



State workers on the front lines for the community

Honesty, transparency, responsiveness to citizens. Some cynics would say those aren't the first words that come to mind in describing government bureaucracies. But those are the values Governor Ige has made a priority of his administration. This issue highlights ways the state is making progress in key areas, improving services, and helping us as consumers.

Q. What is most significant to you about funding the Ige administration received from the 2019 state Legislature?

A. In the end we got most of what we need to continue our momentum in critical areas such as affordable housing and homelessness, improving education as the key to a better life, and supporting our Sustainable Hawai'i initiative. The community has told us they see these as priorities, and I know we'll be successful because the Legislature and I share the same core values to help families and those most in need.

Q. Why would you encourage people, especially millennials, to consider state government service?

A. Being a public servant is one of the few jobs where you can impact the broader community every day. Our public employees are our most important asset. They're on the front lines to help us deliver services to our communities. This year's outstanding state employees are just some of the many who make life better for all of us and who provide leadership to deliver higher quality services. This dedication is also true of the state Department of Commerce and Consumer Affairs, which plays a vital role in critical areas such as business licensing, consumer protection and insurance. With the start of the hurricane season, now is the time for everyone to check their insurance policies and be prepared. **(See stories on Pages 3 and 4.)**



Gov. Ige with the winners of the top team, manager and employee of the year awards.

Q. What is the way forward on water leases for applicants?

A. We're committed to completing long-term water leases as required by law and will be working with applicants to make clear what the process is. The fundamental change from this legislative session is that the Department of Land and Natural Resources will be more proactive in providing information and assisting applicants.

Q. Why should people take the time to provide input to the Department of Education's 2030 Promise Plan?

A. The 10-year plan is the next step in what we started with the 2017 Hawai'i Blueprint for Public Education. It's an important opportunity to let your voice be heard on ways to improve our schools over the next decade and prepare our students for the future. (For details, go to 808ne.ws/2030Promise and [governor.hawaii.gov/blueprint/.](http://governor.hawaii.gov/blueprint/))

Q. What do you want people to know about the first lady's Jump Start Breakfast initiative? (See story on Page 4.)

A. Dawn brings a special perspective to the breakfast program as both a mom and a former third grade teacher. She saw children in her classroom who were hungry and couldn't focus on their work. Also, she remembers her mom, a school cafeteria baker, working hard to provide quality meals for students. Jump Start Breakfast is one more way we can help students succeed and alleviate some of the pressure on families, as well as promote fresh, local products from our farmers and ranchers.

Governor sees progress with legislative support



Gov. Ige fields questions from reporters on budget funding.

From his nearly 30 years in the Legislature, Governor Ige believes in staying positive about funding for his administration’s priorities. “We made progress in critical areas. It’s not everything we asked for, but it allows us to continue the momentum in housing and homelessness, education and the environment,” he said. “In working with our legislators and House and Senate leadership, I’ve always maintained that because our values are aligned, our priorities are aligned. We’ll be moving forward together on these issues.”

After the legislative session, the governor highlighted some of the priority areas that received funding:

- **Housing** - \$67M for the Dwelling Unit Revolving Fund and \$100M for the Rental Housing Revolving Fund; \$26M for the Department of Hawaiian Homelands; \$20M for the Hawai’i Public Housing Authority (HPHA) for renovations and maintenance statewide. Two bills would enable the HPHA and the Department of Education to enact 99-year leases on their lands while the Hawaii Housing Finance and Development Corporation is looking at additional possibilities.
- **Homelessness** - \$27.6M for key priorities, including Housing First, Rapid Rehousing, the Family Assessment Center, outreach and civil legal services, and stored property and enforcement.
- **Education** - \$700,000 for Hawai’i Promise for UH community college students, \$1.5M to expand the Early College programs, \$1.4M to open 10 new public pre-K classrooms, funding to sustain 18 existing public charter school pre-K classrooms, and \$6.5M in general obligation bonds to retrofit 10 Department of Education classrooms to expand public pre-K.
- **Sustainability** - \$6M for watershed protection, \$750,000 to address rapid ‘ohia death, additional positions for enforcement and stream monitoring and other measures to address climate change, clean energy and local food production.

School planning, new EIS rules, ocean safety, helicopters

Public input needed on school plans -The public is invited to provide feedback for the first draft of the **state Department of Education’s 2030 Promise Plan** to guide school improvements for the next decade. The plan takes the **Blueprint for Public Education** developed by Governor Ige’s community ESSA team and creates an implementation plan for the future. Feedback will be gathered through **Aug.1**. For details, go to 808ne.ws/2030Promise and governor.hawaii.gov/blueprint/.

Governor to sign new EIS rules -The governor has set **July 30, 2019** as the date he will sign new rules for the **state Environmental Impact Statement (EIS) process**. Developing these new rules took nearly two years of public meetings, including nine public hearings statewide. It’s the first time in 23 years that the rules have been revamped. “These rules, which take effect Aug. 9, ensure public involvement in decision-making,” said Governor Ige. See health.hawaii.gov/oeqc/rules-update/.

