

REPORT TO THE TWENTY-NINTH LEGISLATURE  
STATE OF HAWAII  
2018

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  
NOVEMBER 2017

## EXECUTIVE SUMMARY

In accordance with Section 326-25.5, Hawaii Revised Statutes (HRS), the Hawaii Department of Health (DOH) is submitting a report to the 2017 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 of the 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 (SLH), 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 Twenty-Ninth Legislature, 2017 is an update to previously addressed issues.

The focus for the DOH during this past year has been continuing the transition of infrastructure and non-health care responsibilities to the United States National Park Service (NPS), and promoting a positive living environment for the remaining patient residents. Kalaupapa strategic planning for transition meetings, in preparation for the DOH's departure once the last patient-resident passes, continued with the Department of Hawaiian Home Lands, Department of Land and Natural Resources, Department of Transportation, and the NPS. Transition meetings were held on November 10, 2016 and in 2017 on February 16, May 9, and August 14 with the agency stakeholders, NPS federal, and Kalaupapa NPS staff.

The Hansen's Disease Branch (HDB) received provisional closure certification of the Municipal Solid Waste (MSW) landfill from AECOM Technical Services, Inc. in October 2016. Formal closure of the MSW landfill was scheduled for February 2017. However, due to an unusually dry winter that has continued these past months, there has been a delayed establishment of vegetation growth required for the final closure. Kalaupapa staff has provided status reports to the DOH's Solid and Hazardous Waste Branch (SHWB) on the MSW landfill vegetative cover progress.

The DOH is responsible for the establishment of the vegetative cover for the landfill, periodic inspections and maintenance to ensure the soil cap remains intact, and quarterly leachate and gas monitoring of the MSW landfill. Kalaupapa maintenance staff received training on April 26, 2017 on the gas monitoring procedures and instructions to complete the required quarterly inspection forms that would be submitted to SHWB. As part of their training package, a power point video along with laminated field manuals were produced by AECOM for staff reference during the quarterly gas monitoring inspections.

Kalaupapa's telephone system was moved from the old telecom shed to the generator room in the care home and is now completely operational. No additional work, other than maintenance, is expected.

A new generator was installed at the Kalaupapa Store for emergency backup during power outages. There were short electrical outages that occurred periodically. The new generator needed a new automatic voltage regulator, which resolved an earlier problem. All systems are now functioning properly.

The annual barge for Kalaupapa arrived on July 29, 2017. Young Brothers sub-contracts with American Marine Corporation who delivered the supplies and equipment to Kalaupapa. Due to last year's small diesel spill of less than one gallon that entered the harbor waters, a joint NPS/DOH barge committee was formed to set up an Incident Command System to ensure that all safety protocols and procedures were followed. There were no incidents that occurred this year.

Following last year's September 6, 2016 early morning fire that destroyed the certified commercial kitchen in Kalaupapa, a decision was made not to rebuild the State DOH Kitchen. Patient meals are now served out of the Kalaupapa Care Home kitchen. The fire debris was secured with physical barriers while vendors submitted bids to handle the clean-up, containment, and removal of the debris off island for proper disposal. In March 2017, Aina Environmental Group was the contractor selected to handle the job.

The HDB Chief, HDB Public Health Administrative Officer (PHAO), Kalaupapa Administrator, the acting DOH Hazardous Waste Section Chief, and Aina Environmental Group held a meeting to discuss the clean-up and containment of the Kalaupapa Kitchen fire debris. Subsequently, HDB administration met and consulted with the DOH Administrative Services Office, DOH Hazard Evaluation and Emergency Response, DOH Asbestos and Lead-Based Paint Programs, and DOH Hazardous Waste Section on the fire debris clean-up and containment requirements from their respective areas. The kitchen fire debris containment was completed in June 2017.

The 2017 hurricane season was not nearly as busy as in the past year due to El Nino conditions that remained weak. Tropical Storm Fernanda was the only hurricane event monitored this year, and no action was required. Overall, Kalaupapa experienced drier conditions this year. NPS and DOH held joint meetings from July to prepare and maintain its emergency response program for tsunamis. The Kalaupapa Incident Command Center was called up in response to two tsunami watches that were generated by the 2016 Solomon Island earthquake and the 2017 Chiapas earthquake in Mexico. Both incidents did not impact Kalaupapa.

Due to several retirements and resignations this past year, new staff was hired for the following positions in 2017: HDB Chief, Hale Mohalu Care Home Nursing Supervisor, PHAO and several support staff positions at both care homes. Orientation and training of new staff has been a priority for the HDB Chief, the PHAO, the Kalaupapa Administrator, and the care home nursing supervisors for Kalaupapa and Hale Mohalu.

The decision to supply residents with major household appliances is in its thirteenth year of operation and appears to be going smoothly. This year, one refrigerator, one stove, and one water heater were replaced for three patients.

## **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 of the problems identified in the auditor's report from December 2004 were addressed and corrected. They were

described in the 2005 through 2017 Annual Reports to the Legislature. This 2018 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, 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 13 remaining Hansen's disease patients on the Kalaupapa registry. All of the patients have handicapping 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. Chronic diseases such as diabetes, congestive heart failure, various levels of mental impairment, and various types of malignancy commonly afflict this elderly geriatric population.

The patients' ages range from 76 to 93 years; the median age is 83 years. There were no patient deaths this year.

The DOH's goal has been to keep the patients as independent as possible appropriate to their capacity and capabilities. To achieve this, the Hansen's Disease Branch (HDB) developed a number of functional programs and 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 provides consultation to the care homes and Kalaupapa kitchen to insure patients' nutritional needs are met.

A home chore worker program is also available to provide house cleaning services, chore services, and light cooking. The patients also receive lawn services. Approximately six patients continue to live independently in their homes in Kalaupapa, with one patient living independently on Kauai, and one on Oahu.

Patients' homes are remodeled as needed to accommodate their limited mobility or diminished physical functioning. Ramps into homes, widening of doorways, and grab bars have been installed in accordance with the American Disabilities Act standards. This year, two homes were remodeled with a new wheelchair ramp installed and repairs to existing ramps, gates, and railings for increased in-house and external mobility. Minor repairs to ten patient homes and other DOH buildings involved repairing of windows, walkways, and railings for annual maintenance and upkeep.

