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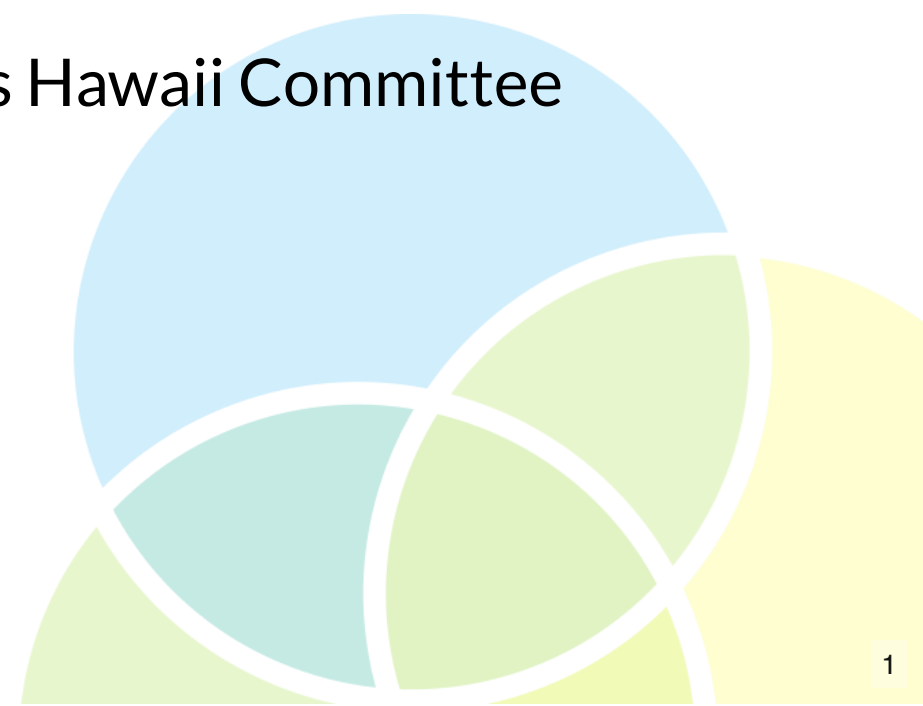
Burt Ramos

Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

June 6, 2019



EXECUTIVE SUMMARY

- Services Highlights
- Go Hunt Hawaii Award
- Customer Service Summary
- Financial Summary
- News and Updates

NEW/UPGRADED SERVICES

February - April 2019

1. Department of Health, Clean and Sober Homes Registry
2. Department of Health, Facility Access Plan Submission and Review System
3. Department of Health, Medical Cannabis Out-of-State Patient Applications
4. Department of Commerce & Consumer Affairs, Hawaii Business Express Redesign
5. County of Hawaii, Liquor License Renewals


SERVICE HIGHLIGHT 1

Department of Health
Alcohol and Drug Abuse
Division

CLEAN AND SOBER HOMES REGISTRY

The screenshot shows the homepage of the Clean & Sober Homes Registry. At the top left is the 'hawaii.gov' logo. At the top right are 'Log In' and 'More' links. The main header features the State of Hawaii seal and the title 'Clean & Sober Homes' with the subtitle 'Hawaii Department of Health, Alcohol & Drug Abuse Division'. Below the header is a navigation bar with 'Welcome', 'Register', 'Search', and 'Help' links. The main content area is divided into two columns. The left column contains a 'Welcome to the Clean & Sober Homes Registry' section with three bullet points describing the service for the general public, home operators, and registry staff. The right column contains a 'Log In' section with a 'Sign up' link, an email input field (containing 'test@email.com'), a password input field (with a 'Show' link), a 'Forgot password? Reset password' link, and a large blue 'Log in to Hawaii.gov' button.

hawaii.gov Log In More

 **Clean & Sober Homes**
Hawaii Department of Health, Alcohol & Drug Abuse Division

Welcome Register Search Help

Welcome to the Clean & Sober Homes Registry

This service is for the general public to:

- search for and find information about registered Clean & Sober homes.

This service is for Clean & Sober home operators to:

- submit application forms online, and
- check the status of an application.
- [View/Download the Compliance Checklist](#)

This service is for Clean & Sober homes registry staff to:

- readily access information on Clean & Sober homes, and
- track complaints about Clean & Sober homes.

