

STATE OF HAWAII

SPECIAL POINTS OF INTEREST:

- \* Who's New? And Who's Retiring?
- \* DHS Programs Update

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# Across DHS: Island to Island



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## Happy Holidays from the Director's Office

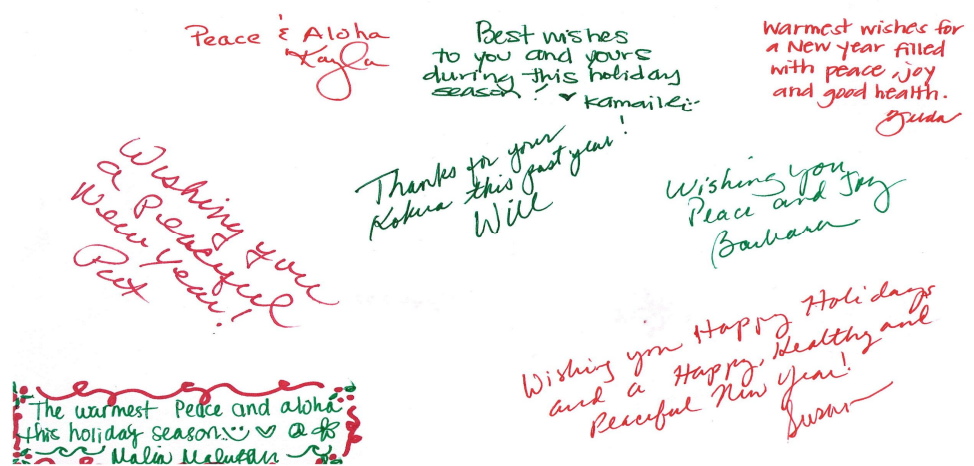


The Director's Office sends you and your family our best wishes for a peaceful and joyous holiday season! The DHS continues to fulfill its mission because of the work you do and your commitment to our clients.

Just this week a grateful client wrote, "Mahalo ā nui loa, thank you, thank you, for my LIHEAP energy credit! The greatest gift of Christmas came in an envelope." The gratitude expressed by this client is magnified by the thousands of people you touch throughout the year with your helping hands.

As this year ends, Barbara and I are thankful for your dedication, compassion, commitment and hard work. Thank you for all you do for our clients and their families.

We wish you a wonderful holiday filled with laughter, happiness, and the warmth of family and friends.





## Thank You & Farewell

It's official. Richard Carlson, Department of Human Services/MSO Budget Staff Supervisor, is retiring. Richard has 36 years of service with the State of Hawaii – 30 years with the DHS.

"I first turned in my retirement papers two years ago. But DIR Pat McManaman asked me if I would delay retirement. I'm glad I waited, but now it's time to retire."

Richard's first State job was in 1975 when he was a temporary worker in the CETA program, which he described as a "make work kind of program. One of my primary responsibilities was finding a permanent job for me, and I succeeded." Between 1978 and 1982 Richard served as a budget analyst for the Budget and Finance Department (B&F). "In those days there were no computers," Richard says. "We used Monroe 10-key calculators, which meant lots of redundant work, errors, and overtime. It was not fun."

However, Richard says, working at B&F also was a great learning experience. "I recall the advice a UH budget director once gave me. He said, 'ask the right questions, review the big picture operations, and answer questions truthfully. Just don't give out more information that you were asked.' That advice has served me well over my 36-year history with the State."

In 1982, Richard moved to the DHS/Administrative Services Offices. "The early 1980s were a time of transition and challenge with at least two Department reorganizations," says Richard. "The State split the Administrative Services Offices to create the State Planning Office and the Evaluation Office. The DHS/Budget Office and I moved to the Planning Office where I had no staff. I was the Budget Office."

The Planning Office was dissolved in 1998, and the Budget Office and Richard were transferred once again – this time to the newly formed Management Services office (MSO).

Conroy Chow, currently with DHS/BESSD Administrative Management Services, headed the Planning Office in the 1980s, and worked closely with Richard. He recalls the first time they tried to create and present a budget package to B&F. "We needed all four dot matrix printers in the office to print different parts of the report. Richard was running around crazy and at some point, while we were copying the document for distribution, he must have dropped the package. We tried to put things back together, but in the end, B&F rejected the package because the pages were out of order. We had to redo it." From that day on, Chow says, "Richard and I have been banned from using copy machines."

Fast forward to 2012 and the DHS/MSO, where Richard has been working since 1998. Now the supervisor of a staffed office, MSO/Budget assists DHS administrators prepare their division budgets. "Although I've only been with DHS for one year, my experiences with Richard have been great," says Cathy Betts, Executive Director of the Hawaii State Commission on the Status of Women. "Richard is knowledgeable about his subject matter and has always made himself available for the simplest of requests and questions. More importantly, he is really funny, kind, and able to translate budget information in a simpler way for those of us who aren't natural "budget" people. He's always willing to take time to help me. I appreciate that."



*(Retirement, continued on page 3)*

Joe Cordova, Division of Vocational Rehabilitation Administrator says, "I fully enjoyed knowing Richard Carlson over the years--he was such a pleasant man to work with and could talk about budget matters in language I could easily understand. Richard had a special way of translating and verbalizing visual budget tables in terms that I could understand as a blind person."

BESSD Administrator, Pankaj Bhanot, has known Richard for 15 years. "The beauty is that Richard knows how the system works. He knows the legislature, B&F, the DHS, and the necessary terminology. During the two years I served as DHS Deputy Director, Richard taught me how to craft a budget. He guided me through known budget pitfalls and explained that there is always a way to get things done . . . just be prepared for the tradeoffs." Bhanot says, "As principal budget advisor to the Director, Richard is prepared, can see the larger picture, and always has a solution in mind."

