

HEALTHY FAMILIES AND COMMUNITIES COMMITTEE

Council of the County of Maui

MINUTES

September 24, 2020

Council Chamber, 8th Floor

CONVENE: 1:30 p.m.

PRESENT: Councilmember Riki Hokama, Chair
Councilmember Yuki Lei K. Sugimura, Vice-Chair (out 3:15 p.m.,
in 4:14 p.m.)
Councilmember Tasha Kama (out 4:14 p.m.)
Councilmember Kelly Takaya King
Councilmember Michael J. Molina (out 3:07 p.m.)
Councilmember Tamara Paltin
Councilmember Keani N.W. Rawlins-Fernandez

STAFF: Richard Mitchell, Legislative Attorney
Shelly Espeleta, Legislative Analyst
Lesley Milner, Legislative Analyst
Rayna Yap, Committee Secretary
Jean Pokipala, OCS Assistant Clerk
Marlene Rebugio, Support Supervisor

Evan Dust, Executive Assistant to Councilmember Tasha Kama
Trinette Furtado, Executive Assistant to Councilmember Keani
Rawlins-Fernandez
Kate Griffiths, Executive Assistant to Councilmember
Kelly Takaya King
Jordan Helle, Executive Assistant to Councilmember
Riki Hokama
Sarah Pajimola, Executive Assistant to Councilmember Keani
Rawlins-Fernandez

ADMIN.: John Buck, Deputy Director, Department of Parks and
Recreation (HFC-19)
Lisa Almeida, Parks Permits Officer, Department of Parks and
Recreation (HFC-19)
Sananda Baz, Managing Director, Department of
Management (HFC-70)
Michael Hopper, Deputy Corporation Counsel, Department of the
Corporation Counsel

OTHERS: Katie Folio
Kevin Watkins
Faith Chase
Paul Yuen

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Warren Watanabe, Executive Director, Maui County Farm Bureau (HFC-19)
Charlene Ka'uhane, Event Managing Director (HFC-19)
Dr. Kyle Caires, Maui Livestock Agent, Hawaii State 4-H Program (HFC-19)
Brook Conner, Assistant Superintendent & Chief Information Officer, Office of Information Technology Services, State Department of Education (HFC-58)
Hilary Apana-McKee, Instructional Technology Director, State Department of Education (HFC-58)
Colin Hayashida, Insurance Commissioner, State of Hawaii (HFC-58)
Michael Nonaka, President, Business Insurance Services, Inc. (HFC-58)
Takako Nakaaki, Epidemiological Specialist, Maui District Health Office (HFC-70)
Heidi Taogoshi, Public Health Nurse, Maui District Health Office (HFC-70)

PRESS: *Akaku: Maui Community Television, Inc.*

CHAIR HOKAMA: . . .*(gavel)*. . . Aloha everyone. Welcome to the Council's Committee on Healthy Families and Communities. This is our regular meeting of September 24, 2020. This afternoon, before we take any public testimony, I'd like to introduce our Committee Members that are present, with our Vice-Chairman, Ms. Sugimura.

VICE-CHAIR SUGIMURA: Good afternoon, Chair.

CHAIR HOKAMA: Aloha. We also have our Members of the Committee, Ms. Kama.

COUNCILMEMBER KAMA: Good afternoon, Chair.

CHAIR HOKAMA: Aloha. We have Ms. King.

COUNCILMEMBER KING: Aloha 'auinalā, Chair.

CHAIR HOKAMA: Aloha. We have Mr. Molina with us this afternoon.

COUNCILMEMBER MOLINA: Good afternoon and aloha, Mr. Chair.

CHAIR HOKAMA: Good afternoon. Also joining us is Ms. Paltin.

COUNCILMEMBER PALTIN: Aloha 'auinalā, Chair.

CHAIR HOKAMA: Good afternoon. Aloha. And from our Moloka'i island, we have Ms. Rawlins-Fernandez.

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COUNCILMEMBER RAWLINS-FERNANDEZ: Aloha ‘auinalā mai Moloka‘i nui a Hina for the whole day.

CHAIR HOKAMA: The whole day. . . . *(laughing)*. . . We don’t do half days here. Thank you, Members. Before we start, we will be happy to have anyone wishing to provide comment on our agendized items for today to share their mana’o with us. We would ask that you state your name. We will give you three minutes as provided by this Committee to share your thoughts with us per item. And if you are representing an entity or a paid lobbyist, I would ask that you share that information with us also. BlueJeans chat as part of our program should not be used to provide testimony. It is only for comment and...let’s see is there anything else I need to remind our Members...that we will continue to use this meeting link number and phone number for additional future Committee meetings. So with that, I’ll ask Ms. Milner if there’s anyone wishing to provide testimony at this time, Lesley?

MS. MILNER: Hi, Chair. Our first testifier is Warren Watanabe.

. . .BEGIN PUBLIC TESTIMONY. . .

MR. WATANABE: Hi. Good afternoon, Chair Hokama and Members of the Committee. I’m Warren Watanabe, Executive Director of the Maui County Farm Bureau, and I’d just like to make a couple statements. We appreciate the support of the Committee, and hopefully the full Council, for this license agreement with County Parks Department for our Maui Ag Fest and 4-H Livestock Fair. As you know, we had to cancel this year’s event, like many other events, so we requested that the license begin with next year, 2021, and run for five years. And I also would like to express thank you to Karla Peters and the Parks Department for working with us and really working out all the logistics and everything else and to make this Resolution possible. Thank you.

CHAIR HOKAMA: Thank you, Mr. Watanabe. Members, any need for clarification? Seeing none. Ms. Milner, is there another person to testify?

MS. MILNER: Yes, Chair. Our second testifier is Katie Folio.

MS. FOLIO: Hi. I actually submitted written testimony, I just wanted to observe. But my testimony was just observations for Kula Park and mask wearing, which I do have some other thoughts. I’ve done a little bit more research since I submitted that email, and realized that the rules for mask wearing apply to all of our parks, all of our County parks, which is apparently starting to be enforced, but I feel like the community is not aware of that, and the signage is confusing. So I just wanted to put that out there where I do advocate for mask wearing at playgrounds where children are, you know, enclosed in very confined spaces together, close to each other where social distancing is not happening. But I’m not sure that that makes a whole lot of sense, given the science where people can be in green spaces and socially distanced. So those are just my thoughts. But I do feel like we need to protect our keiki. Thank

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you.

CHAIR HOKAMA: No. Thank you very much for sharing your thoughts with our Committee this afternoon, Ms. Folio. Members, any questions for clarification. Ms. Sugimura?

VICE-CHAIR SUGIMURA: I wanted to just thank Katie for being here, and she was one of the many families that helped with getting the playground built in Kula. So she was part of that and I look forward to this discussion when it happens. Thank you, Katie.

CHAIR HOKAMA: Okay. Thank you. Ms. Paltin, any question?

COUNCILMEMBER PALTIN: Thank you, Chair. Thank you, Ms. Folio, for your testimony. I recently had a chance to take my kids to the Kula playground. It's beautiful, and that spin around thing is really great. I just was wondering, how did you find out about the mask wearing at all County parks? Not that I don't believe you, but I mean, I've seen like our County parks, I mean, the park in my neighborhood gets really crowded around 4:30, you know, and there's not any mask wearing there either. So I just was wondering how you found out about it, and...

MS. FOLIO: Yeah. The County webpage, when I went there and I was looking at the COVID rules and the most up to date rules, which I think was on the 26th issued by the Mayor's office. And if you read through, there's Rule 5 goes through mask wearing and social distancing requirements in various settings. Rule 8 pertains to parks and beaches, and it refers back to Rule 5, saying that mask wearing and social distancing is required in all County parks. So I kind of pored through it this morning trying to piece it all together because when I go to the playground at Kula, which is again, an awesome, awesome playground, so thank you so much for making that happen for our community. But the signage is very, very clear all around the playground structure itself, saying masks are required for entry, but it makes it seem like it's only for the playground, which was kind of my understanding based on the signage. And then when I looked at Keokea the other day, so there's no signage on the play structure at Keokea, and when I looked at the signs by the entrance, it looks like it's more recommendation signage, like we encourage social distancing and mask wearing. So it's just confusing, but when I went back and looked at the County website and actually read through the order and all of the rules on August 26th, it makes it pretty clear that we're supposed to be wearing masks in the parks all the time unless we're eating, drinking, or performing strenuous physical activity.

COUNCILMEMBER PALTIN: Okay. Thank you. Maybe we need to get more info out about that. Because I mean, since August 26th until now, I think when we were at the Kula playground, only I was wearing a mask and so, yeah.

MS. FOLIO: And now I heard someone got a ticket, and that's kind of what raised this issue in the last 24 hours. I think someone was issued a ticket and now there's a lot of outrage because this gentleman was just sitting up on the slope of Kula playground while his child was playing down below, and he was issued the ticket. So I think it's just really confusing. And if we had like a graphic kind of what Oahu just did that is

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really clear about what is allowed, where, when, how many, I don't know, it would be helpful. Somehow that we can help educate the community because I think people are...

COUNCILMEMBER PALTIN: Yeah. I think I better call my family because they might be at the park right now, and we weren't like totally aware of it. So, okay. Thank you.

MS. FOLIO: Thank you.

CHAIR HOKAMA: Okay. Thanks for asking that question, Ms. Paltin. And we'll at the appropriate time maybe ask Parks for additional comments. Thank you, Ms. Folio, for your comments and testimony today. We appreciate your time. Ms. Milner, another testifier, please.

MS. MILNER: Yes, Chair. Our next testifier is Paul Yuen. Mr. Yuen, if you could unmute yourself and begin your testimony. You are now unmuted.

CHAIR HOKAMA: . . . *(inaudible)*. . . Lesley. Hi, Mr. Yuen, you can speak when you're ready. We've unmuted you. Okay. We'll move on and see if we can make recontact with Mr. Yuen. Is there someone else we can bring up, please?

MS. MILNER: I believe our last testifier is the phone number ending in 1116. Phone number ending in 1116, you are now unmuted.

CHAIR HOKAMA: Hi. Can you share your comments? Are you still there 1116, please?

MS. MILNER: Okay. Chair, I believe our final testifier is only signed in as Guest. Guest, if you are here to testify, please unmute and give your testimony.

MR. CAIRES: Am I showing as Guest, or is my name popping up?

CHAIR HOKAMA: I see your name Kyle and if you are Guest.

MR. CAIRES: Okay. Well...

MS. MILNER: You can go ahead with your testimony, Kyle.

MR. CAIRES: All right. Thank you, Chair and Members of the Committee for always helping us with our 4-H programs. Just a quick update. No real big changes, but we do have the green light to go ahead with 4-H programs in Maui County. We had a meeting on Tuesday evening, and we got approval from the Deans on Oahu. We are planning to be a part of Ag Fest, and we kindly ask for your support in getting this approved.

CHAIR HOKAMA: Thanks for your comments. Good to see you again, Dr. Caires. I know that is your professional title, so we honor your professionalism. Members, any questions for Dr. Caires on his testimony? He will be part of the item as we discuss it as a resource. So any questions for him at this time? Okay. Seeing none. Thank

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you, Kyle. We'll bring you back up as we address the item specifically shortly.

MR. CAIRES: Mahalo, Chair.

CHAIR HOKAMA: Thank you. Les, do we have, I think it's our Guest trying to reconnect? Is there one more person for testimony?

MS. MILNER: We don't have anyone else on the list to testify. If you're here to testify, please unmute yourself and begin your testimony.

CHAIR HOKAMA: Okay. Anyone wishing to provide testimony, please speak up. We'll give you your opportunity. Okay. Hearing none. Members, with no objection, we shall close public testimony for today's regular meeting of the Committee.

COUNCILMEMBERS VOICED NO OBJECTIONS.

CHAIR HOKAMA: Okay. Thank you very much, Members. And also, with no objections from you, we'll accept any and all written testimony for today's meeting.

COUNCILMEMBERS VOICED NO OBJECTIONS.

CHAIR HOKAMA: Okay. Thank you very much, Members. So ordered. I will close public testimony.

. . .END OF PUBLIC TESTIMONY. . .

ITEM HFC-19: MAUI AGRICULTURAL FESTIVAL AND 4-H LIVESTOCK FAIR, WAR MEMORIAL COMPLEX (CC 19-197)

CHAIR HOKAMA: May I direct you to HFC-19, under the heading of Maui Agricultural Festival and 4-H Livestock Fair, War Memorial Complex. This item started off with a Communication 19-197 from Director of Parks and Recreation with a proposed Resolution by correspondence dated March 11, 2020 from the Director of Parks. They also transmitted another proposed Resolution authorizing issuance of a permit for greater duration than five consecutive days for use of War Memorial Complex for the Maui Ag Festival and 4-H Livestock Fair from 2020 through 2025. And this is in regards to Maui County Code Section 13.04A.100, subsection (D). And finally, on September 17th, 2020 from Corporation Counsel, we did receive a revised proposed Resolution, and the purpose of the revised Resolution is to authorize the use of the War Memorial Complex for the same Maui Ag Fest and 4-H Livestock for the period, and this is the adjustment Members, from 2021. The starting year will be 2021 through 2025, and to authorize the license period to extend in excess of five consecutive days per event. So this afternoon, with no objection from you, Members, we do have Mr. Watanabe, Ms. Ka'uhane, and Dr. Caires that will be resource personnel for the 4-H and Maui Ag Fest. Any objections to their designation?