The HDB has consulted with the Department of Land and Natural Resources (DLNR) State Historic Preservation Division (SHPD) as repairs are made to the buildings. All patient homes received housekeeping and yardwork maintenance for health and safety reasons.

The HDB administration met with the SHPD in March 2017 to develop a Memorandum of Understanding (MOU) to assist in the review of repair and construction projects of historic buildings in Kalaupapa. SHPD's architectural and archaeological requirements to preserve and maintain the historical conditions of the community have resulted in difficulty of securing original parts, e.g. windows, roofing, flooring; as well as increased cost to repair structures to its original façade. The MOU is meant to streamline the SHPD review and approval process.

The HDB currently submits individual projects for review to SHPD which has caused some delay for maintenance staff to work on priority repairs, e.g., patient's ramp access, bathroom renovation, installation of underground pipes; while the MOU development is in progress. However, SHPD has been very supportive of having the MOU with the HDB.

Medically fragile patients who choose to remain in their homes are issued a medical emergency alert signaler that is worn to alert care home staff when they get into any situation that requires assistance. As a prelude to a patient moving into the care home full time, some have opted to spend only nights in the care home. Days are spent in their homes with assistance from home chore workers. This has proven to be a very effective option in the patients' transition to more dependent care.

Patient-requested physical therapy (PT) services were initiated in December of 2004 at Kalaupapa Care Home (KCH) and at Hale Mohalu Care Home (HMCH). PT has an important role in their health care to maximize function, prevent decline, decrease pain, rehabilitate, and treat various physical illness. For elderly individuals, who often have decreased physical reserve, any medical illness can lead to decline. Inactivity and bed rest, a common consequence of illness, contributes to and intensifies muscle weakness, causing additional deterioration in walking and other activities of daily living. Exercise, activities and other physical therapy interventions have a profound effect on overall health, restoring an individual's ability to perform daily activities required to live independently in the community.

During the period of October 2016 through September 2017, one Kalaupapa patient received six PT treatments and one patient received two PT treatments on Oahu during their extended stays at HMCH. These treatments were provided through Straub PT Department.

One Kalaupapa patient received speech therapy treatment at Straub Medical Center on Oahu with instructions for follow-up exercises at home.

For patients who are no longer able to live independently in their homes, the next level of care is provided at the KCH. The care home has five licensed beds and can accommodate patients up to intermediate care and skilled nursing care levels. Currently two residents reside at the KCH and seven residents receive outpatient care at the care home. Physician visits are provided weekly with a collaborative interdisciplinary team of a gerontologist, psychiatrist, dietician, social worker, two care

home nursing supervisors, and pharmacist providing consultation for total patient care. PharMerica staff provides quarterly medications review with the KCH nursing staff. The contract for patient medical services continues with the University Clinical, Education & Research Associates.

Patients requiring higher levels of care are usually transferred to the 14-bed HMCH in Honolulu to be close to tertiary care provided in the community hospitals. HMCH is licensed as an Extended – 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 those receiving ongoing medical treatments or rehabilitation in Honolulu hospitals. There are currently three, long-term patients residing at the HMCH facility. One of the patients is on long-term dialysis.

A hydraulic patient lift (Hoyer Lift) and two full body mesh slings that hook onto the Hoyer lift for the KCH was purchased. This was necessary to assist patients with their transfer needs that has increased as they age. Patients who are unable to ambulate on their own, wheelchair-bound, and/or patients unable to support their weight standing require the Hoyer lift assistance in the care home.

Patients with acute medical conditions often require air evacuation by air ambulance 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 is the payer of last resort. There was one patient evacuation this year.

In addition to medical services described above, the Kalaupapa patients are provided with ancillary services and devices such as hearing aids, dental services, eyeglasses or contact lenses, prostheses, orthotics, shoes, and wheel chairs.

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 and electricity are provided by the National Parks Service (NPS) and DOH, respectively. All patient residents of Kalaupapa receive a \$45.00 per week food credit to purchase goods from the Kalaupapa store. Patients on the "meals on wheels" program have the cost of their meals deducted from their food allowance. Patients who receive all their meals through the "meals on wheels" program retain a \$10.00 per week credit of their ration at the Kalaupapa store for personal items and incidental purchases. 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, and Medicare Part D premiums to save on drug costs.

As part of the preventive health plan for our patient residents, ten of the thirteen residents received their annual influenza immunization. One resident was not immunized due to contraindication to the vaccine. In addition, ten of the thirteen residents received the Hepatitis A vaccine and eleven of the thirteen received their

annual tuberculosis skin test by October 2017. A shingles immunization was provided for one patient.

Physician Orders for Life-Sustaining Treatment (POLST) determines what level of medical care a patient wants in the event of a medical emergency that may be life threatening. HMCH staff have reviewed all patients' POLST to ensure they are current and consistent with the patients' desires. The doctors reviewed three revised POLSTs with the patients.

The new HDB Social Worker individually met with several patients to discuss and review their end of life arrangements, i.e., funeral and burial instructions and any changes on their legal documents for power of attorney, wills, and advanced healthcare directives. He also assisted patients on questions, i.e., understanding their property tax bill, election voting, information on health and social services.

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

The DOH continues to encourage two-way communication between DOH and patients by holding monthly community meetings. The NPS also attends these meetings. In addition to addressing patients' concerns and getting patient input on issues that concern them, the meetings provide a venue for the DOH and NPS staff to announce activities occurring within the settlement, to introduce new staff to the patient community or to address common community issues. A frequent patient complaint prior to the monthly community meetings was, "I didn't know they (DOH/NPS) were doing that" or "There are many new faces in the settlement we don't know." In a small isolated community such as Kalaupapa, such changes can be unsettling. The community meetings have mitigated much of the uneasiness. Quarterly and special meetings with the Kalaupapa Patient Advisory Council (KPAC) have been utilized since June 2003. Our patient population has aged, and are not as active in the community meetings which has resulted in more focus from NPS and DOH in presenting information at the KPAC meetings, and the Kalaupapa Administrator has made it a priority to visit with the patients monthly to discuss if they have any concerns that need his attention. He then follows up and forwards the information discussed to the HDB administration.

