



INDIVIDUAL RIGHTS

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
	639.50	549.50	- 90.00	14	649.50	549.50	- 100.00	15	649.50	646.50	- 3.00	0
EXPENDITURES (\$1000's)												
	89,299	80,756	- 8,543	10	21,266	16,858	- 4,408	21	75,036	78,686	+ 3,650	5
TOTAL COSTS												
POSITIONS												
	639.50	549.50	- 90.00	14	649.50	549.50	- 100.00	15	649.50	646.50	- 3.00	0
EXPENDITURES (\$1000's)												
	89,299	80,756	- 8,543	10	21,266	16,858	- 4,408	21	75,036	78,686	+ 3,650	5
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					96	96	+ 0	0	93	93	+ 0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	82	- 18	18	100	100	+ 0	0
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS					90	88	- 2	2	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

PART I - EXPENDITURES AND POSITIONS

The variance in the Individual Rights Program position counts are due to vacancies for pending recruitment and filling, as well as recruitment difficulties. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditures variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	493.00	411.00	- 82.00	17	501.00	410.00	- 91.00	18	501.00	498.00	- 3.00	1
	73,847	64,149	- 9,698	13	17,150	13,058	- 4,092	24	61,902	65,271	+ 3,369	5
	493.00	411.00	- 82.00	17	501.00	410.00	- 91.00	18	501.00	498.00	- 3.00	1
	73,847	64,149	- 9,698	13	17,150	13,058	- 4,092	24	61,902	65,271	+ 3,369	5
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES					96	96	+ 0	0	93	93	+ 0	0
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR					100	82	- 18	18	100	100	+ 0	0
3. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS					99	99	+ 0	0	99	99	+ 0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

PART I - EXPENDITURES AND POSITIONS

The variance in the Protection of the Consumer Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

VARIANCE REPORT

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	284.00	232.00	- 52.00	18	292.00	234.00	- 58.00	20	292.00	292.00	+ 0.00	0
	51,690	44,600	- 7,090	14	10,909	8,158	- 2,751	25	43,496	45,851	+ 2,355	5
	284.00	232.00	- 52.00	18	292.00	234.00	- 58.00	20	292.00	292.00	+ 0.00	0
	51,690	44,600	- 7,090	14	10,909	8,158	- 2,751	25	43,496	45,851	+ 2,355	5
PART II: MEASURES OF EFFECTIVENESS												
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS												
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS												
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS												
	95	90	- 5	5	94	90	- 4	4	97	98	+ 1	1
	97	97	+ 0	0	90	88	- 2	2	90	90	+ 0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

PROGRAM TITLE: REGULATION OF SERVICES

10 01 03

PART I - EXPENDITURES AND POSITIONS

The variance in the Regulation of Services Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

PROGRAM TITLE: CABLE TELEVISION
 PROGRAM-ID: CCA-102
 PROGRAM STRUCTURE NO: 10010301

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
TOTAL COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
	8.00	6.00	-	2.00	25	8.00	7.00	-	1.00	13	8.00	8.00	+	0.00	0
	4,392	3,562	-	830	19	847	778	-	69	8	1,688	1,613	-	75	4
	8.00	6.00	-	2.00	25	8.00	7.00	-	1.00	13	8.00	8.00	+	0.00	0
	4,392	3,562	-	830	19	847	778	-	69	8	1,688	1,613	-	75	4
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE															
2. % COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQ															
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS															
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED															
	99	99	+	0	0	99	99	+	0	0	99	99	+	0	0
	99	99	+	0	0	99	99	+	0	0	99	99	+	0	0
	99	99	+	0	0	99	99	+	0	0	99	99	+	0	0
	99	99	+	0	0	99	99	+	0	0	99	99	+	0	0
PART III: PROGRAM TARGET GROUP															
1. HAWAII HOUSEHOLDS (000)															
2. HAWAII BUSINESSES (000)															
3. CABLE TELEVISION SUBSCRIBERS (000)															
4. CABLE TELEVISION COMPANIES															
5. PEG ACCESS ORGANIZATIONS															
6. BROADBAND SUBSCRIBERS (000)															
	570	533	-	37	6	530	537	+	7	1	530	537	+	7	1
	55	32	-	23	42	34	33	-	1	3	34	33	-	1	3
	369	393	+	24	7	393	390	-	3	1	393	390	-	3	1
	2	2	+	0	0	2	2	+	0	0	2	2	+	0	0
	4	4	+	0	0	4	4	+	0	0	4	4	+	0	0
	420	424	+	4	1	429	428	-	1	0	429	428	-	1	0
PART IV: PROGRAM ACTIVITY															
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)															
2. # OF CATV APPLICATIONS REVIEWED BY CATV															
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV															
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN															
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS															
6. # OF COMPLAINTS AND INQUIRIES RECEIVED															
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV															
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED															
9. # OF PEG ACCESS RELATED ACTIVITIES															
10. # OF BROADBAND RELATED ACTIVITIES															
	2	10	+	8	400	12	11	-	1	8	12	11	-	1	8
	1	0	-	1	100	1	2	+	1	100	1	2	+	1	100
	13	12	-	1	8	13	14	+	1	8	13	14	+	1	8
	10	10	+	0	0	10	10	+	0	0	10	10	+	0	0
	4	4	+	0	0	4	4	+	0	0	4	4	+	0	0
	260	275	+	15	6	280	290	+	10	4	280	290	+	10	4
	8	3	-	5	63	6	3	-	3	50	6	3	-	3	50
	58	53	-	5	9	75	81	+	6	8	75	81	+	6	8
	300	275	-	25	8	325	340	+	15	5	325	340	+	15	5
	130	131	+	1	1	140	140	+	0	0	140	140	+	0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variance in the expenditures for FY 15 is largely due to vacancies that existed and fewer than expected operating expenses.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Item 2: Hawaii business figures for FY 15 are derived from the "2014 State of Hawaii Data Book," which derives its figures from the U.S. Census Bureau, County Business Patterns.

PART IV - PROGRAM ACTIVITIES

Item 1: This item represents the general number of proceedings or large matters that the Division reviews and oversees relating to Cable Communications Services. The number of general and large proceedings being reviewed continues to be higher than in recent past. In addition, the length and complexity of such matters has increased as well.

Item 2: This item represents new applications submitted in the fiscal year. For FY 15, no new applications were filed.

Item 7: Under federal law, local franchising authorities (LFAs) only have regulatory rate review of basic services. The Division operates as the LFA for the State. In 2011, Time Warner Cable (TWC) submitted two petitions with the Federal Communications Commission (FCC), requesting a finding that TWC's systems that serve the islands of Oahu and Hawaii are "effectively competitive" and, therefore, exempt from any rate regulation imposed pursuant to Section 623 of the Communications Act of 1934, as amended. In late 2013, the FCC granted TWC's petitions regarding the cable franchises for the islands of Oahu and Hawaii. The variance in FY 15 is due to these changes.

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 02
CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

PART I - EXPENDITURES AND POSITIONS

The variance in the number of positions in FY 15 reflects the Division's challenges in finding qualified, interested candidates at the current levels of pay. The variance in the expenditures is primarily due to the personnel vacancies, deferral of certain cases, and certain anticipated projects being delayed beyond FY 15.

PART II - MEASURES OF EFFECTIVENESS

Item 1 and 2: The variances reflect forecasting uncertainties from unknown factors such as if and when a company will file an application and when and how the Hawaii Public Utilities Commission ("PUC") will rule on that application. The possible savings are also affected by the size of the utility companies that are seeking rate changes as well as the timing of the PUC's decisions and orders. Savings for FY 15 exceeded the estimate and prior years due to the size of Hawaiian Electric Companies decoupling request. Due to the Division's work to support its recommendations, this resulted in higher savings, as well as the generally high acceptance rate by the PUC.

Item 5: The Division continues to actively seek out opportunities to increase consumer contact by appearing at events anticipated to reach a greater number of consumers and uses those and other opportunities to inform consumers of its newsletters, which is also provided to consumers via electronic mail. Through increased use of electronic media and greater interest in ongoing regulatory proceedings, greater contact occurred.

Item 6: There has been an increase in complaints due to increasing utility rates and other issues (e.g., Photovoltaic (PV) installations, the utilities' proposed power supply improvement plans and distributed generation interconnection plans). Thus, we were not able to respond to all complaints within the 24-hour time period.

Item 7: Greater than expected contributions from independent power producers providing renewable energy contributed to the State's

renewable portfolio standards (RPS). Pursuant to statute, the calculation of the RPS will change as of December 2015; thus, the future estimated and reported percentages will reflect that change.

PART III - PROGRAM TARGET GROUPS

Item 5: The contracts to certain anticipated suppliers were not approved.

Item 6: There have been telecom carriers entering and leaving various markets, including Hawaii. The net growth in carriers will vary.

