CONNECT KĀKOU

Hawaii Broadband & DIGITAL EQUITY OFFICE

HAWAI‘I DIGITAL EQUITY PLAN

What is Digital Equity?

According to the **National Digital Inclusion Alliance (NDIA)**, digital equity is:

"A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy;

...Necessary for civic and cultural participation, employment, lifelong learning, and access to essential services."

About Hawai‘i’s Digital Equity Plan

- Once final, Hawai‘i’s Digital Equity Plan will **serve as a roadmap** to achieve a baseline of digital equity across the islands over the next five years.

- Let’s **ensure** our kama‘āina and ‘ohana are not excluded from **opportunities** due to the digital divide - **career development, socializing, healthcare**, etc.

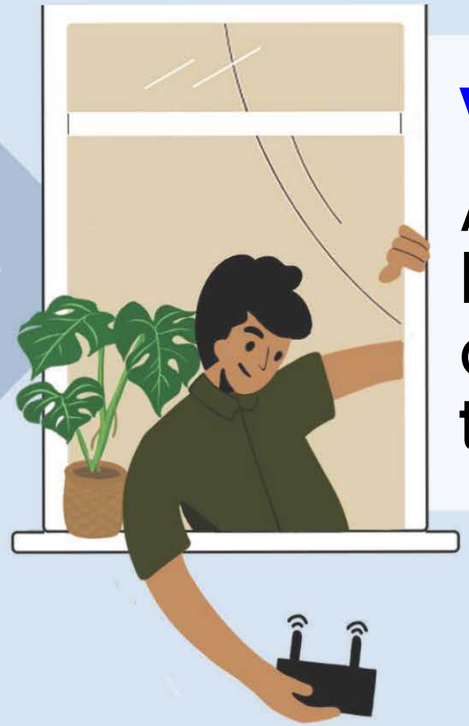
- **Create conditions** in which all individuals and communities have the information technology capacity needed for **full participation in our society, democracy, and economy throughout Hawai‘i.**

Covered Populations

The planning and outreach process focused on "covered populations," a broad description used by the NTIA that includes various **populations** within our community that are identified as having **unique needs and barriers** related to digital access. These covered populations include those identified by NTIA as well as those identified through our planning partners and process.

Covered Households	Individuals who live in households with **income below 150% of the poverty threshold**
Kūpuna (Aging Individuals)	Individuals aged **60 years** or older
Incarcerated Individuals	**Inmates** confined in a prison or a jail, other than those in a Federal correctional facility
Veterans	Individuals who **served in the active military**, naval, or air service, and were honorably discharged or released
Individuals with Disabilities	Individuals with a **physical or mental impairment** that substantially limits life activity
Individuals with a Language Barrier	Individuals with a **language barrier**, including individuals who are English learners and have low levels of literacy
Racial or Ethnic Minorities	Individuals whose **race or ethnicity** is non-dominant within Hawai'i
Rural Residents	Any **town with less than 50,000** residents and not an urbanized area next to a town with 50,000 or more residents
Native Hawaiians	Individuals who trace their **ancestry** to those who inhabited Hawai'i prior to 1778

Hawai‘i Digital Equity Plan



VISION

All who call Hawai‘i home have the confidence, ability, and pathways to **thrive in a digital world.**

MISSION

To design and enable systems that perpetually **empower our people** through access to digital resources.

Methodology

The planning and outreach process focused on “covered populations,” the NTIA identifies as having unique needs and barriers related to digital access.