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COUNCILMEMBERS VOICED NO OBJECTIONS.

CHAIR HOKAMA: Okay. Thank you very much, Members. At this time, we will ask Director Karla Peters of Parks and Recreation to share--or Deputy Director Buck to give us any comments from the Department regarding this request. Mr. Buck?

MR. BUCK: Good afternoon, Chair. John Buck, Deputy Director for Department of Parks and Recreation. Karla Peters sends her regrets, she's tied up with something else. We support the Resolution to be in accordance with the Maui County Code of issuing a permit for any event that is five consecutive days or more, which normally has the County Council approval to allow that event to take place. So with the license agreement, it will allow us for the next five years to move forward with this event, which we feel is a very great event. It, you know, it promotes our agricultural components and also benefits . . . the benefits goes to our people, especially our youth with the 4-H program about the importance of agriculture and how it will eventually be able to benefit us in the future. I have our Permit Enforcement Officer, Lisa Almeida, here as to answer any technical questions you may have. Thank you, Chair.

CHAIR HOKAMA: Thank you, Director Buck, and thank you, Ms. Almeida, for being present. At this time I'll ask either Mr. Watanabe, Ms. Ka`uhane, or Dr. Caires for comments regarding the proposal request. Mr. Watanabe, you want to start off first as the Director of the Farm Bureau? Okay. You need to unmute please, Mr. Watanabe. Thank you.

MR. WATANABE: Okay. Sorry. Okay. Thank you, Chair. Yes, I'm with the Maui County Farm Bureau. It's just great working with the Parks Department, and we are in agreement with the Resolution and, you know, it really gives us the opportunity of, you know, having to go ahead and getting a permit every year. And, you know, we think we have found a good home for the event. It works well for everybody on the island, and I think even across the State. It's a very central location with easy access, and I saw that the Stadium parking lot will be reopening. So, you know, that'll be a big plus for our event.

CHAIR HOKAMA: Thank you. Ms. Ka`uhane, is there anything you would like to share with us at this time?

MS. KA`UHANE: Hi there. No, nothing but to say thank you for working with us on this, our event. We do look forward to putting it on again. We missed having it this past year. And our intent is to make it bigger and better. And with a permanent location for five years I think we can invest more of our time in making that happen.

CHAIR HOKAMA: Okay. Thank you very much. Dr. Caires, any additional words you'd like to share with us, please?

MR. CAIRES: We're excited. It's really cool that we can hopefully...we don't know what the future will hold, right, with this COVID, but we're excited to get back to work where kids can learn by doing. And the Parks Department gives us great support, Karla and

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Lisa and the entire staff there really did a lot for us, and they've been able to accommodate our requests. There is a couple of things that we identified from 2019 that we can do a better job of, especially at the end of the event, and we intend to make sure that happens.

CHAIR HOKAMA: Great. Thank you for sharing those comments with us, Dr. Caires. Let's see. I think this is great timing for us to discuss it, Members, as in the previous meeting of this morning under Ms. Rawlins-Fernandez and potentially adjustments to our economic drivers, this may be one of the venues that we can encourage and present to the community. Opportunities to Ag for Maui's future is a real and viable opportunity for our young people, as well as . . . *(audio interference)*. . .

COUNCILMEMBER RAWLINS-FERNANDEZ: I think we've lost sound. Can anyone hear me?

COUNCILMEMBER KING: Yeah. It looks like we lost our Chair.

COUNCILMEMBER RAWLINS-FERNANDEZ: Okay.

MS. MILNER: I think he's back now.

COUNCILMEMBER MOLINA: We can hear you, Keani.

COUNCILMEMBER RAWLINS-FERNANDEZ: Vice-Chair?

COUNCILMEMBER KING: I think you have to take over, Yuki. Unmute yourself.

VICE-CHAIR SUGIMURA: I seem to have just lost my connection. I'm here. Yeah. I went through this weird pause, right. So Riki lost connection. I will continue. So I will...I have a question, then I'll let everybody else go through your questions. But in this break year, what is 4-H doing? Because I know that there are kids who are raising their livestock and doing the things as if this Ag Fest was going to happen. So were there any other alternate plans because of COVID, Dr. Caires?

MR. CAIRES: Yeah. When it came, when we were talking about the animals, some of those animals were raised out until their market end point, and those animals may have gone into either the food chain, into people's freezers. Different local businesses reached out. We had nearly 100 percent clearance of all those animals to be either going into families' freezers or being merchandised. We were able to collect carcass data on almost all of the steers. So the kids have that data, and we have that program data going forth. The last lamb was just harvested last week, so I think . . . from the standpoint of clearance we did good. There has been several online judging contests for the kids to participate, and we've worked with a couple of different states. So instead of us, like, duplicating efforts, we all contributed and, you know, that information was sent to the Statewide 4-H . . . *(inaudible)*. . . and not just on Maui County, Maui and Molokai mainly, but we had some participation statewide in some of those professional developments. We've been making...because we don't know yet how we can meet going forward, the plan is to go forward to abide by all County and State

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guidelines for social distancing and public meetings. And I've been developing curriculum over the summer and doing screen . . . *(inaudible)*. . . and recording that. So at least for this year, while we may not be able to meet and do all of the same things we'd like to, you know, we'll have some alternative tools for the kids to continue to learn and grow as they move forward.

VICE-CHAIR SUGIMURA: Oh, that's fabulous.

MR. CAIRES: Yeah. And the other thing, we don't have the meeting places that we've been able to utilize. Some are under construction, and some are no longer available to us following this economic downturn. So we're going to have to figure it out. There's probably going to be a little more Zoom, a little less meeting in person. We do have some interns that are going to be helping at the Pi'iholo site, and one of those things, one of those projects will be directly related to supporting the 4-H program. And one of the three interns is a 4-Her. So hopefully we can continue to attack this animal from all avenues and get a good outcome. But it remains to be seen, I mean, the job isn't done, we have to keep working.

VICE-CHAIR SUGIMURA: Thank you, Dr. Caires. And I see Chair Hokama is back.

CHAIR HOKAMA: Thank you. I just got out of Siberia, so I'm unfrozen. . . . *(laughing)*. . . Sorry about that, colleagues. Okay. Next we'll change it up, we'll go from the other side of the Committee names, so we'll start with Ms. Rawlins-Fernandez at this time, if you have any questions for our resource or Department personnel.

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, Chair, and I agree with your opening comments about we...looking at Ag community and investing appropriately so that we increase food security in our County for sure. I wanted to thank our resource personnel for continuing to meet with us. On Moloka'i, we kind of did the same thing with our 4-Hers. They took photos, posted them to Facebook, you know, the kids did such a good job at raising their animals, and it was a real bummer that they weren't able to showcase them the way that they've done in the past. Our stores did support them in purchasing the meats, and the community were, you know, everyone in the community was really excited to be able to purchase the meats or the, you know, that the kids raised. So I think like you folks on Maui, Moloka'i did its best to make sure that the kids felt that their time and effort in raising the animals and participating in 4-H was still, you know, valuable and beneficial to them. So mahalo for, you know, salvaging what we could for our keiki, Dr. Caires.

MR. CAIRES: Yes. No, thank you. Thank you so much for those comments. That's one reason, with everything that happened, we tried to remove as much of the bureaucracy as possible to allow people to make that lemonade as best they could with those lemons. I should mention, and this is my fault, that for this coming year, part of the plan in the event, let's say for example, Ag Fest cannot happen, the Plan B is to secure, and we already have some vendors lined up, an online platform to host the live auction and/or the show. So just in case things do not...we're planning full steam ahead with Ag Fest, but in the event that that can't happen, we have an August, or

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excuse me, April 1st to April 10th drop dead deadline for us internally to decide, okay, if we're going to go virtual, now is the time. And so we've identified vendors. We have to make sure everyone is paddling the canoe in the same direction, but we have some time to do that, and I've recommended that the State former committee, I have a lot of that work that I did investigating last spring, we're going to share that with the Committee to make sure that deployment on all the islands can be made possible through our virtual venue if we have to. But we want to go back to the in-person show. It's a great community event for the kids, but it's also a great event for the community. It shows our kids and their efforts out in the community, and we have some talented young people that are learning life skills, and we want to keep it going.

COUNCILMEMBER RAWLINS-FERNANDEZ: Absolutely. And I love your Plan B. Mahalo for sharing that with everyone. And even moving forward, that integration of having some kind of virtual interaction to include the extended community and those that, you know, cannot make it in person, I think would be an awesome component moving forward. Just a thought. Mahalo. Mahalo, Chair.

CHAIR HOKAMA: Thank you for those comments from you and Dr. Caires. Ms. Paltin, you have a question you would like to ask?

COUNCILMEMBER PALTIN: No, thank you. I'm good. Thank you for all your work. I support you and appreciate it.

CHAIR HOKAMA: Thank you, Ms. Paltin. Mr. Molina.

COUNCILMEMBER MOLINA: Thank you, Mr. Chair. No, no questions. I'm in full support of the agreement, and want to thank the Department and great to see two very prominent names in the agricultural and livestock industry, Mr. Watanabe and Mr. Caires, and thank you for all your efforts and looking forward to the next event when it does happen. Thank you.

CHAIR HOKAMA: Thank you, Mr. Molina. Ms. King, any questions you'd like to pose.

COUNCILMEMBER KING: Well, I have an open-ended question. Can we someday hope to see maybe axis deer added to the mix with the 4-H club since we have such a high population here? Anyway, I don't expect you to answer yes right now, but hoping it'll be there at some point because I think it's a valuable, it would be a valuable asset to our community. But I appreciate...

CHAIR HOKAMA: Thank you, Ms. King, for opportunities.

COUNCILMEMBER KING: Yeah. But and thank you for what you're doing, I think every opportunity like this for the kids to better themselves and work towards these kinds of goals is really fantastic. So I'm in full support. Call for the question.

CHAIR HOKAMA: Very shortly. Very shortly. Hi, Ms. Kama, any questions you'd like to pose?

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COUNCILMEMBER KAMA: I have a question, Chair, but I'm just really excited to hear that it is going to go on. I mean, I haven't been to a 4-H club festival in so long, I was hoping that it was going to happen next year, but I like the idea of having a value-added resource added to that, like jerk meat. I can't forget the one on Moloka'i that Councilmember Rawlins-Fernandez's brother made for us that time we were there. It's like haven't had that since either. So, you know, looking forward to good things, added value. Thank you, Chair.

CHAIR HOKAMA: Thank you, Ms. Kama. No, I would agree there's great opportunities, whether it's jerky, dried meat, whether it's venison, whether it's fish, there's a lot of agricultural components, whether it's from the ocean or the 'āina, you know, we can provide not only for keiki, but for kupunas as well. So we look forward to it. Members, if there is no further questions, I would like to make a recommendation that we move forward to the Council recommending adoption of the revised proposed Resolution entitled, "AUTHORIZING THE PROPOSED MAUI AG FEST AND 4-H LIVESTOCK FAIR LICENSE AGREEMENT IN ACCORDANCE WITH SECTION 13.04A.100, MAUI COUNTY CODE" allowing staff to make any non-substantive adjustments and filing of all appropriate communications.

VICE-CHAIR SUGIMURA: So moved, Chair.

COUNCILMEMBER MOLINA: Second.

CHAIR HOKAMA: Okay. We have a motion made by Ms. Sugimura, and it was seconded by Mr. Molina. Members, any questions or comments on the motion? Seeing none. All in favor of the motion, please say "aye" or raise your hand.

COUNCILMEMBERS VOICED "AYE".

CHAIR HOKAMA: Okay. Thank you very much. I see seven "ayes", so we have seven "ayes", no opposed, no excused. The motion is passed. Mr. Watanabe, Ms. Ka'uhane, Dr. Caires, thank you for very much for your time, and we wish you great success on your events in the future. Thank you so much for your time.

MR. WATANABE: Thank you, Chair.

MR. CAIRES: Mahalo, Chair and Committee Members.

MS. KA'UHANE: Thank you.

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our panelists. So Mr. Conner, if you would please share your thoughts with us in your area regarding education and impacts from the pandemic.