Items 8 and 9: The number of carriers is subject to various factors and the decrease in property carriers may be due to current construction conditions, whereas the increased passenger carriers may reflect optimism in tourism recovery.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 3, 4 and 5: The variance reflects the forecasting uncertainties associated with utility companies when they file applications or when the PUC might open generic dockets. The Division has decided not to review any of the tariffs filed by motor carriers in order to better reallocate its resources towards other matters. The Consumer Advocate has attempted to participate in less of the non-rate and non-policy applications in order to better allocate its available resources to assess the utilities' proposed plans for power generation, interconnection, and rate structure. In addition, due to the Clean Energy Initiative, there have been proceedings that have been opened in order to effectuate the commitments necessary to increase the amount of renewable generation and energy efficiency measures; this may have resulted in less applications filed by the electric utilities since their resources are allocated towards the generic and the merger proceedings.

Items 6 and 7: In an effort to enhance its communications with customers, the Division will continue to focus on online communication and social media. For now, newsletters will play a less prominent role on a going-forward basis, but the Division continues to produce materials to

**VARIANCE REPORT NARRATIVE
FY 2015 AND FY 2016**

10 01 03 02
CCA 103

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC

be distributed at outreach events. The Division will continue to seek more opportunities to perform outreach due to clean energy matters, such as recent concerns with PV installation and interconnection, as well as the perceived need to help consumers manage their utility bills.

PROGRAM TITLE: FINANCIAL SERVICES REGULATION
 PROGRAM-ID: CCA-104
 PROGRAM STRUCTURE NO: 10010303

12/11/15

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	34.00	28.00	-	6.00	18	39.00	28.00	-	11.00	28	39.00	39.00	+	0.00	0
EXPENDITURES (\$1000's)	3,605	2,938	-	667	19	1,051	647	-	404	38	3,260	3,663	+	403	12
TOTAL COSTS															
POSITIONS	34.00	28.00	-	6.00	18	39.00	28.00	-	11.00	28	39.00	39.00	+	0.00	0
EXPENDITURES (\$1000's)	3,605	2,938	-	667	19	1,051	647	-	404	38	3,260	3,663	+	403	12
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16						
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	96	96	+	0	0	93	93	+	0	0					
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	90	90	+	0	0	94	90	-	4	4					
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	80	65	-	15	19	60	70	+	10	17					
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	95	90	-	5	5	94	90	-	4	4					
5. % AUDITED FINANCIAL STATEMTS REVIEWED W/IN 60 DAYS	85	25	-	60	71	93	25	-	68	73					
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)	1500	1559	+	59	4	1562	1582	+	20	1					
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	2800	2985	+	185	7	4990	3000	-	1990	40					
PART IV: PROGRAM ACTIVITY															
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	230	238	+	8	3	239	239	+	0	0					
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	650	620	-	30	5	720	735	+	15	2					
3. # OF INQUIRIES RECEIVED	6100	6547	+	447	7	6750	8000	+	1250	19					
4. # OF LICENSES RENEWED	1535	1925	+	390	25	2452	2000	-	452	18					
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	68	62	-	6	9	75	75	+	0	0					
6. # OF WRITTEN COMPLAINTS RECEIVED	60	52	-	8	13	60	60	+	0	0					
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	27	25	-	2	7	68	25	-	43	63					
8. # OF MORG LOAN ORGNTR CO & MORG LOAN ORGNTRS EXAM	6	32	+	26	433	53	35	-	18	34					
9. # OF INVESTIGATIONS RECEIVED	65	59	-	6	9	60	60	+	0	0					

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

FY 15 variances in positions and expenditures are due to: (1) several unanticipated vacancies even as Division filled other vacancies; and (2) delays in hiring to fill vacancies due to inability to find qualified candidates, primarily for civil service positions. Division is actively working to fill its vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 3. Due to continued vacancies, FY 15 increase in license renewals and significant increase in the number and complexity of inquiries received, the Division was unable to timely process as many written inquiries as originally planned for FY 15.

Item 5. Audited financial statements for money transmitters/escrow depositories (MT/ED) are reviewed in conjunction with annual renewals and not necessarily within 60 days of receipt. The transition of the money transmitter companies (MTs) to Nationwide Mortgage Licensing System in the first quarter of FY 15 changed the renewal date from June 30 to December 31 of each year. Financial statements requested monthly from licensees to monitor their financial condition are reviewed within 60 days.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 4. FY 15 variance is due to licensed Mortgage Loan Originators, Mortgage Loan Originator Companies (MLOCs), MLOC branches, and Mortgage Services (MSs). In FY 15, there were more mortgage related licenses and renewals than projected.

Item 6. Number of complaints varies from year to year. In FY 15, the majority of complaints and investigations arised from the mortgage related industries and technology used by MTs.

Item 8. The variance for FY 15 is due to management, operational changes and enhancements implemented in the 4th quarter of 2014. Those changes resulted in the Division eliminating all backlogs in exams and exams reports. FY 15 is the first full year of the MLOC/MS exams.

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING
 PROGRAM-ID: CCA-105
 PROGRAM STRUCTURE NO: 10010304

12/11/15

	FISCAL YEAR 2014-15					THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16					
	BUDGETED	ACTUAL	± CHANGE	%		BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%		
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
TOTAL COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
	62.00	57.00	-	5.00	8	62.00	58.00	-	4.00	6	62.00	62.00	+	0.00	0
	8,145	6,678	-	1,467	18	2,120	1,542	-	578	27	6,361	6,939	+	578	9
	62.00	57.00	-	5.00	8	62.00	58.00	-	4.00	6	62.00	62.00	+	0.00	0
	8,145	6,678	-	1,467	18	2,120	1,542	-	578	27	6,361	6,939	+	578	9
PART II: MEASURES OF EFFECTIVENESS															
FISCAL YEAR 2014-15															
FISCAL YEAR 2015-16															
	PLANNED	ACTUAL	± CHANGE	%		PLANNED	ESTIMATED	± CHANGE	%						
1.	% NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	95	+	0	0	95	96	+	1	1				
2.	% LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	97	+	0	0	97	98	+	1	1				
3.	% PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	0	-	90	100	90	90	+	0	0				
PART III: PROGRAM TARGET GROUP															
1.	DE FACTO POPULATION IN HAWAII (000)	1500	1559	+	59	4	1562	1582	+	20	1				
2.	PERS/BUS LIC BY PVL (ALL STATUSES)	371630	403532	+	31902	9	400000	444350	+	44350	11				
3.	PERS/BUS LICENSED BY PVL (CURR AND ACT)	142560	149463	+	6903	5	145425	150000	+	4575	3				
4.	REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	48	48	+	0	0	48	49	+	1	2				
PART IV: PROGRAM ACTIVITY															
1.	# OF PROF & VOC APPLICATIONS RECEIVED	13900	14382	+	482	3	14160	14500	+	340	2				
2.	# OF EXAMINEES & REEXAMINEES	9930	13343	+	3413	34	10120	13600	+	3480	34				
3.	# OF APPLICANTS LICENSED	10045	14269	+	4224	42	10145	14000	+	3855	38				
4.	# OF PERMITS ISSUED	1540	2303	+	763	50	1565	2000	+	435	28				
5.	# OF LICENSES RENEWED	70492	64590	-	5902	8	71196	66400	-	4796	7				
6.	# OF UPDATE TRANSACTIONS FOR LICENSES	200435	239236	+	38801	19	200455	240000	+	39545	20				
7.	# CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	21500	32631	+	11131	52	28000	32500	+	4500	16				
8.	# OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	105000	99571	-	5429	5	105000	102000	-	3000	3				
9.	# OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	7	24	+	17	243	20	22	+	2	10				
10.	# OF NEW/REVISED HI ADMIN RULES PROMULGATED	2	5	+	3	150	3	6	+	3	100				

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

Expenditures: The variances are generally attributed to position vacancies and lower than projected recovery claims. Recovery claims (Contractor or Real Estate) are contingent upon the number of claims filed and the nature of the claims.

PART II - MEASURES OF EFFECTIVENESS

Item 3. The variance is due to the non-submittal of Administration legislative proposals from CCA-105.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 2. The variance increase is mainly due to the increase of nursing applicants and real estate applicants.

Item 3. The variance increase is due to the high number and constant volume of security guards applying for licensure. This licensing type exhibits an overwhelming turnover rate.

Item 4. The variance increase is due to an improving economy; thereby increasing the number of applicants for permits.

Item 6. The variance increase is due to numerous requests for address/name changes; verifications; inactivations; reactivations; and restorations.

Item 7. The variance increase is due to the apparent turnaround in the overall economy which may have triggered an increase in the number of condominium projects being built.

Item 9. The huge variance increase is due to the inclusion of the number of timeshare filings received. Previously, information was only provided for number of subdivision filings received.

Item 10. The variance increase is due to having promulgated five sets of Hawaii Administrative Rules, rather than the two sets that were envisioned to have been promulgated.