Kalaupapa is a "closed" community by State law, enacted to protect the privacy of the patient residents. Visitors to the settlement may only enter the settlement at the invitation of a Kalaupapa resident if they are not on the official NPS sanctioned tour. With the high profile status of Saints Damien and Marianne, there has been a large increase in the number of sponsored visitors to the settlement. This has placed a heavy burden on the patients, as they often feel obligated to host visiting groups often while dealing with their own medical issues. There have been several incidents of patients hosting visiting groups at the detriment of their own fragile health. Options and procedures have been offered in the past to the patients to help relieve some of the sponsorship burdens; which the Kalaupapa Administrator has seen fewer groups being sponsored by the patients this past year.

DOH and NPS met to discuss enhancing the emergency plan, specifically focusing on tsunamis. Strike teams were organized and a tsunami practice was initiated on February 15, 2017 with the community. Following the practice, a community meeting was held at the site where staff was able to communicate concerns, ask questions, and get clarification on areas where there were misunderstandings. Several follow-up meetings have addressed the: 1) comfort of patients and patient mobility issues, 2) water and food supplies, and 3) communication.

The 2017 hurricane season was not nearly as busy as in the past year due to El Nino conditions that remained weak. Tropical Storm Fernanda was the only hurricane event monitored this year; but no action was required. Overall, Kalaupapa experienced drier conditions this year. NPS and DOH held joint meetings from July to prepare and maintain its emergency response program for tsunamis. Kalaupapa Incident Command Center was called up in response to two tsunami watches that were generated by the 2016 Solomon Island earthquake and the 2017 Chiapas earthquake in Mexico. Both incidents did not impact Kalaupapa. Emergency preparation exercises by both the DOH and the NPS has insured effective and confident responses to these types of threats.

Kalaupapa Administration has been in contact with the Healthcare Association of Hawaii (HAH) this year to have the communication systems in the trailer checked and repaired. HAH has been unable to come to the Settlement this year.

The Governor's Office of Enterprise Technology Services (OETS) Vincent Krog and his radio system engineers from Maui and Oahu came to Kalaupapa to assist with developing a communication system that would be tied in with the state system. Kalaupapa administration is working with OETS to implement the program that would allow better access to state emergency personnel when needed.

Kalaupapa's archaic hardwired telephone system previously caused continuous problems with no connections, dropped calls and loud static. Kalaupapa's telephone central system was moved by Hawaiian Telcom from the old telecom shed to the weather proof generator room in the care home and is now completely operational. No additional work, other than maintenance, is expected.

A new generator was installed at the Kalaupapa Store for emergency backup during power outages. There were frequent short electrical outages during this period. The new generator for the store had problems in the early months due to a faulty automatic voltage regulator. The contractor installed a new one, which resolved the problem. All systems are now functioning.

Following last year's September 6, 2016 early morning fire that destroyed the certified commercial kitchen in Kalaupapa, a decision was made not to rebuild the State DOH Kitchen. Patient meals are now served out of the KCH kitchen. The fire debris was secured with physical barriers while vendors submitted bids to handle the clean-up,

containment, and removal of the debris off island for proper disposal. In March 2017, Aina Environmental Group was the contractor selected to handle the job.

In May 2017, the HDB Chief, HDB PHAO, Kalaupapa Administrator, the acting DOH Hazardous Waste Section Chief, Aina Environmental Group, and a second contractor Pacific Environmental Corporation (PENCO) held a meeting to discuss the clean-up and containment of the Kalaupapa Kitchen fire debris. Subsequently, HDB administration met and consulted with the DOH Administrative Services Office (ASO), DOH Hazard Evaluation and Emergency Response (HEER), DOH Asbestos and Lead-Based Paint Programs, and DOH Hazardous Waste Section on the fire debris clean-up and containment requirements from their respective areas. The kitchen fire debris containment was completed in June 2017. Aina Environmental delivered the asbestos containing materials to an Oahu landfill, and PENCO handled the remaining debris, shipping it out on the July 29 barge to Honolulu. The materials were then shipped by PENCO to a mainland landfill.

The essential air service (EAS) provider for Kalaupapa, Makani Kai Airlines, continues to provide excellent service to the Kalaupapa patients and staff. Makani Kai has continued its daily round trips between Honolulu and Molokai while maintaining its Kalaupapa flight schedule. Currently patients and Kalaupapa staff are assessed \$81.64 for a one-way fare to and from Honolulu to Molokai. For non-Kalaupapa residents, the one-way fare cost is \$138.08. Makani Kai Airlines continues to receive the EAS subsidy from the U.S. Department of Transportation which guarantees air service for small communities across the country. Kalaupapa community is one of two subsidized EAS communities in Hawaii, along with the Waimea-Kohala Airport.

In 2004, a patient household appliance replacement program was initiated to address this audit-identified issue. The appliance replacement program was developed after surveying the patients for their input as to how the program should be run. A collection of each of five major appliances (washer, dryer, refrigerator, stove, and water heater) was brought in on the 2004 barge. Microwave ovens were added to the pool in 2005. This year, one refrigerator, one stove, and one water heater were replaced for three patients.

### **The Department's progress toward promoting a positive living environment**

Kalaupapa Settlement received their annual once-a-year barge supplies from Young Brothers Tug and Barge on July 29, 2017. The essential supplies are building materials, fuel, vehicles and other durable goods from Oahu. Young Brothers subcontracts with American Marine whose barge is the only vessel in the State that is small enough to fit into the tight harbor, and large enough to accommodate gasoline tankers with roll-on/roll-off capability.

The NPS is the lead party in negotiating the barge contract. In the past, the NPS Superintendent was in charge of the negotiation, but all contract responsibilities have been transferred to the contracting office at Hawaii Volcanoes National Park. The NPS

has executed a five-year contract with Young Brothers to continue the annual barge delivery. The contract is in its second year of the five-year period. The DOH splits the cost of the annual barge with the NPS. A Memorandum of Agreement was executed between the DOH and the NPS for sharing the cost of the barge.