MR. CONNER: Certainly. Thank you, Chair. So again my name is Brook Conner, I'm the Chief Information Officer for the Department of Education. So I help support technology across the State in every public school in the State, and that includes the changes that have had to come up as in response to the COVID situation in terms of supporting and particular distance learning so that our ohana can stay together and safe and sheltered until such time as the pandemic is under enough control that students can actually come back to class in a phased manner for them. Of course, there's a lot of families that may not have a computer or network access at home, or in some cases may not have a home to which to provide network access. So part of what my team has been doing is using Federal funds to support each of the counties and the schools in those counties in terms of devices being made available to those students so that they can access their education. Network access being made available to those students so that those devices can get online, as well as all of the support that goes along with that, whether it's video conferencing that, of course, we're doing extensively, easily 30 or 40,000 video conferences a day, access to the online programs that their children are using in their education, and various part of it. There are two complex areas in Maui. One is Central Maui, overseen by Complex Area Superintendent Kathy Dimino. The other is the so-called Canoe Complex, that is overseen by Lindsay Ball, that covers Lahaina, Hana, Moloka'i and Lana'i. I also have staff as part of my team that work directly with those complex areas to support their technology needs. Hilary has a statewide role, and has been focusing on those devices. At this point, we have purchased approximately, we're up to about 40,000 devices now statewide, including several thousand for Maui County. We actually put in the most recent purchase yesterday. So any details about the devices and what's going on, she's there to answer questions, and I'm also, of course, available to answer questions about all the resources that the Department is putting in place. There is a lot of cooperation and support going on across the State. There's an organization, the Broadband Hui. Senator English has been very supportive in that, talking about how do we get better network access for Hana, for instance. They've had some historic challenges, Hawaiian Telcom is working. It takes time, it takes months to actually connect the fiber, but they are actually putting that in place. But that's just one example of the partnership that we've had. The other thing that is very important to the families, I think, is the fact that we've made an Ohana Help Desk available, tech support for the families. So if the families are having problems figuring out how to log in and access the education, or they don't have a device and they need to figure out what to do, or they don't have network access and they need to figure out what to do, or their network access isn't working well. We now have the Help Desk that we started at the beginning of this school year. That's, again, in partnership with Hawaiian Telcom, and is available to every student and every family. Again, at your disposal for any questions, any areas you want to dig deeper on any of that. And thanks for the opportunity to talk to you all, I really appreciate it.

CHAIR HOKAMA: Thank you, Mister . . . *(clears throat)*. . . excuse me. Thank you, Mr. Conner, we appreciate your time and your comments this afternoon. Ms.

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Apana-McKee, is there anything you would like to share at this time with the Committee? Do we need to unmute her, Les?

MS. MILNER: She's unmuted, Chair.

MS. APANA-MCKEE: . . . *(inaudible)*. . . learning . . . *(audio interference)*. . .

CHAIR HOKAMA: Okay. Ms. Apana-McKee, hi. Yeah. We can hear and see you.

MS. APANA-MCKEE: Sorry.

CHAIR HOKAMA: Is there anything you would like to share with us at this time, please?

MS. APANA-MCKEE: So I just wanted to highlight that the Moloka'i schools are taking advantage of the devices we've brought to them through their mobile learning hub.

CHAIR HOKAMA: Oh, we got her frozen. Okay. You may need to reconnect. Okay. I think we got you back, Hilary.

MS. APANA-MCKEE: Sorry, I'll turn off my video, my connection is bad.

CHAIR HOKAMA: Okay.

MS. APANA-MCKEE: I just wanted to highlight Moloka'i and Lana'i, that they have devices and they are making use of it.

CHAIR HOKAMA: Thank you very much, Ms. Apana-McKee, for those comments, and again, please standby with us. I'm going to let Mr. Hayashida, our Insurance Commissioner, at this time share any comments he has with us. Welcome, Mr. Hayashida.

MR. HAYASHIDA: Hello. Thank you. Good afternoon, Chair Hokama, Vice-Chair Sugimura, Members of the Committee. My name is Colin Hayashida. I am the Insurance Commissioner for the State Department of Commerce and Consumer Affairs. I'll be more than happy to answer your questions today. I just want to emphasize, prior to that, that once that this pandemic did hit Hawaii, our insurance division did issue several memorandums that asked insurers and health plans to take into consideration their policyholders by helping them and giving them grace periods, rebates, discounts, anything that they could do to help the policyholders, and those memorandums are still in effect today.

CHAIR HOKAMA: Okay.

MR. HAYASHIDA: Thank you.

CHAIR HOKAMA: Thank you for sharing that, Mr. Hayashida. Mr. Nonaka, thank you for making time and joining us. Do you have anything you wish to share with us at this time?

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MR. NONAKA: Hi.

CHAIR HOKAMA: Hi. Okay. We can hear you.

MR. NONAKA: Hi, Chair.

CHAIR HOKAMA: Hi.

MR. NONAKA: Okay. Thank you. Good afternoon, Chair Hokama and Committee Members.

Thank you for the opportunity to allow me to provide commentary on how the insurance, how the coronavirus is affecting the insurance community, the community with respect to the insurance coverages. I'd just like to point out since Commissioner Hayashida is on the line, from the insurance agency's standpoint appreciate the guidance that he has provided to the insurance carriers to provide them recommendation as to how they can help out the community at large. Again, let me reintroduce myself. My name is Mike Nonaka. I'm President and CEO of Business Insurance Services. We are an insurance agency located on all islands, and offer all lines of business, and despite our name, we offer both business and personal lines. I'm just going to touch, I'm just going to give broad strokes of what, how we viewed the effects of the coronaviruses, and please, I'm open to answer any specific questions that you and your Committee Members have. So Maui, I'm sure I don't have to say this, but Maui residents are a very tight close knit community, and many are used to face-to-face interaction. Business Insurance Services, or BIS for short, had to shift the way we interact with our customers from face-to-face meetings to one rooted in technology. Communication and making premium payments for some was very difficult for some of our policyholders. Some of our customers don't even own a smartphone or have access to a computer, so this caused overall confusion on what we can and cannot do, and placed barriers between us and our customers, who for decades was accustomed to being welcomed into our office with a hug, without having to make an appointment or talking through a mask. Putting this aside from a business standpoint, and we're kind of scratching our heads on this, but we haven't seen a dramatic decrease in our homeowners and auto policies across all islands. In fact, I was told by our staff that they were rather busy quoting new policies and making changes to existing ones. Moreover, we have not seen a decrease in demand for the non-mandatory type policies, like hurricane or flood. Again, these are for owners who don't have a mortgage for their homes. From a business perspective overall, for our personal lines of business, we don't expect any increase, we expect to see a flat year for this year as compared to last year. Speaking specifically of Maui and our commercial lines of business, we're down about one percent, and this is primarily due to our smaller accounts cancelling. So these are the accounts that are obviously affected by the shutdown, the restaurants, tourism type industries, and I'm talking about policies with premiums between \$500 to about \$2,000. We've had, for those small accounts, we've had total cancellations. For the larger type accounts, they had to scale back operations, so we had to cancel a few lines of business, but overall, we're still keeping the core business policies in place. The carriers, initially back in March, April, May, they offered deferment plans. This helped. I think it would have helped a lot more if

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the shutdown only lasted for those couple of months, but since it's being prolonged, and since it wasn't a forgiveness of premium payments, it was just a matter of deferment, so it's just being stacked up and stacked up. But carriers have bent over backwards to accommodate this, especially for commercial accounts. Again, these are very just broad strokes. I'm happy to answer very specific questions that you folks have, but again, thank you very much for allowing me the opportunity to provide commentary.

CHAIR HOKAMA: Thank you, Mr. Nonaka. For the Committee, we appreciate hearing from your perspective in the insurance sector as it impacts our residents, as well as our businesses in our County, so thank you for that. Okay. We're going to open it up to the Members regarding questions. Obviously we have two sectors represented, education and insurance, Members. I intend to do at least two rounds, so I'm going to ask, since we all understand time requirements and time constraints, one question, one follow up . . . *(audio interference)* . . . and two rounds. Okay. So I'm just going to start off first, and I'm going to start with the education component for Mr. Conner and Ms. Apana-McKee. One of the comments I got from a family on Lana'i and one on Maui is that families that have more than one child in their home, both need their own devices because they're on different class levels, the father has a need for his internet service, and the mother also does part-time. They have Spectrum internet. They bought unlimited, and yet they all cannot use it from the house at the same time. There is, I guess, bandwidth issues or others. How has the Department of Education kind of approached this to deal with families that have multiple children, limited bandwidth capacity, or device capacity? How have you been able to assist those families, Mr. Conner or Ms. Apana-McKee?

MR. CONNER: So what we've been doing is looking at the needs of each individual student. So there certainly isn't a limitation that one family gets one device. If the family says they don't have the devices, they can work with the school, and a device can be provided for each student in that family. Same kind of thing with network access. So if a family went and said we don't have sufficient network access for everybody to do their work all at the same time, then that's where we could look at providing that family with a Wi-Fi hotspot, perhaps even one per student. And again, because we're looking at that on an individual student by student basis, that's one of the options there as well. There's multiple approaches to making sure that everybody has sufficient bandwidth. This is one of the reasons why the Broadband Hui Group is so important because the providers themselves, whether it's Spectrum or Hawaiian Tel, or the cellular providers, are big players in that. It takes time and effort for them to invest if they don't have the infrastructure in a particular location. Hilary briefly mentioned the mobile hubs, so for communities that are less well-served by that infrastructure, we have vans with cellular service on them that are going around and providing Wi-Fi access. We are also working with community centers to effectively extend the school network. That's an option that we're looking into as well, so that if you can get to a community center safely, you know, not congregating in large groups or anything like that, then you could get Wi-Fi access there. Finally, you can also do that at the schools. Many of our schools are providing what's called a learning hub, where students can come in, socially isolated, spread out in the school, but able to get

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online and work through the access there as well. So we certainly recognize that when you got everybody working online, you've got to have bandwidth sufficient to do that.

CHAIR HOKAMA: Thank you for your response, Mr. Conner, and I appreciate it. So I'm not going to have any follow up, I'm going to move on. To change it up, I'm going to ask Mr. Molina, any questions Mike?

COUNCILMEMBER MOLINA: Yeah. Hi. Well, thank you, Mr. Hokama, and thank you, Mr. Conner and Mr. Hayashida and Mr. Nonaka for being here. My first question is again for Mr. Conner with regards to the computers. I moonlight as a substitute teacher for the DOE in my off week as a Councilmember, so I'm making my first foray into the classroom next week during the COVID-19 era. As far as the access to the computers, is the DOE is that a policy where students can sign out computers if they want from the classroom, or is that a no-no.

MR. CONNER: So that's a school by school decision on exactly how they deal with device management. So broadly speaking there's, at this point, two categories of devices. There's devices that the State Department of Education has bought centrally using federal CARES funding. That's something my team has been doing, with Hilary leading the way on actually managing that. We assign those to the schools across the State based on where there are equity problems. So if a student...if a school has a high proportion of students on free and reduced lunch, also called Title 1 status, then they're more likely to get more devices because they're more likely to actually need those devices at home. That's being cross-correlated with what the principals actually say they need because each school, and this is the other category of devices, each school has been buying their own devices all along, it's just part of, you know, we got a computer science program or whatever they needed for their curriculum. And in both cases, those devices can be taken home by the student. Historically, that was really much more of a school choice is that how they warrant, you know, some schools will say, we don't want kids doing any work at home, we only want them doing work at school, you're not taking the computer home. Obviously now, pretty much every device that is mobile, we are expecting is going home with a student. So that's the two different categories, really, just on who purchased them at this point. But at this point, we would expect the student says they don't have a device, the school would send them home with a device. And if the school says I'm out of devices, they would come talk to my team and say, we need more.

COUNCILMEMBER MOLINA: Okay. Thank you.

MR. CONNER: We are continually evaluating that. Part of the student packet at the start of the school year was a questionnaire that we never had before, which was, do you have enough computers at home for every student? Do you have network access at home? And that wasn't something we ever collected before, and now we're collecting it because it's obviously crucially important.

COUNCILMEMBER MOLINA: Okay. Well, thank you for that, and thanks for the overview on the network issues because I've heard some families because they don't have any

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bandwidth or network at home, they'll go to a store or a restaurant to have their kids do their work from there. My last and follow-up question, Mr. Chairman, relates to employment. Has the pandemic affected hiring of more teachers? Because I know the Union has expressed concerns about going back into the classroom at this point, well, some teachers. But has it affected getting more, the DOE hiring more teachers, as well as subs. I know prior to the pandemic, there was an issue with having a lack of substitute teachers to cover. Any update on that?

MR. CONNER: So that's something that we're looking at. I'm the head of technology, I'm not the head of talent management, so I don't have those numbers right on the top of my head. But we are constantly looking at that, constantly working on that. We are actively activating more substitute teachers as it comes up, as the need comes up. There is a, broadly speaking, a Statewide employee hiring freeze, but the Department of Education specifically has exemptions for that, both within places where we need it, like the technology team, but also very broadly instructional teachers in the classroom, there is no hiring freeze on that. So we are continuing to hire teachers as they are available.

COUNCILMEMBER MOLINA: Okay. Great. Thank you, Mr. Conner. Thank you, Chair.

CHAIR HOKAMA: Okay. Thank you, Mr. Molina. Vice-Chair Sugimura, any questions at this time?

VICE-CHAIR SUGIMURA: Yeah. So just a...when do the schools go back to face-to-face? Are we still on a stay at home distance learning?

MR. CONNER: So at this exact moment...can you hear me okay?

CHAIR HOKAMA: Yes, Mr. Conner.

MR. CONNER: Okay. At this exact moment, most schools are on full-time distance learning still. The guidelines that we received from the Department of Health last week gave us indications on a County-by-County basis when the Department of Health would consider it acceptable to go back to the in-person learning with five different levels, ranging from fully remote, down to every student in person, and in between is only the youngest kids going back some days, not every day, older kids fully remote, and then everybody going back some days not others, and then the younger kids going back every day, and the older kids still partially until you finally get to everybody there. Those are the low bar if you will, and every school has the authority to decide what's right for their community, both in terms of what's actually happening in their community and the concerns of their community members. How quickly they want to get to that point, as long as the trailing two week average of cases is at a level that the DOH says that level would be okay. So if you're at five cases per 10,000 on average over the past two weeks, you're at a level where the DOH would say, everybody can go back in person if the school wants to. They don't have to do that. So DOH is more a level of clearance, not a mandatory part.