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION (HISTORICAL)

12/11/15

PROGRAM-ID: BUF-901

PROGRAM STRUCTURE NO: 10010305

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	62.00	45.00	-	17.00	27	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	16,172	16,083	-	89	1	0	0	+	0	0	0	0	+	0	0
TOTAL COSTS															
POSITIONS	62.00	45.00	-	17.00	27	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	16,172	16,083	-	89	1	0	0	+	0	0	0	0	+	0	0
	FISCAL YEAR 2014-15				FISCAL YEAR 2015-16										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD	100	100	+	0	0	0	+	0	0	0	+	0	0	0	0
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+	0	0	0	+	0	0	0	+	0	0	0	0
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME	90	79	-	11	12	0	0	+	0	0	+	0	0	0	0
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	95	96	+	1	1	0	0	+	0	0	+	0	0	0	0
5. AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD	2	2.8	+	0.8	40	0	0	+	0	0	+	0	0	0	0
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	3	+	1	50	0	0	+	0	0	+	0	0	0	0
PART III: PROGRAM TARGET GROUP															
1. ELECTRIC AND GAS COMPANIES	5	5	+	0	0	0	+	0	0	0	+	0	0	0	0
2. PROPERTY CARRIERS	575	525	-	50	9	0	0	+	0	0	+	0	0	0	0
3. PASSENGER CARRIERS	755	899	+	144	19	0	0	+	0	0	+	0	0	0	0
4. WATER COMMON CARRIERS	4	4	+	0	0	0	+	0	0	0	+	0	0	0	0
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	38	39	+	1	3	0	0	+	0	0	+	0	0	0	0
6. TELECOMMUNICATIONS COMPANIES	175	187	+	12	7	0	0	+	0	0	+	0	0	0	0
7. OPERATORS OF SUBSURFACE INSTALLATIONS	80	47	-	33	41	0	0	+	0	0	+	0	0	0	0
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF APPLICATIONS FILED	400	404	+	4	1	0	0	+	0	0	+	0	0	0	0
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	750	798	+	48	6	0	0	+	0	0	+	0	0	0	0
3. NO. OF PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	20	12	-	8	40	0	0	+	0	0	+	0	0	0	0
4. NUMBER OF CITATIONS ISSUED	20	9	-	11	55	0	0	+	0	0	+	0	0	0	0
5. NUMBER OF INFORMAL COMPLAINTS FILED	220	135	-	85	39	0	0	+	0	0	+	0	0	0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 05
BUF 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION (HISTORICAL)

PART I - EXPENDITURES AND POSITIONS

FY 2014-15:

In FY 15 there were ten vacant funded and established positions and ten funded positions to be established but only one newly created staff work station which required the Commission to restrict recruitment efforts to the backfilling of existing positions. Additionally, Act 108, SLH 2014, established three additional positions bringing the Commission's total permanent full-time staff position count to 65. In FY 15, the Commission transferred \$4.4M to the Department of Accounting and General Services for construction of Phase I of the approved and funded Office Expansion project in the State-owned Kekuanaoa Building.

FY 2015-16:

Program transferred to Dept. of Commerce and Consumer Affairs in FY 16. (see CCA 901)

PART II - MEASURES OF EFFECTIVENESS

Item 3. The decrease in Item 3 was primarily due to Hawaiian Electric Company's delay in Net Energy Metering approvals. The FY 16 estimate will be reduced accordingly.

Item 4. The increase in Item 4 was primarily because the FY 15 estimate was based on the number of accidents reported in FY 14; however, the number of accidents that one utility reported in FY 14 was comparatively low. The FY 2016 estimate has been increased accordingly.

Item 5. The increase in Item 5 was primarily due to an island wide outage on Kauai in January 2015.

6. The increase in item 6 was due to two tropical storms and one fiber optic cable cut.

FY 2015-16:

Program transferred to Dept. of Commerce and Consumer Affairs in FY 16. (see CCA 901)

PART III - PROGRAM TARGET GROUPS

Item 3. The increase in Item 3 was due to an increase in tourism and an increase in passenger motor carrier applications for Certificates of Public Convenience and Necessity or Permits.

Item 7. Planned amount for FY 15 should to be 47, erroneously listed at 80.

FY 2015-16:

Program transferred to Dept. of Commerce and Consumer Affairs in FY 16. (see CCA 901)

PART IV - PROGRAM ACTIVITIES

Item 3. The increase in Item 3 was primarily due to public hearings regarding overhead lines.

Item 4. The decrease in Item 4 was primarily due to vacancies in the Public Utilities Commission's District Representative positions in the counties of Maui and Kauai in FY 15.

Item 5. The decrease in Item 5 was primarily due to the reduction in complaints against the Hawaiian Electric Companies due to their continued improvement of customer service programs and call center activities.

FY 2015-16:

Program transferred to Dept. of Commerce and Consumer Affairs in FY 16. (see CCA 901)

PROGRAM TITLE: INSURANCE REGULATORY SERVICES
 PROGRAM-ID: CCA-106
 PROGRAM STRUCTURE NO: 10010306

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	92.00	78.00	- 14.00	15	92.00	76.00	- 16.00	17	92.00	92.00	+ 0.00	0
	15,281	12,302	- 2,979	19	3,364	2,164	- 1,200	36	13,444	14,394	+ 950	7
	92.00	78.00	- 14.00	15	92.00	76.00	- 16.00	17	92.00	92.00	+ 0.00	0
	15,281	12,302	- 2,979	19	3,364	2,164	- 1,200	36	13,444	14,394	+ 950	7
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1.	% OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	88	- 2	2	90	90	+ 0	0			
2.	% INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	82	- 18	18	100	100	+ 0	0			
3.	% CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	45	53	+ 8	18	100	100	+ 0	0			
4.	% RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	91	- 4	4	95	95	+ 0	0			
5.	% OF INSURANCE FRAUD CASES INDICTED BY THE STATE	100	100	+ 0	0	100	100	+ 0	0			
6.	% CHANGE FROM PRIOR YEAR IN # OF CAPTIVE LICENSEES	4.0	2.7	- 1.3	33	5.0	5.0	+ 0	0			
7.	% CRIMINAL & ADMIN BACKGROUND REVIEWS	1350	1782	+ 432	32	1760	1790	+ 30	2			
8.	% SCREENING APPLICANTS ASSIGNED CLAIMS PRG	70	52	- 18	26	50	35	- 15	30			
PART III: PROGRAM TARGET GROUP												
1.	DE FACTO POPULATION IN HAWAII (000)	1520	1559	+ 39	- 3	1562	1582	+ 20	1			
2.	INSURER LICENSEES REGULATED BY INSURANCE DIV	1032	1044	+ 12	1	1035	1035	+ 0	0			
3.	CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	199	193	- 6	3	195	205	+ 10	5			
4.	OTHER LICENSEES REGULATED BY INSURANCE DIVISION	46000	55510	+ 9510	21	59000	60000	+ 1000	2			
5.	MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	950	1019	+ 69	7	950	1000	+ 50	5			
PART IV: PROGRAM ACTIVITY												
1.	# OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	129000	124332	- 4668	4	119368	125424	+ 6056	5			
2.	# OF COMPLAINTS	620	583	- 37	6	700	580	- 120	17			
3.	# FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	75	73	- 2	3	75	70	- 5	7			
4.	# INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	30	35	+ 5	17	30	35	+ 5	17			
5.	# OF ANNUAL COMPANY FILINGS PROCESSED	2110	2219	+ 109	5	2211	2440	+ 229	10			
6.	# INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	22	33	+ 11	50	32	35	+ 3	9			
7.	# OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	49	52	+ 3	6	29	30	+ 1	3			
8.	# INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4610	4230	- 380	8	4500	4284	- 216	5			
9.	# OF PREMIUM TAX STATEMENTS FILED	9200	9088	- 112	1	9000	9028	+ 28	0			
10.	# OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	250	239	- 11	4	260	250	- 10	4			

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count: The variance resulted from position vacancies pending recruitment and filling or recruitment difficulties.

Expenditures: The variance resulted from position vacancies pending recruitment and filling or recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 2: Two exams were not completed until first quarter of FY 16.

Item 3: The increase was due to refining examination procedures to reduce redundancies and the addition of a new examiner on staff.

Item 6: Decrease due to more captive insurers dissolving than anticipated.

Item 7: More reviews than anticipated due to companies seeking agents that can write in multiple states.

Item 8: An administrative ruling regarding applicable coverage has led to more denials and, in turn, had a knock down effect on new applications.

PART III - PROGRAM TARGET GROUPS

Item 4: Increase in nonresident producer licenses are attributable to the electronic applications via National Insurance Producer Registry.

PART IV - PROGRAM ACTIVITIES

Item 4: Increase due to new captive management companies interested in establishing captive programs in Hawaii.

Item 6: There has been a surge in the applications received from the Asia Pacific region.

