016, DOTA submitted two Section 559 reimbursement, requesting permission to reimburse the CBP for overtime. This allows the CBP to have adequate staff for reopening at KOA, using the interim facility before a permanent facility is built. Both reimbursement agreements have been executed as of 2018.

Hawaiian Airlines started service between KOA and Haneda in December 2016 and Japan Airlines resumed daily service between KOA and Narita starting September 2017. The daily service from Japan Airlines is expected to generate more than \$84 million in visitor expenditure and about 9.8 million in annual state tax revenues, in addition to \$7 million in annual state tax revenues from Hawaiian Airlines service.

Installation of automated passport kiosks

The ability to process international arrival passengers within a reasonable time period provides a positive impression of the State. Due to Hawaii's unique geographic location, more than 80% of international flights arrive between 8 AM and noon, causing a congestion at HNL's international arrival building. The Airports Division installed more than 32 automated passport kiosks, deployed airport staff to guide foot traffic, and coordinated with Custom and Border Protection (CBP) for staffing issues, which effectively reduced average passenger waiting time by approximately 5-15 minutes. DOTA continues to implement the phase 2 at HNL and additional APCs at KOA for better customer service.

Promoting pre-clearance at Japan airports

As discussed above, installing APCs partially addressed the congestion issue at HNL international arriving building, but the peak arriving schedule still hinders the DOTA's ability to reach higher level of service. Therefore, DOTA has worked intensively with congress delegate, promoting pre-clearance at Japan Airports. In November 2016, Department of Homeland Security announced that it would add another 11 foreign airports for pre-clearance consideration, including Kansai

International Airport. Narita International Airport was added to the list in May 2015. If established, the preclearance facility would enable the Japan tourists from these two airports to have a seamless travel experience when visiting Hawaii.

Improved customer service

Due to outdated facilities and limited airport resources, the customer service ranking of Hawai'i Airports System among U.S. airports remains challenged. In the 2016 J.D. Power survey, HNL was ranked the 19th out of a total of 31, and OGG was ranked the 32 out of a total of 33. Improving customer service becomes a strategic priority of DOTA management.

Renovating HNL and OGG Restrooms

DOTA developed a comprehensive plan to renovate restrooms at both HNL and OGG.

- Phase 1 of OGG restrooms was completed in 2015 under project AM1042-36. Phase 2 was completed in 2017 under project AM1042-38 with a budget of \$5.2 million. Additional restroom improvement is going on under project AM1042-41 with a budget of \$7.5 million. DOTA has also engaged in discussions with the airlines regarding options to improve facility at OGG
- Restroom renovation at HNL will start from the Overseas Terminal under project AO1037-30 with a budget of \$30 million. The project went out for bid in January 2018. Interisland Terminal project AO1037-29 is ready for bid as of February 2018 with a budget of \$24 million.

Renovating statewide hold rooms

DOTA has also developed a plan to address holdroom conditions throughout the airport system. The concourse improvement at Ewa Concourse has been recently completed, providing state-of-the-art facilities and concession offerings to the traveling public. The renovation at Central Concourse is ongoing, and the renovation of Diamond Head Concourse has started. In addition, DOTA has completed multiple holdroom renovation projects at Kahului.

Replacing HNL 2nd level metal roof

The original metal roof was constructed in 1971. It was recently modernized to accommodate larger tour buses and also extends over the walkway to provide shelter for passengers accessing the Ticket Lobbies. The metal roof canopy and structural framing is approximately 38,930 SF in total area, stretching the length from the Overseas Terminal to the Inter-Island Terminal with an aesthetic outrigger canoe design compliment. The project not only provides functionalities but also improves the appearance of the airport system.

Providing Wi-Fi and Wayfinding

In 2015, DOTA issued request for interest for Wi-Fi and advertising for HNL. Several parties have expressed interest, of which DOTA has been negotiating regarding the potential scope and business arrangement. DOTA completed contract negotiation with advertising concessionaires and received a minimum annual guarantee of \$500,000 for advertising at HNL and \$275,000 at other airports. The advertising concessionaires have started renovating advertising equipment throughout the terminal, providing revenues and additional wayfinding guidance to the traveling public. The Wi-Fi installation at HNL has also been completed and provides travelers with free wireless internet throughout its terminals. The remaining 4 primary airports will be completed by November 2018.

Transportation Network Companies (TNCs)

The rapid global development of TNCs has brought convenient transportation options for travelers. To improve customer service, the Airports Division has amended the Hawai'i Administrative Rules to allow TNCs to operate at the Daniel K. Inouye International Airport, effective August 27, 2018.

Implemented major capital improvement projects

In FY 2017, the Airports Division has spent \$276 million on capital projects. Of the \$3.1 billion capital program that Airports Division is tracking, \$1.1 billion was spent, or more than 34%. In the recent two years, the Airports Division substantially completed the following projects:

- Taxilanes G and L from Taxiway A to the existing Maintenance Facility at HNL, to include shoulder strengthening and other related improvements, which allows dual aircraft group V taxiing. This project is an enable project to the Mauka Concourse project.
- HNL Taxiway Z Structural Improvements (\$50M). This project provided for the design and construction of asphalt pavement reconstruction of Taxiway Z at HNL, which brought HNL into compliance with FAA Part 139 Airport Certification requirements.
- Relocation of Maintenance and Cargo Facilities (\$95M). This group of projects provide the relocation of tenant facility to the west side of Taxilanes G&L, and is an enable project of Mauka Concourse Project. The Airports Divisions completed approximately 85% of the projects and has reached an agreement for Hawaiian Airlines to complete the projects. This is a creative solution to push the entire program forward during the contract dispute with the construction contractors.
- Emergency power generator, which provides emergency power to cover all of the HNL facilities. This project was completed in May 2017.
- OGG security checkpoint reconfiguration and build-out of infill area. The streamlined security checkpoint reconfiguration has enabled the DOTA to dramatically reduce the wait time at the security checkpoint, improved customer service as well as reducing security concerns. The build-out of in-fill area allows the concessionaires to expand concession offerings and increase payments to the DOTA at the same time.
- Hilo Cargo Building. The building includes 63,000 square foot of pre-engineering cargo facility. It provides a centralized location for freight forwarders and government agencies overseeing cargo activities. The facility is located adjacent to the passenger terminal complex and can be expanded in the future to accommodate additional activities.
- HNL Interim Rental Car Facility (\$36M). The completion of this interim facility allowed DOTA to relocate all on-airport rental car operations at one location and vacate the lot for permanent HNL facility construction.
- Numerous other projects. The Airports Division also completed many other projects, such as two new fire stations at the KOA and ITO, financed mainly

from FAA grants, which provides improved work and living quarters for firefighters. The facilities are FAA compliant and will also accommodate larger sized ARFF vehicles and provide training facilities to help firefighters perform at their highest capabilities.

In addition, the Airports Division started many major projects within the capital program:

- OGG Consolidated Rental Car Facility (\$377M). The proposed ConRAC is a multi-level facility encompassing a customer service building (CSB), ready/return spaces, quick-turn-around (QTA) facilities, four 15,000-gallon fuel storage tanks, a people mover system to/from the terminal, related improvements, and potential flat plate non-reflective photovoltaic panels. The notice to proceed was issued in April 2016 and the construction is expected to be completed in October 2018.
- HNL Consolidated Rental Car Facility (\$330M). The proposed ConRAC will be located directly across the Overseas Terminal including multi-level ready/return space and QTA area for washing and fueling rental vehicles, the CSB and other improvements. The proposed ConRAC also provides environmental benefits by consolidating shuttle operations of all rental car companies. The notice to proceed was issued in July 2016 and the construction is expected to be completed in November 2021.
- HNL Mauka Concourse (\$255M). This project will provide for construction and soft costs required to construct the new Mauka Concourse building. The building footprint will be approximately 257,360 square feet in area consisting of airline gates capable of accommodating six wide-body aircraft, six new hold rooms, operations areas, new security screening lanes, concessions, a restroom and service core, common areas and public area furnishings, space for an airline Premier Club, elevators and escalators, moving walkways, passenger loading bridges, fixtures and equipment and other associated work integral to the building construction. This project is expected to start in June 2018 and be completed in May 2020.
- KOA Terminal Modernization (\$91M). The project scope would include the construction of a centralized security checkpoint, baggage handling system,

and the connectivity of the north and south holdroom areas. Additional restrooms in the non-secured and secured areas, concession spaces and the integration of the Flight Information Display (FIDS) and Public Address (PA) Systems will provide an increase in passenger convenience and comfort. This project is expected to be completed in May 2019.

- A380 Improvements at Gates 29 and 34 (\$16M). This project provides improvement to Gates 29 and 34 to accommodate the A380 aircraft, including the installation of a third loading bridge from the third level, installation of a third level corridor from the loading bridge to the international arrivals' sterile corridor, strengthening of the hardstand and pavement areas, upgrade to the electrical capacity, and other miscellaneous improvements as necessary. This project is expected to be completed in December 2018. The first A380 is expected to operate at HNL in April 2019, with another 2 more planned to arrive at HNL by April 2020, replacing 3 B787 currently serving HNL. Estimated annual spending in Hawaii's economy is \$315M and \$40M in tax revenues.

Conducted major renovation of existing facilities

As the DOTA continues to implement the CIP, the DOTA has also been focusing on renovating and preserving existing facilities. Such activities include:

- Repairing drainage pipes that are more than 40 years old.
- Reroofing of gates 12 and 13 in-house, which has been traditionally carried out by the contractors.
- Replacing sliding doors throughout HNL for energy savings.
- Renovating 3rd level of HNL roadway, which has not been fully maintained during the last 20 years.

Obtained additional hardstand capacity by coordinating with Air Force

Due to construction requirement of the Mauka Concourse, the Airports Division is facing a shortage of aircraft hardstands. After coordination with Air Force, the Airports Division was able to reach a memorandum of understanding to temporary use two aircraft parking spots, which will allow the Airports Division to accommodate additional international and overseas flights during the peak hours.

This is the first agreement of its type, which addresses a major concern during the Mauka Concourse construction period.

Established public-private partnership

Act 126, Session Laws of Hawai'i 2014, extended the Act 46 in 2012 through June 30, 2015, which permitted the Airports Division to extent lease agreements in exchange of capital investments. DOTA management systematically reviewed all existing concession contracts and engaged in negotiations with key concession operators to improve nonairline revenues and to receive committed capital investment. The DOTA's efforts resulted in significant benefits to the State, including:

- Duty free: DFS group, as the duty-free operators, agreed to increase its minimum annual guarantee to \$40 million in 2018 and 2019, \$47.5 million in 2020, and subject to annual reset thereafter. DFS group also committed \$39.2 million in improving terminal concession facilities and an additional \$27.9 million for landlord improvements. DFS started the project in 2016, including renovating central concourse security checkpoint, and duty-free facilities near central concourse.
- HNL retail: according to Amendment No.3 dated October 31, 2014, DFS will invest at least \$19.6 million to construct revenue enhancing area at HNL. MAG stayed at \$12 million through March 31, 2016, and is subject to annual reset thereafter. In 2018, MAG is \$9.3 million. The percentage rent ratio stayed at 20%.
- OGG Retail: according to an amendment being processed, DFS will invest \$1.375 million for concession improvements, and an additional \$1.375 million for infrastructure improvements. The MAG will be changed to \$2.1 million for the first year of the extension, and the percentage fee ratio will remain unchanged at 22%. MAG is \$1.96 million in 2018.
- HNL food and beverage: According to Amendment No.22 dated June 5, 2015, Host will invest at least \$13.6 million for improvements, including \$2.0 million of improvements to the infrastructure that would normally be paid by the Airports Division. In exchange, the agreement expiration date is revised from 2020 to 2029; MAG is \$4.8 million in 2018; the percentage fee ratios would be increase by 1 percentage point for sales below \$52 million for food sales and \$8.5 million for alcohol sales.

- OGG food and beverage: according to Amendment No.7 dated June 5, 2015, Host will invest at least \$1.8 million to infill an area in the OGG terminal. The contract expiration date is revised from 2019 to 2022 to allow amortization of related costs. The improvement is expected to provide more seating and improve sales.
- LIH food and beverage: according to Amendment No.4 dated June 5, 2015, Host will relocate one of its bars at its own cost, estimated to be \$650,000.

Cleared hurdle on Hawaiian hangar development

To construct a new Mauka Concourse with related Taxilanes G&L, DOTA must relocate the current Hawaiian cargo and maintenance hangars away from the terminal complex. DOTA issued the notice to proceed in March 2013 after DOTA received the FAA approval for the environmental assessment. DCK started the HA Project in 2013 with a scheduled completion date of November 2014. However, due to financial difficulties, DCK was delinquent on paying subcontractors as early as April 2014. DCK's continued financial difficulties eventually resulted in subcontractors walking off the project in November 2015, and the DOTA terminating the contract with DCK in December 2015, with the project approximately 85% completed.

Termination of a contract was a first for the DOTA, if not for the State. If DOTA were to rebid the contract, DOTA would need to request appropriation, which would not have been available until July 2016 due to the Legislation schedule, at which time, the DOTA could then begin procurement of a new contractor. In addition, a lengthy review of facility conditions would need to be conducted before any contractor procurement.

DOTA management invested tremendous amount of time in order to accelerate completion of this major project. DOTA conducted extension negotiations with Hawaiian Airlines to protect the State's interest, worked with the Department of Attorney General to review lease terms, discussed this unique situation and solution with the Land Board, and received support of all related parties. The lease agreement was executed in late 2016, and Hawaiian Airlines completed the construction in late 2017.

Initiating next phase of HNL terminal modernization

With increasing overseas traffic, HNL and other airports in the airports system are facing a gate shortage. At HNL, virtually all gates are occupied during the noon peak hours. With the implementation of the Mauka Concourse Program, the Airports Division will receive 6 wide-body or 11 narrow-body gates. To ensure continuing successful of the Airports System, which is a major economic engine for the State, the Airports Division has started discussing the next phase of terminal development with the Signatory Airlines. In October 2017, the Signatory Airlines has concurred to a \$1.1 billion Diamond Head Extension Program, which is anticipates providing required capacity in the next two decades. This marks a major achievement of the Airports System, which clears the hurdle to develop additional air service in the long-term.

Improved financial status

To successfully implement the capital program, DOTA continues reviewing its operations to improve financial results, which was recognized by bond rating agencies.

Executing rental car agreements

After intensive negotiation with rental car companies, DOTA executed a new concession agreement and facility lease in June 2014. The new agreement has tremendous positive impacts on DOTA's operations, including:

- Paving the way to start consolidated rental car facilities at both HNL and OGG. Rental car companies have agreed to provide supplemental facility rent in case of inadequate revenues, eliminating DOTA's risk in constructing both facilities.
- Guaranteeing future revenue growth. When off-airport rental car companies move on-airport after the completion of HNL and OGG ConRAC, those companies would start paying 10% of gross receipts as a concession fee. It was estimated that HNL rental car revenues would increase 20% to 30% as a result.
- Providing immediate ground rent.

- o AT HNL, rental car companies will pay an annualized \$1.29 million of ground rent for the interim facility starting November 2015. Upon completion of the HNL ConRAC, rental car companies will pay \$3.26 million of annual ground rent.
- o At OGG, rental car companies will start paying \$2.2 million of annual ground rent upon completion of the OGG ConRAC. The Airports Division can lease the existing land to other tenants. Therefore the \$2.2 million will be a net increase of ground rent.

Securing highest ratings for new consolidated rental car facility bonds

In July 2017, DOTA received highest bond ratings (A+) for customer facility charge revenue bonds from all three rating agencies. This is in recognition of the strength of the state economy as well as the prudent financial approach adopted by DOT management. The higher bond rating results in lower borrowing costs, further enabling the DOTA to consider additional capital investment at other airport locations. The underwriters have estimated the higher ratings, compared to BBB+, resulted in approximately \$24.8 million of savings.

Developing additional revenue sources

When the long-term leases of the properties on Ualena Street are close to expire, the DOTA has not received adequate interests to lease the properties. The DOTA has worked closely with the local business community and was able to fully lease the properties on Ualena Street before lease expiration.

Achieving bond rating upgrade for airport revenue bonds

In November 2015, the Airports Division successfully completed the issuance of the Series 2015A/B Bonds and received \$250 million of bond proceeds for its capital program. The Airports Division received bond rating upgrade from Standard and Poors (from A to A+), and from Moody's (from A2 to A1), and a positive outlook from Fitch. The rating report focused on the successful outcomes of the Airports Division management, include low cost of airline operations, strong cash liquidity, among other factors. The bond rating agencies noticed the DOTA's efforts to improve nonairline revenues through public-private partnerships, and the resulting higher

nonairline revenues. The bond rating upgrade is a good indicator of the progress that the Airports Division has achieved in strengthening its financial positions for a large capital program.

In August 2018, the Airports Division issued the Series 2018A/B Bonds of \$415 million, which, together with other funds, provided \$426 million for its capital program. The Airports Division also issued the Series 2018C/D Bonds to refund a portion of the principals of the Series 2010 Bonds, and will realize refunding savings of \$27 million over the next 16 years. Standard and Poors raised the long-term rating of the Airports Division's revenue bonds from A+ to AA-, citing "extremely strong enterprise risk profile" including extremely strong market position, extremely strong service area economic fundamentals, low industry risk and very strong management and governance.

2019

Reducing the carbon footprint of transportation

In 2015 HDOT entered into a 20-year energy savings contract that guaranteed a 40-percent reduction of energy use at state airports, harbors and highway facilities through the installation of energy efficient systems and photovoltaic panels. The combined HDOT investment in the energy savings contract is \$305 million with a projected savings of \$775 million in energy costs over the life of the contract.

As of October 2019, HDOT Airports has installed:

- 21,298 Photovoltaic Panels at the Daniel K. Inouye International Airport, Hilo International Airport, Kahului Airport, and Kapalua Airport
- 78,750 high efficiency Light-Emitting Diode (LED) fixtures at Hawai'i Airports
- Replacement of Air Conditioning Systems with variable frequency drives at 12 airports
- Installation of Chilled Water Air Conditioning upgrades at the Daniel K. Inouye International Airport, Kona International Airport, Līhu'e Airport, Kahului Airport, and Kapalua Airport
- Upgrades of the Ewa Chiller plant and associated piping at the Daniel K. Inouye International Airport as well as the Terminal 2 underground piping

HDOT Highways Division has replaced over 18,000 fixtures statewide with LEDs and is currently testing conversion of its fleet to electric vehicles (EVs) through a service

contract. A request for proposals for the EVs and charging stations was released in November 2019.

A special focus of our Highways Division has been reducing the carbon footprint of the construction of roads and bridges. In May 2019, HDOT tested a carbon-injected concrete mix on a section of an access road for the Kapolei Interchange Phase 2. The test put the carbon-injected concrete side by side with HDOT's approved concrete mix. Results of the test allowed HDOT to set specifications for carbon-injected, or CO₂ mineralized concrete, in all future concrete flat work (e.g., bridge decks and roads).

The demonstration test itself, which involved a pour of 150 cubic yards, saved 1,500 lbs. of carbon dioxide from being released into the environment. This is equivalent to offsetting the carbon dioxide emissions from 1,600 miles of highway driving. Carbon-injected concrete reduces carbon dioxide emissions into the atmosphere in two ways: first, it captures waste carbon dioxide for use within the mix, and second, it allows for reduction in the amount of cement in the concrete mix while retaining the material's strength.

Moving forward HDOT expects the use of carbon-injected concrete in its construction projects to save an average of 25 lbs. of carbon dioxide per cubic yard of concrete poured. Concrete is currently responsible for seven percent of global manmade greenhouse emissions according to the International Energy Agency.

Repaired and strengthened vital routes

In 2019 HDOT completed emergency repairs to three routes affected by natural disasters. The emergency work on Kaua'i and O'ahu not only restored the affected highways to pre-disaster conditions, it improved the resiliency of the roadways that connect our island communities to future events such rockfalls and flooding.

On Hawai'i Island, HDOT used ground penetrating radar, boring, and camera reconnaissance to aid in repair of subsurface voids caused by seismic activity during the Lower East Rift Zone Event on Kilauea. The repairs were completed in early 2019 and ensured that a critical corridor between east and south Hawai'i Island was safe for motorists.

<https://hidot.hawaii.gov/highways/update-to-seismic-repairs-to-mamalaho-highway-route-11-in-volcano/>

HDOT was able to reopen Kūhiō Highway on Kauai's north shore after a record-breaking flood washed away two sections of the highway and dumped several thousand pounds of mud and debris on the communities of Wainiha and Haena. The \$77 million emergency project substantially completed on June 17, 2019, included extensive slope stabilization above and below the highway to ensure the only access to Wainiha and Haena would be better protected from future weather events.

<https://hidot.hawaii.gov/blog/2019/06/07/kuhio-highway-past-waipā-will-reopen-on-june-17-after-the-full-closure-of-waikoko-bridge/>

On Nov. 4, 2019, HDOT completely reopened Pali Highway in the Kailua/Kaneohe bound direction and reopened Honolulu bound lanes with Sunday to Friday night closures for repaving work. The \$27 million repair project addressed the slopes that needed to be stabilized following the Feb. 18, 2019, rockfall and landslide and ensured that the area—previously identified as priorities 8-10 on the Statewide Rockfall Priority List—would be protected through a redundant system including a new tunnel structure and an attenuator/soil nail installation.

<https://hidot.hawaii.gov/highways/pali-highway-to-open-daily-starting-monday-november-4-2019/>

Improved Financial Performance Reflected in Positive Bond Ratings

Across the Department, HDOT continues to receive positive bond ratings in response to its strong financial management. Positive bond ratings allows HDOT to sell and refinance bonds at low interest rates, allowing for more funds to finance large infrastructure projects such as Consolidated Rental Car Facilities. Financing through bond sales is crucial as HDOT is primarily special funded and does not generally receive General Obligation funding for operations or Capital Improvement Projects.

In calendar year 2019 HDOT received the following ratings:

- AA- rating from Fitch on Harbor System Revenue Bonds
- A2/A+/A ratings from Moody's, S&P, and Fitch on Airports System Customer Facility Charge Revenue Bonds allowing HDOT to save \$37.5 million in debt service on the 2019A CFC series bonds
- Upgraded rating from Moody's on Harbors Bonds to Aa3 from A1
- Aa1/AA+ ratings from Moody's and S&P on Highway Revenue Bonds allowing HDOT to save \$4.5 million in refinancing

More information on HDOT's bond ratings:

Harbor System Revenue Bonds

https://hidot.hawaii.gov/harbors/files/2019/02/2019-02-22_Hawaii-Harbors-System-Final-Press-Release-Fitch-Ratings.pdf

<https://hidot.hawaii.gov/harbors/harbor-division-bond-rating-upgraded-oct-2019/>

Airports System Customer Facility Charge Revenue Bonds

<https://hidot.hawaii.gov/blog/2019/08/19/hdot-airports-division-finances-the-hnl-rental-car-facility-at-historical-record-low-rates/>

Highway Revenue Bonds

<https://hidot.hawaii.gov/blog/2019/11/14/hdot-highways-division-funds-100-million-at-historically-low-rates-refinances-debt-for-significant-savings/>

Advanced Airport Modernization Program

The Airport Modernization is a continuous program and in 2019 HDOT has made significant progress in the improvement of state Airports: by adding rideshare pick up locations at the Daniel K. Inouye International Airport (HNL), Kahului Airport, Līhu'e Airport, Ellison Onizuka Kona International Airport at Keāhole, and Hilo International Airport; adding holdrooms at HNL to accommodate new airlines and flights; completing renovation and enlargement of holdrooms, terminal space, and restrooms in HNL's Diamond Head Concourse; completing facility improvements at HNL gates C4 and C9 to become the 9th U.S. airport capable of accommodating the Air Bus A380; and, improving airport signage at the Daniel K. Inouye International Airport.

More information on these airport improvements can be found at:

<https://hidot.hawaii.gov/blog/2018/11/20/hdot-improves-parking-structures-at-hnl-to-help-travelers-remember-their-parking-location/>

<https://hidot.hawaii.gov/blog/2019/04/01/new-ride-share-pick-up-location-established-at-hnl/>

<https://hidot.hawaii.gov/airports/hdot-improves-g-gates-in-diamond-head-concourse-at-hnl/>

Protecting against and planning for sea level rise

In August 2019, HDOT released its finalized Statewide Coastal Highway Program Report (available [here](#)). This report ranks state roadway segments by its risk of structural damage from coastal erosion and supports a prioritized coastal highway protection program. Highway crews have already taken action and made repairs to four of the top ten priority sites as of October 2019.

HDOT estimates that approximately 15-percent of Hawaii's coastal highways would be affected by sea level rise by 2100. Estimated cost to relocate the coastal highways and bridges identified as being at risk would be \$15 billion--\$7.5 million for every mile of road realigned or raised and \$40 million per mile for every bridge to be rebuilt outside of the forecasted inundation area.

Completed rehabilitation and shoulder work on H-1 Freeway

HDOT announced completion of a project to rehabilitate and improve safety on a crucial stretch of Hawaii's busiest freeway, the H-1 in Waimalu, on Oct. 28, 2019. The H-1 Freeway Shoulder Widening and Portland Cement Concrete Pavement Rehabilitation replaced some of the worst pavement on the state system with new precast concrete pavement in both directions between Pearl City and Halawa, as well as widened the eastbound shoulder lane between the Waimalu Viaduct and the Aiea Pedestrian Overpass. The shoulder will serve as a safety area during morning contraflow operations and can be converted to a shoulder lane to provide more capacity in the future.

<https://hidot.hawaii.gov/blog/2019/10/28/h-1-freeway-paving-and-shoulder-widenin-g-project-finished-ahead-of-schedule/>

Completed Maui CONRAC

The Consolidated Rental Car facility at Kahului Airport was opened on May 15, 2019. The \$340 million project was completed on time and within budget. It is designed to provide convenient access to ground transportation for those travelling to the State's second busiest airport. The CONRAC is a Leadership in Energy and Environmental Design (LEED) Silver certified building and features an electric tram to take passengers to and from the terminal as well as a reclaimed water feature.

<https://hidot.hawaii.gov/blog/2019/05/14/new-kahului-airport-rent-a-car-center-co-mpleted-on-time-and-on-budget/>

HNL became 9th U.S. airport with facilities capable of accommodating the Air Bus A380

In April 2019, HDOT completed improvements to Gates C4 and C9 of the Daniel K. Inouye International Airport (HNL) to facilitate All Nippon Airways (ANA) A380 service between Japan and Honolulu. HDOT invested between \$12-13 million in the improvements which included: addition of a third level bridge to allow passenger loading and unloading on two levels; access to the third level via a new elevator, escalator, and staircase; reconfiguration of the outside of the terminal to accommodate the A380's 80-meter wingspan; and holdroom and restroom renovations along the corridor. ANA's A380 service, which began in May 2019, increases the capacity for arrivals from Japan to HNL by 500 daily passengers.

Harbor modernization program progress

The cornerstone of the Harbor Modernization program is the Kapālama Container Terminal (KCT) on O'ahu. Commercial shipments in Hawai'i operate on a hub and spoke system with the majority (approximately 80-percent) of imported goods first arriving at Honolulu Harbor. The Kapālama Container Terminal will add much needed capacity to Honolulu Harbor. In 2019, HDOT received the permit from the U.S. Army Corps of Engineers that will allow Phase 2 of the KCT project to proceed. The KCT Phase 2 project will make improvements such as wharfs, bulkheads, and berths to complement the 84-acre cargo yard currently in construction.

Phase 1 of the KCT project is currently 70-percent complete with a scheduled completion date of November 2020. The KCT, when completed, will be the new terminal for Pasha and will allow the direct discharging of cargo onto Young Brothers barges destined for the neighbor islands. This will reduce cost and time in the transfer of cargo as well as remove approximately 50,000 truck trips on Nimitz Highway.

Compliance with clean air standards

Maritime industry vessels have been outfitted with alternative fuel capabilities, "scrubbers", and will use low sulfur fuels to meet the aggressive International Maritime Organization (IMO) 2020 standards. IMO is the United Nations agency responsible for ensuring a clean, safe, secure, and efficient global shipping industry. The initiative reduces sulfur emissions by 85 percent.

Hawai'i Commercial Harbors Authority

The Hawai'i 2019 House Resolution No. 61 directed the DOT Harbors Division to lead a Task Force to study the feasibility of establishing a Hawai'i Commercial Harbors Authority. The Task Force conducted research, discussed information, benefits, impacts and concerns of Harbors Division being converted to an Authority, and consulted with ports authorities in Long Beach, CA, Oakland, CA, Seattle, WA, and Tacoma, WA. The Task Force submitted their findings in a report to the 2020 Legislature concluding there was not consensus in the support for or opposition to an Authority and recommended further evaluation particularly of the concerns to be better able to make a decision on an Authority.

Vessel Incidental Discharge Act

In support of Hawai'i 2019 Senate Resolution S.R. No. 121 that "Urging all applicable State agencies to work together with interested stakeholders, including the [Hawaii] Harbor Users Group, in assessing the risk of aquatic invasive species to Hawaii, vectors, and possible mitigations, in preparation for the establishment of new Federal standards in 2022", the DOT Harbors Division is working with the DLNR to establish preventative measures for the maritime industry to reduce the risk of further introduction of alien pest species via waterborne commerce.

Nēnē hazing pilot project

U.S. Department of Agriculture's Wildlife Services Hawai'i program (WS-Hawai'i), HDOT, Department of Land and Natural Resources (DLNR), and Hōkūala Resort, are working together to protect the flying public utilizing the Līhu'e Airport (LIH) while also ensuring the protection the federally and state listed as endangered native Hawaiian goose or Nēnē. A one-year pilot project which started June 2019 was created to minimize/prevent nesting of Nēnē at the Hōkūala Resort. The pilot project involves continuous nonlethal hazing of the birds by two border collies and their handlers. The goal is to have the Nēnē population move and relocate off the Hōkūala Resort, which is situated near the Līhu'e Airport runways, to minimize the potential of bird strikes.

2021

Hawai'i Airport modernization underway

The formal Hawai'i Airport Modernization organized the various airport improvement projects into a comprehensive program to meet the air travel needs of Hawai'i residents, visitors, and industry. During Gov. Ige's administration, HDOT has completed all the original modernization projects, most recently the Mauka Concourse at the Daniel K. Inouye International Airport (HNL), the Federal Inspection Service facility at the Ellison Onizuka Kona International Airport (KOA), and the Consolidated Rental Car facility (CONRAC) at HNL. The CONRAC at Kahului Airport (OGG) was also completed during the Ige Administration.

Hawai'i Airports have long been described as out of date. Modernizations such as way finding signage along the roadways, terminals and parking structures at HNL and restroom renovations at HNL, OGG, and Hilo have been completed to welcome returning residents and visitors as they enter the state. Restroom renovations at KOA and Lihue are currently being designed. HDOT has also addressed sustainability and energy savings through airport improvements such as the installation of over 21,000 solar panels and the replacement of nearly 98,000 light fixtures with LED fixtures statewide.

Airport modernizations create economic opportunity for the surrounding communities by increasing capacity for onsite services such as retail and by making continued operations more pleasant and efficient. In the case of the Federal Inspection Service facility at KOA, this modernization project allows use of Hawai'i Island as the second international entry point into the state. This makes the system more resilient should the other entry point at HNL be unusable.

No one left behind—maintaining highway access following natural disasters

HDOT Highways has responded to and recovered from multiple natural disasters in the eight years of the Ige Administration. Notably the 2018 and 2020 Kaua'i flooding events, the Lower East Rift Zone (Kilauea eruption), and Hurricane Lane caused what could have been long-lasting disruptions in access for communities with a single access road.

