

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. |

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| 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 Hawaii’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 |

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| | | 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 |

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| | 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) | |

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| 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 | 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. 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. |

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.

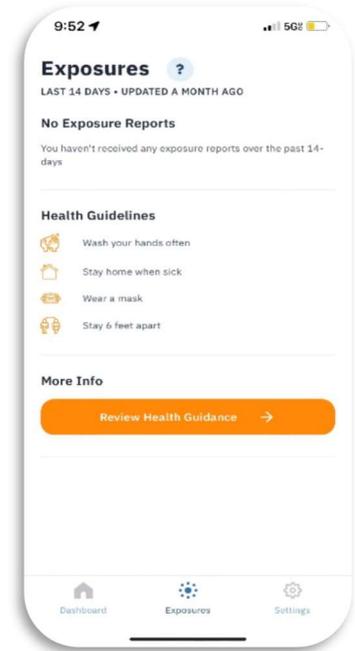
In 2021, the contract tracing program grew and evolved to accommodate growing need and fill gaps in reaching communities. DOH educated frontline physicians, healthcare workers, and the community at large to provide updated guidance on isolation and quarantine measures to prevent community spread, while 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.

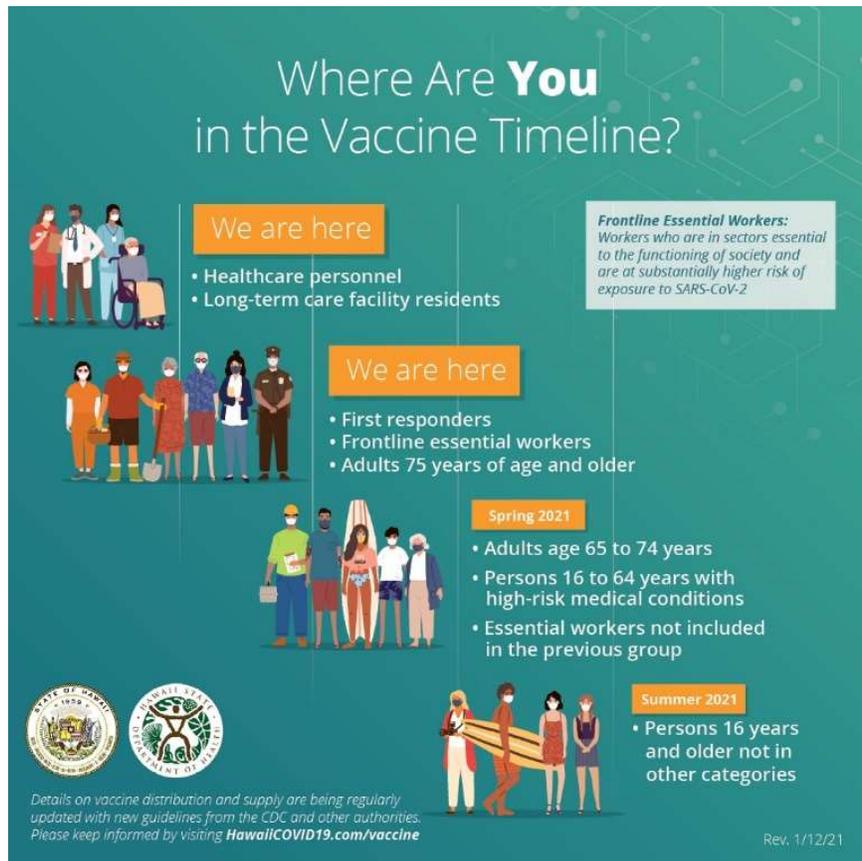
Contact tracers continued to focus attention on priority groups including COVID-19 clusters associated with schools and high-risk settings such as long-term care facilities.

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 | |
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| 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.

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



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 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

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| 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

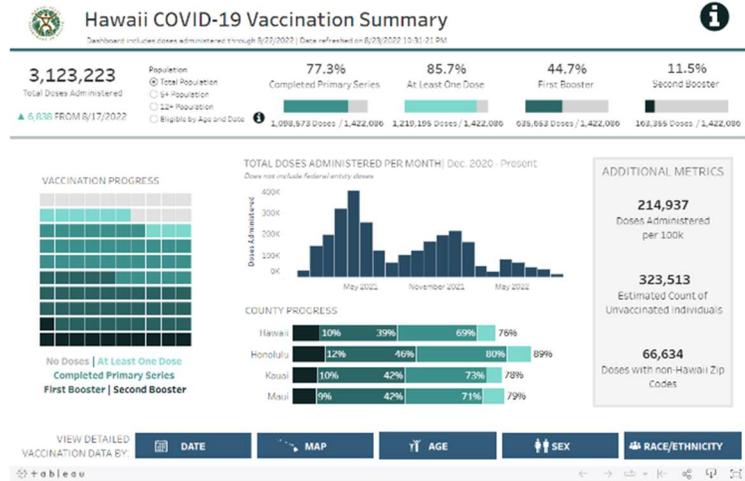
investigations. This included whole genome sequencing, which can identify different COVID variants and sub-variants.