Two new capital improvement projects (CIP) funding was received during the 2016 legislative session to close the construction and demolition (C&D) landfill. The CIP funding is required to develop a C&D and animal pit landfills closure plan and assess other environmental issues in Kalaupapa with additional funding to be requested once the closure cost is identified. A second CIP was secured for the design and construction to re-roof buildings and other related improvements to structures due to deterioration from the environmental elements.

Initial orientation and planning meetings with the contractor AECOM were held with HDB administration, DOH ASO Facilities CIP Coordinator, and Department of Accounting & General Services (DAGS) staff in February and March 2017. Both contracts are still pending processing by DAGS as of this reporting period.

Formal closure of the Kalaupapa Municipal Solid Waste (MSW) landfill was scheduled for February 2017. However, due to an unusually dry winter that has continued these past months, there has been a delayed establishment of vegetation growth required for the final closure. The Kalaupapa Administrator has provided status reports to the DOH's Solid and Hazardous Waste Branch (SHWB) on the MSW landfill vegetative cover progress.

"Hawaii News Now" reported in October 2017 that the "United States Department of Agriculture has designated Maui County as a Primary Disaster Area because of the drought that's plagued the Valley Isle and neighboring islands for several years. Farmers across Maui County will be eligible to apply for emergency loans from the Farm Service Agency to help offset losses compounded by drought and dry weather which included heavy wind damage."

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 insure 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 may require some level of DOH participation even after the patients are gone. A post-closure maintenance plan is being followed to fulfill the post-closure requirements.

The DOH is responsible for the establishment of the vegetative cover, periodic inspections and maintenance to ensure the soil cap remains intact, and gas monitoring of the MSW landfill. Kalaupapa maintenance staff received training on April 26, 2017 on the gas monitoring procedures and instructions to complete the required quarterly inspection forms that would be submitted to SHWB. As part of their training package, a power point video along with laminated field manuals were

produced by AECOM for staff reference during the quarterly gas monitoring inspections. Two quarterly monitoring inspections were completed.

In 2012, the NPS funded a study to identify hazardous waste sites in Kalaupapa. The study, *2012 Preliminary Site Assessment of Accumulated Waste at Kalaupapa National Historical Park* identified a number of potential hazardous waste sites. The HDB consulted with the DOH's Environmental Health Division's HEER office for their technical assistance to determine if the identified sites posed any danger due to hazardous waste. The identified sites were sampled and determined to pose no risk.

NPS has had to twice revise their bid specifications and re-advertise for contractors to identify all potential hazardous waste sites in Kalaupapa during 2017. Completion of their Phase I Environmental Site Assessment (ESA) and subsequent report is now projected to be completed in early 2018. A Phase II remediation plan and action may be required dependent on the results of the NPS's Phase I ESA study results. DOH will review their report to determine what follow-up actions, if any, will be necessary.

The coordination required for addressing the NPS's Phase I ESA provided a good segue for the DOH to coordinate transition issues with other State agency stakeholders, i.e., Department of Hawaiian Home Lands (DHHL), DLNR, and the Department of Transportation (DOT) in preparation for the DOH's departure once the last patient-resident passes.

The Kalaupapa strategic planning for transition meetings have continued with representatives from DHHL, DLNR, DOT, and the NPS. Transition meetings were held on November 10, 2016 and in 2017 on February 16, May 9, and August 14 with the agency stakeholders, NPS federal and Kalaupapa NPS staff.

Hawaii Revised Statutes (HRS) 326-35 authorizes a patient-resident to serve as the Sheriff of Kalaupapa and provide law enforcement activities. There are no qualified patient-residents available to serve as Sheriff and the Director of Health has the authority to appoint a surrogate. The NPS Rangers have been providing this service for the past few years. A formal agreement between the DOH and the NPS was executed in February 2017 to authorize the deputizing of the NPS Rangers in Kalaupapa. The HDB has consulted with our Deputy Attorney General on options and protocols for the NPS Rangers to follow during incidents that occur in Kalaupapa.

The Kalaupapa Administrator met with NPS and the Molokai Police Department (MPD) in February 2017 to develop a coordinated plan to deal with the threats of protestors trespassing in the Meyer's Ranch on topside Molokai, and onto the Kalaupapa Trail that leads to Kalaupapa. In September 2017, the HDB Chief met with NPS and the MPD to discuss law enforcement in Kalaupapa, as incidents beyond NPS's deputized role have occurred needing MPD's involvement.

The Kalaupapa Community siren is tested once a month. The siren was activated during the fire at the State kitchen in the early morning incident. During the incident,

because the siren was not turned off, the siren eventually stopped working. It has since been repaired and activated. During the test, Kalaupapa administration checked different locations in the settlement to assure the siren's functioning. This is not the Civil Defense siren which is tested monthly and is functioning.

The HDB has participated since 2015 in the NPS's bi-weekly General Management Plan Section 106 teleconference meetings to provide input as a stakeholder with other state agencies, Native Hawaiian community organizations, religious organizations, beneficiaries/relatives of the patient-residents and interested public citizens on the NPS transition plan for Kalaupapa after the last patient-resident passes. NPS has collected input from stakeholders on various topics under their preferred Alternative C proposal. A final teleconference meeting was held on April 25, 2017.

A draft report with collective stakeholder comments and recommendations was projected for submittal to the national NPS headquarters for publication by the end of December 2017. However the publication has been put on hold by the federal administration.

The DOH has been active in promoting and providing a positive living environment in Kalaupapa. The following extracts, previously provided in quarterly reports to the Legislature, provide a chronology of DOH-supported activities and events for the period October 2016 through September 2017.

### **October**

The Kalaupapa Administrator met with the Meyer's family to confirm continued access across their property to access the Kalaupapa trail-head.

The Acting HDB Chief, Kalaupapa Administrator, HDB Planner, and ASO Facilities CIP Coordinator met with contractor AECOM regarding the ongoing closure of the Kalaupapa MSW Landfill.

The Kalaupapa Administrator conducted a KPAC Meeting and a Kalaupapa Settlement (KS) Community Meeting.

The Underground Storage Tank Permit for the Kalaupapa gas tanks was approved.

The Kalaupapa Administrator initiated a plan to work with the Kalaupapa Business Services Supervisor and HDB Social Worker, to assist patients with their burial plans.