New ocean safety website launched - The Department of Health has launched <https://hioceansafety.com>, a website that aims to help beachgoers and prevent drownings. Ocean drowning is the state’s fourth-leading cause of injury-related death and the leading cause for visitors. The site offers real-time updates on ocean conditions across the state, “six things you need to know on beach safety” and videos on how to save yourself from drowning.

Helicopter flights draw scrutiny - When it comes to citizen complaints about tour helicopters over neighborhoods, state Department of Transportation (HDOT) officials have said they don’t have authority over airspace — only ground facilities at the airports. “Once the aircraft becomes airborne, jurisdiction transfers to the Federal Aviation Administration (FAA),” said HDOT officials. However, the Hawai’i Helicopter Association encourages people to submit concerns about plane noise, low flight frequency and other issues by calling (808) 639-5566 or go to planenoise.com/hha/.

Honors for UH volleyball team, former Gov. George Ariyoshi



(left) The UH men’s volleyball team and coaching staff were honored by Gov. Ige. Former Gov. George Ariyoshi received the Aloha Order of Merit from the Legislature.

DCCA: Protecting consumers, helping businesses

Who can help me if I've been scammed? What should I do after a flood, fire or hurricane? How can I check on a business or start my own? Answers to these and dozens of other questions can be provided by the state Department of Commerce and Consumer Affairs (DCCA) — the people the community turns to for everything from consumer information and complaints to professional licensing and business registration.

DCCA's mission covers a mind-boggling array of responsibilities — all of which affect Hawai'i's residents in some way. It includes the state's insurance industries, state-licensed financial institutions, professional and vocational licensing (including real estate) and cable television. Its **Division of Consumer Advocacy** protects the interests of consumers before the Public Utilities Commission and other federal agencies. Its **Office of Consumer Protection** investigates complaints about businesses as well as launches lawsuits against companies that have harmed Hawai'i consumers, such as in the Takata airbags case.



Director Awakuni Colón and William Nhieu of DCCA.

Overseeing it all is DCCA director Catherine “Cat” Awakuni Colón, who was recently confirmed for her second term. A graduate of Hawai'i's public schools, UH Mānoa and the William S. Richardson School of Law, Awakuni Colón said she learned the importance of public service and compassion through her parents. Her dad is a 30-year veteran of the Honolulu Police Department, spending roughly half of that time in its community relations division, and her mom is a licensed professional cosmetologist. She has also lived and worked on Maui, which she said helps her understand neighbor island accessibility and cost issues.

“Basically, we’re here to protect consumers but also to help businesses thrive through fair, honest practices,” said Awakuni Colón. “Governor Ige very much values the work we do because our team members touch so many people who need our help. That’s why we’re working hard to improve the department’s online presence and update technology, such as **increasing public WiFi hot spots**, to make it easier for people to access information.” DCCA also participates in 100 to 200 events each year, sponsors financial literacy and consumer fairs, and offers numerous resources to create more savvy citizens. Here’s some timely advice from DCCA:

- **BusinessCheck: Before you sign, go online** - The department has launched a new website, businesscheck.hawaii.gov, designed as a “one-stop shop” for consumers to check out businesses or licensed professionals operating in the state. The website includes licensee status, complaint history, tax and business registration and other information. “Doing a search on BusinessCheck may help with decision-making before giving your money away,” said Awakuni Colón.
- **“My Insurance Doesn’t Cover What?”** – Awakuni Colón emphasized the importance of people checking and updating their insurance policies now, at the start of the hurricane season, instead of waiting until disaster strikes. “Know where your policy is and with which company. The typical home insurance policy doesn’t cover flooding. You should also check about coverage for relocation in case you have to live someplace else for several months.” DCCA provides easy-to-read guides about the insurance claims process including the “My Insurance Doesn’t Cover What?” booklet at <http://cca.hawaii.gov/ins/tips-for-storm-claims/>.
- **After disaster strikes, DCCA can help** - Last year DCCA staff from the insurance, financial institutions, regulated industries complaints, and business registration divisions jumped in to help people devastated by the Kīlauea eruption on Hawai'i island and flooding on Kaua'i and East Honolulu. “We flew people over to the Kea’au Disaster Recovery Center for complete coverage through multiple shifts after the lava eruption,” said William Nhieu, DCCA communications officer. “We also had teams on site after the Kaua'i and O’ahu floods and storm because people had a lot of questions about their insurance.”
- **Scams, fraud and security breaches** – Awakuni Colón emphasized that consumers need to protect themselves against criminals who use technology to defraud their victims. “A gas pump isn’t a great place to use a debit card because people can use that information to raid your bank account,” she said. “Also, don’t answer a robocall number you don’t recognize or fall for ‘affinity scams’ where the caller says, ‘Some of our friends are going to hui up so we can make money together.’” DCCA also warns the public to be wary of “pretend” contractors. “The public can use <http://businesscheck.hawaii.gov> to see if a person is licensed,” said Awakuni Colón. “If you’re scammed, you can file a complaint so we can try to recover money stolen from customers.”

