

DAVID Y. IGE  
GOVERNOR OF HAWAII



VIRGINIA PRESSLER, M.D.  
DIRECTOR OF HEALTH

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
P. O. BOX 3378  
HONOLULU, HI 96801-3378

In reply, please refer to:  
File:

May 19, 2015

Dear Access Hawaii Committee:

It is with great pleasure that I offer this letter of recommendation on behalf of Hawaii Information Consortium, LLC (HIC). HIC has been a critical partner in providing award winning, user friendly, innovative, and effective online services to our constituents on behalf of the Department of Health.

Under the eHawaii.gov program, our group, Office of Health Status Monitoring (OHSM), has received exceptional service and enjoyed a productive business relationship with HIC. Together we brought the State of Hawaii to the forefront of the nation in utilizing technology to improve services related to vital events.

In 2007, our Electronic Death Registration System (EDRS) was recognized by the Center for Digital Government with the Digital Government Achievement Award (DGAA) in the Government-to-Government category. The real time reporting of fact of death to the Social Security Administration (SSA) saved SSA over \$140,000 in the first year of its operation. The nation's first Marriage and Civil Union Registration System (EMRS), serving 30,000 couples annually, was also the recipient of the DGAA in the Government-to-Citizen category in 2013. In 2015, HIC launched the new Vital Records Ordering and Tracking System, building a new foundation for the electronic delivery and tracking of orders for certified copies of birth and marriage records.

Russell Castagnaro and his staff, especially Jing Xu and Tony Tran, are responsive, easy to work with, and their expertise is second to none. They are our partner and an extension of our resources. We could not have had our successes without them.

It is my sincere hope that the Access Hawaii Committee will extend its long-term relationship with HIC and renew the existing portal contract. We look forward to the opportunity to continue to work with HIC in the future.

Should you desire any further information regarding my experience with HIC, please do not hesitate to contact me.

Sincerely,

*Alvin T. Onaka, Ph.D.*

Alvin T. Onaka, Ph.D.  
State Registrar & Chief,  
Office of Health Status Monitoring  
Hawaii Department of Health  
(808) 586-4600