A patient was reassigned to a new position within the Kalaupapa Patient Employee Program. The patient has reported that she was happy in her newer position.

### **November**

An emergency generator was installed at the Kalaupapa Store, and was put into use during power outages experienced on November 14 and November 21.

The HDB Chief, Michael Maruyama, retired after 30 years of service. A new HDB Chief, Baron Chan, was hired and started on November 1, 2016. Baron was previously the HDB PHAO for 14 years, which resulted in a smooth transition.

The Department of Health Transition meeting was held with DHHL and DLNR to get an update on NPS's Phase I Environmental Site Assessment and to discuss amending the Hawaii Revised Statutes to transfer authority once the DOH is gone.

The Communicable Disease and Public Health Nursing Division (CDPHND) Chief, HDB Chief, and HDB Social Worker attended the KS Community meeting KPAC meeting, and NPS meeting.

The CDPHND Chief conducted onsite blood borne pathogen training for the KCH Staff.

The annual Kalaupapa Report to the Legislature was completed.

Thanksgiving meals were provided for patients at Kalaupapa.

## **December**

The Kalaupapa Incident Command Center was called up in response to the Tsunami watch resulting from the Solomon Island earthquake. There were no incidents to respond to.

Repair projects were initiated to repair damage incurred due to the heavy winds on December 18. Roofing shingles were blown off of a few of the NPS's buildings, a patient's fence was blown over, and a small building was turned over.

Roads were monitored as water overflowed draining ditches due to the heavy rains experienced on December 30 and 31, 2016. There was no damage sustained from the flooding.

The Kalaupapa community held its annual community Christmas caroling and party.

The Kalaupapa community celebrated the Paschoal Hall Centennial Celebration (1916-2016).

The Kalaupapa Lions Club International hosted their annual Christmas party for the residents and visitors.

The Kalaupapa community held its annual Christmas Day luncheon.

## **January**

The HDB Chief and HDB PHAO attended the Kalaupapa Settlement Community meeting, the KPAC meeting, and the NPS meeting.

The decision not to rebuild the State DOH Kitchen was shared at the Kalaupapa Community meeting. Patient meals are now served out of the KCH kitchen.

The DOH staff assisted with medevacking a NPS employee out of Kalaupapa. The NPS employee had suffered an eye injury requiring emergency care.

The Kalaupapa Administrator met with the NPS to discuss the different types of NPS volunteer groups, and how sponsorship would work with the different groups.

The Kalaupapa Administrator was commissioned to serve as the Deputy Registrar for the County of Kalawao. This commission allows for the expeditious registration of vital events, including the issuance of death certificates and burial permits, which is important because Kalaupapa does not have a morgue or facilities that perform embalming services.

The Kalaupapa Administrator, General Construction and Maintenance Supervisor, and Automotive Mechanic completed hazardous materials handling training.

The Kalaupapa maintenance unit completed the following tasks and projects for patient homes in the month of January: Power washed two walkways, installed a spotlight over a walkway, repaired a wooden dresser, repaired a broken jalousie frame, took down Christmas yard decorations, lights, ornaments, and removed a tree from one home, repaired a porch gate, and fixed a window. The Kalaupapa automotive mechanic repaired a vehicle for a patient.

The Kalaupapa community celebrated the St. Marianne's Feast Day hosted by the St. Francis Church.

## **February**

The Kalaupapa Administrator met with the NPS and MPD to develop a coordinated plan to deal with threats of protestors trespassing into Meyer's Ranch on topside Molokai, and onto the Kalaupapa Trail that leads down to Kalaupapa.

The DOH signed and executed a document authorizing the deputization of NPS Rangers for the County of Kalawao.

The HDB Chief, HDB PHAO, HDB Planner, DOH ASO Facilities CIP Coordinator, and Kalaupapa Administrator (via telephone) met with contractor AECOM and DAGS to discuss the CIP project for the environmental site assessment for Hazardous Materials and Planning in Kalaupapa Settlement.

The DOH Kalaupapa Transition Planning meeting was held with DHHL, DLNR, DOT, and the NPS to identify and discuss transition issues, e.g., amending the Hawaii Revised Statutes to transfer authority once the DOH is no longer in Kalaupapa.

The Kalaupapa Administrator convened a special KPAC meeting so that the NPS could present some of their projects. Topics of discussion were the lighthouse, animal control in the park, electrical upgrades, tennis courts wall repair, extension of the community garden, and propagation of an olive tree in Kalawao.

The Kalaupapa Administrator confirmed during the monthly emergency siren testing, that the siren was audible from the home of a patient who was concerned that she could not hear the siren when it was activated. The Kalaupapa Administrator verified that the patient could hear the siren.

The Kalaupapa Administrator attended a joint meeting with the NPS and DOH staff to discuss the tsunami evacuation site, and access for patients. Efforts are being coordinated to develop a gathering place for the patients that is central yet not disruptive to the activities of workers managing the evacuation site. Issues such as wheelchair accessibility, cover from the elements, and toileting were discussed.

The Kalaupapa maintenance unit completed the following tasks and projects for patient homes in the month of February: Repaired a garage roof, repaired a garage door damaged by high winds, cut back trees and bushes around a patient's home, cleaned a ramp and porch, and repaired a broken window.

The Kalaupapa community held a one year memorial celebration of a former Kalaupapa patient with a church service and dinner.

### **March**

The HDB Chief, HDB PHAO, HDB Planner, DOH ASO Facilities CIP Coordinator, and Kalaupapa Administrator (via telephone) met with contractor AECOM and DAGS to discuss Phase 2 of the closure of the Kalaupapa MSW landfill.

The HDB Chief, HDB PHAO, HDB Planner, DOH ASO Facilities CIP Coordinator, and Kalaupapa Administrator (via telephone) met with contractor AECOM and the DAGS to discuss the design and planning phase for the CIP closure of the Kalaupapa C&D and animal pit landfills.

The CDPHND Chief, HDB Chief and HDB PHAO attended the Kalaupapa Settlement Community meeting, the KKPAC and Dr. Lisa Gollan. Dr. Gollan conducted a cultural survey at the Kalaupapa Airport as part of the State DOT's planning phase of a CIP that will include housing for a fire truck, and upgrades to the airport terminal.

