



INDIVIDUAL RIGHTS

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	732.00	619.00	- 113.00	15	743.00	618.00	- 125.00	17	743.00	741.00	- 2.00	0
EXPENDITURES (\$1000's)	115,717	94,144	- 21,573	19	30,883	20,384	- 10,499	34	83,873	94,294	+ 10,421	12
TOTAL COSTS												
POSITIONS	732.00	619.00	- 113.00	15	743.00	618.00	- 125.00	17	743.00	741.00	- 2.00	0
EXPENDITURES (\$1000's)	115,717	94,144	- 21,573	19	30,883	20,384	- 10,499	34	83,873	94,294	+ 10,421	12
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	92	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	10	- 90	90	100	100	+ 0	0				

**VARIANCE REPORT NARRATIVE
FY 2022 AND FY 2023**

PROGRAM TITLE: INDIVIDUAL RIGHTS

10

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.

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	532.00	448.00	- 84.00	16	543.00	446.00	- 97.00	18	543.00	541.00	- 2.00	0
EXPENDITURES (\$1000's)	94,617	74,936	- 19,681	21	25,728	15,746	- 9,982	39	67,829	77,811	+ 9,982	15
TOTAL COSTS												
POSITIONS	532.00	448.00	- 84.00	16	543.00	446.00	- 97.00	18	543.00	541.00	- 2.00	0
EXPENDITURES (\$1000's)	94,617	74,936	- 19,681	21	25,728	15,746	- 9,982	39	67,829	77,811	+ 9,982	15
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	92	+ 0	0				
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+ 0	0	100	100	+ 0	0				
3. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	10	- 90	90	100	100	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

PROGRAM TITLE: PROTECTION OF THE CONSUMER

10 01

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.

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	307.00	264.00	- 43.00	14	318.00	260.00	- 58.00	18	318.00	318.00	+ 0.00	0
EXPENDITURES (\$1000's)	60,913	47,228	- 13,685	22	17,862	9,653	- 8,209	46	44,502	52,711	+ 8,209	18
TOTAL COSTS												
POSITIONS	307.00	264.00	- 43.00	14	318.00	260.00	- 58.00	18	318.00	318.00	+ 0.00	0
EXPENDITURES (\$1000's)	60,913	47,228	- 13,685	22	17,862	9,653	- 8,209	46	44,502	52,711	+ 8,209	18

	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
1. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+ 5	5	94	94	+ 0	0
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	60	- 37	38	97	87	- 10	10
3. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	75	75	+ 0	0	75	75	+ 0	0
4. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0
5. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	51	- 49	49	100	80	- 20	20
6. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+ 7	8	92	92	+ 0	0

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

PROGRAM TITLE: REGULATION OF SERVICES

10 01 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: CABLE TELEVISION
 PROGRAM-ID: CCA-102
 PROGRAM STRUCTURE NO: 10010301

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,567	1,530	- 1,037	40	942	788	- 154	16	1,625	1,779	+ 154	9
TOTAL COSTS												
POSITIONS	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0	7.00	7.00	+ 0.00	0
EXPENDITURES (\$1000's)	2,567	1,530	- 1,037	40	942	788	- 154	16	1,625	1,779	+ 154	9
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % HOMES WHERE CABLE TV SERVICE AVAILABLE IN STATE	99	99	+ 0	0	99	99	+ 0	0				
2. %COMPL BY CABLE TV COM SYS W/STATE & REG RPTG REQS	99	99	+ 0	0	99	99	+ 0	0				
3. % COMPLAINTS ADDRESSED WITHIN 30 DAYS	99	99	+ 0	0	99	99	+ 0	0				
4. % BROADBAND PROJECTS/ACTIVITIES COMPLETED	99	99	+ 0	0	99	99	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. HAWAII HOUSEHOLDS (000)	545	565	+ 20	4	545	588	+ 43	8				
2. HAWAII BUSINESSES (000)	36	33	- 3	8	36	33	- 3	8				
3. CABLE TELEVISION SUBSCRIBERS (000)	375	342	- 33	9	365	332	- 33	9				
4. CABLE TELEVISION COMPANIES	2	2	+ 0	0	2	2	+ 0	0				
5. PEG ACCESS ORGANIZATIONS	4	4	+ 0	0	4	4	+ 0	0				
6. BROADBAND SUBSCRIBERS (000)	393	388	- 5	1	395	407	+ 12	3				
PART IV: PROGRAM ACTIVITY												
1. # POL & STDS PROCEEDINGS FOR CABLE COM SVCS (CCS)	4	4	+ 0	0	4	4	+ 0	0				
2. # OF NEW CATV APPLICATIONS REVIEWED BY CATV	1	6	+ 5	500	1	6	+ 5	500				
3. # INSP, INVSTGN, COMPL REVIEWS BEGUN/ENDED BY CATV	6	6	+ 0	0	6	6	+ 0	0				
4. # TESTMNS REL TO CABLE COM TO LEG, CONG, GOVT AGEN	10	1	- 9	90	10	10	+ 0	0				
5. # MTGS ON DEV, CONST, USE OF FACIL REL TO CCS	4	4	+ 0	0	4	4	+ 0	0				
6. # OF COMPLAINTS AND INQUIRIES RECEIVED	260	240	- 20	8	260	240	- 20	8				
7. # RATE FILINGS RECEIVED AND EXAMINED BY CATV	0	0	+ 0	0	0	0	+ 0	0				
8. # OF INET PROJ REQUESTS RECEIVED/PROCESSED	60	31	- 29	48	60	40	- 20	33				
9. # OF PEG ACCESS RELATED ACTIVITIES	270	248	- 22	8	270	245	- 25	9				
10. # OF BROADBAND RELATED ACTIVITIES	145	132	- 13	9	145	132	- 13	9				

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 01
CCA 102

PROGRAM TITLE: CABLE TELEVISION

PART I - EXPENDITURES AND POSITIONS

The variances in the Division's expenditures for FY 22 and FY 23 are due to the fewer than expected expenses that were incurred by the Division given the delays in implementing certain broadband projects (e.g., the Hi-WiFi Project) and the timing of when funds are expected to be expended for, among other matters, compliance and litigation actions.

costs associated with the construction, maintenance, and service of an INET must be included in the federal 5% cap on franchise fees at fair market value, which later was revised to marginal costs of the cable operator by the 6th Circuit Court of Appeals. This anticipated decrease in requests is reflected by the magnitude of the variance for FY 22 (i.e., 48%) for this activity.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Item 2: The variances in FY22 and FY23 reflect the revised meaning of the activity to include all CATV applications (new and current) being reviewed by the Cable Television Division (CATV) and no longer reflect only new applications submitted in the fiscal year. Currently, CATV is reviewing two cable franchise renewal applications and four applications to be designated as a public, educational, and governmental access organization.

Item 4: The variance in FY22 reflects the actual number of testimonies submitted by the Division during the 2022 Legislative Session. While CATV monitored numerous bills, the Division only submitted testimony on measures that directly impacted Chapter 440G, HRS, and related duties. It was an unusual session, and a variance in the same magnitude is not expected in the future.

Item 8: The variance in FY 22 is based on the number of actual Institutional Network (INET) requests received in the fiscal year by the Division. The variance in FY 23 reflects the fewer number of INET requests expected in FY 23 due to the Federal Communications Commission "new" rules issued on August 2019 which concluded that

PROGRAM TITLE: CONSUMER ADVOCATE FOR COMM, UTIL & TRAN SVC
 PROGRAM-ID: CCA-103
 PROGRAM STRUCTURE NO: 10010302

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	25.00	18.00	-	7.00	28	25.00	16.00	-	9.00	36	25.00	25.00	+	0.00	0
EXPENDITURES (\$1000's)	4,604	2,868	-	1,736	38	1,251	719	-	532	43	3,353	3,886	+	533	16
TOTAL COSTS															
POSITIONS	25.00	18.00	-	7.00	28	25.00	16.00	-	9.00	36	25.00	25.00	+	0.00	0
EXPENDITURES (\$1000's)	4,604	2,868	-	1,736	38	1,251	719	-	532	43	3,353	3,886	+	533	16

	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23					
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%		
PART II: MEASURES OF EFFECTIVENESS										
1. AVG % PUC DECSNS ACCPT AGRMNT ENTRD BY CA W/RU	75	88	+	13	17	75	75	+	0	0
2. CONS SAVINGS DUE TO PARTIC IN UTIL PROC (000'S)	15000	400	-	14600	97	15000	2000	-	13000	87
3. CONS SAV DUE TO PARTIC IN WATER CARR PROC (000'S)	1000	0	-	1000	100	0	0	+	0	0
4. % PROCEDURAL DEADLINES MET	100	100	+	0	0	100	100	+	0	0
5. # OF PEOPLE REACHED THRU EVENTS/DIST PUBLICATIONS	4500	388	-	4112	91	4500	2000	-	2500	56
6. % OF COMPLAINTS RESPONDED TO WITHIN 24 HOURS	85	92	+	7	8	85	90	+	5	6
7. % OF ALT ENERGY SOURCES USED BY ELECTRIC UTILITIES	34	40	+	6	18	36	37	+	1	3

PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000'S)	1626	1596	-	30	2	1626	1596	-	30	2					
2. # OF RESIDENTIAL ELECTRICAL METERS (000'S)	437	445	+	8	2	438	446	+	8	2					
3. # OF NON-RESIDENTIAL USERS (000'S)	65	64	-	1	2	66	63	-	3	5					
4. # OF ELECTRIC PUBLIC UTILITIES REGULATED BY PUC	4	4	+	0	0	4	4	+	0	0					
5. # OF SUPPLIERS OF ELEC ENERGY TO ELEC PUB UTILS	43	45	+	2	5	44	47	+	3	7					
6. # TELECOM COMMON CAR (FED & ST LIC) OPER IN HI	210	219	+	9	4	210	215	+	5	2					
7. # PIPD GAS, WATR, WAST WATR PUB UTIL REG BY PUC	43	43	+	0	0	43	43	+	0	0					
8. #PROP MOTOR CARRIERS HLDG CERT PUBLIC CONV & NESSTY	550	605	+	55	10	550	600	+	50	9					
9. # PASS CARRIERS HLDG CERT PUBLIC CONV & NESSTY	1050	1121	+	71	7	1050	1100	+	50	5					
10. # WATER CARRIERS REGULATED BY PUC	2	2	+	0	0	2	2	+	0	0					

PART IV: PROGRAM ACTIVITY															
1. # OF UTILITY GENERAL RATE APPL REVIEWED BY DIV	7	7	+	0	0	7	8	+	1	14					
2. #OF GEN TARIFF CHGS FILED BY MOTOR CARR REV BY DIV	0	1	+	1	0	0	0	+	0	0					
3. # OF NON-RATE APPL BY UTIL COMP REV BY DIV	80	84	+	4	5	80	85	+	5	6					
4. #OF INVST FOR QUAL SVC/OPER INTEG PARTIC IN BY DIV	2	0	-	2	100	2	2	+	0	0					
5. # RULE-MKG PROC/GENERIC DCKTS PARTIC IN BY DIV	10	12	+	2	20	10	10	+	0	0					
6. # OF EDUCATION/OUTREACH EVENTS ATTENDED	8	3	-	5	63	8	6	-	2	25					
7. # OF NEWSLETTERS/PUBLICATIONS CREATED	4	5	+	1	25	4	4	+	0	0					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

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 22 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, certain anticipated projects being delayed beyond FY 22, and efforts to restrict expenditures due to fiscal uncertainty during the ongoing pandemic

PART II - MEASURES OF EFFECTIVENESS

Item 1: Whether the Public Utilities Commission (PUC) adopts Division recommendations and settlements is subject to many factors and subject to variance.