Log In

[Sign up](#)

Email:

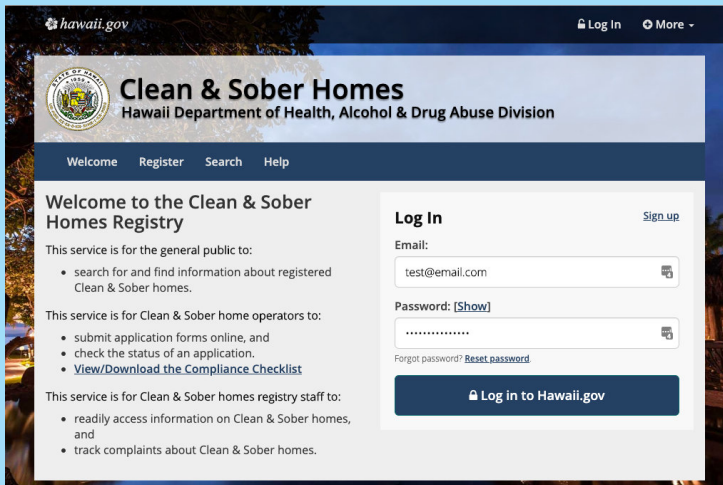
Password: [\[Show\]](#)

Forgot password? [Reset password](#)

[Log in to Hawaii.gov](#)

DOH CLEAN AND SOBER HOMES REGISTRY

- URL: <https://cshome.ehawaii.gov/>
- Launched on 3/1/2019
- Features:



- Platform for providers to begin registering their homes voluntarily
- Act 193 Session Laws of Hawaii 2014 Relating to Group Homes established a voluntary Clean and Sober Home registry to help those in recovery from alcohol or drug addiction to more easily find and access a stable, alcohol and drug-free home-like living environment in residences that comply with federal and state regulations
- The online registry provides a web-based application for new registrations and the public will have the ability to search and view registered home details by city or zip code.

SERVICE HIGHLIGHT 2

Department of
Commerce and
Consumer Affairs
Business Registration
Division

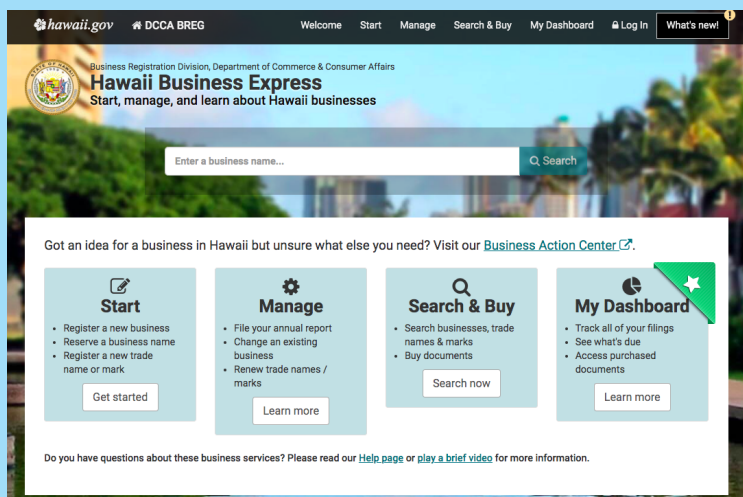
HAWAII BUSINESS EXPRESS

The screenshot shows the Hawaii Business Express website. At the top, there is a navigation bar with the following items: 'hawaii.gov', 'DCCA BREG', 'Welcome', 'Start', 'Manage', 'Search & Buy', 'My Dashboard', 'Log In', and 'What's new!'. Below the navigation bar is a header section with the Hawaii state seal on the left, the text 'Business Registration Division, Department of Commerce & Consumer Affairs', and the main title 'Hawaii Business Express' with the subtitle 'Start, manage, and learn about Hawaii businesses'. A search bar with the placeholder text 'Enter a business name...' and a 'Search' button is positioned below the header. The main content area features a white box with a green star icon in the top right corner. Inside this box, there is a text prompt: 'Got an idea for a business in Hawaii but unsure what else you need? Visit our [Business Action Center](#).' Below this prompt are four service cards: 1. 'Start' (pencil icon) with a list: 'Register a new business', 'Reserve a business name', 'Register a new trade name or mark', and a 'Get started' button. 2. 'Manage' (gear icon) with a list: 'File your annual report', 'Change an existing business', 'Renew trade names / marks', and a 'Learn more' button. 3. 'Search & Buy' (magnifying glass icon) with a list: 'Search businesses, trade names & marks', 'Buy documents', and a 'Search now' button. 4. 'My Dashboard' (pie chart icon) with a list: 'Track all of your filings', 'See what's due', 'Access purchased documents', and a 'Learn more' button. At the bottom of the white box, there is a text prompt: 'Do you have questions about these business services? Please read our [Help page](#) or [play a brief video](#) for more information.'