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VICE-CHAIR SUGIMURA: Thank you. I just have one follow-up question because I'm concerned about the ability for the haves and have not, if you will, for distance learning and the...and I was told that if a child doesn't have enough network or broadband width in their community, that the school was issuing them I want to say a Mofi or whatever it's called, a device so that they can have access; is that correct?

MR. CONNER: That's correct. The term is usually MiFi.

VICE-CHAIR SUGIMURA: MiFi.

MR. CONNER: So it's a little box. I got one over here, and that is...no, it's a battery. But it's a little black box. It's got cellular service and produces a Wi-Fi network locally for you. We have at this point ordered centrally about almost 17,000 of those Statewide. The schools have many of them themselves already as well. Some schools have individually gone and purchased more themselves. Some of them are relying on State purchase again with that Federal money. There was a big chunk of those that were scheduled to arrive last week, they didn't because originally the vendor was shipping them from warehouses in California. There have been a few fires in California that interfered with the shipping, so they had to reroute them from Nevada and Texas, so it took a little longer. They started arriving at the beginning of this week, a big chunk is arriving tomorrow, and then there's a few more that's arriving early next week. So that is absolutely something that we do. We make the MiFi hotspots available for students that say they have a need.

VICE-CHAIR SUGIMURA: Okay. Thank you. So that should cover them. Thank you very much for your answer.

CHAIR HOKAMA: Okay. Thank you.

MR. CONNER: And a side on that, we are sensitive to coverage, so we've gotten the best price from AT&T, but there are some islands, Moloka'i for example, where there is no AT&T coverage to speak of, so we buy Verizon devices for them. So we make sure that they get a device that they can actually use for that network access.

CHAIR HOKAMA: Thank you for that, Mr. Conner. Ms. Kama, any questions at this time?

COUNCILMEMBER KAMA: Yes. Thank you, Chair. You know, you mentioned earlier that your office provides IT services for students who may be having problems accessing or trying to get through, like most of us have IT problems too. So how many people do you have servicing the 180,000 students we have across our State?

MR. CONNER: So just on the Help Desk functionality, like people answering calls, there is approximately 50 people just answering calls. That's a split between the people that are focused on the students calling, the Ohana Help Desk, that's staffed, as I said, by Hawaiian Telcom. That also includes support for not just English, but a little Hawaii, Tagalog, Ilocano, Chuukese, Marshallese to support, you know the six most widely used languages in our school. That count also doesn't include the complex area staff

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that will physically go to the schools, as well as the fact that each school typically has one or more technology coordinator, somebody dedicated to helping the teachers and the students fulfilling their educational mission. So when a family calls the Ohana Help Desk to resolve that problem, it might go to Hawaiian Telcom or Spectrum, you know, oh, I'm having problems with my network, okay we'll connect you to the network. It might go to the school. I need to get a device, well, you need to go to the school to get the device. It might come to another part of my team to say, oh, there's a problem with how Google is working. We need to look into that and see what we can do to solve it. So we all work together, and it's actually a much larger and distributed team to resolve problems as they occur.

COUNCILMEMBER KAMA: Okay. Very good. Thank you, Chair. Thank you, Mr. Conner.

MR. CONNER: You're welcome.

CHAIR HOKAMA: Thank you, Ms. Kama. Ms. King, question?

COUNCILMEMBER KING: Did you call me, Mr. Chair?

CHAIR HOKAMA: Yes.

COUNCILMEMBER KING: Oh, okay. Thank you. I didn't catch that. Thank you. I was interested, Mr. Conner, that you talked about the complexes being in clusters now. Because when I served on the Board of Education back in the '90s, we were moving towards each high school, and then the feeder schools being the complex. But it sounds like you've clustered them together now, so is that, so maybe that's more efficient. But my question is about the devices. Do you have enough CARES Act money to supply for all of the school kids in the State in the public and charter schools and it's just a matter of getting them purchased and distributed, or are you going to anticipate it being short a certain number?

MR. CONNER: So we're still trying to evaluate that. It certainly looks good that we will have sufficient CARES funding this year with the additional funding that the Governor made available to us for students in need, which is different from every student gets a device, you know, you walk in the door, we give you a device. There are certainly going to be families where they don't need a device, they can get a better device than the Department would ever be able to afford, and it will work just fine. I'm a technologist. I have tons of devices lying around at home. My little six-year-old girl doesn't need a device from her school. Somebody else can use that device. This isn't a question where we can necessarily say, yes, we're absolutely certain every single student that needs a device is going to have a device. We think so based on the data we have in hand now, but that is data that we're still gathering and still evaluating because again, this is not something we ever had to worry about before.

COUNCILMEMBER KING: Right.

MR. CONNER: We were worried about whether there was enough space in the physical

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classroom, not whether there were enough computers so that every student could take one home.

COUNCILMEMBER KING: Is this a giveaway, or are they going to be able to, or they give it back when they're done, or does it become...

MR. CONNER: It is not a giveaway. That would possibly have tax ramifications for the family which, since we're giving these to families in need, probably they don't want to pay extra taxes. The devices are Department of Education equipment. We manage them remotely to ensure that they continue to be safe for the students to use. There's actually Federal laws requiring us to do things like that, to block them from inappropriate sites on the internet, and we all know there is plenty of that. So that's all part of the solution, that we're not just fire and forget, here's a laptop, run off, do whatever you want with it, go play video games. No. This is a laptop from the school, like a text book for you to use to learn. We aren't stopping them from doing other things, if for instance, they need to make a telehealth video call on their school laptop they certainly can do that, and we would certainly support that, we would never block that. But it is Department equipment, and we do continue to manage it.

COUNCILMEMBER KING: Okay.

MR. CONNER: I keep it up to date for them.

COUNCILMEMBER KING: One follow up, Chair?

MR. CONNER: Certainly.

CHAIR HOKAMA: Okay.

COUNCILMEMBER KING: Okay. I have a question for you, given the fact that it looks like we may have enough funding to cover the devices. One of the issues we're dealing with in South Maui is the film industry, you know, that started up and has a project there, and they have committed to making a donation, they're required to make a donation to the schools. So one of our House Representatives, Tina Wilberger in this area, has been talking to the schools and one of them has proposed doing a pilot project with outside learning and is looking for some like, I don't know if you heard about, the giant tents . . . *(inaudible)*. . . and they were hoping to maybe to get that donated or paid for by the Temptation Island Project since it sounds like you guys have CARES Act money for the devices. Is the DOE supportive of that, of trying something like that?

MR. CONNER: Absolutely.

COUNCILMEMBER KING: Oh, okay.

MR. CONNER: There have actually been schools in the State that have already done that. They set up outdoor tents on the campus before we decided to send everybody home

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completely remote to be ready to have a more socially distanced environment. And that's one of the things that would go into that school decision about when do you bring the students back, you know. A school with a big wide spread out campus and a relatively low enrollment and a bunch of tents to do it outside, that makes a lot of sense, and outside is one of the best places to be to be safe from COVID. You know, a city, a school in town on a very small campus might find that a lot more challenging. But we'd certainly be supportive of that. There's a team, again, separate from my team that deals with donations. If we're talking about donations of devices, then my team gets involved and says, this is the kind of device that we need in order to be useful, so we don't get something that the students will just be I can't do work on this device. But they can certainly reach out directly to me, and I'll put them in touch with the right people, and we'll get it set up. You know, my team would still be involved in making sure they have network access, you know, out on the field where they set that tent up.

COUNCILMEMBER KING: Okay. Great. Good to know. Thank you so much. Thank you, Chair. Yeah, they were talking about...originally about renting them and I said, no we should just buy them so that the school actually owns them because the rentals have to have that back and forth. So thank you so much for your support for that. I appreciate it. Thank you, Chair.

CHAIR HOKAMA: Okay. Thank you. Ms. Paltin, questions?

COUNCILMEMBER PALTIN: Thank you, Chair. My question I think kind of goes a little bit off Member Sugimura's question. You know, in my district there's a lot of kids that live in the valley, like Honokohau, Kauaula, Honolua, and I don't believe that those MiFi's catch deep in the valley, and so I was wondering what types of accommodations for those kids?

MR. CONNER: So that's one of the cases that we're actually dealing with. So we wouldn't normally recommend a satellite data connection, but satellite, that's one of these cases where that actually makes sense, and we are, in fact, actively working on that on Maui, so that is a situation that we're dealing with. You know, there's a couple of alternative technology alternative approaches, satellite is one, setting up a microwave relay up on a ridgetop is another. And there is alternative spectrum for what's usually used for Wi-Fi that has a greater range. So that's, again, all stuff that we're looking at to make sure that we've got something somewhere.

COUNCILMEMBER PALTIN: Okay. And then for the October 15th open up date, if we anticipate some of the parents returning to work, what is the accommodation for that?

MR. CONNER: So that would be something on a school-by-school basis, whether the school has arrangements, is ready for kids to come back in person or not. And part of the support for that, of course, in cases where the school isn't, that's where there would have to be some sort of investigation into child support, additional supports like that. The schools do have, again, the authority to allow some of their kids back on campus. So for instance, if some workers that do need to go back and others are like, I'm still

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working from home because that's the job I've got, so my kid doesn't need to go back, that's an option as well. But again that would be very individualized, based on the particular situation for that community.

COUNCILMEMBER PALTIN: That's why the buses are still running.

MR. CONNER: That and also, I mean, we have a contract with the buses. So they are required to run. We didn't just suspend that. There are still students that do show up on campus, so for instance, special education students may need to go onto campus because there are services they can only get in person, and that's the only way they can do their education. There are students that will show up for the in-person learning hubs that I mentioned before. So they don't have network access at home, and this is going to give them a better experience, a better option, or because there is nobody home today because there's somebody at work. So it's all part of the spectrum of things that we're trying to do to make that we accommodate everything.

COUNCILMEMBER PALTIN: Thank you. Thank you, Chair.

CHAIR HOKAMA: Thank you, Ms. Paltin. Ms. Rawlins-Fernandez.

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, Chair. Okay. Mahalo to all of our resource people for being with us today. I was wondering if it was your division, information division of DOE, that selected the Acellus online learning platform program?

MR. CONNER: No.

COUNCILMEMBER RAWLINS-FERNANDEZ: Okay. Sorry...

MR. CONNER: I can certainly answer questions about that.

COUNCILMEMBER RAWLINS-FERNANDEZ: Oh, okay. So my question is, you know, I've heard a lot of complaints, valid complaints about that software, that platform, and I was wondering if, because I haven't heard any follow up to the complaints, if there are efforts to get a refund and go with a different software, a different company to provide that education to our kids.

MR. CONNER: So, we're still evaluating Acellus, and evaluating all the complaints about the content. I believe, but again, this isn't my team doing it, Acellus the vendor has not been particularly welcoming to the idea of refunds. I mean, understandable they want their money, that's how it is. But there is a much deeper process in place under Deputy Superintendent Phyllis Unebasami with the Office of Curriculum and Instruction Design, so this is curricular content rather than just the technology to make something happen. Again, Acellus was something that the Department had been using for some time, it had been in use in various places for ten years. We've used it for credit recovery this summer for students that had problems with quarter four. Certainly, the schools individually are empowered to change what they want to

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do instructionally if they decide. They previously thought Acellus was as good fit, and now they've changed their mind for whatever reason. And again, we continue to work on the complaints about the content and issues in it with the vendor and getting those addressed.

COUNCILMEMBER RAWLINS-FERNANDEZ: Okay. Mahalo for your response. And then for, you know, what you were saying, you know, previously it was about ensuring there's enough space for children to learn inside the classroom, and now they're on devices, devices that emit blue light and, you know, could have other, you know, damaging over time effects to children's development. And I was wondering what DOE is doing and perhaps...again, this may not be your division, but if you are able to share if this kind of discussion is happening at the DOE level, on making sure that parents are aware of what type of protective gear, such as blue light glasses to protect children's eyes to ensure that, you know, children stop every 20 minutes to stand up and move their bodies, to continue, you know, continue circulation and, you know, I mean, their bodies are a lot younger than ours and so they won't have like cricks in their backs and stuff. But that type of additional education and most importantly, lots of comments from parents going . . . *(audio interference)*. . . bouncing off the walls, I guess . . . *(laughing)*. . . having their children at home, so any kind of --

MR. CONNER: Yes.

COUNCILMEMBER RAWLINS-FERNANDEZ: -- you know, support groups . . . *(laughing)*. . .