Outreach Across the Islands

Kaua‘i
Focus Groups: 5
Interviews: 13

O‘ahu
Focus Groups: 17
Interviews: 15

Statewide
Focus Groups: 1
Interviews: 6

Moloka‘i
Focus Groups: 4
Interviews: 3

Maui
Focus Groups: 6
Interviews: 8

Lāna‘i
Focus Groups: 2
Interviews: 4

Hawai‘i Island
Focus Groups: 4
Interviews: 10

TOTAL
Focus Groups: 39
Participants: 432
Interviews: 59
Interviewees: 63

Digital Equity Timeline 2023

FEBRUARY — Start of planning process

MARCH — Prep for focus groups/interviews

APRIL — Set up focus groups/interviews; research

MAY — Continue focus groups/interviews

JUNE — Continue outreach, data capture, analysis

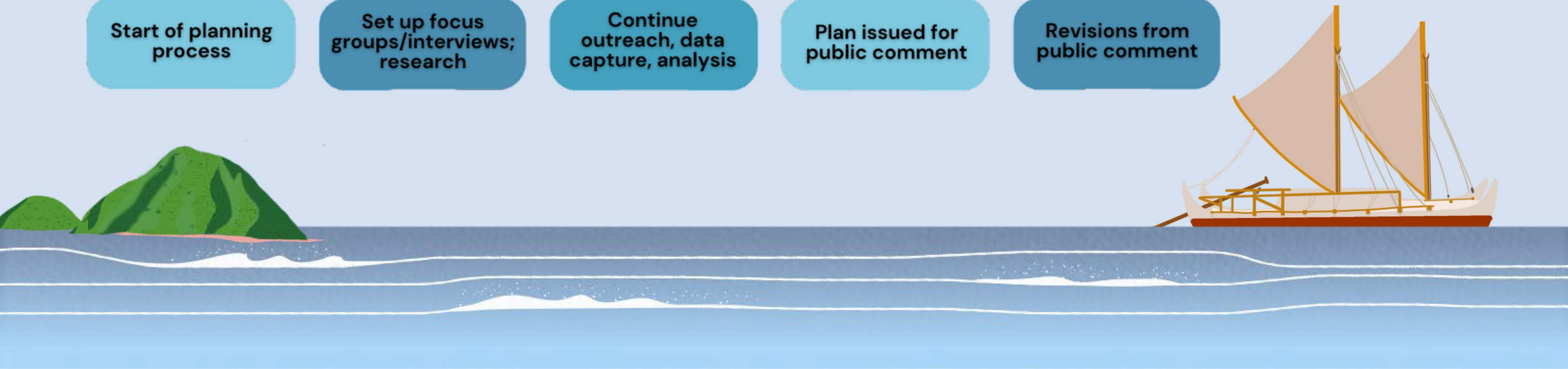
JULY — Outreach; analysis; initial plan draft for BEAD

AUGUST — Plan issued for public comment

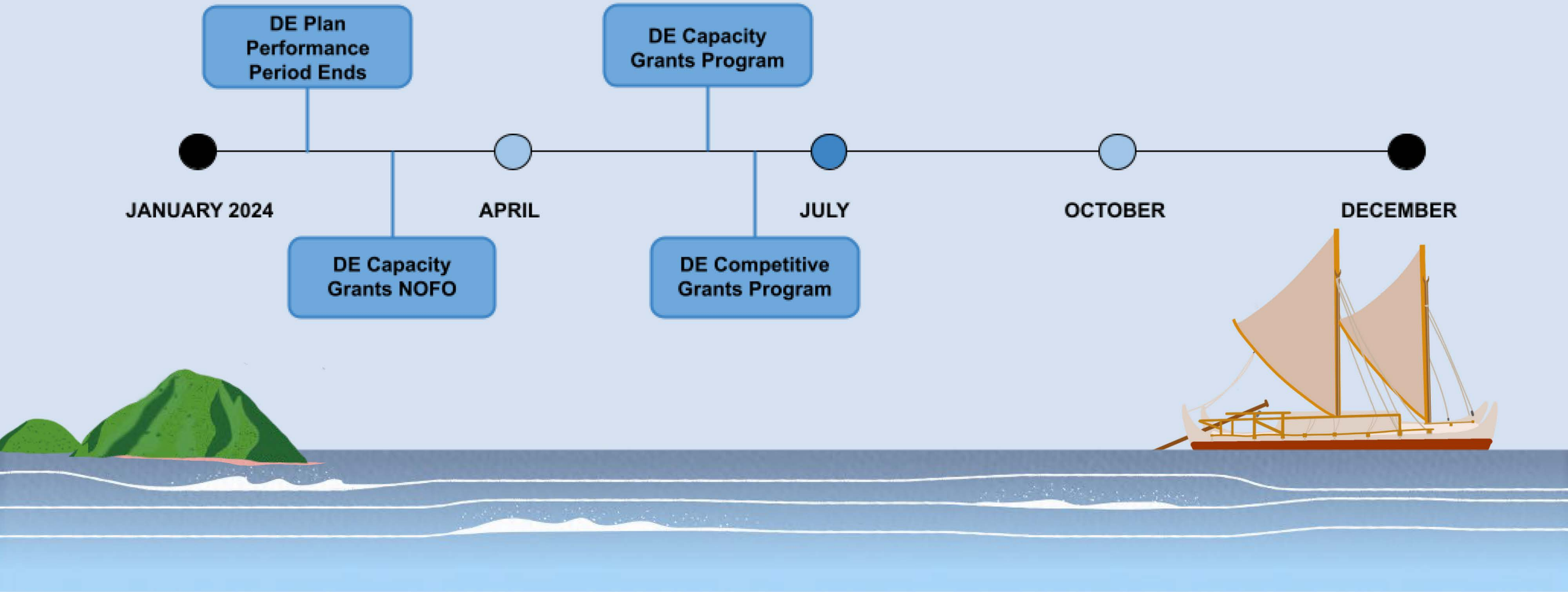
SEPTEMBER — Public comment period on plan ends

