

**REPORT TO THE THIRTY-FIRST LEGISLATURE
STATE OF HAWAII
2022**

**PURSUANT TO SECTION 326-25.5, HAWAII REVISED STATUTES, REQUIRING THE
DEPARTMENT OF HEALTH TO SUBMIT AN ANNUAL REPORT TO THE
LEGISLATURE ON INITIATIVES AND IMPROVEMENTS IN KALAUPAPA
SETTLEMENT AND TO TRACK PATIENT AND NON-PATIENT COSTS
SEPARATELY, WHENEVER APPROPRIATE AND POSSIBLE**

PREPARED BY:

**STATE OF HAWAII
DEPARTMENT OF HEALTH
DECEMBER 2021**

EXECUTIVE SUMMARY

In accordance with Section 326-25.5, Hawaii Revised Statutes, the Hawaii Department of Health (DOH) is submitting a report to the 2022 Legislature on initiatives and improvements in the Kalaupapa Settlement and patient and non-patient costs, whenever appropriate and possible. The initiatives and improvements are to address deficiencies identified by an audit (Auditor's Report No. 03-15, Audit of Kalaupapa Settlement Operations and Expenditures) conducted during the summer of 2003.

All six audit recommendations for the DOH identified in the Audit of Kalaupapa Settlement Operations and Expenditures have been addressed and corrected. Nine areas of concern were identified in Act 232, Session Laws of Hawaii, 2004, in which the DOH was asked to report to the Legislature regarding our remediation and improvements in these areas. All nine areas have been addressed, corrected, and are delineated in the DOH's previous report to the Twenty-Third Legislature, 2005 and updated in subsequent annual reports. The DOH's Report to the Thirty-first Legislature, 2022 is an update to previously addressed issues.

Nine (9) patients remain of those individuals that chose to remain as residents in Kalaupapa after the repeal of Hawaii's isolation law in 1969. Now ranging in age from 80 to 97 years, these individuals continue to suffer some disabilities related to Hansen's disease, but also deal with chronic diseases and conditions commonly associated with aging.

By law, the DOH administers the County of Kalawao specifically for the care and treatment of persons affected with Hansen's disease. In fulfillment of the State's commitment to provide lifetime care and to maintain Kalaupapa residency for these patients, the DOH operates care homes in Kalaupapa and Honolulu, that provide a variety of inpatient and outpatient services to cover the spectrum of patient care needs. Patients, when able to, freely walk and ride about in the Settlement.

The patients advanced age and significant medical comorbidities place them at exceedingly high risk for dying or severe illness with long-term sequelae if they became infected. Consequently, COVID-19 infection anywhere in the Settlement poses grave risks to the patients, compounded by limited resources to provide sufficient medical and nursing care for an acutely ill patient with COVID-19, and unknown availability of sufficient care outside of Kalaupapa during the pandemic. A single infection introduced into the community would place the entire Settlement under isolation for a minimum of four (4) weeks (two SARS CoV-2 incubation periods) after repeated surveillance showed that no cases were present in the community, with attendant challenges of managing the settlement, patient care, and the need to transfer patients or staff out of Kalaupapa for medical care. Consequently, multilayered, prevention measures to prevent and control transmission of SARS CoV-2 were essential.

The impact of the COVID-19 pandemic continued to touch the lives of those living and working in Kalaupapa this year. Since March 2020, the Department created, monitored, and revised policies, procedures, and Kalawao County travel rules in an ongoing effort to

reduce opportunities for the introduction of COVID-19 into Kalawao County. Public tours to Kalaupapa were prohibited and strict travel regulations, including mandatory quarantine requirements for arrivals have been in place. Both the DOH and the National Park Service (NPS) had reduced staffing levels in the Settlement, in part by allowing some employees to telework (remote work), where appropriate. Visitor access within both Kalaupapa and Hale Mohalu Care Homes continued to be restricted based on guidance provided by the U.S. Center for Disease Control and Prevention and other reputable federal and state authorities, vaccination status of the visitor, COVID-19 transmission rates, and other relevant variables.

Travel restrictions imposed during the COVID-19 pandemic to prevent the spread of the virus had substantial impacts on the lives of Kalaupapa patients and employees this year. Under pandemic rules and regulations, approved travelers (only patients, employees and contractors providing essential services) were subject to quarantine requirements upon their arrival into Kalaupapa. In response to these quarantine restrictions, many DOH employees chose to cancel or delay their travel plans so that they would remain available to provide essential services for the patients in Kalaupapa. While the nursing supervisor juggled schedules of staff to cover additional shifts as necessary, the Kalaupapa Care Home greatly benefited from the services of the Medical Reserve Corps (MRC) program, when they were available, which helped identify qualified candidates to provide surge capacity as volunteer patient care positions in the Care Home.

As vaccinations increased and COVID-19 case counts dropped in Spring 2021, Settlement employees were afforded a brief window in which the travel restrictions eased. However, when COVID cases began another dramatic increase in Summer 2021, fueled by the spread of the Delta variant, the Department had to reinstate the travel restrictions. After enduring more than 18 months of pandemic conditions, staff exhaustion was apparent throughout the Settlement. With budget requests submitted requesting to replace some vacant positions previously eliminated by the Legislature, the Department is hopeful that operational capacity can return to manageable levels. In the coming year, both the DOH and NPS will be working diligently to recruit, schedule and retain the staff needed to maintain essential services in Kalaupapa.

In the future, when the DOH's responsibility for providing patient care at Kalaupapa ends, ownership will transfer to the Hawaii Department of Hawaiian Home Lands (DHHL). It is anticipated at this time that most infrastructure and non-health care responsibilities in the Settlement will transition to the United States NPS, a process that began decades ago and is subject to funding constraints at the NPS. DOH continues to help facilitate quarterly meetings that involve all other government agencies with responsibilities in Kalaupapa to coordinate ongoing activities. In addition to DOH and NPS staff, this group includes representatives from DHHL, Department of Land and Natural Resources (DLNR), Department of Transportation (DOT), and the U.S. Department of the Interior's Office of Native Hawaiian Relations. Maui County, while not directly responsible for Kalawao County (which is under jurisdiction of the DOH), continues to participate in these meetings and provide critical support for police, fire, and other emergency response situations in Kalawao County through a Mutual Aid Agreement. This year, the inter-agency group met in October 2020, as well as February, March, and August 2021 to assure regular

communication, to coordinate current operational activities and to facilitate meeting future needs.

After a 2020 merger between Makani Kai Air and Mokulele Airlines, the newly merged company, which continues to operate as Mokulele Airlines, was selected by the U.S. Department of Transportation (USDOT) to provide Essential Air Service (EAS) at Kalaupapa for the period from April 22, 2021, through April 30, 2025. The EAS subsidy is expected to provide critical support for regular flights that can be accessed by patients, employees and eventually, when public access to Kalaupapa can be reopened, visitors. During the EAS award period, Mokulele will provide a schedule of regular nonstop round trips between Kalaupapa and Daniel K. Inouye International Airport (HNL) and Molokai Airport (MKK).

