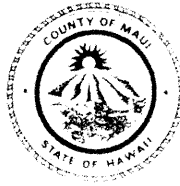


Michael P. Victorino
Mayor

Sananda K. Baz
Managing Director



OFFICE OF THE MAYOR
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.maui-county.gov

RECEIVED

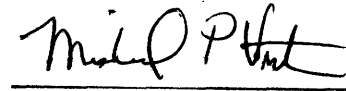
2019 APR 18 AM 11: 50

OFFICE OF THE
COUNTY COUNCIL

April 18, 2019

The Honorable Keani Rawlins-Fernandez
Chair and Committee Members
Economic Development and Budget Committee
Maui County Council
200 S High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL



Mayor

4/18/19
Date

Dear Chair Rawlins-Fernandez:

**SUBJECT: RESPONSE TO CHAIR KING'S INQUIRIES
REGARDING COMMUNITY LIAISONS**

This letter is in response to various inquiries raised by Chair King at the EDB Committee on the evening Tuesday, April 16, 2019. As requested, please find the following responses to the inquiries:

1. Job Description for the Community Liaisons:

Under the general supervision of the Mayor, via the Chief of Staff, the Community Liaisons shall provide a wide range of administrative support in planning, monitoring, and carrying out special programs/projects and assignments for the Office of the Mayor.

- a. Participates in the planning, monitoring, and implementation of special projects under the Office of the Mayor. Provides oversight on such projects to ensure orderly performance and completion. Collects, maintains, and analyzes various data to evaluate the consistency and quality of services provided and ensure maximum efficiency of time, resources, equipment and supplies. Prepares and submits periodic financial, statistical and evaluative reports and makes recommendations for change and improvement.

- b. Acts as a liaison between the community, departments and Mayor's Office Drafts directives, memoranda, guidelines, and other instructions as directed by the Mayor. Reviews various reports submitted to the Office of the Mayor to determine adequacy of the data and information provided and monitors to ensure required reports are submitted to the Mayor's Office in a timely manner. Assists to ensure that objectives, policies, procedures, initiatives and instructions established by the Mayor are implemented and enforced.
- c. Keeps abreast of current community issues and needs and compiles information and data to keep the Mayor informed on such needs and concerns. Serves as the liaison between the Office of the Mayor and various community organizations and civic groups. Maintains links with such groups to identify critical issues and needs and facilitate forums and partnerships to develop appropriate community action plans. Regularly disseminates information to such groups to assure that they are kept informed of actions being taken and provide responsive follow-ups as required.
- d. Represents the Office of Mayor at various meetings, forums and gatherings. Regularly confers with legislators, administrators, and other public officials at the federal, state and local levels to keep abreast of new developments and changes which may affect the operation and responsibility of the County of Maui.
- e. Prepares special surveys and reports as directed by the Mayor. Assembles background material and information by consulting or studying various books, manuals, regulations, statutes, ordinances, etc., in order to obtain information requested by the Mayor.
- f. Performs other duties as assigned.

NOTE: Liaising with the Departments is only one portion of the job for the CLs. Their duties reach far beyond that one aspect, as seen above. There are often people waiting in the Mayor's lobby at 7:30a.m. to speak with a CL about an issue. Regardless of the topic – homeless, TVRs, feral chickens or traffic – a CL takes each concern seriously and works to ensure some solution is brought about.

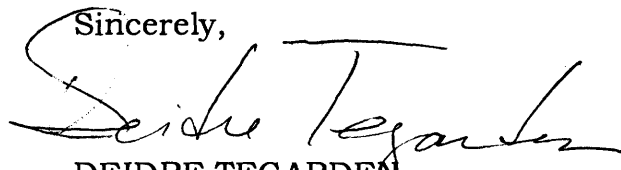
In addition to handling concerns, the CLs also proactively work on projects ranging from homelessness, veterans affairs, technology outreach to youth internships and boards & commissions. The CLs work long hours that often extend into the evening and flow into the weekends.

2. How do the CLs handle phone calls from the public:

When phone calls, emails or letters come into the Mayor's office from the community, or for that matter if a constituent walks-in requesting assistance, the concern will be directed to one of the CL's and the CL will then work with the constituent, research the issue and take the appropriate measures in addressing and solving the issue. In many cases, the CL will work with the department (administration) and in some cases the state or other organizations, including non-profits. **Unless a constituent explicitly asks to speak to a Council Member or asks for the telephone number of a specific Council Member, we do NOT refer calls to the 7th or 8th floors.** We do, however, take any and all calls referred to our office from the Council Members.

3. How are the CLs qualified to do this work?

The Mayor has assembled a very diverse group of individuals to work as Community Liaisons. With backgrounds in the private, public, entrepreneurial and non-profit sectors, each individual brings a unique set of talents to the job. While their areas of expertise may vary, at their core they are bound together by a set of values that ensure constituents have a personal avenue for their voice to be heard and issues to be Listened to, Researched and Resolved.

Sincerely,

DEIDRE TEGARDEN
Chief of Staff