VARIANCE REPORT

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION
 PROGRAM-ID: CCA-107
 PROGRAM STRUCTURE NO: 10010307

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	2.00	1.00	-	1.00	50	2.00	1.00	-	1.00	50	2.00	2.00	+	0.00	0
EXPENDITURES (\$1000's)	264	112	-	152	58	52	31	-	21	40	230	251	+	21	9
TOTAL COSTS															
POSITIONS	2.00	1.00	-	1.00	50	2.00	1.00	-	1.00	50	2.00	2.00	+	0.00	0
EXPENDITURES (\$1000's)	264	112	-	152	58	52	31	-	21	40	230	251	+	21	9
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS					85	90	+	5	6	85	90	+	5	6	
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS					80	100	+	20	-25	80	85	+	5	6	
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS					75	100	+	25	33	75	80	+	5	7	
PART III: PROGRAM TARGET GROUP															
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD					24	24	+	0	0	24	24	+	0	0	
PART IV: PROGRAM ACTIVITY															
1. # WRTN INQ RECVD CONCERN LAWS REQ FOR AUTHORIZTGN					120	120	+	0	0	120	120	+	0	0	
2. # OF APPLICATIONS RECEIVED AND REVIEWED					5	6	+	1	20	19	17	-	2	11	
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS					8	9	+	1	13	19	17	-	2	11	
4. NUMBER OF COMPLAINTS RECEIVED					6	6	+	0	0	6	6	+	0	0	

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

FY 15 Expenditures and Positions Variances: Expenditures were lower than planned because vacant positions were not filled and operating expenses were lower than projected.

PART II - MEASURES OF EFFECTIVENESS

Item 2: In FY 15, because the number of applications for authorization were not voluminous, we were able to review all applications in a timely manner.

Item 3: Because the number of complaints were fairly small, we were able to address all complaints in a timely manner.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Items 2 and 3: While we have the ability to provide a good estimate of the number of institutions we will be regulating, we cannot predict the new institutions that unexpectedly request authorization. We also cannot predict changes of ownership and unexpected closures of institutions. These are the reasons for the slight variances in these numbers for FY 15.

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION
 PROGRAM-ID: CCA-901
 PROGRAM STRUCTURE NO: 10010308

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	0.00	0.00	+ 0.00	0	65.00	48.00	- 17.00	26	65.00	65.00	+ 0.00	0
	0	0	+ 0	0	2,435	2,435	+ 0	0	15,394	15,393	- 1	0
	0.00	0.00	+ 0.00	0	65.00	48.00	- 17.00	26	65.00	65.00	+ 0.00	0
	0	0	+ 0	0	2,435	2,435	+ 0	0	15,394	15,393	- 1	0
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1.	% RATE CASES COMPLTD W/IN APPLIC STATUTORY TIME PD				NO DATA	NO DATA	+ 0	0	100	100	+ 0	0
2.	% NON-RATE MATTERS COMPLTD W/IN APPLIC STATU/REG PD				NO DATA	NO DATA	+ 0	0	100	100	+ 0	0
3.	% INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME				NO DATA	NO DATA	+ 0	0	90	85	- 5	6
4.	NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES				NO DATA	NO DATA	+ 0	0	85	96	+ 11	13
5.	AV NO. ELECTRIC SVC INTERRPTNS PER CUSTOMER SVCD				NO DATA	NO DATA	+ 0	0	2	2.8	+ 0.8	40
6.	NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR				NO DATA	NO DATA	+ 0	0	2	3	+ 1	50
PART III: PROGRAM TARGET GROUP												
1.	ELECTRIC AND GAS COMPANIES				NO DATA	NO DATA	+ 0	0	5	5	+ 0	0
2.	PROPERTY CARRIERS				NO DATA	NO DATA	+ 0	0	552	525	- 27	5
3.	PASSENGER CARRIERS				NO DATA	NO DATA	+ 0	0	825	900	+ 75	9
4.	WATER COMMON CARRIERS				NO DATA	NO DATA	+ 0	0	4	4	+ 0	0
5.	PRIVATE WATER AND WASTEWATER UTILITY COMPANIES				NO DATA	NO DATA	+ 0	0	38	39	+ 1	3
6.	TELECOMMUNICATIONS COMPANIES				NO DATA	NO DATA	+ 0	0	186	187	+ 1	1
7.	OPERATORS OF SUBSURFACE INSTALLATIONS				NO DATA	NO DATA	+ 0	0	47	47	+ 0	0
PART IV: PROGRAM ACTIVITY												
1.	NUMBER OF APPLICATIONS FILED				NO DATA	NO DATA	+ 0	0	400	400	+ 0	0
2.	NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR				NO DATA	NO DATA	+ 0	0	800	800	+ 0	0
3.	NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS				NO DATA	NO DATA	+ 0	0	10	16	+ 6	60
4.	NUMBER OF CITATIONS ISSUED				NO DATA	NO DATA	+ 0	0	15	15	+ 0	0
5.	NUMBER OF INFORMAL COMPLAINTS FILED				NO DATA	NO DATA	+ 0	0	125	130	+ 5	4

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

FY 2015-16:

The FY 16 1st quarter variance in positions and expenditures was due primarily to 14 vacant and 3 un-established positions that will be established and filled upon the completion of the infrastructure set up for the renovation swing space and planned deferrals for procurement of consultant services, to subsequent FY 16 quarters. For the remainder of FY 16, the Commission is anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Newly transferred program; actuals begin FY 17. (See BUF 901 for FY 15 narrative)

PART III - PROGRAM TARGET GROUPS

Newly transferred program; actuals begin FY 17. (See BUF 901 for FY 15 narrative)

PART IV - PROGRAM ACTIVITIES

Newly transferred program; actuals begin FY 17. (See BUF 901 for FY 15 narrative)

VARIANCE REPORT

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

12/11/15

PROGRAM-ID:

PROGRAM STRUCTURE NO: 100104

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
	165.00	136.00	- 29.00	18	165.00	135.00	- 30.00	18	165.00	162.00	- 3.00	2
EXPENDITURES (\$1000's)												
	14,970	12,803	- 2,167	14	4,268	3,294	- 974	23	12,477	13,124	+ 647	5
TOTAL COSTS												
POSITIONS												
	165.00	136.00	- 29.00	18	165.00	135.00	- 30.00	18	165.00	162.00	- 3.00	2
EXPENDITURES (\$1000's)												
	14,970	12,803	- 2,167	14	4,268	3,294	- 974	23	12,477	13,124	+ 647	5
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP					100	100	+ 0	0	100	100	+ 0	0
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)					150	1959	+ 1809	1206	150	2133	+ 1983	1322
3. % OF SETTLEMENT AGREEMENTS ADOPTED					95	95	+ 0	0	95	95	+ 0	0
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE					95	95	+ 0	0	95	95	+ 0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

PART I - EXPENDITURES AND POSITIONS

The variance in the Enforcement of Fair Business Practices Program position counts are due to vacancies pending recruitment and filling, as well as recruitment difficulties. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

PART II - MEASURES OF EFFECTIVENESS

See Lowest Level Programs for additional information.

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

12/11/15

PROGRAM-ID: CCA-110

PROGRAM STRUCTURE NO: 10010401

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	17.00	15.00	- 2.00	12	17.00	16.00	- 1.00	6	17.00	17.00	+ 0.00	0
	1,885	1,745	- 140	7	637	424	- 213	33	1,489	1,377	- 112	8
	17.00	15.00	- 2.00	12	17.00	16.00	- 1.00	6	17.00	17.00	+ 0.00	0
	1,885	1,745	- 140	7	637	424	- 213	33	1,489	1,377	- 112	8
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1.	# CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	30	76	+ 46	153	30	30	+ 0	0			
2.	# BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	1100	694	- 406	37	1100	1000	- 100	9			
3.	\$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	300	1441	+ 1141	380	300	1721	+ 1421	474			
4.	\$ AMTS RECOVERED THRU MULTISTATE CASES (000)	150	1959	+ 1809	1206	150	2133	+ 1983	1322			
5.	% LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	100	+ 0	0	100	100	+ 0	0			
PART III: PROGRAM TARGET GROUP												
1.	RESIDENT STATE POPULATION (000)	1300	1420	+ 120	9	1400	1400	+ 0	0			
2.	VISITORS TO HAWAII (000)	7000	8365	+ 1365	20	8000	8000	+ 0	0			
PART IV: PROGRAM ACTIVITY												
1.	# OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1500	1042	- 458	31	1500	1500	+ 0	0			
2.	# OF COMPLAINTS INITIATED BY OCP	75	76	+ 1	1	75	75	+ 0	0			
3.	# OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	11431	+ 1431	14	10000	10000	+ 0	0			
4.	# OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	404	- 296	42	700	650	- 50	7			
5.	# OF MULTISTATE CASES	5	8	+ 3	60	5	6	+ 1	20			
6.	# OF LEGAL ACTIONS	15	10	- 5	33	15	15	+ 0	0			
7.	# INQ RECVD ON BUSINESS COMPLAINT HISTORIES	8000	14931	+ 6931	87	8000	9000	+ 1000	13			
8.	# PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	73380	+ 63380	634	10000	15000	+ 5000	50			
9.	# LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	32	+ 12	60	20	25	+ 5	25			

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Positions: Personnel changes at Office of Consumer Protection (OCP) account for a slight decrease in positions during FY 15. The program is currently recruiting for Investigator I and IV positions vacated by resignations.