The DOH continues efforts to complete the closures of existing landfills at Kalaupapa. With a provisional closure certification for the Municipal Solid Waste (MSW) landfill in October 2016, DOH staff are required to check and report the condition of the landfill's soil and vegetative cover, and to monitor for any leachate or gas discharges. Quarterly monitoring reports are submitted to the DOH Solid & Hazardous Waste Branch (SHWB), which is responsible for the regulation of landfill closures. This year, AECOM Technical Services, Inc. (AECOM) continued their work on a design for final closure of the Settlement's Construction & Demolition (C&D) landfill. Once the closure design is approved by SHWB, the Department will require additional Capital Improvement Project funds to support the construction activities and procedures that will be outlined in the landfill's final closure design.

As has become routine in previous years, Kalaupapa's aging phone system continued to have equipment malfunctions and occasional system outages. The repair and maintenance of the phone system is an ongoing problem for staff at the Settlement and regular maintenance work and system outages are, once again, anticipated on a regular basis during the coming year.

Emergency preparedness continues to be an important issue in this remote community and one key to effective action is our ability to coordinate communications during emergency situations. DOH and the DOT continued to employ radio talk groups established in the previous year that allow direct communication between the Settlement Administration, NPS rangers and DOT staff at Kalaupapa Airport. Further assistance has been provided by DOT's Maui County Airports Division to help the Settlement obtain access to the Hawaii Wireless Interoperability Network (HIWIN) - a statewide Land Mobile Radio network which supports State government first responders and state agencies. With leadership and special coordination provided by Hawaii DOT, two night-time Medevac Exercises were conducted at Kalaupapa Airport this year. The exercises simulated the evacuation of a critically injured person at night or in low-visibility situations and were the first demonstration of newly available technologies (helicopter autopilot and night-vision goggles for crew) that will make such evacuations possible at Kalaupapa. The exercises engaged all parties that need to be involved for a medical evacuation at Kalaupapa – including DOH, NPS, DOT, United States Coast Guard, and two private

companies - REACH Air Medical Services and American Medical Response - that provide Maui County's EMS/911 ambulance services.

During the 2021 hurricane season Kalaupapa residents were spared any significant impacts associated with hurricanes or tropical storms and no storm-related evacuations were required. Coordinated emergency planning efforts continued throughout the year to ensure readiness for effective emergency communication, evacuation, and patient care procedures.

The annual barge for Kalaupapa arrived on August 21, 2021. NPS manages contracting for the annual barge service and both DOH and NPS each pay for half of the costs. Young Brothers sub-contracts with American Marine Corporation who delivers the supplies and equipment to Kalaupapa.

The decision to supply residents with major household appliances has been in effect since 2004 and the program appears to be operating well. This year, one patient received a replacement freezer, and one patient received a replacement clothes dryer.

In November 2019, an automated alarm first indicated a loss of fuel in one of the underground tanks that stores fuel at the Kalaupapa Gas Station. Although the alarm system was repaired and no further alarms have been detected since, the event was classified as a Confirmed Release by the DOH's Solid & Hazardous Waste Branch (SHWB) Underground Storage Tank (UST) Section. The suspect tank was *permanently* emptied in August 2020 and the Settlement will continue to operate at a reduced fuel capacity because of this closure. This year, as required by the SHWB UST Section, a contractor completed a Soil Vapor Assessment at the site and found "no definitive indication that a release has occurred." The contractor's final report has been submitted to the SHWB UST Section for their review. HD Branch is awaiting final guidance regarding requirements to comply with all state and federal laws.

The DOH began planning this year for the eventual required closure and removal of three Underground Storage Tanks (USTs) that are used to store gasoline at the Kalaupapa gas station. New Hawaii Administrative Rules will require that these USTs be closed by 2028. *DOH will require Capital Improvement Project (CIP) funding from the Legislature to comply with the new rules.* DOH planning efforts will be coordinated with NPS's plans to build an above ground fuel farm that will help assure a continuous supply of fuel for federal and state services in Kalawao County.

REPORT TO THE LEGISLATURE

IN COMPLIANCE WITH SECTION 326-25.5, HRS

The Department of Health (DOH) is submitting this annual report to the Legislature on initiatives and improvements in the Kalaupapa Settlement, tracking patient and non-patient costs separately, whenever appropriate and possible. The initiatives and improvements address deficiencies identified by an audit (Auditor's Report No. 03-15, Audit of Kalaupapa Settlement Operations and Expenditures) conducted during the summer of 2003.

The annual report is broken down into nine topic areas consisting of:

1. The Department's provision of medical and basic living needs of the patients;
2. The Department's progress toward defining and addressing the non-medical needs of patients;
3. The Department's progress toward promoting a positive living environment;
4. The Department's management of State resources, including benefits given to employees that are not statutorily defined;
5. The Department's progress toward establishing written policies and procedures for the Kalaupapa store;
6. The Department's progress toward establishing and maintaining a complaint file and adequately addressing complaints;
7. The performance of the Administrator, including compliance with job duties;
8. The Department's progress toward adequate accountability of State property; and
9. Details and justification of approved employee air travel requests and trail pay.

An additional section will address what the Department has done to track patient and non-patient costs separately.

The DOH welcomes the opportunity to report to the Legislature on the progress it has made to address issues identified in the audit. All the problems identified in the auditor's report from December 2004 were addressed and corrected. They were described in the

2005 through 2020 Annual Reports to the Legislature. This 2021 report details the DOH's ongoing efforts to improve patient relations and community operations.

The Department's provision of medical and basic living needs of the patients

The DOH is mandated under Chapter 326, Hawaii Revised Statutes (Section 326-40, HRS), to provide adequate health care and other services to the Kalaupapa patient residents for the remainder of their lives and those desiring to remain at the facility (Kalaupapa) shall be permitted to do so for as long as that patient may choose. There are nine (9) remaining Hansen's disease patients on the Kalaupapa registry. The remaining patients range in age from 80 to 97 years with a median age of 87 years.

All remaining Kalaupapa patients have disabilities related to Hansen's disease and many continue to encounter long-term foot ulcers related to nerve damage and the associated loss of sensation. In addition, chronic diseases such as diabetes, congestive heart failure, renal failure, hypertension, cognitive impairment, and various types of malignancies afflict this geriatric population.

Pursuant to Section 326-1.3, HRS that ensures the intent that Kalaupapa patient residents "are treated with dignity, respect, courtesy and sensitivity," the DOH's goal has been to keep patients as independent as possible, appropriate to their capacity and capabilities. To achieve this, the Hansen's Disease Branch (HDB) developed several programs to promote independence and maximum functional capacity and provides various levels of patient care. The HDB runs a meals-on-wheels program for patients who are no longer able to cook for themselves, enabling patients to stay in their homes as long as possible. A contracted dietician is available to provide consultation to the care homes and Kalaupapa kitchen staff to ensure patients' nutritional needs are met.