For the Kaua'i flooding events, multiple sections of Kuhio Highway on the north shore were impacted preventing hundreds of people from getting to their jobs,

school, and supplies. HDOT worked on clearing emergency access for these communities and on slope stabilization projects to reduce the chance of a similar disaster happening again. Slope stabilization was also done on Pali Highway on O'ahu following a rockfall event in 2019.

During the 2018 Lower East Rift Zone eruption, heat and cracks made Keaau-Paho Road (Highway 130) in Puna unpassable. HDOT first used steel plates and then calcium aluminate cement panels combined with heat sensing cameras to allow vehicles to safely travel the road.

To keep the communities that depend on our roads informed we began using a distribution service for public notices and organized our notices by island, district, and topics such as construction lane closures or emergency lane closures. For the Kaua'i communities that only had access to the road at certain times of the day, we provided a weekly newsletter updating on the progress on the 2018 emergency work.

Considering the climate now and in the future

By planning for resilience now and forming climate adaptation strategies, HDOT Highways serves the public by ensuring access to roads and bridges they depend on. Following the many disasters HDOT has responded to in the eight years of the Ige Administration, HDOT published the Climate Adaptation Action Plan and vulnerability study in May 2021. This study provides a comprehensive overview of the threats to the State Highways system and recommendations for actions to mitigate those threats. HDOT has already completed many of the actions in this plan and continues to use the plan as a starting point in conversations with planning and land use agencies on issues such as managed retreat and beach replenishment.

Actions taken to improve climate resiliency include electrification of our light duty fleet and setting new policies for facilities in sea level rise areas such as consideration of less costly, more immediate fixes. Examples of this policy in action include changing the design of Mākaha Bridges No. 3 and No. 3A to a steel bridge instead of concrete and pursuit of a small realignment of Kamehameha Highway at Laniakea Beach that will protect the road for 30-40 years. On the electrification front, HDOT Highways procured an EV as a service contract usable by most State and county agencies that greatly reduces the upfront cost of converting fleet vehicles.

In addition to policy, HDOT is researching new environmentally friendly materials for construction. In May 2019, we tested carbon mineralized concrete on a service road for the Kapolei Interchange Phase 2. After the successful test we developed specifications for the use of this product for concrete flatwork and shared it with state and county agencies. In 2020 we used a polymer coating similar to High Friction Surface Treatment as a pavement preservation technique on the Waimalu viaduct. We will also be piloting recycled plastic in asphalt on a section of Kalanianaʻole Highway (Route 61) between Kapaʻa Quarry Road and Castle Junction in late 2021/early 2022.

This willingness to pilot and innovate extends to coastal highway protection where Kyowa bags filled with surge rock were used to diffuse wave energy in Hauʻula. The bags were installed as part of our emergency repairs in January 2020 as an alternative to hard revetments that may potentially cause erosion of adjacent shorelines. We will also be piloting evaluation of perforated coastal structures to reduce sand erosion rates at five locations on Kauaʻi and Oʻahu.

HDOT Highways takes public feedback into account frequently. The Mākaha Bridges No. 3 and No. 3A must be replaced to ensure people living west of Kili Drive are not stranded on the other side of the bridge should the wooden structure fail. During the public outreach for this project, HDOT heard many Mākaha residents express concern that we were planning on installing concrete structures. In consideration of these concerns the project team revised the plan to switch to a temporary steel structure.

Harbor modernization increases shipping efficiencies

When the Kāpalama Container Terminal (KCT) Phase 1 was dedicated on March 1, 2021, it represented the fruition of decades of planning. The completion of this and other Harbor Modernization projects such as Hilo Harbor's Pier 4 cargo wharf, Pier 1 cargo yard, and passenger terminal improvements serve the public by adding cargo capacity and space for revenue generating services.

KCT is the keystone of the Harbor Modernization Plan due to Honolulu Harbor's role as the hub of Hawaii's hub and spoke shipping system. Phase 1 features a 65.9-acre container yard, support buildings, entry and exit gates, security fencing, a truck weigh station, and other ancillary features. This phase was completed on time and as budgeted with a cost of \$174 million.

HDOT broke ground on the remaining Phase 2 on the same day as the dedication of Phase 1. When Phase 2, which involves waterside improvements such as construction of piers, is complete, the cargo capacity of Honolulu Harbor will be increased 40-percent.

The Harbor Modernization Program addresses the needs of the shipping industry and the public it serves. HDOT continues to dialogue with stakeholders such as the Hawai'i Harbor Users Group and area businesses to address concerns on congestion, capacity, and efficient movement of freight from container yards. One example was the reconstruction of internal Road No. 2 to divert containerized traffic from local roads. Another example is the design of KCT Phase 2 piers at 9.81-feet in consideration of anticipated sea level rise.

The Harbor Modernization Program is a comprehensive plan to revitalize and upgrade Hawaii's commercial harbor facilities as a means of effectively managing and operating a statewide commercial harbors system that facilitates the efficient movement of people and goods to, from and between the Hawaiian Islands. The efficient operations at Hawaii's port harbors are extremely important to the state's economy, especially when one considers that 80-percent of all goods consumed in Hawai'i are imported and that nearly 99-percent of those goods pass through Hawaii's commercial harbors.

Looking Ahead

State investments in transportation infrastructure will continue to play a major role in addressing climate change and more effectively moving people and goods, allowing commerce to thrive and improving the lives of Hawaii's residents and visitors.



TERM REPORT

Economic Development & Diversification

Office of the Governor
State of Hawai‘i



Economic Development and Diversification

Overview

When Gov. Ige was elected, tourism was flourishing, technology – an essential tool for today’s business sector – was becoming more accessible, and there were tremendous possibilities for growth in Hawaii’s economy, especially in the hospitality sector.

During Gov. Ige’s first term, the administration leaned into that growth, and committed to expanding the U.S. customs pre-clearance program, attracting more air carriers, and continuing to modernize its aging airports.

The goals were achieved, and in 2019, records were broken in annual visitor arrivals and spending averages. Roughly representing a quarter of Hawaii’s economy at its peak in 2019, the industry yielded \$17.75 billion in revenue and attracted roughly 10.4 million visitors, which supported 216,000 jobs statewide.

The state also leveraged its exceptional bond ratings to build new Consolidated Car Rental Facilities, the Mauka Concourse at the airport in Honolulu, and the Federal Inspection Facility (FIS) in Kona while adhering to green building standards.

At the same time, Gov. Ige saw the real challenges the state’s tourism-reliant economy was facing and the burdens over-tourism placed on Hawaii’s people. This included high traffic, lessened natural resources, and crowded popular beaches, parks, hikes, and residential areas.

Gov. Ige prioritized the dual growth of business diversification and the tourism industry, envisioning a sustainable Hawai’i, a place where future generations could call home. The pandemic emergency made it obvious the state had to quickly change course to a more balanced local economy. The focus has shifted to nurturing emerging industries, expanding broadband networks in rural areas, and attracting mindful, high-value travelers, and state and private-sector leaders are reshaping the tourism industry.

Reshaping the tourism industry: Mitigating tourism impacts, attracting respectful, high-value visitors

To reshape tourism in Hawai'i, we started by shifting more resources to destination management. This included developing Destination Management Action Plans (DMAPs) for O'ahu, Kaua'i, Maui Nui, and Hawai'i island. This includes attracting and educating responsible visitors; advocating for solutions to overcrowded attractions, overtaxed infrastructure, and other tourism-related problems; and working with other responsible agencies to improve natural and cultural assets valued by both Hawai'i residents and visitors.

In addition, \$1.75 million was granted to 31 community organizations through the Hawai'i Tourism Authority's (HTA) Aloha 'Āina program focused on natural resource protection. Programs addressed marine animal protection, food system revitalization, and wetlands and coral restoration. The Department of Land and Natural Resources implemented reservation systems for Hā'ena State Park, Diamond Head State Monument, and Wai'ānapanapa State Park.

The community-based tourism program supports initiatives that the community, visitor industry, and other sectors deem necessary to move Hawai'i's visitor industry forward. For example, \$1.475M went to 30 community-based programs in Hawai'i through HTA's Kūkulu Ola Program to preserve and perpetuate Hawaiian culture. These funds were awarded to programs that helped honor and preserve the Hawaiian culture; demonstrated collaborative efforts with community involvement; strived to nurture the culture by creating unique experiences that were respectful and accurate; and supported cultural practitioners, craftsmen, and local musicians.

This change hasn't been easy, but we've made progress in partnership with community members and other stakeholders.

Striving for digital equity: Expanding broadband networks to access global opportunities

Gov. Ige has always believed that the next great economic transition for Hawai'i would be driven by innovations enabled by technology.

In the past, the state's geographic isolation was its greatest limitation. But today, the wide accessibility of the internet is changing all of that, and it's no longer a deal-breaker.

Gov. Ige's administration contributed to this effort in these areas:

- Completed installation of the necessary equipment to provide free high-speed broadband internet service to seven Hawai'i Public Housing Authority (HPHA) properties
- Developed a new process to upgrade and support next gen wireless broadband infrastructure
- Established 2 new broadband facilities outfitted for state-of-the-art multi-gigabit connectivity; sites connect to 430 studios, across three continents
- Expanded IT apprenticeship and educational programs in Hawai'i, including software programmers, information systems and technology analysts, web and data application developers; through the Waipahu High School Future Fellows Capstone project, the Department of Education (DOE) and the Hawai'i Public Schools Foundation provided tuition and instructional support to develop defined pathways for students to a skilled technology workforce

High revenue, low ecological impact

Gov. Ige's administration supported creative industries as an emerging economic powerhouse. Two facilities

- Completed the 13,500 sq ft Kaka'ako Entrepreneurs Sandbox, a gathering place for the tech and creative entrepreneurial community
 - Base for private-sector innovation teams
 - Serves as a model for several developments on Kaua'i, Maui, and Hawai'i island
- Completed Academy for Creative Media facility at UH West O'ahu
 - Creative media was the fastest growing major in 2020 at West O'ahu
 - Early-college partnerships with Wai'anae, Kapolei, Waipahu, and Campbell high schools

Inspiring ingenuity: funding start-ups, kick-starting

- High Technology Development Corporation (HTDC) received \$5M to fund expansion of the Small Business Innovation Research Awards grant program that supported start-ups
- Attracted 51 new businesses to the Hawai'i Ocean Science and Technology Park
 - Completed 4 CIP projects (\$16M), five CIPs in progress (\$6.5M), which renovated offices to an incubator building with collab space for start-ups, and implemented three advanced energy projects
- Distributed \$1M in microloans to help finance businesses and build new infrastructure
 - Helped develop viable, sustainable business ventures that served local needs and were compatible with vision, character, and cultural values of their communities
 - Especially focused on businesses in agricultural and food production, and manufacturing and wholesaling

Success in the global marketplace depends on the creation of bold, out-of-the-box innovations.

Governor Ige's Mission

Promote economic diversification and policies that support growth, including attracting more air carriers to Hawai'i, expanding the U.S. Customs Pre-clearance Program, and upgrading the expanding broadband infrastructure. Recognize and support renewable energy initiatives and the military as crucial pillars of Hawai'i's economy.

Commitments

- Put policies and programs in place that promote economic diversification driven by innovation and enabled by technology
 - Expand broadband networks
 - Build innovation parks
- Support and make tourism in Hawai'i more sustainable
 - Attract more air carriers to Hawai'i
 - Expand Pre-clearance Program
 - Shift toward a balanced economy, including piloting destination management initiatives and developing airports according to sustainable standards
- Support historically valuable industries such as agriculture, construction, manufacturing, and defense

"We have an opportunity to make Hawai'i a place we are proud to call home, because it is our home. We must do the hard work to reach our goals and realize our dreams. For government, that means nurturing a sustainable economy that will allow us to put a roof over our heads, feed our families, and take care of our necessities. It means taking a more active role in growing small businesses and diversifying our economic engine, as well as in supporting our larger and more established industries."

Governor David Ige, First Inaugural Address 2014

"We must nurture an 'innovation economy,' in which entrepreneurs use technology to develop new processes and products from existing ones. It's a whole new economic paradigm which we need to support with modern infrastructure, whether it's expanding our broadband network or building innovation parks."

Governor David Ige, State of the State 2015

“A little more than 50 years ago, Hawaii’s leaders were tasked with finding new economic resources to replace an exhausted farm-based economy. They determined that the visitor industry offered the greatest opportunity for growth, job creation and broad prosperity. And for more than half a century, it served and continues to serve us well. Today, however, we find ourselves in a situation very similar to where we were more than half a century ago. Our challenge today is to find ways to make all our existing industries more sustainable. At the same time, we need to nurture other means of economic growth- means that do not strain our resources, do not damage our environment, or lower our quality of life. I believe the next great economic transition for Hawai‘i will be driven by innovations enabled by technology. In the past, our geographic isolation has been the greatest limitation to our ability to grow and prosper. But today, technology is changing all of that. Together, I know we can do great things.”

Governor David Ige, Second Inaugural Address 2018

“Imagine a future economy for Hawai‘i that isn’t reliant solely on tourism and the military. Imagine a future where local entrepreneurs are inventing useful products and services that are sold across the globe. And what does that mean for Hawai‘i? It means a healthier economy with quality jobs that enable us to improve our schools, take care of our kūpuna, and provide more affordable housing.”

Governor David Ige, State of the State 2018

Outcomes

When Governor Ige was elected in 2014, he envisioned a healthier economy for the state. He initially prioritized the dual growth of business diversification and the tourism industry, including attracting more air carriers and expanding the U.S. Customs pre-clearance program. Throughout his first term, the state consistently achieved these goals and broke records in visitor spending arrivals. Roughly representing a quarter of Hawaii's economy at its peak in 2019, the industry yielded \$17.75 billion in revenue and attracted roughly 10.4 million visitors, which supported 216,000 jobs statewide.

After hosting 10 million visitors in a single year, the islands felt the weight of over-tourism, which impacted traffic, lessened natural resources, and crowded popular beaches, parks, hikes, and residential areas. Already at a point of contention, the pandemic and the sudden halt of the tourism industry exacerbated the striking need for a more balanced approach to the local economy and mitigation strategies for popular destinations. While the initial objectives were met, Governor Ige and his administration realized that a dynamic shift towards supporting emerging industries and focusing on attracting mindful, high-value travelers were imperative in creating a sustainable Hawai'i that future generations would be able to call home.

This change wasn't easy, but in the last few years, the administration has made progress towards a balanced economy, including piloting destination management initiatives, developing airports according to sustainable standards, and nurturing smaller industries like film making, technology, and energy, while supporting other historically valuable industries such as agriculture, construction, manufacturing, and defense.

The following information was provided by the Department of Economic Development and Tourism.

Economic Indicator	Year	U.S.	Statewide	% change	County			
					Hawai'i	Honolulu	Kaua'i	Maui
Per capita income, current \$	2019	\$56,738	\$56,335	6.7%	\$43,219	\$60,261	\$51,330	\$51,768
Median earnings: For people aged 16+ with earnings in the past 12 months, current \$	2019	\$36,970	\$40,872	8.9%	\$33,592	\$42,087	\$38,884	\$39,363
Working long hours: Usually work 41 hours or more/week, % of employed people aged 25-64	2013-2017	25.2%	20.5%	-3%	22.3%	14.6%		■
Poverty rate, % of people	2019	12.3%	9.0%	-14.1%	13.1%	7.9%	10.7%	9.3%
Households receiving SNAP benefits, % of households with at least one child under 18	2019	10.7%	10.4%	-43.8%	18.7%	9.0%	7.7%	9.9%
Unemployment rate, % of people in the civilian labor force	2019	3.7%	2.5%	-26.6%	3.1%	2.3%	2.4%	2.4%
% households with broadband internet subscriptions	2019							

Progress and Milestones

2015

Marketing Hawai'i as a vacation destination to stimulate local economy: encouraging sustainable tourism practices, modernizing airport infrastructure

Attracted air carriers like Virgin America (DOT) which opened operations November 2015. There are also plans to expand the Asia market with Jin Air service to Incheon, Air Asia X with service to Kuala Lumpur and Cebu Pacific with service to Manila by early next year.

Supporting a U.S. Customs pre-clearance program with Japan (DOT) as well as providing additional Global Clearance kiosks.

Completed car rental facility at Honolulu International Airport (DOT)

Opened the Honolulu International Airport (HNL) rental car facility which consolidates five car rental companies into one efficient location. The new facility, located on the eastern half of the Overseas Parking Structure, housed the five existing car rental companies on the airport premise into one location. It will also feature a new car wash, fueling stations, a customer service building, and hassle-free car pickup and return areas.

Continued Hawai'i Airport modernization (DOT 2015 - 2021)

The formal Hawai'i Airport Modernization organized the various airport improvement projects into a comprehensive program to meet the air travel needs of Hawai'i residents, visitors, and industry. As part of Governor Ige's continuing work on airport improvements throughout the state, these needed airport developments did not only enhance the traveler experience and improve efficiency and safety, but also created jobs and stimulated Hawaii's economy. The goal was to transform airports statewide into world-class, sustainable facilities over the next decade, so they can meet the future needs of residents and visitors alike. The \$2.3 billion program was solely funded through airport user fees which included airline rents and landing fees, federal grants, passenger facility charges, and airport revenue bonds that were paid back with airport user fees. State general funds and state taxes were not used.

HDOT recognized the sustainability efforts made by both governmental and non-governmental organizations in Hawai'i and the aviation community and supported these efforts as much as possible. This program focused on being environmentally sustainable, introduced environmental, social, and cultural elements that set Hawaii's airports apart from facilities elsewhere. Specifically, they made improvements such as the installing over 21,000 solar panels, replaced nearly 98,000 light fixtures with LED fixtures statewide, and deeply considered the extensive use of recycled materials, and procurement of more energy efficient machinery during all phases of respective projects. Airport modernizations create economic opportunity for the surrounding communities by increasing capacity for onsite services such as retail and by making continued operations more pleasant and efficient.

Prioritizing the deployment of broadband

Outfitted new broadband facilities via GVS Connect (DBEDT)

In October 2015, DBEDT, through its attached agency, the Hawai'i Strategic Development Corporation (HSDC) announced, as part of a public-private partnership, two new broadband facilities outfitted with state-of-the-art multi-gigabit connectivity. This public-private initiative delivers innovative broadband connectivity to Hawaii's post-production, visual effects and audio entrepreneurs. Although film and creative media companies will likely be among the first customers to use this paid service, the connectivity will also be available to other businesses in need of HD video conferencing, digital collaboration and other applications requiring high-speed broadband connectivity. Combined with the Hawai'i Film Studio, incentives for production and the state's Creative Lab Program focused on developing homegrown creative entrepreneurs, this new gigabit connectivity creates new possibilities for Hawai'i as a strategic base for global film production.

Empowering small businesses to generate increased local revenue and export sales

Supported Surf Expo (DBEDT)

In January 2015, DBEDT kicked off the new year with the first-ever Hawai'i Pavilion at Surf Expo in Orlando, Florida. The Surf Expo is the longest running and largest beach/resort lifestyle tradeshow in the world. A 1,600-square foot pavilion featured

20 Hawai'i companies with a range of products from surf and Standup Paddle (SUP) boards to water wear and resort apparel, to gift and souvenir items. Total amount of sales as a result of this show: \$340,480.

Awarded \$750,000 grant from Small Business Administration (DBEDT)

In October 2015, DBEDT won a competitive grant award of \$750,000 from U.S. Small Business Administration (SBA) to increase the value of exports from Hawai'i. DBEDT's proposal included a series of overseas and domestic international trade shows, training and a scholarship/cost share program. It was one of the two highest awards given out by the SBA.

Established Community-Based Economic Development (CBED) Accelerator Program (DBEDT)

In May 2015, DBEDT established the Community-Based Economic Development (CBED) Accelerator Program. The program is designed to accelerate community-based economic development in Hawai'i. The first five nonprofit organizations have been selected for the CBED Accelerator, which will specifically assist organizations in the development of revenue generation projects, thus diversifying their revenue streams and enabling them to fulfill their missions, which impact community economic development. The five nonprofits selected include Waimea Nui Community Development Corporation (Hawai'i Island), Hawai'i Tropical Fruit Growers (Hawai'i Island), Hawai'i Forest Industry Association (Hawai'i Island), Garden Island Arts Council (Kaua'i), and the Homestead Community Development Corporation (Kaua'i). Each nonprofit submitted a plan to use \$7,000 in grant money and a year of Technical Assistance to initiate projects that will increase unrestricted funding for the organization.

Supported first-in-the nation closed-cycle OTEC plant connected to the grid; Energy and Ocean Research (DBEDT)

The Natural Energy Laboratory of Hawai'i Authority (NELHA) continues to provide services and the environment necessary to allow for the private sector to construct and dedicate the world's largest ocean thermal energy conversion (OTEC) facility. In August, the facility, which uses this renewable and clean energy source began operation in Hawai'i. The opening of the 100-kilowatt facility at NELHA marked the first time a closed-cycle OTEC plant will be connected to the U.S. grid and marked a significant milestone for the technology.

Completed construction of new incubator building (DBEDT)

The Natural Energy Laboratory of Hawai'i Authority (NELHA) completed construction of a new \$5 million incubator office building (14,000 s.f.), which is intended to become a technology hub for West Hawai'i to provide services and office space for new small businesses especially in the areas of marine science and clean energy. The building will provide approximately 10,000 square feet of leasable office space, and its amenities will include 2,400 square feet of multi-level collaboration and meeting space as well as a conference room that opens to an outdoor lanai with unsurpassed ocean views. The interior space will be cooled using NELHA's unique deep seawater air conditioning. NELHA has also partnered with the High Technology Development Corporation (HTDC) and Hawaii's Small Business Development Center (SBDC) to provide business planning services for those projects locating at NELHA and West Hawai'i. Both organizations will have on site presence in the incubator building.

Created "Hub of International Trade" for Hawai'i (DBEDT)

In early 2015, Hawai'i Foreign-Trade Zone No. 9 (FTZ9) was proud to announce the opening of its ambitious renovation project, which repurposed 15,000 square feet of warehouse space to create two stories and 35,000 square feet of office, for the Pier 2 facility. The new wing opened as the Homer A. Maxey International Trade Resource Center and solidified the program's position as a one-stop shop for international trade and "hub of international trade" for Hawai'i.

Supporting and investing in emerging industries to inspire innovation**Awarded funding for the Entrepreneur Sandbox (DBEDT)**

HTDC received \$3 million funding from the U.S. Chamber of Commerce Economic Development Authority. The project is a public private partnership that includes matching funding from a private sector source to help build this state-owned building. The Entrepreneur's Sandbox will be a collaboration space for technology and enterprise. The project is a partnership between the Hawai'i Community Development Authority (HCDA) and Hawai'i Technology Development Corporation (HTDC).

Supported innovative Hawai'i startups with \$5 million (DBEDT)

DBEDT's attached agency, the High Technology Development Corporation (HTDC) received \$5 Million in funding from the Hawai'i State Legislature, through Act 216. The funds will be used to expand the Small Business Innovation Research Awards matching grant program that currently supports companies in the start-up phase of development. Grants made through HTDC will help businesses that are ready to move on into prototyping or commercialization. Some highlights include: Expanding the Hawai'i Small Business Innovation Research Grant program to include companies winning federal Small Business Innovation Research (SBIR) phase 2 and phase 3 grants. The \$2 million will provide up to a 50 percent match to companies.

Invested in infrastructure and workforce development: HI Growth Initiative (DBEDT)

HI Growth is a comprehensive program that partners with the private sector to invest in infrastructure, provide workforce development opportunities and create access to the capital needed to start a business. The program has been hugely successful in supporting the emergence of a vibrant startup scene in Hawai'i. The program has received \$20 million of public funds in the last four years that supported the establishment of two accelerators and six Hawai'i-based venture funds. HI Growth-supported venture accelerators have graduated more than 50 startups and more than \$46 million in Hawai'i-based venture capital have been mobilized for Hawai'i companies. Noted success from the program include:

- The GVS Transmedia Accelerator was awarded a \$50,000 cash prize for the second time in two years by the U.S. Small Business Administration for being one of the country's most innovative startup accelerators. This accelerator focuses on helping Hawai'i-based creative entrepreneurs launch original media franchises.
- The Blue Startups program focuses on software and mobile technology, which was ranked the 17th best accelerator in the nation by TechCrunch.
- The second annual MaiTai Maui Tech Night again brought Silicon Valley to Hawai'i, networking local entrepreneurs with major investors and venture capitalists from California.
- Blue Startups launched its annual East Meets West conference series, positioning Hawai'i as the tech bridge between Asia and the U.S. The second annual conference is set for January 2016.

The GVS Transmedia Accelerator was awarded a \$50,000 cash prize for the second time in two years by the U.S. Small Business Administration for being one of the country's most innovative startup accelerators. This accelerator focuses on helping Hawai'i-based creative entrepreneurs launch original media franchises.

The Blue Startups program focuses on software and mobile technology, which was ranked the 17th best accelerator in the nation by TechCrunch. The second annual MaiTai Maui Tech Night again brought Silicon Valley to Hawai'i, networking local entrepreneurs with major investors and venture capitalists from California.

Prioritizing workforce development: offering apprenticeship opportunities and courses to diversify our local workforce statewide

Committed to Modern Grid – Workforce Training: 2015 Clinton Global Initiative (DBEDT)

In 2015, the State of Hawai'i committed to the Hawai'i Statewide Modern Grid-Workforce Training Deployment, a collaboration between the University of Hawai'i, Honolulu Community College, Hawai'i Natural Energy Institute, Hawaiian Electric Industries, and the Blue Planet Foundation. The three-year, \$300,000 commitment will build a coordinated statewide curriculum and training program for the next generation of skilled smart grid technicians, electrical engineers and managers. They will possess the technical skills the state needs to implement advanced metering infrastructure by 2020 and to achieve a 100 percent renewable portfolio standard in the electricity sector by 2045.

Developed new information technology apprenticeship programs (DLIR)

Received a grant of \$2.99 million from U.S. Department of Labor to develop new Information Technology apprenticeship programs. This will help meet the need for skilled workers and reduce the reliance on workers imported from foreign countries through the H1-B visa program.

Improved accessibility of public workforce system (DLIR)

Received a grant of \$2.5 million to improve accessibility of the public workforce system so that more persons with significant disabilities are successfully integrated into the workforce.

Protected workers and leveled the playing field for law-abiding companies (DLIR)

Conducted a regulatory inspection of shops under construction in the new Ewa wing at Ala Moana Center in conjunction with DCCA and DoTAX. Inspectors found potential violations of laws related to Unemployment Insurance, Workers Compensation, Temporary Disability Insurance (TDI), Prepaid Healthcare, contractor licensing, etc. This action helps to ensure that employers comply with laws protecting workers and levels the playing field for law-abiding companies.

Decreased duration of unemployment (DLIR)

Requested approximately \$900,000 for the Reemployment Eligibility Assessment program to enhance reemployment efforts. While the projected goal was to reduce the average duration of unemployment by 1-week, actual results showed a decrease of an average 1.8 weeks at a cost savings of over \$6 million to the Unemployment Insurance Trust Fund.

Providing financial incentives and rebate programs to encourage the growth and proliferation of green jobs**Capitalized award-winning Green Energy Market Securitization (GEMS) program (DBEDT)**

Established by legislation in 2013, GEMS is an innovative clean energy financing program designed to make clean energy improvements affordable and accessible to Hawai'i consumers, especially underserved markets such as low- and moderate-income homeowners, renters, and nonprofits. DBEDT constituted the Hawai'i Green Infrastructure Authority (HGIA) and issued the bonds to capitalize the Green Infrastructure Special Fund, which funds the GEMS Program. In December 2015, the Bond Buyer presented the GEMS program with the Deal of the Year: Non-Traditional Financing award.

Building economic diplomacy and strategic partnerships to access global opportunities

Leveraged Hawaii's strong brand at the 2015 Tokyo International Gift Show (DBEDT)

In September 2015, DBEDT organized a strong delegation of 54 Hawai'i companies to promote a diverse selection of high-end Hawai'i made products as part of the Hawai'i Pavilion at the 2015 Autumn Tokyo International Gift Show. The Tokyo International Gift Show is the largest international trade show in Japan with more than 190,000 distributors, wholesalers, brokers and retailers attending the three-day trade show. Leveraging Hawaii's strong brand in Japan, 2015 marked the fourth year that DBEDT has led an export promotion mission to Japan. Sales from the show topped \$6.5 million in 2014 and projections for 2015 are expected to reach \$4 million.

Attracted foreign students to Hawai'i via education mission from China (DBEDT)

In April 2015, DBEDT organized a mission for 10 Chinese educators to visit the state and meet with schools here in the Hawai'i. Accomplishments from this mission included:

- The State of Hawai'i office in Beijing successfully negotiated a free one-year promo on Hawaii's schools by China's biggest internet portal SINA. The webpage was launched on August 4, 2015. Visits to the webpage for the first month reached nearly 400,000 hits.
- Kapi'olani Community College (KCC) signing cooperation agreements with Shijiazhuang Foreign Language school and Beijing Jingsong Vocational School.
- UH Hilo agreed with Beijing Chejinglun School to sign an MOU establishing an exchange relationship. Three summer camp groups of 22 students studied in Hawai'i at programs set up by UH Hilo and Mid-Pacific Institute.
- Principal Sandra Jean Theunick of St. Andrews Priory visited Shijiazhuang Foreign Language Schools in China to build on the relationship for St. Andrew's plans to send teachers to the Chinese school next summer.
- People's University High School in Beijing will continue to promote Science in Action summer programs, initiated by UH Mānoa.

Encouraged international student exchanges with mission to Okinawa Prefecture (DBEDT)

On October 8-11, 2015, DBEDT coordinated a mission to Okinawa to recognize Hawaii's 30th Anniversary Sister-State Relationship with the Prefecture of Okinawa. The delegation from Hawai'i included 28 individuals representing the Hawai'i State Legislature, Hawai'i Okinawa community, business executives and education programs joined Governor David Ige and First Lady Dawn Amano-Ige. Building upon educational relationships while encouraging study abroad opportunities in Hawai'i were messages conveyed in Okinawa. An education seminar with more than 100 attendees was held and visits to three universities and an international high school reinforced the message that Hawai'i is an excellent location to pursue and participate in international education programs.

Established Hawai'i-Okinawa cooperation for clean and efficient energy development and deployment (DBEDT)

On July 10, 2015, dignitaries from Japan and Hawai'i met to discuss strategies to be pursued under a five-year extension of the Hawai'i-Okinawa Memorandum of Cooperation (MOC) for Clean and Efficient Energy Development and Deployment. The signatories to the MOC were the State of Hawai'i, the Okinawa Prefectural Government, the U.S. Department of Energy, and Japan's Ministry of Economy, Trade and Industry (METI), representatives from Japan's Department of Commerce, Industry and Labor, HECO, and research institutions from Japan and Hawai'i. The Hawai'i-Okinawa MOC for Clean and Efficient Energy Development and Deployment was established June 17, 2010, to expand on existing collaborations in technology research and development. Hawai'i and Okinawa extended the MOC through June 2020 with a focus on advancing emerging and innovative clean energy technologies and developing them for the market.

Established green energy tech partnership with Korea Institute of Energy Technology Evaluation and Planning (DBEDT)

On August 24, 2015, DBEDT Director Luis P. Salaveria and Korea Institute of Energy Technology Evaluation and Planning (KETEP) President Dr. Whang Jintaek signed a Memorandum of Understanding (MOU). The MOU initiates cooperation in green energy technology research and development for applications in Hawai'i in the areas of energy efficiency, new and renewable energy, smart grid technologies and energy storage systems.