MR. CONNER: So again, I have a first grader myself who is, yeah, bouncing off the walls is a fairly accurate description. There's a couple of different areas in the question that you've talked about. Student's health, that's not a technology question, that's the Office of Student Supports, the same people that are dealing with COVID and everything like that, and certainly P.E., appropriate break times, get up and move around, that's part of the general curricular expectations for what the teachers are doing. You know, there is a lot of latitude in what distance learning looks like, so some classes, some teachers are more project focused, so it doesn't necessarily going to be very structured. Here's an assignment, go spend a few hours, and . . . *(inaudible)*. . . doing this, as if it was a very structured day, hey, it's time for a five-minute get up and dance break, let's do a stretch. Both of those are happening, but again, P.E. is still part of the curriculum and making sure that we're being safe that way is there, and that the children are continuing to be as healthy as they can be and in this situation. As far as the devices themselves, that's something that we are certainly keeping an eye on, if there's any specific indications that there's a problem with that. Many of these devices are designed for children for educational use, and so oftentimes we'll have a monitor or display that is tuned specifically to deal with those kinds of lighting concerns to which you adjust it. They adjust their lighting level based on the ambient lights so you don't have the screen super-duper bright in a dark room and things like that. And if there was a specific problem with a specific device, that's something that, of course, we would be moving on right away, and replacing a device with something more appropriate, while still letting the kids access their education.

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COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, Mr. Conner. Mahalo, Chair.

CHAIR HOKAMA: Thank you very much, Ms. Rawlins-Fernandez. And again, thank you, Mr. Conner and Ms. Apana-McKee for responding to our questions in the educational arena. I'm going to now start the second round, and ask Mr. Hayashida or Mr. Nonaka regarding the insurance sector my question. During your earlier comments, gentlemen, to us, and I was quite happily surprised, I thought it would be a worse status regarding policyholders, so I'm happy to hear your comments earlier. You mentioned the homeowners' insurance component, the auto insurance component, is there things that you can share with us, Mr. Hayashida especially, under the health insurance side? Have you seen policies being dropped because they cannot pay doctor's visits or there's other issues regarding either Medicare, Medicaid, State Quest programs, is there something you could give us comment on, please?

MR. HAYASHIDA: So I cannot speak specifically with Med-Quest because Med-Quest is with the Department of Human Services. I can tell you what the commercial market, with the commercial plans like HMSA and Kaiser, we're probably going to see some fairly leveling off of the rate increase, and that's probably going to be contributed on the fact that there was a period during the pandemic earlier this year when non-emergent services were postponed, so that reduced utilization. Additionally, as you've been keeping up with the Governor's proclamation, there has been more of an effort by the provider community and by the health plan to do telehealth, and telehealth has also saved in terms of utilization. So given those components, I think we were already starting to see a leveling off of rates pre-COVID, and I think we probably should see something like that now that we're into this COVID period, at least for the coming year.

CHAIR HOKAMA: Okay. Thank you, Mr. Hayashida. Mr. Nonaka, any comments, and again, you know, my concern is from the insurance side, you folks mentioned earlier about deferments on policy payments. I have a concern that because this COVID pandemic is going to last way longer than what we all had hoped for, I'm concerned that the deferments will eventually become terminated policies because they cannot afford to pay, or there's going to be that balance due. Any concerns or comments you can share with us under that scenario? Either Mr. Nonaka or Mr. Hayashida, please?

MR. NONAKA: Yes. Chairman Hokama, this is Mike Nonaka. So yeah, I share your concerns about the deferment. If the deferment...if the lockdown of the State had only been a couple of months, the deferment plan would have worked wonders for the community. Let me split this up between personal lines, your homeowners and your auto, and the commercial lines. The easier side of this would be the commercial lines. Under the commercial policies, carriers have the capability of reducing exposure basis, which would reduce premiums owed, and they are also able to conduct mid-term premium, excuse me, mid-term audits to help recognize the reduction in sales and payroll, and to help give back premium dollars that were paid at the beginning of the year, help to give back to the customers to help with this deferment period. Personal lines is a little bit more problematic, and I feared that, well, the deferment plans I

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believe, if memory serves me correct, was in April and May. Most carriers, they didn't see the influx of requests after this May period, so they went ahead and did away with the formal program, but they did tell insurance agencies like this that they will work with our specific accounts on an individual basis, and work out any kind of payment plan that would be beneficial for both them and the policyholder. But again, these are deferment plans, right, they're not forgiving the premium. So I haven't heard of particular hardship with a group of people, so I have to kind of think that they were able to work the payment plans out. I did want to say, however, also, that I failed to mention before, that we've noticed on the personal line side, a lot of people who usually pay premiums, annual premiums one time, they're now opting to go for payment plans, so either pay on a monthly or a quarterly basis on a personal line side. On the commercial side, we are noticing an uptick of premium financing that we have to arrange. So companies and people are thinking more long-term and trying to, you know, manage their cash flow a little bit better but, you know, to directly answer your question, Chairman, I definitely share your concerns, but I haven't heard of this being an issue.

CHAIR HOKAMA: I appreciate that, Mr. Nonaka. So has Hawaii looked at, I'll use our Hawaiian word, some kind of like for smaller businesses, some kind of small hui pool, you know, you would hui together, a group of similar likes and requirements and see if we could fit one policy that would maybe address that group and where they could get some benefit of a hui or a group rate?

MR. NONAKA: I'm going...this is Mike Nonaka, I'm going to defer to Mr. Hayashida, but I do want to say that if Colin can come up with a plan, I definitely want the ins to be able to sell that program.

MR. HAYASHIDA: So let me just add something real quick before I get to that question. In addition to the deferments, there were several insurers that provided either discounts or rebates or dividend payments to their policyholders, specifically in the personal auto line, which I think some of the carriers you might be familiar with, Mike. And in total, at the end of June or July, they were already, I think \$30 million, over \$30 million in savings to Hawaii policyholders, most of it on that line of business. So in addition to the deferment, you know, there were some insurers that provided discounts and rebates and so forth. And on a going forward basis, we know, as you suspect Chair, that those things might go away. But the Commissioner does have the authority, if the Commissioner has data that suggests that the rates might be excessive because there are less cars on the road because there's less catastrophes and so forth, the Commissioner has the authority to mandate rate filing. So we have that authority, we just...right now, we're still seeing a lot of changes in the market of how insurers are adapting to this COVID response. But on a going forward basis, yes, we'll be taking a closer look at that. And then to answer your question, it seems like you're thinking more like of a self-insurance type mechanism? Is that correct?

CHAIR HOKAMA: Commissioner, for clarity, I'm just trying to look at ways of helping our local small businesses survive, and find a way to reduce obligations and requirements where possible because I would like to see our local people come through this

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pandemic with at least some sense of viability to move forward. And so I just pose this as variable options of scenarios that maybe we should look at that's unique to Hawaii that we can help our island people.

MR. HAYASHIDA: So I'll split that up into two groups, the mid-size employers and the very small businesses. The mid-size employers can pool together their resources and create a self-insured mechanism like captive insurance. So that's always possible, and Hawaii is one of the premiere captive insure domiciles, not just in the country, but in the world. So there's that option available to them. On the small businesses, the really small businesses, I think really, what is of their benefit is to review their policies to make sure that they're not overcovering themselves, they're not undercovering themselves, they look at the exclusions to make sure that those exclusions are agreeable to them, you know. There were, there might have been some insurers that offer business interruption type coverage, either with the exclusion or with a buy back for that exclusion. And if the policyholder had done the research, done the extra step, they may not be in the situation that they are now because they might have had the opportunity to buy back that coverage. And it does take time, and it does take resources but, you know, part of that is the policyholder and part of that is the agent answering those questions for the policyholder and, you know, it runs...you have good agencies like BIS, who Mr. Nonaka works for, and then, you know, you have oftentimes you have independent who are just trying sell product. So really, it pays to do your homework. It pays to look at your policy every year, and see if that's the coverage that you need.

CHAIR HOKAMA: Thank you, Commissioner. And Mr. Nonaka, real quickly, if you have a comment, we would appreciate it.

MR. NONAKA: No. I'm in total agreement with what Commissioner Hayashida had said. There are mechanisms in place for huis to be created. It does take a lot of capital, but there are very proficient experts in the industry in Hawaii who can help policyholders or businesses navigate their way through this.

CHAIR HOKAMA: Okay. Thank you for that, Mr. Nonaka. Let's see, Ms. Kama, let's start this round with you. Do you have any questions for the Commissioner or Mr. Nonaka?

COUNCILMEMBER KAMA: So I just had a question about...you know, this morning during EDB, we had a gentleman who was, I guess, tested three times, COVID testing three times because he was going through this process in terms of being under quarantine and having to stay quarantined, but he was tested within a week, I think a week or at least two weeks, three times. So my thought is that as we begin to open up our County, we have to be tested. How do the insurance company determine how much to charge consumers for the test, the COVID testing?

MR. HAYASHIDA: In most cases, the health plan is paying the provider for the test. So if you have health insurance, if you have the prescription to get it, the health plan, and my understanding is that the health plan should be paying for it.

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COUNCILMEMBER KAMA: And how many times will the health plan pay for that test?

MR. HAYASHIDA: I'm not aware of any type of restriction in terms of how many times they pay.

CHAIR HOKAMA: Okay.

COUNCILMEMBER KAMA: Okay. Okay. Thank you, Chair.

MR. HAYASHIDA: Yeah.

COUNCILMEMBER KAMA: Just curious.

CHAIR HOKAMA: Thank you, Ms. Kama. Ms. Sugimura, any questions for the...

VICE-CHAIR SUGIMURA: Yeah. I'm really grateful that you brought the insurance people to talk about this because I never thought about the impact on that, and I've been meeting with the restaurant hui, about 110 different restaurants in Maui County, and the challenges that they're having. But you're saying that they are able to create a hui to get down their health insurance, I mean their life insurance...sorry, the business insurance costs, commercial insurance?

MR. HAYASHIDA: Yeah. So often...oh, sorry. Often these captive insurers are done by big companies, but it can be done by a mid-size company, and it just takes a lot of capital, and most often it's done on lines of business on the property and casualty side, where they know they have substantially lower loss ratios. So if they have low loss ratios for a particular line of business, then it may make sense for them to self-insure that line of coverage.

VICE-CHAIR SUGIMURA: I see.

MR. HAYASHIDA: And then we would be more than happy to explain that, what captive insurance is, and how to go about doing it, and stuff like that if anyone is interested in the community.

VICE-CHAIR SUGIMURA: Thank you. Thank you very much, Chair. Thanks for having them.

CHAIR HOKAMA: Thank you. Ms. Rawlins-Fernandez, any questions for our...the Commissioner or Mr. Nonaka?

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, Chair. No questions at this time.

CHAIR HOKAMA: Okay. Thank you. Ms. Paltin, any questions you would like to pose at this time?

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COUNCILMEMBER PALTIN: Sure. I just was wondering, you know, like kind of along the lines of your question about like huis, I was wondering if business insurance is evolving in regards to what we're seeing in the pandemic, like, say hot yoga. You got a hot yoga, and you got insurance for your business, and now somebody comes into your business and they're like I caught coronavirus from your establishment. Is there insurance like situations that cover that sort of thing, like, or is it under just the Department of Health, they have to follow the standards, and if somebody comes in and they catch coronavirus at your business, it's their own fault, or anything along those lines?

MR. HAYASHIDA: I haven't seen that kind of coverage. Have you, Mike?

MR. NONAKA: Yeah. No. So unfortunately, from our perspective, we're seeing it evolving in a negative, where they look like they're going to continue to find ways to exclude these types of pandemic type situations. The exact situation on the hot yoga and the customer coming in and accusing the business of, you know, catching coronavirus there, it becomes...that is very problematic because we've submitted, I want to say, upwards of about a hundred claims so far, and we haven't had any of them covered. There is either a virus exclusion on the policy, or the threshold of not having any kind of physical damage on the premises hasn't been met yet. So yeah, unfortunately, I don't...we haven't seen where there's coverage, and the way that the marketplace is moving, I don't know if we'll ever see coverage for this kind of pandemic type situation.

MR. PALTIN: So people have already . . . *(audio interference)*. . . to file claims, and they just haven't been successful, is what you're...was that what you meant?

MR. NONAKA: Yeah, because the event isn't covered by the insurance policy because of the insurance language.

MR. HAYASHIDA: What's happening at the national level because of this issue is to create Federal backstop similar to terrorism insurance because the cost of the losses would be so extreme. The National Association of Insurance Commissioner is lobbying Congress to create a Federal backstop similar to like we have with TRIA and the terrorism insurance.

COUNCILMEMBER PALTIN: So anything that is such a big thing, that it would potentially shut down the insurance industry because of the number of claims, are not allowed.

MR. HAYASHIDA: The losses would be so great, right, that if all of that was paid out, then it would jeopardize the financial solvency of the insurers. So to prevent that, rather than just saying, you know, offer that coverage, at the national level there's talk of creating a Federal backstop on the losses so that the insurance would be only responsible up to a limit, and then the Federal monies would kick in for those losses in excess.

MR. NONAKA: Yeah. To piggyback on the Commissioner's comments, I agree. If they were

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to make this kind of a pandemic situation covered by a regular insurance policy, the premiums that would have to be charged would be astronomical, and it would be too much of, it would be, the cost would be too high for any business to have to bear. I do like the Commissioner's comment about the Federal backstop because that's been proven effective before locally with the Hawaii Hurricane Relief Fund, nationally with the National Flood Insurance Program, these are areas where insurance companies, because they affect a whole wide range of areas and the cost is in the billions of dollars in claims, it just makes it impossible for private insurance to provide that kind of coverage, and then to have to charge a kind of premium in order to keep themselves solvent.