Items 2 and 3: The variances reflect forecasting uncertainties such as if and when a company will file an application and when and how the PUC will rule on that application. The 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 generated are lower (and expected to be lower on a long-term basis) due to the elimination of triennial rate increase applications for the Hawaiian Electric Companies, the adoption of a performance based regulatory framework, and Young Brothers not filing a recent rate case after receiving its emergency rate increase in FY 21.

Item 5: The anticipated number of people reached through outreach events in FY 22 was low due to the ongoing pandemic limiting the number of available outreach events.

Item 7: Successful RFP efforts by the utilities, efforts to encourage additional distributed energy resources, and the return of the Puna Geothermal facility to service helped to achieve a higher renewable portfolio compliance than originally expected.

PART III - PROGRAM TARGET GROUPS

Item 8: The number of motor carriers that move property and goods experienced an unanticipated increase during the pandemic.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 4, and 5: The variance reflects the forecasting uncertainties associated with when utility companies file applications or when the PUC might open generic dockets. Even though the Division generally does not review motor carrier applications in an effort to better reallocate its resources, a large motor carrier case warranted participation. There were no service quality investigations but there were more than anticipated generic dockets/investigations.

Items 6 and 7: Due to the ongoing pandemic, the number of outreach events normally attended has been lower. The Division has, however, implemented various measures to help customers by distributing information on how to cope with the ongoing pandemic and how to access available aid, so increased outreach through other means has occurred, including trying to issue more newsletters to help customer education.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	40.00	37.00	-	3.00	8	43.00	36.00	-	7.00	16	43.00	43.00	+	0.00	0
EXPENDITURES (\$1000's)	5,638	4,935	-	703	12	1,746	1,115	-	631	36	4,358	4,989	+	631	14
TOTAL COSTS															
POSITIONS	40.00	37.00	-	3.00	8	43.00	36.00	-	7.00	16	43.00	43.00	+	0.00	0
EXPENDITURES (\$1000's)	5,638	4,935	-	703	12	1,746	1,115	-	631	36	4,358	4,989	+	631	14
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % INST EXAMND IN TIMELY MANNER PURS TO STAT RULES	93	100	+	7	8	92	92	+	0	0	92	92	+	0	0
2. %COMPL FI,ED,MT,MS,MLO APP PROC TMLY & PRS TO STAT	94	98	+	4	4	94	94	+	0	0	94	94	+	0	0
3. % WRITTEN INQS REVIEWED/PROCESSED W/IN 30 DAYS	60	97	+	37	62	60	80	+	20	33	60	80	+	20	33
4. % LIC RENWLS REVIEW/PROC TIMELY, PURS TO STDS	94	99	+	5	5	94	94	+	0	0	94	94	+	0	0
5. % AUDITED FINANCIAL STATEMETS REVIEWED PRS TO STAT	93	94	+	1	1	93	93	+	0	0	93	93	+	0	0
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)	1626	1596	-	30	2	1626	1596	-	30	2	1626	1596	-	30	2
2. FI,ED,MT,MS,MLO,MLOC BRNCHS & OTHER OFCS REGULATED	5300	6556	+	1256	24	5300	5300	+	0	0	5300	5300	+	0	0
PART IV: PROGRAM ACTIVITY															
1. # FIN INST BRANCHES & OTHER OFFICES EXAMINED	238	177	-	61	26	238	138	-	100	42	238	138	-	100	42
2. # OF APP OF FIN INST,ED,MT,MS,MLO,MLOC REVIEWED	720	6242	+	5522	767	720	3000	+	2280	317	720	3000	+	2280	317
3. # OF INQUIRIES RECEIVED	9500	3802	-	5698	60	9500	3800	-	5700	60	9500	3800	-	5700	60
4. # OF LICENSES RENEWED	3617	4796	+	1179	33	3617	4749	+	1132	31	3617	4749	+	1132	31
5. # AUDITED FIN STATEMENTS RECEIVED FOR REVIEW	75	88	+	13	17	75	88	+	13	17	75	88	+	13	17
6. # OF WRITTEN COMPLAINTS RECEIVED	75	72	-	3	4	75	76	+	1	1	75	76	+	1	1
7. # OF ED, MT, BRANCHES & AUTH LOCATIONS EXAMINED	40	50	+	10	25	20	24	+	4	20	20	24	+	4	20
8. # OF MORG SERVICERS & MORG LOAN ORGNTR CO EXAMINED	53	36	-	17	32	53	38	-	15	28	53	38	-	15	28
9. # OF INVESTIGATIONS INITIATED	60	25	-	35	58	60	25	-	35	58	60	25	-	35	58

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 03
CCA 104

PROGRAM TITLE: FINANCIAL SERVICES REGULATION

PART I - EXPENDITURES AND POSITIONS

The FY 22 expenditure variance is due to vacancies. In FY 23, hiring for vacant and new positions has been difficult, which accounts for the position and expenditure variances. Training and related travel expenses are increasing and will continue to increase as we approach a new post-pandemic norm.

PART II - MEASURES OF EFFECTIVENESS

Item 3: A higher number of telephone inquiries were received in FY 22. Such inquiries are responded to and closed quickly. For FY 23, the number of telephone inquiries are expected to level off, which will leave a higher percentage of written inquiries which require more time for research, interaction between licensee and complainant, and closure.

PART III - PROGRAM TARGET GROUPS

Item 2: Mortgage loan originator (MLO) license requests continued to rise in FY 22.

PART IV - PROGRAM ACTIVITIES

Item 1: The FY 22 variance is due to one bank closing branches and other offices. The FY 23 variance is due to removing two banks from the exam schedule due to the 18-month examination frequency mandated by the Economic Growth, Regulatory Relief, and Consumer Protection Act.

Item 2: MLO applications continued to rise in FY 22. FY 23 MLO/MLO company applications and related work items are projected to decrease due to increasing interest rates.

Item 3: The FY 22 reduction in inquiries likely resulted from the pandemic's new normal when licensees better managed customer service issues while many employees worked more effectively from home. The FY 23 baseline of anticipated inquiries will likely continue at

roughly the same level as FY 22 as we continue to emerge from the pandemic and as the Division of Financial Institutions (DFI) provides in-person training and improves materials on its website.

Item 4: In FY 22, the 33% variance is due primarily to overall renewals of MLOs. In FY 23, approximately a 75% renewal rate for licensees is projected.

Item 5: The variance is based on an increase in licensees that submitted financial statements.

Item 7: For both FYs, the variance is due to one escrow company adding four branches.

Item 8: In FY 22, the reduction in exams was due to significant exam time spent on large licensees with serious compliance issues resulting in file scrubs by DFI examiners, and restitution to consumer borrowers. That trend is expected to continue in FY 23.

Item 9: Complaints give rise to most investigations. Often, complaints are resolved short of necessitating a full-scale investigation.

STATE OF HAWAII

VARIANCE REPORT

REPORT V61

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

12/2/22

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	71.00	62.00	-	9.00	13	79.00	60.00	-	19.00	24	79.00	79.00	+	0.00	0
EXPENDITURES (\$1000's)	10,971	9,135	-	1,836	17	4,944	1,801	-	3,143	64	6,499	9,642	+	3,143	48
TOTAL COSTS															
POSITIONS	71.00	62.00	-	9.00	13	79.00	60.00	-	19.00	24	79.00	79.00	+	0.00	0
EXPENDITURES (\$1000's)	10,971	9,135	-	1,836	17	4,944	1,801	-	3,143	64	6,499	9,642	+	3,143	48
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % NEW LICENSES ISSUED WITHIN 10-12 BUSINESS DAYS	95	60	-	35	37	95	85	-	10	11					
2. % LICENSEES RENEWED WITHIN 10-12 BUSINESS DAYS	97	60	-	37	38	97	87	-	10	10					
3. % PVL-PROPOSED LEGISLATIVE MEASURES ENACTED	90	100	+	10	11	90	90	+	0	0					
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)	1626	1596	-	30	2	1626	1596	-	30	2					
2. PERS/BUS LIC BY PVL (ALL STATUSES)	510000	508711	-	1289	0	525000	525000	+	0	0					
3. PERS/BUS LICENSED BY PVL (CURR AND ACT)	160000	164050	+	4050	3	160000	160000	+	0	0					
4. REG BOARDS, COMMISSIONS, PROG ASSIGNED TO PVL	51	52	+	1	2	51	52	+	1	2					
PART IV: PROGRAM ACTIVITY															
1. # OF PROF & VOC APPLICATIONS RECEIVED	20000	26427	+	6427	32	20000	24000	+	4000	20					
2. # OF EXAMINEES & REEXAMINEES	11070	10900	-	170	2	11070	10900	-	170	2					
3. # OF APPLICANTS LICENSED	15000	17317	+	2317	15	15000	16000	+	1000	7					
4. # OF PERMITS ISSUED	1200	1033	-	167	14	1200	800	-	400	33					
5. # OF LICENSES RENEWED	74804	58834	-	15970	21	74804	70500	-	4304	6					
6. # OF UPDATE TRANSACTIONS FOR LICENSES	230000	NO DATA	-	230000	100	230000	NO DATA	-	230000	100					
7. # CONDO REQUESTS, APPLS, REPORTS & EDUC OFFERINGS	36000	96000	+	60000	167	36000	96000	+	60000	167					
8. # OF REAL ESTATE REQUESTS AND EDUC OFFERINGS	125000	158000	+	33000	26	125000	158000	+	33000	26					
9. # OF TIME SHARE/SUBDIVISION FILINGS RECEIVED	0	111	+	111	0	0	230	+	230	0					
10. # OF NEW/REVISED HI ADMIN RULES PROMULGATED	3	0	-	3	100	3	3	+	0	0					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 04
CCA 105

PROGRAM TITLE: PROFESSIONAL & VOCATIONAL LICENSING

PART I - EXPENDITURES AND POSITIONS

Positions: The variance is a result of position vacancies pending recruitment and the filling of 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 1: The variance is due to position vacancies, staffing shortages, and the influx of nursing applications received which have adversely impacted Professional and Vocational Licensing's (PVL) normal operations and processing timelines.