The HDB Chief, HDB PHAO, Kalaupapa Administrator (via telephone), and the acting DOH Hazardous Waste Section Chief met with contractor Aina Environmental Group to discuss the clean-up and containment of the Kalaupapa Kitchen fire debris.

The HDBB PHAO, HDB Planner, and Kalaupapa Administrator (via telephone) met with the SHPD of the State DLNR, to develop a MOU to assist in the review of repair and construction projects of historic buildings in Kalaupapa.

State personnel responded to a Makani Kai Air plane crash at the Kalaupapa Airport. State personnel assisted passengers, including one patient, and assisted in removing the plane from the runway, allowing the Federal Aviation Administration to reopen the airport for operations.

The Kalaupapa maintenance unit completed the following tasks and projects for patient homes in the month of March: Built a computer desk, installed new patio blinds, installed a new shower head, cleared out a garage, painted a home, installed handrails for a toilet, removed a cabinet from a bathroom, made a new ramp and walkway for wheelchair access, and painted the interior of a home.

NPS Rangers conducted short classes on their fire safety program. The purpose was to familiarize the Kalaupapa community with their program. Two classes were held on March 15, 2017 and April 19, 2017.

## **April**

The HDB Chief and HDB PHAO attended the Kalaupapa Settlement Community meeting and the KPAC meeting.

DOH staff completed multiple maintenance and repair projects to the patients' homes including the following: cleaning windows, clearing brush, fixing jalousies, trimming hedges, and cleaning window screens. DOH staff repaired two patient vehicles.

A wellness fair tri-sponsored by the NPS, DOH, and Na Pu'uwai was held on April 11, 2017 in Kalaupapa. Free health screening for weight, blood pressure and cholesterol as well as health information on health risk factors were offered to the community.

The HDB met with DOH ASO, DOH HEER, DOH Asbestos and Lead-Based Paint Programs, and DOH Hazardous Waste Section to discuss the Kalaupapa Kitchen fire debris clean up and containment.

The DOH and NPS held a joint safety meeting to address issues at the evacuation center, with a focus on tsunami events.

The NPS started classes to help educate the Kalaupapa residents on fire fighting in Kalaupapa. Classes were open to all Kalaupapa residents.

Aina Environmental, who was contracted by the DOH to clean up the Kalaupapa Kitchen fire debris, conducted its first site visit.

The first quarterly post closure site inspection of the Kalaupapa MSW landfill was conducted. No significant erosion or items of concern were found. Report of the site inspection was submitted to DOH Solid and Hazardous Waste Branch.

Due to heavy rains experienced on April 29, 2017, the Kalaupapa Administrator worked with Kalaupapa tour operators to cancel tours scheduled to arrive via the Kalaupapa trail. Lodging and meals were provided to tourists that arrived by plane and were stranded in Kalaupapa. The Kalaupapa Administrator checked State facilities and patient homes for any issues caused by the heavy rains. The Kalaupapa Administrator assisted stranded tourists with securing transportation out of Kalaupapa.

The DOT provided a training to HDB and NPS on access to airports and runways during emergencies.

## **May**

The DOH Kalaupapa Transition meeting was held in Kalaupapa to identify and discuss transition issues. In attendance were the following state and federal agency representatives: The DOH Deputy Director of Health Resources Administration, DOH CDPHND Chief,, HDB Chief, Kalaupapa Administrator, HDB PHAO, HDB Planner, the NPS Regional Director, NPS Management Analyst, NPS Kalaupapa Superintendent, the Chair of the DHHL, Deputy to the Chair of DHHL, DHHL Planners, DHHL Maui Archaeologist, the DOT State Airports Fire Chief, DOT Airports Division Planner, DOT Honolulu International Airport Fire Chief, DOT Contracts Engineer, the DLNR SHPD Architecture Branch Chief, and DLNR SHPD Burial Sites Specialist.

The Deputy Director of Health Resources Administration, CDPHND Chief, HDB Chief, and HDB PHAO attended the Kalaupapa Settlement Community meeting.

DOH staff completed multiple maintenance and repair projects to the patients' homes including the following: cleaning a refrigerator, repairing windows, pruning and removing trees. DOH staff replaced a patient's truck tire. DOH staff surveyed the area around patient homes and public areas for trip hazards.

The HDB met with DOH HEER, DOH Asbestos and Lead-Based Paint Programs, and contractors Aina Environmental and PENCO to discuss the Kalaupapa Kitchen fire debris clean up and containment.

The KCH kitchen and fire suppression system were inspected and approved by the DOH Sanitation Branch and OHCA.

A Feast Day celebration was held for St. Damien that included a morning mass at St. Philomena Church, followed by a lunch that was held at McVeigh Hall.

The HDB met with NPS to discuss law enforcement in Kalawao County.

The DOH and NPS held a joint safety meeting. Purpose was to continue to address issues at the evacuation center, with a focus on tsunami events. Other emergencies such as fire and earth quakes will be addressed in future meetings.

The HDB met with DOH Solid Waste Section, DOH ASO, DAGS, and contractor AECOM, to discuss the closure of the Kalaupapa C&D landfill, and post closure handling of C&D waste.

The Kalaupapa staff assisted two visitors injured on the trail while on the mule ride. The staff assisted one visitor with medical transport on Hawaii Life Flight to topside Molokai and Molokai General Hospital, and provided assistance to the other visitor with transportation on Makani Kai Air to topside Molokai.

Kalaupapa community was invited to hear the “The Ambrose K. Hutchison Project” presentation and Exhibit “Ku Leuven 1425.”

The Celebration of Saint Damien’s Feast Day and luncheon was held.

Kalaupapa community was invited to the Humpback Whale presentation by the Hawaiian Islands Humpback Whale Sanctuary staff from Maui.

A benefit concert and potluck to aid hurricane victims on the mainland and U.S. Territories was held. Event was sponsored by the Kana’ana Hou and Siloama Church in Kalaupapa.

## **June**

The HDB Chief, and HDB PHAO attended the Kalaupapa Settlement Community meeting and NPS meeting.