COUNCILMEMBER PALTIN: Okay. Thank you. Thank you for answering my question.

MR. NONAKA: Thank you.

CHAIR HOKAMA: Thanks for those questions, Ms. Paltin. Hi, Ms. King, any questions?

COUNCILMEMBER KING: Hi. Yes, I do. I don't know if I'll get an answer on this one either, it might be out of the realm of what we're talking about but, you know, we're trying to, our Council has been trying to diversify our economy. We put a lot of money into the agricultural sector in this current budget. And one of the things that we don't have here that they have on the mainland is crop insurance, and I'm just wondering if, do you see a potential for that here in Hawaii as we grow our agricultural industry, or do you think that there's a reason why we can't get it here in Hawaii, or we don't seem to have it.

MR. HAYASHIDA: I believe...correct me, Mike, but I believe the crop insurance is administered through the FDA...is it the FDA or Department of Ag?

MR. NONAKA: Yeah. But they're . . .

COUNCILMEMBER KING: And so is it only the Federal government that insures crops? You don't have any private insurance companies that will do that type of insurance?

CHAIR HOKAMA: Mr. Nonaka?

MR. NONAKA: Yeah, I believe we have access to a couple of markets that will look at providing crop coverage in Hawaii. So to a...I don't know if it's to the same degree but, you know, we do have several insurance that have macadamia nut orchards that we insure under a crop insurance program.

COUNCILMEMBER KING: Oh, you do?

MR. NONAKA: Yeah. So it's not that it's unavailable here, but most times, when you think about crops, you think of wheat, corn, things like that where there are specific insurers who will insure corn, or will insure wheat, or will, you know, but there are markets out there who will look at Hawaii, and will definitely consider providing

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insurance programs for crops here.

COUNCILMEMBER KING: Okay. Because, you know, I think that's been the problem, is that we don't have those traditional crops. So we're looking at things like macadamia nut, `ulu, you know, things that people on the mainland like haven't even heard of. So, but hoping to grow those sectors, so if that's a possibility, that's good to know, I'll check into that.

MR. NONAKA: Yeah. So we actually do have a couple of mac nut farms that are clients of ours, and then we did look into `ulu. I'm not...I should follow up on that because I'm not sure if we were able to help with that or not, but we did look into it.

COUNCILMEMBER KING: Taro would be another good one to look into because that's pretty widespread and it's just, you know, we don't have like thousands of acres being grown by one person in these kinds of crops, but we have . . . we're hoping to have hundreds of farmers with small farms so, you know, maybe we could do that, you know, hui together kind of a thing.

MR. NONAKA: Yeah. Absolutely.

COUNCILMEMBER KING: Okay. Well, thank you for that answer, I was hoping that there would be some information. I'll follow up on that. Thank you.

MR. NONAKA: Yeah. We do, you know, not...you know, to help you with your situation, our Maui Office can certainly help you with that. So if you want to reach out to them.

COUNCILMEMBER KING: We're looking at, you know, we're looking at what's happening with climate change and the fires and the floods and everything, and so that, you know, that's probably most detrimental to farmers so far. That's what's burning, is farmlands, so we need that kind of protection. All right. Thank you. Thank you so much. Thank you, Chair.

MR. NONAKA: Thank you.

CHAIR HOKAMA: Thank you, Ms. King. So gentlemen, one last question for myself, for the Committee, to the Commissioner and you, Mr. Nonaka. I'll just speak for our County, yeah. Our County has, over the last year, been very consistent in our concern to address sea level rise and the impacts on real property insurance, homeowners' insurance, business insurances, that are along the coastline. What do you potentially see in the next, you know, five to ten years because again, things I may not have believed, but with what I'm seeing, I believe that accelerated sea level rise is a reality and a true concern. So how do you see that impacting the State of Hawaii insurance program so it doesn't become unaffordable for Hawaii residents?

MR. HAYASHIDA: Mike, you want me...

CHAIR HOKAMA: I'd appreciate any comments. Commissioner?

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MR. HAYASHIDA: You want me to start, or you want to go?

CHAIR HOKAMA: Mike?

MR. NONAKA: Go ahead. Go ahead.

MR. HAYASHIDA: I would just say that we are starting to, first of all, you know, climate change is real. At the National Association of Insurance Commissioners, earlier this year we created a special executive committee working group for the topic of climate change, and Commissioner Ricardo Lara in California is spearheading that effort. And so we hope to play an active role in trying to find viable solutions or studies regarding that issue of climate change. And in some sense, it's already taking effect in part of the commercial insurance market. We do know that some insurers stop writing on the coastline, and they won't write within a certain amount of feet from the shore. So we're already starting to see the effects of insurers reacting to this climate change and, you know, it's something that we want to address. And it's not just the regulators that I think see the importance, this is one issue where the insurance industry has a vested interest in it, and is also studying this climate change that's going to affect our coastline.

MR. NONAKA: Yeah. I agree with Commissioner Hayashida, and I'm not trying to be insensitive to this topic, but if you just look at it from a ground level, the homeowner's policies exclude flood, so the actual homeowner's policies wouldn't be necessarily affected from the rising tides for these homes that are along the shoreline. But how they are going to get affected is through flood insurance because if they have a mortgage, their lender is going to require them to have flood insurance. So private markets right now, the Lloyds of London or the other carriers who are offering private flood insurance, their rates are going to go sky high. National flood insurance are going through some rates, rate reviews right now, so along these areas, their rates are going to go high. So overall, only people in X-zones, in flood X-zones will probably get affected with astronomical high flood rates. People in other flood zones won't probably get affected as much. But it is something, and I'm happy to hear that Commissioner Hayashida is participating and looking at this because it is real. I mean, I'm born and raised here. When I was growing up, I never heard of king tides before. It was always, hey, surf's up, we go kind, but...so it is a growing issue, and I'm happy to hear that the Commissioner is actively participating in it.

CHAIR HOKAMA: Thank you, gentlemen. Anything else, Commissioner? Yeah. We need to unmute you, Commissioner.

MR. HAYASHIDA: I just wanted to say, in regards to climate change, you know, the County plays just as much as an important role as the State because a lot of times the County determines, you know, what the building codes are, where we build and so forth. So that's something, I'm glad to hear that climate change is an important issue for Maui County, and you guys are seriously looking at it. So thank you.

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CHAIR HOKAMA: Thank you, Commissioner, and thank you, Mr. Nonaka. Members, any last questions at this time? If not, I'm going to defer this item with no objections.

COUNCILMEMBERS VOICED NO OBJECTIONS (Excused: MM, YS)

ACTION: DEFER PENDING FURTHER DISCUSSION.

CHAIR HOKAMA: Thank you. Commissioner Hayashida, Mr. Nonaka, we thank you very much for joining us today and sharing your important time with us to give us comments onto our questions, as well as to Mr. Conner and Ms. Apana-McKee from Department of Ed, we also thank you for sharing your comments with the Committee and our community this afternoon. So we will defer this, and we'll continue our discussions with sectors that impact our community as we go through the COVID pandemic. So again, resource people, Mr. Hayashida, Mr. Nonaka, thank you very much for joining us and being a part of this item this afternoon.

MR. NONAKA: Thank you very much.

CHAIR HOKAMA: Members, we're going to take a two minute recess. We're going to contact our health specialist, Ms. Takako Nakaaki and we'll be back to have our final discussion of the day. And your Chair intends, hopefully by 4:00 p.m. we can all adjourn and get done for today. So recess, two minutes. Thank you. . . . *(gavel)* . . .

RECESS: 3:24 p.m.

RECONVENE: 3:29 p.m.

CHAIR HOKAMA: . . . *(gavel)*. . . Welcome back, everyone, to the Healthy Families and Communities Meeting, Committee meeting.

ITEM HFC-70: STATUS REPORT ON COVID-19 TESTING AND TRACING IN MAUI COUNTY (CC 20-433)

CHAIR HOKAMA: We will now go to Item HFC-70, which is Status Report on COVID-19 Testing and Tracing in Maui County as it relates to this Committee. We also have Ms. Paltin's Committee that is also discussing the general topic as well. It is your Chair's intention, by Communication 20-433 from Chair Lee, that we are doing this discussion. This afternoon, Members, Mr. Baz is planning to join us, but from the Department of Health, Maui District Office, we have Ms. Takako Nakaaki, who is the epidemiologist specialist, and also joining currently is Ms. Heidi Taogoshi. So at this time, Ms. Nakaaki, if you'll please start your comments for us?

MS. NAKAAKI: Hi. Thank you very much for having . . . *(audio interference)*. . . Takako Nakaaki and I am . . . *(audio interference)*. . .

CHAIR HOKAMA: Okay.

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MS. NAKAAKI: ...COVID-19 outbreak, and I'm with Heidi Taogoshi. She's with Public Health Nurses, and Public Health Nurses are playing a major role in contact tracing as great compound resources and with their caring mind taking care of ours . . . *(audio interference)*. . . and so I just want to go through a brief overview of what contact tracing is and . . . *(audio interference)*. . .

CHAIR HOKAMA: Okay. Thank you.

MS. NAKAAKI: Okay. That slide. There we go. Okay. This is what you usually see, what is involved in the contact tracing. So we do have a case, and case investigation identify close contact, and then we will follow up with case as well as close contact, and placing them in isolation and quarantine. And this isolation quarantine is a key part of contact tracing. As long as they can stay in isolation and quarantine safely with comfort, they can remain, so they won't spread the disease to others. And as you see, many component in this contact tracing. And what we do as a Department of Health is only partial part, and we do need many support from the community in order to be able to do the contact tracing in a way so that we can't spread the disease to farther. And so I'd like to go what the Department of Health does and also what we'd like the community to do, and what is our challenges, and what we'd like to request your assistance on this contact tracing issue. So currently, contact tracing on Maui is all come from and probable cases are contacted by investigator, Maui District Health Office investigator, and we identify contact from those confirmed case and interview. And within 24 hours, and we also provide the same services to all islands, Moloka'i, Lana'i, and of course, we can't forget Hana, and have, we're working all different islands if Moloka'i people cannot take care of the many caseloads that they need help, we will help, and same for Lana'i and the other way around. When Moloka'i does not have cases, they help us on cases on Maui. So we always emphasize team work, and that's how we've been carrying this weight in past many. And we also have all the investigators are also trained to do other wrap around services, and again, it's not only investigation on disease and contact, and they need to have some support to remain in isolation and quarantine safely. And so as I've said, so contact tracing cannot be done only by State Department of Health, we need to work as a team. The State is one of them, and County, and also community members, business, school, agencies, and also, we can't forget what individuals can do in the community. And actually, I witnessed that they are taking the major role in this contact tracing. So this is kind of standard of us . . . *(inaudible)*. . . this one. And so, what is a role of the community members in the contact tracing. And so again, contact tracing, contacting people, interviewing is one component, but the community member can take the overall big picture of contact tracing by understanding the risk what they are in, and also they can post to others, and also they can follow guidance to be protected from infection so that they do not become a case, and also they can take preventive measures at home. And once they become a case, they can follow guidance to remain in isolation and quarantine. And the most important part they can do is they can support their friends, family, and others who are in isolation and/or in quarantine in your neighborhood or in their social network. And so this is what we've been seeing as challenges in past many months. First of all, the biggest thing is stigmatization in the

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community, and that prevent people forthcoming so that they can be supported by us. They sometimes go under the ground so that we can't follow up with them. And also, them feeling that they are part of the community and part of the contact tracing, not just Government issue, but them owning the issue, what's happening that also we'd like to see more. I see a lot, but could be more. And I shouldn't say lack of the isolation in quarantine site, we welcome to have more and more, especially anticipating more cases are coming up once State will open to Transpacific flights on October 15th. So we'd like to see more and more capacity to be able to hold people. And also, I think we haven't done enough to acknowledge how many people are working, either at the individual level or at the agency level, supporting each other, and I think that positive enforcement, acknowledgment could encourage them to maintain as they are, and also other people may join their positive source, supportive source in the community. So this is what we'd like to propose to Councilmembers, if we could get your help. And we still need more education to community, especially for them to be involved in this effort. And again, the biggest thing is minimizing stigmatization, that will be always challenging for us, and if we can get support on this, that would be great. And also, we do have many wrap around services, which is to support them with food, financially, or isolation site, quarantine site. We can come up with more and more so that they don't have to keep looking for until they get that resources, the resources will come to them so that we can support them as a community so that they will not go out to look for those resources by spreading disease to others. And the other thing that we'd like to get support is some agreement with business industry to be able to help their guests and their employees once they have their customers or their employees have this illness. For example, if a visitor comes and gets diagnosed with COVID-19, if the hotel can arrange them to be able to stay at their facilities, that's one thing, or the other thing is if one of the employee at company gets an infection, and they may lose wage, they may not have enough sick leave. So if the company can come up with some kind of support to support their employees, that would be also great so that they can remain in...again, main thing is they can remain in isolation and quarantine with comfort without much challenges. So if we can have some kind of governmental support from Maui County, and so that they can remain in safe isolation and quarantine in safe conditions, that would be great. This is the end of my presentation, I hope I didn't lose many of you.