Item 2: The variance is due to position vacancies and staffing shortages which have adversely impacted PVL's normal operations and processing timelines.

Item 3: The variance is due to all legislative proposals (two) that were submitted by PVL being enacted.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The variance increase is due to the increase in applications received following the Governor's emergency orders and proclamations.

Item 3: The variance increase is due to the increase in applications received, especially nursing applications, resulting in an increase in the number of licenses issued.

Item 4: The variance decrease is due to the lower number of permits issued in the areas of barbering and cosmetology and motor vehicle industry.

Item 5: The variance decrease is due to the lower number of licenses being renewed in the areas of barbering and cosmetology, massage therapy, motor vehicle industry, and travel agency.

Item 6: No data is available due to a database conversion.

Item 7: The variance increase is due to the increase in requests, inquiries, and educational offerings with additional free resources such as seminars, videos, brochures, and public outreach that have increased the public awareness of the office.

Item 8: The variance is due to an increase in applications, inquiries, and educational offerings as interest in the industry has increased.

Item 9: The variance is due to planned updates limited to biennial fiscal years whereas anticipated projected numbers would be 100, resulting in a lower actual variance.

Item 10: The variance is due to ongoing revisions made by the Board which has not resulted in the completion and promulgation of rules.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	95.00	78.00	-	17.00	18	95.00	75.00	-	20.00	21	95.00	95.00	+	0.00	0
EXPENDITURES (\$1000's)	19,909	16,036	-	3,873	19	4,672	2,763	-	1,909	41	15,747	17,656	+	1,909	12
TOTAL COSTS															
POSITIONS	95.00	78.00	-	17.00	18	95.00	75.00	-	20.00	21	95.00	95.00	+	0.00	0
EXPENDITURES (\$1000's)	19,909	16,036	-	3,873	19	4,672	2,763	-	1,909	41	15,747	17,656	+	1,909	12
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % OF COMPLAINTS RESOLVED WITHIN 90 DAYS	90	73	-	17	19	90	80	-	10	11					
2. % INSURER'S EXAM WKLD COMPL AT LEAST ONCE IN 5 YR	100	100	+	0	0	100	100	+	0	0					
3. % CAPTIVE INSUR EXAM WKLD CMP W/IN 3 OR 5 YR REQUI	100	51	-	49	49	100	80	-	20	20					
4. % RATE/POL FILINGS REVIEWED W/IN STAT TIME REQMTS	95	95	+	0	0	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	2.4	-	1.6	40	4.0	3.0	-	1	25					
7. % SCREENING APPLICANTS ASSIGNED CLAIMS PRG	90	74	-	16	18	90	80	-	10	11					
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)	1626	1596	-	30	2	1626	1596	-	30	2					
2. INSURER LICENSEES REGULATED BY INSURANCE DIV	1405	1383	-	22	2	1420	1390	-	30	2					
3. CAPTIVE LICENSEES REGULATED BY INSURANCE DIVISION	265	254	-	11	4	275	261	-	14	5					
4. OTHER LICENSEES REGULATED BY INSURANCE DIVISION	84000	102902	+	18902	23	86000	110000	+	24000	28					
5. MOTOR VEHICLES SUBJECT TO INS REGULATIONS (000)	1100	1110	+	10	1	1125	1110	-	15	1					
PART IV: PROGRAM ACTIVITY															
1. # OF LICENSE APPL, RENEWALS & UPDATES PROCESSED	200000	201152	+	1152	1	210000	210000	+	0	0					
2. # OF COMPLAINTS	600	536	-	64	11	600	590	-	10	2					
3. # FRAUD REFER & COMPLAINTS OPEN FOR INVESTIGATIONS	85	92	+	7	8	85	85	+	0	0					
4. # INFORM BRFNCS & CAPTIVE DEV ACTIVITIES DURING YR	35	75	+	40	114	35	75	+	40	114					
5. # OF ANNUAL COMPANY FILINGS PROCESSED	2550	2682	+	132	5	2575	2598	+	23	1					
6. # INSUR & CAPTIVES APPL FOR CERT OF AUTH REVIEWED	40	29	-	11	28	40	34	-	6	15					
7. # OF EXAMS OF DOMESTIC INS & INS-TYPE ENTITIES	50	24	-	26	52	50	49	-	1	2					
8. # INSURER & ISSUER RATE & POLICY FILINGS ANALYZED	4000	3517	-	483	12	4000	3510	-	490	12					
9. # OF PREMIUM TAX STATEMENTS FILED	9500	11569	+	2069	22	9500	11185	+	1685	18					
10. # OF INSURER REPORTS ANALYZED CAPTIVES & RISK RTNT	315	339	+	24	8	325	341	+	16	5					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 06
CCA 106

PROGRAM TITLE: INSURANCE REGULATORY SERVICES

PART I - EXPENDITURES AND POSITIONS

Position Count and Expenditures: The variances are a result of position vacancies pending recruitment and filling or recruitment difficulties.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The decrease in the percentage of complaints resolved within 90 days is attributable to vacancies. Additionally, the licensee background checks conducted by complaint handling staff increased by over one third in FY 22.

Item 3: The decrease in the percentage of captive exams completed within requirements can be attributed to the following: there were added complications to the examination process due to the pandemic and teleworking; and there was a five-year accreditation that took place during FY 22, and subsequent efforts and resources were put into resolving issues identified during the process. It is noted, many exams were in the review stage at the end of FY 22 and were completed in the beginning of FY 23.

Item 6: The less than expected increase in captive licensees from the prior year was due to the pandemic, particularly the effects in Japan. There has been a significant decrease in the number of captive licensees from Japanese companies during the pandemic, most likely due to the restricted travel to and from Japan.

Item 7: The decrease in the percentage of assigned claims screened within 60 days is attributable to vacancies.

PART III - PROGRAM TARGET GROUPS

Item 4: There was a substantial increase in the number of new non-resident producer licenses issued in FY 22, which is expected to continue in FY 23. This is primarily attributable to adding more license types for online application submission since the beginning of 2022.

PART IV - PROGRAM ACTIVITIES

Item 2: With more people teleworking and fewer auto accidents, auto related complaints in FY 22 were 30% less than prior fiscal years. Auto complaints are anticipated to pick back up this year as more people return to full or partial in-office work.

Item 4: With the significant growth in the use of virtual conference platforms, there has been an increase in the number of meetings with captive company owners and managers. The majority of the captive insurance company owners are located outside of Hawaii. Pre-pandemic, many captive owners would only schedule meetings when physically present in Hawaii; now with virtual meetings becoming commonplace, these captive owners are more likely to request and schedule meetings more frequently.

Item 6: The decrease in the review of company applications for certificate of authority was primarily due to the departure of experienced staff in FY 22, which will continue to impact FY 23.

Item 7: The decrease in the number of exams was due to complications to the examination process during the pandemic. Additionally, there was a five-year accreditation that took place during FY 22, and subsequent efforts and resources were put into resolving issues identified during the process. It is noted, many exams were in the review stage at the end of FY 22 and were completed in the beginning of FY 23.

Item 8: The FY 22 decrease in rate and policy filings analyzed is a result of many insurance carriers choosing to file their life and annuity products directly with the Insurance Compact instead of with each state individually. This is expected to continue in FY 23.

Item 9: The increase in premium tax statements filed was mainly attributable to insurers who were previously inactive but are now conducting more business in Hawaii.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	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)	306	107	-	199	65	77	38	-	39	51	232	270	+	38	16
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)	306	107	-	199	65	77	38	-	39	51	232	270	+	38	16
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % OF WRITTEN INQUIRIES ADDRESSED WITHIN 30 DAYS	85	85	+	0	0	85	85	+	0	0	85	85	+	0	0
2. % OF COMPLETED APPLICATIONS REVIEWED WITHIN 60 DAYS	80	80	+	0	0	80	80	+	0	0	80	80	+	0	0
3. % OF COMPLAINTS ADDRESSED WITHIN 90 DAYS	75	75	+	0	0	75	75	+	0	0	75	75	+	0	0
PART III: PROGRAM TARGET GROUP															
1. # OF ACCRTD DGR GRNTING POST-SEC ED INSTS RGLTD	28	26	-	2	7	28	26	-	2	7	28	26	-	2	7
PART IV: PROGRAM ACTIVITY															
1. # WRTN INQ RECVD CONCERN LAW'S REQ FOR AUTHORIZTN	120	110	-	10	8	120	110	-	10	8	120	110	-	10	8
2. # OF APPLICATIONS RECEIVED AND REVIEWED	21	20	-	1	5	5	7	+	2	40	5	7	+	2	40
3. NUMBER OF AUTHORIZATIONS OR REAUTHORIZATIONS	21	20	-	1	5	5	7	+	2	40	5	7	+	2	40
4. NUMBER OF COMPLAINTS RECEIVED	3	2	-	1	33	3	3	+	0	0	3	3	+	0	0

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 07
CCA 107

PROGRAM TITLE: POST-SECONDARY EDUCATION AUTHORIZATION

PART I - EXPENDITURES AND POSITIONS

The position and expenditure variances are due to position vacancies.