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.



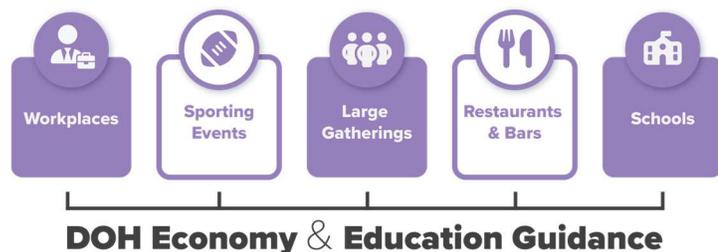
DOH published other important data that shed light on how the pandemic was affecting Hawai'i residents. These publications included:

- 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



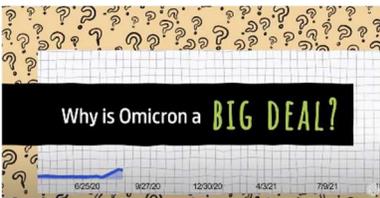
Doing Our Part
Air Date: March 2020



Get Back to Real Life
Air Date: Jan. 2021



UH Volleyball Team Gets Vaccinated
Air Date: June 2021



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



COVID-19 Survivor Stories
Air Date: Oct. 2020



Vaccination Stories
Air Date: March 2021



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



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



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



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



Spread Joy, Not COVID
Air Date: December 2021



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 | \$106,409,206 |

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.

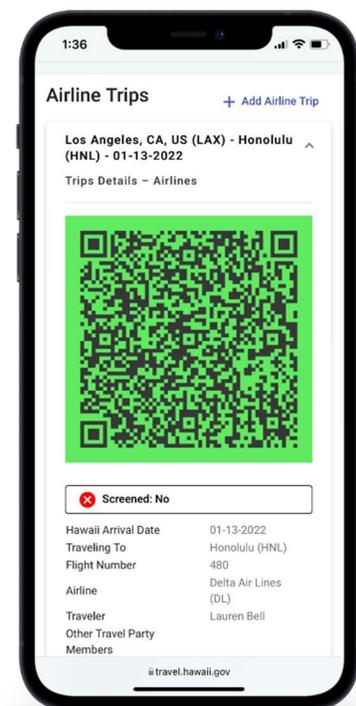
To promote a spirit of cohesiveness and provide support, the State Procurement Office held SPOCon V, a virtual conference for close to 200 state/county purchasing and contracting specialists across the state, on October 22, 2020. During this conference, SPO purchasing specialists and Surplus Property 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 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.

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 and summer

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.

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.

- 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:
 - The Unemployment Insurance Division took in over 200,000 claims and processed many, thereby providing financial relief to the community as quickly as possible.
 - 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.
 - Nearly all DLIR programs redeployed employees to assist the UID with the processing of UI claims.
 - 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.
 - The OCS' Food Distribution Program provided \$5M in food assistance to the needy.
 - 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.
 - 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.
 - 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

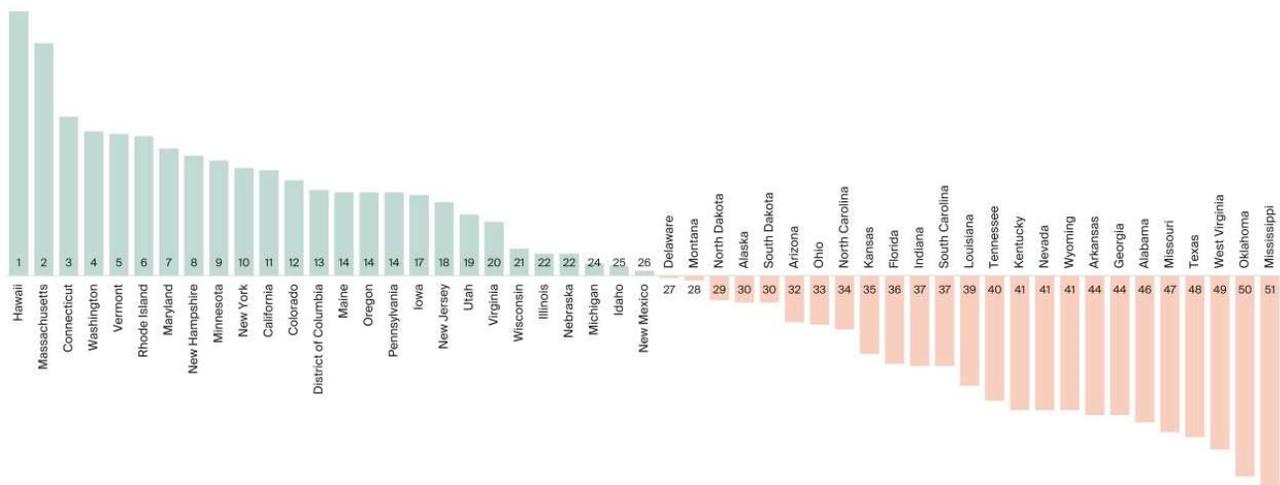
Because the people of Hawai'i pulled together and took the measures we knew would help, we've had outstanding success, but the COVID-19 pandemic is still with us. The State remains focused on preventing people from becoming severely ill. To this end, it is extremely important for people to continue to 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:

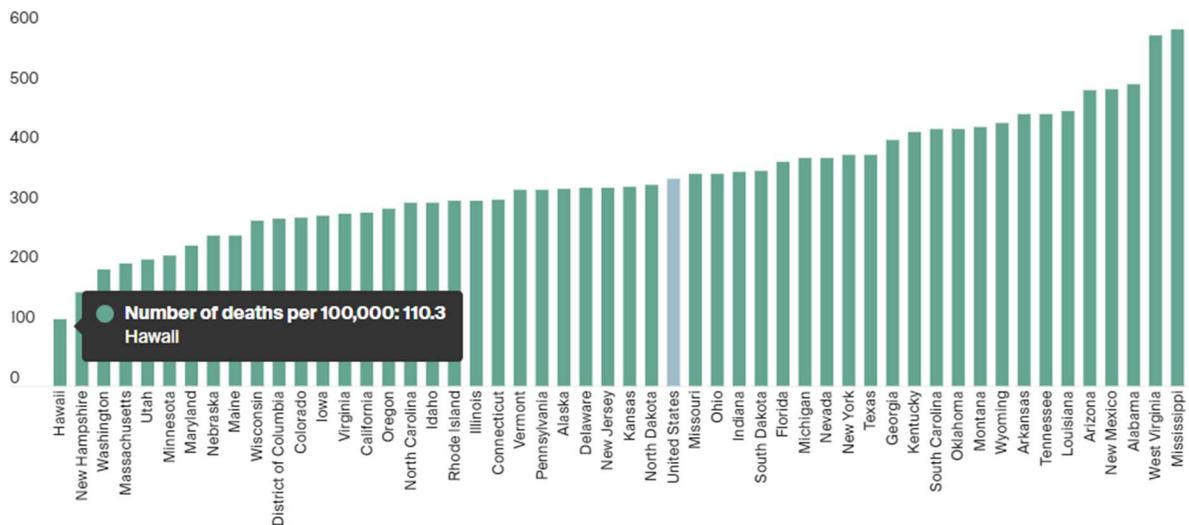


Source: David C. Radley, Jesse C. Baumgartner, and Sara R. Collins, *2022 Scorecard on State Health System Performance: How did States Do During the COVID-19 Pandemic?* (Commonwealth Fund, June 2022). <https://doi.org/10.26099/3127-xy78>

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](#).

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



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>

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 | Change over time ^b |
|--|-----------|------------|--------------|-----------------|------------|-----------------------|------------|--------------|-------------------------------|
| Healthy Lives (cont.) | | | | | | 2022 Scorecard | | | Baseline |
| Infant mortality, deaths per 1,000 live births | 2019 | 5 | 6 | 3 | 18 | 2015 | 6 | 6 | Improved |
| 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 Change |
| Alcohol-related deaths per 100,000 population | 2020 | 8 | 13 | 8 | 1 | 2016 | 6 | 10 | No Change |
| Drug overdose deaths per 100,000 population | 2020 | 18 | 28 | 10 | 11 | 2016 | 13 | 20 | No Change |
| Adults who report fair or poor health | 2020 | 9% | 12% | 9% | 6 | 2016 | 13% | 16% | Improved |
| Adults who smoke | 2020 | 12% | 14% | 8% | 8 | 2016 | 13% | 16% | No Change |
| Adults who are obese | 2020 | 27% | 33% | 24% | 5 | 2016 | 26% | 30% | No Change |
| Children who are overweight or obese | 2019–20 | 28% | 32% | 23% | 13 | 2016–17 | 28% | 31% | No Change |
| Adults who have lost six or more teeth | 2020 | 5% | 9% | 5% | 1 | 2016 | 6% | 10% | Improved |
| 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 ^a | State rank | Data year | Low-income rate ^d | Disparity ^a | 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.)^g

| | 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>