HAWAII BUSINESS EXPRESS

- URL: <https://hbe.ehawaii.gov>
- Launch date: 4/23/2019
- Features:

- Completely redesigned the Hawaii Business Express customer experience through the new navigation, look and feel, and revisions to the flow of the application.
- Incorporated a new user-focused feature called My Dashboard to help business owners manage and track their interactions with BREG. With My Dashboard, users view reminders of overdue or upcoming forms, and can easily monitor the status of form submissions, track document & data purchases, and subscribe to reminders.



SERVICE HIGHLIGHT 3

County of Hawaii Liquor Control

LIQUOR LICENSE RENEWALS

hawaii.gov More -

LIQUOR LICENSES AND PERMITS
County of Hawai'i - Department of Liquor Control

[Home](#) [Forms -](#) [Help](#)

Welcome

The County of Hawai'i Liquor Control online liquor license and permit service provides an easy and convenient way for businesses to initiate the liquor licensing process, renew liquor licenses, and apply for direct wine shipper permits.

Liquor License Original

The process of obtaining a Liquor license is highly regulated. Start your application for a liquor license by providing information about your business. After receiving your information and application fee, a licensing officer will contact you to schedule an interview and guide you through the licensing process.

[Read more about what to expect](#)

[Start Your Application](#)

Liquor License Renewal

Businesses with a current liquor license are required to renew their license by June 30th.

To renew, submit your application with:

- a copy of your current [Hawai'i State Tax Clearance](#) or Hawai'i Compliance Express (HCE) [Vendor Compliance Certificate](#)
- a copy of your current [DCCA Annual Report](#)
- proof of liquor liability insurance, and
- renewal fee payment.

[Renew Your License](#)

Direct Wine Shipper Permit

To sell and ship wine to customers in the County of Hawai'i, a permit is required by law.

To apply, submit a permit application with:

- a copy of your current Hawai'i State General Excise Tax license
- a copy of your current Alcoholic Beverage License, and
- permit fee payment.

[1-Year Permit](#) [2-Year Permit](#)

County of Hawai'i - Department of Liquor Control

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LIQUOR LICENSE RENEWALS

- URL: <https://liquorpermits.ehawaii.gov>
- Launch date: 5/14/2019
- Features:

- Service expansion to allow Hawaii County businesses to renew their liquor licenses online.
- Includes over-the-counter component for agency staff.
- After the renewal is submitted, licensees will continue to receive email notifications throughout the review process in regards to the status of their application.

The screenshot shows the website for the County of Hawaii's Department of Liquor Control. The main heading is "LIQUOR LICENSES AND PERMITS". Below this, there are three main sections:

- Liquor License Original:** Describes the process of obtaining a new license, including providing information, paying fees, and scheduling an interview. A "Start Your Application" button is present.
- Liquor License Renewal:** States that businesses with current licenses must renew by June 30th. Lists requirements: a copy of current Hawaii State Tax Clearance or Compliance Express (HCE) Vendor Compliance Certificate, a copy of current DCCA Annual Report, proof of liquor liability insurance, and renewal fee payment. A "Renew Your License" button is present.
- Direct Wine Shipper Permit:** Explains the permit for selling wine to customers in Hawaii. Lists requirements: a copy of current Hawaii State General Excise Tax license, a copy of current Alcoholic Beverage License, and permit fee payment. "1-Year Permit" and "2-Year Permit" buttons are present.

Footer text: "County of Hawai'i - Department of Liquor Control" and "© 2001-2019. All rights reserved."

SERVICE HIGHLIGHT 4

25th Annual
Communicator Awards -
Award of Distinction

GO HUNT, HAWAII

hawaii.gov Department of Land and Natural Resources Login

Go Hunt, Hawaii
Hawaii's official hunting resource

Please join us in responsible, sustainable, and safe use of our public lands.

Ua Mau ke Ea o ka 'Āina i ka Pono
The life of the land is perpetuated in righteousness

Home Classes Documents Help

Enroll in a class

We offer basic Hunter Education classes on Hawaii, Kauai, Lanai, Maui, Molokai, and Oahu. [Find one](#) near you.