PART II - MEASURES OF EFFECTIVENESS

No significant variance.

PART III - PROGRAM TARGET GROUPS

No significant variance.

PART IV - PROGRAM ACTIVITIES

Items 2-4: While some institutions determined they no longer needed to maintain physical presence and state authorization in Hawaii, three new mainland institutions indicated they would seek state authorization in Hawaii by the 1st quarter or 2nd quarter of FY 23. Plans to close or operate in Hawaii are unpredictable. Given the low starting quantity for FY 23, a single unit accounts for a significant change (20%). Similarly, few complaints are received annually; thus, a single unit reflects a third of the total. The Hawaii Post-secondary Education Authorization Program (HPEAP) receives hundreds of written and phone inquiries, but it is difficult to predict the number of official complaints that may be filed. Historically, the amount of official complaints filed with HPEAP is low, resulting in a continued conservative estimate as it relates to complaints.

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

12/2/22

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	67.00	61.00	- 6.00	9	67.00	65.00	- 2.00	3	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,918	12,617	- 4,301	25	4,230	2,429	- 1,801	43	12,688	14,489	+ 1,801	14
TOTAL COSTS												
POSITIONS	67.00	61.00	- 6.00	9	67.00	65.00	- 2.00	3	67.00	67.00	+ 0.00	0
EXPENDITURES (\$1000's)	16,918	12,617	- 4,301	25	4,230	2,429	- 1,801	43	12,688	14,489	+ 1,801	14
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23							
	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	100	100	+ 0	0				
2. % NON-RATE MATTERS COMPLTD W/IN APPLC STATU/REG PD	100	100	+ 0	0	100	100	+ 0	0				
3. % INFORMAL COMPLAINTS RESOLVED IN REASONABLE TIME	85	87	+ 2	2	85	85	+ 0	0				
4. NO. REPORTED ACCIDENTS INVOLVING UTILITY EMPLOYEES	90	84	- 6	7	90	90	+ 0	0				
5. AV NO. ELECTRIC SVC INTERRUPTS PER CUSTOMER SVCD	2	2	+ 0	0	2	2	+ 0	0				
6. NO. TELECOMM SVC DISRUPTNS LONGER THAN 1 HR	2	3	+ 1	50	2	2	+ 0	0				
PART III: PROGRAM TARGET GROUP												
1. ELECTRIC AND GAS COMPANIES	5	5	+ 0	0	5	5	+ 0	0				
2. PROPERTY CARRIERS	526	580	+ 54	10	526	550	+ 24	5				
3. PASSENGER CARRIERS	943	1044	+ 101	11	943	950	+ 7	1				
4. WATER COMMON CARRIERS	2	2	+ 0	0	2	2	+ 0	0				
5. PRIVATE WATER AND WASTEWATER UTILITY COMPANIES	39	39	+ 0	0	39	39	+ 0	0				
6. TELECOMMUNICATIONS COMPANIES	185	184	- 1	1	185	184	- 1	1				
7. OPERATORS OF SUBSURFACE INSTALLATIONS	47	50	+ 3	6	47	50	+ 3	6				
PART IV: PROGRAM ACTIVITY												
1. NUMBER OF APPLICATIONS FILED	435	248	- 187	43	435	400	- 35	8				
2. NO. DECISIONS/ORDERS & ORDERS ISSUED DOCKETD MATTR	870	600	- 270	31	870	800	- 70	8				
3. NO. PUBLIC HEARINGS AND CONTESTED CASE HEARINGS	20	8	- 12	60	20	20	+ 0	0				
4. NUMBER OF CITATIONS ISSUED	30	40	+ 10	33	30	30	+ 0	0				
5. NUMBER OF INFORMAL COMPLAINTS FILED	90	93	+ 3	3	90	90	+ 0	0				

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 03 08
CCA 901

PROGRAM TITLE: PUBLIC UTILITIES COMMISSION

PART I - EXPENDITURES AND POSITIONS

The expenditure variances are due to decreases in outside services contracting activity.

PART II - MEASURES OF EFFECTIVENESS

Item 6: The variance in the number of telecom service disruptions longer than one hour was a result of the Incumbent Local Exchange Carrier reporting three outages in FY 22.

PART III - PROGRAM TARGET GROUPS

Items 2 and 3: The variance in the number of property motor carriers is mainly attributable to fewer suspensions and revocations due to the Public Utilities Commission (PUC) postponing the Order to Show Cause (OSC) proceedings in which regulated motor carriers and utilities that fail to make mandatory filings and/or pay requisite public utility or motor carrier fees are ordered to appear and show cause why their certificate or permit should not be suspended or revoked. The PUC plans to resume the OSC proceedings in FY 23.

PART IV - PROGRAM ACTIVITIES

Items 1-3: In FY 22, the PUC saw fewer utility applications filed, particularly utility rate cases and motor carrier applications, due to the COVID-19 pandemic. As a result, the PUC issued fewer decisions and/or orders related to docketed matters and held fewer public and contested case hearings on those docketed matters.

Item 4: The variance in the number of citations issued is due to a return of standard enforcement actions as post-pandemic, economic, and tourism-related activities resumed.

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	174.00	142.00	-	32.00	18	174.00	139.00	-	35.00	20	174.00	172.00	-	2.00	1
EXPENDITURES (\$1000's)	23,751	18,236	-	5,515	23	5,261	3,836	-	1,425	27	15,495	16,920	+	1,425	9
TOTAL COSTS															
POSITIONS	174.00	142.00	-	32.00	18	174.00	139.00	-	35.00	20	174.00	172.00	-	2.00	1
EXPENDITURES (\$1000's)	23,751	18,236	-	5,515	23	5,261	3,836	-	1,425	27	15,495	16,920	+	1,425	9
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	10	-	90	90	100	100	+	0	0					
2. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	579	-	421	42	1000	1000	+	0	0					
3. % OF RICO SETTLEMENT AGREEMENTS ADOPTED	95	100	+	5	5	95	98	+	3	3					
4. % OF RECOMMENDED ORDERS IN FAVOR OF STATE	95	99	+	4	4	95	98	+	3	3					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

PROGRAM TITLE: ENFORCEMENT OF FAIR BUSINESS PRACTICES

10 01 04

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 CONSUMER PROTECTION
 PROGRAM-ID: CCA-110
 PROGRAM STRUCTURE NO: 10010401

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	19.00	18.00	-	1.00	5	19.00	18.00	-	1.00	5	19.00	19.00	+	0.00	0
EXPENDITURES (\$1000's)	2,994	2,642	-	352	12	858	582	-	276	32	2,186	2,462	+	276	13
TOTAL COSTS															
POSITIONS	19.00	18.00	-	1.00	5	19.00	18.00	-	1.00	5	19.00	19.00	+	0.00	0
EXPENDITURES (\$1000's)	2,994	2,642	-	352	12	858	582	-	276	32	2,186	2,462	+	276	13
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. # CONSUMERS DIRECTLY AFFECTED BY OFFICE ACTN (000)	50	83	+	33	66	50	50	+	0	0					
2. # BUSINESSES DIRECTLY AFFECTED BY OFFICE INVSTGTNS	900	2000	+	1100	122	900	900	+	0	0					
3. \$ AMT OF FINES ASSESSED OR COSTS IMPOSED (000)	700	355	-	345	49	700	700	+	0	0					
4. \$ AMTS RECOVERED THRU MULTISTATE CASES (000)	1000	579	-	421	42	1000	1000	+	0	0					
5. % LEGAL ACTIONS RESOLVED IN FAVOR OF OCP	100	10	-	90	90	100	100	+	0	0					
PART III: PROGRAM TARGET GROUP															
1. RESIDENT STATE POPULATION (000)	1400	1442	+	42	3	1400	1400	+	0	0					
2. VISITORS TO HAWAII (000)	8000	8456	+	456	6	8000	8000	+	0	0					
PART IV: PROGRAM ACTIVITY															
1. # OF CONSUMER COMPLAINTS REC (EXCL LANDLD/TENANT)	1000	2000	+	1000	100	1000	1000	+	0	0					
2. # OF COMPLAINTS INITIATED BY OCP	75	73	-	2	3	75	75	+	0	0					
3. # OF LANDLORD-TENANT INQUIRIES RECEIVED	10000	8000	-	2000	20	10000	10000	+	0	0					
4. # OF COMPLNTS RESOLVED AT INVESTIGATIVE LEVEL	700	1000	+	300	43	700	700	+	0	0					
5. # OF MULTISTATE CASES	8	5	-	3	38	8	8	+	0	0					
6. # OF LEGAL ACTIONS	15	6	-	9	60	15	15	+	0	0					
7. # INQ RECVD ON BUSINESS COMPLAINT HISTORIES	10000	12000	+	2000	20	10000	10000	+	0	0					
8. # PERSONS REACHED THRU EDUCATIONAL EFFORTS	10000	83000	+	73000	730	10000	10000	+	0	0					
9. # LEG PROP FOR WHICH OCP PROVIDED TESTIMONY	20	43	+	23	115	20	20	+	0	0					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 04 01
CCA 110

PROGRAM TITLE: OFFICE OF CONSUMER PROTECTION

PART I - EXPENDITURES AND POSITIONS

Position and Expenditures: The variances are due to unexpected staff departures, reduced spending due to the COVID-19 pandemic, and lack of claims paid out. In the FY 23 1st quarter, planned expenditures were deferred to subsequent quarter(s).

PART II - MEASURES OF EFFECTIVENESS

Item 1: The number of consumers directly affected by office action increased in FY 22. This increase is attributable to the economic downturn that resulted from the pandemic and increase in business failures.

Item 2: In FY 22, there was an increase in the number of businesses directly affected by the office action. The economic climate created greater compliance issues for businesses in Hawaii which resulted in increased vigilance by the Office of Consumer Protection (OCP) in the enforcement of applicable consumer protection laws.

Item 3: There was a decrease in fines assessed or costs imposed in non-multistate judgments realized in FY 22. 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 a decrease in multistate recoveries in FY 22. 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.