PART II - MEASURES OF EFFECTIVENESS

Item 1. The number of consumers directly affected by office action increased in FY 15. This increase is attributable to the increase in Landlord-Tenant Hotline use and consumers' searches on OCP's webpage.

Item 2. In FY 15, there was a decrease in the amount of businesses directly affected by office action. Improving economic conditions and a better business climate could account for less financially stable businesses being replaced by more and more financially stable and responsible businesses. The improving economic climate and heightened compliance with consumer protection laws by businesses resulted in a drop in consumer complaints against businesses.

Item 3. There was an increase in fines assessed or costs imposed in non-multistate judgments realized in FY 15. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in non-multistate cases.

Item 4. There was an increase in multistate recoveries in FY 15. It is difficult to predict accurately from year to year the amounts of fines or costs recovered in multistate cases because of the complexity and scope of these national investigations.

PART III - PROGRAM TARGET GROUPS

Item 2. FY 15 Variance: An increase in visitors to Hawaii can be attributed to the improving national and world economy.

PART IV - PROGRAM ACTIVITIES

Item 1. The drop in the actual number of consumer complaints received in FY 15 can probably be attributed to Hawaii's improving economy and better compliance by businesses with consumer protection laws.

Item 3. In FY 15, there was an increase between the projected Landlord-Tenant Hotline inquiries and the number actually received. The amount of landlord-tenant inquiries handled by OCP's Landlord-Tenant Hotline varies from year to year and is unpredictable. However, OCP has been attempting to obtain better awareness of the Landlord-Tenant Hotline through various strategies, including the OCP Facebook posts.

Item 4. The number of complaints resolved at the investigative level did not reach anticipated levels in FY 15. OCP investigators do try to ascertain whether the parties can arrive at a satisfactory resolution to each complaint and help facilitate such a result if both parties are willing.

Item 5. The number of multistate cases opened in FY 15 increased by three over the number budgeted in FY 14.

Item 6. The drop in the number of legal actions in FY 15 is attributable to the number of cases successfully resolved in previous year.

Item 7. The number of inquiries received on business complaints history increased significantly over planned numbers in FY 14. This is partly accounted for by the volume of consumer searches conducted through OCP's web page.

Item 8. Improved OCP outreach resulted in a significant increase in the number of persons reached through educational efforts.

Item 9. The number of bills which OCP provided testimony during the 2015 Legislative Session increased significantly. This is largely attributable to the number of consumer protection related measures OCP provided testimony on.

**VARIANCE REPORT NARRATIVE
FY 2015 AND FY 2016**

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

Variances were due to vacancies and lower than expected expenditures.

PART II - MEASURES OF EFFECTIVENESS

Items 2, 3, 6, 7, 8 & 9 - Variances were due to staff shortages affecting related services.

PART III - PROGRAM TARGET GROUPS

Item 5 - No data was available to the program due to lack of staff to perform scanner verification activities.

PART IV - PROGRAM ACTIVITIES

Item 1 - The variance is due to program focus on other inspections.

Item 4 - Increased due to program focus on this activity.

Items 7, 8 & 9 - The variances were due to staff shortages and prioritization of other activities.

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN
 PROGRAM-ID: CCA-111
 PROGRAM STRUCTURE NO: 10010403

12/11/15

	FISCAL YEAR 2014-15					THREE MONTHS ENDED 09-30-15					NINE MONTHS ENDING 06-30-16				
	BUDGETED	ACTUAL	± CHANGE	%		BUDGETED	ACTUAL	± CHANGE	%		BUDGETED	ESTIMATED	± CHANGE	%	
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
TOTAL COSTS															
POSITIONS															
EXPENDITURES (\$1000's)															
	71.00	58.00	-	13.00	18	71.00	56.00	-	15.00	21	71.00	71.00	+	0.00	0
	6,649	5,696	-	953	14	1,829	1,383	-	446	24	5,489	5,934	+	445	8
	71.00	58.00	-	13.00	18	71.00	56.00	-	15.00	21	71.00	71.00	+	0.00	0
	6,649	5,696	-	953	14	1,829	1,383	-	446	24	5,489	5,934	+	445	8
PART II: MEASURES OF EFFECTIVENESS															
FISCAL YEAR 2014-15															
FISCAL YEAR 2015-16															
	PLANNED	ACTUAL	± CHANGE	%		PLANNED	ESTIMATED	± CHANGE	%						
1.	AV DAYS PROC CORP,PART,LLC,TRADE NM W/EXPED HANDLG	1	1	+	0	0	1	1	+	0	0				
2.	AV DAYS PROC CORP,PART,LLC,TRADE NM W/ REG HANDLG	4	3	-	1	25	4	3	-	1	25				
3.	AV DAYS PROC APPS FOR BROKER/DEALERS/INV ADVISORS	25	25	+	0	0	25	25	+	0	0				
4.	AV DAYS TO PROCESS APPLICS FOR SALES AGENTS	15	15	+	0	0	15	15	+	0	0				
5.	AV DAYS TO PROCESS APPS FOR INVESTMT ADVISERS REPS	15	15	+	0	0	15	15	+	0	0				
PART III: PROGRAM TARGET GROUP															
1.	CORP, PART, LLC, TRNAMES, TRMKS,SVC MKS ON REC(000)	172000	183600	+	11600	7	172	183600	+	183428	106644				
2.	BRKR, SALES, SECURITY OFF, FRANCH, INV ADV & REPS	75000	118000	+	43000	57	105000	120000	+	15000	14				
PART IV: PROGRAM ACTIVITY															
1.	# DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	0	143600	+	143600	0	140000	144000	+	4000	3				
2.	# SECURITIES COMPLIANCE APPLICATIONS RECEIVED	35000	37137	+	2137	6	58000	40000	-	18000	31				
3.	# OF ENFORCEMENT CASES OPENED	45	57	+	12	27	45	45	+	0	0				
4.	# OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1400	1562	+	162	12	1500	1500	+	0	0				
5.	# OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	59	+	9	18	50	50	+	0	0				
6.	# ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	55	60	+	5	9	55	55	+	0	0				
7.	# OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	13	15	+	2	15	13	13	+	0	0				
8.	# OF SUSPENSIONS OR BARS IMPOSED	15	9	-	6	40	15	13	-	2	13				
9.	# OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	27500	47494	+	19994	73	27500	45000	+	17500	64				

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variances were due in large part to staff attrition. The division expects to fill its vacancies.

Expenditures: The variance is due in part to position vacancies, staff attrition, and certain large expenses that were expected in the fiscal year but were subsequently planned for expenditure in the next fiscal year.

PART II - MEASURES OF EFFECTIVENESS

Item 2: Average days processing corporations, partnerships, limited liability companies (LLCs), and trade names with regular handling was underestimated in FY 15.

PART III - PROGRAM TARGET GROUPS

Item 2: The variance is attributed to an oversight in the planned number not being updated. The planned number should have been changed to 110,000 and based on that, the variance would be about 7%. The program will adjust the planned numbers at the next opportunity.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance is attributed to a data entry error. The planned number should have been 131,000 and based on that, the variance would have been about 10%. The variance is attributed to the unpredictability and fluctuation of filings. Please note: the program inadvertently did not provide a projection. The program will adjust the planned numbers at the next opportunity.

Item 3: The number of enforcement cases opened was higher than estimated in FY 15. The variance associated with the number of cases opened is dependent on the number and types of cases that are referred to and/or received by the office.

Item 4: The number of inquiries received by securities enforcement is highly unpredictable. The variance is dependent on the number of calls, emails and visits received by the office.

Item 5: The number of complaints resolved at the investigative level was higher than estimated in FY 15. The variance can be attributed to the unpredictability of complex factors for each case.

Item 7: The number of consent agreements and settlements completed was slightly higher than estimated in FY 15. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable.

Item 8: The number of suspensions or bars imposed was significantly lower than estimated for FY 15. The variance can be attributed to highly unpredictable factors relating to the types of cases and cooperativeness of respondents.

Item 9: The number of people reached through investor education outreach was significantly higher than estimated for FY 15. The program continuously strives to expand and reach new audiences. Its first-time participation at several community events statewide, as well as new partnerships that were formed, may be contributing factors to the boost in numbers. The number of people reached is dependent in part by how many people show up at an event and can be difficult to predict.