The Kalaupapa Administrator met with the HDB Planner to review the NPS Kalaupapa transition table, the DLNR SHPD MOU, and the Kalaupapa Sheriff position’s duties. DOH staff completed multiple maintenance and repair projects to the patients’ homes including the following: changing light bulbs, changing a door lock, delivered a new bed, cleaned mold off walls, managed damage to a home that was flooded, cleaned out an unused refrigerator and disposed of items, trimmed fruit trees, fixed jalousies, and modified a chair to prevent tripping.

The DOH and NPS hosted the Hokulea from June 12 to June 15, 2017.

The Kalaupapa Administrator met with the KPAC on June 7 and June 20, 2017.

The Kalaupapa Community and the Polynesian Voyaging Society held a potluck.

The DOH ASO Facilities, DAGS, and contractor Bowers and Kubota Consulting conducted a site visit of Kalaupapa for the DOH CIP for the design and construction to reroof and repair several State facilities.

Contractor Aina Environmental completed the Kalaupapa kitchen fire debris containment.

CDPHND Chief, Emergency Medical Services and Injury Prevention Branch Chief, and Deputy Director for Health Resources met to discuss the challenges experienced in transporting injured tourists to Queen's Medical Center on Oahu. Recent non-patient incidents with a Kalaupapa patient operated mule ride service occurred in the Settlement. KCH provides only medical care to the Kalaupapa patients.

The Kalaupapa community was invited to the Tahitian Wa'a Group Performance.

The Kalaupapa community joined members of the Hui Malama Makanalua lei making session for the upcoming Lei Hali'a O Kalaupapa event. NPS co-sponsored the event.

The Kalaupapa community participated in the Lei Hali'a O Kalaupapa 48<sup>th</sup> anniversary at the Papaloa Cemetery. The anniversary was to recognize the ending of the isolation law for Hansen's Disease patients. NPS co-sponsored the event.

The Kalaupapa community attended the Kava Ceremony hosted by the Polynesian Voyaging Society on June 15, 2017. It was part of the resting period for the Hokule'a, to honor their voyage, and the captains and navigators of the ships. The patients were invited and honored for allowing the wa'a to rest there, and for being a central part of the history of the Hokule'a.

## **July**

The CDPHND Chief, HDB Chief, HDB PHAO, HDB Planner, and Kalaupapa Administrator met (via telephone) with the NPS Pacific West Region Deputy Regional Director, NPS Kalaupapa Superintendent, and NPS Program Manager to discuss Kalaupapa transition issues. Topics of discussion included Kalaupapa's electrical system, commercial services, law enforcement, and the future disposition of Kalawao County.

The HDB Chief attended the Kalaupapa Settlement Community meeting.

The HDB Chief met with staff from the DOH Human Resources Office and the Department of Human Resources Development to discuss the Kalaupapa employee meal stipends.

The HDB Chief, HDB PHAO, HDB Planner, and Kalaupapa Administrator attended a teleconference with NPS to review, discuss, and update the Kalaupapa Transition

Table. The Kalaupapa Transition Table is a summary of the Kalaupapa Transition issues that the NPS and the State have preliminarily identified, and continue to develop.

A joint NPS/DOH barge planning meeting was held to coordinate activities during barge loading and off-loading. An initial planning meeting with administration, followed by a joint community meeting, was held to present the plan to those assisting with the event. The annual barge was handled by setting up an Incident Command System to ensure that all safety protocols and procedures were followed.

A joint NPS/DOH emergency response meeting was held to continue developing and maintaining Kalaupapa's emergency response programs (Tsunami).

The HDB received a draft of the AECOM Kalaupapa MSW landfill post closure inspection training video. The HDB Planner completed review and edits of the video and requested a hard copy and lamination of materials for field use.

The DOH staff completed multiple maintenance and repair projects to the patients' homes, including the following: installing window blinds; clearing brush; trimming hedges; maintaining appliances, including replacements as needed; and installing railings.

The DOH staff coordinated the medical evacuation of a patient that collapsed at the Kalaupapa airport.

The DOH staff assisted a visitor injured on the Kalaupapa mule ride. Staff coordinated medical evacuation of the visitor on Hawaii Life Flight.

The Annual Barge arrived and unloaded in Kalaupapa on July 29, 2017.

The Kalaupapa Administrator transported a visitor who fell on the Kalaupapa mule ride to the airport.

## **August**

The HDB Chief and HDB PHAO attended the Kalaupapa Settlement Community meeting.

Vince Krog, State Radio Engineer, visited Kalaupapa to conduct a communication needs evaluation for the DOH and to assess existing communication equipment. The assessment was completed, and Mr. Krog is currently working with DOH staff to develop and implement a general and emergency communication program.

The DOH Kalaupapa Transition Planning meeting was held with DHHL, DLNR, DOT, and the NPS to identify and discuss transition issues, e.g., governance of Kalawao County once the DOH is no longer in Kalaupapa.

The DOH staff completed multiple maintenance and repair projects to the patients' homes, including the following: installed blinds, re-attached a gate hinge, constructed a patient lift at the care home, built shelves, checked buildings for damage as requested, trimmed trees, lowered door thresholds, and installed grab bars. The DOH staff repaired two patients' vehicles punctured tires.

The HDB Chief, HDB PHAO, HDB Planner, Kalaupapa Administrator (via telephone), and Kalaupapa General Construction and Maintenance Supervisor (via telephone) met with the DOH ASO Facility CIP Coordinator to discuss the Kalaupapa CIP roof repair project.

The CDPHND Chief, HDB Chief, HDB PHAO, Kalaupapa Administrator, Kalaupapa Nursing Supervisor, and Kalaupapa Assistant Nursing Supervisor met with NPS to discuss the July 13 mule ride incident that resulted in a visitor being injured and medevacked out of Kalaupapa.

## **September**

The HDB received the completed AECOM Kalaupapa MSW post closure inspection training materials and video for use by the Kalaupapa Administrator and his staff to comply with the Solid Hazardous Waste Branch landfill post-closure regulations.

The CDPHND Chief, HDB Chief, and HDB PHAO attended the Kalaupapa Settlement Community meeting.

The HDB Chief and HDB Planner met with Steven Mow of the DOH HEER office to discuss the remediation of the soil impacted by the Kalaupapa kitchen fire debris.