I lost my certification card

- [Login](#) and download a new copy yourself
- Request a new card [online](#)

Log in

Certification number or user ID

[I forgot my user ID](#)

Date of birth

Format: mm/dd/yyyy

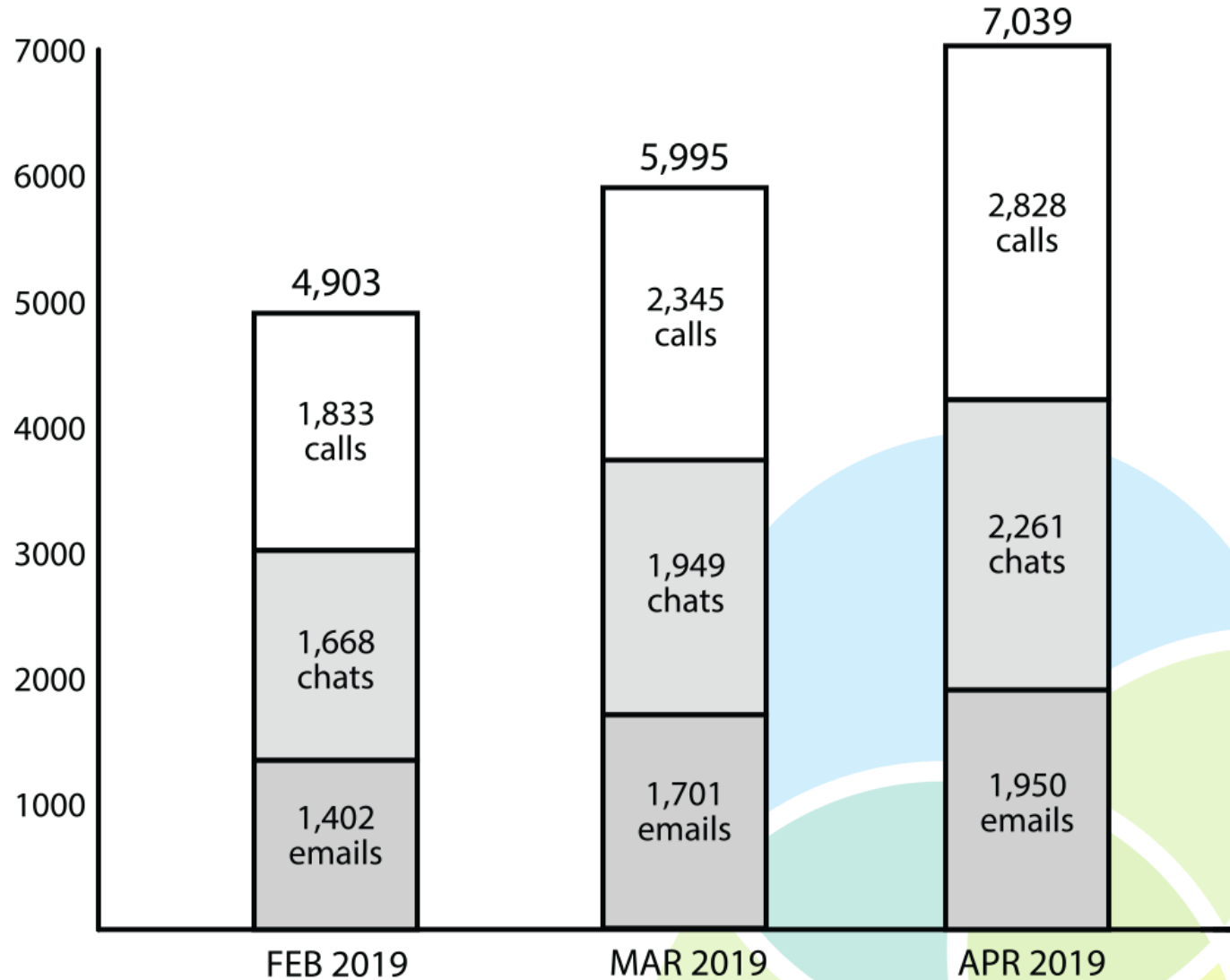
You must be 18 years old.