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE
 PROGRAM-ID: CCA-112
 PROGRAM STRUCTURE NO: 10010404

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS															
	66.00	58.00	-	8.00	12	66.00	57.00	-	9.00	14	66.00	66.00	+	0.00	0
EXPENDITURES (\$1000's)															
	5,631	5,043	-	588	10	1,587	1,272	-	315	20	4,856	5,170	+	314	6
TOTAL COSTS															
POSITIONS															
	66.00	58.00	-	8.00	12	66.00	57.00	-	9.00	14	66.00	66.00	+	0.00	0
EXPENDITURES (\$1000's)															
	5,631	5,043	-	588	10	1,587	1,272	-	315	20	4,856	5,170	+	314	6
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16						
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%			
PART II: MEASURES OF EFFECTIVENESS															
1.	% OF SETTLEMENT AGREEMENTS ADOPTED				95	95	+	0	0	95	95	+	0	0	
2.	% OF RECOMMENDED ORDERS IN FAVOR OF STATE				95	95	+	0	0	95	95	+	0	0	
3.	% OF FINAL ORDERS SUSTAINED ON APPEAL				95	95	+	0	0	95	95	+	0	0	
4.	DOLLAR AMOUNT OF FINES				1000000	912216	-	87784	9	1000000	400000	-	600000	60	
PART III: PROGRAM TARGET GROUP															
1.	DE FACTO POPULATION IN HAWAII (000)				1500	1559	+	59	4	1562	1582	+	20	1	
2.	LICENSEES (000)				267	404	+	137	51	400	444	+	44	11	
3.	BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA				57	53	-	4	7	48	49	+	1	2	
PART IV: PROGRAM ACTIVITY															
1.	# INQUIRIES TO CONSUMER RESOURCE CENTER				15000	11242	-	3758	25	15000	12000	-	3000	20	
2.	# COMPLAINT HISTORY INQUIRIES				3800	3726	-	74	2	25000	3500	-	21500	86	
3.	# LEGAL ACTIONS				300	414	+	114	38	300	300	+	0	0	
4.	# OF COMPLAINTS RECEIVED				25000	23282	-	1718	7	3500	25000	+	21500	614	
5.	# PEOPLE REACHED THRU CONS EDUCATIONAL EFFORTS				65000	31660	-	33340	51	65000	65000	+	0	0	
6.	# ASSISTS BY NI OFCS TO PUBLIC ON NON-RICO MATTERS				6500	5107	-	1393	21	6000	5000	-	1000	17	
7.	# OF ORDERS & JUDGEMENTS				300	414	+	114	38	300	300	+	0	0	

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

Actual expenditures and positions are lower than budgeted in FY 15 because of staffing vacancies.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 2: FY 15 actual numbers reflect the number of licensees as reported by the Professional and Vocational Licensing Division.

PART IV - PROGRAM ACTIVITIES

Item 1: Licensing and complaint information is also available online. The agency believes the number of inquiries will continue to decline as users become more familiar with online resources available.

Item 3: Cases adjudicated vary based on the number and type of complaints received. Also, attorney staff vacancies were filled in the fiscal year.

Item 5: The Regulated Industries Complaint Office attributes the lower number as being directly related to the rescheduling of a major home show due to a hurricane event. For that show, final numbers were significantly lower than the previous year.

Item 6: Cases adjudicated vary based on the number and type of complaints received. Also, Staff Attorney vacancies were filled in the fiscal year.

Item 7: Cases adjudicated vary based on the number and type of complaints received. Also, Staff Attorney vacancies were filled in the fiscal year.

VARIANCE REPORT

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	44.00	43.00	-	1.00	2	44.00	41.00	-	3.00	7	44.00	44.00	+	0.00	0
EXPENDITURES (\$1000's)	7,187	6,746	-	441	6	1,973	1,606	-	367	19	5,929	6,296	+	367	6
TOTAL COSTS															
POSITIONS	44.00	43.00	-	1.00	2	44.00	41.00	-	3.00	7	44.00	44.00	+	0.00	0
EXPENDITURES (\$1000's)	7,187	6,746	-	441	6	1,973	1,606	-	367	19	5,929	6,296	+	367	6

	FISCAL YEAR 2014-15				FISCAL YEAR 2015-16					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	85	+	0	0	85	85	+	0	0
2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH	90	98	+	8	9	90	90	+	0	0
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	100	+	10	11	90	90	+	0	0
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	+	0	0	99	99	+	0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	89	-	6	6	95	95	+	0	0
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	94	-	1	1	95	95	+	0	0
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	46	-	4	8	50	46	-	4	8
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	86	87	+	1	1	86	86	+	0	0

PART III: PROGRAM TARGET GROUP												
1. DE FACTO POPULATION IN HAWAII (000)	1500	1559	+	59	4	1562	1582	+	20	1		
2. LICENSEES (000)	412	404	-	8	2	460	444	-	16	3		
3. DCCA DIVISIONS	12	12	+	0	0	13	13	+	0	0		
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+	0	0	53	53	+	0	0		
5. DCCA EMPLOYEES	359	400	+	41	11	400	430	+	30	8		

PART IV: PROGRAM ACTIVITY												
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	391	-	59	13	450	450	+	0	0		
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	300	158	-	142	47	200	200	+	0	0		
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	225	113	-	112	50	150	150	+	0	0		
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	120	-	80	40	200	200	+	0	0		
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	26	+	2	8	35	24	-	11	31		
6. # SYSTEMS ADDED OR ENHANCED	145	136	-	9	6	145	132	-	13	9		
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4300	3897	-	403	9	4300	3900	-	400	9		
8. # OF INVOICES PROCESSED	8000	7959	-	41	1	8000	8000	+	0	0		

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Item 3: There were very few events in this category this year, and all court cases had favorable results. This success rate created a variance, given the small number of events involved.

PART III - PROGRAM TARGET GROUPS

Item 5: Planned number not updated to reflect current biennium numbers.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of cases (a figure not within control of the office) was slightly lower as compared to the previous fiscal year. This resulted in a reduction in the number of notices issued by the hearings officers.

Item 2: Through a combination of settlements and withdrawals before hearings, as well as the above-mentioned reduction in the number of cases (all figures not within control of the office) and aggressive consolidation of cases, the number of pre-hearing events was reduced.

Item 3: Through a combination of settlements and withdrawals before hearings, as well as the above-mentioned reduction in the number of cases (all figures not within control of the office), multiple decisions on pre-hearing motions, and aggressive consolidation of cases, the number of hearing events was reduced.

Item 4: Through a combination of settlements and withdrawals before hearings, as well as the above-mentioned reduction in the number of cases (all figures not within control of the office) and aggressive consolidation of cases, the number of decisions after motions or hearings was reduced.

VARIANCE REPORT

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES
 PROGRAM-ID: LTG-105
 PROGRAM STRUCTURE NO: 1002

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	5.00	5.00	+ 0.00	0	6.00	6.00	+ 0.00	0	6.00	6.00	+ 0.00	0
	427	452	+ 25	6	141	131	- 10	7	422	412	- 10	2
	5.00	5.00	+ 0.00	0	6.00	6.00	+ 0.00	0	6.00	6.00	+ 0.00	0
	427	452	+ 25	6	141	131	- 10	7	422	412	- 10	2
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1.	# CASES CLOSED IN FY-EXCLUDE TRNG/LIT RULES/SP PRJ				100	208	+ 108	108	100	200	+ 100	100
2.	# PENDING CASES				100	147	+ 47	47	100	150	+ 50	50
3.	% OF PENDING CASES OPENED IN REPORTED FY				80	60	- 20	25	80	80	+ 0	0
4.	% OF PENDING CASES OPEN FROM PREVIOUS FY				15	35	+ 20	133	15	15	+ 0	0
5.	% OF PENDING CASES MORE THAN 2 FY OLD				5	5	+ 0	0	5	5	+ 0	0
6.	% STATE DEPTS&JUD POSTING UIPA LOG TO DATA.HAWAII.				100	100	+ 0	0	100	100	+ 0	0
7.	# HITS ON OIP WEBSITE, EXCLUDING HOME PAGE HITS				75000	107076	+ 32076	43	75000	107000	+ 32000	43
PART III: PROGRAM TARGET GROUP												
1.	DE FACTO POPULATION OF HAWAII				NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
2.	ALL STATE AND COUNTY AGENCIES				NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
3.	ALL STATE AND COUNTY GOVERNMENT EMPLOYEES				NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
4.	OTHERS INTERESTED IN HAWAII GOVT RECORDS & MTGS				NO DATA	NO DATA	+ 0	0	NO DATA	NO DATA	+ 0	0
PART IV: PROGRAM ACTIVITY												
1.	# UIPA/SL FORMAL/INFORMAL REQUESTS FOR ASSISTANCE				1300	1307	+ 7	1	1300	1300	+ 0	0
2.	# OF AOD INQUIRIES RECEIVED				1100	1074	- 26	2	1100	1100	+ 0	0
3.	# OF FORMAL AND INFORMAL OPINIONS ISSUED				26	25	- 1	4	26	26	+ 0	0
4.	# OF LAWSUITS MONITORED				15	39	+ 24	160	15	30	+ 15	100
5.	# OF LEGISLATIVE PROPOSALS MONITORED				180	101	- 79	44	180	180	+ 0	0
6.	# OF WEBSITE UNIQUE VISITS FROM HI, EXCLUDING OIP				27000	31461	+ 4461	17	27000	31000	+ 4000	15
7.	# OF LIVE TRAINING SESSIONS & PUBLIC PRESENTATIONS				20	11	- 9	45	20	11	- 9	45
8.	# OF TRNG MATERIALS & VIDEOS POSTED TO WEBSITE				20	66	+ 46	230	20	66	+ 46	230
9.	# OF PUBLIC COMMUNICATIONS				50	33	- 17	34	50	35	- 15	30

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 02
LTG 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

Item 1. The 108% increase in the number of cases actually closed during FY 2015 vs. the estimated number is due to the net increase of one staff attorney in FY 2014 and too low of an estimate.