Blue Startups launched East Meets West conference series (DBEDT)

Positioning Hawai'i as the tech bridge between Asia and the U.S. The second annual conference was held in January 2016.

Rebranded overseas offices as Hawai'i Education Service Center (DBEDT)

Rebranded overseas offices as Hawai'i Education Service Center increases the awareness of Hawai'i as a student attraction destination with high quality of studying life, to create jobs and generate State taxes, to benefit the economic impact in Hawai'i.

Introduced Hawai'i business opportunities to Guangdong Province in 2015 (DBEDT)

Governor Ige Mission visited different cities and agencies in Guangdong Province, introduced business opportunities in Hawai'i and attracted business investment to the State of Hawai'i.

2016

Empowering small businesses to generate increased local revenue and export sales

Increased export sales by \$27.3 million through the Hawai'i State Trade Expansion Program (HiSTEP) (DBEDT)

In 2016, Hawai'i State Trade Expansion Program (HiSTEP) activities helped 179 companies and resulted in \$27.3 million in export sales. Additionally, 52 companies participated in nine export readiness training sessions. As a result of the success of HiSTEP, in October 2016, DBEDT's HiSTEP was awarded \$700,000 via a competitive grant from the U.S. Small Business Administration (SBA) to increase the number of Hawai'i small businesses that export as well as to increase the dollar amount of exports from small businesses already involved in global markets. Although more than 40 states received awards, Hawai'i received one of the largest awards. HiSTEP is a comprehensive program involving training, trade shows, consumer shows, and direct company assistance.

Prioritizing workforce development: offering apprenticeship opportunities and free courses to diversify our local workforce statewide

Identified needs in healthcare industry to train applicants (DLIR)

Established a Healthcare Workforce Development Advisory Group to identify key occupational needs in the healthcare industry and to design programs and curricula to train potential applicants.

Encouraged careers in agriculture and farming (DLIR)

Expanded the work of the Agricultural Workforce Development Working Group to encourage secondary students and teachers to consider agriculture and farming as a future occupation.

Assisted workers following closure of Hawaii's last sugar plantation (DLIR)

Set up counseling, training and job referral services for workers laid off in Maui as the result of the closing of the Hawai'i Commercial & Sugar Company (HC&S) sugar plantation and the McKenna Resort.

Promoted internships and on-the-job-training opportunities (DLIR)

Convened the State Apprenticeship Council, held conferences for student, teachers, counselors and for employers to promote internships and on-the-job-training opportunities.

Providing financial incentives and rebate programs to encourage the growth and proliferation of green jobs

Signed historic agreement with Department of the Navy to advance clean energy opportunities (DBEDT)

During the 2016 VERGE Hawai'i conference, Governor David Ige and Assistant Secretary of the Navy (ASN), The Honorable Dennis V. McGinn signed a Memorandum of Agreement (MOU) to work on energy related issues of mutual benefit, to coordinate goals and to build partnerships whenever possible. The MOU, signed June 21, 2016, is an agreement between the State of Hawai'i, through the Department of Business, Economic Development and Tourism (DBEDT) and the

Department of the Navy (DON). The parties found that the state and DON have similar energy goals relating to the reduction of greenhouse gases, the reduction of fossil fuel usage, energy efficiency, water consumption, use of renewable energy and use of alternative fueled vehicles. The MOU aims to leverage the human and financial resources of the state and the Department of Defense towards a shared vision on energy security and self- sufficiency.

Building economic diplomacy and strategic partnerships to access global opportunities

Convened 2016 VERGE Hawai'i (DBEDT)

The Hawai'i State Energy Office (HSEO) selected California-based GreenBiz Group to bring its annual VERGE event series to Hawai'i. Long regarded as ground-zero for next-generation energy issues, Hawai'i will serve as host in 2016 and 2017 as the best minds in energy identify and advance next-generation practices for sustainable energy solutions in Hawai'i and beyond. The recent passage of three ambitious energy bills have made Hawai'i the first state to adopt a 100 percent renewable energy portfolio standard and have cemented it at the forefront of global renewable energy efforts. Offering a real-world glimpse into the future as a more resilient world, the VERGE Hawai'i: Asia Pacific Clean Energy Summit will gather influencers from the world's largest corporations, as well as entrepreneurs, utility executives, public officials and representatives of nonprofits and academia.

Conducted International Education Student Attraction Missions (DBEDT)

DBEDT also organized three missions to promote educational exchanges and increase the number of international students in Hawai'i. These missions covered Tokyo, Hiroshima, Fukuoka, Guangdong, Hong Kong, Seoul, Busan and Taiwan. With the short-term and high-school visits as the primary marketing targets DBEDT, through its Business Development and Support Division, was directly responsible for attracting 1,400 students for visits and short-term training resulting in \$3.5 million of economic output and \$237,000 in state taxes.

Showcased Hawai'i in Worldwide Magazine – December 2016 (DBEDT)

Hawai'i was the focus of a multi-page special section in the December 2016 issue of Hemispheres, the in-flight magazine of United Airlines. Dossier, Hemispheres' Economic Development series, featured Hawai'i within an in-depth overview, including showcasing unique initiatives that shape the state's industry and commerce, as well as its influence on today's global economy. The special section examined Hawaii's diverse economy and featured interviews with local business leaders and economic development experts. The special Dossier insert focused on Hawaii's key areas of innovation technology, the creative sectors, clean energy, and more.

Promoted Hawai'i products at 2016 Tokyo International Gift Show (DBEDT)

DBEDT organized a strong delegation of 62 Hawai'i companies to promote a diverse selection of high-end Hawai'i made products as part of the Hawai'i Pavilion at the 2016 Autumn Tokyo International Gift Show, September 7-9, 2016. The Tokyo International Gift Show is the largest international trade show in Japan with more than 190,000 distributors, wholesalers, brokers, and retailers attending the three-day trade show. Leveraging Hawaii's strong brand in Japan, 2016 marked the fifth year that DBEDT has led an export promotion mission to Japan. Hawai'i exhibitors reported direct sales of more than \$15.2 million, which results in an economic impact of \$30.4 million.

2017

Prioritizing workforce development: offering apprenticeship opportunities and free courses to diversify our local workforce statewide

Supported agricultural occupational opportunities (DLIR)

Established the Hawai'i Agricultural Workforce Advisory Board was established pursuant to Act 99 (SLH 2013). The Board has partnered with UH and DOE to fund projects throughout the state to expose Hawaii's youth to agricultural occupational opportunities. The following projects have increased interest and training in targeted fields:

- Future Farmers of America (FAA, DOE): Support for expansion of Hawai'i FFA chapters in public secondary schools
- Kaua'i Summer internships (Kaua'i Co.): Internship opportunities for high school students to gain hands-on experience on farms, ranches and agricultural businesses
- Natural farming curriculum development (DOE): Development of a new science and agricultural curriculum for the existing agriculture career pathway at Leilehula HS to better meet workforce needs in Central O'ahu
- GoFarm Hawai'i (UH): Support the training of adults seeking to gain employment in farm related industries in Hawai'i
- Maui CO. 4H Outreach (UH): Generate interest in agricultural careers among at-risk youth by providing hands-on experience in the career pathways of Biotechnology, Food Service Farm-to-Table
- Summer agriculture internship program (UH Hilo): Provide hands-on experience to students learning the operations of farms, nurseries, and ranches, including the soft skills and business acumen required to run operations

Expanded robotics in schools to improve opportunities for careers in STEM fields (DLIR)

The Science Technology Engineering and Math (STEM) Working Group was established pursuant to Act 166 (SLH 2015). The Working Group is striving to expand robotics in schools and give more students exposure and experience in science and technology to improve opportunities for higher paying careers in STEM fields:

- Summer Engineering Academy: The Academy was developed to increase interest in STEM careers and provide planning opportunities for post-secondary education for underrepresented youth. Over a six-week duration for the past two summers appx 150 high school students were introduced to college study skills and learned advanced math and science skills through the exploration of various engineering disciplines.
- Scholastic Robotics (UH Space Grant Consortium, DOE): Funding to increase access to student and teacher participation in scholastic robotics and coding by providing basic infrastructure in underserved areas. By December 2017, it is anticipated that more than 1,200 additional students will be participating in robotics activities through the Scholastic Robotics program.

- Pacific International Space Center for Exploration Systems (PISCES) internship (DBEDT): Funding to provide hands on experience in developing programming and hardware systems for robotic planetary rover as well as identifying potential lunar and Mars analog sites on Hawai'i island.

Supported diverse, workforce development micro-projects (DLIR)

The 2017 legislature appropriated funds that support the following, diverse micro-projects to support workforce development:

- Shipyard welding technology training (HCC, Ship Repair Assc. Of Hawai'i): Phase II of classroom training for skip repair and marine welding is the result of the establishment of a strategic partnership with the workforce by increasing enrollment in non-credit and short-term training in shortage areas.
- Professional Housekeeping Training (McKinley Community School for Adults): Introductory level class for individuals interested in housekeeping and cleaning as a profession to address a looming workforce shortage in the hospitality industry.
- Carpenter pre-apprenticeship programs (DOE, Hawai'i Carpenter's Apprenticeship Training Fund): Implementation of a pilot program called Career Connections within the DOE's Building and Construction program. Career Connections is a complete high school curriculum which prepares students to enter the carpentry trade and will be piloted in three high schools on O'ahu – Kahuku, McKinley, and Wai'anae High Schools.
- Food Safety Training Program (DBEDT, HTDC, Chamber of Commerce Hawai'i): Provides on-site consultation for businesses on food safety plan compliance with new standards mandated by the Food Safety Modernization Act passed by Congress.
- Altino Coding (DOE): Provides training for teachers in the Wai'anae/Nanakuli and Castle/Kahuku complexes to instruct their students in coding for STEM careers.
- Auto Body and Repair Program (HCC, McKinley Community School for Adults): Provides students with tuition support for the auto body repair program for entry into an industry facing projected shortages.
- Finance Sector Pathways: Secondary School Connections Finance Academy – Phase I (WCC, Chamber of Commerce Hawai'i) – Provides curriculum, instruction and support activities to high school teachers and students to strengthen the finance sector career pathway.

- Universal Banking Program (WCC, Chamber of Commerce Hawai'i, Hawai'i Bankers Association): Provides tuition support for what the banking sector identified as a need. A new training program entitled "Universal Banker". The role of the traditional bank teller has been dramatically impacted with the advancement of on-line banking, bank apps, and other self-service features. As a result, banks have opted to re-describe the position of the traditional teller to become that of a Universal Banker.
- Waipahu High School Future Fellows Capstone Project (DOE, Hawai'i Public Schools Foundation): Provides instructional and tuition support for a second-year course – Future Fellows Capstone Project to develop technically sound students with a clearly defined pathway to a skilled workforce in technology.
- DevLeague Cyber Security Program (DOE): Provides instructional support to students at Roosevelt, Kapolei and Campbell High Schools for practical, hands-on, coding and cyber security concepts through mentorship and a curriculum prepared and conducted by cyber security professionals and software developers.
- Agricultural Science Education (CASE) Institute: Act 229 (SLH, 2016) created an agriculture workforce development pipeline initiative to conduct training statewide for teachers and administrators in agriculture self-sufficiency. The Curriculum for Agricultural Science Education (CASE) Institute is an ambitious project started by the National Council for Agricultural Education in 2007 to implement a national curriculum for secondary agricultural education that provides a high level of educational experiences to enhance the relevance of agriculture, food, and natural resources as a subject matter. Hawai'i teachers were provided support through Act 229 funding in June 2017 to attend a CASE Institute curriculum training for them to support and teach the curriculum in their classrooms.

Expanded apprenticeship programs (DLIR)

Department of Labor and Industrial Relations (DLIR) continues to pursue apprenticeship programs through registered apprenticeship programs, microgrants, an ApprenticeshipUSA State Expansion Grant, and the Disability Employment Initiative (DEI), the last two of which are sponsored by the U.S. DOL. The following are summaries of these efforts under the Ige Administration

- DLIR was awarded \$2.25 million in federal funds in the latest round of DEI grant funding to help prepare youth with disabilities to enter the workforce

or post-secondary education. The funding enables Hawai'i Youth At Work! summer participants to obtain paid work experience during the year, coupled with employment preparation activities. The program is a collaboration between the Department of Human Services (DHS) and DLIR. DHS's Division of Vocational Rehabilitation (DVR), Benefit, Employment and Support Services Division, and Social Services Division counselors and staff work with DLIR workforce staff to place participants in temporary jobs with the State and Counties. The program is expanding to a year around basis from a summer program and is usually the participants' first paid job. The funding will strengthen collaborations with businesses and workforce partners to increase the number of youths with disabilities entering career pathways and accessing workforce services. The grant provides funding for services in the Counties of Hawai'i and Maui as well as on O'ahu. In addition to DHS, key partners include the University of Hawai'i Center on Disability Studies, Department of Education, and American Job Centers. DLIR previously received \$2,923,674 in 2011 and \$2,500,000 in 2015 in DEI funds to improve education, training, and employment outcomes of youth and adults with disabilities. DEI funds help refine and expand workforce strategies proven to be successful and enhance inclusive service delivery through the public workforce system.

Expand apprenticeship into information technology, healthcare, and culinary fields (DLIR)

DLIR obtained a \$1.5M ApprenticeshipUSA State Expansion Grant in 2016 to expand its registered apprenticeship programs by partnering with high-growth businesses and industries to train and produce skilled workers. The nature of apprenticeship is changing from just the building trades to other sectors as the service economy continues to grow. Hawai'i has secured over \$4.5 million in grants to support registered apprenticeship programs to support not only the construction trades, but also to expand apprenticeship into other occupations including in Information Technology, Healthcare, and Culinary fields where there is a shortage and high demand for workers. DLIR worked on the following initiatives:

- New registered IT apprenticeship programs in Hawai'i include Web Application Developer (Sudokrew Solutions, DevLeague), Software Programmer/Developer (HMSA), Business Intelligence Analyst (DevLeague, Bikeshare Hawai'i), Web & Data Application Developer (Counter-Culture), and Information Systems & Technology Analyst (Finance Factors) apprenticeships.

- New registered healthcare apprenticeship programs include Personal and Homecare Aide (BrightStar Care), Community Health Worker (Hawai'i Pacific Health, Hawai'i Primary Care Association, Queen's Medical Center, Alean Bridge), Pharmacy Technician (CVS Health, Hawai'i Primary Care Association), Optometry Assistant (Hawai'i Primary Care Association), and Nurse Aide (Windward Community College).
- Other new registered apprenticeship programs include Line Cook (Kapiolani Community College), Environmental Health Specialist and Occupational Safety & Health Compliance Officer (DLIR), and Hazardous Waste Material Technician (Hawai'i Laborers' Union Local 368).
- DLIR and the local Workforce Development Boards on each island are partners with the Hawai'i Chamber of Commerce's Statewide Sector Partnerships program working on sector partnerships to include both economic and workforce development focused on the needs of employers by industry. The Workforce Innovation and Opportunity Act (WIOA) includes employers and businesses as key partners in shaping how employment services are delivered. Employers have a voice, and the sector partnership model allows industry employers to share challenges and best practices leading to identifying priorities and actionable steps toward positive resolution.

2018

Prioritizing the deployment of broadband

Established process to upgrade and support next-generation wireless broadband infrastructure (DBEDT)

DBEDT was the lead agency to advocate for HB 2651, which establishes a process to upgrade and support next-generation wireless broadband infrastructure throughout the state. Governor David Ige signed the bill into law, which establishes a permitting, application, review, and approval process for small wireless providers or communications service providers to install wireless facilities on state or county solely owned utility poles, or install associated utility poles, in the right-of-way, according to a summary. The bill applies to permit applications filed with the state or county after December 31, 2018.

Supporting and investing in emerging industries to inspire innovation

Broke ground for Entrepreneurs' Sandbox facility in Kaka'ako, set to be complete in July 2019 (DBEDT)

In April 2018, a groundbreaking ceremony marked the start of construction on the Hawai'i Technology Development Corporation's (HTDC) Entrepreneurs' Sandbox facility in Kaka'ako. When completed, the facility will be an innovation center where everyone from keiki to kupuna can bring their ideas to life and learn to build products and develop creative media. The two-story, 13,500-square-foot Sandbox was completed in 2019 and is the first phase of the Kaka'ako Innovation Block. The Sandbox is a public-private partnership, three years in the making. Its purpose is to provide a new generation of entrepreneurs the tools, programs, and environment to start and grow their business, which will help diversify the state's economy. The Sandbox will be equipped with ultra-high-speed internet connectivity. The innovation center will also target the startup community's fundamental needs: attract and recruit new business, encourage growth and diversification, help entrepreneurs in their business development efforts, promote a business-friendly economic climate, and increase the availability of high-wage jobs for O'ahu.

Building economic diplomacy and strategic partnerships to access global opportunities

Generated new, record-high tourism revenues (DBEDT)

Hawai'i tourism has continued to make a major contribution to the state's tax revenue base in 2018 and is poised to set a record high annual total produced by the industry. Last year, tourism generated nearly \$2 billion in tax revenue for the state. This year, through the first three quarters of 2018, tourism has already generated \$1.59 billion in tax revenue, which is 9.8 percent ahead the pace of 2017. This is funding that is strengthening the foundation of Hawaii's tax revenue base and is instrumental to supporting programs, services and facilities utilized by residents on all islands.

Promoted diverse array of Hawai'i food and gift products at the Tokyo International Gift Shows (DBEDT)

Since 2014, the Hawai'i Pavilion at the Tokyo International Gift Show (TIGS), organized by DBEDT, has attracted between 60-80 Hawai'i participating companies each year. In 2018, an added feature was Hawaiian cultural demonstrations. In conjunction with the trade show, a Japan Exporting Study tour for new-to-export

companies was also developed, which included meetings with officials at the U.S. Embassy, and visits to Tokyo packaging and logistics firms. The Hawai'i Pavilion also features a Hawai'i Café that promoting a diverse array of Hawai'i food and gift products. The Tokyo International Gift Show is the largest international trade show in Japan with more than 180,000 distributors, wholesalers, brokers and retailers attending the four-day trade show. Since 2014, \$40 million in export sales were realized by Hawai'i firms participating in TIGS.

Promoted U.S. Business Day in Taiwan (DBEDT)

The U.S. Business Day was first held in 2017, since then, the State of Hawai'i was invited by Taiwan Ministry of Economic every year to attend the event and provide an opportunity to promote Hawai'i business, investment, clean energy, and education attractions.

Conducted Beijing and Taipei media and education mission to Hawai'i in 2018 (DBEDT)

The Media and Educator Mission to Hawai'i provided a chance for the media and educator to experience the academic environment, interview knowledgeable professors, and understand the wide range of course offerings by schools to utilize media coverage to increase more Chinese students to study in Hawai'i.

2019

Marketing Hawai'i as a vacation destination to stimulate local economy: encouraging sustainable tourism practices, modernizing airport infrastructure

Completed Consolidated Rent A Car Facility at Kahului Airport (DOT)

DOT announced the completed of the environmentally friendly Consolidated Rent A Car (Conrac) facility at Kahului Airport in May 2019. The Conrac housed major rent a car companies in one location on airport property. The new Conrac was a three-level structure encompassing rental car offices, customer service counters, ready and return rental car spaces, and Quick Turn Around (QTA) areas with 72 fuel positions, 12 car wash bays, and 11 maintenance and mechanic stations to service rental car fleets. There are more than 3,700 parking stalls dedicated to the rental car companies plus nearly 700 designated to employee parking. This Conrac was an

officially certified Leadership in Energy and Environmental Design (LEED) Silver for its work to maximize the health and productivity for those who use the facility, use fewer resources for operation, reduce waste and help the environment through reducing negative impacts on the planet. The facility also features an electronic tram build on a rail system to provide quick and efficient travel between the airport terminal and rental car counters, which is about half a mile length. The tram was designed to reflect the Valley Isle's plantation roots, culture, and history. The tram eliminated the need for 25 shuttle buses transporting customers to various locations, which averaged 85 trips an hour. It also includes a water feature that also serves as an irrigation reservoir with non-potable water for landscaped areas. Construction broke ground in April 2016 with a total cost of \$340 million, funded solely by a Customer Facility Charge which consists of a daily charge of \$4.50 applied to customers who rent a car. No taxpayer funds were used. The project also offset 22% of total annual energy costs through campus renewable solar energy production, and diverted 77% of construction waste from landfills, equating to 11,150 tons of diverted materials.

Completed ride-share pickup at Honolulu International Airport (DOT)

DOT opened a new ride share pick up area for transportation network companies (TNC), such as Uber and Lyft, located on the second level. The additional location was established in part to relieve congestion at the pickup areas, especially during the peak hours. The original two zones were at the ends of the airport and the new location is more central to add greater efficiency. The system notifies the customer which pick up location to use during the order confirmation. TNCs must meet specific insurance requirements as specified by state law, pay associated fees and satisfy other requirements to operate at airports.

Completed ride-share pickup at five airports across the state (DOT)

DOT announced that TNCs were now eligible to pick up customers at neighbor island airports beginning February 2019. Designated ride-share pickup locations were established at Kahului Airport, Līhu'e Airport, Ellison Onizuka Kona International Airport at Keāhole, Hilo International Airport, and Kapalua Airport. Approved by Governor Ige, the amended administrative rules went into effect August 2018, allowing TNCs to apply for a permit from DOT. TNCs must meet specific insurance requirements as specified by state law, pay associated fees and satisfy other requirements designated in HAR prior to being issues a permit to operate at airports.

Honolulu International Airport became 9th U.S. airport capable of accommodating the Air Bus A380 (DOT)

In April 2019, HDOT completed improvements to Gates C4 and C9 of the Daniel K. Inouye International Airport (HNL) to facilitate All Nippon Airways (ANA) A380 service between Japan and Honolulu. HDOT invested between \$12-13 million in the improvements which included: addition of a third level bridge to allow passenger loading and unloading on two levels; access to the third level via a new elevator, escalator, and staircase; reconfiguration of the outside of the terminal to accommodate the A380's 80-meter wingspan; and hold room and restroom renovations along the corridor. ANA's A380 service, which began in May 2019, increases the capacity for arrivals from Japan to HNL by 500 daily passengers.

Empowering small businesses to generate increased local revenue and export sales

Major Expansion Planned for Iconic Abalone Farm (DBEDT)

Kowa, which recently purchased the 10-acre abalone farm has begun a major \$15 million expansion plan with the addition of 15 acres for its operations. The expansion plan includes:

- The additional space will be used for a processing facility to process abalone into a less perishable product.
- In addition, they will be adding new office space and a location to market their product(s) and provide better tours and tastings opportunities to the public.
- The construction of new facilities will be completed in three phases over five years.
- Phase I will include site preparation, water system upgrades, a new canning manufacturing facility and a new office building which will include facilities for visitor tours and tastings (dinning and retail sales are expected).
- Phase II will include a new R&D building, site preparation for the remainder of the land, expansion of algae production areas, increased capacity in the form of additional equipment for the cannery facility.
- Phase III will see the construction of a bottling facility and expansion of the existing cannery facility, complete with full automation of the entire facility.

Adding capacity, reducing costs with Kapālama Container Terminal, part of Harbor Modernization Program (DOT)

The cornerstone of the Harbor Modernization program is the Kapālama Container Terminal (KCT) on O‘ahu. Commercial shipments in Hawai‘i operate on a hub and spoke system with the majority (approximately 80-percent) of imported goods first arriving at Honolulu Harbor. The Kapālama Container Terminal will add much needed capacity to Honolulu Harbor. In 2019, HDOT received the permit from the U.S. Army Corps of Engineers that will allow Phase 2 of the KCT project to proceed. The KCT Phase 2 project will make improvements such as wharfs, bulkheads, and berths to complement the 84-acre cargo yard currently in construction. Phase 1 of the KCT project is currently 70-percent complete with a scheduled completion date of November 2020. The KCT, when completed, will be the new terminal for Pasha and will allow the direct discharging of cargo onto Young Brothers barges destined for the neighbor islands. This will reduce cost and time in the transfer of cargo as well as remove approximately 50,000 truck trips on Nimitz Highway.

Global Aquaculture Accelerator established to propel sustainability projects (DBEDT)

In the past year, Natural Energy Laboratory of Hawai‘i Authority (NELHA) and the University of Hawai‘i (UH) formed a partnership to undertake a concerted and collaborative effort to raise Hawaii’s global visibility in marine aquaculture and to capitalize on the commercial opportunities available globally. This initiative included:

- o The establishment of a Hawai‘i aquaculture accelerator and a related investment fund is an effort to demonstrate the State’s commitment to developing Hawaii’s commercial aquaculture industry and to focus entrepreneur and investor interest on Hawai‘i as a location for globally relevant aquaculture companies.
- o Hatch Inc. (HATCH) was selected to operate the accelerator and investment fund. They are providing proof-of-concept and commercialization services to start-ups in Hawaii’s aquaculture cluster and attracting new investment to Hawai‘i.
- o Focused on attracting investor capital and a follow-on fund for aquaculture in Hawai‘i to develop technical and intellectual property that can benefit a global industry. HATCH raised approximately \$7 million for the investment fund in 2019.

- o Created a facility and program at NELHA, using the existing world-class facilities, to attract entrepreneurs in startups, help them get into the market, and find a commercial space for their project. HATCH selected 13 companies to as part of its first cohort which began in August 2019.

Supporting and investing in emerging industries to inspire innovation

Completed and opened Kaka'ako's Entrepreneurs Sandbox (DBEDT)

On October 10, 2019, the state officially opened the Entrepreneurs Sandbox innovation center in Kaka'ako. The 13,500 square foot facility features an event space with a large projection screen, collaboration areas, coworking, digital media studio, training rooms, conference rooms, phone booths, and small offices. The Sandbox has quickly established itself as the gathering place for the technology and creative entrepreneurial community. Even before the grand opening, the venue had hosted dozens of events ranging from manufacturing CEO roundtable discussions to demo days for tech accelerators and has been featured in the local news and on Japanese television.

The Sandbox has been embraced by the Hawai'i business community. It is at the center of the Technology Readiness User Evaluation (TRUE) initiative, a partnership with HTDC, the State of Hawai'i, local universities and colleges, and many private companies including Central Pacific Bank, Servco, Pacxa, and Hawaiian Airlines who have based their innovation teams at the Sandbox. The Sandbox is also the headquarters for the Hawai'i Tech Bridge. It is the meeting place of choice for many departments of defense engagements with the dual-use community. The ID8 Studios, a public private partnership created by the DBEDT Creative Industries Division, held a modest grand opening despite the pandemic. While activities are still ramping up, the studio has already hosted dozens of events including TV, music, and movie filming, and resulted in new partnerships and business opportunities involving the corporate, tech, and creative sectors.

The Sandbox model has been so successful it is serving as a model for several infrastructure development projects on Kaua'i, Maui, and Hawai'i island. It is also being considered as a model for STEM education projects. Other programs at the Sandbox include e-commerce training, Women in Tech and TRUE initiative tech enablement webinars, and the Digital Currency Innovation Lab. Amongst the many activities the venue has hosted are demo days, hackathons, concerts, training workshops, movie filming and movie screening.

Construction was completed in 10 months with funding from the federal government, the State, and the private sector. It is part of the Governor's effort to promote economic diversification and create a sustainable economy. Construction funding: \$3 million federal EDA, \$3 million State of Hawai'i/HCDA/HTDC, \$1.4 million Stanford Carr Development; Operating partners: HTDC, DBEDT Creative Industries Division, the Box Jelly, BizGenics Foundation.

At first, there was some concern about corporations taking up office space at the Sandbox instead of startup companies. For the most part, the concerns have been addressed by the investment of time and money the TRUE initiative has contributed to the Sandbox community. There was also some concern over the ID8 Studio undercutting private sector facilities or overcharging for a government subsidized facility. The Studios are a public/private partnership, procured through an RFP process. The concern has been partially mitigated by greater involvement by the Creative community.

The Sandbox is a model of modern infrastructure conducive for strong collaboration. It has created an intersection for many segments of the community that typically would not engage with each other. It is the key component missing for tech based economic development building trusted relationships between the tech and entrepreneurial community and the larger businesses that drive the economy. The entire program is built on public/private partnerships, co-created and co-invested. HTDC previously owned and operated the Mānoa Innovation Center (MIC), a tech incubator which provides office space and mentorship to tech startup businesses.

The Entrepreneurs Sandbox includes all the additional amenities that HTDC wanted but could not fit at the MIC. The Sandbox is Phase 1 of a larger development planned for the Kaka'ako Innovation Block. This accomplishment is significant because of the public private partnership used to finance the development and operate the facility. HTDC is partnered with the Box Jelly, Hawaii's first coworking space, to manage the facility. HTDC is also partnered with DBEDT Creative Industries Division and Bizgenics Foundation to manage the studio in the facility. The accomplishment demonstrates collaboration and how tech sector can no longer be considered as a standalone industry. Technology is closely tied to the creative sector and is applied to all sectors of the economy.

Prioritizing workforce development: offering apprenticeship opportunities and free courses to diversify our local workforce statewide

Expanded and diversified apprenticeship programs (DLIR)

Expanded and diversified apprenticeship programs to address the needs of the workforce:

- DLIR approved three new apprenticeship programs, Project Manager for Information Technology, Medical Assistant, and Millwright.
- There are 1,726 new apprentices registered for different programs.
- 632 apprentices completed their programs.

Providing financial incentives and rebate programs to encourage the growth and proliferation of green jobs

Provided savings for residents with unique and inclusive energy financing program (DBEDT)

On April 8, 2019, Governor Ige announced the official launch of the Green Energy Money \$aver (“GEM\$”) On-Bill Program during a press conference. The journey of Hawaii’s on-bill financing program began with Act 204, which was signed into law on July 8, 2011 and consummated almost eight years of work invested by the Hawai’i Public Utilities, the Hawaiian Electric Companies and energy stakeholders. With 43% of Hawaii’s households renting and almost half of Hawaii’s households classified as ALICE (Asset Limited Income Constrained, Employed) or below, it was important to Hawaii’s policy makers and regulators that Hawaii’s on-bill program be designed for low and moderate-income households, renters, non-profits and other hard to reach segments.

Accomplishing these objectives, the unique inclusive and comprehensive design of GEM\$ has created a buzz on the national level with published articles and requests to participate in panel presentations and webinars to share GEM\$ with other states and municipalities interested in helping the underserved. To date, HGIA’s non-traditional programs have provided over \$90.0 million in financing for residential and commercial projects benefitting low and moderate-income households, renters, nonprofits, small businesses, multi-family rental projects and public schools.

This program, designed to democratize clean energy, is helping people like the Akana's, a family of six on the island of Hawai'i, who were struggling to pay their HELCO bill and not able to qualify for a bank loan. But after installing a solar hot water system with a GEM\$ loan, they now have some extra money every month to start saving for a rainy day. Approximately 20% of small businesses fail in their first year; 50% by the 5th year; and a whopping 70% by the 10th year! Beating the odds, Highway Inn has been serving three generations of tradition for over 70 years. Known and loved for their Hawaiian food, the restaurant is moving to a new Waipahu location and installing a solar photovoltaic system. With GEM\$ helping them lower their energy costs and reduce their carbon footprint, Highway Inn will be able to conveniently pay for the clean energy installation through its Hawaiian Electric Company utility bill. Investing in renewable energy today can help reduce your bill tomorrow and HGIA is excited to help Highway Inn and others through the GEM\$ program.

Established an innovative solar desalination demonstration project through Department of Education SunShot grant for \$2 million (DBEDT)

Final grant approval was received from US Department of Education (DOE) in March 2019 to advance solar-thermal desalination technologies, which can reduce cost and expand the market for creating freshwater from otherwise unusable waters. The project focused on the next wave of water treatment using state of the art technology which will disrupt the water and energy nexus, helping farmers deliver more affordable food to your table as well as lower cost drinking water.