Those patients that choose to continue living in their own homes will typically visit the Kalaupapa Care Home (KCH) for medications, wound care, meals, and socialization with staff and other residents. Medically fragile patients who choose to remain in their homes are issued a medical emergency alert signaler that is worn to alert KCH staff when they get into any situation that might require assistance. To further support the patients who live independently at Kalaupapa, a home chore worker program is available to provide house cleaning, help with chores, and provide light cooking services.

As a patient's care needs increase, they often choose to gradually spend more nights in the KCH with closer staff monitoring and support. To date, this approach has proven to be a very effective option when patients require a transition to more dependent care.

The KCH has five licensed beds and provides care for patients requiring intermediate and skilled nursing supervision. Currently, one (1) resident resides at KCH and four (4) residents receive regular outpatient care and meals daily at the care home. While physician visits to KCH have typically been scheduled weekly, DOH, in response to concerns regarding the spread of COVID-19, has scaled back the frequency of visits to once per month. Should patient concerns require physician consultation between these

regularly scheduled monthly visits, staff will make special arrangements for additional physician visits, as needed. When needed, KCH staff also schedule telehealth consults via DOH's Zoom and Microsoft Teams accounts. Telehealth subspecialty consultation and follow up have become standard at the Kalaupapa Care Home.

Patient care utilizes the medical home model, which is provided by a collaborative interdisciplinary team that consists of internists, a family practitioner, geriatrician, psychiatrist, dietician, social worker, pharmacist, and the care home nursing supervisor. PharMerica's consultant pharmacist provides quarterly medication regimen reviews. We have an ongoing contract for these medical services with University Clinical, Education & Research Associates, dba University Health Partners of Hawaii.

Patients requiring higher levels of care are usually transferred to the 14-bed Hale Mohalu Care Home (HMCH) in Honolulu for access to subspecialty care providers or ready access to hospital inpatient care, when needed. HMCH is licensed as an Expanded – Adult Residential Care Home, Type II facility and frequently accommodates patients at the end stages of life, those recovering from complex medical procedures performed at community hospitals or medical centers, or those receiving ongoing medical treatments or rehabilitation in Honolulu medical facilities. Four (4) patients resided at the HMCH facility on a long-term basis during this past year.

New equipment was purchased to support patient care, safety, and comfort, including a television and hospital bed mattress for a patient's room, an iPad, a laptop stand, and a variety of new medical devices, including a vital sign and EKG monitor, a portable aspirator-suction machine, and an oxygen concentrator. In addition, the Order of St. Lazarus generously donated professional design expertise, installation services and a wide variety of electronic devices (including laptops, monitors, and cameras). These were essential during the pandemic to provide patients and staff at Hale Mohalu Care Home with internet access to participate in virtual family visits and telehealth appointments with health care providers through Zoom, Microsoft Teams, and other applications.

Patients with acute medical conditions may require air ambulance evacuation due to the geographic isolation of the Settlement and long periods between scheduled commercial flights. The DOH pays for this cost and, as with all medical services for Kalaupapa patients, is the payer of last resort. Fortunately, no patient evacuations were required from Kalaupapa during the past year. With leadership and special coordination provided by Hawaii Department of Transportation (DOT), night-time Medevac Exercises were conducted at Kalaupapa Airport this year to simulate the evacuation of a critically injured person at night or in low-visibility situations. These exercises were the first demonstration of newly available technologies (helicopter autopilot and night-vision goggles for crew) that will make such evacuations possible at Kalaupapa. All parties that might be involved with a medical evacuation at Kalaupapa participated, including DOH, NPS, DOT, United

States Coast Guard, and two private companies - REACH Air Medical Services and American Medical Response - that provide Maui County's EMS/911 ambulance services.

As part of preventive health measures, all inpatient and outpatient residents at KCH were fully vaccinated for COVID-19 and have received their booster shot. All Kalaupapa patients have also received their annual influenza immunizations. Annual tuberculosis screenings have been completed for all residents and care home employees for the year 2021.

The HDB Social Worker continues to meet regularly with patients to: (1) discuss and assist with their Physician Orders for Life Sustaining Treatment (POLST), and other legal documents such as durable power of attorney forms, advanced healthcare directives, wills, a variety of banking tasks (transferring investment accounts, adding beneficiaries, obtaining a signature guarantee, signature card), and health insurance issues/billing; (2) provide support for patient medical appointments and attend meetings with doctors, as needed; (3) coordinate care and work with patient families; and (4) purchase equipment and supplies for the facility or the patient's personal use.

In addition to medical services described above, all Kalaupapa patients are provided with ancillary services, such as transportation, and medical devices. These include wound care supplies, hearing aids, dental services, eyeglasses or contact lenses, prostheses, orthotics, shoes, oxygen concentrators and wheelchairs.

Most of the patients' basic living needs are provided by the DOH. Care and residence at KCH or HMCH are provided to all patients free of charge. Water in Kalaupapa is provided by the NPS and electricity is provided by the DOH. All patient residents of Kalaupapa receive a \$45.00 per week food credit to purchase goods from the Kalaupapa store. All patients also receive a \$30.00 cash allowance quarterly and a \$70.00 clothing allowance semiannually. For those patients without any third-party medical insurance, the DOH pays their Medicare Part A and Part B premiums to save on medical costs, Medicare Part D premiums to save on drug costs, co-pays, and other extraneous medical costs.

Although Capital Improvement Project (CIP) funding was not approved this year, a variety of ongoing building maintenance projects (e.g., painting, minor structural repairs, repairs of equipment and general upkeep) were completed at KCH this year.

Patient homes in Kalaupapa are remodeled or repaired as needed to accommodate any limited mobility or diminished physical functioning of the residents. This year, no patient homes in Kalaupapa required major remodeling, however, as with KCH, a variety of regular maintenance and repair work was required for doors, door locks, windows, screens, lights, cabinets, a garage roof, and sidewalks. Throughout the year, staff performed regular yard maintenance, assisted with pest control issues (e.g., ants, bees, wasps) and occasionally helped patients by moving furniture or other bulky household goods.

The HDB continues efforts to develop a Memorandum of Understanding (MOU) with the DLNR's State Historic Preservation Division (SHPD). Once finalized, the MOU will outline architectural and archaeological guidelines that will facilitate the timely review of repair and construction projects for historic buildings in Kalaupapa. The current SHPD review process has contributed to some delays for maintenance and repair work, e.g., patient's ramp access, bathroom renovations, and installation of underground pipes. DOH submitted a draft MOU for SHPD review and is awaiting further guidance with the goal of finalizing an agreement in the coming year.

The Department's progress toward defining and addressing the non-medical needs of patients

The DOH has long provided a formal venue for two-way communication with patients and community members by conducting regular community meetings. During the pandemic, however, these large group community meetings have necessarily been scaled back and conducted on an "as-needed" basis to help reduce the risk of COVID spread in the Settlement. This year, DOH and NPS intensified their efforts to coordinate actions and to communicate regularly with all Settlement employees about important community issues through written policies and virtual meetings. The DOH dedicated two community bulletin boards, located at the Settlement Administration Office and the Kalaupapa Store to ensure maximum public exposure and access, to provide the latest information about COVID-19 issues in Kalaupapa.