Richard also has a fun and funny side. "Richard introduced me to bowling and billiards a few years ago," Bhanot says. "These are two sports I never would have pursued."

Will Tungol, DHS Project Specialist in the Director's office, describes Richard as "a dedicated public servant who works hard at crunching the numbers, but also knows how to play hard. Just ask his fellow pool shooters Pankaj Bhanot, Paul Sasaki and Paul Higa . . . Richard will take your last nickel if you give him a chance on the pool table," says Tungol. Other DHS colleagues praise the ice cream floats that Richard regularly serves at his fiscal New Year's post-legislation party (June 30), and the silky smooth avocados he shares from the huge tree growing in his yard.

There have been many changes at the DHS during Richard's 30 years of Service. "Despite the ups and downs," he says, "I have enjoyed working for the Department and will miss the good people of DHS who have tough jobs." The most exciting time at DHS, Richard says, has been under this current administration. "I have really enjoyed working with Director, Pat McManaman, I'm excited about the new budget process, and a Departmental proposal to reorganize the Budget staff into a Budget office."

By the time the new Budget Office opens, Richard probably will be well into his retirement. But that's OK because he'll be busy catching up on home and garden projects, and "going Vegas." Richard says, "Hopefully, my retirement also will include publishing the book of children's poems my mother wrote over 20 years ago. It's hard for me to believe I am actually going to retire from DHS."

**The entire DHS Family wishes you the very best, Richard!**



## DHS 'Ohana Updates

The **Social Services Division** is on the move! Welcome to Mona Maehara, the new SSD Administrator. Next time you see Mona, be sure to welcome her to the DHS family, and remind her that she has a great statewide team!



Congratulations to the **Child Welfare Services (CWS)** Branch for receiving the 2012 Centennial Adoption Excellence Award. CWS was one of 14 child welfare services offices across the nation to receive this award. In 2011, CWS staff successfully placed 216 children with adoptive families. Now these children have a place to call home. That's a huge success for DHS, CWS, and most importantly for "our kids" and their new families.

The **Adult Protective and Community Services Branch (APCSB)** received funds from the federal Victims of Crime Act to support two social workers and a social service assistant. The federal funding will enable APCSB to help abused and neglected adult clients, 60 and over, access social and financial management services. A big thanks to the APCSB staff for their never ending compassion for elderly and other vulnerable adults. 🍍

**Med-Quest:** Stay on the lookout for KOLEA. Not our avian winter visitor, but Med-QUEST's newly published newsletter that provides updates and information on Med-QUEST's work to build a new IT eligibility system for Med-QUEST beneficiaries. The new system – also to be called KOLEA - will eventually be the platform for an updated and upgraded IT system across the DHS. A big thanks to Aileen Hiramatsu at Med-QUEST and her team for their work on KOLEA – the system and the newsletter! 🍍

**Office of Youth Services:** Congratulations to the OYS for its recently published comprehensive report on racial disparities in the juvenile justice system. *Disproportionate Minority Contact in the Hawai'i Juvenile Justice System 2000-2010* is the first comprehensive look at the juvenile justice system in seventeen years. To read this comprehensive report and its recommendations visit <http://hawaii.gov/dhs/youth/ijsac/DMC%20FINAL%20REPORT%202012%20%28for%20printing%29.pdf>. 🍍

**BESSD:** Wow! The October food stamp timeliness rate came in at 95% and the November processing rate was 94.2%. Thank you to all the hardworking BESSD team members who are dedicated to ensuring that our clients receive timely access to these important benefits. The BESSD goal is to sustain timeliness at 95% and above. With your continued help we can meet that goal on an ongoing basis. 🍍

**Fatherhood Commission:** Hats off to the Fatherhood Commission for participating in the 18<sup>th</sup> Annual Men's March Against Violence this past October! The theme, "Boys to Men: Building a Future World Without Violence," underscored that domestic violence is everyone's concern. An estimated 250 adult men, youth and children joined hands against domestic violence and walked in the parade that passed through downtown Honolulu. 🍍



**Division of Vocational Rehabilitation:** Did you notice the name change? Effective June 30, 2012 the Vocational Rehabilitation and Services for the Blind Division (VRSBD) was renamed, the Division of Vocational Rehabilitation (DVR). The new name signals to the public that DVR provides services to all eligible disabled persons. Don't worry though, there have been no changes to DVR's existing services!

In October, DVR celebrated the White Cane as a tool of freedom and independence for blind and visually-impaired persons across the State. Kauai saw some 30 participants in its walk that began at the Kukui Grove Center. DVR's Glenn Nakagawara, and Dianne Naihe of the National Federation of the Blind, led the way. On Oahu, some 240 persons participated in a walk around the State capitol district, which was led by staff from Ho'opono.



The pace didn't let up for DVR in October when the division also recognized eight businesses for their leadership in hiring and training persons with disabilities. The Neighbor Island employers of the year are: I'ao Preschool in Wailuku; Safeway Food and Drug on Kauai; and the Korner Pocket Bar & Grill in Kealahou. On Oahu, honors went to the Blind Vendors 'Ohana in Honolulu; Hale Na'au Pono in Waianae; Aloha Care in Honolulu; Tanioka's Seafoods & Catering in Waipahu; and Safeway, Inc. in Honolulu. If you patronize these stores and shops, please be sure to thank the staff for supporting the DVR and our disabled clients. 🍍



## Across DHS: From Island to Island

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