CHAIR HOKAMA: . . . *(laughing)*. . . No, thank you so much, Ms. Nakaaki. We appreciate your presentation. So I'm going to ask the Members if they have any questions or comments, and again, we also have our Planning and Sustainable Land Use Committee, Chair Paltin, that also is concerned and has an item in her Committee as well. So from my side, this is, I would guess, more for Mr. Hopper. Mr. Hopper, so you know, one of the things I was thinking about to maybe how we could assist the State was consider an emergency ordinance that would allow our Mayor, or if we need Council approval, the ability during this pandemic under emergency to require certain tracing requirements. And so I was thinking whether or not an ordinance as a venue would be appropriate for this County to consider basic minimum safety requirements. And under tracing, I would just say, maybe for all public areas that allow X amount of whatever is the appropriate numbers of minimum to maximum people that would require such things as a sign-in sheet. The sign-in sheet would require a printed

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name, a phone contact, date and time, and size of the group or the party, and that the management of that site would be required to maintain that record for whatever it is and state an appropriate time that the Health Department would say we should keep 30 days or whatever. And then the two minimum is second, is face mask requirements. Is that something under our authority we could consider, Mr. Hopper, for ordinance consideration?

MR. HOPPER: Mr. Chair, I think that's something I'd need to look into more detail on. I do know that, as you all know, I think these have been generally done by emergency proclamation with items such as masks, such as the process for exemptions from limited quarantine exemptions and other things have been allowed. So generally, the rules to date have been set forth by emergency proclamation, and in fact, the rules that the County would adopt through the Mayor's office would have to be approved by the Governor, and that's generally have been happening. As to whether or not the Council can legislate on that, I'd need to take a look at that. That would be something I think normally, if it's a true emergency situation, generally that would be by proclamation. As far as, you know, general health and safety issues, the Council may have some authority, but we would want to look through HRS 46-1.5, the general powers of the County, and go through there and see, you know, normally an ordinance would be something that you would have that would be more permanent. As far as an emergency ordinance, I have not dealt with those before. We may have dealt with something like that before that would allow, per the Charter, some type of expedited way of going through that but, you know, I wouldn't want to say that that could be done, if it would conflict or provide different standards, then it would be in either a State proclamation or a Mayoral proclamation. So I don't want to say off the bat if that's something that would be permitted.

CHAIR HOKAMA: Okay. Well, we would ask your Department to follow up. It is in the Charter where the Council has authority under emergency to pass ordinances. I believe it is only good for 90 days upon adoption by the body, and then would sunset automatically by the Charter parameters. So again, I just want to get away from some of the earlier comments this Committee received, you know, we've heard people saying that, you know, such as at the parks, some people abide by the face mask requirements, some don't. You know, again, to assist enforcement, to just be clear to our community what we are expecting from each other regarding pandemic safety, I would like to consider an ordinance as one of the vehicles that this Committee can recommend to Council, or working with Ms. Paltin's Committee, recommend appropriate safety measures to protect our residency. Mr. Baz, I saw your hand up, you have any additional comment, you have a comment you would like to share, Mr. Baz?

MR. BAZ: No. Hi, everybody. I'm just joining so I'm not quite sure what the current conversation is or question, but just, you know, we got a request from your staff to participate, I think there had been a request from the Mayor's office, so I'll be joining you today.

CHAIR HOKAMA: Yeah. So Mr. Baz, again, besides this Committee, Ms. Paltin's Committee

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has, you know, also a subject matter under COVID-19 tracing. I'm more concerned at this time in asking Mr. Hopper if one of the venues we could consider is through this emergency, an ordinance consideration to require minimum tracing components to assist us during this time. And so my consideration for minimum would be, you know, public places would be required to have a sign-in sheet. You need to print your name, your phone number, the date and time, size of your party, one to whatever is the maximum allowed, and in case there's something, we already have a contact sheet to refer back to, to start making those appropriate phone calls and notifications of potential positive viruses. So I'm just looking at how to support enforcement.

MR. BAZ: Sure. No, thank you. We do have certain instances in our rules where we require businesses to maintain a list of their clients, like especially for the personal services, hair, you know that kind of stuff, nail salons, so that they can do a quicker version of the contact tracing if something does come up. And yeah, so there are instances of that already. And I know certain organizations have started doing that just on their own as well, when you enter the office, you are required to sign in so that they keep a record of...in fact, Corporation Counsel is one of them, when you come in, you have to sign in and let them know that you're there so that if there is something that happens, then your contact tracing does get sped up quite a bit. So yeah, no, I think that's a great thought, and yeah, we do have some of that in our rules and, you know, if you want to make recommendations to add more to those, we can.

CHAIR HOKAMA: Well, right now, yeah, Mr. Baz, you know, I can tell you restaurants and bars that serve, are currently serving daily in this County, are all doing it independently, some have sign-in sheets, some really don't have anything, and so my thing was shouldn't we just have a basic minimum requirement that everybody does. So you want to go and have a beer, you want to have a burger and fries, wherever you go, you're required to do in public places would be that sign-in sheet, and that doesn't matter who you go to or where you go to, we're all required to do the same thing regardless, instead of well, Sandy Baz's place you had to do, but at Hokama's place, they didn't care, you just walk in and walk out. And again, yeah, it would be hard for enforcement, especially on rules and regs, when many of the proclamation rules have never gone through a public review, it was just a proclamation. This is what you follow by. So again, I'm just imposing that as an option of venue for us to continue to promote, educate, and keep our people safe, Mr. Director. I'm going to ask our Members if they have some questions and comments they'd like to pose to you or our Health Department. I'll start with Ms. Paltin, since she also has her item in her Committee. Ms. Paltin?

MS. PALTIN: Thank you, Chair. I guess my question would be how would you go about tracing, like say, a visitor that comes in, had his test before, his or her test three days before they left, arrived, went through the airport procedure, and say on day nine of their stay, they get symptoms, get tested, and then they have COVID, but they don't remember all the places that they've been. How would you handle something like that?

CHAIR HOKAMA: . . . *(inaudible)*. . . Health, or Mr. Baz, Ms. Paltin?

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MS. PALTIN: Health Department.

MS. NAKAAKI: Okay. I think when you are more like referring to the apps that we were talking about, and at this moment, we are heavily relying on...

MS. PALTIN: Oh, no, I'm not referring to the apps because we're not using that now, I'm referring to like a real life hypothetical situation.

MS. NAKAAKI: So we are working, so we train people how they can, you know, help to remember. So if you say, where were you at this moment, or where have you been in the past 14 days, and those blank question is very hard to recall. But going by day, or sometime we do use holiday and, you know, those, some trick that trigger their memory recall process sometimes works. Again, it cannot be hundred percent, you know, perfect, but individual investigators have some skill to help them to recall. So that comes with patience and some knowledge and experience.

MS. PALTIN: Okay. I just was worried because, you know, before when I used to work 911, people would call for 911 and they weren't even sure where they were to direct the rescue services at that time in the moment. So I'm wondering how tourists are going to remember the nine days with all the, you know, 'Ōlelo Hawaii and different kind of foreign sounding words to them, like how they would know, like they'll call like Makāluapuna Point, Dragon's Teeth or something or Iron Woods and it's not even actually where they are to get rescued. So I mean, if they don't know where they're going, like they're just are going to these places, and then they don't, how would they recall if they're not clear on the names of the places that they've been.

MS. NAKAAKI: But if its name, they usually, nowadays they take pictures. So often when we were talking and they said, oh, I can't remember, but I remember taking pictures, so they go through or they text each other along the way, so they go through those communications and social media issues as well as pictures. As long as they're willing to work with us, they use what they have to, although they can't come up with names, yes, Hawaii name is unique, but they can come up with some scenery or something that we can help them to locate where they were that. And also, credit card is sometimes good, so they do have all the receipts, so they can find, even they can find what time they were there, what they ate, so those things we use to help them to recall.

MS. PALTIN: Okay. Thank you. Thank you very much, that was helpful for me.

CHAIR HOKAMA: Thank you, Ms. Paltin. Ms. Kama, any questions you'd like to ask at this time?

COUNCILMEMBER KAMA: Thank you, Chair. Yes, just a couple of fast kind questions. How many contact tracers do we have here on Maui? What are the qualifications to be a contact tracer? And what kind of training do contact tracers go through?

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MS. TAOGOSHI: This is Heidi Taogoshi. I'll answer that question. So currently we have 24, we call them case investigators because they can do the full range from the time we get a positive test result, a full investigation, identify contacts, notify the contacts, put them in quarantine and monitor them. So the full range of investigation is the 24 people. That is, right now they are all currently Maui District Health Office staff. Led by Takako, primarily they are public health nurses, some others are, you know, are STD educator, different people within the District Health Office. So we recently hired 11 temporary hires for people that completed their U.H. Contact Tracing Track 1 Course. So they are in the process of being oriented and trained by the public health nurses. So that's on the investigation side. On the little bit lower tier the daily monitoring, that's where we have 20 National Guard assisting us, as well as we have trained our Medical Reserve Corp. volunteers. We haven't needed them recently because we've got the National Guard support, but we did train people on how to do that daily monitoring, checking in on symptoms, making sure they have the services they need. So as far as training, within the District Health Office, they were trained by Takako as the lead investigator, and it's continuous ongoing training, you know, you have daily conferences, weekly meetings, all of that. With the new hires, like I mentioned, that it was you only could hire people that completed the U.H. Contact Tracing Course. So there's also other online requirements or options, I should say, like the John Hopkins, like the Association of State and Territories. So all of our investigators also went to those, and then got their hands-on by the experienced investigators . . . *(inaudible)*. . .

COUNCILMEMBER KAMA: So the daily monitoring, those are the people who call, so who are the people that who are supposed to be calling up people when they are in quarantine? Who are those?

MS. TAOGOSHI: Right now we have National Guard assisting us with that. Prior to them coming on board, it was our Department of Health staff, you know, that would do the full range from beginning, like I said, from case investigation all the way to the end, follow them for their 10 days or 14 days, or however long needed, so that was a huge help, getting these 20 or so National Guards because now, the case investigators can focus on the initial case, put the case in isolation, support them, educate them, identify the contacts, and then they can now hand off the contacts to another group, which involves me overseeing the National Guard, and then they are making those daily calls. So that really alleviated the case investigator, and then our Medical Reserve Corp. volunteers as well. We have volunteers that we trained in Hana, Lana'i, and as well as on Maui, but again, we haven't utilized them recently because the National Guard is here seven days a week.

MS. NAKAAKI: But they are on a standby, they are always wanting to assist us, so when we do get the surge, they are more than happy to.

COUNCILMEMBER KAMA: I was just curious because I know people who come, who have just moved here to Maui, and one of them got called three times, the other one got called no times. So how does that happen since when somebody who moves here and is quarantine for 14 days and doesn't ever get a call; is that possible?

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MS. TAOGOSHI: Sure. Yeah. I just want to make a distinction, are we talking about travel quarantine or quarantine because of...

COUNCILMEMBER KAMA: Yes. Travel quarantine.

MS. TAOGOSHI: So that's a good question, and that's a term that gets used loosely, I believe, and there's a difference travel quarantine. So travel quarantine falls under the County, and that is managed through the County. There's the MPD email that people can report travel quarantine violators, so that's, you know, through the Department of Transportation and the County. The Department of Health, we are not monitoring those travel people that are here on travel quarantines, when I talk about contact tracing and monitoring, it's for known cases.

COUNCILMEMBER KAMA: Okay. So thank you. Now I understand the differentiation between all of these different things, and I think it would be helpful if the public understood that too.

MS. TAOGOSHI: Yes. That's one of the things we're talking about, yes, and you guys helping to get those messages out, educate that, you know. Department of Health does not enforce isolation of quarantine for our identified cases and contacts. We want to educate rather than...

COUNCILMEMBER KAMA: Thank you. Thank you, Chair.

CHAIR HOKAMA: Okay. Thank you, Ms. Taogoshi: Ms. King, you have a question you'd like to ask?

COUNCILMEMBER KING: I do, but I know you wanted to get out of here by 4 . . . *(laughing)*. . .

CHAIR HOKAMA: No. Ask your question. Ask your question.

COUNCILMEMBER KING: Yeah. There's a lot of questions about the tracing. I heard some pretty large numbers requested or suggested by the Lieutenant Governor about how many contact tracers we actually need in the State, and I heard you say we have 24 in Maui County. What would the need actually be if we were going to be fully staffed for Maui County? How many contact tracers should we be having, you know, across three islands with our population?

MS. TAOGOSHI: Yeah, I mean, it's kind of hard to say. I mean, the way we're sort of working is, you know, individual companies or businesses. or even hopefully resorts or hotels, they might take on some of that contact tracing and that's...but, you know, a . . . *(inaudible)*. . . thing, that, I mean the...go ahead.

COUNCILMEMBER KING: But if we were to get...have a consistent program, because I've been getting the same reports as Member Kama, you know, some people never get

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called, some people get called three times a day. So how many people would it take for us to have a consistent program where every traveler and, you know, everybody who's exposed gets treated, you know, gets the same number of follow ups. How many people would that take?

MR. BAZ: Heidi, do you want me to take that?

MS. TAOGOSHI: Yes.

CHAIR HOKAMA: Mr. Baz?

