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PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

September 7, 2017


EXECUTIVE SUMMARY

- Website Launches
 - Judiciary Circuit Court Judge Evaluation launched (June 20)
 - Department of Labor and Industrial Relations Workforce Opportunity Tax Credit e-Application launched (June 21)
 - Kauai Real Property Tax reminders launched (June 27)
 - Department of Health Medical Marijuana Patient Registry Interface launched (July 14)
 - Department of Land and Natural Resources Bureau of Conveyances Land Records System updated (July 23)
- Request For Information (RFI) Response Submitted
- Statement of Work (SOW) Template Collaboration

HIGHLIGHT 1

WORKFORCE OPPORTUNITY TAX CREDIT E-APPLICATION

WOTC Log In Help Center

 **Work Opportunity Tax Credit**
Department of Labor and Industrial Relations
Workforce Development Division

Welcome to the Work Opportunity Tax Credit (WOTC) application.

Log in to begin:

Email: Password:

[What is WOTC?](#) ▼

[How do I apply Online?](#) ▼

[Who can I hire?](#) ▼

[For more information about WOTC](#) ▼

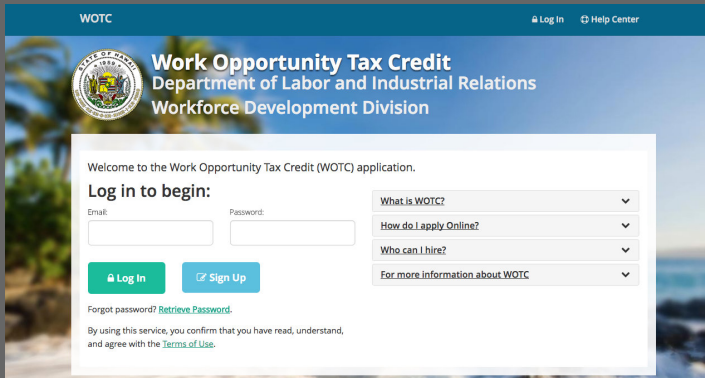
[Log In](#) [Sign Up](#)

Forgot password? [Retrieve Password.](#)

By using this service, you confirm that you have read, understand, and agree with the [Terms of Use.](#)

WORKFORCE OPPORTUNITY TAX CREDIT E-APPLICATION

- URL: <https://wotc.hawaii.gov>
- Time and Materials
- Site launched on 6/21/2017
- Users/Employers can:
 - Submit online certification request (IRS Form 8850)
 - Upload supporting documentation
 - View submitted requests and statuses
- DLIR staff can:
 - View/sort all requests and statuses
 - Edit submitted forms
 - Process requests (approve, deny) and generate certification
 - Run reports



SOW TEMPLATE COLLABORATION

HIGHLIGHT 2



SOW TEMPLATE COLLABORATION

- When: Series of meetings in July 2017
- Attendees: Derek Ichiyama, Bonnie Kahakui, Janet Pick, Tony Tran
- Two document format
 1. Main SOW with general information; most of language remains static from project to project
 2. Exhibit A containing project specifics on costs, timelines, deliverables
- Latest version of template - August 1, 2017
- Remaining items:
 - Final round of review
 - Terms of Liquidated Damages



