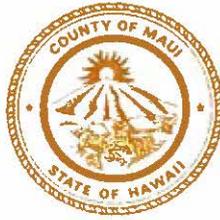


**RICHARD T. BISSEN, JR.**  
Mayor

**LORI TSUHAKO**  
Director

**JESSICA CROUSE**  
Deputy Director



**DEPARTMENT OF HUMAN CONCERNS**  
COUNTY OF MAUI  
2200 MAIN STREET, SUITE 546  
WAILUKU, MAUI, HAWAII 96793  
PHONE: (808) 270-7805

August 5, 2025

Honorable Richard T. Bissen, Jr.  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

**APPROVED FOR TRANSMITTAL**

For Transmittal to:

  
Mayor Date

Honorable Shane M. Sinenci, Chair  
Water Authority, Social Services,  
and Parks Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Sinenci:

**SUBJECT: UPDATE ON IMMIGRANT SERVICES DIVISION'S PASSPORT SERVICES (WASSP-1(11))**

Thank you for your correspondence dated July 25, 2025, requesting clarification on any policies regarding prohibiting individuals who appear to be carrying weapons or restraining devices without clear identification and reason for being at the office from entering the Immigrant Services Division office.

All Department employees have received and reviewed the County of Maui Security Policy. The purpose of this policy is to "provide a secure, safe, and pleasant working environment for its officials, employees, officers, vendors, and contractors, and the general public while on County property and work sites." Section XII "Visitors and General Public" states in part: "In any instance where an employee perceives another individual's (employee, visitor, or general public) behavior is suspicious, unusual or disturbing, the employee shall immediately notify his/her supervisor who shall report it to the Department Director. The Department Director is responsible to take immediate action as necessary. If the employee believes that there is an imminent direct threat to the physical safety of self or others, the employee shall immediately notify the Police Department (Dial 911)."

Honorable Shane M. Sinenci, Chair  
Water Authority, Social Services,  
and Parks Committee  
August 5, 2025  
Page 2

Thank you for the opportunity to provide this information. Should you have any additional questions, please feel free to contact me at Ext. 7805.

Sincerely,

  
for LORI TSUHAKO, LSW, ACSW  
Director of Human Concerns

## WASSP Committee

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**From:** Estrelita B. Dahilig <Estrelita.B.Dahilig@co.mauhi.us>  
**Sent:** Thursday, August 7, 2025 11:25 AM  
**To:** WASSP Committee  
**Cc:** loriann.tzuhako@co.mauhi.us; Jessica C. Crouse; kimberly.ferguson@co.mauhi.us; Josiah K. Nishita; Erin A. Wade; Cynthia E. Sasada; Kelii P. Nahooikaika  
**Subject:** TRANSMITTAL: UPDATE ON IMMIGRANT SERVICES DIVISION'S PASSPORT SERVICES (WASSP-1(11))  
**Attachments:** MT#11160-Sinenci.Chair.WASSP Committee.pdf

Aloha,

Please see attached transmittal dated August 5, 2025, from Director of Human Concerns Lori Tzuhako regarding the above subject matter.

Thank you and have a great day!

Mahalo,  
Lita



**Lita B. Dahilig**

Secretary

County of Maui  
Office of the Mayor  
808-270-7855  
estrelita.b.dahilig@co.mauhi.us