OIP notes that the addition of a new attorney initially tends to reduce productivity while the new attorney is being trained by an experienced attorney, but productivity increases as the new attorney learns the job and the experienced attorney's time can be spent on doing his/her own caseload instead of mentoring and reviewing the work of the new attorney. Despite the loss of an experienced attorney in FY 2015, the net increase in one attorney together with the increasing knowledge of the new attorneys added in FY 2014 and 2015 helped OIP to close more cases in FY 2015. The retention of attorneys will play a critical role in OIP's continued productivity.

Item 2. The 47% increase in the number of cases pending in FY 2015 vs. the estimated number is due to the 31.6% increase in new cases in FY 2015 as compared to FY 2013. While OIP closed 47.9% more cases in FY 2015 as compared to FY 2013 (when it had one less attorney), the number of pending cases has increased over the amount estimated because of the influx of new cases and the loss of an experienced attorney in FY 2015.

Item 3. The 25% decrease in the percentage of pending cases that were opened in FY 2015 vs. the estimated number shows that OIP had a smaller backlog of newer cases in proportion to its older cases. Although OIP has been trying to resolve older cases before newer ones, certain types of cases have time requirements or are given priority, such as UIPA record requests and UIPA requests for assistance. In FY 2015, there were increases in these types of cases that were filed and consequently, a greater number of FY 2015 cases were resolved.

Item 4. The 133% increase in the percentage of pending cases that were opened in FY 2014 vs. the estimated number shows that OIP had an increase in the backlog of FY 2014 in proportion to its new cases. This increase is because priority was given to the increased number of UIPA record requests and UIPA requests for assistance that were filed in FY 2015 and to the oldest cases dating back to FY 2010. Thus, while OIP succeeded in reducing the age of its pending cases and in increasing the number of its closed cases, the proportion of its backlog from FY 2014 increased over the estimate.

Item 7. The 43% increase of hits on OIP's website, as well as the 17% increase of unique visits, can both be attributed to OIP's continuing practice of adding useful content and information to the website, including training materials on the UIPA, Sunshine Law, and UIPA Record Request Log.

PART III - PROGRAM TARGET GROUPS

No data available.

PART IV - PROGRAM ACTIVITIES

Item 4. The 160% increase in the number of lawsuits monitored vs. the estimated number is beyond OIP's control as the lawsuits are filed by others. OIP notes, however, that there was a significant number of lawsuits that were filed by inmates seeking access to their presentence investigation reports and other records.

Item 5. The 44% decrease in the number of legislative proposals monitored vs. the estimated number is beyond OIP's control as the proposals are made by others. OIP notes, too, that the estimates are based on a two-year average and that the second year of the biennial legislative session usually results in a much larger number of proposals that are monitored by OIP because proposals from FY 2015 will carry over to FY 2016. Thus, while the number monitored in FY 2015 was lower than average, OIP expects the number of proposals monitored in

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

10 02
LTG 105

FY 2016 to be higher than average.

Item 6. See Part II, Item 7.

Item 7. The number of live training sessions and public presentations in FY 2015 decreased by 45% as compared to the estimate, possibly because there were less requests for OIP's live training since OIP has extensive training materials on its website.

Item 8. The number of training materials and videos posted to OIP's website increased 230% over estimated number. The estimate needs to be revised.

Item 9. The number of public communications issued by OIP in FY 2015 decreased 34% in FY 2015 vs. the estimated figure because OIP did not sent out as many "What's New" articles.

VARIANCE REPORT

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	141.50	133.50	- 8.00	6	142.50	133.50	- 9.00	6	142.50	142.50	+ 0.00	0
	15,025	16,155	+ 1,130	8	3,975	3,669	- 306	8	12,712	13,003	+ 291	2
	141.50	133.50	- 8.00	6	142.50	133.50	- 9.00	6	142.50	142.50	+ 0.00	0
	15,025	16,155	+ 1,130	8	3,975	3,669	- 306	8	12,712	13,003	+ 291	2
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES					5	5	+ 0	0	0	0	+ 0	0

**VARIANCE REPORT NARRATIVE
FY 2015 AND FY 2016**

PROGRAM TITLE: LEGAL & JUDICIAL PROTECTION OF RIGHTS

10 03

PART I - EXPENDITURES AND POSITIONS

(See Lowest Level Programs for Explanation of Variances)

PART II - MEASURES OF EFFECTIVENESS

(See Lowest Level Programs for Explanation of Variances)

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER
 PROGRAM-ID: BUF-151
 PROGRAM STRUCTURE NO: 100301

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
TOTAL COSTS												
POSITIONS												
EXPENDITURES (\$1000's)												
	82.50	82.50	+ 0.00	0	83.50	82.50	- 1.00	1	83.50	83.50	+ 0.00	0
	9,861	10,948	+ 1,087	11	2,497	2,497	+ 0	0	8,265	8,265	+ 0	0
	82.50	82.50	+ 0.00	0	83.50	82.50	- 1.00	1	83.50	83.50	+ 0.00	0
	9,861	10,948	+ 1,087	11	2,497	2,497	+ 0	0	8,265	8,265	+ 0	0
					FISCAL YEAR 2014-15				FISCAL YEAR 2015-16			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1.	% ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES				5	5	+ 0	0	0	0	+ 0	0
2.	% ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES				481	481	+ 0	0	481	481	+ 0	0
3.	% ATTORNY CASELDS EXCEED NATL STD FOR FAMLY COURT				197	197	+ 0	0	197	197	+ 0	0
4.	% ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES				5	5	+ 0	0	5	5	+ 0	0
5.	ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS				90	90	+ 0	0	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1.	INDIGENTS REQUIRING SERVICES FOR FELONY CASES				5895	7869	+ 1974	33	6013	6013	+ 0	0
2.	INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES				40230	30745	- 9485	24	41035	41035	+ 0	0
3.	INDIGENTS REQUIRING SERVICES FOR APPEALS CASES				151	57	- 94	62	154	154	+ 0	0
4.	INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES				255	491	+ 236	93	260	260	+ 0	0
5.	INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES				8360	3357	- 5003	60	8527	8527	+ 0	0
6.	INDIGENTS REQUIRING SERVICES FOR PRISON CASES				2373	2135	- 238	10	2420	2420	+ 0	0
PART IV: PROGRAM ACTIVITY												
1.	CASES ACCEPTED - FELONY				5281	7192	+ 1911	36	5387	5387	+ 0	0
2.	CASES ACCEPTED - MISDEMEANOR				38878	29647	- 9231	24	39656	39656	+ 0	0
3.	CASES ACCEPTED - FAMILY COURT				6934	3076	- 3858	56	7073	7073	+ 0	0
4.	CASES ACCEPTED - APPEAL				151	57	- 94	62	154	154	+ 0	0
5.	CASES ACCEPTED - MENTAL COMMITMENT				255	491	+ 236	93	260	260	+ 0	0

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

FY 2014-15:

Variance in expenditures and positions was primarily due to vacant and collective bargaining allocations.

FY 2015-16:

The office is working to fill vacant positions by the fiscal year end. For the remainder of FY 15, we are anticipating to expend funds as planned.

PART II - MEASURES OF EFFECTIVENESS

Not applicable.

PART III - PROGRAM TARGET GROUPS

FY 2014-15:

The variance in the target number of indigents requiring services for felony, misdemeanor, appeals, mental commitment, family court and prison cases program target groups 1, 2, 3, 4, 5, and 6 reflects the unpredictability of the variables that determines program target groups.

PART IV - PROGRAM ACTIVITIES

FY 2014-15:

The variance in the number of cases accepted for services in felony, misdemeanor, family court, appeal and mental commitment program activities 1, 2, 3, 4, and 5 reflects the unpredictability of the variables which determine program activities.

