



HAWAIIAN HOME LANDS TRUST  
DEPARTMENT OF HAWAIIAN HOME LANDS

**Native Hawaiian  
Development Program Plan  
NHDPP  
2011 – 2013**

**BENEFICIARY  
CONSULTATION**

Summary of Comments Received  
&  
Staff Responses and Recommendations

<p>HAWAIIAN HOME LANDS TRUST STRATEGIC PLAN GOALS &amp; OBJECTIVES 2012-2017 APPLICABLE TO BENEFICIARY CONSULTATION</p>	
<p><b>REAFFIRM &amp; ASSERT TRUST STATUS</b></p>	<ul style="list-style-type: none"> <li>- <b>PROTECT THE TRUST</b></li> <li>- <b>ADVANCE THE HAWAIIAN HOMES COMMISSION ACT</b></li> </ul>
<p><b>PROVIDE EXCELLENT CUSTOMER SERVICE</b></p>	<ul style="list-style-type: none"> <li>- <b>INCREASE COMMUNICATION &amp; ACCESS TO INFORMATION</b></li> <li>- <b>DEVELOP TRANSPARENT POLICIES, PROCEDURES, AND PRACTICES</b></li> </ul>

BENEFICIARY CONSULTATION

**GOAL – MEANINGFUL, TIMELY, AND EFFECTIVE BENEFICIARY CONSULTATION IS ESSENTIAL TO THE SUCCESSFUL IMPLEMENTATION OF ITS POLICIES, PROGRAMS, AND PROJECTS**

<p>CONSULTATIONS</p>		
CATEGORY	COMMENT	RESPONSE / RECOMMENDATION
<p><b>PROCESS</b></p>	<ul style="list-style-type: none"> <li>- Process leaves full interpretation to staff, whether or not out of context or with no expertise.</li> <li>- Process allows for full participation, understanding, and discussion</li> <li>- Decisions already made before consultations. We should be included prior to final decisions.</li> <li>- Create an Ad Hoc Committee of beneficiaries to allow discussion and review before staff submits to the Commission.</li> </ul>	<p>The Beneficiary Consultation (B/C) policy approved by the Commission provides a 7-step process to notify, conduct presentations, document comments, 30 day comment period of draft report, submit report with staff analysis and recommendations to the Commission for action.</p> <p>Notification is typically by way of a letter or flyer to lessees and applicants statewide (for</p>

	<ul style="list-style-type: none"><li>- Collaborate with communities through Advisory Groups.</li><li>- Provide more time for community reviews, say 60 days (not 30 days) and show the information earlier.</li></ul>	<p>statewide issues) and to the region (for regional or community issues).</p> <p>Statewide issues require a minimum of 9 meetings on five islands (3 on Oahu, 2 on Hawaii, 1 each on Kauai, Maui, Molokai, Lanai). Local level issues, such as land use amendments and development projects, require a minimum of one meeting in the affected community. The process, at a minimum, takes 3 months. Oahu-based staff carry the process.</p> <p>The B/C policy takes into consideration the need for consultation to be timely, inclusive and respectful, consistently applied, informative and builds capacity.</p> <p><b>ANALYSIS:</b> The B/C process represents a good faith effort by the Commission to notify, present, and discuss issues of interest to as wide a segment of beneficiaries as possible. It requires a significant commitment of staff, resources, and time. Too much reliance on Oahu-based staff. Creating Advisory Committees will make the process less inclusive and more time-consuming.</p> <p><b>RECOMMEND:</b> Under the Planning System, create a training strand to support on-island beneficiaries to better participate in the B/C</p>
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		<p>process in groups or as individuals.</p> <p><b>RECOMMEND:</b> Train neighbor island staff to support the B/C process in their districts.</p> <p><b>RECOMMEND:</b> Use technology to better notify and interface with beneficiaries on a widespread basis.</p>
<p><b>COMMUNICATIONS</b></p>	<p>- No knowledge of B/C policy - Using e-mail is helpful. Continue using the website. There are other ways of communicating.</p>	<p><b>ANALYSIS:</b> Currently notices are sent by mail to lessees and applicants and posted on the website. B/C reports, Commission meeting agenda, and Commission minutes are posted on the website. These processes are time-consuming and costly, not interactive and inclusive.</p> <p><b>RECOMMEND:</b> Work with ICRO to better incorporate new technology into the B/C process. For example, use e-mails, Facebook, the Website, and State/OHA telecommunications networks to notify beneficiaries, post draft reports and background information, engage in on-line discussions, and collect final comments. Evaluate effectiveness of B/C process in two years.</p>
<p><b>COST</b></p>	<p>- Why \$25,000 for each statewide consultation?</p>	<p><b>ANALYSIS:</b> Notices, airfare, per diem, car rental, rental of meeting rooms x 2 staff x 6 off-Oahu meetings = \$21,700 per consultation</p>