The CDPHND Chief, HDB Chief, and HDB Planner attended a meeting between the Director of Health and the Director of DHHL to discuss transition planning for Kalaupapa.

The DOH Kalaupapa Administrator met with the NPS Superintendent to review current issues and other developments associated with the management of Kalaupapa Settlement.

The DOH Kalaupapa Administrator met with the Lion's Club and the NPS to review a Lion's Club project to repair a community pavilion referred to as Ocean View.

Sea Engineering, Kai Hawaii, Inc., and the US Army Corps of Engineers visited Kalaupapa to inspect the Settlement's pier and breakwater.

The DOH staff completed multiple maintenance and repair projects to the patients' homes, including the following: replaced appliances, as needed, and assembled a recliner for patients in the care home.

The HDB Chief met with the NPS and the MPD to discuss law enforcement in Kalaupapa.

The CDPHND Chief, HDB Chief, HDB PHAO, and HDB Planner met with the Deputy Attorney General assigned to the CDPHND to discuss issues involving Kalaupapa, such as law enforcement, release of patient names for inclusion on a monument, etc.

Hawaiian Islands Humpback Whale Sanctuary staff from Maui invited the Kalaupapa community to a presentation.

A benefit concert and potluck to aid hurricane victims on the mainland and U.S. Territories was held. Event was sponsored by the Kana'ana Hou and Siloama Church in Kalaupapa.

Air Medical Group Holdings Inc., which owns Hawaii Life Flight, announced the purchase of American Medical Response, owner of AMR Air Hawaii. They are the two main air ambulances servicing the state. An AMR spokesperson stated, "Currently there are no changes to any pricing planned (for Hawaii) at this point."

### **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 the Kalaupapa employees during FY 2016. However, due to the Kalaupapa kitchen fire, a meal stipend was negotiated with DOH Administration, United Public Workers (UPW), and Hawaii Government Employees Association (HGEA).

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 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 insures "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 results in precise ordering and decreased overages for any given item.

For the period from October 2016 to September 2017, annual store purchases totaled \$108,214 with \$1,396 worth of store goods disposed of due to spoilage or expired sell dates. One weekend incident occurred with the store freezers becoming inoperable causing the frozen food to defrost and spoil. All disposals were requested by the store supervisor, authorized by the Kalaupapa Administrator, and witnessed and signed off by two other employees 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 Administrative 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. As of September 2017, the HDB office received no complaints. The Kalaupapa Administration Office received nine complaints. Of the nine complaints, two complaints were regarding the length of time to respond to requests for home repairs. The complaints were addressed by explaining the process of having to obtain SHPD approval to ensure repairs are in compliance with historic preservation guidelines. Three complaints regarding a NPS sanctioned commercial entity were resolved by meeting with NPS to address and resolve the patients' concerns. Four complaints involving hunting were resolved by explaining the need for the animal control program and limiting hunting to only residents of the Settlement.

### **The performance of the Administrator, including compliance with job duties**

The current Kalaupapa Administrator has been on the job for eighteen months. He has performed capably under severe budgetary constraints as well as debilitating staff shortages. A number of patients have commented favorably on his performance. He has developed a positive relationship with the NPS and their Superintendent.

### **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) 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. Employees whose permanent residence is in Kalaupapa will be granted one roundtrip by air to topside each month or in lieu of the once a month round trips to topside, an employee may take one inter-island round trip per quarter.

Employee air travel procedures that were modified, implemented, and reported in the 2005 Legislative Report continue to be utilized. All employee requests for air travel reimbursement must be substantiated by a valid airline receipt. In addition to submitting the receipt, the employee must also complete and sign a reimbursement application at the end of each month for that month’s travel. These reimbursement requests are then sent to the HDB Office for review and approval by the PHAO. The paper work is forwarded through the CDPHND Office to the DOH’s ASO for submission to the DAGS to generate the reimbursement check.

For the period October 2016 through September 2017, the DOH expended \$51,457 for employee authorized trail 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 are a number of costs that can be tracked separately, but the majority of the costs for Kalaupapa cannot 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, 2016 through September 30, 2017:

	<u>COST (\$)</u>
Home Care Staff Salaries	132,748
Home Care Staff Overtime	611
Medications	32,391
Miscellaneous Medical Supplies	78,139
Medical & Ancillary Services	22,115
Medical Insurance Premiums (HMSA & Medicare)	9,770
Medicare Reimbursement	6,974

Nursing Facility Staff Salaries	871,771
Nursing Facility Staff OT	1,509
Patient Employee Program Salaries	34,598
Physician Services	45,204
Travel Cost for Medical Care	10,123
Pharmaceutical Services	2,160
Dietary & Nutrition Services	308
Physical Therapy Services	2,000
Cash Food Allowance	4,712
Food Rations (\$45 per patient per week drawn at the store)	20,025
Meals (5,918 @ \$5.00 ea.)	29,590
Clothing Allowance (\$70 per patient per 6 months)	1,820
Cash Allowance (\$30 per patient per quarter)	1,560
Patient Employee Program Pensions	31,709
Appliances (washer, dryer, refrigerator, stove, water heater, microwave oven)	17,582
Beautician	0
Stamped Envelopes (10 per patient per month)	202

Non Patient/Employee Expenses for the period October 1, 2016 through September 30, 2017:

Trail Pay/Air Travel	51,457
Employee Meal Stipends	65,355
Salaries (Admin, Food Services and Const. & Mtnce.)	1,167,989
Overtime (Admin, Food Services and Const. & Mtnce.)	11,441
Standby Pay	13,680
Employee Safety Equipment Cost (steel toe shoes, gloves, goggles, respirators, scaffolds/harness, etc.)	6,035
Store Disposals	1,396

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

Administrative/clerical Services: labor cost, supplies, facility maintenance, utilities  
Housekeeping Services: labor cost, supplies, facility maintenance, utilities, and equipment  
Food Services: labor cost, supplies, facility maintenance, equipment cost and maintenance, 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 provides 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 visitor's quarters. The community building and visitor's 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 in this case. It would have to be done for every different function or activity that each service section provides.

The General Construction and Building Maintenance Units provide general construction and maintenance services and are 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 are 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. The DOH feels that the vast majority of the issues identified in the audit have been addressed over the past years.