The project will demonstrate improvements to thermal desalination technologies and low-cost integrated designs for solar-thermal collection and storage to reduce the cost of desalination. This is another example of the exceptional value that the Governor's support and investment into the critical infrastructure of this technology park in West Hawai'i has generated and the Administration will continue to pursue federal funding to allow NELHA to maintain its competitive advantage and give the community an asset found in very few places in the world.

This project will be the world's largest forward osmosis (FO) solar thermal desalination plant for a high visibility 'on sun' demonstration of seawater desalination for agricultural applications. The project will include commissioning an existing 2MW solar thermal array, coupling it to next-generation 130,000 gallons per day FO system and delivering water for agricultural use and free up existing potable water for expansion of new projects at HOST Park.

Electricity costs account for up to half of the operating expenses for today's desalination operations and require plants to be grid-connected. Using solar-thermal power and low-cost components for integrated designs can enable smaller, more portable systems and expand access to desalination technologies. This project will advance the techno-economic viability of solar-powered FO by reducing the levelized cost of water 40 percent less than that of current state-of-the-art technology.

2020

Marketing Hawai'i as a vacation destination to stimulate local economy: encouraging sustainable tourism practices, modernizing airport infrastructure

Hawai'i Tourism Authority restructures defining values (DBEDT)

At the start of 2020, HTA introduced a six-year strategic plan to guide their vision and responsibilities in support of Hawai'i tourism through 2025. HTA has been reorganized around four interacting pillars supported by research and other administrative functions. The plan establishes a general goal for each pillar. These include natural resources, Hawaiian culture, community, and brand marketing.

The natural resources pillar means the dedication of resources to programs that enhance and support Hawaii's natural resources and cultural sites to improve the quality of life for all residents and to enhance the visitor experience. The Hawaiian culture pillar seeks to hooulu (grow) the uniqueness and integrity of the Native Hawaiian culture and community through genuine experiences for both visitors and residents.

The community pillar works to make sure residents and local communities benefit from tourism by supporting programs valued by the community and aligned with the destination's brand and image; informing both residents and visitors of these programs and events; strengthening relations between residents and visitors; and forming partnerships to build a resilient tourism workforce and community.

The brand marketing pillar takes the lead in protecting and enhancing Hawaii's globally competitive brand in a way that is coordinated, authentic, and market-appropriate; is focused on Hawaii's unique cultures, diverse communities,

and natural environment; and supports Hawaii's economy. Under the goal for each pillar, this plan established several objectives and specific milestones or measures for tracking success.

The pillars are intended to support an integrated destination management system, with four overall Key Performance Indicators (KPI), representing the most important ways HTA will be accountable to our stakeholders: resident satisfaction, average daily visitor spending, visitor satisfaction, and total visitor spending.

Empowering small businesses to generate increased local revenue and export sales

Buy Hawai'i, Give Aloha Platform helps Hawai'i businesses sell to the world (DBEDT)

The Business Development and Support Division (BDSD) of DBEDT created the [Buy Hawai'i, Give Aloha Platform](https://invest.hawaii.gov/buy-hawaii/) (<https://invest.hawaii.gov/buy-hawaii/>), a portal site, to gather Hawai'i businesses selling online to promote their products throughout Hawai'i, the continental US, and globally. BDSD launched a traditional and social media campaign, attracting over 230 manufacturers and retailers to sell their products online through this portal site. Media coverage has included testimonials directly from companies saying Buy Hawai'i, Give Aloha has made a difference to their business survival by driving sales through e-commerce to make up for the loss of sales as a result of the tourism restrictions. Shoppers have confidence the products are made in Hawai'i and take pride in knowing their purchases will help local businesses, employees and the community. The COVID-19 pandemic has showed that businesses should consider having e-commerce capabilities to sell to their customers particularly as a way to be resilient to market fluctuations. The platform aggregates Hawai'i businesses into a one-stop shop and is promoted to shoppers worldwide promoting the value of Hawai'i-made products.

TRUE Initiative Launch: Public-Private partnership to help tech-enable local businesses (DBEDT)

In March 2020, Hawai'i executives and civic leaders gathered at the Entrepreneurs Sandbox to launch the TRUE Initiative, a technology solutions-focused collaboration between local private sector business leaders, HTDC, other State departments, and our local universities and colleges. Housed out of the Sandbox, TRUE stands for Technology Readiness User Evaluation. The initiative seeks to tech-enable

organizations and local businesses through sharing of solutions to common business challenges. The goal is to help create quality jobs and new opportunities with higher wages throughout the State for sustainable living in Hawai'i and attract kama'āina looking for opportunities to return home. [link](#)

\$10M in innovation grants offered to companies producing PPE supply chain products and services (DBEDT)

The main goal of this program was to increase the local capacity for producing cleaning supplies and personal protective equipment (PPE) to help keep Hawai'i safe. The program which opened in September 2020 and was completed in December 2020, also has an equally important secondary objectives of providing economic support for Hawai'i's struggling small businesses and supporting businesses that provide job opportunities for displaced workers. Additionally, HTDC's priority is to advance innovative solutions related to the PPE supply chain. The participant must be producing or have plans to produce PPE/Cleaning Supplies commonly procured by the State through the Hawai'i Emergency Management Agency (Hi-EMA). Awards ranged between \$10K-\$500K with larger amounts possible if determined necessary by HTDC.

Assisted small businesses with export development through the Hawai'i State Trade Expansion Program (HiSTEP) (DBEDT)

Funded in part through a grant from the U.S. Small Business Administration (SBA), HiSTEP is a comprehensive program designed to assist Hawai'i small businesses with their export development. The goal is to increase the number of small businesses that want to export as well as the value of exports for those small businesses that currently export. Hawai'i has received a total of \$4 million from SBA since the program's inception and was recently awarded another grant for just over a half million dollars. HiSTEP has supported over 900 companies with training, trade shows, missions and direct assistance and resulted in more than \$105 million in export sales. The impact to Hawaii's economy is \$172 million in total sales, 971 direct and indirect jobs, and generated state taxes of more than \$7 million. The importance of this program to small businesses in Hawai'i is now magnified as companies look for ways to recover and increase revenues and look to exporting as a way to achieve this.

Attracted 51 new businesses to the Hawai'i Ocean Science and Technology Park (DBEDT)

HOST Park is continuously being built to act as the premier ocean science technology park in the world with a specific emphasis on sustainability projects that are focused on growing the advanced energy testbed and new advancements in state-of-the-art technology to expand ocean food security and increasing productivity. 51 new businesses to relocated to HOST Park in the past 7 years. Many of these were start-ups and either graduated and moved to another site or are no longer in business. Total number of existing businesses at HOST Park increased by 40 percent. The program was established in the mid-70s and has seen accelerated growth in the past 10 years.

Foreign Trade Zone No. 9 remained open and operational through height of COVID-19 pandemic (DBEDT)

The prime accomplishment for FTZ9 in 2020 was that we were able to remain open and one-hundred percent operational. As COVID-19 began to spread in the state and through the height of the pandemic, FTZ9 worked with staff and the unions to ensure we followed CDC guidelines for a safe workplace which allowed us to remain open to serve the public. This was greatly important for the critical flow of food products, medical products, and household goods throughout Hawai'i. FTZ9 services over 290 clients in all sectors of Hawaii's economy, and by staying open, we were able to support these essential businesses which allow them to remain operational and to able to retain their employees which, in turn, kept the economy moving forward.

Supporting and investing in emerging industries to inspire innovation**Entrepreneurs Sandbox helps DLIR with new overflow call center during COVID (DBEDT)**

In April the Sandbox quickly re-tooled facility space into a call center for the Department of Labor to help manage a record number of jobless claims. The Sandbox which opened in October 2019 is developed as an innovation hub for tech, entrepreneurs and creatives. The Sandbox was carefully designed with the flexibility to accommodate various projects of different dimensions and now has demonstrated the ability to quickly adjust to support our urgent community needs. [link](#) (BED 2020)

Hawai'i songwriters land six-figure licensing deal for original song "Keep You Safe" (DBEDT)

During the COVID-19 pandemic, Hawai'i artists monetized their creative IP. The placement of "Keep You Safe," an original song co-written by Nikki Yamamoto of Kapolei and Frederick Culp, Jr of Mililani with their mentors during their participation in Creative Lab Hawai'i (CLH) Music Immersive has earned them a six figure deal with placements in a national ad campaign for Dignity Health Care along with placement in four prime time television series including Greys Anatomy and Magnum P.I. CLH Music Immersive is just one example of the benefits to our local creatives, delivering access to leading music supervisors, music placement companies, record producers and studios to license their works. "Keep You Safe" is in a national catalogue of over 55 other Hawai'i songs which have netted a total of \$500,000 in cumulative placements in TV series, features, and national commercials since the program started four years ago. Creative Industries Division (CID) focused efforts early in the pandemic to continue to offer CLH programs virtually. A necessary pivot, the Music and Media Zoom sessions are designed to boost economic opportunities. Our community has a huge opportunity to export their creative IP as the silver lining out of this pandemic. Now, more than ever before, Hawaii's diverse voices in media, music and design need to be front and center as a key part of our recovery and resiliency efforts for Hawai'i 2.0.

Film and television production "Safe Way Forward" puts hundreds of residents back to work (DBEDT)

Creative Industries Division (CID) launched workforce development efforts, and specifically offered training for film industry COVID-19 compliance staffing needs. Over the early months of the pandemic, our entertainment labor unions membership went to work volunteering to support food distribution, meals on wheels efforts and meeting with studios and industry leaders to get back to work safely. In June of 2020, the State and City and County of Honolulu launched a modified quarantine program to jump start smaller, local productions. Once ratified, the studios and unions agreed to the "Safe Way Forward" which has dramatically shifted how larger productions must operate. CBS' Magnum P.I. is underway with two other television series for Disney+/Fox and Sony Television/Amazon are heading to our shores and have started hiring local residents.

Production is big business injecting millions of dollars into our ailing economy. but helps small businesses more than some may know. On each television series, for example, over 150 local businesses benefit from the influx of production spending. From sanitation to lumber, goods and services as well as staffing up for a series with 200 residents working per show, Hawai'i will round out 2020 providing 600 much needed jobs for this struggling sector.

New job skills for unemployed residents as compliance workers in film offer ray of opportunity in the pandemic (DBEDT)

In Spring 2020 as jobs in production had evaporated and along with it their positive economic impact, Creative Industries Division (CID) sought out to develop a partnership with UHCC Kapi'olani Community College, the International Alliance of Theatrical Stage Employees (IATSE) and medical labs. Layoffs of 95% of the workforce also allowed time to join forces on a workforce development initiative which would provide up-skilling training to those who had not been able to return to their former jobs. Up to 100 – 200 new jobs would be created and can be applicable to visitor and restaurant industry staffing as well. While the current round of CARES Act funding was not possible, CID hopes to use existing department funds to make good on its promise to train and deploy an entirely new workforce for the film and media industries.

Digital Currency Lab launch: Hawai'i opens the door to digital currency issuers (DBEDT)

Created through a partnership between HTDC and Department of Commerce and Consumer Affairs, [Division of Financial Institutions \(DFI\)](#), the Innovation Lab explores digital currency innovation and is the first of its kind in the State. During this period of participation, the 12 companies that were carefully screened and accepted into this pilot program are committed to providing key metrics specified by DFI. The data collected will be instrumental in developing local legislation around digital currency that will help advance the State, while laying the groundwork for the next phase of this pilot program that launched in August.

Celebrated Hydrogen and Fuel Cell Day in Hawai'i (DBEDT)

The Hawai'i Center for Advanced Transportation Technologies (HCATT) in partnership with Blue Planet Foundation coordinated Hydrogen Fuel Cell Day in Hawai'i in October 2020. Hawai'i joined the nation in celebrating the sixth annual National Hydrogen and Fuel Cell Day, which marks the growth of the industry by raising awareness in Hawai'i on the benefits fuel cells and hydrogen technologies provide in generating reliable and resilient power, while increasing energy, environmental, and economic security. Governor David Ige issued a [proclamation](#) declaring October 8 2020 Hydrogen and Fuel Cell Day in Hawai'i. The proclamation reflects nationwide efforts to promote National Hydrogen and Fuel Cell Day and highlights the growth of hydrogen and its ability to combat carbon emissions as a driving factor. This event also helps to promote the State Administration's continued goal of achieving 100% renewable energy generation by 2045. [link](#)

Prioritizing workforce development: offering apprenticeship opportunities and free courses to diversify our local workforce statewide

Assisted 43 employers who hired more than 1,000 new employees in sectors most affected by the pandemic (DLIR)

The Workforce Development Division developed and implemented Reducing Unemployment Disruption and Driving Economic Regeneration (RUDDER) to facilitate an efficient labor exchange between the sectors most affected by the COVID-19 pandemic and employers hiring employees. The RUDDER program utilizes the State's Employment and Training Fund to efficiently train and transfer labor into Hawaii's businesses. To date, the RUDDER program assisted 43 employers and that hired more than 1,000 new employees.

Promoted free website for job seekers and employers (DLIR)

The WDD/C partnered with local celebrities to create a public service awareness commercial to promote HireNet Hawai'i, which is a website that is a free public resource for job seekers to post resumes and for employers to list positions that they are hiring for. The PSA aired on the local news networks and is now available online to view.

Developed the Hawai'i is Hiring website to connect locals with job opportunities and training programs (DLIR)

The Workforce Development Council (WDC) worked with the Chamber of Commerce Hawai'i and others to develop the Hawai'i is Hiring website to connect locals with job opportunities and training programs. The website is free to use and has 25,000 job opportunities posted. The WDC worked with the University of Hawai'i to receive a grant that provides short-term educational training that can lead to licensing and a faster track to employment and advancement. The WDC worked with many organizations and leaders to develop a Workforce Resiliency Plan to help the workforce prepare for and mitigate future economic disasters through retraining and upskilling people. The WDD/C is focused on digital equity and technology skills.

Supported career pathways for Hawaii's youth (DBEDT)

The HTA partnered with DOE and Career & Technical Education (CTE) program to support career pathways. Launched in 2020, HTA is supporting training of teachers in hospitality service training, providing high school students with Service Excellence Certificate of Achievement awards. The curriculum was exclusively developed in partnership with ClimbHI and the School of Hotel Administration at the Cornell SJ Johnson College of Business, one of the leading hospitality administration programs in the world.

Promoted hospitality industry jobs through the LEI (Lead, Expose, Inspire) program (DBEDT)

The HTA also partnered with ClimbHI, a local non-profit organization to inspire Hawaii's youth to pursue careers in the Hawai'i visitor industry through the LEI (Lead, Expose, Inspire) program. LEI is an annual statewide event held every April comprising of inspiration and leadership through guest speakers; Hawai'i culture and hospitality training; site visits to lodging property for an overview of the lodging sector including a dining etiquette piece for lunch; and an afternoon career fair to expose students to the variety of career options and opportunities in the visitor industry. LEI 2021 was done virtually with the same objective of inspiring Hawaii's youth to seek a hospitality industry related career at home.

Equipped displaced workers with technology skills during COVID-19 pandemic (DBEDT)

To assist displaced workers during COVID, this initiative, administered through Hawai'i Technology Development Corporation (HTDC) in September offered educational resources to Hawaii's workforce. The program was targeted to assist unemployed workers, so they can equip themselves with technology skills and reposition for new career opportunities. Those currently employed or furloughed could also leverage Coursera's offerings to upskill themselves and take on more advanced technology projects. [link](#)

Ocean Resources Management Plan protects Hawaii's ocean environment to revive businesses that depend on the health of nearshore waters (DBEDT)

Clean healthy ocean ecosystems provide food, visitor attractions and nature-based protections from storm damage. This plan took several years to complete with the help of DLNR and other state and county agencies, private sector stakeholders. Implementing the plan will be the work of the Coastal Zone Management program in the Office of Planning with federal funds and many partners. By the close of 2020, the Hawai'i 2050 Sustainability Plan will have gathered input from hundreds of residents throughout Hawai'i to increase sustainability of all areas of community life in Hawai'i. The public wants a healthy environment, a stable economy, and equitable opportunities. This plan will embody their hopes for a better future for their families in Hawai'i.

Collecting and analyzing economic data for prospective evaluations and planning

Constructed and updated the first economic dashboard (DBEDT)

READ Economic Dashboard and Reports Inform the Public about the Hawai'i COVID-19 Situation Relative to Other States in the U.S. and Economic Performance in Hawai'i. READ constructed the first economic dashboard in April 2020 and update it on daily basis. This dashboard provides information on daily passenger arrivals by market, the weekly initial unemployment claims, the monthly payroll job count, general fund revenues, and bankruptcy filings. The daily passenger count data have been included in Honolulu Star Advertiser facts reporting on weekly basis. READ added the second dashboard in August 2020. This dashboard includes the weekly COVID-19 new cases per 100,000 for all the states in the U.S. and provide relative position for Hawai'i and provide COVID-19 situation of 6 major Hawai'i visitor

market states. The dashboard also provides economic information such as building permits, retail store sales, business startup applications, small business operation status, impacts on household employment and finance. This dashboard is updated every Friday. READ dashboard can be viewed and downloaded at the link below: [link \(BED 2020\)](#)

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Produced READ economic dashboard and reports (DBEDT)

Inform the Public about the Hawai'i COVID-19 Situation Relative to Other States in the U.S. and Economic Performance in Hawai'i. In June 2020, READ produced a report titled "COVID-19 and the Economically Vulnerable Populations in Hawai'i. The report estimated that 58% of Hawai'i workers and 46% of Hawai'i households are vulnerable to COVID-19. READ published two economic projections since April 2020. These projections provide the estimated impact on Hawaii's tourism, employment, personal income, consumer inflation, and economic growth. These economic projections provide useful information and guidance for policy makers and the public to understand the economic trend, the duration of the crises, and possible outcomes of the COVID-19 on Hawaii's economy. The projections are fully used in the State agency bond sale documents. READ administrator participated in over 20 community meetings since April 2020 as a panelist, helping the community to understand the economic impact of the COVID-19 and the potential growth areas for the economic recovery.

Conducted virtual meetings of the Small Business Regulatory Review Board (DBEDT)

Adjusting to monthly “virtual” board meetings, that are open to the public, has enabled the SBRRB to re-convene during the COVID-19 “stay at home” mandates and continue reviewing Hawai‘i Administrative Rules (HARs). As a result of requests from state and county agencies, the SBRRB convened its monthly meetings, virtually, to ensure that the regulatory review process continued. The accomplishment reflects the Governor’s priorities by ensuring that the HAR review process enables a regulatory environment that encourages and supports the economic vitality of a strong business-friendly regulatory environment in Hawai‘i. Virtual meetings also helped reduce incurring monthly travel expenses to and from board meetings in Honolulu, ultimately helping with the program’s budget controls. ***Providing financial incentives and rebate programs to encourage the growth and proliferation of green jobs***

Leveraged \$67.5 million in GEMS loan capital with \$37.3 million in private capital for almost \$105.0 million in clean energy investments in Hawai‘i (DBEDT)

The U.S. Department of Energy recognized the Hawai‘i Green Infrastructure Authority (“HGIA”) for exceeding its goal of funding over \$25.0 million in clean energy projects over the past fiscal year and contributing to the \$23.0 billion in total funding extended for all energy efficiency and renewable energy projects by Better Buildings Challenge Financial Allies. To date, HGIA has leveraged \$67.5 million in GEMS loan capital with \$37.3 million in private capital for almost \$105.0 million in clean energy investments in Hawai‘i, in alignment with the state’s aggressive clean energy goals.

Equally important, is HGIA’s focus on democratizing clean energy and providing energy equity to Hawaii’s underserved ratepayers defined as low and moderate-income homeowners, renters, nonprofits and small businesses. Key program metrics include the following:

Jobs Created / Retained Since Inception	1,087
State of Hawai’i Tax Revenues Generated Since Inception	\$13,212,684
Aggregate Gross Electricity Cost Savings over lifetime	\$289,047,767
Aggregate Utility Bill Savings over lifetime	\$185,809,274
Total Estimated kWh Production / Reduction Over Lifetime Since Inception	801,847,888
Total Petroleum Displaced Over Lifetime (Estimated Barrels)	492,321
Total Greenhouse Gas Avoided Over Lifetime (Estimated Metric Tons CO2)	241,167
% Underserved Residential Households Served	77.0%

2021

Marketing Hawai’i as a vacation destination to stimulate local economy: encouraging sustainable tourism practices, modernizing airport infrastructure

Completed Consolidated Rental Car Facility (CONRAC) at Honolulu International Airport (DOT)

Beginning in 2016, the \$377 million project was funded entirely by a daily Customer Facility Charge of \$4.50 for all rental cars. Ten different rental car services now operate from the five-story Consolidated Rental Car Facility (Conrac). The Conrac was designed to improve efficiency of operations and customer experience at Hawaii’s busiest airport. Associated features of the HNL Conrac include multilevel quick turnaround areas for washing and fueling of rental vehicles, ready and return areas, a bus terminal, vehicle staging area, and operations base yard, and a ground transportation center for tour groups and hotel and other on-demand shuttle services. The final phase restored 727 total parking stalls for public use. The Conrac also provided significant environmental benefits as passengers can now take a

single shuttle instead of waiting for individual company vehicles. It was expected to receive the Leadership in Energy and Environmental Design (LEED) Silver certification for use of environmentally friendly construction practices, installation of energy efficient fixtures, and stormwater management. The theme of the design was ahupua'a, displaying art on the first floor which represented the natural land of pili grass and activities such as kapa making. The art on the second floor represented water through imagery meant to evoke rain, the ti plant, and fish.

Completed Mauka Concourse at Honolulu International Airport (DOT)

An extension of Terminal 1 at Daniel K. Inouye International Airport, the project was completed in August 2021, costing around \$270 million. Construction of the Mauka Concourse began in June 2018 and was financed by bond sales and passenger facility charges, not by state taxpayer funds. The project is the first major terminal expansion at HNL in over 28 years. Notable features of the new concourse included the capability for six wide-body or 11 narrow-body gates; a new security checkpoint with capacity for up to six lanes; and ecofriendly design elements such as skylights and windows to make the best use of natural light, LED lighting, high-performance building envelope to reduce solar heat gain, and ventilation shafts to direct air conditioning at the human level instead of cooling the whole structure, and an eco-shaft design providing structural framing for the building, eliminating the need for interior walls. The modernized terminal facility accommodates six new gates, passenger hold rooms, TSA security screening lanes, USDA inspection stations, and public amenities such as concessions, retail spaces, restrooms, and information kiosks. DOT was on track to receive Leadership in Energy and Environmental Design (LEED) certification, expecting to receive LEED Silver Certification and hopeful to receive LEED Gold.

Completed Federal Inspection Service (FIS) facility at Kona airport (DOT)

DOT announced the opening of the permanent Federal Inspection Services facility at Ellison Onizuka Kona International Airport two months before the agreed deadline. U.S. Customs and Border Protection allowed the resumption of international flights to Kona in December 2016 based on DOT's commitment to providing a permanent inspection facility. In the case of the Federal Inspection Service facility at KOA, this modernization project allows use of Hawai'i Island as the second international entry point into the State. This makes the system more resilient should the other entry point at HNL be unusable. Prior to the resumption, the last regularly scheduled international flight to Kona was in October 2010. KOA FIS was built for \$58.7 million, more than half a million under budget under the contract price of \$59.4 million. The 32,700 square-foot facility met the technical design standards necessary for certification to receive international arrivals, ensuring the resiliency of international air routes into the state. It was expected to receive a Leadership in Energy and Environmental Design (LEED) Certification.

Developed Destination Management Action Plans to rebuild and reshape the tourism industry after the peak of the pandemic (DBEDT)

HTA, in partnership with the counties and respective island visitor's bureau, developed Destination Management Action Plans (DMAPs) for Kaua'i, Maui, O'ahu, and Hawai'i island. This work helped in recovery efforts and to rebuild the tourism industry after the peak of the pandemic.

As defined in HTA's Strategic Plan 2020-2025, destination management includes attracting and educating responsible visitors, advocating for solutions to overcrowded attractions, overtaxed infrastructure, and other tourism-related problems, and working with other responsible agencies to improve natural and cultural assets valued by both Hawai'i residents and visitors. The objective of DMAPs was to rebuild, redefine, and reset tourism's direction over a three-year period through a collaborative process, identify areas of need that require management for proactive mitigation planning, and collaborate and engage Hawaii's visitor industry, communities, other sectors, and other government agencies.

Making room for three advanced-energy projects at the Hawai'i Ocean Science and Technology Park (DBEDT)

HOST Park completed four CIP projects totaling \$16 million, five projects underway totaling \$6.5M., awarded six Federal and foreign grants in past four years totaling \$10 million, renovated warehouse/office building into 15,000 sf incubator office building with 17 offices and collaboration space for start-up companies, implementing three advanced energy projects including: the world's largest forward osmosis (FO) solar thermal desalination plant for a high visibility 'on sun' demonstration of seawater desalination for agricultural applications, construction of a PV and ESS testbed for testing artificial intelligence to reduce energy storage costs, and a grid scale advanced flow ESS demonstration project. Current energy use is 10 percent renewable and will increase to 25 percent within the next year. Increased energy efficiency of seawater pumping system by 15 percent in the past five years. Established one of the first global accelerators in the world to provide proof-of-concept and commercialization services to start-ups in Hawaii's aquaculture cluster and attracting new investment to Hawai'i.

Foreign Trade Zone Division developed of Homer A. Maxey International Trade Resource Center (DBEDT)

The DBEDT/Foreign-Trade Zone Division repurposed a portion of its existing Pier 2 warehouse to create a 35,000 sq. ft. office complex named the Homer A. Maxey International Trade Resource Center in honor of the FTZ's first Administrator who oversaw the program in 1965. Opening in 2015, this expansion was funded in part by a grant from the U.S. Economic Development Administration (EDA) and created to support Hawaii's international trade sector with facilities and resources which will help make Hawai'i businesses more competitive in the global marketplace. There was concern that the budget was insufficient to undertake the expanse of the project. Working with the builder and the construction management team, the project came in on time and on budget. It was deemed a great accomplishment by the EDA and touted as one of its most successful build projects in Hawai'i.

Empowering small businesses to generate increased local revenue and export sales

Awarded grants for small business development and financial literacy training on the Wai'anae Coast (DBEDT)

The CBED Technical Assistance Grant-writing Initiative, with funds of \$5,000 for the services of a grant writer, is proud to report that the Waianae Economic Development Council (WEDC), led by President Joseph Lapilio and representative community leaders from the Waianae Coast – Makaha, Waianae, Maili, and Nanakuli, has been awarded a 3-Year grant totaling \$1,118,550.00 from the Federal Department of Health and Human Services, Administration for Children and Families. Matching funds and in-kind contributions include an additional \$97,764.00 for a total of \$1,216,314.00 for small business development and financial literacy training on the Waianae Coast.

The Waianae Economic Development Council (WEDC) project will put \$1,216,314.00 into the Waianae Coast economy over next three (3) years with the development of an emerging Native Hawaiian Community Development Financial Institution (CDFI) targeting the Waianae Coast and small business development. This CDFI will provide community members with the tools and knowledge to create employment opportunities for themselves and others, consequently increasing income of Native Hawaiian households. The CDFI will offer all community members financial literacy and entrepreneurial courses as well as assist them in accessing capital for business

start-up and expansion. The development of a CDFI – a micro-loan program - providing financial assistance to small businesses wanting to expand, financial literacy and entrepreneurial educational courses to Waianae Coast entrepreneurs and residents in need of business assistance – addresses the Governor’s priorities in the areas of (1) Economic Development & Diversification and (2) business assistance to Native Hawaiian & Other Cultures. DBEDT and the CBED Program believes that successful community economic development integrates a community’s vision with the realities of economic viability. The CBED Program provides training and capacity-building opportunities and invests in community economic development projects that result in measurable economic impact.

Celebrated the Foreign Trade Zone Division’s 50 years of service to Hawai’i (DBEDT)

The DBEDT/Foreign-Trade Zone Division (FTZ) is a unique program, authorized and operated through a grant of authority from the federal government, but managed by a local state entity. This program allows for the deferral, reduction, or removal of duties and taxes to imported merchandise. With the State’s unique position in the middle of the Pacific, 2,500 miles from any land mass, and with the need to import the vast majority of goods for its people, the State wanted to leverage this federal program to enhance opportunities, build infrastructure, and create jobs. In the early 1960’s, Hawai’i State Economist, Dr. Shelley Mark, and Governor John Burns sought to regain Hawaii’s position in the Pacific as a critical port that it once held during whaling days using Foreign-Trade Zone procedures. The intent was to facilitate trade, create an export market for the State’s products, and develop energy independence. In 1964, the State sought funding from the legislature to start the process with the federal government to obtain a Grant of Authority for FTZs within Hawai’i. After a lengthy application and approval process with the U.S. Department of Commerce/Foreign-Trade Zones Board, and a concurrence from U.S. Customs, Hawai’i was given its designation as a Grantee in June of 1966, making Hawaii’s Foreign-Trade Zone the ninth Zone ever established in the U.S. under this unique program. It is important to note that the FTZ program was established in the U.S. in 1934. With the formation of Hawai’i as a Grantee, the program went on to attain many nationally recognized “firsts” within the FTZ program.

Under FTZ9’s first Administrator, Homer A. Maxey, Hawai’i became the first FTZ in the nation to establish an oil refinery utilizing Foreign-Trade Zone Procedures – something that had never been considered before in the program’s history. FTZ9

went on to authorize the first garment manufacturer to produce product for export; the first synthetic natural gas plant to operate under FTZ procedures; the first flour mill to create and blend mixes for export; and the first can-making and food canning operation to use FTZ. FTZ9 was one of the original ten founders of the National Association of Foreign-Trade Zones, which today boasts close to 700 members across the U.S. and is a major player in U.S. trade policy, advocacy, and support for FTZs. Foreign-Trade Zone No. 9 was also the first FTZ in the country to receive the prestigious President's "E" award for excellence in export service. In 2016, FTZ9 celebrated 50 years of dedicated service to the State.

This totally self-funded program has worked relentlessly through the years to expand and support the international trade sector of the State's economy and make the State a competitive force in the global marketplace. Economy and Infrastructure – This program's main mission is to diversify and expand the State's economy through highly regulated import duty procedures. Places in the U.S. where FTZs have been established show an economic benefit to those communities where they are located. A study conducted by Trade Partnership, a Washington, D.C.-based trade research firm, found that FTZs have a positive effect on employment growth, wage growth and valued added growth. Zones were also shown to have a substantial ripple effect to those businesses and supply chains around those established zone locations. Throughout its history, Foreign-Trade Zone No. 9 has helped to stabilize energy costs, develop industries, and create jobs in the State. It has also adapted over the years as the economic structure of Hawaii's industries has evolved.

This program was established just six short years after Hawai'i became a State. Since practically the beginning, the FTZ program has been self-funded and self-sufficient, and has dutifully carried out its mission to expand the State's international trade economic sector, diversify and expand economic development statewide, and create jobs. To this day, Hawaii's FTZ remains one of the oldest and most respected Zone projects in the nation, and services the highest number of companies of any FTZ in the U.S.