Last name

CUSTOMER SERVICE

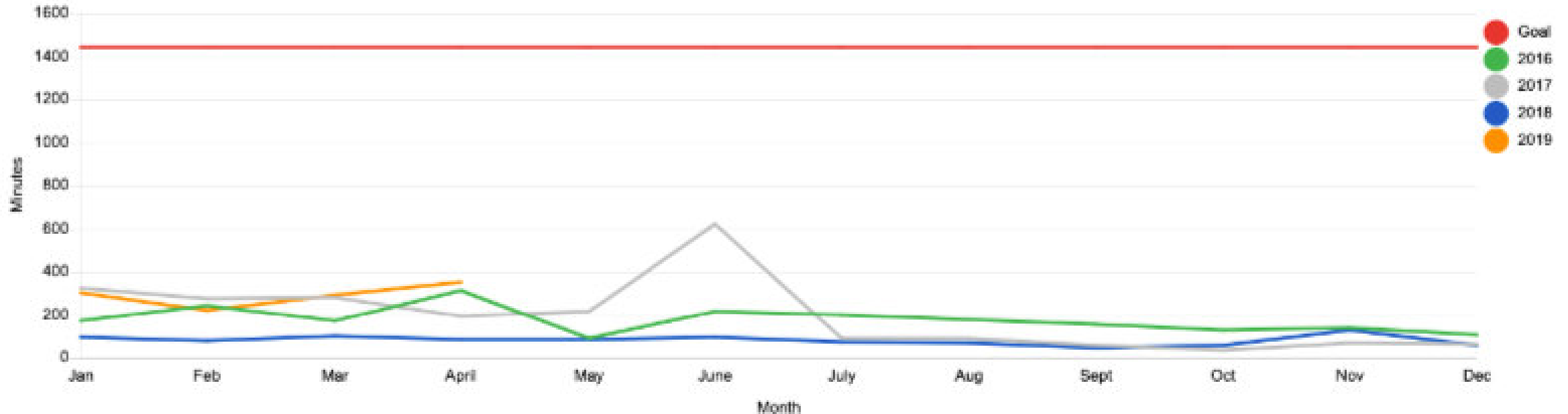
FEB - APR 2019

CUSTOMER SERVICE OVERVIEW



CUSTOMER SERVICE AVERAGE RESPONSE TIME

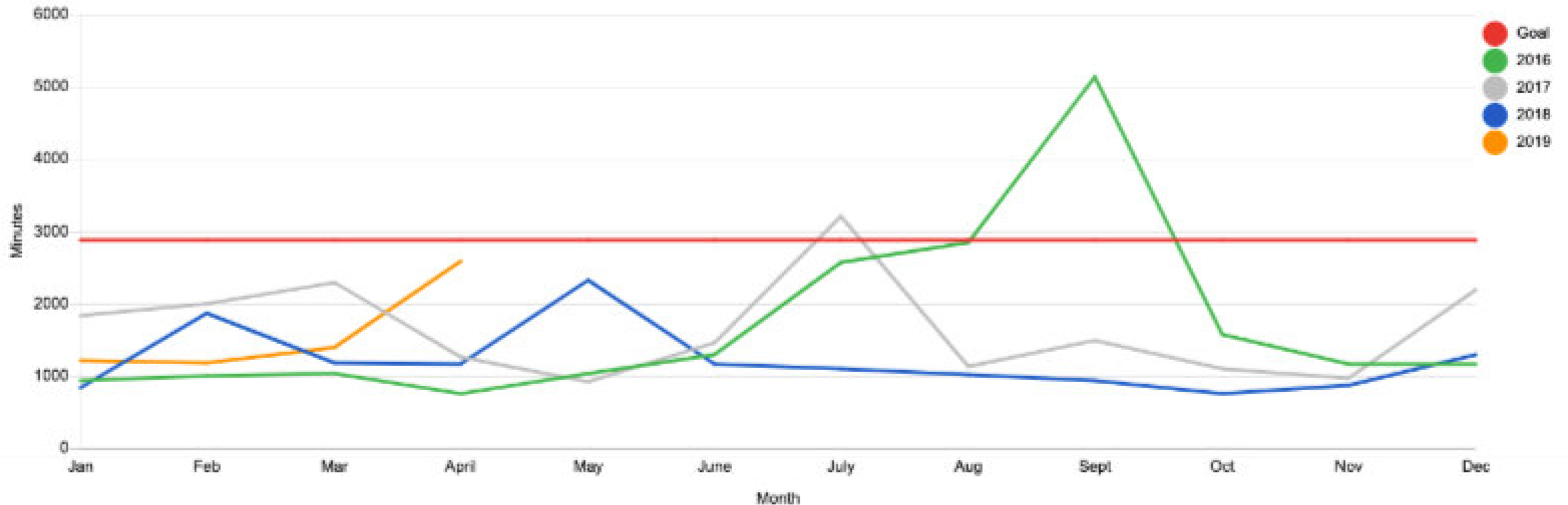
Average First Response Time in Minutes



- Requirement: Respond to emailed inquiries within 24 hours (1440 min)
- HIC has remained well below the requirement
- In 2019, CS was short staffed in Q1, new hire training impacts response time