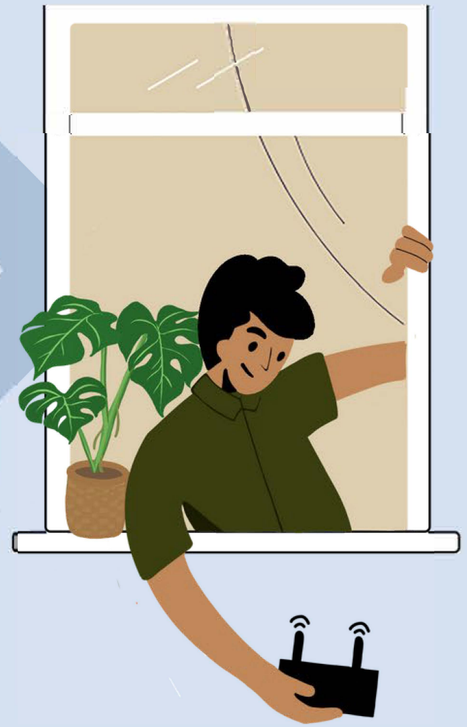
OCTOBER — Revisions from public comment

NOVEMBER — Final Hawai'i Digital Equity Plan



Digital Equity Timeline 2024





STRATEGIES

1.

Lifelong digital learners

2.
Inclusive and accessible online resources

3.
Safe and affordable devices

4.
Broadband connectivity

5.

Lifelong digital literacy training

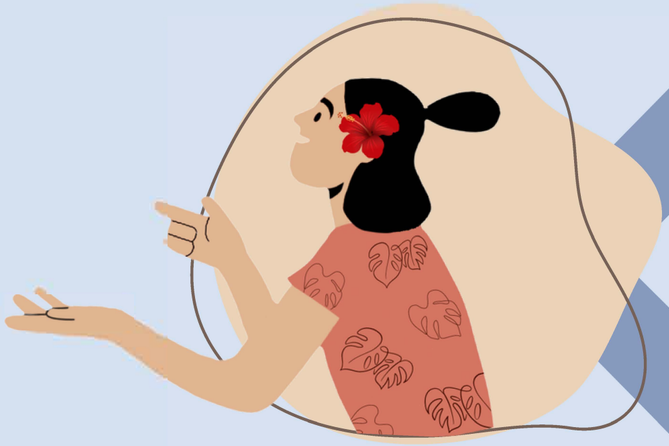
6.