Installed renewable energy generation system at Pier 2 (Honolulu Harbor) (DBEDT)

The DBEDT/Foreign-Trade Zone Division (FTZ) leveraged its location at Pier 2 to install a 300-kilowatt AC photovoltaic system capable of satisfying the program's day-time energy usage. The Honolulu Harbor area is known for its clear skies and

constant sunshine which made this location an ideal spot to install a photovoltaic array to generate electricity. This initiative helps to take Hawai'i a step closer to Governor Ige's 100 percent renewable energy goal with a state agency leading by example. It also helps to reduce the cost of one of the program's highest annual expenses, electricity. The Renewable Energy Generation System Photovoltaic is the first step in helping the program become fully energy sustainable as it also plans to install a solar battery system to optimize all the energy the system generates. In addition, it plans to install electric vehicle charging stations to optimize the use of the solar power as well. The program was lauded for its forward-thinking initiative. For this project, the FTZ won the "Distinguished Service in Procurement for the People of Hawai'i" award from the State Procurement Office in 2018. In June of 2015, Governor Ige signed the Clean Energy Initiative bill which set the goal of 100 percent renewable energy generation by 2045. In order to meet that goal, organizations started looking for ways to convert to renewable energy sources. The DBEDT/Foreign-Trade Zone Division, with its prime location at Pier 2, saw an opportunity to help reach this landmark objective. With no obstructions blocking sunlight to its roof and an average of 271 full sun days annually, FTZ's expansive facility was an ideal location to install a solar array large enough to generate sufficient energy to run its 78 office and warehouse complex. After several years of looking to find the right partner, FTZ contracted Island Pacific Energy to install and maintain a 300kW (575,000kW Annual) photovoltaic array on the roof of the Foreign-Trade Zone facility. The Foreign-Trade Zone is solely self-funded through its long-established Special Fund. All revenues needed to support the program are generated by FTZ's operations. All costs generated by the program must also be borne by the program as well. It was calculated that the annual cost for energy was roughly one-third of its operating budget. The FTZ was looking for a way to not only meet the Governor's 2045 mandate, but also lower its energy costs so funds could be redirected to support other areas under the program's mission.

Supporting and investing in emerging industries to inspire innovation

Supporting and growing Hawaii's defense economy (DBEDT)

DBEDT has undertaken this project to gain better understanding of the impact defense spending has upon our State's economy and what can be done to overcome challenges identified by our local businesses to access the defense sector. This project began prior to the onset of the Covid 19 pandemic with the goal of identifying strengths, weaknesses, and opportunities within the defense sector and what the State could do to facilitate more local competition for defense

contracting opportunities while also emphasizing the need for greater diversification both within the defense industrial base and for local businesses wishing to expand into the defense sector.

Along the way, DBEDT provided the public, through the defensive economy website, a comprehensive look into the billions of dollars the military spends in Hawai'i, the hundreds of industries benefiting from that spending, and the tens of thousands of local jobs supported by the military. As defense spending in Hawai'i represents over 7% of our GDP, and military procurement has risen from \$1.8 billion in 2015 to approximately \$2.6 billion in 2021, the Defense Economy project is vital to ensuring that the public has a broad understanding of the effect military spending has on our economy. This project emphasizes economic diversification, resiliency, innovation, and workforce development.

The collaborative effort between government, industry, educational institutions, and community resources educates local businesses about the opportunities and requirements of defense contracting, promotes military and industry partnerships to expand innovation, and prioritizes working relationships between industry, the military, and educational institutions to develop curriculum and training to broaden the base of skilled labor to meet the demands of both the public and private sectors. These projects have been funded through cooperative grants from the Office of Local Defense Community Cooperation, a DoD agency, and the State of Hawai'i, for a total of \$1.7 million over a 3-year period.

While there is a general understanding that the military has a significant impact on our state's economy, through this project DBEDT illustrates the diversity of that impact through the data presented on their website. Never had such a broad outreach campaign been undertaken to understand industry's perspective of the defense sector and what the State could do to address the challenges industry faces. Moving forward, through the establishment of the Hawai'i Defense Alliance DBEDT has empowered multiple stakeholders to work in a collaborative manner to address those challenges and strengthen the defense sector.

- Establishment of the Hawai'i Defense Alliance: A collaboration between government, industry, educational institutions, and community resources was established through this effort. The mission of the Alliance is to foster greater partnership among the stakeholders with the goals of strengthening the local defense sector and making our business community more resilient to the fluctuations of military spending.

- **Cyber security:** Due to evolving defense requirements surrounding cyber security, DBEDT initiated a project to ensure local contractors remain in compliance with federal regulations. Through this project, local businesses have free access to educational resources and one-on-one assistance if required.

Expanded services to the international trade sector through the Foreign-Trade Zone program (DBEDT)

The successful completion and implementation of this project has allowed the State to expand services to the international trade sector through the Foreign-Trade Zone program, offering additional office space and support services at a central, Honolulu location for Customs Brokers, logistics providers, the Stevedores, importers/exporters, and others in the maritime industry. The center's state-of-the-art conference room has also become the "go-to" place to hold meetings, seminars, and information briefings industry wide, with the HiSTEP Grant seminar series and the Hawai'i District Export Council holding all their in-person and streaming meetings at the facility. It has also become a gathering place for the creative sector and digital content providers. With the opening of the Homer A. Maxey Center, more companies have been able to leverage the resources of the Foreign-Trade Zone to grow their business profitability. Through the opening of this new facility, FTZ was able to enhance its revenue streams with more office space and a conference center. This revenue enhancement has allowed the FTZ to remain financially self-sustainable as it is a solely Special Funded program which does not utilize any funds from the State's General Fund. It has also allowed more businesses to participate in the program and leverage federal and state resources to enhance their business presence in order to build their business and diversify the State's economy.

Prioritizing workforce development: offering apprenticeship opportunities and free courses to diversify our local workforce statewide

Completed state-of-the-art Academy for Creative Media facility at UH West O'ahu (UH)

The modern facility cemented the campus as the destination for creative media education in the state by linking facilities and programs throughout the UH System and across the state as a catalyst for Hawaii's intellectual property workforce.

The opening of the new building aligned with one of the college's newest and fastest growing degree programs – the Bachelor of Arts in creative media. The program embraced digital media literacy and storytelling as experienced through video, animation, video games, design, social media, web and app development, virtual and augmented reality, and other new forms of media communication and design through concentrations in communication and new media technologies, design and media, game design and development, and general creative media.

Creative media was a the fastest growing major in 2020, with 258 majors. The facility features a Dolby Atmos 100 seat screening room and mixing stage, Esports arena, post-production suites, an emerging media lab, incubator space, and industry-standard sound stage. ACM partnered with high schools and UH Community Colleges to deliver creative media curriculum by bridging high school to college to the workforce. The UH West O'ahu Creative Media program has Early College partnerships with Wai'anae, Kapolei, Waipahu, and Campbell high schools. All UH Community Colleges have articulation agreements leading to a bachelor's degree in creative media at UH West O'ahu.

Providing financial incentives and rebate programs to encourage the growth and proliferation of green jobs

Secured \$1M for micro loans to help finance businesses and build new infrastructure for a more sustainable Hawai'i economy (DBEDT)

DBEDT successfully secured \$1 million grant from EDA (Economic Development Administration) to re-capitalize the CBED Revolving Loan Fund. Community-based Economic Development (CBED) is a bottom-up economic development initiative that can supplement more centralized or top-down approaches. This bottom-up approach begins by sourcing economic development opportunities from local communities and businesses themselves. These business opportunities, which usually become projects, not only have community-backing, but usually have some form of community involvement and/or impact.

The CBED Revolving Loan Fund (RLF) and its re-capitalization with federal EDA funds helps finance businesses and build new infrastructure for a more sustainable Hawai'i economy, based on decentralization, partnerships, human resource development, and innovation. The CBED program needed additional funding for the CBED RLF. A competitive grant proposal was submitted to the EDA, which then

awarded DBEDT \$1 million in funding with a 20% state match for community-based business loans.

The CBED RLF offers low interest loans to businesses and provides technical assistance that results in measurable community economic impact. Targeted businesses of the CBED RLF provide economic diversification and development in economically challenged areas of the state. Targeted businesses are those that would have difficulty in acquiring a loan from a commercial bank. Previously the CBED RLF relied exclusively on state funds. With this federal grant the program now can be substantially expanded including working with partner organizations to leverage funds. Since the CBED RLF is not large, creating partnerships and minimizing risk has been a crucial aspect of the program.

Currently, the CBED Program has working co-lending arrangements with the Hawai'i Department of Agriculture, Feed the Hunger Foundation and the Hawai'i Community Reinvestment Corporation (HCRC). Additionally, the CBED Program partners with other state, federal and private agencies to provide technical assistance and help build the capacity of small businesses, entrepreneurs, and community-based organizations through training workshops, conferences, conventions, and other events.

The primary purpose of the CBED RLF is to assist in the creation and/or retention of private sector jobs resulting from small business development, including the start-up or expansion of locally owned businesses; retention of existing commercial, manufacturing, agriculture and service industries jobs; modernization and rehabilitation of existing manufacturing facilities; support for the use of new technologies applied to existing industries and growth industries and lastly, the development of businesses owned and operated by economically challenged communities.

Hawai'i State Energy Office, The Diesel Replacement Rebate Program (DBEDT)

The Diesel Replacement Rebate program serves the public by providing Hawai'i-based organizations with access to funding to replace their medium- to heavy-duty vehicles with a zero-emission equivalent. Presented by the Hawai'i State Energy Office in partnership with the Hawai'i Department of Health, the DRR is funded by the Volkswagen Environmental Mitigation Trust and the Diesel Emissions Reduction Act. The program has approximately \$2.1 million in diesel replacement rebates

available. The applications opened on October 29, 2021, and received a significant number of applications on opening day.

As of one-week post-application opening, the program received application for 80% of the funding which are currently under review for eligibility. The DRR will fund up to 45 percent of the selected vehicle cost, including the charger if applicable. Applicant must cover the remaining cost of the vehicle, and this cannot include funding from federal sources including grants. The final rebate amount will be determined upon submission of all documentation. Vehicles purchased prior to project selection are not eligible for the rebate. Any single organization cannot reserve more than \$1.2 million in available funds, regardless of the number of applications submitted. Other eligibility requirements may apply, and funds are available on a first come-first served basis.

Hawai'i has a goal of a net-negative carbon economy as soon as practicable but no later than 2045. This goal is supported by Hawaii's objective to increase energy security and self-sufficiency by planning for the reduction and ultimate elimination of Hawaii's dependence on imported fuels for electrical generation and ground transportation. The Diesel Replacement Rebate is one way that Hawai'i is supporting its communities and encouraging the transition to zero-emission vehicles.

The Diesel Replacement Rebate Program reflects the governor's priorities of reaching 100 percent clean energy by 2045. The ground transportation sector is one of the largest emitters of greenhouse gas emissions in the energy sector, by providing organizations with the ability to replace their diesel powered medium- to heavy-duty vehicle with an electric equivalent. This program will help reduce the number of greenhouse gas emitting vehicles in Hawai'i, reducing the energy sectors impact on the environment.

In 2020, Hawai'i joined with 14 other states and the District of Columbia as signatories to the Multi-State Medium- and Heavy-Duty Zero Emission Vehicle Memorandum of Understanding (MOU) which, among other things, is an agreement to strive to make sales of all new medium- and heavy-duty vehicles in their jurisdictions zero emission vehicles by no later than 2050.

To ensure adequate progress toward the MOU 2050 goal, the signatory states aspire to make at least 30 percent of all new medium- and heavy-duty vehicle sales in their jurisdictions zero emission vehicles by no later than 2030. The Diesel

Replacement Rebate is one way that Hawai'i is supporting its community and encouraging the transition to zero-emission medium- and heavy-duty vehicles. This program will re-open annually through 2027 and consider changing market and local needs.

Building economic diplomacy and strategic partnerships to access global opportunities

Growing Hawaii's piece of the global pie (DBEDT)

The economic impact of export sales to Hawaii's economy is significant. During Governor Ige's administration, the Hawai'i State Trade Expansion Program (HiSTEP) helped 880 Hawai'i exporters earn almost \$103 million in export sales, generating a total amount of direct and indirect sales of \$170 million, state tax revenues of \$7 million, household income of \$42 million, and supporting over 900 jobs. The HiSTEP meets the Governor's priority in Economic Development & Diversification.

HiSTEP has resulted in 1) Expanded exports and revenue from exports of Hawai'i-produced goods and services; 2) A larger overall number and a larger percentage of Hawai'i-based companies that are active in global markets; and 3) Penetration of new markets for Hawai'i produced goods and services. Prior to the implementation of HiSTEP, there was no comprehensive export development program to help Hawaii's small businesses enter the global market or expand export sales.

Fostering global partnerships builds community diversity (DBEDT)

DBEDT has an important role in connecting international activities with economic development priorities. International Students in Hawai'i contributed \$381.2 million in economic output generated and 3,756 jobs that were supported by international student spending. These figures were from 2019, pre-pandemic. Through this initiative, DBEDT actively engages with the Department of Education, Colleges and Universities in the state that enhances workforce development priorities with economic development. International relations through sister-state relationships engages the community in establishing complementary relationships with off-shore partners. These connections help to pave the way in other economic development priorities such as business/investment attraction and international student attraction. Governor Ige has firmly believed that global relationships strengthen communities. With connectivity to people, places and innovation, Hawai'i is a bridge between people of all nations and DBEDT plays a critical role in forging these

relationships through its program priorities. The emphasis on Hawaii's international role through educational initiatives and developing people-to-people relationships has been accelerated during the past eight years. Unfortunately, the pandemic prevented many initiatives from occurring, however, DBEDT will continue to leverage greater opportunities, through its network of business and community organizations, to support business and investment attraction to the state that includes global education priorities.

2022

Prioritizing the deployment of broadband

Installing and providing free broadband to Hawai'i Public Housing Authority (HPHA) communities (DOT)

In March 2022, the project team completed installation of the equipment necessary to provide free high-speed broadband internet service to the seven HPHA properties. These properties include Puahala I, II, III, IV, Halia Hale, Hale Poai, and Hauiki Homes. Upon completion of this project, 390 households will have free access to reliable internet for distance learning, telework, and telehealth appointments. As of April 2022, 160 people are accessing the free broadband service daily. Residents can call the help desk for basic technical support and language support to connect to the network. For Nanakuli and Wai'anae, DOT is completing the planning and design phase for the eight intersections that will be fiber-enabled on the Farrington Highway corridor. As well as working on a proof-of-concept test for easily accessible and free public broadband.

Expanding workforce development initiatives (DLIR)

The DLIR administered a four-month information technology internship program with forty-one participants. The participants were placed with sister departments and received hands-on training and work experience in state IT. The participants were also encouraged to pursue careers with the state. At the conclusion of the program, five participants were hired as state employees.

The DLIR also administered the Summer Youth program. The Summer Youth program provides students from low-income areas placement with employers

where they receive job training and learn skills that will enable them to successfully enter the workforce. The DLIR expanded to the program to include lessons in financial literacy. At the conclusion, fifty-one participants completed the program and received certificates of financial literacy.

Looking Ahead

The DLIR received \$5.3 million in funding from the Hawai'i State Legislature to expand internship programs and to have 330 interns. The DLIR internship programs include programs in IT, healthcare, hospitality, and agriculture. The DLIR is conducting outreach to ensure that participants can be placed in private businesses such as hotels and also with sister departments like the DOE. As part of the hospitality internship program, the DLIR will also cover the tuition and schooling costs for four participants that pursue degrees in travel industry management and who will work in Hawai'i.

TERM REPORT

Financial Security

Office of the Governor
State of Hawai'i



Financial Security

Overview

Governor Ige took office in December 2014, assuming responsibility for state finances marked by a dwindling general fund balance that was largely committed for future non-discretionary programs. The state was spending about \$200 million more per year than the revenue generated. Worse, it was projected to do so for years. In fact, the state's general fund cash balance was projected to be spent all the way down to just \$35 million while supporting annual expenditures of well over \$6 billion at the time, and the state did not even have \$100 million put away in its rainy-day fund.

Additionally, the state's efforts to address its unfunded retirement and health benefit liabilities, the later also known as other post-employment benefit (OPEB) liabilities, were simply not adequate. This placed the burden of paying for benefits – estimated to cost tens of billions of dollars owed to prior and current generations of state workers – on our children and future generations.

And, as another indication of a broken system, Annual Comprehensive Financial Reports – widely used by the Legislature, investors, and credit rating agencies to inform decisions – were repeatedly completed late.

On top of this, the state's tax system was inefficient. Fifty-five percent of the tax returns were filed by paper, and tax deposits took an average of 45 days to clear.

Governor Ige committed to building a strong financial foundation for today and for the future. The fiscal policies his administration developed and implemented put the state on track to achieve its current, exceedingly strong, financial condition. And these efforts sufficiently strengthened the state's financial footing to enable it to weather the initial impacts of the COVID-19 pandemic. Despite the aftermath of a crippling pandemic – and in part, because of the federal funding received to mitigate its impacts, the State of Hawai'i has emerged in the strongest financial position it has ever held as measured by several metrics.

The administration's efforts to improve the state's condition first centered on the development of strong and effective financial policies. Debt and reserve studies were commissioned to inform the development and implementation of related policies. Governor Ige also made it clear that he would honor the state's retirement obligations for its public servants and ensure that the unfunded pension liability is paid down and not simply pass on to future generations. Gov. Ige recommended, and the Legislature enacted, laws to improve funding of the retirement system. He increased annual funding of the pension system so that unfunded liabilities, currently standing at \$14 billion and previously not on track to be addressed, are now expected to fully paid down by 2044. Much like a mortgage, paying more up front will result in significant savings in the future.

Gov. Ige's efforts to address the unfunded other post-employment benefits (OPEB) liability which consist of costs for health benefits owed to employees and retirees began while he was a state senator. During his last year in the Legislature, he authored and achieved passage of a law that requires the state and the counties to put money aside every year to pay for health benefits promised to its workers and retirees, rather than pass that bill on to our children as well. Further, that law requires that the massive unfunded liability that had accumulated after decades of using a pay-as-you-go funding scheme be amortized over a 30-year period and paid.

Now, in the span of eight years, we've taken that pay-as-you-go system that had no money set aside and simply passed massive bills on to future generations, to being funded to the tune of about \$3.5 billion, or about 30% of the OPEB liability. While an unfunded OPEB liability of about \$8.1 billion remains, what we have already saved to pay these debts is momentous, and the administration's funding plan puts us on track to also eliminate the OPEB unfunded liability in 2044.

The administration also moved to strengthen budget reserves by depositing additional funds into the Emergency and Budget Reserve Fund to ensure the state's fiscal stability in the event of future economic downturns. We've now built the state's rainy day fund to \$831 million, achieved in part by transferring \$500 million from the general fund balance, another historic high. Additionally, the State anticipates making another deposit of approximately \$130 million to the EBRF tentatively scheduled for 2Q FY 2023.

The state ended fiscal year 2022 with a historically high general fund balance of \$2.6 billion.

For more efficiency, security, and compliance in the collection of revenue, Governor Ige championed the tax system modernization program, which was completed during his administration. This technical investment improved the state's ability to fairly, consistently, and efficiently administer Hawaii's tax laws to provide the funds needed for state services.

Governor Ige also pledged to make better use of federal funds, and the departments rose to the challenge. In the first year of the administration, the Department of Transportation's Highways Division reduced the Federal Highway Administration unexpended federal obligation balance ("pipeline") by \$101 million. After the first two years, the pipeline was the lowest it had been in 16 years. As a result, the state got tens of millions more in funding from the federal government for highways projects.

Federal funds, and the state reserves built up by the administration, played a critical role in the state's financial recovery during and following the worst of the COVID-19 pandemic. Billions of federal dollars allowed the state to help those hit hardest by the pandemic, with unemployment, Medicaid, SNAP, childcare and other essential services. Federal funding, along with the measures Gov. Ige took during the pandemic to protect the health of Hawaii's people, helped to accelerate the economic recovery.

The actions Governor Ige took to strengthen the state's financial position resulted in credit rating improvements issued by the credit rating agencies. There may be no more credible and revealing assessment of the state's financial actions and condition than that provided by independent credit rating agencies.

The administration's actions have helped earn the highest collective general obligation bond ratings in the state's history. We've also completed the largest bond issue and achieved the lowest interest costs on general obligation bonds in the state's history.

Higher bond ratings and strong investor demand for the bonds help the state achieve lower borrowing costs. This frees up funds that can be used for high-priority programs and capital projects that have a broad and positive economic impact on our communities while supporting jobs – particularly in the construction industry. The improved ratings and positive assessments also validate the administration’s stewardship of the state’s finances.

During the Ige Administration, the state has paid down its debts, earned improved bond ratings, invested prudently, and increased government efficiency to ensure financial stability and enable future growth. And the annual comprehensive financial reports are now filed on time, and why not? We all have a lot to be proud of.

Governor Ige's Mission

Build a strong financial foundation for Hawaii's kūpuna, ourselves and our children.

Commitments

During his first address to the Hawai'i state Legislature, Gov. Ige committed to building a strong financial foundation by taking these actions:

- Eliminate unfunded liabilities (pension and health benefits)
- Balance state income/expenses
- Ensure sound and long-term financing
- Focus available resources on strategic investments that grow our economy
- Use state funds more efficiently and leverage them whenever possible
- Aggressively seek federal funds for a wide array of projects/services
- Do a better job of collecting taxes already on the books

Governor David Ige, State of the State 2015

Progress and Milestones

2015

Improved government efficiency pays off

The administration has improved efficiency, reduced waste, and is making better use of public funds:

- Overtime was reduced by 16 percent in the Department of Public Safety, saving the state \$1.4 million.
- Received \$660,422 from the federal government to acknowledge that Hawaii's Supplemental Nutrition Assistance Program (SNAP) program has dramatically improved the timeliness of its application processing.
- Freed up \$100 million to work on improving our highways, adding lanes, and making other improvements so we spend less time in traffic.
- The federal Environmental Protection Agency has determined that our state Department of Health is now in compliance in spending down the Drinking Water Fund. As a result, the remaining balance totaling \$8 million for Fiscal Year 2015 is being released for use locally.

Because of these initiatives, the administration was able to balance the state budget by June, even though the state was projected to close the fiscal year in the red.

Tax system transformation on track to reduce return delays and save state money

In December 2015, the Department of Taxation successfully implemented the first of five rollouts planned for the Tax System Modernization Program. The first rollout went into operation ahead of schedule and within budget. Three IT systems that were old, unreliable, and costly to maintain were replaced with modern scanning and mail-opening equipment that will reduce tax-return processing delays caused by aging machines. The new equipment also supports processing automation features that will lead to greater efficiency in future phases of the department's modernization effort.

Addressed a major unfunded liability for state health benefits***Implemented payments for annual required contributions required under Act 268, SLH 2013 (Act 268) that are expected to eliminate the state Other Post-Employment Benefits (OPEB) unfunded liability***

Fiscal year 2015 marked the first year that a statutorily required annual required contribution (ARC) was required to be paid by the state and counties under Act 268 for OPEB costs consisting of health benefits owed to retirees; terminated, vested employees; and current employees. Act 268 requires that beginning in Fiscal Year 2015, the state began making ARC payments under Act 268. The ARC includes 1) the amount needed to pay the normal cost (the current employees' fiscal year expense related to their future retiree health benefits) and 2) an amortization payment intended to eliminate the OPEB unfunded liability over the next 30 years.

Act 268 allowed for the phasing in of the full payment of the ARC, starting with a required payment of 20% of the ARC for Fiscal Year 2015 and an additional 20% each year until the full ARC was required to be paid for Fiscal Year 2019 and beyond. The state achieved full payment of the ARC by Fiscal Year 2019 and has also made additional payments beyond the statutory funding requirements that further reduce the state's unfunded OPEB liability and the burden on future taxpayers.

In the past, the state funded its OPEB costs on a "pay as you go" basis. This meant that the state paid only the current year's health benefit obligations (i.e. premiums) for its retirees. By pre-funding OPEB costs, the state will save billions of dollars to the benefit of future generations of Hawai'i residents and taxpayers. The state's unfunded OPEB liability stood at \$13.6 billion as of July 1, 2011, prior to the pre-funding commitment under Act 268. As of July 1, 2021, that unfunded OPEB liability had been reduced to \$8.1 billion and the funded ratio (i.e. actuarial value of assets divided by the actuarial accrued liability) was 30 percent and the unfunded OPEB liability was expected to be eliminated in 2044. At that time payments to fund state OPEB costs will drop from what is projected to be over \$1.7 billion per year in 2044 to \$678.6 million. Further, OPEB costs borne by the state and its residents are expected to be less than half they would be if the state had continued to just fund the "pay as-you-go" premiums", saving several hundreds of millions of dollars each year in perpetuity.

Then state senator David Ige was the architect and chief proponent of Act 268 which he drafted and steered through the legislative process as chair of the senate's Ways and Means committee in 2013. Act 268 was groundbreaking legislation and to this day has no peer. The State of Hawai'i now has one of the strongest OPEB funding policies in the nation. Addressing the state's unfunded liabilities and implementation of Act 268 has been central to efforts to reduce financial burden on future generations and to ensure that the state's health benefits system is solvent so that its health benefits obligations are met, and the state is financially sound and has capacity to address other important priorities.

Ensured that the issuance of state debt is governed by a formal debt management policy and informed by studies on appropriate state debt levels

Enacted Act 149, SLH 2015 directing the Director of Finance to develop a state debt management policy and biennial debt affordability studies

To promote both transparency in budget-making and more informed decisions on capital improvement program projects and debt issuance authorizations, Governor Ige signed into law a requirement that a debt management policy be developed and that a debt affordability study be conducted every two years. The purpose of the policy is to ensure that all debt issuances undertaken by the Hawai'i are completed in an efficient manner and in accordance with best practices. The study focuses on financing programs to review outstanding debt, legal limitations, callable bonds, project and analyze multi-year capital plans, and measure affordability based on pertinent metrics and credit and peer considerations.

The state achieves a positive outlook from Moody's on its GO bond rating

Moody's: Aa2 (change to positive outlook)

S&P: AA stable

Fitch: AA stable

Moody's Investors Service (Moody's) improved the outlook on its rating of the state's general obligation (GO) bonds from stable to positive in October 2015. The positive change and rating assignment of Aa2 recognized the state's recovery from the Great Recession including restoration of reserves and proactive measures to improve the funding of its pensions and other post-employment benefits liabilities (OPEB). Of particular note, the rating agency acknowledged the positive impacts of the landmark legislation Act 268, SLH 2013 (Act 268) to require the phasing-in (from

FY 2015 through FY 2019) of the full funding of OPEB employers' annual required contributions. The legislation is credited with materially strengthening the OPEB funding position and enhancing the state's ability to meet its commitments to retirees. The state's other rating agencies, Standard & Poor's Ratings Services (S&P) and Fitch Ratings (Fitch), affirmed the state's GO bond rating at AA with stable outlooks, citing the state's adherence to sound fiscal policies, financial management and demonstrated commitment to building and maintaining strong reserve levels. In November, the state completed a \$750 million state bond sale—the first for this administration—and refinanced some of the state's bonds. This resulted in savings of about \$61 million in our debt service requirement.

2016

Established formal policies to ensure prudent use of state debt and availability of state resources during times of need

Conducted research to determine appropriate reserve levels and established the state's first formal State Reserve Policy

To ensure greater financial stability and capacity to handle future economic downturns, Governor Ige initiated actions to establish the first formal reserve policy for Hawai'i. Financial flexibility has been at the core of discussions surrounding fiscal solutions and especially during recessions. The impact of recessions, the stature of Hawaii's tourism industry, and exposure to hurricanes, underscored the state's need to have a formal and well-reasoned reserve policy. The Department of Budget and Finance analyzed policy considerations concerning the state's reserve funds and evaluated best practices among municipal industry associations, rating agency criteria and methodology with respect to reserve levels and other state reserve levels, policies, and related implications. The state's Emergency Budget and Reserve Fund (EBRF) along with the available ending balance in the general fund as budget stabilization or rainy day funds were evaluated and Hawai'i Hurricane Relief Fund (HHRF) as a natural disaster fund was also considered.

Following consideration and analysis of prudent reserve levels, Governor Ige issued Administrative Directive 16-03 establishing the state of Hawaii's first reserve policy. The policy establishes state goals of maintaining an amount of at least 10 percent of general fund revenue in the emergency budget and reserve fund and at least five percent of general fund revenue as a general fund balance. The amounts are consistent with state law and are intended to provide the state with financial

flexibility to mitigate the consequences of future emergencies and recession. The policy also addresses building state reserves as well as the reasons the reserves should be used.

Established the first state Debt Management Policy

Established a Debt Management Policy is to ensure that all debt issuances undertaken by the state of Hawai'i are completed in an efficient manner and in accordance with best practices. The policy enables the state to foster consistency and optimize the use of its limited resources to meet its long-term capital needs. The policy also establishes clear criteria for decision making with regards to debt issuance and debt management, determining reasonable thresholds and guidelines for issuance of debt, providing justification for the structure of debt, and reflecting constitutional provisions and statutory limitations on debt to a larger audience and stakeholders.

Conducted the first state Debt Affordability Study

The Director of Finance undertook the first biennial Debt Affordability Study to optimize the use of limited debt capacity while meeting public spending goals and to ensure the prudent use of debt and to preserve sufficient future debt capacity. The study summarizes and analyzes the current debt outstanding and future capital plans of the state and state departments as it evolves over time. The study aids decision making with respect to the state and state department multi-year capital plans and to understand trade-offs while evaluating projects and debt alternatives. The study also seeks to identify affordability metrics to measure debt burden, assess affordability of proposed debt issuances, ensure the state does not over leverage, and assess overall adequacy of revenues to pay for all obligations including pension and other post-employment benefits (OPEB) costs. Subsequent studies are conducted every two years.

S&P improves its outlook to positive for the state GO bond rating

March 2016

Moody's: Aa2 positive

S&P: AA (change to positive outlook)

Fitch: AA stable

In March 2016, S&P revised its outlook for the state GO bond credit to positive from stable and affirmed its AA bond rating. The agency cited strong revenue trends, which enabled the state to build “impressive general fund ending and reserve balances”, which eclipsed \$1 billion in 2015 and 2016. S&P also noted the state’s well-established, proactive budget monitoring practices, including frequent revenue forecast updates and the Governor’s prudent use of his executive authority to restrict expenditures mid-year as needed to balance the State budget.

The state achieves a new high with upgrades from Moody’s and S&P

September 2016

Moody's: Aa1 stable (rating upgrade)

S&P: AA+ stable (rating upgrade)

Fitch: AA stable

In September 2016, the state reached its strongest credit position in its history with upgrades from Moody’s from Aa2 to Aa1 and S&P from AA to AA+. The rating upgrades reflected a multi-year effort during which the state effectively exhibited its improved financial position and continued commitment to fiscal prudence and budgetary stability. With these rating actions, Hawai’i became the only state in 2016 to achieve multiple rating upgrades and the only state to receive a rating upgrade from Moody’s. In 2016, the state demonstrated continued progress in OPEB funding commitments by exceeding its Act 268 pre-funding requirement of \$163 million by an additional \$86 million and funding its OPEB annual required contribution ahead of the statutory requirement. Rationale for the state’s upgrades also included the formalization of the state’s Reserve Policy in August 2016, which established specific and defined minimum general fund and emergency and budget reserve fund (“Rainy Day”) balances targets. The state also developed its state Debt Management Policy in December 2016 and a Debt Affordability Study, which reflected the strong management practices and policies underpinning the Ige Administration. While Fitch maintained its current AA rating and stable outlook, its report also cited the

State's solid operating performance, strong revenue growth, rising reserves and a resilient economy.