Several important in-person community meetings were organized in outdoor settings with strictly enforced distancing guidelines. One meeting in October 2020 provided employees and residents with updates of DOH plans to prevent the spread of COVID-19 in Kalaupapa. A second meeting was organized in April 2021 to address community concerns and to answer questions about implementation of the COVID-related Emergency Rules for Kalawao County. The Department will continue to use e-mail, community bulletin boards, and meetings to provide announcements of any activities scheduled to occur within the Settlement, to introduce new staff to the patient community, and to address community issues.

In addition to the community meetings, regular meetings of the Kalaupapa Patient Advisory Council (KPAC) have been held within the Settlement since June 2003. As with the community meetings discussed above, these formal KPAC meetings have been scaled back and conducted on an "as-needed" basis to reduce the risk of spreading COVID-19. When available, these group meetings have been held in a vacant room at KCH to promote greater convenience for patients. Most importantly, the Kalaupapa Administrator continues to maintain an "open door policy" and to conduct regular outreach to all Kalaupapa patients, prioritizing monthly visits to discuss and address individual concerns.

Kalaupapa is a "closed" community by State law, enacted to protect the privacy of the patient residents. Since March 2020, the Department restricted Settlement access indefinitely, suspending approvals for any public tours and invited personal visitors, in

order to reduce risks that the COVID-19 virus might be introduced into the Kalaupapa community. The patients advanced age and significant medical comorbidities placed them at exceedingly high risk for dying or severe illness with long-term sequelae if they became infected. When DOH determines that it is again safe to allow public tours and/or personal visits to resume, all visitors will again be required either to be invited by a Kalaupapa resident or to be a member of an official NPS sanctioned tour.

During the 2021 hurricane season, Kalaupapa residents were spared any significant damage associated with hurricanes or tropical storms and no storm-related evacuations were required this year. Coordinated emergency planning efforts continued throughout the year to ensure readiness for effective emergency communication, evacuation, and patient care procedures.

The Kalaupapa Emergency Program Committee continues to focus on: 1) addressing the comfort of patients and patient mobility issues, 2) providing adequate water and food supplies, and 3) providing emergency communication. DOH and DOT established radio talk groups that allow direct communication between the Settlement Administration, NPS rangers and DOT staff at Kalaupapa Airport. Further assistance is being provided by DOT's Maui County Airports Division to help the Settlement obtain access to the Hawaii Wireless Interoperability Network (HIWIN) - a statewide Land Mobile Radio network that supports State government first responders and state agencies.

The Kalaupapa phone system experienced regular system outages this year. The repair and maintenance of the phone system is an ongoing problem for staff at the Settlement and regular maintenance work is expected in the coming year.

The potential for power outages continues to be a concern in this isolated Settlement. This year, the NPS received further approvals to begin the design and construction for a major renovation and upgrade to the electrical system at Kalaupapa. To support the system upgrade, DOH is involved in clarifying state ownership of the system, which will allow the DOH to request utility easements that will be necessary in the future when the DOH no longer administers Kalawao County and Kalaupapa Settlement. DOH will continue to be involved in discussions with NPS and Hawaiian Electric regarding an eventual transfer of the system to the most appropriate entity for future service and maintenance when DOH no longer has administrative responsibility for the system.

The planning and design phases of three (3) major Capital Improvement Projects (CIPs) continued this year. The first project is working toward the future closure of Kalaupapa's construction and demolition (C&D) landfill, which stopped accepting waste loads on December 31, 2018. AECOM Technical Services, Inc. (AECOM) is expected to present a final landfill closure plan for review and approval by the DOH's Solid and Hazardous Waste Branch (SHWB). Once the final closure plan is completed and approved by SHWB, Capital Improvement Project funding will be required to complete the necessary work. The second project involves planning and design for a variety of improvements to Kalaupapa Settlement's care home and warehouse structures in order to maintain their functional capacity. The third project will involve the assessment of the three Underground

Storage Tanks (USTs) that are used to store gasoline at the Kalaupapa Gas Station. Under new EPA rules, these tanks will need to be closed by 2028, and a new State law requires that all USTs located within 100 yards of the shoreline be closed by 2045. Although previous CIP funding requests have not been approved by the Legislature, the Department will continue to request CIP funding needed to complete these important projects.

After a 2020 merger with Makani Kai Air, Mokulele Airlines has been the single air carrier serving Kalaupapa. This year, Mokulele was awarded the essential air service (EAS) subsidy from the US Department of Transportation (USDOT) and has been cooperating with the DOH to provide service improvements for patients and staff. Under terms of the federal subsidy agreement, Mokulele added some direct flights to and from Honolulu, which greatly improved access, but the initial implementation of new schedules resulted in many employees being unable to book seats to return to work. Mokulele now reserves priority seats for patients/staff on certain flights into Kalaupapa and has promised to respond when difficulties arise. Mokulele Air also notified the DOH that the wheelchair lift at their Honolulu Airport terminal was removed and replaced with new accessibility ramps. To reduce impacts for Kalaupapa patients, Mokulele coordinates with DOH to help facilitate all patient arrivals/departures and agreed to provide free round-trip airfare for any escort requested by Kalaupapa patients.

In 2004, a patient household appliance replacement program was initiated to address this audit-identified issue. This year, one patient received a replacement freezer, and one patient received a replacement clothes dryer.

The Department's progress toward promoting a positive living environment

After several cancellations and re-scheduled dates in August 2021 due to unsafe ocean conditions, the annual Kalaupapa barge finally arrived on August 21, 2021. DOH and NPS staff coordinated, unloaded, inventoried, and stored food, supplies, equipment, and other items. Due to policies and procedures implemented to prevent the introduction of the COVID-19 virus into Kalaupapa, this year's "Barge Day" activities did not include the traditional celebratory gatherings. Tight restrictions were again enforced on the movements of both residents and barge contractors throughout the day.

The NPS is the lead party in negotiating the barge contract. A Memorandum of Agreement was executed between the DOH and the NPS to split the cost of the barge. In the past, the Kalaupapa National Historical Park Superintendent was in charge of the negotiation, but all contract responsibilities are now handled by the contracting office at Hawaii Volcanoes National Park.

After receiving provisional closure certification of the Municipal Solid Waste (MSW) landfill in October 2016, the HDB continues efforts to establish and maintain the required cover for the landfill, and to conduct quarterly leachate and gas monitoring inspections that are reported to the DOH SHWB.

Landfill statutes require closed landfills to be maintained and monitored for 30 years post-closure. The two Kalaupapa landfills will need to be periodically maintained to ensure the integrity of the soil cap and erosion barriers as well as monitored quarterly for leachate and gas discharge. The annual cost is estimated at \$20,000, which will require some level of DOH participation even after the last patient passes. A post-closure maintenance plan is being followed to fulfill the post-closure requirements.