MR. BAZ: Yeah. Thank you, Chair. So just to reiterate the distinction between isolation and quarantining from the Department of Health requirements for COVID positive or close contact people and traveler quarantines. So the comments that you guys are hearing about our traveler quarantine issues, those are, as was mentioned before, handled by our Maui Police Department. The State has designated the Maui Police Department as the enforcement authority. They do have staff that are, on a regular basis, following up on. Most of it, if it's issues, you know, claims of violation of quarantine by visitors, so we do have that...again, that email address that they mentioned, mpdquarantine@mpd.net, and the new Safe Travels Hawaii app does require people to check in every day. So it'll either call them or text them to check in, and if they do not check in, then our MPD staff will follow up with them. This is a little bit of a change from before the app was put in place, and for the first couple of weeks of September. The Hawaii Tourism Authority had been working with Maui Visitor, the Visitor's Bureau, to assist with phone calls, and we're still hoping to utilize them to make those phone calls. But for actual violation follow up and referrals, we do utilize the Police Department for that, and we have a special division and staff that are working on that.

COUNCILMEMBER KING: Okay. Well, thanks for that information. I still think it's not consistent and, you know, it's an indication that we need more people, but what I'm hearing from you about the app is that the app is taking the place of certain number of bodies maybe doing that?

MR. BAZ: Yeah. When we discussed this with the State, when we found out there wasn't going to be any people calling necessarily from the Visitors Bureau system, that was one of the concerns that we addressed with them. It is going to be, it's more frequent, of course, they're getting contact every day, but it is just electronic unless they are not responding appropriately. If they're not responding, not checking in, then we will have the opportunity, the data is being collected and being transferred into our system so that we can do follow ups, keep track of individuals, and go out there personally if we need to, and arrest them if they're doing things that are in violation of the quarantine.

COUNCILMEMBER KING: Okay. So then can I ask...

MR. BAZ: But yes, a few more people would definitely be helpful. Unfortunately there's not a whole lot available for that.

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COUNCILMEMBER KING: Can I ask one more question, Chair?

CHAIR HOKAMA: Sure. Go ahead.

COUNCILMEMBER KING: Thank you. Because I have a big concern about these giant rallies that have been happening and, you know, there were reported up to 300 people at a Trump rally on Kaahumanu Avenue a couple weeks ago, and I know one of my staff members was there and called you personally, Sandy, called the police, the police didn't show up. They said they were going to, but they didn't. And then I...and I heard from some people that maybe it was freedom of speech, but anything could be freedom of speech. Drum circles could be called freedom of speech. So at what point do we draw the line and say no, the ten people is the limit, you know, and you have to have masks on, and you have to be social distancing because of a lot them didn't even have masks on, and they were standing shoulder to shoulder. So what's the deal with those kinds of big rallies that are going on?

MR. BAZ: Right. So the police have been out there, whether it was uniformed officers or plain clothes. They have issued citations to any of those gathering people who are not wearing masks, and they are requiring them to do physical distancing, and have issued citations and warnings if they're not. And yes, they are occurring on a regular basis, and our police department has been going out there every single time we are notified of that and we find out about it. So yeah, that initial one they did show up, it took them a little bit of time to get there, but they did show up to that initial one that your staff member told me about.

COUNCILMEMBER KING: Okay. Well, thank you for that. And then what is the citation that they're getting?

MR. BAZ: So they're violating in the HRS 127A, and it is subject to \$5,000 or a year in jail, you know, and it's dependent on the Judicial System to set the violation fee and other things that happen. So generally, it goes through, it's a misdemeanor so it goes through our prosecuting attorney's office, and then goes through our court system.

COUNCILMEMBER KING: Okay. All right. We'll see if we have any clusters from those events. It was pretty horrifying to think about that many people, and I just have a concern about anytime someone throws around the term freedom of speech because I think just about anything you do could be considered freedom of speech, and that shouldn't be a reason that people can spread this, you know, this virus. So thank you for that report. I appreciate it. Hopefully that'll calm things down. Thank you, Chair.

CHAIR HOKAMA: Thank you, Ms. King. Ms. Rawlins-Fernandez?

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, Chair. Pretty quick questions. So for Department of Health, is it correct that the State received or allocated \$50 million toward contact tracing? And I was curious to find out how much of that 50 million was allocated to Maui County's efforts with this contact tracing. And along the same lines as Member King's questions, if we did receive more funding than 11 temp hires,

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if we are looking for more contact tracers, what kind of skills, backgrounds, education, are you looking for for people to get certified?

MS. NAKAAKI: To be honest with you, I cannot say how many, how much funds are looking for Maui County from that money. I'm pretty much . . . *(audio interference)*. . . budget issues. I'm sorry for not being able to answer your question. But these information that we are getting from the Division, so we are able, we have potential to be able to extend more hiring issue, but it's all depending case count, dependent . . . *(audio interference)*. . . so even current temporary hire, the term end in November. But if case counts goes up, we can extend, and also we may be able to add more people to our team. And so that's temporary hire, they have to have U.H. System training that what happened in June and July, and we are recruiting people from that group. And we are also not limiting to that source and if we have to extend to . . . *(inaudible)*. . . who has many backing on it, very valuable to us, and are willing to work with us, and we did settle training in the past many months, and they can be also part of our team. Just requires some personnel coordination that we need to work on. So that's what we will be looking at, and it's not limiting to what we have. One thing we really have to keep in mind is we can't have so many people coming at one time. And although it seems very simple stuff that they have to take, but actually, it takes plenty detailed work that people have to understand. And public health nurses are working with those temporary hires day to day, making sure they understand they are providing right information to those who are identified as a case, as well as close contact. So we have to also balance, it's nothing that we don't bring in, but we have to time so that they have appropriate training to be effective to do that contact tracing because if they don't understand what they are supposed to do, even we have head count, it might not work. So we really have to do the quarantine control part too, and we will be working on that.

COUNCILMEMBER RAWLINS-FERNANDEZ: Okay. Mahalo. So there was the UHMC Training in July, and is there another one planned, or that's it, so whoever got that training class back in July, that's the pool that you would be inviting to be temp hires for contact tracers. And how many cases, so you said there is an opportunity to expand, depending on the increase in cases. So how many cases would increase the number of temp hires, so X amount for each temp hire.

MR. NAKAAKI: That's a very good question, actually, we have to start looking at those kinds of questions so that we can project. So we are more like, I shouldn't say, but responding phrase that we were in, and although we have some time to prepare so that we can project out how many we do need. But I think we have to do, we decided based on how many hours everybody were putting in, and how many cases are coming in. So in order to reduce overtime for many people who are exhausted because they are sometimes working seven days a week. So that's how we measure with, I think you make great point, we will start looking into what is the threshold that we have to count, and how many cases per investigator. Again, I think it's more like the degree of cases, for the amount of the time that we are spending per case now is much different from March and April because we were shut down, so they didn't have much activity outside house. So it was very simple and easy contact tracing back then. But now

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people are all over in the community and you have to reduce party, reduce them coming back from the community as well so that the hours per case is normally high, more than others. So thank you very much for bringing that up, and we will start looking into how to measure how many contact tracers per cases that we need to input.

MS. TAOGOSHI: And as far as the UH question, I did hear that there may have been another one planned, but that would be a question for, you know, for the UH system on when they're going to offer another course, whether it be Track 1 people that have health care background or Track 2, which is a longer course.

MS. NAKAAKI: And that's also probably may change, the many things have been changing from the beginning, although they said this is the rule, but their qualification may change. At this moment, that's the pool that we can choose from, but they may extend for further outside State system pool. So we are hoping that we are able to do that because we have many qualified people in the community that...who did not take the course and so hopefully, you know, the limitation goes up so that we can choose from wider group of people.

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo. And last follow-up question, Chair. So, you know, as we look forward to opening our economy and potentially having, you know, Transpacific flights coming over with lots of tourists starting October 15th unless they change the date, but I suspect we will likely need a lot more contact tracers with a lot more people here. And I hate to hear that some of the contact tracers and you folks are working seven days a week, which tells me that more staff would definitely be helpful to your office. And if my understanding of that \$50 million that was allocated for contact tracing, that funding would need to be spent by the end of December as well. So I think, you know, like we should as quickly as possible get more people trained, that way we have more people when we do open up. And like you said, the contact tracing now versus when we were in shutdown mode is a lot more extensive, and we'll likely need more people. And I'm hoping that, if you know, the UHMC training classes, is it offered online? Is that something that residents on Moloka'i, Lana'i and in Hana would be able to take advantage of, so that they can also get certified and help our areas by having contact tracers on our islands and in Hana.

MS. TAOGOSHI: Yes. It was all virtual. So the Track 1 was a day and a half course, and then Track 2 was six weeks, I want to say, and then...so it was all virtual, and I know there is still the community health worker course as well, which is even longer.

COUNCILMEMBER RAWLINS-FERNANDEZ: Okay. Mahalo for that information. Do you know, I heard, I did hear you say that there were tracers in Hana and Lana'i. I didn't hear you say Moloka'i. So there are tracers in Hana and Lana'i, but none on Moloka'i.

MS. TAOGOSHI: No. Yes, on Moloka'i as well. We have four staff over there.

COUNCILMEMBER RAWLINS-FERNANDEZ: Got it. Mahalo.

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MS. TAOGOSHI: But when we assign cases, you know, everybody takes all over, so it's not like the Hana staff member only takes Hana cases, which they haven't had any, but the whole team will take cases from all islands because contact tracing is all done through phone as well.

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo, and...

MS. TAOGOSHI: To go over kind of...oh.

COUNCILMEMBER RAWLINS-FERNANDEZ: How many on Lana`i, and how many in Hana?

MS. TAOGOSHI: So we have one staff on Lana`i, but we have trained volunteers as well that we can tap into. So again, one paid staff who is with Maui District Health Office, same as in Hana, one paid staff within our department, Maui District Health Office. But Hana has a lot of good volunteers that have been trained and communicate very well with us, you know. Moloka`i has four of our district health office staff.

MS. NAKAAKI: And also we have to keep in mind that people sometimes, because they live in small community, and we have to really keep the bond who would work with cases in close contact in those communities. So sometimes up close, other, like Maui island investigator work with individual, but Moloka`i would support us with information that's valuable to be able to work with Moloka`i cases, and that would be same for Lana`i and Hana because a smaller community has some difficulties if local investigators are assigned to investigate local people. So we try to see the best scenario for each small, you know, locations.

COUNCILMEMBER RAWLINS-FERNANDEZ: Mahalo for that information. Mahalo, Chair.

CHAIR HOKAMA: Thank you, Ms. Rawlins-Fernandez. Ms. Sugimura, thanks for returning. You have a question you want to ask quickly.

VICE-CHAIR SUGIMURA: So I'm glad to see Department of Health here, I have one question. When is the app going to be available, wearealohasafe.org, that site. I just tried to pull it up on my phone, and there's no app yet.

MS. TAOGOSHI: You have on Apple, the Story App, [alohastatestoryapp](https://apps.apple.com/us/app/alohastatestoryapp/id1511111111) is available on Apple right now.

VICE-CHAIR SUGIMURA: Okay.

MS. TAOGOSHI: But Google, it should be coming soon. And then the second app, which is the alert part of it, [alohastatealert](https://play.google.com/store/apps/details?id=com.hawaii.health.alert), is supposed to be coming up sometime in October.

VICE-CHAIR SUGIMURA: Okay. Thank you. Thank you for having those.

CHAIR HOKAMA: Okay. Thank you, Ms. Sugimura. Okay. Members, thank you for staying and hanging with me through our Health Department representatives, Ms. Nakaaki

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and Ms. Taogoshi, we thank you very much for participating and sharing your comments again. We understand three things that you told us today that you folks are concerned about, and let me get my notes. And that would be identification, monitoring, and location. And so we will do our part in seeing what we can do to develop from the County's side, to assist working jointly with you to ensure the maximum public safety for our residents. So Members, with no objection, the Chair would like to defer this item please.

COUNCILMEMBERS VOICED NO OBJECTIONS (Excused: TK, MM)

ACTION: DEFER PENDING FURTHER DISCUSSION.

CHAIR HOKAMA: Yes, Ms. Paltin.

COUNCILMEMBER PALTIN: I think you worked more than half a day today.

CHAIR HOKAMA: . . . *(laughing)*. . . That's why we don't do half-day alohas, we only do full days. . . . *(laughing)*. . .

COUNCILMEMBER KING: We all did.

CHAIR HOKAMA: Yes, you all did. So thank you very much. And again, for the Health Department for that, thank you for sharing your thoughts with us as well as your caring for our community. So this item is deferred. And Members, there's no further business. Thank you for hanging in on a very long and productive day. This meeting is adjourned. . . . *(gavel)*. . .

ADJOURN: 4:21 p.m.

APPROVED:



RIKI HOKAMA, Chair
Healthy Families and Communities
Committee

hfc:min:200924:ta

Transcribed by: Terianne Arreola

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CERTIFICATION

I, Terianne Arreola, hereby certify that pages 1 through 46 of the foregoing represents, to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 14th day of October 2020, in Wailuku, Hawaii

A handwritten signature in black ink, appearing to read 'Terianne Arreola', is written over a horizontal line.

Terianne Arreola