2017

Enacted reforms to address deteriorating funding progress of the state pension liability

Strengthened funding of pension costs paid by the employees' retirement system (ERS)

Governor Ige signed into law Act 17, SLH 2017, which incrementally increases the rates for employer contributions to the Employees' Retirement System. Under funding requirements and policies in place prior to Act 17, funding progress of Hawaii's public pension liabilities was in jeopardy, with actuarial reports indicating the funding period of the pension unfunded liability to be 66 years, well more than the statutorily indicated 30-year period. Act 17 strengthened the funding commitment to the pension system by requiring an increasing amount of employer contributions of employee compensation from 17% in Fiscal Year 2017 to 24% in Fiscal Year 2021 and beyond for general employees, and from 25% in Fiscal Year 2017 to 41% in Fiscal Year 2021 and beyond for police officers, firefighters, and corrections officers. The new funding requirement brings the expected funding period of the unfunded pension liability within the desired 30-year funding paydown period.

Required stress tests of the ERS to better inform decision making

Governor Ige signed into law Act 85, SLH 2017 which requires the ERS actuary to conduct annual stress tests of the system and directs the ERS board to submit annual reports of the tests to the legislature. The test is to project the effect of certain unfavorable scenarios on the system's assets, liabilities, funded ratio, and other specified benchmarks.

Fitch assigns the state GO bonds a positive outlook

Moody's: Aa1 stable

S&P: AA+ stable

Fitch: AA (change to positive outlook)

In April 2017, Fitch affirmed the state's AA rating on the state's GO bonds and changed the outlook to positive. According to Fitch, the state's outlook change reflected ongoing improvements in the state and Ige administration's management of its substantial long-term liabilities, as well as a history of strong revenue growth, rising reserves as well as a resilient economy. In 2017, the state continued its commitment to OPEB funding by contributing 87% of the annually required contribution (as compared to the minimum requirement of 60% under ACT 268) and by the end of 2017, the State was on target to contribute nearly \$800 million towards OPEB pre-funding, \$318 million more than required. The state also deposited an additional \$200 million into the rainy-day reserves, bringing total reserves to nearly \$500 million, and more than double the amount when Governor Ige took office.

Moody's Analytics reported that Hawai'i is one of only 16 states with enough cash reserves to weather the "stress test" of another recession. The state has been smart about managing taxpayer dollars and is in a better position should the economy change.

2018

Follow-up-Action on Pension Liabilities

Implemented the Act 17 Funding Plan for the Pension System

Fiscal Year 2018 marked the first of several step ups in employer contribution levels made by the state. The state succeeded in meeting the requirements of Act 17 and is making the fully increased contributions required under the act. Due to the strengthened funding requirement and adherence to the payment schedule the pension system is now on a clear path to eliminating the state and local public pension liability.

Under the 2018 actuarial valuation results, achievement of the Act 17 funding plan was expected to pay down the state and local public pension unfunded liability of \$13.8 billion over the next 25 years.

Ratings agencies acknowledge continued fiscal prudence and progress in strengthening the state pension system

Moody's: Aa1 stable

S&P: AA+ stable

Fitch: AA positive

All three rating agencies affirmed the state's ratings in 2018 and continued to acknowledge the state's fundamental credit strengths and financial prudent. Rating agencies specifically cited the state's healthy economy, positive revenue trends, strong financial governance practices, above average reserves, and continued commitment to reducing pension and OPEB liabilities. In particular, the agencies noted the significance Act 17, SLH 2017 that Governor Ige signed into law to restore the pension system to full funding within the statutorily required 30-year timeframe by phasing in higher system-wide employer contribution rates from 17% to 24% for the general plan and 25% to 41% for police and fire by FY 2021.

The increase to employer contributions was the latest of several enhancements to the pension system including a moratorium on benefit enhancements until the funded ratio reaches 100%, reducing the actuarially assumed rate of return down to 7% (thereby increasing required payments) and reducing the "spiking" of final compensation.

The combined impact of these changes was anticipated to fundamentally strengthen the state's pension system including a funded ratio expected to reach 100% within 30 years. Rating agencies acknowledged that these changes are expected to contribute to improving the funding levels of the state's retirement system over the long term have been considered a major credit positive.

2019

Further prepared the state for economic uncertainty and other unforeseen events

Built the State's reserve to a historically high level

Following the establishment of the State Reserve Policy in 2016, a major focus of Governor Ige's Administration had been to increase reserve levels to prepare for emergencies and other unforeseen events and economic downturns. By 2019 the state had achieved the highest ever balance in its Emergency and Budget Reserve Fund (EBRF), also known as the Rainy Day Fund of \$378 million as compared to \$83 million in 2014.

Additionally, while not a formal part of state reserves, the balance of the Hawai'i Hurricane Relief Fund had been drawn down during a previous economic recession. While that fund had been partially restored to \$127 million by 2014, the fund was subsequently fully recapitalized and stood at \$184 million in 2019.

The balances of these two funds, in addition to a strong general fund carryover balance of \$752 million that substantially exceeded the reserve policy goal permitted the state to take thoughtful and prudent action regarding the coming COVID-19 pandemic and its substantial impacts.

Fitch upgrades the state GO bond rating, bringing Hawaii's credit ratings to the highest level in state history

December 2019

Moody's: Aa1 stable

S&P: AA+ stable

Fitch: AA+ (rating upgrade)

Fitch upgraded the state's GO bond rating from AA to AA+, based on the state's resilient economy and continued strong performance. The upgrade, along with the then-current ratings from Moody's at Aa1 and S&P at AA+, raised Hawaii's GO bond credit ratings to the highest levels ever achieved in state history (and eclipsed that distinction previously achieved by this administration in 2016). The agency again cited Hawaii's strong financial and operating performance, diversified economic base, and the state's overall fiscal prudence. Fitch also acknowledged that the state has made strides in growing its emergency and budgetary reserves, which is a key

step in improving overall financial stability. With the upgrade from Fitch, all three of the state's GO bond ratings were one notch away from the highest rating possible.

2020

Addressed the impacts of COVID-19

Used state reserves and other resources and took other financial precautions to mitigate the impacts of the COVID-19 pandemic

The economic impacts of the COVID-19 pandemic were quickly reflected in the state's Council on Revenues general fund revenue projections, initially reflecting the loss of billions of dollars of state revenue. The existence of state reserves permitted the state to take a reasoned approach. While the State did implement targeted spending reductions and hiring freezes, the Rainy Day fund and the general fund carry over balance gave the state the time it needed to forgo the most impactful budgetary solutions the state has used in the past, such as larger scale layoffs, elimination of important state programs, debt restructuring, and payment deferrals.

Subsequently, the state's receipt and use of federal aid greatly assisted the state's efforts to address COVID-19's significant economic and health impacts.

Improved state treasury operations

Implemented the analytical tools to better inform treasury investment decisions

The Department of Budget and Finance implemented analytical treasury investment tools to better permit the state treasury to pursue portfolio goals and simplify operational processes. The tools help achieve state goals and facilitate the integrate custodian feed to create portfolio holdings daily, compile investment offerings into one centralized candidate list, compare securities at the quoted offer price to meet policy and liability needs, screen out securities excluded by policy, maintain investment policy compliance, meet liability cash flow needs, measure, and optimize cash flow yield. The state has experienced material gains in its ability to manage the state treasury and increase treasury yields while meeting policy constraints.

Amid COVID challenges, rating agencies cite administration efforts to protect health and pursue efforts to drive economic growth

Moody's: Aa2 stable

S&P: AA+ negative

Fitch: AA stable

(Moody's and Fitch ratings lowered due to impacts of COVID and S&P placed on negative outlook)

Following the severe negative impacts of COVID-19 on the global economy, effectively shutting down tourism to Hawai'i and materially reducing state revenues, rating agencies acted nationally to lower ratings, including on Hawai'i's GO bond ratings. Nevertheless, by the end of 2020, rating agencies acknowledged the steps the administration had taken to protect health in Hawai'i, shore up the state's finances and drive economic recovery. Rating agencies cited the state's financial strength and increased reserves entering the pandemic, as well as the administration's control over a broad array of budget balancing options, and the state's sound financial position. During the pandemic, the state took proactive and timely actions to preserve its financial position. The administration developed multiple revisions to the General Fund Financial Plan, and in conjunction with the Legislature, took timely actions to reduce expenditures, preserve liquidity and continue critical state functions.

Governor Ige's efforts to protect the health of Hawai'i residents, which was later recognized as among the best responses by any state in the nation, coupled with the efforts to develop Hawai'i's Safe Travels Program beginning in October 2020, set the foundation for rapid economic recovery. Of key importance to rating agencies, following the receipt of robust federal funding, improving economic conditions, rebounding revenues and a more positive revenue forecast, the state made prudent decisions to begin restoring reserves and continued funding for its pension and OPEB commitments.

2021

Prudently used federal aid to bolster state initiatives to address the pandemic

The state received substantial sums of federal assistance that were used strategically to mitigate current impacts and address longer-term needs

Federal aid was critical in permitting states across the country to manage the impacts the COVID-19 pandemic. The state of Hawai'i used its share of federal aid strategically to ensure continuity of critical state functions and statewide for several purposes, including to slow the spread of COVID-19 and provide other health related efforts. Funding was also used to address the economic impacts of the pandemic. The state also used a substantial amount of aid to repay the US Department of Labor for advances to the Unemployment Insurance Fund. Given the closure and repeated shutdown of business through much of the pandemic, especially early on, the state's Unemployment Insurance balances had been drawn down and were in debt to the US Department of Labor. The state's use of Coronavirus State Fiscal Relief Funds to repay the US Department of Labor mitigated the impact of that advance, which would otherwise have needed to be repaid over time by businesses in the state. Additionally, the state used substantial sums of Elementary and Secondary School Emergency Relief Funds to bolster educational programs.

Rating outlooks improve following economic recovery and improved finances

Moody's: Aa2 (change to positive outlook)

S&P: AA+ (change to stable outlook)

Fitch: AA stable

In September 2021, Moody's revised the outlook for the state to positive, and S&P revised its outlook from negative to stable. The improved outlooks reflected a significant turnaround in the state's economic and financial position, according to Moody's. The agency also cited the better-than-expected return of tourism, which exceeded pre-pandemic levels from the US mainland, the substantially improved labor market and general fund revenue outlook, expected to exceed FY 2019 levels by double-digit growth.

Of significance, the state continued to meet its obligations to address liabilities, including continuing its pension funding, phasing in the final increase of Act 17

employer contribution requirements, and continuing its retiree healthcare prefunding efforts. This included contributing more in 2020-2021 than was required by Act 268 for the state's OPEB funding.

The state also took steps to increase its reserves, including increasing the balance of the rainy-day fund to \$320 million in 2021 versus \$60 million in 2020.

2022 YTD

Gov. Ige first proposed a tax refund in his 2022 State of the State address given the strong revenue projections, and the state Legislature was able to increase the amount that will be returned to Hawai'i taxpayers.

Act 115 provides a tax refund of \$300 for taxpayers who earn less than \$100,000 a year (or couples earning less than \$200,000), and \$100 for taxpayers who earn \$100,000 or more (or couples earning \$200,000 or more). This will help to bring the people of Hawai'i some relief as we continue to recover from the two-year pandemic.

Rebuilt state reserved to new record levels

Following the use of its reserve the administration determined to quickly replenish it to again meet the needs of future events

While the state had depleted the Rainy Day Fund down to a level of about \$58 million in 2020 from the high of \$378 million the prior year, the state has already worked to recapitalize the fund. The Rainy Day Fund now stands at an all-time high of \$831 million, an amount more than double the previous funding level.

Additionally, the Fiscal Year 2022 general fund carry over balance stood at a record \$2.6 billion (inclusive of \$500 million being used to recapitalize the Rainy Day Fund). Additionally, the State anticipates making another deposit of approximately \$130 million to the EBRF (tentatively scheduled for 2Q FY 2023) pursuant to Section 328L-3, Hawaii Revised Statutes, which requires a transfer to the EBRF if two years of general fund revenues exceed the respective previous years' general fund revenues by more than 5%, and the EBRF balance for the prior fiscal year is less than 10% of prior year general fund revenues. State fund balances are at record levels and the state is better prepared than it ever has been to address the needs of its residents and what may come.

2022 sees materially improved credit conditions

Moody's: Aa2 positive

S&P: AA+ stable

Fitch: AA stable

In 2022 year-to-date, the state's credit quality continues to improve and has returned to or has exceeded pre-pandemic levels in several instances. The Hawai'i economy, aided by the governor's efforts to protect the health of Hawai'i residents and safely return tourism, has drastically improved, and is expected to exceed US growth in 2022 and 2023. While tourism is recovering, the administration is focused on regenerative and more sustainable tourism that also looks to protect the quality of life of Hawai'i residents.

The state's finances have also emerged stronger than before COVID, with the current biennial budget developed with over \$2 billion of additional revenue given the extraordinarily strong tax revenue performance. This has allowed the state to pursue the restoration of prior budgetary reductions and continued investments in important state programs while continuing to address liabilities.

State reserves now stand at over \$1 billion, and the FY 2022 general fund ending balance was estimated at over \$2.6 billion. The state has continued its commitment to address its long-term liabilities, with the pension liability declining for the first time since 2007 in each year during 2021 and 2022 and the health benefits system's funding at its strongest position ever.

While the last eight years have seen some of the largest economic challenges in state history, the state's financial position has emerged stronger than ever and has never been better positioned for future prosperity for the benefit of all of Hawai'i and its residents.

Looking Ahead

Governor Ige focused on ensuring the state's financial stability by prudently using state resources and identifying ways to make investments that would reap big benefits. Many factors contribute to the financial stability of a state, and the governor also focused on efficiently delivering core services, such as public education and social services. Additionally, providing affordable housing and ensuring that our way of life is sustainable were also major priorities of the Ige administration, all needed and intended to improve the lives of Hawaii's people.

Over the past eight years, dramatic improvements have been made on every major financial issue the State has faced. The State's use of debt and its reserves are now governed by prudent policies that had not previously existed, with reserves currently at their highest levels, ever. Tens of billions of dollars of unfunded liabilities related to pension and health benefit obligations that were growing and approaching perilous levels are now on a clear path to be paid off in a manner that both honors our commitments to our employees and takes the burden of paying these major costs off of future generations.

The COVID-19 pandemic continues to have an impact on the state's economy, but the health measures taken to keep people safe, such as the Safe Travels program, also helped to speed the economic recovery. Despite the challenges, this administration made fiscally responsible decisions that provided for the state's priority program needs while honoring near- and long-term financial commitments and building the budget reserves. As a result, the state is now on a solid financial foundation.

Importantly, the fiscal discipline that helped guide Governor Ige's actions and has enabled the important financial achievements across his two terms in office will persevere in the laws and policies he both recommend and implemented. A comprehensive and prudent framework of laws and policies now exists to help keep the State on the right financial path. The State of Hawai'i now has all of the tools it needs to maintain the impressive financial strength it has achieved, and to keep improving going forward.

TERM REPORT

Red Hill Water Crisis

Office of the Governor
State of Hawai'i



Red Hill Water Crisis

Overview

In 2019, the U.S. Navy applied for a five-year permit to operate the fuel tanks at Red Hill, which were installed during World War II. Following fuel releases that contaminated O'ahu's water sources in early 2020 and in 2021, the State Department of Health took a series of strict measures to hold the Navy accountable for the contamination.

The crisis is ongoing, and the state will continue to hold the Navy's feet to the fire to ensure the Red Hill tanks are safely defueled and closed.

Governor's Mission

Protect and more efficiently use our fresh water supply.

Commitments

"I appreciate the Navy's announcement that it has temporarily suspended its fuel operations at Red Hill. Hawaii's wellbeing and the safety of our residents, including military families, must come first. We cannot have national security without ensuring public health and safety. There are still really important questions that need to be answered, and the Order being issued by the Department of Health will help all parties get there. We are actively engaged in getting to the bottom of the issue as quickly as possible and as safely as possible."

Governor David Ige, News release, Dec. 6, 2021

"We are calling on the Navy to immediately suspend operations at Red Hill while they confront and remedy this crisis."

Governor David Ige, News release, Dec. 5, 2021

Progress & Milestones

"This is great news for the people of Hawai'i. Our national defense begins with the health and safety of our people, and there are better solutions for strategic fueling

today than there were when the Red Hill storage facility was built. We look forward to working with the Navy to safely defuel and permanently close the storage facility.”

Governor David Ige, News release, March 7, 2022

Accomplishments

[Navy drops lawsuit against Hawaii over defueling Red Hill](#), 4/23/22

“The U.S. Department of Justice has withdrawn its lawsuit filed in federal and state courts in February contesting the state’s emergency order instructing the Navy to drain its Red Hill fuel tanks.”

[Statement by Secretary of Defense Lloyd J. Austin III on the Closure of the Red Hill Bulk Fuel Storage Facility](#), 3/7/2022

“After close consultation with senior civilian and military leaders, I have decided to defuel and permanently close the Red Hill bulk fuel storage facility in Hawai‘i.”

Coverage/Timeline

From:

<https://www.hawaiipublicradio.org/local-news/2021-12-21/confused-about-the-time-line-for-the-red-hill-fuel-storage-facility-and-contaminated-water-read-this>

April 7, 2022: U.S. Defense Secretary Lloyd Austin [reiterates the Defense Department’s pledge](#) to defuel Red Hill, but does not give a timeline for doing so.

April 4, 2022: Navy [relieves Capt. Albert Lee Hornyak](#) as commanding officer of NAVSUP Fleet Logistics Center due to "a series of leadership and oversight failures" at Red Hill.

April 1, 2022: About 30 gallons of a "fuel and water mixture" leak during maintenance work to remove water from a fuel tank, the Navy says.

March 24, 2022: The estimated [cost of the Hawai‘i Department of Health’s response](#) from the beginning of the water crisis to June 30 will be approximately \$4.5 million, Deputy Environmental Health Director Kathleen Ho says.

March 18, 2022: Health officials say the tap water is safe to drink in [all residential areas served by the Navy's water system](#).

March 15, 2022: The Navy [will conduct a second investigation](#) into two fuel leaks at Red Hill after determining its first probe did not sufficiently review the situation, Hawai'i Public Radio has learned.

March 10, 2022: The Board of Water Supply [urges Aiea-Hālawā and Urban Honolulu residents](#) to reduce water use by 10% due to lower than normal rainfall and the continued shutdown of three key wells.

March 7, 2022: The U.S. Department of Defense says it will [permanently shut down Red Hill](#) and remove all the fuel. The military will now move to a more dispersed fueling system for ships and aircraft in the Indo-Pacific.

March 3, 2022: Health officials say tap water is safe for consumption in [three more zones](#) encompassing McGrew Point, Camp Smith, and part of the Aliamanu Military Reservation.

March 1, 2022: Health officials say the Navy is [not in compliance with the emergency order](#) to defuel because the third-party contractor selected to evaluate the facility "is not currently in a position to act independently."

Feb. 25, 2022: Navy officials say water testing has [detected a petroleum compound](#) at a level of 460 parts per billion in one Halsey Terrace home. The state Department of Health's limit is 211 parts per billion.

Feb. 24, 2022: The administrator of the U.S. Environmental Protection Agency visits Hawai'i. [An inspection starting Feb. 28](#) will look at whether the fuel tank facility was properly operated.

Feb. 23, 2022: The Honolulu City Council [unanimously approves a bill](#) that would require a city permit to operate large storage tanks like those at Red Hill.

Feb. 14, 2022: Health officials say water in [one Pearl Harbor neighborhood is safe](#) to drink — the first of 19 neighborhood zones.

Feb. 11, 2022: U.S. Reps. Ed Case and Kaiuli'i Kahele say [they are introducing legislation](#) to permanently shut down Red Hill. Kahele's office says U.S. Sen. Brian Schatz is introducing a companion bill in the Senate.

Feb. 7, 2022: Hawai'i members of Congress say [a spending bill includes \\$403 million](#) to address the crisis — with a portion of that for draining the fuel. [It passes](#) on Feb. 17 and President Joe Biden signs it a day later.

Feb. 4, 2022: The U.S. Environmental Protection Agency says it will [inspect Red Hill and assess its compliance](#) with regulations.

Feb. 2, 2022: Attorneys for the U.S. Navy [appeal Hawaii's order to drain the tanks](#), saying the state wrongly concluded the tanks posed an imminent threat that requires immediate action.

But in compliance with the emergency order, the Navy submits documents to the health department about assessing "facility operations and system integrity" to safely defuel the tanks.

Jan. 31, 2022: U.S. Department of Defense says it will [appeal the state order](#) to remove fuel from Red Hill, drawing criticism from Hawaii's congressional delegation, the health department and others.

Jan. 27, 2022: The Hawai'i Department of Health permits the Navy to [flush up to 5 million gallons of treated water a day](#) from its contaminated Red Hill Shaft into the Halawa Stream.

Jan. 25, 2022: Health officials say updated monitoring data from the Navy [shows increased levels of fuel](#) in soil vapor and groundwater in several areas around Red Hill.

A health department deputy director [probes the Navy to release](#) the results of an investigation into fuel leaks at Red Hill.

Jan. 18, 2022: The contract begins for engineering firm Simpson Gumpertz & Heger of Waltham, Massachusetts — [hired on](#) Jan. 11 for \$1.45 million — "to assess facility operations and system integrity" at Red Hill.

Jan. 13, 2022: A coalition of federal and local stakeholders [finalize the Navy's water flushing process](#).

Jan. 11, 2022: The Navy says it [will comply with Hawaii's order](#) to remove fuel from Red Hill, but does not dismiss the prospect of legal challenges.

Jan. 7, 2022: Adm. Samuel Paparo, commander of the U.S. Pacific Fleet, issues an internal directive to "fully comply" with the Hawai'i Department of Health order.

Jan. 4, 2022: Federal public health officials begin [investigating the effects of contaminated water](#) on civilians.

Hawaii's congressional delegation [urges the Navy to comply with the state order](#) to drain fuel from the tanks.

Jan. 3, 2022: The Department of Health [upholds the state order](#) requiring the Navy to drain the Red Hill fuel tanks. Marian Tsuji, the department's deputy director, says she agrees with the conclusions of the hearings officer.

Dec. 29, 2021: In response to the state hearings officer, the Navy [files objections to the recommendation](#) that it should remove fuel from its storage facility.

Dec. 27, 2021: Calling the Red Hill facility "a metaphorical ticking timebomb," a state hearings officer [recommends the Navy should comply with the state order](#) that, among other things, requires the removal of millions of gallons of fuel.

Dec. 21, 2021: After a nearly 13-hour health department hearing, local officials, military representatives, and intervenors [present their closing arguments](#) on whether or not the Navy must defuel Red Hill.

During the hearing, a Navy official says [engineers have a "working theory" that the May fuel leak](#) — much bigger than first disclosed — may have migrated into the drinking water, causing this contamination.

Dec. 20, 2021: The Hawai'i Department of Health [begins the contested case hearing](#) for the emergency order issued to the Navy about removing fuel from the tanks and halting operations.

The Navy begins [filtering and flushing](#) its water system.

The Department of Defense Office of Inspector General [says it will investigate](#) "to determine the extent that Navy officials managed the operation, maintenance, safety, and oversight of the Red Hill Bulk Fuel Storage Facility, and protected the environment and drinking water systems, in compliance with Federal and state regulations and DoD policy."

Dec. 17, 2021: The U.S. Navy, U.S. Army, Environmental Protection Agency and state Department of Health announce the [creation of an interagency partnership](#) to ensure clean drinking water.

Dec. 16, 2021: Hawaii's [congressional delegation asks House and Senate leaders](#) to make sure the military spends whatever money it has available to address the contamination.

Dec. 15, 2021: The Honolulu City Council [approves the first reading](#) of a bill that would give the city oversight of large underground storage tanks such as those at the Red Hill facility. The council also passes a resolution calling for the permanent closure, defueling, and removal of the tanks.

Dec. 14, 2021: The Sierra Club of Hawai'i says it wants to [intervene in proceedings](#) for the state's emergency order against the Navy.

Deputy Secretary of Defense Dr. Kathleen Hicks [tours the facility](#) and meets with local officials.

Dec. 13, 2021: Navy [divers begin trying to remove jet fuel](#) from the Red Hill water shaft near Pearl Harbor.

Dec. 10, 2021: Water from the Navy's Red Hill shaft [contains high levels of gasoline and diesel fuel hydrocarbons](#), the Hawai'i Department of Health confirms. Hydrocarbons associated with diesel fuel were detected at 350 times the level the health department considers safe.

Dec. 8, 2021: The Department of Health reports diesel fuel levels are [more than double the limit](#) for drinking water in the Navy's 'Aiea-Halawa Shaft. The Navy says "the sample was not from the Halawa well but from an off-service section of the water distribution system." As a precaution, the Honolulu Board of Water Supply shuts down its 'Aiea and Halawa wells.

Dec. 7, 2021: The Navy [contests the health department's order](#) to further suspend the use of fuel tanks and drain them.

Secretary of the Navy Carlos Del Toro [directs the pause](#) of all operations at the Red Hill storage tanks until the investigation into the source of the petroleum leak is completed — but does not mention defueling the tank, as the emergency order directed.

Dec. 6, 2021: The Navy says [it suspended the use](#) of the storage tank facility on Nov. 27.

Gov. David Ige and the Department of Health [order the Navy](#) to further suspend operations until independent evaluators can ensure that appropriate actions are taken to protect drinking water. They also order the Navy to treat contaminated drinking water and plan to remove the fuel.

Dec. 5, 2021: Gov. David Ige and Hawaii's congressional delegation say that operations at the Red Hill fuel site [should be suspended immediately](#).

Rear Adm. Blake Converse [says at a town hall meeting](#) that a recent spill was likely the source of the contamination found in the well.

Dec. 3, 2021: The Honolulu Board of Water Supply [shuts down its Halawa Shaft](#) as a precaution. A [report released Dec. 13](#) by the BWS finds no contaminants in its Halawa Shaft.

The [Hawai'i congressional delegation urges Gov. David Ige](#) to request an emergency declaration from President Joe Biden.

The [U.S. Navy authorizes](#) evacuation and/or lodging allowances for residents in affected areas.

Dec. 2, 2021: The Navy says [tests have identified petroleum](#) in its Red Hill well. Rear Adm. Blake Converse, Pacific Fleet deputy commander, told a town hall meeting the Navy took this well offline on Nov. 28 because it was the closest well to affected housing areas. The source of contamination is not yet announced.

The [U.S. Army authorizes](#) evacuation and/or lodging allowances for residents in affected areas.

Dec. 1, 2021: Preliminary testing [shows the presence of petroleum product](#) in a water sample from Red Hill Elementary which is on the Navy water system, Hawai'i health officials say.

Nov. 30, 2021: The Navy [recommends Joint Base Pearl Harbor – Hickam military housing residents](#) avoid ingestion of their potable water as a cautionary measure "if chemical or petroleum odors are present."

Nov. 29, 2021: The U.S. Navy says it is investigating reports of a "chemical smell" in drinking water at some military homes. The [state Department of Health recommends](#) "all Navy water system users avoid using the water for drinking, cooking, or oral hygiene."

The Navy opens fire hydrants and illegally flushes [contaminated water directly onto sidewalks and residential streets](#), Honolulu Civil Beat reports.

Admiral Samuel Paparo, commander of the U.S. Pacific Fleet, says he [ordered an investigation](#) into the Nov. 20 incident and reopened the investigation into the May 6 incident.

Nov. 28, 2021: Military residents begin complaining about gas or fuel odor from their drinking water. Some say they've been getting sick. The Navy says there is no "immediate indication" that [the water is unsafe](#).

The Navy takes its Red Hill water well offline but does not disclose that information until about Dec. 2. It remains isolated from the distribution system.

Nov. 27, 2021: The Navy [halts use](#) of the Red Hill storage tank facility but does not disclose that information until Dec. 6.

Nov. 24, 2021: Local [environmental groups call](#) for the federal government to close down the facility, saying they've had enough of the problems surrounding the storage tanks.

Nov. 20 - 21, 2021: The Navy initially reports [14,000 gallons of a fuel and water mix](#) leaked from a fire suppression drain line. The Navy said the drinking water was safe and there were no signs fuel escaped into the environment. In a January 2022 report, the Navy says "approximately 19,000 gallons of JP-5" leaked.

Oct. 27, 2021: The state [Department of Health fines the U.S. Navy](#) more than \$325,000 for operations and maintenance violations at Red Hill.

Oct. 26, 2021: The Sierra Club of Hawai'i [files a public records complaint](#) with the state Department of Health after learning of an email trail it believes could change the outcome of a contested case hearing for the Navy's permit to operate the Red Hill facility.

Oct. 8, 2021: [Honolulu Civil Beat reports](#) Navy officials knew the early 2020 Hotel Pier incident was due to an active fuel leak, "but officials waited months to report it to the department amid concerns it would hamper its ability to secure a state permit."

"It was the end of January, just days before the U.S. Navy was set to appear in a hearing before the Hawai'i Department of Health that would determine the fate of its Red Hill underground fuel facility," Civil Beat reporter Christina Jedra wrote.

May 6-7, 2021: A pipeline releases 1,618 gallons of fuel [due to operator error](#), the Navy says. Navy officials maintain the leak did not contaminate drinking water.

February 2021: The contested case hearing for the Navy's five-year permit takes place over several days.

Early 2020: An "oil sheen" is detected on surface water near Hotel Pier at Pearl Harbor. The military tells [Hawai'i Public Radio](#) about the fuel leak in June 2021 — something previously not disclosed. The Navy said about 7,700 gallons of fuel were collected from soil and water.

March-May 2019: The Navy submits to the health department an application, and revisions, for a five-year permit to operate Red Hill. In July 2019, the [department says it is reviewing](#) the case and has received requests for a contested case hearing, along with 156 public comments. The Sierra Club of Hawai'i and the Honolulu Board of Water Supply, which have continuously called for more oversight and/or closure, contested the permit.

May 2015: The Environmental Protection Agency and Hawai'i Department of Health negotiate with military officials to have more oversight on tank corrosion, release detection, inspections and maintenance.

Jan. 13, 2014: About 27,000 gallons of jet fuel leak from a tank at the Red Hill storage facility.

The Navy drained the tank and collected samples from existing monitoring wells. Results in and around the tank indicated a spike in levels of hydrocarbons in soil vapor and groundwater.