In November 2019, an automated alarm first indicated a loss of fuel in one of the underground tanks that stores fuel at the Kalaupapa Gas Station. Although the alarm system was repaired and no further alarms have been detected since, the event was classified as a Confirmed Release by the DOH's Solid & Hazardous Waste Branch (SHWB) Underground Storage Tank (UST) Section. As a precautionary measure, HDB drained the suspected tank in August 2020, which remains permanently closed, and the Settlement has since been operating at a reduced fuel capacity. This year, as required by the SHWB UST Section, a contractor completed a Soil Vapor Assessment at the site and found "no definitive indication that a release has occurred." The contractor's final report has been submitted to the SHWB UST Section for their review. HD Branch is awaiting final guidance regarding requirements to comply with all state and federal laws.

DOH continues to help facilitate quarterly meetings that involve all other government agencies with responsibilities in Kalawao County. In addition to DOH and NPS staff, this group includes representatives from the DHHL, Department of Land and Natural Resources (DLNR), DOT, and the U.S. Department of the Interior's Office of Native Hawaiian Relations. Maui County, while not directly responsible for Kalawao County, provides critical support for police, fire, and other emergency response situations in Kalawao County through a Mutual Aid Agreement and participates in these meetings. This year, the intergovernmental-agency group met in October 2020, as well as February, March, August, and October 2021 to assure regular communication, to coordinate current operational activities, and to discuss future planning needs.

Hawaii Revised Statutes (HRS) Section 326-35 authorizes a patient-resident to serve as the Sheriff of Kalaupapa and provide law enforcement activities. Last year, the DOH determined that there were no qualified patient-residents available to serve as Sheriff and appointed the Kalaupapa Administrator to serve as an administrative sheriff. This year, DOH and NPS are developing a revised agreement that would deputize the NPS Rangers to continue providing law enforcement service in the Settlement. The HDB has consulted with the Deputy Attorney General on options and protocols for the NPS Rangers to follow during incidents that occur in Kalaupapa.

The DOH has been active in promoting and providing a positive living environment in Kalaupapa. The following extracts, previously included in quarterly reports to the Legislature, provide a chronology of DOH-supported activities and events for the period October 2020 through September 2021.

October 2020

A Settlement-wide power outage occurred. Staff refueled and started a generator to assure that continuous power was provided for the Kalaupapa store.

The CDPHND Chief and HD Branch Chief flew to Kalaupapa to provide employees and residents with updates of efforts to prevent the spread of COVID-19 in Kalaupapa.

Staff was able to replace a non-functioning dryer in the Staff Nursing Quarters.

DOH staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be most effectively addressed.

Kalaupapa staff assisted NPS to deliver a cooler of food - via Mokulele Airlines - to a contractor, Mid Pacific Pest Control, that was performing fumigation of NPS-managed historic structures in the Settlement

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the KCH. At the outset of the pandemic, physician visits with Kalaupapa patients had been limited to telehealth sessions. Since September, the Clinical Physician Manager has resumed a regular schedule of in-person visits that will be monthly for the time being.

A smoke detector in the KCH generator room was alarming and the back-up battery for the central fire alarm system failed. Johnson Controls was called in, and the system was repaired to assure proper operation.

Staff assisted patients with a variety of home and yard maintenance tasks, including cleaning yards and cutting grass.

November 2020

Under contract with the DOH, staff from EnviroQuest conducted the required Soil Vapor Site assessment at the Kalaupapa gas station. Based on the findings of this assessment, the DOH's Solid and Hazardous Waste Branch's Underground Storage Tank Section will determine if additional assessment or remediation efforts are required.

An extended phone outage again impacted the entire Settlement this month. Hawaiian Telcom reported a downed pole and several damaged cables. They were unable to complete necessary repairs and the outage revealed that additional work would be required at the top side radio site in order to stabilize and improve the service for Kalaupapa. Hawaiian Telcom technicians continued to troubleshoot the problems.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the KCH.

Staff assisted patients with a variety of home and yard maintenance tasks, including cleaning yards and cutting grass.

December 2020

HD Branch resubmitted a request to the Director to approve recruitment for the vacant Kalaupapa Care Home (KCH) nursing positions.

The first instance of a confirmed positive COVID-19 case was reported in Kalaupapa Settlement. Contact tracing procedures were implemented immediately and DOH Settlement staff worked closely with NPS and DOT to assure that all close contacts were supported in place through the designated quarantine period.

Hawaiian Telcom reported that circuit cards in the topside radio site were replaced and phone service in Kalaupapa was restored.

HD Branch started a process to recruit and secure nursing volunteers that could assist with the need to staff all care home shifts to handle patient care workload in KCH. As a result of recent position cuts and the mandatory freeze on hiring, the remaining workers have been struggling to assure that all shifts could be adequately covered.

HD Branch began assessing the potential need for regular COVID-19 testing of staff and patients.

HD Branch completed and submitted the Annual Report to the Hawaii State Legislature.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the KCH.

Staff assisted patients with a variety of home and yard maintenance tasks, including cleaning yards and cutting grass.

January 2021

Communicable Disease and Public Health Nursing Division (CDPHND) Chief and HDB Chief worked to secure a supply of COVID 19 vaccines that could be administered to patients and staff in Kalaupapa. At the end of the month, with vaccine supply secured, CDPHND Chief and two (2) nurses from Public Health Nursing (PHN) Branch staffed a COVID19 Vaccination clinic in Kalaupapa Settlement. The 1st dose of the COVID 19 vaccine was administered to patients and DOH/NPS/DOT staff present in the Settlement.

HDB Chief began recruitment of volunteers to help provide relief for the many Kalaupapa Administration and Kalaupapa Care Home staff that have been working under strict travel and quarantine requirements since Fall 2020.

A water leak was reported in the Visitor's Quarters fire suppression system. Staff coordinated with NPS to check on visitors and to inspect and repair the system.

Problems with telephone landline service continued Settlement-wide throughout the month. Hawaiian Telcom reported that bad cables feeding the topside radio site above Kalaupapa were to blame and that they would need to schedule repairs. In the meantime, landline telephone service was largely unavailable throughout the Settlement.

HDB arranged for virtual training session to cover the use and care of a Powered Air Purifying Respirator (PAPR) that would be available for use, if necessary, by HD Branch's contracted Clinical Physician Manager and Kalaupapa Care Home nursing staff.

Kalaupapa Administrator met with all staff working in the Settlement on "modified quarantine." Under the COVID travel restrictions, some staff may be granted "modified quarantine" that would allow the individual to break quarantine only in order to perform essential work that is designated by their work supervisors.

With the announced departure of Kalaupapa Care Home's (KCH) Nursing Supervisor, CDPHND Chief and HDB Chief requested Department approval to fill the RN VI position.

A rainstorm caused a power outage in the Settlement. Staff checked generators, checked on status of patients at the care home, and assessed road flooding and water damage of structures throughout the Settlement.