Digital navigator program

7.
Disaster response capabilities and resiliency

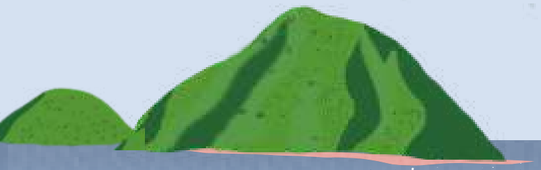
8.
Funding and investment policies

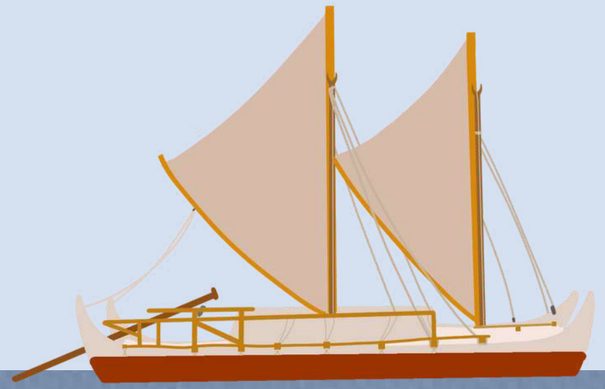
9.
Evaluation and data collection to measure progress and strategy development



Mahalo!

Hawaii Broadband
& DIGITAL EQUITY OFFICE





Implementation: Strategy 1

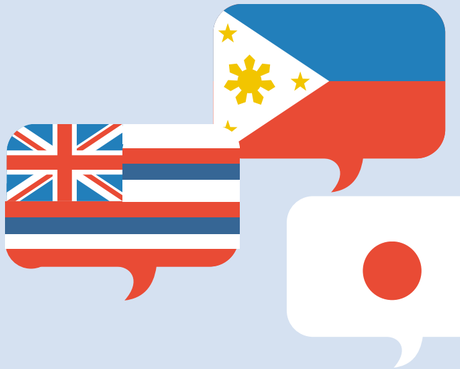
Inspire and welcome all residents to become lifelong digital learners

Objectives

1. Establish and implement a **communications campaign** for covered populations to improve perceptions about the significance of digital literacy for their social, economic, and cultural well-being
2. Develop and implement **training program** to orient staff of public agencies on adopting digital equity in the organization's culture and applying best practices in serving new digital learners from covered populations with compassion and empathy.

Implementation: Strategy 2

Honor the diversity of our communities with inclusive and accessible online resources



Objectives

1. Develop comprehensive **policies and regulations** that address issues such as net neutrality, affordable access, and fair competition
2. Develop and institute digital equity **best practices for accessibility and inclusivity** into online interfaces with an emphasis on mobile enabling and mobile integration for the following entities: State and County departments, service providers, community organizations, and others that provide services to members of covered populations throughout Hawai'i.
3. Integrate digital equity **assets** as identified in the Digital Asset Inventory into Aloha United Way 211 Helpline to make them accessible for the public.
4. Advocate for expanded access and improvements to **telehealth** services as a health care solution

Implementation: Strategy 3

Make devices safe, affordable, and available for all covered populations

Objectives

1. Increase access to **affordable devices** with software, accessories, and affordable Internet service plans that meet the needs of individuals in Hawai‘i’s covered populations
2. Establish free or low-cost Wi-Fi and community spaces equipped with computers and printers at all **public housing**, publicly funded affordable housing, and transitional housing projects.
3. Make **refurbished devices** with basic software and cybersecurity protections available to covered populations as a low-cost option
4. Allocate public resources to provide **cybersecurity** and online privacy measures for covered populations.
5. Establish **device service hubs** that can provide free or low-cost troubleshooting, repair, ugrades, and replacements of devices for remote and rural communities with concentrations of minorities and Native Hawaiians.
6. Develop programs that enable **incarcerated individuals** to have access to devices while incarcerated that will allow individuals:
    - to learn digital **skills** to prepare them for reintegration.
    - to obtain **mental health treatment** and access other **telehealth** services so that treatments may begin and/or continue during incarceration.
    - to obtain basic ID and other resources that are needed so that individuals can access jobs and housing while persons are still incarcerated and preparing for exit.