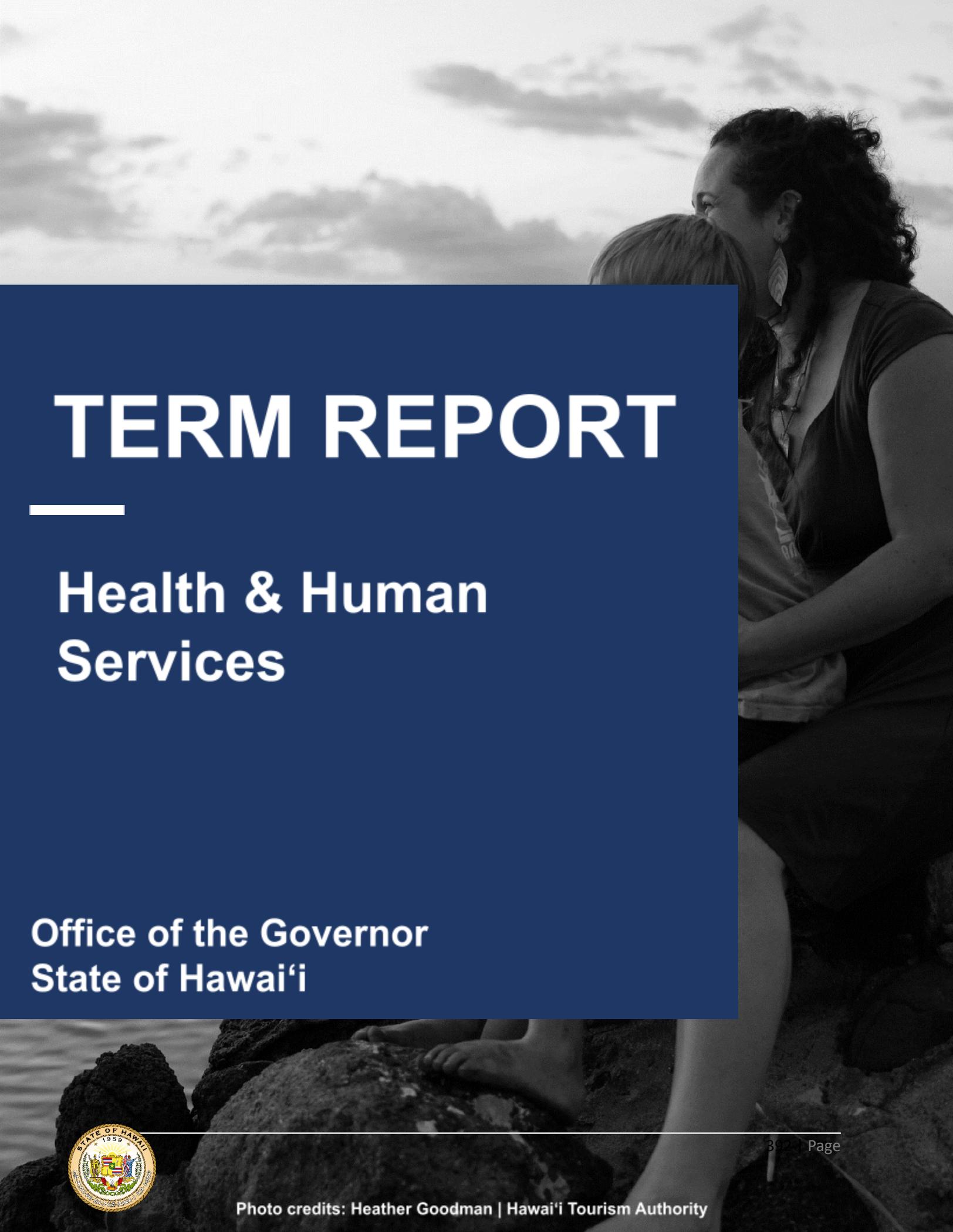
"I think what this really provides us an opportunity to do today is to respond to this particular spill, to get a good handle on what's happened in the past, and make sure nothing like this happens again," then-Deputy Health Director Gary Gill said.

The leak brought broader attention to the aging Red Hill facility and highlighted the threat to O'ahu's groundwater. Hundreds of thousands of O'ahu residents rely on a water aquifer 100 feet below the fuel storage facility for fresh drinking water. Gill said Red Hill has a history of contamination, some of which has worked its way down to the water table.

Looking Ahead

The Navy dismissed its appeal of the state's emergency order, but the contamination from multiple spills could have a lasting impact. For example, it's been reported that the [Navy water crisis could halt new construction on O'ahu](#).

The state will continue to execute its mission to safeguard public health by protecting Hawaii's drinking water sources from contamination and assure that owners and operators of public water systems provide safe drinking water to the community.



TERM REPORT

Health & Human Services

Office of the Governor
State of Hawai'i



Health and Human Services

Overview

During the eight years of his administration, Governor Ige put the health and wellbeing of Hawaii's residents first and foremost. This was abundantly clear during the COVID-19 pandemic, which dominated the final years of his term, and a separate report was prepared to address that event. Both the departments of Health (DOH) and Human Services (DHS) played critical roles in the pandemic response, and a separate report notes those achievements.

In addition, the Ige administration prioritized efforts to reduce the number of people experiencing homelessness, and a separate report was prepared on that issue.

This report focuses on the other significant work during the Ige administration undertaken by the two departments to improve access to care, treatment, and affordability for the extended family, 'Ohana Nui, beginning with our children and honoring our elders in all communities across the state.

The 'Ohana Nui approach guided the coordinated efforts of the two departments, along with others, to combine prevention and intervention in addressing a range of issues — from unwanted pregnancies, domestic violence, homelessness, and opioid abuse to basic “survival” needs such as jobs, housing, food, education and health care —with an emphasis on children ages zero to age 5. The new multi-generational approach to delivering services used a comprehensive delivery system to ensure that people got the help they need.

The unprecedented collaboration between the departments and their service providers has had big benefits for community members who most need state services, and in 2022, Hawai'i was determined to be one of the healthiest states in the nation (<https://worldpopulationreview.com/state-rankings/healthiest-states>).

Despite this, there was a pressing need to build a new forensic mental health facility, and the Ige administration prioritized its construction on the grounds of the State Hospital in Kāne'ohe. With over \$160 million in funding appropriated by the Legislature for the design/build contract, the new hospital, opened in April 2022, provides better care for hospital patients, a safer work environment for hospital

staff, and enhanced community security for Kāneʻohe and surrounding communities.

To ensure continued delivery of quality health care throughout the Maui Region, the Ige administration managed the transition of the Maui hospitals to the Kaiser Permanente affiliate, Maui Health System in July 2017. Maui Memorial Medical Center, Kula Hospital and Lānaʻi Community Hospital continued to operate as community hospitals and clinics, treating patients within and outside Kaiser’s health care network. This historic accomplishment ensures the best health care system possible for the people of Maui County.

Statewide, the Department of Health fought a series of vector-borne and food-borne illnesses, such as Hepatitis-A, rat lung worm disease, Dengue fever, Zika virus, West Nile virus, and Chikungunya. The public was at risk of widespread illnesses that may have included serious long-term medical conditions such as birth defects or liver failure, as well as impacts to Hawaiʻi as a tourist destination. The department met the challenge by increasing its public health surge capacity including communications and vector control workers.

The opioid crisis that has swept the nation did not spare Hawaiʻi, although the state has not been as hard hit by as some. The state and its partners convened an Opioid Abuse Prevention Work group which developed a strategic plan to address the issue before it became devastating. The Hawaiʻi Department of Health received an \$8 million federal grant over a two-year period to continue to combat opioid misuse in the state. And in 2022, the state and counties announced that an Advisory Committee, including all four major counties, will determine the recommended uses for \$78 million received from opioid settlement funds.

In a ground-breaking move, Hawaiʻi became the first state in the nation to pay eligible caregivers who work 30 hours or more per week to receive \$70 a day to pay for the care of their elders who are 60 years or older. As part of the ‘Ohana Nui approach, the innovative Kupuna Caregivers Program is a big help for family caregivers.

The Department of Human Services delivers services to one in four adults in Hawaiʻi and nearly half of Hawaii’s children, services that have long-term, sustainable, positive outcomes. Its programs support self-sufficiency and the well-being of individuals, families, and communities in Hawaiʻi.

The Supplemental Nutrition Assistance Program (SNAP) is one of these programs. During the Ige administration, the program received several performance awards resulting in hundreds of thousands of additional federal dollars coming into Hawai'i to help those experiencing food insecurity.

To improve health outcomes, the Department of Human Services created an integrated managed care program for all enrollees called QUEST Integration (QI), which is a leader in the country for managed long-term care, benefitting approximately Medicaid 330,000 beneficiaries. Also, during this administration, the Office of Youth Services achieved a 20 percent drop in admissions to the Hawai'i Youth Correctional Facility, and the Division of Vocational Rehabilitation made progress in helping people with significant disabilities enter the workforce. A department-wide focus on staffing and professional development, along with improved technology systems, helped provide better services to the people of Hawai'i.

Overall, the 'Ohana Nui approach improved the state's ability to break the inter-generational cycle of poverty by concurrently addressing the highest needs of individuals and families resulting in better outcomes.

Governor Ige's Mission

Create a 21st century health system that improves access, treatment, and affordability for all Hawai'i residents, beginning with our children, honoring our elders, and including rural communities on all islands.

Commitments

"Mental health is a serious and growing issue throughout our state which we cannot afford to ignore. I've asked our health department to focus on building these services especially for those with serious illness and our homeless population."

Governor David Ige, 2017

"We need to provide more access to medical services and experts on every island. I've pushed every state director to look at technology and how our state can incorporate the use of technology to benefit every resident by increasing and improving convenience, access, and efficiency."

Governor David Ige, 2017

"Public-private partnerships offer great potential, but only if they are shaped in the right way. But no matter our direction, changing how we operate our hospitals to meet changing needs will be key to any long-term solution."

Governor David Ige, State of the State 2015

"We're investing \$160.5 million in a new forensic mental health facility on the grounds of the State Hospital in Kāne'ohe. And we've budgeted \$4.7 million in FY2017 to cover projected operating deficits at the State Hospital."

Governor David Ige, State of the State 2021

Outcomes

"We recently signed a historic agreement transferring the operation and management of the Maui Region health care facilities from the state to Kaiser Permanente. There is still work ahead but this is a great step forward. Thanks to all of you for working with us to make this happen."

Governor David Ige, State of the State 2016

Overview of Hawaii's Health*

Health Indicator	Year	U.S.	Statewide	% change
Life expectancy at birth, years	2018	78.7	81.0	-0.6
Infant mortality, per 1000 live births	2020	5.4	4.9	-21.6%
Cardiovascular disease death rate, per 100,000 ppl	2017-2019	216.3	174.5	-3.9%
Cancer death rate, per 100,000 ppl	2017	152.5	128.6	-6.3%
Obesity, % of adults	2020	31.9%%	24.5%	-43.8%
Smoking, % of adults	2020	15.5%%	11.6%%	-26.6%
Immunization rate, % of children aged 19-35 months	2018	75.4%	77.6%	-17%

*Data sets from Centers for Disease Control and Prevention and America's Health Rankings

Progress & Milestones

Department of Health: 2015

Honest, transparent, and responsive government is fundamentally supported by good governance practices and accurate and timely data. DOH has invested time and effort to deploy in 2015 several infrastructure improvements that demonstrate both accountability and responsiveness.

- Implemented a Vital Records Customer Order Tracking System to improve the customer experience relating to request for copies of essential documents like birth, marriage, and death certificates
- Expanded use of Business-All-In-One telecommunications technology for public contact programs resulting in fewer dropped calls/contacts and improved customer satisfaction

Responsive government is also characterized by efficient government. To that end, DOH has implemented several initiatives aimed at reducing waste of public resources.

- Operationalized a Paperless Technology Purchase Management System for computer and telecommunications equipment that reduced processing time from one week to 8 hours
- Implemented a Paperless Worker's Compensation Document Management System to reduce from many days to several hours files needed to process worker claims and reduce payment errors and delays for injured staff
- Deployed an automated electronic Daily Cash Flow Projection Tool for federal grant funds to increase public benefit, minimize fund lapses, improve accuracy, and reduce staff time by 300%
- Implemented a disabled parking permit database connecting state and county issuing sites and law enforcement to improve efficiency and reporting
- Updated and consolidated exemption lists from Environmental Assessments and Environmental Impact Statements resulting in increased operational effectiveness

The department regulates many industries and practices that affect the community's health and natural environment. Throughout 2015, DOH improved regulatory effectiveness through better collection and analysis of data and major policy updates.

- Uploaded inspection report results for Developmental Disabilities Adult Foster Homes, while continuing to work on a backlog of other facilities
- Digitized thousands of credentialing files in a database for certified substance abuse counselors to ensure high professional standards
- Successfully transferred the Medical Marijuana Registry Program into the department and upgraded the technology infrastructure to improve timeliness, accuracy, and accessibility for patients, providers, and law enforcement
- Met major milestones in the inspection of food establishments and the public placard program
- Completed major updates and revisions to the State Water Quality Plan and Environmental Justice Plan
- Initiated ongoing and regular meetings among state agencies and the private sector to address the public health impacts of climate change
- Expanded data exchange with the Hawai'i Green Growth coalition regarding State sustainability goals, targets, and metrics for the Aloha+ Challenge, including Greenhouse Gas Emissions and Solid Waste.

Creating a 21st century health system that improves access, treatment, and affordability was advanced by several key research projects, planning initiatives, and prevention activities completed in 2015.

- Completed the first statewide 3rd grade oral health screening survey to assess the oral status of children
- Published the Hawai'i State Hospital Master Plan to provide an effective roadmap to improve community and patient safety, access, and treatment at the state's only psychiatric hospital dedicated to serving court-ordered patients with serious mental illness from all islands.
- Completed negotiations with Kaiser Permanente Hawaii to partner with Maui Memorial Hospital to improve and stabilize services
- Opened the Crisis Line of Hawaii, a "warm line" staffed 24/7 and dedicated to helping individuals who are facing mental health crises and renewing the State's focus to providing crisis support to the community
- Launched the interactive Indicator-Based Information System (IBIS) that provides users better access to Hawai'i public health data for public policy, research, and healthcare
- Initiated data exchange between DOH and the Department of Education (DOE) to enhance school health and school-based behavioral health services
- Expanded the list of conditions eligible for the newborn screening program and secured federal funds to develop community capacity
- Re-established Hansen's Disease clinics and secured ongoing municipal and federal support for Kalaupapa residents and facility
- Implemented the "Choose Healthy Now" program across government agencies, public schools, and the private sector to improve access to healthful foods at stores and vendors
- Increased to age 21 the minimum age to purchase, possess, and consume cigarettes and electronic smoking/vaping devices and banned their use in parks and beaches

Department of Health: 2016

Statewide focus on substance abuse during pregnancy improves access to state care

A major strategic priority for DOH, the department secured over \$8 million dollars in competitive federal and private grants to assure substance abuse screening, referral, and treatment for high-risk residents, with a particular focus on pregnant women. Data show that approximately 8% of Hawai'i mothers drink alcohol during their last three months of pregnancy, a nearly two-fold increase from an earlier study. Substance use may cause Fetal Alcohol Spectrum Disorder, a preventable condition that affects a child's emotional, physical, and intellectual development. The initiative will create and improve access to underserved, rural, and vulnerable patients.

Design and build of new Hawai'i State Hospital to provide safer, secure patient facility

The Legislature appropriated demolition and construction funds totaling over \$160 million that will provide better care for hospital patients, a safer work environment for hospital staff, and enhanced community security for Kāne'ohe and surrounding communities. The novel Design/Build methodology will save several years of project time.

The public, through the Legislature and several lawsuits from staff members, has been critical of inadequate safety measures allegedly due to overcrowding and infrastructure limitations. The department responded with a Special Action Team that spanned all branches of government that recommended legal, clinical, operational, and infrastructure changes that are in various stages of adoption.

Death records matching system saves taxpayer dollars

The department concluded business agreements and protocols to legally share sensitive vital records information, specifically death records, with other state agencies to purge deceased beneficiaries from certain government programs including the Employee Retirement System, county property tax collections, parking placards, and Medicaid.

The public is served by avoiding inappropriate payment or overpayments that may total in the hundreds of thousands of dollars.

Disease outbreak investigation and prevention fights vector and food-borne illnesses

A series of vector-borne and food-borne illnesses struck Hawai'i from summer 2015 through autumn 2016 including in rapid succession:

- “Fight the Bite” Campaign – A combination of public health education and mosquito eradication strategies aimed at keeping Hawai'i free of diseases spread by mosquitos such as Dengue fever, Zika virus, West Nile virus, and Chikungunya. Hawai'i successfully secured over \$4 million in federal funds from the U.S. Centers for Disease Control and Prevention.
- Hepatitis-A – Infections of hepatitis A were strongly associated with frozen seafood distributed to a popular restaurant chain, resulting in the restaurant chain's temporary closure. In coordination with the department, the health care sector responded with community-wide vaccination resources to assure Hawai'i residents are protected.

The public was at risk of widespread illnesses that may have included serious long-term medical conditions such as birth defects or liver failure, as well as impacts to Hawai'i as a tourist destination. To meet public demand for information the department continuously updated web sites showing infection progress and increased public health surge capacity including communications and vector control workers.

Contract GENie reduces administrative burdens to the state and local businesses

DOH developed a web-based software application (*Contract GENie*) to generate 103F and 103D contracts. The application creates a standardized, electronic contract document which (1) decreases the time required to draft contracts, (2) eliminates many user errors associated with contract drafting, and (3) decreases the contract review time. This expedited drafting and review process will allow DOH to procure services in a more efficient manner and to roll out services more quickly to the public, specifically our various vulnerable populations.

Medical marijuana program improves patient access and satisfaction

The department implemented a web-based medical marijuana patient registry system that decreased patient wait time from eight weeks to a few days. The Legislature transferred the program to DOH in 2014. Since this change, the department has witnessed a steady increase in registered patients, from approximately 11,400 to over 34,000. Individuals with valid medical marijuana cards will be permitted access to medical marijuana dispensaries, authorized by the Legislature in 2015. Public concerns about wait times for patient registration and other issues were addressed by establishing a dedicated program in DOH and adoption of a web-based registry system.

Drinking water revolving fund targets exceeded

DOH disbursed more than \$30 million dollars in fiscal year 2016 to support county water infrastructure projects, a milestone that helps assure future federal funding. The success was in part due to the timely submittals of payment requests for projects which had loans, as well as implementation of a new financial planning model (FOCUS) to manage the low-interest loan program in fiscal year 2016 for:

- Hawai'i Island – six reservoir, water line, well, and pumping station projects
- O'ahu – a major urban water system improvement
- Maui – five water tank replacement, pumping station, and generator projects
- (Note – no loans were issued for Kaua'i projects in this cycle)

The public is served by having a safe drinking water supply, a core public health resource. Criticism for slow disbursement of federal funds was published by local news outlets. Issues were addressed by department leadership through a combination of a new financial planning model and implementation of the Lean/Kaizen process improvement methodology that eliminated waste and improved efficiency.

“Kaeru Program” reduces expensive and restrictive mainland treatment

DOH received a competitive federal grant for \$8.1 million dollars over four years in September 2016 for returning (*kaeru* is the Japanese word for “return”) youth currently placed out-of-state mental health treatment and preventing youth currently being considered for out-of-state placement with the intent on reducing the overall frequency with which out-of-state placements occur. This is done

through a combination of a wraparound planning process employed by a dedicated team integrated with an evidence-based treatment implementation model.

The public will be served by more youths staying with their home communities and support systems, increased individualized mental health services within the state, and expanded interagency collaboration.

Department of Health: 2017

Medical marijuana dispensary/laboratories provide safe access to medical cannabis

The Department of Health established a new Medical Marijuana Dispensary Licensing program in 2016. The program oversees the regulatory responsibility over the eight (8) medical marijuana licensees across the state. The Department issued notices to proceed for dispensaries and certifications of private laboratories for product testing despite the short ramp for execution. The Department of Commerce and Consumer Affairs also facilitated a cashless system for dispensaries increasing the safety of operations. Registered patients are afforded reliable and safe access to medical cannabis on the recommendation of their medical provider for conditions ranging from cancer treatment to childhood seizures.

Disease outbreak response and prevention team tackles Zika and other diseases

The DOH, in collaboration with the District Health Offices, mayors, councils, and HIEMA, HDOA, HTA, worked to communicate about Zika and rat lung worm disease, and launched an educational campaign on rat lung worm disease through a \$1 million appropriation from the state legislature. This will help educate Hawai'i residents and visitors about precautions they can take to protect their health. The state has rebuilt its vector control program to address the threat of diseases spread by mosquitoes, rats, and other vectors.

'Ohana Nui approach addresses social determinants of health

An example of Governor David Ige's desire to break down state agency silos to foster more collaboration. Progress in changing the trajectory of the lives of people who are at risk, even before a child is born, as a result of collaboration between Hawai'i State Department of Health and Department of Human Services. Also

highlight DOH's recent \$3.5 million federal grant from the Health Resources and Services Administration (HRSA) to support the state's Maternal, Infant, and Early Childhood Home Visiting (MIECHV) program. These programs address social determinants of health and preschool and K-12 education readiness.

Mental and behavioral health programs enhanced

Rebuilding and transformation of mental health / behavioral health program, which provides early intervention and a broader continuum of community-based mental healthcare options. Integration of mental health with primary care visits for early intervention. Addresses health disparities and homelessness. As part of the state's mental health offerings, initial design and plans for replacement of the Goddard Building at Hawai'i State Hospital and underway, with construction expected to begin in 2018. The state has convened an Opioid Abuse Prevention Work group to complete a strategic plan for Hawai'i to address this emerging issue before it becomes devastating.

Telehealth pilot project to Improve access to care

The Hawai'i State Department of Health is addressing the health needs of rural, underserved communities through telehealth. The telehealth law signed by Governor David Ige demonstrates his policy commitment to address the state's physician/specialist shortage on the neighbor islands. The law enables pilot projects, such as the virtual dental home, to become financially self-sustaining through parity reimbursements for office visits and online consultations.

New public access for real-time beach advisories

Through an EPA grant, the Hawai'i State Department of Health's Clean Water Branch launched an upgraded website that gives the public access to real-time information — integrated with aerial photos from Google maps — to check on the status of the water quality of beaches that may experience a surge in bacteria levels or are impacted by sewage spills. The website was developed based on feedback from those within the health department as well as representatives of the Surfrider Foundation, the visitor industry and the City and County of Honolulu's Ocean Safety and Lifeguard Services.

Kupuna Caregivers Program to compensate family caregivers

Governor David Ige can take credit for passing the Kupuna Caregiver law, the first state in the nation to have such a law, to help family caregivers. It allows eligible caregivers who work 30 hours or more per week to receive \$70 a day to pay for the care of their elders who are 60 years or older. The Executive Office on Aging, which is administratively attached to the Department of Health, is developing administrative rules for this law. Lobbying efforts were primarily conducted by Caring Across Generations and Faith Action for Community Equity (FACE).

LBGT health report will result in tailored health services

The Hawai'i Department of Health released the first-ever Hawai'i Sexual and Gender Minority Health Report to build competency in serving the lesbian, gay, bisexual and transgender youth to address early risk factors that contribute to poorer health outcomes in adulthood. The findings have allowed the Department of Health to better tailor programs to ensure the need and health challenges of all of Hawai'i's youth who experience discrimination and stigma, and are often victims of bullying, family rejection, and lack of acceptance.

Department of Health: 2018

Breaking ground for start of construction of new Hawai'i State Hospital facility

In August 2018, construction began on the new four-story, 144-bed, secure forensic psychiatric facility at Hawai'i State Hospital in Kāne'ohe. The new building represents the state's strong commitment to improving mental health care in our community. The facility will include patient care units, a comprehensive rehabilitation mall, outdoor courtyards, admissions and transfer suites, building support functions, and office spaces — all within a secured area. Construction of the facility is a major milestone in resolving the challenges of an ever-increasing patient population and safety concerns raised by the high percentage of high-risk forensic patients at the hospital.

Emergency response expands air quality monitoring on Hawai'i Island during Kīlauea Volcano toxic gas emissions

Keeping the health and safety of first responders and the community a top priority, the Department of Health worked with federal and county officials to expedite the installation of air quality monitoring equipment in more than 30 additional areas on Hawai'i Island during the Kīlauea eruptions in May/June 2018. The equipment provided access to real-time air quality data on safe and dangerous levels of sulfur dioxide (SO₂), hydrogen sulfide (H₂S) and particulates (vog) for responders to make critical decisions each day to support response efforts, and for residents and visitors to make informed decisions for their personal health and safety.

Opioid Prevention Action Plan – continued development and implementation

Preventing opioid misuse, expanding access to treatment for addiction, training first responders, and other community-based programs continued along with the launch in July 2018 of the Hawai'i Medication Drop Box Program. Supported by the Department of the Attorney General, Department of Public Safety, the Drug Enforcement Administration, and the Hawai'i, Maui, Honolulu, and Kaua'i Police Departments, the program provides a safe way to dispose of unused medications to prevent opioids or other drugs from getting into the hands of children or others. In September 2018, the Hawai'i Department of Health received an \$8 million federal grant over a two-year period to continue to combat opioid misuse in the state. The grant funds will continue to support the collective efforts of the Hawai'i Opioid Initiative, a comprehensive approach to aggressively counteract the misuse of opioids and other prevalent drugs, such as methamphetamines in Hawai'i.

Telehealth pilot funded in historic Kau district to increase access to care for those most in need

The Ka'ū Rural Health Community Association was awarded \$100,000 to provide medical care in resident's homes from physicians based in Hilo and Ocean View (both of which are 60-90 minutes away). Fifty patients, many of whom are elderly, have multiple chronic conditions, or lack reliable transportation, will be followed closely over the pilot. The project will also study how Community Health Workers can be incorporated into care teams, providing economic and professional development opportunities for Ka'ū residents. A second award will be made to Wahiawa Center for Community Health for a similar project for residents of central O'ahu and the North Shore. Funds were appropriated by the Legislature for these

telehealth demonstration projects to encourage greater adoption of telehealth to increase access to rural and underserved areas.

DOH continues third year of West Hawai'i Teledentistry Pilot Project and expands to Maui

The teledentistry program, or virtual dental home, is an innovative system that makes it easy for patients to receive diagnostic and preventive dental services in community settings. With funding from the HDS Foundation, pilot projects have focused on children in West Hawai'i who typically would not receive or have access to dental care until their tooth decay or oral health disease reached an advanced stage, when there is pain and infection, and more costly intervention is required. Expansion of the pilot to Maui will provide needed care to kūpuna as well as keiki.

Department of Health: 2019

Executive Office on Aging increases Caregiver Program participation

Act 102, the Kupuna Caregiver Program (KCGP), was signed into law in July 2017 and amended in 2019 by Act 126. The program provides financial assistance of up to \$210 dollars a week for support services to working family caregivers. The program received an additional \$1,500,000 in funding to continue its implementation.

In SFY 2019, 132 caregivers received services, a 17.8% increase over SFY 2018. An additional 49 caregivers were screened, assessed, and deemed eligible but were waitlisted for services. The program increased provider capacity in Honolulu with 13 new service providers of Adult Day Care.

Take Back Boxes Promote Safe Medication Disposal

Appropriate disposal of prescription medications is essential in preventing diversion of medications and limited the environmental impact of improperly discarded drugs. In collaboration with the Attorney General's Office, Narcotics Enforcement Division and other key partners, DOH/ADAD has provided take back boxes to Police Departments statewide. Listed on www.hawaiiopioid.org website with maps and directions, there are now three sites on Kaua'i, six sites on Hawai'i Island, nine sites on Maui and ten sites on O'ahu. In addition, Act 183, which was signed by Governor Ige, allows pharmacies to take back medications. Hawai'i continues to participate in the twice-yearly DEA take back campaigns in addition to

28 sites statewide. Nearly one ton of medications has been collected in the past 12 months.

Coordinated Access to Addiction Treatment Increases Access to Care

The Hawai'i Coordinated Access Resource Entry System (CARES) is the state's multiple entry-point and coordinating center for mental health disorder (MHD) and substance use disorder (SUD) treatment services. This initiative has improved coordination among providers and increased access to quality care for people who are in mental health crisis and/or living with MHDs/SUDs. Hawai'i CARES is a collaboration between the Department's Behavioral Health Administration (through its Adult and Child and Adolescent Mental Health as well as Alcohol and Drug Abuse Divisions), and community providers. The project is funded through a combination of state funds and federal funds from the Substance Abuse and Mental Health Services Administration. This collaboration includes a call center which screens for MHDs/SUDs and provides service referrals and processes for quality improvement. Hawai'i CARES staff, who are trained crisis counselors and coordinators, facilitate entry into the system of care, transitions in care, and provide information and referrals to other services. CARES serves not only individuals who request services but also stakeholders who advocate on behalf of those in need of MHD/SUD treatment. This includes parents, family members, peer recovery advocates, probation officers, teachers and anyone who wants to learn more about seeking help for someone they know in need of behavioral health services.

The Behavioral Health Administration promotes texting to access services

The CAMHD and AMHD have invested in the expansion of and publicity campaign for the Crisis Text Line. By texting ALOHA to 741741, texters can receive help from a counselor.

Healthy by Default Program Encourages Healthy Beverage Choices for Keiki

Act 138 – Healthy by Default. The Department supported legislation that requires restaurants that serve children's meals to have a healthy beverage (water, unflavored white milk, or 100% juice) as the default option. Having the healthy option as the default makes the healthy choice, the easier choice for families. Act 138 goes into effect January 1, 2020. CDPHPD is working to implement and evaluate this policy.

Food Access Coordinators Help Food-Insecure Residents in Three Counties

The Food Access Capacity Building Project is a component of the Department's Supplemental Nutrition Assistance Program - Education (SNAP-Ed) Federal Fiscal Year 2018 State Plan. This project seeks to establish county-specific efforts across the state that comply with SNAP-Ed guidance and seek to create policy, systems, and environmental changes that facilitate food access among SNAP-eligible populations.

The goal of the County-level Food Access Capacity Building Project is to identify stakeholders and build a collaborative network dedicated to improving healthy food access, as recommended in a recent report called Hawaii's Food System: Food For All. The intention of the collaboration is to coordinate projects and build capacity within partner organizations and food insecure populations.

There are currently Food Access Coordinators in Kaua'i, Maui, and Hawai'i counties who coordinate community coalitions addressing food access issues, fostering greater collaboration across agencies and understanding of existing food systems roles and gaps. Food Access Coordinators are also developing a strategic food system plan and asset map for the county that increases and sustains access to local food.

New Electronic Document Submission System Enables Efficiency and Financial Sustainability

In early 2019, the Disability and Communication Access Board completed a transition of the document review submission and review process from a manual submission/review to electronic format. This has enabled the architects, engineers, and other design consultants who submit plans and specifications for the construction of state and county buildings, facilities, and sites under Hawai'i Revised Statutes 103-50 to submit and pay electronically. The modernization has also centralized the document reviews to enable all staff in the Facility Access Unit to follow-up with resubmittals and questions. This represented the last phase of the modernization of the process with the creation of a special fund that has enabled the program to be financially self-sufficient.

Protecting our environmental resources

In 2019, Governor Ige's Administration finalized the Water Quality Plan. A vital part of Governor Ige's priorities for Hawai'i includes fostering public environmental

stewardship, protecting, and efficiently using our fresh water supply and providing state lands and waters for the public's use and enjoyment. Through its programs and actions detailed in this Water Quality Plan, the administration makes progress toward attainment to improve and protect Hawaii's water, air and land. The department continues to work with public and private partners in ensuring the health of our state's water quality.

Protecting users of Hawaii's Beaches

The Ige Administration developed a beach water quality advisory system to inform residents and visitors who swim and recreate at Hawaii's beaches. The advisory system may be found at: <https://eha-cloud.doh.hawaii.gov/cwb/#!/landing>. The public may sign up to receive water quality advisory emails on that web page. The state has routinely monitored 280 beaches since 2017. Prior to 2017, 45 sites were routinely monitored.

Addressing Climate Change

The Ige Administration is continuing to limit greenhouse gas (GHG) emissions by maintaining GHG emission caps on 19 of Hawaii's largest stationary source emitters.

Funding Drinking Water and Wastewater Infrastructure

The county drinking water and wastewater systems received \$175M and over \$169M, respectively, from the Clean Water State Revolving and Drinking Water State Revolving Funds. These Federal and State funds were used to ensure safe drinking water and clean recreational waters in the State. The first Drinking Water State Revolving Fund loan of \$1M in principal forgiveness and zero percent interest to a privately-owned public water system was issued in July 2019. Six Engineering Service Contracts for six small public water systems were awarded in SFY2019 to evaluate the system's assets and identify drinking water infrastructure improvement projects which are eligible for a Drinking Water State Revolving Fund loan.