The DOH supported a Senate Bill (SB 697) that proposed to formally designate January as "Kalaupapa month" to serve as an annual reminder of the Settlement's history.

HDB staff coordinated a variety of efforts to assure that a patient receiving hospice care could safely return from Honolulu to Kalaupapa for a brief visit.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with home/yard maintenance tasks and car repairs.

February 2021

Problems with the Settlement's telephone landline service continued throughout the month. Hawaiian Telcom continued repairs, but landline telephone service was sporadically unavailable for periods throughout the month.

The Settlement suffered a day-long power outage.

HD Branch continued to support KCH staff with the recruitment of volunteers qualified to assist with all patient care shifts in Care Home. As a result of recent position cuts and the mandatory freeze on hiring, the remaining KCH workers have been struggling to assure that all shifts can be adequately covered.

DOH staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be most effectively addressed.

A water pipe broke at a Settlement residence, that was repaired by staff.

CDPHND Chief and nurses from Public Health Nursing (PHN) Branch flew to Kalaupapa to staff the 2nd COVID19 Vaccination clinic. The 2nd dose of the COVID 19 vaccine was administered to patients and staff that received their 1st dose in January. In addition, the clinic was able to provide a 1st dose vaccination for several other staff that had not already received the vaccine.

HDB provided a second follow-up virtual training session to cover the use and care of a Powered Air Purifying Respirator (PAPR) that will be available for use, if necessary, by HD Branch's contracted Clinical Physician Manager and Kalaupapa Care Home nursing staff.

HDB staff coordinated efforts to assure the return of a patient to Kalaupapa after an extended stay in Honolulu at Hale Mohalu Care Home.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with home/yard maintenance tasks and car repairs.

Staff repaired a clothes dryer for one patient and replaced one clothes dryer and one freezer at two other patient residences.

March 2021

With increasing vaccination rates in the Settlement, HD Branch began developing revised travel guidelines for arrivals into Kalawao County. Special attention was also focused on developing new travel guidelines for employees of Kalaupapa Care Home that could balance the need to keep patients safe while also allowing vaccinated staff greater flexibility to travel for personal reasons.

HDB Chief met with Acting Nursing Supervisor at KCH to establish plans for additional qualified volunteers that could assist staff at KCH

A tsunami watch was issued for Hawaii in the wake of an earthquake near New Zealand. Staff began preparations for emergency response while monitoring situational updates until the watch was later cancelled.

HDB staff coordinated efforts in Honolulu and Kalaupapa to assist with all arrangements required after the passing of a patient.

Problems with telephone landline service continued Settlement-wide throughout the month. Hawaiian Telcom continued repairs, but landline telephone service was, again, sporadically unavailable throughout the month.

HD Branch Chief forwarded a request for DOH Director to request utility easements from both DHHL and DLNR in order to support NPS repairs of the Kalaupapa electrical distribution system.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with home/yard maintenance tasks and car repairs.

April 2021

Settlement staff responded to several alerts from the walk-in freezer/refrigerator and were able to get the equipment operating again. Aloha State Services was called to inspect the equipment and to make any necessary repairs.

HD Branch Chief and Planner met with NPS Head Ranger and a Captain of Maui Police Department's (MPD) Molokai Division to discuss a process by which to include the NPS in an existing DOH-MPD Mutual Aid Agreement that assures fire, police and emergency services in Kalaupapa.

CDPHND Chief, HD Branch Chief and Planner met to discuss proposed updates of the Kalawao County travel rules. After revisions were reviewed and revised by Deputy Attorney General, the updated rules were sent to the Governor for approval as "Emergency Rules." Employee union representatives were provided an opportunity to consult on the new rules which became effective April 16, 2021 upon the Governor's signature.

DOH Emergency Rules for Travel to Kalawao County were posted publicly in the Honolulu Star-Advertiser, The Garden Island, Hawaii Tribune-Herald, and West Hawaii Today.

Problems with telephone landline service continued Settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

May 2021

The generator that provides power to the Settlement's water system pump house failed and all residents were asked to implement water conservation efforts until repairs could be made. DOH staff assisted NPS staff to complete repair work, and electrical contractors were flown in to review and certify the work.

DOH staff participated in the quarterly Inter-Agency Working Group meeting that brings together the various government agencies with responsibilities at Kalaupapa so that critical operational issues can be most effectively addressed. Due to COVID precautions, the group scheduled a series of seven virtual meetings over five days. The meetings addressed a broad range of operational concerns:

- Session 1: Agency updates since previous quarterly meeting
- Session 2: Public communication/engagement
- Session 3: Processes/groups outside this group that will guide/have responsibility for planning the future of Kalaupapa
- Session 4: Utilities in Kalaupapa – Lessons from planning for electrical system renovations project
- Session 5: Solid Waste Management in Kalaupapa
- Session 6: Law Enforcement in Kalaupapa
- Session 7: Management of Buildings/Facilities in Kalaupapa

Problems with telephone landline service continued Settlement-wide. Physician concerns have focused on the need to assure reliable communication lines with staff and patients at Kalaupapa Care Home. Delays in communication continue to impact the ability to provide timely medical consultations for patient care in the Settlement. Hawaiian Telcom reported that they were able to replace old copper cable with new fiber cables. While the change should provide greater reliability for phone line connections, Settlement staff will continue regularly monitoring and reporting of the system's status.

In a letter to Maui Mayor, the DOH formally requested the County of Maui to consider inclusion of the NPS as a party to the existing DOH-Maui County "Mutual Aid Agreement." The Mutual Aid Agreement specifies agreements to cooperate for fire, police and emergency services in Kalaupapa (Kalawao County).

The Kalaupapa Store and Administration Office were closed for several days in order to complete pest fumigation and cleaning.

Daily health care and meal services were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

The HD Branch issued updated "Kalaupapa Care Home (KCH) Employee Travel Policy and Procedures." The updated employee travel policies and procedures reduced the mandated post-travel quarantine period for KCH employees from 14 to 10 days and in certain instances allowed for employees and volunteers who have been fully vaccinated to avoid quarantine so that they could return to work.

The Governor signed into law SB 697, the Hawaii State Senate bill that designates that in Hawaii the month of January shall be known and designated as "Kalaupapa Month." This designation is intended to serve as an annual reminder of the importance of Kalaupapa and the significant sacrifices and contributions made by its residents throughout the history of Hawaii.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

June 2021

The generator at Kalaupapa Care Home became inoperable and the repair required purchase of a part that was shipped from California. Upon receipt of the part, staff was able to quickly repair the generator and return it to standby operation.