		<b>STATEWIDE CONSULTATIONS COST BREAKDOWN PER CONSULTATION</b>		
		<b>NOTICES</b>	Print, Insert, Sort, Mail x 30,000 pieces @ \$0.50 each	<b>\$15,000</b>
		<b>AIRFARE</b>	\$250 x 6 mtg x 2 staff	<b>3,000</b>
		<b>PERDIEM</b>	\$40 x 6 mtg x 2 staff	<b>1,600</b>
		<b>CARRENTAL &amp; MILEAGE</b>	\$50x8 mtg	<b>400</b>
		<b>RENT MTG ROOMS</b>	\$200 x 8 mtg	<b>1,600</b>
		<b>TOTAL</b>		<b>\$21,700</b>
		<p><b>Proposed Admin Rules are being prepared for Beneficiary Consultations statewide. Budget for four sessions in CY 2012 @ \$22,000 each.</b></p>		

<b>LEADERSHIP MEETINGS</b>																										
Statewide, Island, Regional, Association Levels																										
<b>PROCESS</b>	<ul style="list-style-type: none"> <li>- Conduct State, island, regional meetings as defined in the plan.</li> <li>- Beneficial if DHHL met with leaders and each association individually to advocate, provide feedback, overcome barriers.</li> <li>- The scope says quarterly leadership meetings. Has DHHL held quarterly meetings each year since 2009?</li> <li>- Train DHHL staff on island to address local issues.</li> </ul>	<p>DHHL has followed the B/C Policy adopted by the Commission in January 2009:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="text-align: center;">DHHL CONSULTATIONS SINCE JAN 2009</th> </tr> <tr> <th style="text-align: center;">TYPE</th> <th style="text-align: center;">COMPLETED</th> <th style="text-align: center;">PENDING</th> </tr> </thead> <tbody> <tr> <td>STATEWIDE ISSUE</td> <td style="text-align: center;">8</td> <td style="text-align: center;">2</td> </tr> <tr> <td>REGIONAL ISSUE</td> <td style="text-align: center;">9</td> <td style="text-align: center;">3</td> </tr> <tr> <td>REGIONAL PLANS</td> <td style="text-align: center;">11</td> <td style="text-align: center;">1</td> </tr> <tr> <td>HHC EVENING COMMUNITY</td> <td style="text-align: center;">28</td> <td style="text-align: center;">2</td> </tr> <tr> <td>S/W LEADERSHIP</td> <td style="text-align: center;">4</td> <td style="text-align: center;">1</td> </tr> <tr> <td></td> <td style="text-align: center;">60</td> <td style="text-align: center;">9</td> </tr> </tbody> </table> <p>Statewide Leadership Meetings were initiated to address lawsuits against the HHCA, Federal</p>	DHHL CONSULTATIONS SINCE JAN 2009			TYPE	COMPLETED	PENDING	STATEWIDE ISSUE	8	2	REGIONAL ISSUE	9	3	REGIONAL PLANS	11	1	HHC EVENING COMMUNITY	28	2	S/W LEADERSHIP	4	1		60	9
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		<p>Recognition legislation, and upcoming DHHL statewide initiatives. They were held on a quarterly basis.</p> <p><b>ANALYSIS:</b> With the B/C process, many of these issues are being discussed on each island. There is less of a need for Statewide Leadership Meetings.</p> <p><b>RECOMMEND:</b> Hold Statewide Leadership Meetings as needed. Budget for two per year.</p>
<p><b>MEETING LOCATION</b></p>	<p>Are all leadership meetings held on Oahu?</p>	<p>Yes. There are more flights between Oahu and other islands. DHHL uses the Inter-Island Terminal Conference Center so beneficiaries can fly in and attend the meeting on-site.</p>