- In 2018, the average first response time is within 1-2 hours
- Spike in June 2017 (grey line) due to HIC CS team being short staffed

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

Average Resolution Time in Minutes

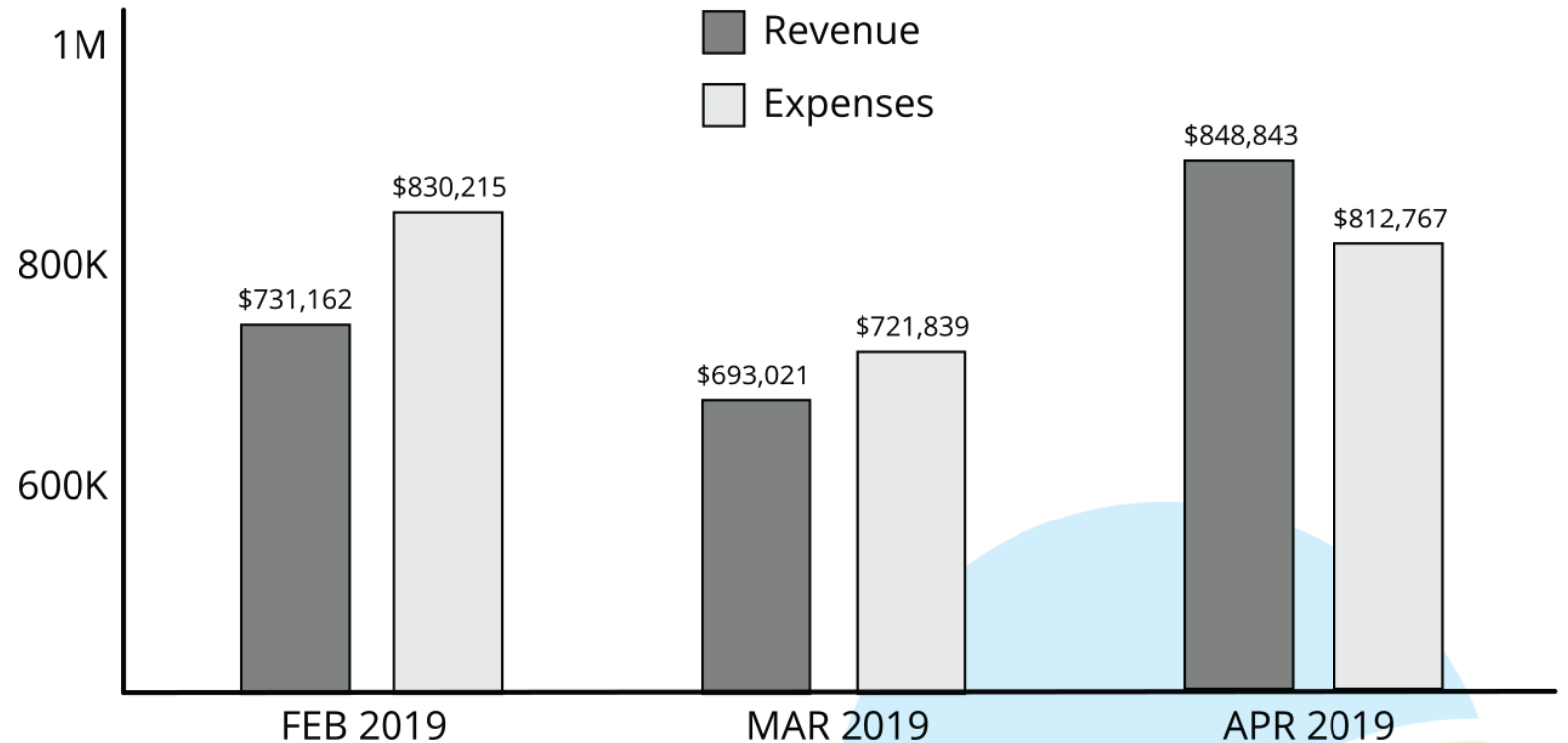


- Requirement: Resolve emailed inquiries within 2 days (2880 min)
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution in 2018)