With leadership and special coordination provided by Hawaii DOT, a Medevac Exercise was conducted at Kalaupapa Airport to simulate a night-time evacuation of a critically injured person. The importance of this exercise is that it engaged all parties that would need to be involved with a medical evacuation at Kalaupapa (NPS Rangers, DOH Kalaupapa staff, DOT Kalaupapa staff, REACH Air Medical Services and American Medical Response, or AMR, which is Maui County's EMS/911 ambulance provider). In addition, this exercise was the first demonstration of the new technologies (helicopter autopilot and night-vision goggles for crew) that will now allow for such evacuations to be conducted at Kalaupapa at night or in low-visibility situations.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

July 2021

Mokulele Air notified DOH that the wheelchair lift at their Honolulu Airport terminal was removed and replaced with new accessibility ramps. The new ramps now require all passengers to be able to walk several steps with assistance when entering or exiting the planes in Honolulu. Mokulele administration provided assurances that they will coordinate with DOH to help facilitate any patient arrivals/departures and that the company will also provide free round-trip airfare for any escort requested by Kalaupapa patients.

Problems with telephone landline service continued Settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts, but again, residents suffered periodic Settlement-wide phone outages after the repair.

NPS announced the selection of a new superintendent of Kalaupapa National Historical Park at a community meeting. The new Superintendent will begin in September 2021.

A special delivery of five (5) doses of the Johnson & Johnson single-dose COVID vaccine were sent to Kalaupapa Settlement to vaccinate several remaining unvaccinated DOH and NPS staff.

HDB Chief flew to Kalaupapa for a day to address the community concerns and answer questions about implementation of the COVID-related Emergency Rules for Kalawao

County. The Department implemented the rules in April 2021 to protect the health and well-being of the community – especially the remaining Hansen’s Disease patients who call Kalaupapa home. With rising COVID transmission rates in Hawaii, and especially considering the uncertainties of the risks associated with the spreading Delta virus variant in the State, DOH will likely maintain emergency rules for some period going forward.

DOT coordinated another night-time Medevac exercise at Kalaupapa Airport to simulate what would be required to conduct the night-time air evacuation of a critically injured person. The first exercise of this type was conducted in June with Maui County’s EMS/911 ambulance providing the helicopter and flight crew. This time, the helicopter and flight crew were provided by the U.S. Coast Guard and required on the ground coordination among DOH, NPS, and DOT staff in the Settlement. These DOT exercises continue to strengthen the Settlement’s capacity for emergency response and have helped all agencies involved to build awareness and relationships.

On the same night that the Medevac exercise was conducted at the Airport, a tsunami watch was issued by the Pacific Tsunami Warning Center after a large earthquake occurred in Alaska in the early evening. Both NPS and DOH staff in the Settlement were alerted and ready to respond. Preparations ceased after the tsunami alert for Kalaupapa was canceled, at about 10:00 pm.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal services were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

HD Branch’s contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

August 2021

A downed, live electrical distribution wire was reported in the Settlement. DOH and NPS staff coordinated efforts to secure the area, arrange a special emergency flight for technicians from Hawaii Electric Company (HECO) to enter the Settlement and then provided support as the repairs were made. The HECO technicians were able to complete the repairs and departed the Settlement on the same day.

DOH staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be addressed.

In response to the growing numbers of people infected with the COVID delta variant in Hawaii, both Hale Mohalu and Kalaupapa Care Homes were closed for any visitor access until further notice. Only patients, Care Home staff, and essential authorized support staff (janitors, dietary, etc.) were allowed entry into the care homes. All staff were still required to screen for any COVID symptoms prior to, or upon entering the homes and mask wearing was mandatory for all staff.

HDB Chief and Hale Mohalu Care Home Head Nurse met with current Hale Mohalu residents to discuss recent staff shortages and contingency plans that would involve temporary transfer of residents to Leahi Hospital for care. With recent staff losses, scheduling shortages and absences due to COVID exposures, the Branch began exploring this temporary option until staffing issues could be resolved.

HDB ordered and received a supply of COVID antigen test kits that can now be used for periodic surveillance testing of Care Home residents and staff. The kits may also be used for initial screening of staff or patients that exhibit any COVID symptoms and could be interpreted by Care Home staff within an hour of testing. If positive, isolation procedures would be started immediately and a confirmatory, more accurate, PCR test would be obtained. Results of the test would not be available until the following day.

Kalaupapa Settlement Administration and Care Home staff coordinated efforts to assist with all arrangements required after the passing of a patient in the Kalaupapa Care Home.

CDPHND Chief, HDB Chief, HDB Planner and Kalaupapa Administrator began to draft revisions of "Emergency Rules for Travel to Kalawao County."

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal services were provided for the remaining Kalaupapa patient/residents at the Kalaupapa Care Home.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

September 2021

HDB announced that Veronica Mitchell would begin work as Head Nurse (RN VI) for the Kalaupapa Care Home in September.

After review and comment from the Deputy Attorney General, CDPHND Chief, HDB Chief, and HDB Planner continued draft revisions of a revised "Emergency Rules for Travel to Kalawao County."

Problems with telephone landline service continued Settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts, but once again, residents suffered periodic Settlement-wide phone outages.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal services were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

HD Branch's contracted Clinical Physician Manager traveled to Kalaupapa to conduct his regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

The Department's management of State resources, including benefits given to employees that are not statutorily defined.

No new benefits that are not statutorily defined have been given to Kalaupapa employees during FY 2021.

The DOH continues to manage State resources according to the State's policies and procedures for purchasing goods and services, expending goods, and disposing of expired durable goods, as originally described in the 2005 Legislative Report.

The Department's progress toward establishing written policies and procedures for the Kalaupapa store.

The Kalaupapa store has effectively utilized the policies and procedures developed in January 2004 to dispose of inventory that expired or was deemed unsellable. The audit identified the lack of written policies and procedures for the disposal of inventory at the Kalaupapa store as contributing to an appearance of potential abuse. This was addressed in the first report to the Legislature in 2005.

The inventory management policy that has been in place since 2004 assures "first in, first out" utilization of inventory. Quarterly inventory counts reconcile the actual inventory on hand with the database, determining annual purchase projections for each store item. Accurate annual usage data facilitates precise ordering and decreased overages for any given item.

For the period from October 2020 to September 2021, annual store purchases totaled \$93,114 with \$616 worth of store goods disposed of due to spoilage or expired sell dates. All disposals are requested by the store Office Assistant, authorized by the Kalaupapa Administrator, and witnessed and signed off by at least one other employee, one of whom was the Store Manager, at the time of actual disposal.

The Department's progress toward establishing and maintaining a complaint file and adequately addressing complaints

Both the HDB Administration and the Kalaupapa Administration Office set up a formal complaint process as of January 2004. It was patterned after the complaint process used by the Office of the Director of Health. All complaints are logged with the date received, how the complaint was received (e.g., phone call, letter), nature of the complaint, what actions were taken, and when the actions were taken. All complaints are followed up with a written response or a phone call to the person filing the complaint. Over the course of the year, the on-site Kalaupapa Administration Office documented and addressed a variety of concerns and complaints from the community.