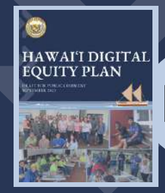
Implementation: Strategy 4

Provide broadband connectivity where Hawai‘i lives, works, learns, and plays

Objectives

1. Expand the network and strengthen the capabilities of **Community Anchor Institutions** (CAIs) on every island to broaden free access to broadband for residents in all covered populations
2. Install **free Wi-Fi and charging stations in public spaces** with public facilities to broaden connectivity for all covered populations.
3. Establish **digital resource hubs** across the islands to meet residents from all covered populations where they are.
4. Collaborate with Hawai‘i's business community and nonprofit sector to facilitate broadband connectivity for employees and clients.
5. Require internet service providers and cell phone carriers to provide a **basic level of service** for rural and remote communities.

Implementation: Strategy 5

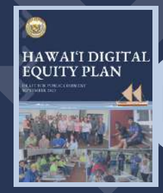


Provide affordable lifelong digital literacy training and mentoring tailored to needs of covered populations

Objectives

1. Implement best practices for providing ongoing **digital literacy training** tailored to the culture, language, and other unique characteristics of covered populations.
2. Develop and expand cadre of digital literacy **trainers and instructors** with cultural, language, and experiential competencies, allowing hire based on innovation and experience vs solely educational background
3. Design and offer digital **literacy training** to support job seeking, entrepreneurial goals, and career pathways of covered populations.
4. Disseminate **guidance and updates** quarterly on privacy, safety, and cybersecurity tailored to covered populations
5. Integrate digital literacy in **K-12 schools as foundational to career paths** and to create cadres of students to serve in digital navigator programs, digital literacy training, and community-based digital hubs.
6. Collaborate with the Department of Public Safety and training providers with appropriate competences to provide digital literacy classes for **incarcerated individuals** to ensure preparedness upon exit.

Implementation: Strategy 6

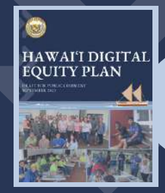


Create a community-based digital navigator program

Objectives

1. Recruit and empower **digital navigators** from within covered populations or who understand the unique challenges faced by covered populations.
2. Build **capacity** among public agencies, nonprofits, and community groups across the state for existing or new staff to serve as digital navigators who are equipped to address the unique digital needs of covered populations
3. Establish a **Digital Navigator Hui** to foster networking, partnerships, lessons learned, and the sharing of resources between digital navigators that serve covered populations across Hawai‘i.
4. Secure funding to establish and sustain **statewide digital navigator program** to tailor support to the individual needs of covered populations

Implementation: Strategy 7

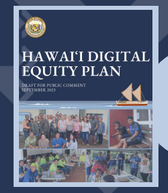


Strengthen disaster response capabilities and community resiliency through broadband

Objectives

1. Establish and annually update **best practices framework** for digital equity in community resilience with a team that includes: island-based, collaborative planning teams from public, private, and nonprofit sectors.
2. Incorporate digital equity **emergency response/ hazard mitigation** checklists to address preparedness, response, and the recovery needs of covered populations in Emergency Support Functions (ESF), the Comprehensive Emergency Management Plan, the Emergency Operations Plan (EOP), and all hazards mitigation planning.