The Medical Cannabis Registry Program Introduces Nation's First Electronic Registration Card and Opens to Out-of-State Patients

In 2019, the DOH Medical Cannabis Registry Program became the first in the nation to develop and use an online electronic patient card system. Patients can now download their approved registration cards from a secure online site and store them on smart devices. These electronic cards can be used and verified in the state's licensed medical cannabis dispensaries and for verification of registration with law enforcement. The use of the new e-cards overcome client inconvenience due to delays and expense of printing and mailing out new cards or replacing lost, damaged or expired cards. Most patients already carry smart phones and appreciate the convenience and safety of having electronic cards safely stored. In the same year, the program implemented an online application and registration system for qualifying out-of-state medical cannabis patients who are visiting Hawai'i. Patients can apply in advance and select the start date corresponding to their arrival date. These patients, once registered in Hawai'i, may purchase their medication from Hawaii's licensed dispensaries.

First Immunization Hawai'i Administrative Rules Update Since 2001

The Immunization Hawai'i Administrative Rules (HAR) provide the details for immunization requirements for the State of Hawai'i. Current national medical standards for immunizations are provided by the Advisory Committee on Immunization Practices (ACIP), and most, if not all, healthcare providers follow the guidelines established by ACIP. The last time the Immunization HAR was updated was in 2001, and many changes occurred since then. Inconsistencies between the administrative rules and the ACIP guidelines (e.g., differences in intervals between doses) were causing issues in implementation.

Healthcare providers following ACIP recommendations found patients were being excluded from school based on outdated Administrative Rules. These discrepancies resulted in additional visits to healthcare providers, loss of work time or wages for parents, and the administration and added expense of unnecessary vaccine doses. This was an additional burden on parents who were trying to ensure their child(ren) complied with requirements.

With the governor's signing of the updated Immunization Administrative Rules in August 2019, Hawaii's immunization requirements now align with ACIP guidelines and current national medical standards. Healthcare providers are now able to

provide care in accordance with standard medical practice and without concern for conflict with the Administrative Rules. With the update, our community is better served and protected against vaccine-preventable diseases—a priority initiative of this administration. Our parents and healthcare providers no longer have to worry about discrepancies between the two policies, since there is the one national medical standard followed by all.

Unified Case Management System Helps Hawaii's Vulnerable Consumers

Two Divisions of the Behavioral Health Administration (Developmental Disabilities and Child and Adolescent Mental Health) jointly released its case management information technology solution, INSPIRE. The solution leveraged federal Medicaid funds to offset its costs. INSPIRE is designed to move work from dependency on a paper-driven business system, to one that is efficient, promotes communication, increases coordination of care and time spent with clients, and allows for data-driven decisions at both the client and system levels. Built on a dynamic Customer Relationship Management (CRM) platform, INSPIRE has the flexibility for staff to make changes to the solution as the Divisions' business processes improve over time. INSPIRE is now a Behavioral Health Administration-wide initiative.

Department of Health: 2020

Please see COVID-19 Term Report.

Department of Health: 2021

Please see COVID-19 Term Report.

Department of Human Services (DHS)

The Department of Human Services (DHS) is focused on delivering services with long-term, sustainable, positive outcomes. DHS is committed to supporting self-sufficiency and the well-being of individuals, families, and communities in Hawai'i. Well-being encompasses many facets of life, including health, housing, safety, work, environment, education, family, and community.

The Governor's Coordinator on Homelessness staff are housed within the Department of Human Services, and a separate term report has been prepared with the results achieved on this priority issue.

Department of Human Services: 2015

SNAP Timeliness Rate Among Best in Nation; Program Awarded Additional Federal Funds

On October 2, 2015, Hawaii's Supplemental Nutrition Assistance Program (SNAP) received a SNAP State Performance Award in the amount of \$660,422 for placing among the six (6) States with the highest percentage of timely processed SNAP applications (FFY14): As of September 2015, Hawaii's SNAP timeliness rate was at 96.7% for an estimated 183,680 Hawai'i residents receiving SNAP benefits.

QUEST Integration program a leader in ensuring healthcare coverage

Created an integrated managed care program for all enrollees called QUEST Integration (QI), which is a leader in the country for managed long-term care. This creates a continuous system of coverage for Medicaid's approximately 330,000 beneficiaries so that people no longer must change plans if/when they become aged, blind, or disabled. The January 1, 2015, implementation went smoothly, and QI has been successful. The Med-QUEST Division provides health insurance to 50% of all children and one in four people in Hawai'i.

Juvenile justice reform results in 20% drop in admissions to the Hawai'i Youth Correctional Facility

Office of Youth Services (OYS) continued to help spearhead the state's effort in juvenile justice reform through Act 201 (2014 Legislature), which aims to reduce secure confinement, strengthen community supervision, and focus resources on practices proven to reduce recidivism. In FY 2015, a 20% drop in admissions to the Hawai'i Youth Correctional Facility occurred as a result of the collaborative efforts among stakeholders working to improve the juvenile justice system.

Department of Human Services: 2016

Bonus federal funding awarded for improving access to the Supplemental Nutrition Assistance Program (SNAP)

On September 30, 2016, the United States Department of Agriculture, Food and Nutrition Service (FNS) notified Hawai'i that the state had earned a SNAP Program Access Index (PAI) bonus award of \$716,622 for federal fiscal year 2015, for its effectiveness in making SNAP benefits accessible to low-income families. DHS improved its productivity over the previous year without any increase in the existing eligibility-worker workforce.

Investing in women's health

For the past year, the DHS MedQUEST Division has partnered with the Department of Health on several maternal and child initiatives to address pressing public health issues. The two main issues of focus are Hawaii's unintended pregnancy rate of more than 50 percent, and high substance use among pregnant women in Hawai'i, which leads to health issues in children. DOH and DHS did promotional work on the "One Key Question™" screening protocol, based on this question: "Would you like to become pregnant in the next year?" A "yes" answer triggers assessments for substance abuse. As part of a public/private partnership with DHS and DOH, training for OBGYNs on use of Screening, Brief Intervention, and Referral to Treatment (SBIRT) has taken place across the state. A "no" response triggers education on options that include highly effective forms of contraception, such as Long Acting Reversible Contraception (LARC). LARC is proven to be a highly effective and cost-effective method to reduce unplanned pregnancy and teenage abortion rates. The DHS MedQUEST Division has changed reimbursement policies for SBIRT and contraceptives to align with these initiatives.

Summer Youth Employment Program provides summer work for Hawaii's young people with disabilities

The DHS Division of Vocational Rehabilitation (DVR), in partnership with the Department of Labor and Industrial Relations, Workforce Development Division; the City and County of Honolulu, Department of Community Services/Workforce Development Division; and the County of Kaua'i, Office of Economic Development sponsored DVR's largest effort to date in providing summer employment for Hawaii's young people with disabilities. In the summer of 2016, 231 participants were placed in state, county, and private sector jobs across the state. For many, this was a first venture into the world of work. The program will be held again in the summer of 2017. This program brings together students, families, government agencies, and the private sector, and demonstrates that youth with significant

disabilities have the capacity to enter and sustain integrated, competitive employment.

Staffing plan to increase quality protective services to families and children

Social work is a demanding field, and it is difficult to recruit and retain qualified workers. As part of a comprehensive plan to address staffing shortages, the DHS Child Welfare Services (CWS) Branch partnered with the University of Hawai'i, School of Social Work to re-establish the Hawai'i Child Welfare Education Collaboration. In exchange for tuition assistance, Master of Social Work (MSW) students commit to working in CWS for a minimum of two years after they graduate. In 2016, ten second-year MSW students were recruited for this program. These students will complete their requirements and receive their MSW degrees by May 2017 and will be ready to begin their two-year CSW employment commitment in June 2017.

Department of Human Services: 2017

Timeliness, ease of access earn bonus federal funding

On October 17, 2017, the federal Food and Nutrition Service notified DHS that Hawaii's Supplemental Nutrition Assistance Program (SNAP) will, once again receive a SNAP State High Performance Bonus Award for being among the states with the highest Program Access Index (PAI) for calendar year (CY) 2016. This year's award is \$654,584

'Ohana Nui approach transforming delivery of services to break inter-generational cycle of poverty

The department is operationalizing its 'Ohana Nui multi-generational approach to delivering human services. DHS believes this will improve its ability to break the inter-generational cycle of poverty by concurrently addressing individuals' and families' highest need areas:

- Housing
- Food/nutrition
- Health/wellness
- Economic self-sufficiency/education
- Social capital

The approach addresses the needs of children, parents, and grandparents early and concurrently, resulting in better outcomes for the family. A critical component of this evidence-based approach is prioritizing the needs and development of children ages zero to five and ensuring they are not exposed to adverse childhood experiences (ACES) and responding appropriately when ACES are present.

DHS is currently receiving technical assistance from the Urban Institute and the Ascend/The Aspen Institute to assist with developing multi-generational performance measures.

Information technology systems improved to provide better services

DHS is continuing its investment in improving its information technology systems and internal information and data governance structures. In 2014, in compliance with the Affordable Care Act, the DHS Enterprise System was launched with the development of the Med-QUEST Division's KOLEA Medicaid Eligibility on-line application for Medicaid insurance coverage. KOLEA has significantly reduced the time to determine Medicaid eligibility. Currently in procurement, DHS is adding BESSD's programs to the DHS Enterprise System, phase II of the IT investment and will result in the integration of the basic DHS services of medical coverage, financial assistance, SNAP, homeless services, employment service and childcare subsidies. With an improved IT infrastructure, DHS will be able to better analyze data to improve our service delivery, as well as develop innovative services for those families and individuals with complex needs.

Federal waiver provides flexibility to ensure safety of children and reduce need for foster care

In 2013, Hawai'i was one of eight states approved by the federal administration for Children and Families to implement a Title IV-E Waiver Demonstration Project. This project allows Hawai'i to use federal funds more flexibly to develop and implement new interventions to ensure the safety of children and reduce the number of children and youth entering and staying in foster care. As part of the Title IV-E Waiver Demonstration Project, four new initiatives began, including: Crisis Response Team, Intensive Home-Based Services, Family Wrap Hawai'i, and Safety, Permanency and Well-Being Meetings. Data indicates that each of the new interventions has yielded positive outcomes. This division will continue to monitor the success of these interventions.

Additionally, as part of the 'Ohana Nui effort, the Social Services Division (SSD) has increased collaboration with the Med-Quest Division (MQD) and the Department of Health to find appropriate placements for foster children who may have mental health needs and/or are medically fragile. Locating appropriate placements for these children proves to be very difficult. With this increased collaboration, the department can leverage its resources to better serve foster youth.

This collaboration has also extended to the department's public and private partnerships, which were established to adequately respond to commercially sexually exploited children (CSEC). Resources are being developed to raise public and community awareness to this growing concern, while also assisting mandated reporters in identifying early warning signs.

Department of Human Services: 2018

'Ohana Nui

DHS is actively working to imbed and operationalize the 'Ohana Nui concept, which employs a multi-generational approach to human services delivery. One such example of 'Ohana Nui implementation is the creation of a navigator program to assist families and individuals with complex needs to access DHS services. This will allow easier access to services, reduce churning (termination and reapplication), and ensure greater success for these families with complex needs.

Project SEARCH

Rehabilitation Hospital of the Pacific (REHAB) is the first organization in Hawai'i to launch Project SEARCH, a one-year program aimed at helping secure competitive employment for people with disabilities. In partnership with the Hawai'i State Department of Health, Abilities Unlimited, Department of Human Services Division of Vocational Rehabilitation and Kalani High School, REHAB serves as the host location for six student interns with developmental or intellectual disabilities and provides real-life work experience, training in employability, and independent living skills to help make successful transitions from school to productive adult life. Students participating in the program intern in food services, grounds keeping, outpatient reception, housekeeping, linen/laundry and materials management during the school year.

Support for the employment of people with disabilities

The Departments of Labor and Industrial Relations, Human Services, Education, and Health, along with the University of Hawai'i Center for Disability Studies worked to develop and sustain a coordinated approach to develop and expand business and employer networks. These networks will provide greater job search, job referrals, vocational training, and work-based learning opportunities to individuals with disabilities. "This agreement is among the first of its kind. It brings together various stakeholders in state government to support individuals with disabilities and their opportunities to work in our communities," said Department of Human Services Director Pankaj Bhanot.

The Cooperative Agreement positions the State of Hawai'i to maximize resources and shift policies to serve a more diverse audience and improve workforce outcomes. The agreement also calls on departments to identify and leverage resources to provide training and build capacity of employers. It will simultaneously work to expand work opportunities for people with disabilities by identifying career pathways, coordinating assistive technology programs and services where appropriate, and streamlining services.

Social Services Division: Addressing staff shortage and retention

To address chronic staff shortages, in 2016, the administration advocated for the restoration of the Hawai'i Child Welfare Education Collaboration (HCWEC) with the University of Hawai'i to build a child welfare system of committed and competent social workers.

To fill position vacancies, in 2018, a cross-sector team from DHS-Personnel, DHS-Child Welfare Services, and the Department of Human Resources Development (DHRD), redesigned the hiring process of child welfare social workers. The Wiki Wiki Hire team reviewed existing application to hiring processes, reduced the number of steps involved, pre-identified vacant positions and CWS point of contacts, and trained specific CWS staff to conduct hiring interviews. The changes reduced the amount of time from application to hire, from 21 weeks or more. Since rolling out in June 2018 the pilot has already resulted in 20 new hires at CWS; and based upon the pilot's success, other divisions are interested in redesigning their hiring processes.

With continued investment in the HCWEC program and its scholars, the department will grow the capacity of our local students to serve families who need the most assistance.

Safe Sleep Campaign

Staff of the DHS Director's Office and Child Care Program Office teamed up with staff from DOH Maternal & Child Health and Children with Special Health Needs Branch to develop messaging around safe sleep. The team worked to develop materials for both childcare providers and parents and families to help everyone understand how best to put babies under age 1 to sleep.

The 2017 State Legislature charged DHS with creating a public awareness campaign, and DHS partnered with DOH to have maximum impact.

Pohulani Processing Center: Using new technology & good customer service to improve access

In 2017, the Pohulani Processing Center (PPC) began the process to revamp its phone system and customer service to improve telephone access and reduce waiting times and recipient complaints. The office, which provides cash assistance,

SNAP, and child care subsidies for densely populated East Honolulu, processes nearly 500 applications and conducts an average of 800 eligibility reviews each month. Prior to investing in a new telephone system and business process, applicants and recipients routinely complained about long waiting lines, lost documents, and being unable to contact anyone by phone. Staff also suffered with multiple duplicative requests and the high volume of walk-in recipients who could not access information or conduct business by phone.

The technological and business process changes have significantly reduced the number of complaints from PPC recipients, the number of walk-in clients, the length of waiting time, and the number of cases that "churn" – those that close and are reopened.

Embracing the insight and lived experience of web designer and former foster youth to improve access to information

Child Welfare Services has a new look for its Independent Living on-line resources page, www.ilpconnections.org. Built by former foster youth and HI HOPES Board member Tuan Giai Giang, the sleek new page is a collaborative effort between DHS CWS branch, the Independent Living Collaborative, and EPIC 'Ohana. The site is a window into a world of information and experiences that captures both the resiliency of foster youth and the bright possibilities for their future. It's also a portal into our community of caring.

Tuan hopes the website will encourage and empower youth to reach out and use the help that's available (and expand their supporters' knowledge and understanding too). He hopes the videos and testimonials of current and former foster youth will give the website users a greater sense of possibility and internal permission to reach out and use resources that are available. More importantly, Tuan hopes the site and its content will inspire youth to believe in themselves and know that they're worthy of support.

Foster Grandparent program increases social connections

The Foster Grandparent program, administered by the Adult Protective and Community Services Branch, recruits volunteers to assist children with special needs in child-care and school settings. Volunteers, who must be at least 55 years old and meet income requirements, serve a minimum of 15 hours a week. The inspiring program works with 110 volunteers across the state – from Kaua'i, O'ahu,

Maui and Hawai'i Island. In fiscal year 2017, program volunteers served nearly 100,000 hours over the year.

Iron Chef Kitchen: New Vision Student Group Cooking Competition

Ho'opono Services for the Blind on Bachelot Street was transformed into the Iron Chef Kitchen. New Visions is a program with the Division of Vocational Rehabilitation's Ho'opono Services for the Blind Branch, which teaches non-visual blindness skills to build confidence and independence. New Visions students competed in a group cooking competition as part of their blindness training. In the end, the two-person team of Beryl and Jeffrey were the victors, though all the students were successful on that day.

New Visions students experience camping & travel

In May 2017, the New Visions program took a group of eight adult students to YMCA Camp Erdman. During the group's stay, students completed various challenges individually, in partnership and as a group. One day, they tackled the daunting Odyssey Ropes Course which takes participants 30 feet above the ground to walk on telephone wires. On another, they did team development activities that highlighted the need for strong communication in group work. They also traversed the 5.4 mile roundtrip trek to Ka'ena Point.

Then in June, seven Transition students headed to Hawai'i Island. The focus of this trip was for the blind youth to focus on post-secondary education and employment as well as learn about Hawaiian culture. The Federal Rehabilitation Services Administration, which oversees the Vocational Rehabilitation Program, mandates that 15% of the agency's budget be spent on this age group, focusing on pre-employment transition services.

During the week on Hawai'i Island, students were immersed in various employment activities from volunteer work experience to peer mentoring and advocacy. They also were exposed to counseling on career and post-secondary opportunities and independent living skills.

Emergency Management: DHS staff embodying community spirit & empathy

2018 may be a preview of the future with multiple back-to-back natural disasters. During the historic rainfall on Kaua'i in April, Kīlauea eruption on Hawai'i island over the summer, and hurricane threats to the state, DHS staff showed true grit and dedication to our communities and residents. Staff were sent to assist at the state's emergency operating center, staff statewide participated in daily information briefings, coordinating calls between divisions and staff on the ground, and staff engaged in collaborative efforts to respond to the needs of impacted residents. On the ground, DHS staff were members of damage assessment teams lead by Federal Emergency Management Agency (FEMA) on Kaua'i, O'ahu, and Hawai'i Island. Damage assessments were vital to the state's application for federal assistance.

Helping foster youth prepare for a new school year

West Hawai'i CWS staff teamed up with Mālama I Nā Keiki Hānai, a community partner agency, to help foster youth be "ready to roll" for the new school year. CWS staff, Mālama I Nā Keiki Hānai, and family members came together to raise funds and collect supplies to help prepare foster youth for the upcoming school year. The event took place at the Kailua-Kona Wal-Mart and the backpacks and school supplies were later distributed to resource caregivers at the West Hawai'i CWS office.

Department of Human Services: 2019

Staff retention improves family safety and well-being

To achieve positive outcomes for children and their families, a concerted effort was made to fill vacancies and retain staff. Wiki Wiki Hire, a cross-agency collaboration between the Department of Human Resources Development and the Department of Human Services, developed a streamlined hiring process to certify, interview, and hire applicants. The start of the pilot in June 2018, quickly showed positive results with a point in time comparison for October 2018 with 78 vacant positions in CWSB to 40 vacant positions in 2019.

CWSB developed a pilot project of emergency response workers designed to support sections experiencing gaps in their operations until the sections can sustain services to their community. Positions for this pilot are in recruitment.

Fostering cross-sector collaboration

In April 2018, DHS with the sponsorship of Governor Ige, and in partnership with Departments of Education and Health, and the Executive Office on Early Learning (EOEL), applied for and received cross-sector technical assistance from the National Governor's Association. The 15-month process examined programs and resources available for children, youth, and families in Hawai'i. The major result of the assistance is the development to a "Cabinet for Children, Youth, and Families" that will develop decision-making and information processes so that child, youth and family serving agencies are able to align outcomes and goals and braid available funding. Foundational documents of the cabinet are in circulation and under review by participating department directors and the Executive Director of EOEL.

Improved information sharing and relationship building among NGA technical assistance participants has already led to new partnership between DHS First To Work Program and the DOH Public Health Nursing to provide home visiting services to pregnant recipients of Temporary Assistance and Needy Family (TANF) benefits. DHS and DOH Public Health Nursing are developing the program. DHS, DOH, and the Executive Office on Early Learning also partnered to submit a proposal for a Preschool Development Grant to develop a strategic plan to strengthen the State's Early Childhood system. The team received a grant award, and lead partner EOEL engaged a facilitator who is conducting the strategic plan process; the final plan is expected to be completed in December.

Addressing severe mental illness in Hawai'i

To address issues raised in Senate Bill 1051 (2019), in partnership with and funded by the Department of Health, DHS engaged the expertise of the National Council for Behavioral Health (NCBH) to conduct an environmental scan, provide training, and technical assistance to improve shelter and other services for homeless individuals with severe mental illness (SMI), some of whom may have a co-occurring substance use disorder. Through this collaboration, NCBH will review existing shelter agencies to examine the impact of an integrated behavioral health shelter program that provides short term, sub-acute care for homeless individuals with SMI. This collaboration will also provide facilitation for a newly established steering

committee, which will be comprised of stakeholders and community service providers who will advise on capacity, resources, and collaboration opportunities to support the pilot shelter program. The environmental scan process began with a kickoff webinar in October and work with NCBH will continue for the next 3 years.

Addressing juvenile justice through gender responsive reform

The Office of Youth Services, Hawai'i Youth Correctional Facility received a technical assistance grant from the Vera Institute, aimed at ending the incarceration of girls in the state. Through this two-year collaboration, the Vera Institute has developed various recommendations to ensure gender responsiveness within our criminal justice system, beginning with looking at the connections between early childhood abuse and neglect, foster youth, criminalization, trafficking, and incarceration.

Statewide child sex trafficking awareness training

The Office of Youth Services, in conjunction with CWSB and community stakeholders, conducted a three-day training on identification of trafficking, awareness of trafficking, trauma and its effects on brain development in children, and greater prevention techniques. Legislators, along with social workers, direct service providers, and medical professionals attended the training at the Hawai'i State Capitol auditorium. Through this training, attendees learned about the CWS Mandated Reporter Hotline for suspected sex and labor trafficking. Attendees from neighbor islands could apply for stipends to attend the training on O'ahu.

Expanding access to higher education through the HINET program

As an example of cross-branch collaboration, DHS, the University of Hawai'i (UH), and the Senate Committee on Ways and Means worked together to pass Act 156 (2019) expanding the University of Hawaii's Hawai'i Nutrition Employment and Training (HINET) program. The HINET program provides additional financial and one-to-one support to college students who are recipients or eligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits. Program participants receive assistance with finding childcare, reimbursement for books and supplies, transportation expense, and job matching. The additional funding allows UH to expand the program to all seven-community college campus increasing the number of program participants from 200 to nearly 1,000 statewide.

New Health Analytics Office informs decision making

The Department of Human Services has developed in its Med-QUEST Division the Health Analytics Office (HAO). The establishment of HAO improves the state's ability to make evidence-based decisions that are informed by health-related data and related forecasting. HAO is the State's all-payers medical claims database and was enacted in statute by Act 55 (2018). HAO is another example of cross-sector collaborative effort established through partnership with the Department of Health, University of Hawai'i, Department of Commerce & Consumer Affairs, the Hawai'i Employer-Union Health Benefits Trust Fund, and the Office of Enterprise Technology Services, with broad support from health-care industry.

Department of Human Services: 2020

Department of Human Services successfully pivots and keeps pace with surge of applications for vital safety net programs

The Department of Human Services (DHS) continues to take aggressive and pro-active actions to protect the health and safety of the individuals and strengthen families by maintaining essential services to help the people of Hawai'i during this COVID-19 crisis. **See COVID-19 term report for details.**

Non-COVID vocational rehabilitation programs flourish

Amid COVID-19, the Division of Vocational Rehabilitation (DVR) sustained essential services and supported 94 participants to obtain employment at an average hourly wage of \$15.28 cents, working an average of 29 hours weekly. These participants generated over \$1.8 million in earnings adding another \$150,000 to the local economy.

Department of Human Services: 2021

See COVID-19 term report.

Division of Vocational Rehabilitation (DVR) supports independence

DVR continued to provide training and job readiness to support financial independence for more than 3,500 Hawai'i residents annually. Some of the DVR related issues are as follows:

- DVR continues its work to support employment opportunities for this population and has made strides to resolve a waitlist from the Order of Selection implemented in 2017. Over 900 participants have been released off the waitlist since July of 2019, with 512 released since March 2020.
- With staffing vacancies now being filled, DVR anticipates services will support closer to 9% of Hawaii's eligible residents with disabilities seeking to obtain employment and/or advance in Hawaii's workforce.
- Persons receiving DVR services this past year and placed into employment with Hawaii's employers during this pandemic include the following occupations: Stock and Order fillers, General Office and Customer Service Automotive Service Technicians and Mechanics, Computer Occupations, and Administrative Service Managers. Average hourly wages over the past year for job placements have ranged between \$12.68 - \$36.60 per hour, with participants working between 10-40 hours per week after exiting services.

Social Services Division (SSD) delivered services

SSD received additional federal funds to provide clients with additional supports and services as residents struggled. Some of the SSD initiatives include:

- The Adult Protective Community Services Branch (APCS) fulfilled its mission to protect the most vulnerable adults in the community from abuse, neglect, and exploitation, while continuing to honor the individual's right to self-determination and to ensure every effort is made to prevent premature institutionalization.
- APCS successfully resettled repatriates, provided case management and nursing services, and kept kūpuna active in its community programs: Foster Grandparent Program, Senior Companion Program, and Respite Companion Program.
- Due to COVID-19, APCS enhanced its protocols to ensure staff and client

safety, while they continued to provide essential services on the “front line” to address the needs of vulnerable adults in their homes and communities statewide. APCS conducted face-to-face visits on all emergency cases and provided support to clients in the community when other programs had halted or severely scaled-back their operations.

- In 2021, APCS hosted the State’s first World Elder Abuse Awareness Day event which was attended by many partner agencies across the state including APCS staff, law enforcement, city prosecutors, financial institutions, and other stakeholders in the prevention of elder abuse and fraud.
- In August 2021, CWS received approval by the federal Administration for Children and Families (ACF) of Hawaii’s 5-year Family First Hawai’i (FFH) prevention plan, allowing Hawai’i to receive Title IV-E prevention reimbursements for approved evidence-based services and related administration costs. At that time, Hawai’i was one of only 16 States to receive ACF approval as required by the First Family Prevention Services Act (FFPSA) of 2018. FFPSA expanded the investment of Title IV-E funds for prevention services to reduce children entering foster care, by implementing evidence-based services using trauma informed healing approaches to strengthen families and relatives to care for their own children and prevent children's entry into the foster care system. With FFH in place, Hawai’i anticipates seeing a decrease in number of children entering foster care, as well as a decrease in costs associated with foster care services.
- In September 2021, CWS in collaboration with DHS office of information technology, launched the initial phase of an automated licensing solution to allow resource caregivers to submit online application to become a resource family (foster family) for children in foster care.
- On October 1, 2021, CWS launched its first FFH prevention services with a phased-in approach with intensive home-based services using the Homebuilders model. Plans include in home visiting services using Parents as Teachers (PAT) and Healthy Families America (HFA) Models by February 2022. Additional FFH prevention services will be implemented in 2023-2024.
- Started in 2019, CWS continues to work on its Program Improvement Plan through the federal Child and Family Services Review (CFSR) which improves 18 data items related to safety, permanency, and well-being of children. The CFSR process involves the eight CWS statewide sections being reviewed annually via review of a random sampling of cases. CWS has met all but two items and the goal is to meet these items within the next year.
- In response to the passage of the federal Consolidated Appropriations Act signed into law on December 2020, CWS collaborated with providers,

community stakeholders and former foster youth to issue payments to youth and young adults in foster care and those who were exiting foster care to support this population.

- CWS collaborated with the Hawai'i Public Housing Authority along with other providers and stakeholders to use available housing vouchers to assist former foster youth with housing resources who are experiencing homelessness or who are at risk of homelessness, and we are working on a process to issue these vouchers to CWS families who are experiencing homelessness or at risk of homelessness.
- CWS and its provider EPIC 'Ohana Conferencing have been working with the Partners in Care, O'ahu's homeless service continuum and have reached out to neighbor island homeless providers to assist CWS families and former foster youth who are experiencing homelessness and at risk of homelessness to access housing resources.

Hawai'i Public Housing Authority (HPHA) provides housing and food services

HPHA continued to provide stable housing and worked with the federal government, CWS, and local non-profits to provide housing vouchers for foster youth who moved to adulthood. HPHA also worked with Hawai'i Emergency Management Agency and FEMA to deliver meals to kūpuna statewide and worked with health care providers and the Department of Health (DOH) to provide COVID-19 testing and vaccination information and resources.

Office of Youth Services (OYS) gets results

This year, the Kawaiiloa/Hawai'i Youth Correctional Facility (HYCF) was selected by the W.K. Kellogg Foundation as one of ten global finalists for the Racial Equity 2030 Challenge. The "Kawaiiloa: A Transformative Indigenous Model to Replace Youth Incarceration" project supports youth to find their roles as healers and community contributors by replacing youth incarceration with a Native Hawaiian restorative system that empowers communities, trains youth healers, and shifts resources to community-driven and culturally grounded pu'uhonua, sanctuaries of support, for youth.

Grants and Technical Assistance Awards Support Department's Work

Thriving Children, Strong Families: Spearheaded by the Director's office, DHS was selected as one of six cohort states to participate in the No Kid Hungry grant, a national campaign with the organization Share Our Strength and the American Public Human Services Association. Through this grant work, DHS will collaborate with the Hawai'i Department of Health – WIC program (DOH) and the Children's Healthy Living Center of Excellence (CHL Center) at the University of Hawai'i at Mānoa, to build foundational capacity to share and analyze administrative data across the SNAP (Supplemental Nutrition Assistance Program) and the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). This groundwork will enable Hawai'i to increase access to nutrition support programs, in alignment with Hawai'i's 'Ohana Nui framework, which aims to dismantle intergenerational poverty.

Hawai'i was also chosen as one of 14 states to participate in both the first and second National Governor's Association Family Well-Being Cohorts, with the support of the Casey Foundation. Through this work, the Department of Human Services, Department of Education, and the Department of Health will work with the National Governor's Association and the National Family Support Network to strengthen Hawai'i's school- and community-based family resource centers to address the multiple and complex needs of families.

Supplemental Nutritional Assistance Program (SNAP) Longitudinal Data Project Grant: Hawai'i was also chosen to participate in a multi-year longitudinal data project with the U.S.D.A. Food & Nutrition Service and the U.S. Census Bureau to standardize the State's SNAP data. This will ensure that more research can be done across states and similar communities to improve our knowledge of nutritional needs of families, and to create opportunities where Hawai'i's multi-ethnic and multigenerational nutrition needs may be studied. Participation in this grant comes with more than \$2 million in federal funding and aims to lead to improved program outcomes and innovations.

National Governor's Association SNAP Employment & Training Learning Lab: A Hawai'i team of staff from DHS, the University of Hawai'i Community College, and workforce providers participated in a two-day learning lab to explore how Hawai'i's can expand use of the SNAP Employment & Training program. One of the outcomes is to strengthen Hawai'i's HINET program at community colleges and improve program participation rates to assist college students with nutrition benefits, and to

provide supports to eligible community college students, such as transportation and child care, so students can complete their degrees and obtain higher paying jobs.

A team from the Director's Office, the Division of Vocational Rehabilitation, the governor's Office, the Department of Labor & Industrial Relations, the Workforce Development Council, and Enterprise Technology Services, continues to work with the National Governor's Association Work & Innovation Network (WIN) and contracted vendor RIPL to improve the Hawaii's on-line employment portal so residents can obtain employment opportunities, find training resources, as well as easy referrals to other public services.

Looking Ahead

The launch of the 'Ohana Nui approach allowed several departments to partner for better outcomes for the people needing state services. Going forward, we anticipate expanding the programs in place and finding new ways to provide much-needed services more efficiently and effectively.