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

12/11/15

PROGRAM-ID: LNR-111

PROGRAM STRUCTURE NO: 100303

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	58.00	50.00	- 8.00	14	58.00	50.00	- 8.00	14	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,005	5,069	+ 64	1	1,441	1,135	- 306	21	4,322	4,628	+ 306	7
TOTAL COSTS												
POSITIONS	58.00	50.00	- 8.00	14	58.00	50.00	- 8.00	14	58.00	58.00	+ 0.00	0
EXPENDITURES (\$1000's)	5,005	5,069	+ 64	1	1,441	1,135	- 306	21	4,322	4,628	+ 306	7
	FISCAL YEAR 2014-15				FISCAL YEAR 2015-16							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. NO. DAYS BETWN RECORDING & COMPLETN - REGULAR SYS	7	7	+ 0	0	7	7	+ 0	0				
2. NO. DAYS BETWEEN RECORDING & COMPLETION - LAND COURT	10	10	+ 0	0	10	10	+ 0	0				
3. NO. DAYS BETWEEN REQUEST & COMPLETION-CERT COPIES	1	1	+ 0	0	1	1	+ 0	0				
4. NO. DAYS BETWEEN REQUEST & COMPLETN - UCC SEARCHES	7	7	+ 0	0	7	7	+ 0	0				
5. NO. DAYS BETW DOC SEARCH/COPY REQUEST & COMPLETION	3	3	+ 0	0	3	3	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF DOCUMENTS RECORDED - REGULAR SYSTEM	240000	246748	+ 6748	3	240000	250000	+ 10000	4				
2. NUMBER OF DOCUMENTS RECORDED - LAND COURT	78000	75472	- 2528	3	80000	85000	+ 5000	6				
3. LAND COURT CERTIFICATES OF TITLE ISSUED	17000	19070	+ 2070	12	17000	18000	+ 1000	6				
4. LAND COURT ORDERS RECORDED	4200	4423	+ 223	5	4200	4200	+ 0	0				
5. MAPS FILED - LAND COURT AND REGULAR SYSTEM	150	152	+ 2	1	150	150	+ 0	0				
6. CERTIFIED COPIES REQUESTED - LAND COURT & REG SYS	170000	177005	+ 7005	4	160000	170000	+ 10000	6				
7. UNIFORM COMMERCIAL CODE SEARCHES REQUESTED	150	136	- 14	9	150	150	+ 0	0				
PART IV: PROGRAM ACTIVITY												
1. NO. OF DOCUMENTS PROCESSED - REGULAR SYSTEM	240000	246748	+ 6748	3	240000	250000	+ 10000	4				
2. NO. OF DOCUMENTS PROCESSED - LAND COURT	78000	75472	- 2528	3	80000	85000	+ 5000	6				
3. LAND COURT CERTIFICATES OF TITLE PRODUCED	17000	19070	+ 2070	12	17000	18000	+ 1000	6				
4. LAND COURT ORDERS PROCESSED	4200	4423	+ 223	5	4200	4200	+ 0	0				
5. MAPS PROCESSED - LAND COURT AND REGULAR SYSTEM	150	152	+ 2	1	150	150	+ 0	0				
6. CERTIFIED COPIES PROCESSED	170000	177005	+ 7005	4	160000	170000	+ 10000	6				
7. UNIFORM COMMERCIAL CODE RECORD SEARCHES PROCESSED	150	136	- 14	9	150	150	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 15: It was determined that certain positions which would be affected by two on-going reorganization requests should remain vacant until the implementation of the reorganizations. Temporarily, the vacancies were filled with 89-day hires.

FY 16: Positions are below budget due to the delay in hiring and lack of qualified candidates. Positions will hopefully be filled in FY 16 third and fourth quarters. This should result in less than a 10% variance. The expenditures are below budget due to the understaffing of permanent positions.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

Item 3: Variance in FY 15 is due to the increased activity in recording of condominium declarations, which results in issuing Land Court Certificates of Title for each associated condominium unit.

PART IV - PROGRAM ACTIVITIES

Item 3: Variance in FY 15 is due to the increased activity in recording of condominium declarations, which results in issuing Land Court Certificates of Title for each associated condominium unit

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN
 PROGRAM-ID: HMS-888
 PROGRAM STRUCTURE NO: 100304

	FISCAL YEAR 2014-15				THREE MONTHS ENDED 09-30-15				NINE MONTHS ENDING 06-30-16						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	159	138	-	21	13	37	37	+	0	0	125	110	-	15	12
TOTAL COSTS															
POSITIONS	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0	1.00	1.00	+	0.00	0
EXPENDITURES (\$1000's)	159	138	-	21	13	37	37	+	0	0	125	110	-	15	12

	FISCAL YEAR 2014-15				FISCAL YEAR 2015-16					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. # WOMEN ON STATE BOARDS & COMMISSIONS AS % TOTAL	50	NO DATA	-	50	100	50	50	+	0	0
2. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	50	NO DATA	-	50	100	50	50	+	0	0
3. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	54	NO DATA	-	54	100	54	54	+	0	0
4. # WOMEN VOTING AS % TOTAL POPULATN ELGBL TO VOTE	50	NO DATA	-	50	100	50	50	+	0	0
5. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	20	27	+	7	35	20	20	+	0	0
6. % STATE POPULATION REACHED BY COMMISSION PROGMS	75	50	-	25	33	75	50	-	25	33
7. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	4000	4800	+	800	20	4000	4800	+	800	20

PART III: PROGRAM TARGET GROUP															
1. TOTAL STATE POPULATION (THOUSANDS)	1406	1419	+	13	1	1406	1419	+	13	1					
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	709	-	10	1	719	709	-	10	1					
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	300	300	+	0	0	300	300	+	0	0					
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	453	+	0	0	453	453	+	0	0					
5. FEMALES OVER 65 (THOUSANDS)	109	109	+	0	0	109	109	+	0	0					

PART IV: PROGRAM ACTIVITY															
1. # INTER-ORGANIZATION/AGENCY MEETINGS	450	300	-	150	33	450	300	-	150	33					
2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	35000	35000	+	0	0	35000	35000	+	0	0					
3. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	240	+	40	20	200	240	+	40	20					
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	250	600	+	350	140	250	700	+	450	180					
5. # NATIONAL & INTNTL TECH ASSIST/INFO CONTACTS	200	200	+	0	0	200	200	+	0	0					
6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	50	50	+	0	0	50	50	+	0	0					
7. # BILLS RESEARCHED, INITIATED, SUPPORTED	62	70	+	8	13	62	70	+	8	13					
8. # PAY EQUITY WORKING GROUP SEMINARS	12	6	-	6	50	12	6	-	6	50					
9. # ORAL HISTORY INTERVIEWS ADDED TO COMM COLLECTN	2	1	-	1	50	2	1	-	1	50					

VARIANCE REPORT NARRATIVE FY 2015 AND FY 2016

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

The variance in budgeted and actual expenditures is due to a 10% capital restriction on all State programs.

PART II - MEASURES OF EFFECTIVENESS

1. Data for this measure is no longer accumulated.
2. Data for this measure is no longer accumulated.
3. Data for this measure is no longer accumulated.
4. Data for this measure is no longer accumulated.
5. The Commission on the Status of Women (CSW) has increased the number of bills researched, tracked and supported/opposed and has increased its level of advocacy throughout the State and respective City/County Councils.
6. A decrease in the State population reached by commission programs is due to a heightened level of legislative advocacy and a more concerted effort to focus on specific areas of issues affecting women, specifically gender based violence and paid family leave.
7. CSW has been receiving an increased number of emails, calls and general inquiries about programs, activities, bills, and research data.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

1. The number of inter-organization and agency meetings has decreased due to the upcoming National Commissions for Women Conference, which will be held in Hawaii and hosted by the Hawaii CSW.

3. CSW has increased the number of events and community projects. The Commission has been focusing on paid family leave, economic self-sufficiency, and ways to prevent violence against women. Also, the Commission has increased the number of community projects focusing on violence against women and has joined other community organizations in raising awareness about this issue.

4. The hours of staff participation and volunteer participation at community events and projects has increased. The Commission has recruited more volunteers through a growing number of advocates at the Hawaii Women's Coalition meetings, and the Executive Director has increased the number of community events and projects that she participates in. Additionally, the Executive Director has been named to multiple new task forces as a result of legislation and, in turn, participates in more community events through the task forces.

7. CSW has increased the number of bills researched, tracked and supported/opposed. Specifically, more bills have been introduced by individual legislators. These bills have had an inadvertent negative effect on women and girls, and the Commission has focused significant time drafting testimony to oppose these bills.

8. CSW has decreased the number of pay equity seminars due to the upcoming national conference planning efforts.

9. CSW has decreased the number of oral history interviews and has increased the number of written history interviews as it relates to paid family leave efforts.