FINANCIALS

FEB - APR 2019

INCOME - UNAUDITED REPORT



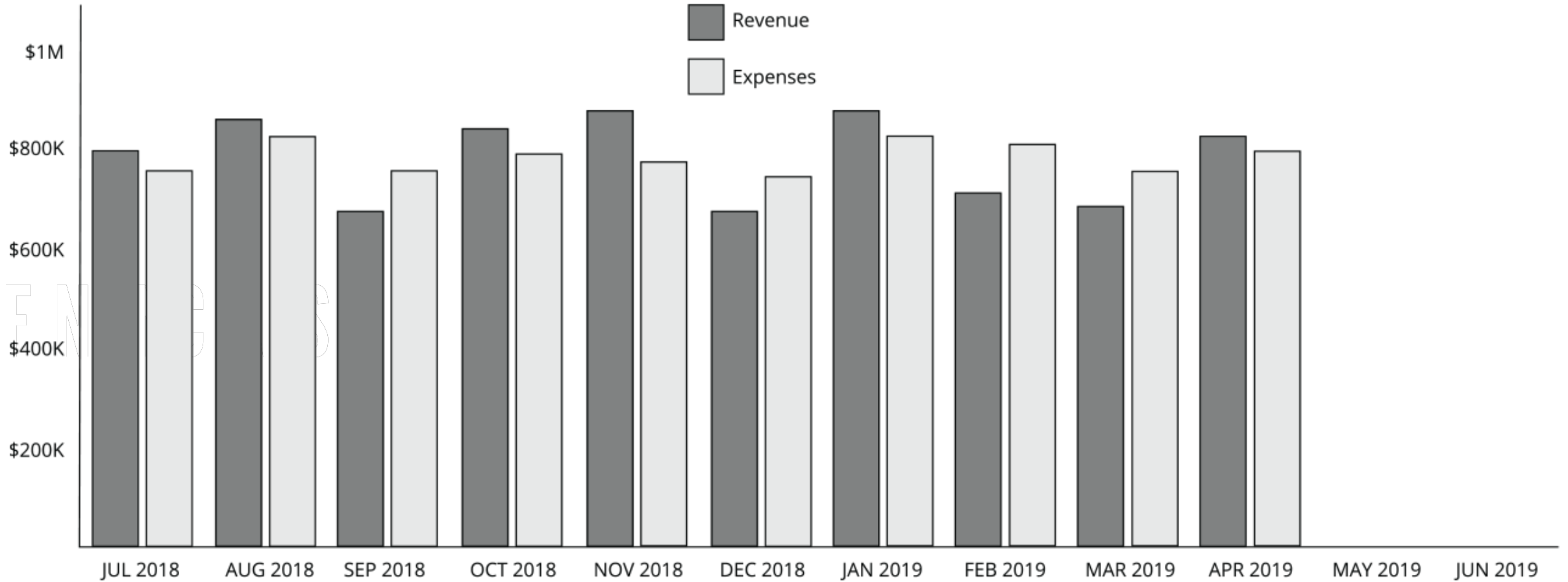
Rolling 3-Month (Feb - Apr 2019) Financials

Total Revenue: \$2,273,026

Total Expenses: \$2,364,821

Net Income: (\$67,877)

FINANCIALS - FISCAL YEAR (FY) 2019



FY2019 REVENUE & EXPENSES

Total Revenue: \$7,970,373

Total Expenses: \$7,916,348

FINANCIALS

FEB - APR 2019

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$6,979,276



Liabilities

\$5,629,448



Shareholder Equity

\$1,349,831



Total Liabilities & Shareholder Equity

\$6,979,279

NEWS & UPDATES

OTHER UPDATES

- Portal Strategic Plan draft completed
- Recently executed SOWs posted on AHC website
- HIC working on no-cost Document Repository service
- Mobile Application Updates
 - Ownership of all HIC developed native mobile apps are being transferred from HIC to Hawaii State ETS
- Staff Updates
 - April 2019 hired a Customer Service Representative
 - May 2019 hired a Partner Liaison
 - May 2019 a Project Manager departed HIC
 - HIC is working on hiring summer intern(s)

CONTACT US

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