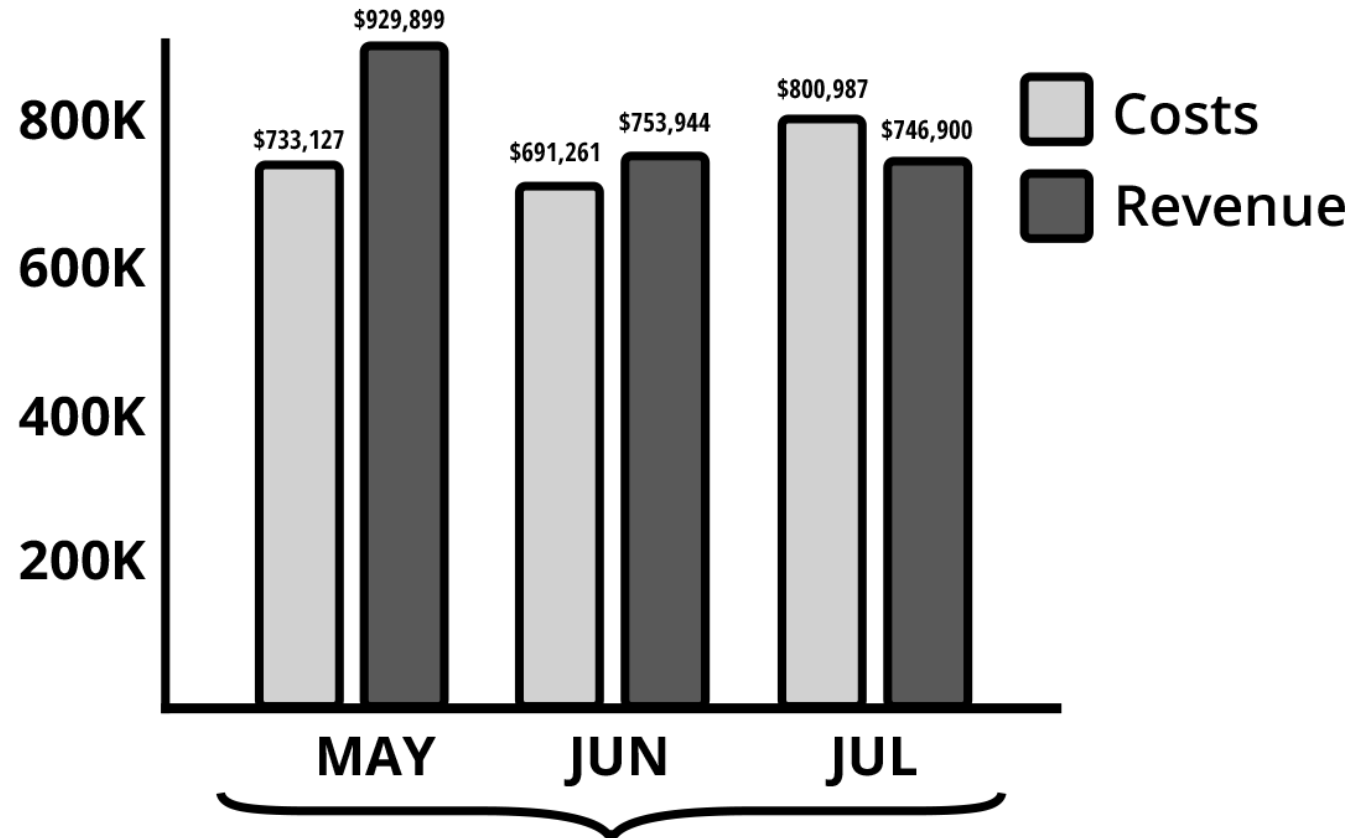
CUSTOMER SERVICE

2017 CUSTOMER SERVICE OVERVIEW

- HIC Customer Service Staff: 4 FTE
- Handled 44,046 inquiries (January - July)
- Phone ~17,262 (39%)
- Chat ~15,124 (34%)
- Email ~11,660 (27%)
- 2017 average number of monthly inquiries 6,292
- 2017 average number of daily inquiries 286
- Projected 2017 year end inquiries ~ 77,000

MAY-JULY, 2017

INCOME - UNAUDITED REPORT



Rolling 3 Month

Revenue = \$2,430,743

Expenses = \$2,225,355

Net Income = \$124,960

FINANCIALS

MAY-JULY, 2017

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$6,122,572



Liabilities

\$4,848,612



Shareholder Equity

\$1,273,961



Total Liabilities & Shareholder Equity

\$6,122,573

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