Item 5: The decrease in actions is attributable to delays in resolving matters attributable to the pandemic.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Item 1: The increase in the number of consumer complaints received in FY 22 can be attributed to a decrease in consumer transactions resulting from the pandemic.

Item 3: The decrease in the number of Landlord-Tenant inquiries is attributable to the termination of the rent moratorium.

Item 4: The number of complaints resolved at the investigative level increased based on the efforts of the investigators to expeditiously resolve as many complaints as possible at the investigative stage. OCP investigators endeavor 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 decreased number of multistate cases opened in FY 22 is attributable to fewer cases being initiated by the states and a focus on resolving pending matters.

Item 6: The drop in the number of legal actions in FY 22 is attributable to the filing of more complex cases requiring the commitment of greater office resources.

Item 7: The increase in the number of inquiries on business complaint histories is attributable to a wider use of online search inquiries.

Item 8: The increase in the number of persons reached through educational efforts is attributable to an increased usage of online resources.

Item 9: The number of bills which OCP provided testimony for during the 2022 Legislative Session was correlated to those consumer protection related bills introduced by the Legislature. OCP endeavors to provide testimony for any bill that impacts consumer protection in Hawaii.

PROGRAM TITLE: MEASUREMENT STANDARDS
 PROGRAM-ID: AGR-812
 PROGRAM STRUCTURE NO: 10010402

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	10.00	7.00	-	3.00	30	10.00	7.00	-	3.00	30	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	795	504	-	291	37	140	140	+	0	0	520	520	+	0	0
TOTAL COSTS															
POSITIONS	10.00	7.00	-	3.00	30	10.00	7.00	-	3.00	30	10.00	8.00	-	2.00	20
EXPENDITURES (\$1000's)	795	504	-	291	37	140	140	+	0	0	520	520	+	0	0
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. COMPLIANCE RATE FOR COMMERCIAL MEASURING DEVICES	90	97	+	7	8	90	98	+	8	9					
2. PERCENTAGE OF MEASURING DEVICES INSPECTED	50	47	-	3	6	50	50	+	0	0					
3. COMPLIANCE RATE FOR SERVICE AGENCIES	100	55	-	45	45	100	60	-	40	40					
4. COMPLIANCE RATE FOR AUTOMOTIVE FUEL OCTANE RATING	90	100	+	10	11	90	90	+	0	0					
5. PERCENTAGE OF MEASUREMENT STANDARDS CALIBRATED	75	75	+	0	0	75	75	+	0	0					
6. COMPLIANCE RATE FOR PRICING	25	100	+	75	300	25	99	+	74	296					
7. PERCENTAGE OF STORES INSPECTED FOR PRICING	25	1	-	24	96	25	15	-	10	40					
8. COMPLIANCE RATE FOR PACKAGE CONTENT	50	0	-	50	100	50	10	-	40	80					
9. COMPLIANCE RATE FOR PACKAGE LABELING	50	50	+	0	0	50	50	+	0	0					
PART III: PROGRAM TARGET GROUP															
1. BUSINESSES USING WEIGHING DEVICES	2050	1804	-	246	12	2050	1900	-	150	7					
2. BUSINESSES USING VOLUMETRIC DEVICES	420	383	-	37	9	420	400	-	20	5					
3. BUSINESSES USING LINEAR DEVICES	2500	1790	-	710	28	2500	1750	-	750	30					
4. SERVICE AGENCIES FOR MEASURING DEVICES	55	53	-	2	4	55	55	+	0	0					
5. STORES USING PRICE SCANNERS	1200	1200	+	0	0	1200	1200	+	0	0					
6. MEASUREMASTER	81	77	-	4	5	81	81	+	0	0					
7. DE FACTO POPULATION OF HAWAII (THOUSANDS)	1590	1590	+	0	0	1590	1590	+	0	0					
PART IV: PROGRAM ACTIVITY															
1. # OF MEASURING DEVICES INSPECTED - WEIGHT	300	75	-	225	75	300	300	+	0	0					
2. # OF MEASURING DEVICES INSPECTED - VOLUME	50	1488	+	1438	2876	50	2500	+	2450	4900					
3. # OF MEASURING DEVICES INSPECTED - LINEAR	2000	1104	-	896	45	2000	1350	-	650	33					
4. # OF REPAIR SERVICES MONITORED FOR QUALITY	50	1774	+	1724	3448	50	1800	+	1750	3500					
5. # OF MEASUREMENT STANDARDS CALIBRATED	1700	1854	+	154	9	1700	1700	+	0	0					
6. # OF OCTANE TESTS DONE ON AUTOMOTIVE FUEL	50	53	+	3	6	50	50	+	0	0					
7. # CONSUMER PKG INSPECT FOR QUANT OF CONTENTS (000)	50	0	-	50	100	50	50	+	0	0					
8. # OF CONSUMER PACKAGE LABELS INSPECTED	50	45	-	5	10	50	50	+	0	0					
9. # CONSUMER PRODS INSPECTED FOR PRICE VERIFICATION	50	50	+	0	0	50	50	+	0	0					
10. NUMBER OF MEASURING DEVICES LICENSED	10875	21479	+	10604	98	10875	22000	+	11125	102					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 04 02
AGR 812

PROGRAM TITLE: MEASUREMENT STANDARDS

PART I - EXPENDITURES AND POSITIONS

The variances in expenditures were due to vacancies. The variance in positions are due to lack of qualified applicants for vacant positions.

PART II - MEASURES OF EFFECTIVENESS

Item 3. The variance is due to a decrease in repairs performed on devices

Item 4. The variance is due to fuel companies' improved compliance in meeting stated octane ratings.

Item 6. The variance is due to increased inspection testing and compliance by retail stores.

Items 7, 8, and 9. The variances are due to staff shortages in packaging and labeling to perform related services, and indoor COVID-19 safety restrictions.

PART III - PROGRAM TARGET GROUPS

Item 1. Accurate data is not available due to staff shortages to perform related services and changes in evaluating target.

Item 3. The variance is due to declining use of taxis since the start of the COVID-19 pandemic.

PART IV - PROGRAM ACTIVITIES

Item 1. The variance is due to an increased emphasis placed on mass device inspections; additional training and emphasis will continue in FY 23.

Item 2. The variance is due to increased inspections being performed and data becoming available per device, not location.

Item 3. The variances are due to a decrease in the number of businesses utilizing taximeters and the utilization of other transportation agencies like

Uber and Lyft.

Item 4. The variance is due to more repair services being performed by service agencies and increased reporting and documentation by the Measurement Standards Branch within the Quality Assurance Division.

Items 7 and 8. The variances are due to staff shortages to perform related services for packaging and COVID-19 restrictions entering businesses.

Item 10. The variance is due to an increase in measuring devices licensed, renewed, and changed report compilation since 2018 estimates.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	79.00	60.00	- 19.00	24	79.00	58.00	- 21.00	27	79.00	79.00	+ 0.00	0
EXPENDITURES (\$1000's)	12,221	8,605	- 3,616	30	2,305	1,533	- 772	33	6,916	7,688	+ 772	11
TOTAL COSTS												
POSITIONS	79.00	60.00	- 19.00	24	79.00	58.00	- 21.00	27	79.00	79.00	+ 0.00	0
EXPENDITURES (\$1000's)	12,221	8,605	- 3,616	30	2,305	1,533	- 772	33	6,916	7,688	+ 772	11

	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS								
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	3	4	+ 1	33	3	4	+ 1	33
3. AV DAYS PROC APPS FOR BROKER-DEALERS/INV ADVISORS	25	30	+ 5	20	25	30	+ 5	20
4. AV DAYS TO PROCESS APPS FOR SALES AGENTS	15	20	+ 5	33	15	20	+ 5	33
5. AV DAYS TO PROCESS APPS FOR INVESTMT ADVISER REPS	15	20	+ 5	33	15	20	+ 5	33
PART III: PROGRAM TARGET GROUP								
1. CORP, PART, LLC,TRNAMES, TRMKS,SVC MKS ON REC	200000	238024	+ 38024	19	200000	240000	+ 40000	20
2. BRKR, SALES, SECURITIES OFF, FRANCH, INV ADV & REP	120000	182219	+ 62219	52	120000	140000	+ 20000	17
PART IV: PROGRAM ACTIVITY								
1. # DOCS RECEIVED FOR PROCESSING & ANNUAL REPORTS	162000	188377	+ 26377	16	162000	190000	+ 28000	17
2. # SECURITIES COMPLIANCE APPLICATIONS RECEIVED	43000	182219	+ 139219	324	43000	140000	+ 97000	226
3. # OF ENFORCEMENT CASES OPENED	60	112	+ 52	87	60	60	+ 0	0
4. # OF INQUIRIES RECEIVED BY SECURITIES ENFORCEMENT	1500	995	- 505	34	1500	1200	- 300	20
5. # OF COMPLTS RESOLVED AT INVESTIGATIVE LEVEL IN FY	50	20	- 30	60	50	25	- 25	50
6. # ENFORCEMENT CASES CLOSED DURING THE FISCAL YR	60	56	- 4	7	60	60	+ 0	0
7. # OF ORDERS, CONSENT AGREE AND SETTLMNTS COMPLETED	12	17	+ 5	42	12	12	+ 0	0
8. # OF SUSPENSIONS OR BARS IMPOSED	12	5	- 7	58	12	10	- 2	17
9. # OF PERSONS REACHED THRU INVSTR ED PROG ACTIVITY	25000	24201	- 799	3	25000	30000	+ 5000	20

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

PART I - EXPENDITURES AND POSITIONS

Positions: The variances are due in large part to staff attrition. The division works quickly to recruit and expects to fill its vacancies.

Expenditures: The variances are due in part to the timing of expenditure payments.

PART II - MEASURES OF EFFECTIVENESS

Item 2: The average number of days to process business registration documents under regular handling was higher than the planned number in FY 22. This is partly due to staff attrition and the training process for new staff. The number is projected to remain at the higher than planned number in FY 23 as staff continue training and the volume of document filings trends slightly higher.

Items 3-5: The average number of days to process applications for: Broker-Dealers and Investment Advisers; Sales Agents; and Investment Adviser Representatives was higher than the planned number and is projected to remain at the higher than planned number as the branch implements updated policies and procedures for processing applications.