Implementation: Strategy 8

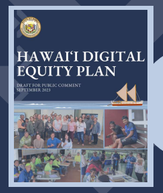


Prioritize funding and investment policies that advance digital equity

Objectives

1. Invest in **scaling and capacity building of existing effective programs and models**, including those identified in the asset inventory, and new promising concepts that enhance digital equity ecosystem
2. Establish and maintain multi-agency capability and strategy to **pursue federal resources** that support digital equity

Implementation: Strategy 9

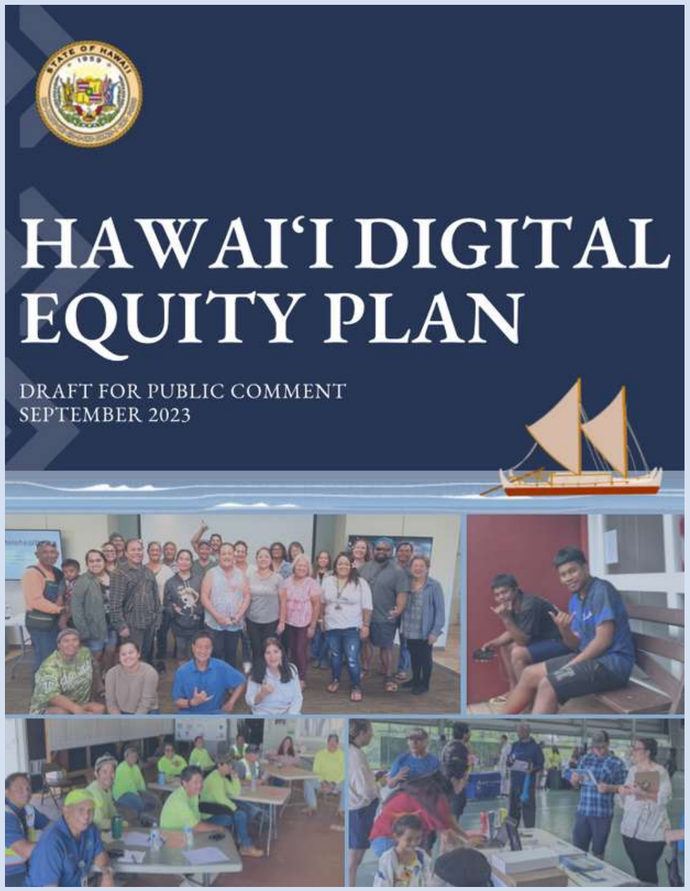


Integrate evaluation and data collection throughout implementation to measure progress and inform strategy development

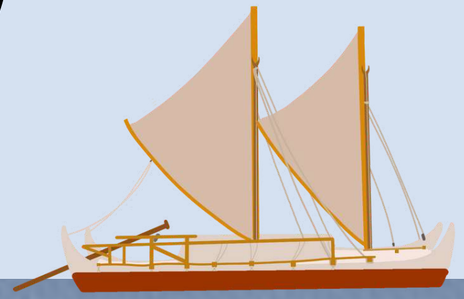
Objectives

1. Invest in qualitative and quantitative **tracking** studies by organizations with deep experience in Hawai'i that measure overall statewide progress on digital equity objectives and goals.
2. Develop **shared tools** for grantees to track outputs and facilitate data analysis to inform future improvements.
3. Conduct **annual review** of State's Digital Equity Implementation Plan using data from Objectives 9.1 and 9.2 to improve each of the other Objectives

Hawai‘i Digital Equity Plan



Read the full plan here:
broadband.hawaii.gov/digitalequityplan



BFED Committee

From: Jolie Jenkins <Jolie.Jenkins@co.maui.hi.us>
Sent: Monday, November 13, 2023 3:28 PM
To: BFED Committee
Subject: BFED 21-(10)
Attachments: County of Hawai'i BB Initiative-County Actions_2.0.pptx.pdf; ConnectKakou Overview.pptx; DE Presentation for Maui Council 111623 - Rev. 111323.pdf

[You don't often get email from jolie.jenkins@co.maui.hi.us. Learn why this is important at https://aka.ms/LearnAboutSenderIdentification]

Aloha BFED Committee Chair,

I have attached to this email the slides for the Broadband and Digital Equity in the County of Maui (BFED-21(10) presentation. Here is the order in which the slides should be displayed:
1) County of Hawai'i BB Initiative
2) Connect Kakou
3) DE Presentation

Please let me know if you need anything else!

Mahalo,

Jolie A. Jenkins
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