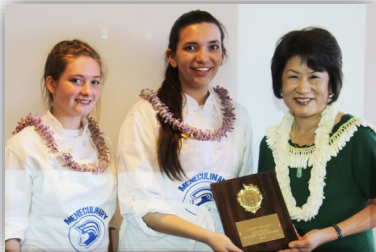


Spectrum president Gregg Fujimoto, Sen. Kalani English, Rep. Lynn DeCoite and director Awakuni Colón celebrate 100 new public Wi-Fi hot spots, including in Kalaupapa.

For more DCCA consumer resources, go to <http://cca.hawaii.gov/education/>. To contact someone at DCCA, call 587-DCCA, email dcca@dcca.hawaii.gov or go the website at www.cca.hawaii.gov. A 24-hour automated information line called ConsumerDial has answers to common questions, including landlord-tenant, financial and consumer issues and insurance information. For numbers for each island, go to <https://cca.hawaii.gov/consumer-dial-information/>.

Jump Start Breakfast celebrates successes, statewide launch

How do you entice hundreds of students across the state to eat a good school breakfast? The answer from Hawai'i's breakfast leadership team has been to create a high-profile campaign and some mouth-watering recipes, find schools willing to take up the challenge, and enlist the support of local heroes like Marcus Mariota and other community partners. On top of that, Governor Ige proclaimed an official School Breakfast Month, and 'Ōlelo Community Media added a new breakfast category to its student video competition that drew 50 entries.



Now, to help take the breakfast initiative statewide, the Jump Start Breakfast program is launching a new website, ainapono.org/jumpstart/. The site has a host of ideas and resources that can be tapped by teachers, principals and nutrition directors. They range from innovative breakfast delivery options to student and school success stories and examples of the far-reaching community impact of eating a good breakfast.



Hawai'i's winning campaign was celebrated at a summit May 8 at Kapi'olani Community College, where eight student culinary teams vied for top prizes in savory and sweet breakfast categories. The teams included Moanalua, Mililani, 'Aiea, Campbell, Kaiser and Pearl City high schools on O'ahu and Baldwin and King Kekaulike on Maui. Also honored were two schools that received the First Lady School Breakfast Champion awards. They were **Fern Elementary** with the "Most Innovative" breakfast program and **Central Middle School** with the "Most Improved" student breakfast participation — an increase of 23 percent over last year. In addition, **first lady Dawn Amano-Ige** was named to the **national School Breakfast Hall of Fame** for her leadership in elevating the issue of school breakfast and helping build awareness of its importance.

Culinary winners: Moanalua (top) and Pearl City.

The Jump Start Breakfast program was launched last year with the help of a \$60,000 grant from the **No Kid Hungry national organization**. "We had one of the lowest school breakfast participation rates in the country, so we knew we had to do something for the sake of our students," said Mrs. Ige. She praised team members for securing the initial grant, the DOE food services branch staff for embracing the campaign, and local partners such as Hawai'i Appleseed for their support. "Students need to eat a nutritious breakfast for good health and academic success," she said. "That is why Governor Ige and I are so committed to this effort to make Hawai'i a healthier place for everyone." (Go to <http://bit.ly/2M770BA> for more photos.)

Outstanding employees honored

Cheers erupted in the state Capitol auditorium May 17 as e-cee Billy V announced the winners of the Governor's 2019 Outstanding State Employee awards. Governor Ige praised the nominees from every department for being on the front lines to serve the community. "I'm proud of what we've done as a team and I'm proud to be your governor," he said. "I do feel the people of Hawai'i are the true winners because of the work you do each and every day." (Go to <http://bit.ly/2VMk0Ma> for more photos.)



2019 STATE TEAM OF THE YEAR: The UH Cancer Center Leadership Team won praise for helping Hawai'i stay on the cutting edge of cancer treatment and research.

The top winners for 2019, chosen from a field of 54 exceptional state employees, managers and teams, are:

- **State Team of the Year: the UH Cancer Center Administrative Leadership Team** – Their tireless efforts and combined talents improved the productivity of their units and helped to revitalize the Center to provide access to cutting-edge cancer treatment.
- **State Manager of the Year: Dr. Ronald Cambra**, assistant vice chancellor for undergraduate education, University of Hawai'i at Mānoa – Dr. Cambra was honored for his leadership and vision over 40 years, resulting in programs that have received national recognition such as the "15 to Finish" campaign. Because of his efforts, UH Mānoa has doubled its four-year graduation rate.
- **State Employee of the Year: Mark Want**, energy analyst, Department of Business, Economic Development and Tourism – Want was praised for helping ensure that the state's energy infrastructure can withstand catastrophic incidences and handling high-stress emergency environments, especially during the Kīlauea eruption, Hurricane Lane and Hurricane Olivia.

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