PART III - PROGRAM TARGET GROUPS

Item 1: The actual number of business registrations was higher than the planned number in FY 22. These numbers fluctuate and are difficult to predict, especially following the pandemic. The number of registrations is projected to be higher than the planned number in FY 23 based on current trends. The division intends to revise this projection.

Item 2: The actual number of securities and franchise registrations was higher than the planned number in FY 22. This number fluctuates and is difficult to predict. The reported number better represents the division's activities for the fiscal year through refined reports based on new procedures and systems implemented. The division intends to revise this projection.

PART IV - PROGRAM ACTIVITIES

Item 1: The number of documents received for processing and annual reports was higher than the planned number, and the division has adjusted its projection for FY 23 accordingly. This number fluctuates and is difficult to predict. A downturn in the economy does not necessarily equate to a decrease in document processing for the division, as documents such as the Articles of Dissolution could still be filed by businesses that close. The division intends to revise this projection.

Item 2: The number of securities compliance applications received is higher than the planned number. The division plans to evaluate and edit its individual rights and performance measures at the next opportunity. The reported numbers better represent the division's activities for the fiscal year as they represent refined reports based on new procedures and systems in place.

Item 3: The number of Securities Enforcement cases opened was higher than the planned number in FY 22. This number is difficult to predict and is dependent on a number of factors including the number of complaints filed with the office and the nature of the complaints. The division intends to revise this projection.

Item 4: The number of inquiries received by the Securities Enforcement Branch was lower than the planned number in FY 22. This number is difficult to predict and can be affected by economic and other factors.

Item 5: The number of complaints resolved at the investigative level was lower than the planned number in FY 22, and the division has adjusted its projection for FY 23 accordingly. The variance can be attributed to the unpredictability of complex factors of each case. 50% of opened cases are Issuer cases and most, if not all, get referred to legal. This number represents cases that do not get referred to legal, as they are resolved in investigation due to factors such as insufficient evidence, no violations, no jurisdiction, etc., all of which are difficult to predict. The division intends to revise this projection.

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 04 03
CCA 111

PROGRAM TITLE: BUSINESS REGISTRATION & SECURITIES REGULATN

Item 7: The numbers of orders, consent agreements, and settlements completed was higher than the planned number in FY 22. Factors such as the type of case, number of respondents, and cooperativeness of respondents are highly unpredictable. The division intends to revise this projection.

Item 8: The number of suspensions or bars imposed was lower than the planned number in FY 22. Because of the complex nature of securities enforcement cases, it is difficult to predict the final disposition of a case. The division intends to revise this projection.

Item 9: The number of persons reached through investor education program activity is projected to be higher than the planned number in FY 23. Contributing factors include the creation of month-long virtual educational campaigns and the increased use of online and social media platforms to push out investor education, financial literacy, and investor protection content, in addition to in-person outreach activities.

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 04 04
CCA 112

PROGRAM TITLE: REGULATED INDUSTRIES COMPLAINTS OFFICE

PART I - EXPENDITURES AND POSITIONS

The variances are the direct result of vacant positions that have not yet been filled. Recruitment was active and ongoing, but the fiscal year also saw a drop in unemployment which led to less applicants with higher expectations such as more pay and/or flexibility to work from home. Some of the vacancies are in the division's neighbor island offices too, and recruiting for neighbor island vacancies have been difficult historically.

PART II - MEASURES OF EFFECTIVENESS

Item 4: The variance is due to a lack of citations issued by the division during the pandemic.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, 4, 5, and 6: The variances are the direct result of: (1) the lack of close, in-person interactions with the general public as the COVID-19 pandemic continued, including surges in infections that were caused by the Delta, Omicron, and Omicron subvariants; and (2) the public becoming more aware of and directly using the services and information offered through the division's website.

PROGRAM TITLE: GENERAL SUPPORT
 PROGRAM-ID: CCA-191
 PROGRAM STRUCTURE NO: 100105

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	51.00	42.00	-	9.00	18	51.00	47.00	-	4.00	8	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	9,953	9,472	-	481	5	2,605	2,257	-	348	13	7,832	8,180	+	348	4
TOTAL COSTS															
POSITIONS	51.00	42.00	-	9.00	18	51.00	47.00	-	4.00	8	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	9,953	9,472	-	481	5	2,605	2,257	-	348	13	7,832	8,180	+	348	4
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. %CASES COMPL W/IN DESIG TIME FOR CONTSTD CASE HRGS	85	93	+	8	9	85	85	+	0	0	85	85	+	0	0
2. %HRGS OFFCER REC ORDERS ADOPTED BY FINAL ADM AUTH	90	94	+	4	4	90	90	+	0	0	90	90	+	0	0
3. % HRGS OFFR REC ORDRS ADPT FINAL ADM AUTH SUSTAIN	90	95	+	5	6	90	90	+	0	0	90	90	+	0	0
4. % OF ERROR-FREE INVOICES PROCESSED	99	99	+	0	0	99	99	+	0	0	99	99	+	0	0
5. %COMPLAINTS/INQ RESPONDED TO IN TIMELY MANNER	95	99	+	4	4	95	99	+	4	4	95	99	+	4	4
6. %LEG HRGS TO WHICH TIMELY WRITTN TESTMNY SUBMTTD	95	99	+	4	4	95	99	+	4	4	95	99	+	4	4
7. %REQUESTS FOR SYSTEMS ADDTNS OR ENHANCE FULFILLED	50	54	+	4	8	50	50	+	0	0	50	50	+	0	0
8. % INFORMATION SYS WORK REQ COMPLETED IN REQ'D TIME	85	79	-	6	7	85	80	-	5	6	85	80	-	5	6
PART III: PROGRAM TARGET GROUP															
1. DE FACTO POPULATION IN HAWAII (000)	1626	1596	-	30	2	1626	1596	-	30	2	1626	1596	-	30	2
2. LICENSEES (000)	510	509	-	1	0	525	525	+	0	0	525	525	+	0	0
3. DCCA DIVISIONS	13	13	+	0	0	13	13	+	0	0	13	13	+	0	0
4. BOARDS & COMMISSIONS ADMIN ASSIGNED TO DCCA	53	53	+	0	0	53	53	+	0	0	53	53	+	0	0
5. DCCA EMPLOYEES	551	542	-	9	2	551	542	-	9	2	551	542	-	9	2
PART IV: PROGRAM ACTIVITY															
1. # WRITTN NOTICES ISS BY HRGS OFF RE: PROCED EVENTS	450	506	+	56	12	450	450	+	0	0	450	450	+	0	0
2. # PRE-HRG EVENTS BY HRG OFF INVOLVG THE PARTIES	200	181	-	19	10	200	200	+	0	0	200	200	+	0	0
3. # HEARINGS CONDUCTED BY HEARINGS OFFICERS	150	77	-	73	49	150	150	+	0	0	150	150	+	0	0
4. # RECOMMENDED & FINAL ORDERS ISS BY HRGS OFFICERS	200	99	-	101	51	200	200	+	0	0	200	200	+	0	0
5. # INFO PRESENTATIONS FOR EDUCATIONAL GUIDANCE	24	5	-	19	79	24	12	-	12	50	24	12	-	12	50
6. # SYSTEMS ADDED OR ENHANCED	145	145	+	0	0	145	145	+	0	0	145	145	+	0	0
7. # OF INFORMATION SYSTEMS WORK REQUESTS	4300	4149	-	151	4	4300	4300	+	0	0	4300	4300	+	0	0
8. # OF INVOICES PROCESSED	8000	8000	+	0	0	8000	8000	+	0	0	8000	8000	+	0	0

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 01 05
CCA 191

PROGRAM TITLE: GENERAL SUPPORT

PART I - EXPENDITURES AND POSITIONS

The position variance is based on staff departures, retirements, and the hiring freeze impeding recruitment. The FY 22 and FY 23 1st quarter expenditure variances are due to vacancies.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

No significant variances.

PART IV - PROGRAM ACTIVITIES

Items 1-4: Hearings conducted and recommended and final orders are dependent on requests for hearing filed with the Hearings Office. Statutory changes to the procurement laws and the pandemic-related decrease in motor vehicle traffic resulted in decreased filings in procurement and no-fault denial cases.

Item 5: In-person events did not return to previous pre-pandemic levels so the 24 events were not realized. During this period the Department held five days of virtual consumer protection workshops in March. Also, the incumbent responsible for the bulk of consumer outreach retired in April. Participation in in-person events is tentative for resumption in FY 23 as opportunities for in-person outreach have not reached pre-pandemic levels. To supplement the in-person presentations, the Department anticipates doing more digital outreach through various multimedia channels and hopes to significantly increase social media presence.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	8.50	7.50	-	1.00	12	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0
EXPENDITURES (\$1000's)	809	712	-	97	12	208	211	+	3	1	601	535	-	66	11
TOTAL COSTS															
POSITIONS	8.50	7.50	-	1.00	12	8.50	8.50	+	0.00	0	8.50	8.50	+	0.00	0
EXPENDITURES (\$1000's)	809	712	-	97	12	208	211	+	3	1	601	535	-	66	11
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. # OF INFORMAL REQUESTS (AOD) RECEIVED IN FY	1000	1456	+	456	46	1000	1400	+	400	40					
2. % OF INFORMAL REQUESTS RESOLVED IN THE SAME FY	90	100	+	10	11	90	100	+	10	11					
3. # OF FORMAL CASES OPENED IN FY (COR, RFA, ETC)	180	177	-	3	2	180	180	+	0	0					
4. % OF FORMAL CASES CLOSED IN THE SAME FY	40	70	+	30	75	40	70	+	30	75					
5. % OF TOTAL FORMAL/INFORMAL CASES CLOSED IN SAME FY	75	97	+	22	29	75	95	+	20	27					
6. # OF FORMAL CASES PENDING AT END OF FY IN PRIOR FY	100	46	-	54	54	100	50	-	50	50					
7. # OF OIP WEBSITE PAGE HITS, EXCL. HOME PAGE & OIP	87000	212108	+	125108	144	87000	87000	+	0	0					
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. # OF FORMAL/INFORMAL OPINIONS ISSUED	10	11	+	1	10	10	15	+	5	50					
2. # OF TRAINING MATERIALS ADDED/REVISED	1	19	+	18	1800	1	10	+	9	900					
3. # OF LIVE TRAININGS OR MEDIA/PUBLIC PRESENTATIONS	0	0	+	0	0	0	1	+	1	0					
4. # OF WRITTEN PUBLIC COMMUNICATIONS AND REPORTS	20	30	+	10	50	20	30	+	10	50					
5. # OF LEGISLATIVE PROPOSALS MONITORED	140	235	+	95	68	70	100	+	30	43					
6. # OF LAWSUITS MONITORED	35	47	+	12	34	35	45	+	10	29					
7. # OF AGENCIES SUBMITTING UIPA LOGS	265	289	+	24	9	265	290	+	25	9					
8. # OF MONTHS ENGAGED IN RULEMAKING	0	0	+	0	0	0	0	+	0	0					
9. # OF PUBLIC COMMUNICATIONS	0	0	+	0	0	0	0	+	0	0					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

PART I - EXPENDITURES AND POSITIONS

In addition to losing two experienced Staff Attorneys and its Administrative Assistant in early FY 21, the Office of Information Practices (OIP) lost a third experienced Staff Attorney in August 2021. Despite the loss of nearly one-half of its total 8.50 full-time equivalent positions during the COVID-19 emergency period, the State hiring freeze and authorization delays prevented OIP from filling the last of its vacancies until March 2022. The forced vacancy savings and budget restrictions resulted in OIP returning \$80,618 in general fund appropriations in FY 22.