Again, this year, the documented concerns/complaints included requests to assist with a variety of issues. Concerns included potential introduction of COVID virus to the Settlement, home/yard/auto maintenance, staffing in the Settlement, adequacy of food and food services, adequacy of health care services and equipment, impact of NPS rules and regulations on patient lives, the air carrier that serves Kalaupapa Airport, etc. In all

cases where a concern or complaint was filed, staff contacted the individual(s) directly to clarify the concern, explain any relevant regulations and operational practices that applied to the concern, and work toward resolving the concern.

The performance of the Administrator, including compliance with job duties

The current Kalaupapa Administrator has been on the job since May 2016. He has performed capably under severe budgetary constraints as well as significant staff shortages. Patients continue to comment favorably on his performance, and he has developed and maintained a positive relationship with the NPS and their Superintendent. This year was especially challenging due to the restrictions imposed on travel into Kalaupapa to help prevent the introduction of COVID-19 into the community. The implementation, monitoring, and enforcement of the travel restrictions was extremely challenging for the Administrator, who continually provided stability while dealing with a stressed workforce. With the strict travel restrictions, and implementation of mandatory face masking, physical distancing, and handwashing guidelines, Kalawao County (i.e., Kalaupapa) was the last County in the U.S. to report a case of COVID-19, and that single case is, to date, the only case identified in the County. No transmission resulted from that case due to the Administrator's rapid and appropriate response.

The Department's progress toward adequate accountability of State property

Inventory control policies that were developed and implemented in June 2004 have been utilized effectively for the annual barge visits. All new State property brought in on the barge are affixed with a decal. The State employee delivering the item must report the item/description, decal number, and location delivered to the Administration Office while the receiving party must sign for the item to acknowledge receipt. All State property shipped out on the barge for disposal must have a State-approved Disposal Application Form and logged in the Kalaupapa Administration Office's Outgoing Barge Form to facilitate inventory control.

Equipment of \$1,000 or greater is required to be reported on the Department of Accounting and General Services (DAGS) inventory system. Many purchased items for Kalaupapa no longer reach this threshold for inventory reporting. The program instituted an inventory log to keep track of high-cost items that do not necessarily meet the inventory threshold. Items such as chain saws, power tools, and appliances have been added to the internal program log.

Details and justification of approved employee air travel requests and trail pay

Each bargaining unit contract contains a specific article that allows a Kalaupapa employee whose permanent residence is on "topside" Molokai, and who is provided quarters in Kalaupapa as a matter of convenience be granted either three roundtrips by air per month, or two hours of travel pay for walking up and down the trail once a week to topside. Under the terms of the contract agreements, employees whose permanent residence is in Kalaupapa are granted either one monthly roundtrip by air to topside, or one inter-island round trip per quarter.

Employee air travel procedures that were modified, implemented, and reported in the 2005 Legislative Report continued to be followed. All employee requests for air travel reimbursement were substantiated by a valid airline receipt. In addition to submitting the receipt, the employee also completed and signed a reimbursement application at the end of each month for that month's travel. These reimbursement requests were sent to the HDB Office for review and approval by the Administrative Officer. The paperwork was forwarded through the CDPHND Office and DOH's Administrative Services Office for submission to DAGS to generate the reimbursement check.

For the period October 2020 through September 2021, the DOH expended \$13,937 for employee authorized travel pay and air travel.

PATIENT AND NON-PATIENT COSTS

Act 232, SLH 2004, amended Section 326-13, HRS on expenses at Kalaupapa, to include a new subsection (b) in which "expenses related to patients shall be tracked separately from non-patient costs, whenever appropriate and possible." There were a number of costs that could be tracked separately, but the majority of the costs for Kalaupapa could not be separated.

The following is a summary of expenses that were tracked or that could be readily calculated.

Patient Expenses for the period October 1, 2020 through September 30, 2021:

	<u>COST (\$)</u>
Home Care Staff Salaries	122,397
Home Care Staff Overtime	8,898
Medications	26,850
Miscellaneous Medical Supplies	28,711
Medical & Ancillary Services	62,141
Medical Insurance Premiums (Medicare, etc.)	8,558
Medicare Reimbursement	6,974
Nursing Facility Staff Salaries	734,925
Nursing Facility Staff OT	68,322
Patient Employee Program Salaries	24,922
Physician Services	56,093
Travel Cost for Medical Care	6,428
Dietary & Nutrition Services	1,102
Physical Therapy Services	1,920
Cash Food Allowance	2,343
Food Rations (\$45 per patient per week drawn at the store)	12,555
Meals (4,380 @ \$5.00 ea.)	21,900
Clothing Allowance (\$70 per patient per 6 months)	1,633
Cash Allowance (\$30 per patient per quarter)	1,370
Patient Employee Program Pensions	11,915
Appliances (washers refrigerators, and stoves)	0
Stamped Envelopes (10 per patient per month)	89

Non-Patient/Employee Expenses for the period October 1, 2020 through September 30, 2021:

Trail Pay/Air Travel	13,937
Employee Meal Stipends	27,720
Salaries (Admin, Food Services and Const. & Mtnce.)	977,773
Overtime (Admin, Food Services and Const. & Mtnce.)	3,180
Standby Pay	10,118
Employee Safety Equipment Cost (steel toe shoes, gloves, goggles, respirators, scaffolds/harness, etc.)	404
Store Disposals	616

Expenses that would be difficult to track as either patient or non-patient include:

- Administrative/clerical Services: labor cost, supplies, facility maintenance, and utilities
- Housekeeping Services: labor cost, supplies, facility maintenance, utilities, and equipment
- Food Services: labor cost, supplies, facility maintenance, equipment cost and maintenance, and utilities
- Kalaupapa Store: labor cost, supplies, facility maintenance, utilities, shipping, and spoilage
- General Construction and Maintenance Services: labor cost, supplies, facility maintenance, utilities, equipment cost and maintenance
- Electricity Cost: (State buildings are not metered, and one bill is generated)
- Trash Pickup and Landfill Operations
- Upkeep of Common Areas

In all the above examples, the DOH staff provided services for patients, staff, visitors, and in some cases, the NPS. It is difficult to separate most costs in Kalaupapa and even if possible, would be at great cost in time, energy, and staffing with questionable accuracy. As an example, the Housekeeping Unit provides janitorial and housekeeping services for the nursing facility, State offices, community buildings, and all the Visitors' Quarters. The community building and Visitors' Quarters are used by patients and non-patients daily. Assigning costs for supplies used, cost of utilities, facility or building maintenance, and equipment purchased or used would be very difficult.

The General Construction and Building Maintenance Units provided general construction and maintenance services and were responsible for repair and maintenance of all buildings within the Settlement. Painting, carpentry, common area yard maintenance, vehicle repair and maintenance, garbage pickup, and landfill operations were subunits under the two units. As in the previous example above, all subunits would have to be evaluated making assignment to either a patient or non-patient category difficult. In order to separate patient and non-patient cost, each activity would have to be evaluated separately to assign a cost estimate rather than actual costs in most cases.

The DOH is greatly appreciative for the opportunity to share with the Hawaii Legislature all the actions it has taken to address the auditor's report and improve the quality of life for the patients of the Kalaupapa Settlement.