After the emergency orders suspending all or portions of the Uniform Information Practices Act (UIPA) and Sunshine Law finally expired on March 25, 2022, and as government workers returned to their offices that were fully reopened to the public, OIP experienced over twice as many informal inquiries through its Attorney of the Day (AOD) service, as well as a more than 14% increase in the number of new formal cases filed. These large increases in OIP's workload were not only due to pent-up demand for OIP's assistance, but also because of the major revisions to the Sunshine Law that allowed remote meetings to be conducted by boards as an alternative to in-person meetings, which enabled boards to continue their work and increased public participation despite the in-person restrictions and concerns caused by the COVID-19 pandemic. The increased interest in OIP's work, and especially its online training materials and resources, was also reflected in the doubling of the hits to OIP's website, from 101,170 hits in FY 21 to 212,108 in FY 22.

Despite the loss of three experienced attorneys, hiring freezes, and the need to train replacements, OIP kept its office open throughout the COVID-19 emergency period and managed in FY 22 to resolve 171 formal cases, of which 124 were filed in FY 22. Thus, OIP resolved 70% of the 177 formal cases filed in FY 22 and 100% of the 1,456 informal AOD inquiries, for a combined 97% resolution rate for all formal and informal inquiries received in FY 22. Additionally, OIP created or revised 19 training materials, including videos, to educate the boards and the public about the major amendments to the Sunshine Law, which took effect on January 1, 2022. OIP also continued its other duties, such as

testifying on legislative proposals, monitoring legislation, providing timely updates through What's New articles, and preparing UIPA Record Request Log summary reports and OIP's Annual Report.

PART II - MEASURES OF EFFECTIVENESS

Item 1: The number of informal requests (AOD) received in FY 22 more than doubled - from 719 in FY 21 to 1,456 in FY 22. The actual number of requests received also exceeded the planned number of 1,000 by 45.6%. The large variance is likely due to the expiration of all emergency orders suspending the UIPA and Sunshine Law, the reopening of government offices, and the increased need for OIP's training and guidance due to the major revisions to the Sunshine Law allowing for remote meetings.

Item 2: The percentage of informal requests (AOD) received and resolved in the same fiscal year was and should be estimated at 100%, as those inquiries are typically resolved the same day they are received.

Item 4: The percentage of formal cases that were opened and closed in FY 22 was 70%. The variance is the result of filling attorney vacancies and the focus by OIP in FY 22 to quickly respond to correspondence and to mediate or resolve requests for assistance to prevent them from escalating into appeals that ultimately consume more attorney time and resources.

Item 5: The percentage of total formal and informal cases opened and closed in FY 22 was 97%, in excess of the planned 75%, because of OIP's greater-than-expected success in Items 2 and 4.

Item 6: The number of formal cases pending at the end of FY 22, which were filed in FY 21 and earlier, was 46. This is less than half the estimate of 100 and indicates OIP's success in resolving its oldest cases to reduce the age of its backlog of formal cases, with the exception of the one case from FY 15 that is in litigation and beyond OIP's control to resolve.

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 02
AGS 105

PROGRAM TITLE: ENFORCEMENT OF INFORMATION PRACTICES

Item 7: The number of OIP website page hits, excluding the home page and OIP's own use of the website, doubled to 212,108 in FY 22 from 101,170 in FY 21. This huge increase in website page hits reflects pent-up demand released after the COVID-19 emergency period and the need for OIP's online training to understand the major Sunshine Law revisions allowing remote meetings that went into effect on January 1, 2022.

PART III - PROGRAM TARGET GROUPS

No data available future revisions to be made.

PART IV - PROGRAM ACTIVITIES

Item 1: OIP wrote one more opinion than the 10 estimated for FY 22, which explains the 10% variance.

Item 2: The number of training materials added or revised by OIP in FY 22 increased to 19, instead of the 1 estimated, because of the major amendments made to the Sunshine Law to allow remote meetings, effective January 1, 2022.

Item 4: The number of written public communications and reports increased to 30 in FY 22, over the 20 estimated, in particular, because of OIP's additional What's New articles informing the boards and public about the anticipated and actual changes to the Sunshine Law and OIP's new and revised training materials reflecting the remote meetings provisions.

Item 5: The number of legislative proposals monitored in FY 22 was 235, in excess of the 140 estimated, because the 2022 session carried over bills from the prior session and the number of new proposals introduced is beyond OIP's control.

Item 6: The number of lawsuits monitored in FY 22 was 47, in excess of the 35 estimated, because the filing and course of lawsuits are beyond OIP's control.

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	191.50	163.50	- 28.00	15	191.50	163.50	- 28.00	15	191.50	191.50	+ 0.00	0
EXPENDITURES (\$1000's)	20,291	18,496	- 1,795	9	4,947	4,427	- 520	11	15,443	15,948	+ 505	3
TOTAL COSTS												
POSITIONS	191.50	163.50	- 28.00	15	191.50	163.50	- 28.00	15	191.50	191.50	+ 0.00	0
EXPENDITURES (\$1000's)	20,291	18,496	- 1,795	9	4,947	4,427	- 520	11	15,443	15,948	+ 505	3
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23							
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%				
PART II: MEASURES OF EFFECTIVENESS												
1. % ATTORNEY CASELDS EXCEED NATL STD FOR FELONY CASES	0 NO DATA				+ 0 0				0 NO DATA + 0 0			

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

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 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%			
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	133.50	123.50	-	10.00	7	133.50	125.50	-	8.00	6	133.50	133.50	+	0.00	0
EXPENDITURES (\$1000's)	12,508	11,149	-	1,359	11	3,002	3,002	+	0	0	9,506	9,506	+	0	0
TOTAL COSTS															
POSITIONS	133.50	123.50	-	10.00	7	133.50	125.50	-	8.00	6	133.50	133.50	+	0.00	0
EXPENDITURES (\$1000's)	12,508	11,149	-	1,359	11	3,002	3,002	+	0	0	9,506	9,506	+	0	0
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. % ATTORNY CASELDS EXCEED NATL STD FOR FELONY CASES	0	NO DATA	+	0	0	0	NO DATA	+	0	0	0	NO DATA	+	0	0
2. % ATTRNY CASELDS EXCEED NATL STD FOR MISDMNR CASES	481	NO DATA	-	481	100	481	NO DATA	-	481	100	481	NO DATA	-	481	100
3. % ATTORNY CASELDS EXCEED NATL STD FOR FAMILY COURT	197	NO DATA	-	197	100	197	NO DATA	-	197	100	197	NO DATA	-	197	100
4. % ATTRNY CASELDS EXCEED NATL STD FOR APPEALS CASES	5	NO DATA	-	5	100	5	NO DATA	-	5	100	5	NO DATA	-	5	100
5. ANNL # TRNG HRS COMPL BY PROF STAFF AS % PLNND HRS	90	NO DATA	-	90	100	90	NO DATA	-	90	100	90	NO DATA	-	90	100
PART III: PROGRAM TARGET GROUP															
1. INDIGENTS REQUIRING SERVICES FOR FELONY CASES	6134	8959	+	2825	46	6134	6134	+	0	0	6134	6134	+	0	0
2. INDIGENTS REQUIRING SERVICES FOR MISDEMEANOR CASES	41855	29848	-	12007	29	41855	41855	+	0	0	41855	41855	+	0	0
3. INDIGENTS REQUIRING SERVICES FOR APPEALS CASES	157	113	-	44	28	157	157	+	0	0	157	157	+	0	0
4. INDIGENTS REQUIRNG SVCS FOR MENTAL COMMITMNT CASES	265	242	-	23	9	265	265	+	0	0	265	265	+	0	0
5. INDIGENTS REQUIRNG SERVICES FOR FAMILY COURT CASES	8698	8222	-	476	5	8698	8698	+	0	0	8698	8698	+	0	0
6. INDIGENTS REQUIRING SERVICES FOR PRISON CASES	2469	2334	-	135	5	2469	2469	+	0	0	2469	2469	+	0	0
PART IV: PROGRAM ACTIVITY															
1. CASES ACCEPTED - FELONY	5495	8379	+	2884	52	5495	5495	+	0	0	5495	5495	+	0	0
2. CASES ACCEPTED - MISDEMEANOR	40449	29785	-	10664	26	40449	40449	+	0	0	40449	40449	+	0	0
3. CASES ACCEPTED - FAMILY COURT	7214	2863	-	4351	60	7214	7214	+	0	0	7214	7214	+	0	0
4. CASES ACCEPTED - APPEAL	157	11	-	146	93	157	157	+	0	0	157	157	+	0	0
5. CASES ACCEPTED - MENTAL COMMITMENT	265	242	-	23	9	265	265	+	0	0	265	265	+	0	0

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 03 01
BUF 151

PROGRAM TITLE: OFFICE OF THE PUBLIC DEFENDER

PART I - EXPENDITURES AND POSITIONS

The variance in expenditures is due to position vacancies.

PART II - MEASURES OF EFFECTIVENESS

No data available. The Office of the Public Defender (OPD) maintains statistics only for indigent defendants requiring services and for cases accepted. OPD does not maintain statistics for current caseloads for attorneys; therefore, data is not available. As gathering data for these measures of effectiveness (MOE) are difficult to obtain, OPD will need to re-evaluate the program's MOEs.

PART III - PROGRAM TARGET GROUPS

Items 1-3. The variances in indigent defendants requiring services for misdemeanor, felony, and appeal cases reflect the unpredictability of the variables that determine the program target groups.

One significant variable for FY 22 was the COVID-19 pandemic, which resulted in the following: the shutdown/slowdown of jury trials; the backlog of court cases; social distancing requirements that limited the availability of courtrooms and court times; a reduction or delay in the filing of criminal cases due to the limited availability of grand juries; and a reduction in the number of arrests.

PART IV - PROGRAM ACTIVITIES

Items 1-4. The variances in the number of indigent defendants requiring services for misdemeanor, felony, family court, and appeals cases reflect the unpredictability of the variables that determine the program activities.

One significant variable for FY 22 was the COVID-19 pandemic, which resulted in the following: the shutdown/slowdown of jury trials; the backlog of court cases; social distancing requirements that limited the availability of courtrooms and court times; a reduction or delay in the filing of criminal cases due to the limited availability of grand juries; and a reduction in the number of arrests.

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 03 03
LNR 111

PROGRAM TITLE: CONVEYANCES AND RECORDINGS

PART I - EXPENDITURES AND POSITIONS

FY 22: Positions were below budget due to the delay in hiring and the lack of qualified candidates by virtue of the specialized skills and experience required for the Bureau of Conveyances (BOC) operations. The specialized skills and experience requirements also drive internal promotions, which does not decrease the number of total vacancies. Expenditures were below budget due to these same vacancies in permanent positions.

FY 23: Positions are below budget due to recent retirements and resignations, as well as the lack of qualified candidates by virtue of the specialized skills and experience required for the BOC. Expenditures are below budget due to the same vacancies in permanent positions.

PART II - MEASURES OF EFFECTIVENESS

No significant variances.

PART III - PROGRAM TARGET GROUPS

Items 1, 2 and 3: The variances in FY 22 are due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities.

Item 4: The variance in FY 22 is due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities.

Item 6: The variance in FY 22 is due to a full year of the new document ordering site implemented when the land records management system was updated in March 2021 and includes both regular and certified copies as there is no significance to tracking only certified copies. The variance in FY 23 is a result of updating the "planned" amount.

Item 7: The variance in FY 22 is due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities, primarily related to COVID-19 restrictions.

PART IV - PROGRAM ACTIVITIES

Items 1, 2, and 3: The variances in FY 22 are due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities.

Item 4: The variance in FY 22 is due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities.

Item 6: The variance in FY 22 is due to a full year of the new document ordering site implemented when the land records management system was updated in March 2021 and includes both regular and certified copies as there is no significance to tracking only certified copies. The variance in FY 23 is a result of updating the "planned" amount.

Item 7: The variance in FY 22 is due to unpredictable changes in government, business, and consumer market conditions and resulting fluctuations in activities, primarily related to COVID-19 restrictions.

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

	FISCAL YEAR 2021-22				THREE MONTHS ENDED 09-30-22				NINE MONTHS ENDING 06-30-23						
	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)	169	155	-	14	8	42	33	-	9	21	127	121	-	6	5
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)	169	155	-	14	8	42	33	-	9	21	127	121	-	6	5
	FISCAL YEAR 2021-22				FISCAL YEAR 2022-23										
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%							
PART II: MEASURES OF EFFECTIVENESS															
1. # WOMEN ELECTED TO LEG OFFICE AS % TOTAL SEATS	30	25	-	5	17	30	30	+	0	0					
2. # WOMEN REGISTRD TO VOTE AS % TOTAL REGIS VOTERS	NO DATA	NO DATA	+	0	0	NO DATA	NO DATA	+	0	0					
3. # CONSTITUENT CASES REFERRED TO & TRACKED BY COMM	150	250	+	100	67	100	100	+	0	0					
4. # LAWS RE WOMENS ISSUES ENACT/REVISE AS % ADVOCATE	30	4	-	26	87	30	6	-	24	80					
5. # MEDIA ADVISORIES ISSUED TO LOCAL & NATIONAL PRES	25	20	-	5	20	25	20	-	5	20					
6. # INQUIRIES TO COMMISSION ON WOMEN'S ISSUES	4000	500	-	3500	88	4000	250	-	3750	94					
PART III: PROGRAM TARGET GROUP															
1. TOTAL STATE POPULATION (THOUSANDS)	1425	1455	+	30	2	1425	1147	-	278	20					
2. TOTAL STATE FEMALE POPULATION (THOUSANDS)	719	702	-	17	2	719	702	-	17	2					
3. WOMEN IN LABOR FORCE (THOUSANDS) (AVERAGE)	352	307	-	45	13	352	307	-	45	13					
4. FEMALES BETWEEN THE AGES OF 15 TO 64 (THOUSANDS)	453	431	-	22	5	453	431	-	22	5					
5. FEMALES OVER 65 (THOUSANDS)	146	150	+	4	3	146	150	+	4	3					
6. NATIVE HAWAIIAN WOMEN IN THE STATE OF HAWAII	144121	143003	-	1118	1	144121	143003	-	1118	1					
7. FOREIGN BORN WOMEN IN HAWAII	139093	256272	+	117179	84	139093	256272	+	117179	84					
8. COMPACT OF FREE ASSOCIATION (COFA) WOMEN	6000	6000	+	0	0	6000	6000	+	0	0					
9. TRANSGENDER WOMEN	4208	4208	+	0	0	4208	4208	+	0	0					
PART IV: PROGRAM ACTIVITY															
1. # INTER-ORGANIZATION/AGENCY MEETINGS	450	100	-	350	78	450	100	-	350	78					
2. # EDUC/INFO MATERIALS PRODUCED AND CIRCULATED	3000	500	-	2500	83	3000	2000	-	1000	33					
3. # PROJ/EVENTS INITIATED, CO-SPONSORD OR SUPPORTD	200	25	-	175	88	200	65	-	135	68					
4. # VOLUNTEERS/STAFF PARTCPTG IN PROJS/EVENTS (HRS)	200	25	-	175	88	200	65	-	135	68					
5. # SEXUAL HARASSMENT AND GENDER BIAS TRAININGS	10	20	+	10	100	10	20	+	10	100					
6. # SPEAKING ENGAGEMENTS BY COMMISSIONERS & STAFF	65	65	+	0	0	65	65	+	0	0					
7. # BILLS RESEARCHED, INITIATED, SUPPORTED	75	97	+	22	29	75	75	+	0	0					
8. # TRAINEES THROUGH YOUNG FEMINIST LEADERS PROGRAM	10	0	-	10	100	10	0	-	10	100					
9. # COMMUNITY COLLABORATION EVENTS	50	65	+	15	30	50	65	+	15	30					
10. # INTERNS, EXTERNS, AND FELLOWS	10	4	-	6	60	10	2	-	8	80					

VARIANCE REPORT NARRATIVE FY 2022 AND FY 2023

10 03 04
HMS 888

PROGRAM TITLE: COMMISSION ON THE STATUS OF WOMEN

PART I - EXPENDITURES AND POSITIONS

No significant variances.

PART II - MEASURES OF EFFECTIVENESS

1. The variance is due to some retirements and unelected appointments. The measure's results are largely out of the Commission on the Status of Women's (CSW) control, but it is tracked since CSW advocates for more female leaders.

2. No data is available because the Office of Elections no longer tracks the gender of voters; therefore, this measure of effectiveness will be removed.

3. The variance is due to crisis needs related to the COVID-19 pandemic, including shelter and childcare.

4. The variance is due to the optimistic planned figure and the general difficulty in getting bills enacted or laws amended. Six of seventy bills supported by CSW were successfully passed in 2022.

5 and 6. The variances are due to public confusion and attention related to the loss of federal abortion rights and the increased visibility around missing and murdered Native Hawaiian women and girls and sexual exploitation.

PART III - PROGRAM TARGET GROUPS

3. The variance is due to the continued impact of the COVID-19 pandemic on childcare and other women's sectors.

7. The variance in the number of foreign born women in Hawaii is due to the use of the Census, which is only updated once every ten years. Per the 2020 Census, this could be due to a new place of birth table, which provides estimates of foreign-born populations who entered the U.S. before and after 2010. These estimates are made for the nine largest country of birth populations: China/Hong Kong/Taiwan, Cuba, Dominican

Republic, El Salvador, Guatemala, India, Mexico, Philippines, and Vietnam. Additionally, foreign-born population tables were modified to include more country of birth groups, including Micronesia.

PART IV - PROGRAM ACTIVITIES

1. The variance is due to insufficient staffing. Although CSW received increased exposure due to the new Hawaii Feminist COVID-19 Response Team and the Hawaii Feminist Economic Recovery Plan, it was difficult to coordinate meetings with only two employees.

2, 3 and 4. The variances are due to the continuation of the COVID-19 pandemic, which hampered in-person programs, and the general lack of staffing to support program activities.

5. The variance is due to the holding of a statewide women's conference and the offering of virtual "brown bag" trainings on gender-based violence instead of formal training classes in response to the pandemic.

7. The variance is due to increased needs related to the COVID-19 pandemic. CSW also partnered with more community groups and advocates to support additional bills.

8. The Young Feminist Leaders Committee was unable to continue as a formal effort due to limited staff capacity; however, CSW is mentoring young feminist leaders outside of the program.

9. The variance is due to working with the Hawaii Abortion Collective, the Missing and Murdered Native Hawaiian Women and Girls Task Force, and community partners.

10. The variance is due to the ongoing COVID-19 pandemic, which made it more difficult to work with interns, externs, and fellows. The internship program has been adjusted to accommodate meetings and assignments virtually to help improve capacity moving forward.